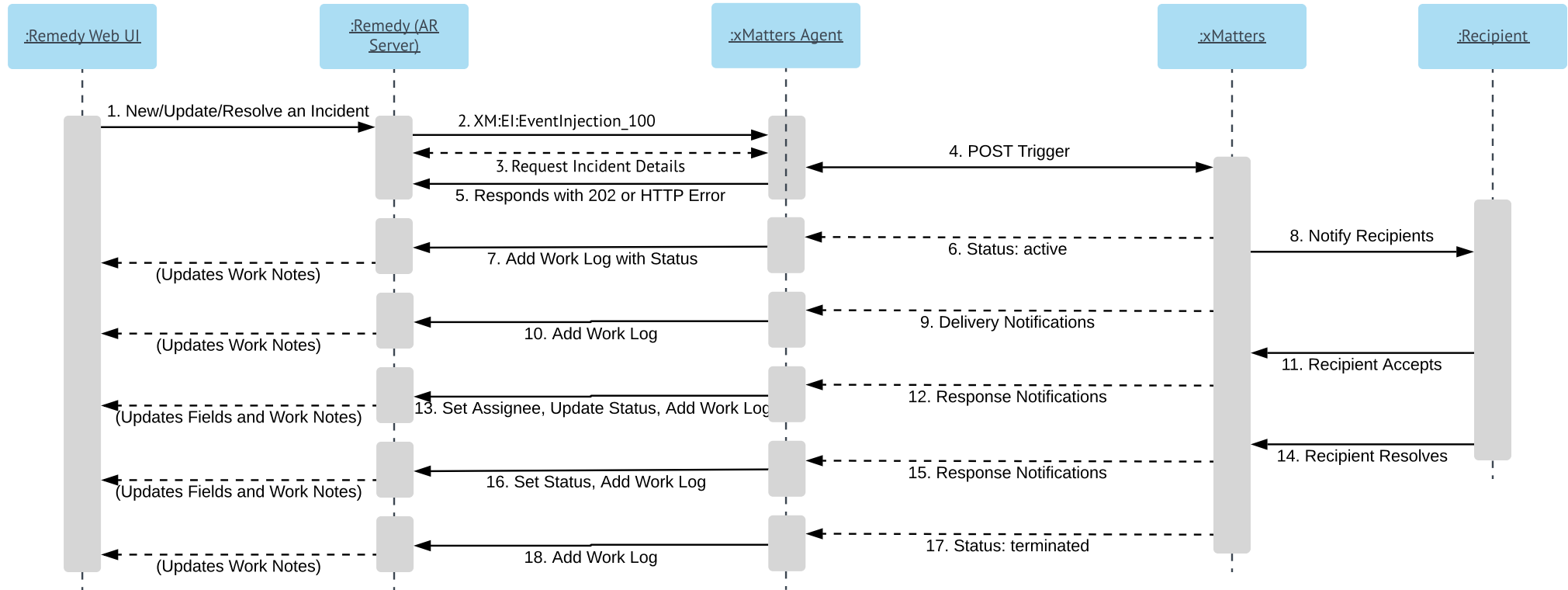


xMatters - Remedy Integration (REST via xMatters Agent) **New / Update / Resolve Incident Workflow**



1. Incident created/updated/resolved via Remedy, this causes one of the XM:Incident_... Filters to be invoked, which in-turn trigger the XM:Action form, which submits to the XM:Event Injection form.
2. Filter XM:EI:EventInjection_100 is triggered via XM:Event Injection and calls the xMatters Agent via SOAP, passing Incident Number to an Endpoint exposed by the Remedy Integration Service.
3. xMatters Agent calls Remedy via a REST GET to HPD:IncidentInterface in order to retrieve the details of the Incident.
4. Inbound Integration code running in the xMatters Agent constructs payload and POSTs initiate Event via REST call over secure link to xMatters.
5. Integration Service responds Accepted (202) or Failure of POST from #4 above back to the originating SOAP call from #2 above.
- 6./7. xMatters sends status update to Integration Builder code running in xMatters Agent; POSTs to HPD:IncidentInterface via REST with Work Note updates.
8. xMatters begins notifying Recipients.
9. xMatters begins sending Delivery Notifications to Integration Service.
10. For each Delivery Notification, the xMatters Agent POSTs to HPD:IncidentInterface via REST with Work Note updates.
11. Recipient Accepts responsibility for Incident via Response Option of Notification.
12. xMatters Sends Response Option to Integration Builder code running in xMatters Agent.
13. xMatters Agent POSTs to HPD:IncidentInterface via REST to set Status to In Progress, set Assignee, and Work Note updates.
14. Recipient Resolves Incident via Response Option of Notification, Event is Terminated in xMatters
15. xMatters Sends Response Option to xMatters Agent.
16. xMatters Agent POSTs to HPD:IncidentInterface via REST to set Status to Resolved, and Work Note updates.
17. xMatters Sends Status update of Terminated to xMatters Agent.
18. xMatters Agent POSTs to HPD:IncidentInterface via REST to update Work Notes.