

# Incident Management notifications to end users

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**Category:** {'link':

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To keep end users informed about Incident tickets that have been reported by or for them, the IT Service Portal is sending automatic notifications to the person who reported the issue and the person for whom the issue has been reported. The different kinds of notifications are described in the following article.

The notifications will always include a link to the Incident in the IT Service Portal. Simply click on the link to open the Incident ticket in the portal. To have all information regarding your issue in one place and thus more readable, we recommend that you update the ticket directly via the portal.

The following four standard notifications are sent:

Incident [ID] has been created for you ([Short Description]) Incident [ID] has been updated ([Short Description]) Incident [ID] has been resolved ([Short Description]) Incident [ID] could not be updated ([Short Description])

Sample Notifications and explanation

1. Incident [ID] has been created for you ([Short Description])

This notification will be sent to you as soon as a new Incident has been registered:

1. Notification: Incident created

2. Incident [ID] has been updated ([Short Description])

If the Support Group working on the ticket requires additional information from you or wants to provide you with a short status update, it will add a so called "Customer visible update" to the Incident ticket. The system will then automatically send the following notification to you. You can simply reply to the email to provide feedback or - what we recommend - update the Incident ticket directly via the IT Service Portal.

2. Notification: Comment made by the Support Group

3. Incident [ID] has been resolved ([Short Description])

Finally, you will receive the following notification saying that your Incident has been resolved including the solution documented in the ticket by the Support Group:

3. Notification: Incident resolved

4. Incident [ID] could not be updated ([Short Description])

In case your Incident has not been resolved as per your expectations and you reply to the resolution email between the next 7 days, you will receive this notification:

4. Notification: Incident could not be updated