

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](#)
- [Consoles](#)

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

19/14/2009 6:57:41 AM

3-Moderate/Limited

3-High

High

User Service Restriction

▼
▼
■
▼
▼
▼
▼

Work Detail

Relationships

Date/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

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Bmc Remedy Srm User Guide

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A red circular graphic with a gradient, appearing as a semi-circle or a partial circle, located to the right of the author's name.

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