Incidents

Incidents menu serves for logical or functional errors reporting which users can encounter during their work in the system. Incidents can also have a character of a new functionality, question or training request. When an incident is posted by a user, developing team sees the incident record and gets measures for its quick elimination. When incident's status is changing, user that posted incident, gets informed about this fact through the email notification. In Incidents menu each user can view only those incident records that had been posted by him in person. Access to the entire list of incident records has only users with administration permissions and developing team.

Incidents can be posted in two modes:

- From the list of posted (submitted) incidents that makes part of the "Incidents" profile
- From the form's interface where an error has been discovered.

Below will be examined these ways of incident posting.

Figure 1 Incidents menu. "Submitted" interface

	ECMT Transport	t Licences	System							1
습	Incidents 😋	Incident Nr		Crea	ted On Period V	_/_/	m _/_/	m		
Workplace	Submitted	Subject						- -	Search	
100)	😰 In Progress	- /								
	On Hold	🗈 Post an Ir	ncident 🔺 Mark as Res	olved 🕑 Put on	Hold 🖄 Cancel					
Reports	Cancelled	Incident No	Subject	Posted On -	Posted By	Priority -	Assign To	Application		C
Ŭ	Resolved	ag I00011	CA_Admin test	10/01/2024 10:32	Cadmin2	Medium	A	Ibania		-
Incidents		I00010	Test Officer	10/01/2024 10:31	0000123	Medium	A	Ibania		
	P	I00006	test 1	18/12/2023 15:23	George Michael	Medium	A	Ibania		
My Profile				C'1						
		here to a	iccess Incident:	s profile						
?										
Help										

Click here to post new incident record

1.1 How to Post an Incident from "Incidents" Profile

In menu bar of submitted incidents click ^{C Post an Incident} button:

	ECMT Trans	sport	Licences System			
☆	Incidents	C	Incident Nr		Created On	Period V
Workplace	Submitted		Subject			
	🗑 In Progress		Subject			
	On Hold		🗈 Post an Incident 🔺	Mark as Resolved	Put on Hold	Cancel
Reports	Cancelled					
	Resolved		Incident No Subject	Posted O	n 👻 Posted B	y Prior
æ			ag 100011 CA_Admin to	est 10/01/2024	10:32 Cadmin2	Med
Incidents				a ta da a		

In incident form that will be opened use General tab to provide info about incident's subject, description, select incident type, its priority:

Figure 2 "Add an Incident" form. General tab

Add an Incid	dent							8		×
General	Screen	shot	Attachments							
INCIDENT										
Subject *		Subjec	t test							
Description	*	Incider	t test description							
					Click here to	select incide	ent type			
Incident Typ	e*		Software error causing sys	tem malfunction ("bug")						Ļ
Incident Sta	tus		Submitted \sim	Priority	Medium 🗸	Number	[AUTO]			
Created By		🚨 vi	ctoria1@albania.com	Created On	26/04/2024 15:14					
		Cli	ck here to seled	ct incident's prio	rity					
				,	,		Save and Close		Clos	e

Figure 3 Incident type selection

Incident Type *		Software error causing system malfunction ("bug")	ſ
Incident Status		Request for clarification (no changes required)	3
Created By	8	Minor usability enhancement ("look and feel")	_
		Software error causing system malfunction ("bug")]
		Requirement not implemented (logical error)	
		Request for technical support	
		Request for training	

Go to "Screenshot" tab to attach screenshot file that shows emerged problem:

Figure 4 "Add an incident" form. Screenshot tab

Add an Incident	8 🗆 ×
General Screenshot Attachments	Attached screenshot file appears in this zone
Abania Ch Pressed P	i I X
2024-04-26_15-24-34.png (22.9 KB) - The file is received. Attach a File	Click here to attach screenshot of the problem describing in your incident (screenshot file must be taken and saved in advance)

In case yo want to attach move then one screenshot file to your incident, use Attachments tab:

Figure 5 "Add an Incident" form. Attachments tab



When all data about incident have been provided click Save and Close button: incident record will appear in the submitted incidents list:

	ECMT Tra	anspo	rt Licence	es System							1
G Workplace	Incidents Submitte In Progre	C d	Incident Nr Subject			Created On	Period 🗸/_	./ 🛱		Search	
Reports	 On Hold Cancelled Resolved 	ן י	Post an I Incident N	ncident 🖈 Mark	eas Resolved 🕑 F	Put on Hold 🔯 Canc	Priority +	Assign To	Application		0
			 I00011 I00010 I00006 	CA_Admin test Test Officer	10/01/2024 10:32 10/01/2024 10:31 18/12/2023 15:23	Cadmin2 0000123 George Michael	Medium Medium Medium	A A A	bania bania bania bania		
Ny Profile ? Help			<u></u>								

1.2 How to Post Incident from Form's Interface

In interface of any of system's forms click on I button

Figure 6 Posting incident from form's interface (incident posting button)



As a result on your screen will be opened "Post Incident" form where you'll be able to provide incident's data and to attach screenshot file (taken and saved on your hard disk in advance):

Figure 7 "Post Incident" form opened from system form's interface

Abania CIA			"Post incident" form
General A	Post Incident		×
Code	Subject *	Subjext test 2	
Name *	Description	Test description 2	tached screenshot file appears in this zone
Description			tucheu screensnot jile uppeurs in this zone
Address	Type *	Software error causing system malfunction ("bug")	riority Normal
Is Valid		Albuma ClA Reported A Reported A Reported A Reported A Reported A Report A	
		Address briante Ver 🗍 Na	Click Ok button to post inciden incident record will appear in the li
			of submitted incidents
		2024-04-26_15-24-34.png. The file is received <u>Attach a File</u> Please make a screenshot file with the incident and a tach it.	-
			V OK Ø Close

must be taken and saved in advance)

1.3 How to Change Incident's Status

Being at any of incident lists click on any of available change status buttons: * Mark as Resolved or Put on Hold (incident record must be selected in advance):

Figure 8 Start of incident status changing process

	ECMT Transpo	ort	Licence	s System							1
Workplace	Incidents 😋	In	cident Nr			2) Click one the status	e of the a	vailable bu	ittons to	chang	je
Paports	 In Progress On Hold 	Su	ibject Post an In	cident 🖈 Mari	k as Resolved	Put on Hold	1				-
Ŭ.	 Cancelled Resolved 	*	Incident No I00018	Subject Subject test	Posted On - 26/04/2024 15:29	Posted By victoria1@albania.com	Priority • Medium	Assign To	Application	R I	0
Incidents		-13 19	100011 100010	CA_Admin test Test Officer	10/01/2024 10:32 10/01/2024 10:31	Cadmin2 0000123	Medium Medium	م م	Ibania Ibania		
My Profile ? Help		۲	100006	test 1	18/12/2023 15:23 1) Select would like :	George Michael incident recou to change	nd which	status y	OU		

In "Status changing" form that will be opened provide status changing comment, use "Send notification" radio-buttons to define whether email notification about status changing would be sent to user who posted the incident:

Status changed to: C	n Hold			8		x
Subject *						
Subject test						
Incident test descrip	tion					
Change Status to:	On Hold					
status changing test	comment					//
Send Notification	● Yes 🔿 No					_
To:	🤱 victoria1@alb	ania.com				
Support team is au	tomatically notified via	email on this ch	ange of status			
				_		
			Submit		Close	2

Figure 9 Status changing form

Click on submit button: status changing form will be closed, and incident record will be moved in one of the incident list depending on its new status: