

Incident Correlation

Last updated by | Shawn Schoenrock | Aug 23, 2023 at 10:08 AM PDT

In order to help team members join the conversation, it is important to add links to the [Incident Channel](#), as well as, any a link to the MS Teams meeting created for the incident.

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- [Linking the Teams Channel](#)
 - [Linking the Teams Call](#)

Linking the Teams Channel

1. Select **Add Chat**

Incidents > IR-39: Incident management process demo

ACTIVE SEV-3 (Moderate) Declared 54 minutes ago 54 minutes of customer impact

Add Chat Add Video Call Install Tools

Overview Timeline Remediation Response Team BETA Notifications

2. Add URL to the Teams channel

Add Chat

URL

Enter a link to Google Hangouts, Microsoft Teams... etc

Other information

Enter any other information you want to display with the link

Cancel Save

Linking the Teams Call

1. Select **Add Video Call**

Incidents > IR-39: Incident management process demo

ACTIVE SEV-3 (Moderate) Declared 1 hour ago 1 hour of customer impact

Add Chat Add Video Call Install Tools

Overview Timeline Remediation Response Team BETA Notifications

2. Add URL to the Teams call

Add Video Call

URL

Enter a link to a call in Skype, Google Meet... etc

Other information

Enter any other information you need, like passwords, phone numbers...

Cancel Save