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| Capstone Project Step-by-Step Solution | | | | | |  | Task |
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Set up automatic assignment of incidents to the Strawberry Support group for Strawberry sFone issues. You will do this using the baseline assignment feature for Services and Service Offerings.

Then, develop an email notification related to new critical sFone incidents assigned to the Strawberry Support group. Afterwards, test to ensure the email sends correctly.

**Refer to** Module 5: Enable Productivity

1. Enable Auto-assignment using Services and Service Offerings
2. Navigate to **All >** **Configuration > Services**.
3. Click **New**.
4. Populate the form as follows:

Name: **Telephone Services**

Support Group: **Service Desk**

1. Right-click on the form header, then select **Save**.

For incidents where the Service is set to Telephone Services, the Assignment group will be automatically assigned to Service Desk.

1. Scroll down and select **Offerings** tab.
2. Click **New**.
3. Populate the form as follows:

Name: **Strawberry** **sFone**

Support Group: **Strawberry Support**

1. Click **Submit**.

For incidents where the Service offering is set to Strawberry sFone, the Assignment group will be automatically assigned to Strawberry support.

The assignment logic first looks for a support group at the Service offering level. If there is no support group on the offering, the assignment group on the Service will be used for the assignment.

1. Create an sFone Priority 1 Incident Notification
2. Navigate to **All >** **System Notification > Email > Notifications**.
3. Click **New**.
4. Populate the properties for your new notification:

Name: **P1 sFone Incident**

Table: **Incident [incident]**

Active is **[checked]**

1. From the **When to send** tab, populate the following properties:

Send when: **Record inserted or updated**

Inserted is **[checked]**

Updated is **[unchecked]**

Conditions:

**Category | is | sFone** **AND**

**Priority | is | 1 – Critical AND**

**Assignment group | is | Strawberry Support**

Graphical user interface, application

Description automatically generated

1. From the **Who will receive** tab, click the **Unlock** (lock) icon next to **Users/Groups** **in fields**.

Graphical user interface, application, Word

Description automatically generated

1. Scroll down in the Available list, then select **Assignment group [+]**.
2. With **Assignment group (+)** selected, click the **Expand Item** (+) icon.

Graphical user interface, text, application

Description automatically generated

1. From the Available list, scroll down and select **Manager [+]**, then add it to the Selected list.

Graphical user interface, text, application

Description automatically generated

1. Click the opened lock to **Lock Users/Groups in fields.** Verify your selection.

Graphical user interface, text, application, email

Description automatically generated

1. From the **What it will** **contain** tab, populate the following properties:

Subject: **A new P1 sFone Incident has opened: ${number}**  
Message HTML:  
**Opened: ${opened\_at}  
Opened by: ${opened\_by}  
Short description: ${short\_description}**

**NOTE**: The values to the right of each column represent variables which dynamically populate with information directly from the active record.

Graphical user interface, text, application, email

Description automatically generated

1. Click **Submit**.
2. Test the Notification
3. Navigate to **All > Incident > Create New**.
4. Fill out the form as follows:

Caller: **Kara Prince**

Service offering: **Strawberry sFone**

Short description: **My sFone is still broken!**

1. **Save** the form, then ensure you have the **Default view** selected.

**NOTE**: The value for the **Assignment group** field automatically populated to display **Strawberry Support** because of the Service offering and the associated support group defined at the beginning.

1. Finish populating the Incident form with the following details:

Category: **sFone**

Impact: **1 – High**

Urgency: **1 – High**

Work Notes: **The sFone is still broken**.

1. Click **Update**.

TASK VERIFICATION

Confirm the email notification was sent by navigating to All > System Mailboxes > Outbound > Outbox.

Graphical user interface, application

Description automatically generated