

ITSM

Sierra Ferguson
apsolutions.com

Dashboard

Incident Management

- Overview
- Create New
- Open- Unassigned
- Open
- All Incidents
- Create Major Incident
- Critical Incidents Map
- Resolved

Problem Management

Change Management

Request Management

Help

Interface Walkthrough

Settings

Toggle sidebar

Global search

8 incidents resolved out of 10 Show: This week

23 December, Sunday

Sun Mon Tue Wed Thu Fri Sat

23 24 25 26 27 28 29

Need immediate assistance Due date: August 23, 2021 Reminder
George Fields Resolved

Hard Drive Crashed Due date: December 23, 2018 Reopen
Rebecca Moore Ended

Show more

Closed Incidents Show: Monthly

Closed deals 146

Incidents Overview Show: This month

60% Active Completed Ended

INCIDENT NEW RECORD

NEW INCIDENT LOG

Number Input Text Contact Type

Caller Input Text State

Category Input Text Impact

Sub Category Input Text Urgency

Business Service Input Text Priority

Configuration item Input Text Assignment Group

Short Description Assigned to

Notes Related Records Closure Information

Work Notes Placeholder Text

Activity Placeholder Text

submit Incident

INCIDENT NEW RECORD

NEW INCIDENT LOG

Number Input Text Contact Type

Caller Input Text State

Category Input Text Impact

Sub Category Input Text Urgency

Business Service Input Text Priority

Configuration item Input Text Assignment Group

Short Description Email deleted accidentally Assigned to

Deleted Email Recovery Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean nisl tortor, pellentesque ut ipsum vel, ultrices sodales velit. Phasellus ornare libero ac nisi euismod lacinia. Nam sed orci nunc. Nam in orci ut mauris ultrices dignissim. Sed feugiat scelerisque orci.

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Related Search Results

submit Incident

INCIDENT NEW RECORD

NEW INCIDENT LOG

Short Description

Notes Related Records Closure Information

Work Notes Placeholder Text

Activity George Fields
Assigned to George Fields
Incident State In Progress was New

George Fields
Hey @Beth, please go through the appended article
Deleted Email Recovery Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean nisl tortor, pellentesque ut ipsum vel, ultrices sodales velit. Phasellus ornare libero ac nisi euismod lacinia. Nam sed orci nunc. Nam in orci ut mauris ultrices dignissim. Sed feugiat scelerisque orci.

Save Incident

INCIDENT NEW RECORD

NEW INCIDENT LOG

Short Description

Notes Related Information Closure Information

Parent Incident Change Request

Problem Caused by Change

Related Child Incidents Add Filter Run Filter
Assigned to is George Fields
Collection Child Incidents
INC0000021 INC0000021 INC0000021 INC0000021 INC0000021 INC0000021

Cancel Save

Save Incident

INCIDENT INC0000054

NEW INCIDENT LOG

Short Description

Notes Related Information Resolution Information

Resolution Code Resolved By George Fields
Resolved 21 Aug, 2021

Resolution Notes

```
<h1>Random Quote Generator</h1>
<div class="white-box">
<div class="quote">
<i class="fa fa-quote-left fa-3x"></i>
<p class="random-quote"> <span id="text"></span></p>
</div>
<div class="random-author">- <span id="author"></span></div>
<div class="buttons">
<a href="https://twitter.com/intent/tweet" title="Tweet this!"><button class="button"><i class="fa fa-twitter"></i></button></a>
<button class="button" id="new-quote"> New Quote </button>
</div>

```

Save

INCIDENT OVERVIEW

Company: All Filter by: Latest Search by:

Number	Opened	Short Description	Caller	Priority	State	Category	Assigned To	Group	Updated	Updated by
INC0000054	18-08-2021 6:59 AM	Outlook crashing repeatedly	Vijay Pal	Moderate	Resolved	Inquiry/Help	Shahab Alam	Software	18-08-2021 9:54 AM	Admin
INC0000055	18-08-2021 6:59 AM	Outlook crashing repeatedly	Vijay Pal	Critical	In Progress	Inquiry/Help	Shahab Alam	Software	18-08-2021 9:54 AM	Admin
INC0000056	18-08-2021 7:32 AM	Charger not working	Naaz Ahmed	High	On Hold	Replacement	Shahab Alam	Hardware	18-08-2021 9:54 AM	Admin

New Incident

INCIDENT INC0000054

NEW INCIDENT LOG

Short Description

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<div class="buttons">
<a href="https://twitter.com/intent/tweet" title="Tweet this!"><button class="button"><i class="fa fa-twitter"></i></button></a>
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New Incident

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Short Description Email deleted accidentally Assigned to

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