

BMC REMEDY IT SERVICE MANAGEMENT - Incident Management

Incident Request

View Request

Quick Actions

Assign to Me

Auto Assign

Broadcast Incident

Customer's Incidents

Incident Matching

Select Consultant

Select Product

SLM Status

Details...

Links

Functions

Advanced Functions

Create Other Requests

Console

Identification and Recording

Investigation and Diagnose

Resolution and Recovery

Incident Closure

Close

Incident ID*
Company*
Customer*
Contact*

PC000000005413
Cable Services
Rovira, Manuel
Adress, Alex

20
▼
●●
●●

Notes

Template*

Summary*

User hasn't yet received messages sent to him 30 minutes ago.

Email issue

Email service is dog slow

■

Service*

Client

Target Date

Impact*

Urgency*

Priority*

Incident Type*

Email Service

Outlook server

10/14/2009 6:57:41 AM

3-Moderate/Limited

3-High

High

User Service Restriction

▼

▼

■

▼

▼

▼

▼

Work Detail

Relationships

Data/System

Show Related

3 entries returned - 3 entries matched

Preferences

Relationship Type	Request Type	Request Summary
Impacts	Configuration Item	Email Service
Related to	Configuration Item	Email Service
Related to	Problem Investigation	PC000000000215 Email response s

View

Remove

Request Type

Quick Actions

▼

▼

Bmc Remedy Srm User Guide

CL Gary



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