MyriadSuite On-Demand Business System

MyriadApp

On-Demand Business Applications

How to manage Incidents

MyriadApp

Incidents Management

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How to Report and follow Incidents

Two ways to do it

There is two ways to submit an incident:

The first one is for occasional users like employees and customers:

- When a user is logged, he can use the **Support Services** link to access Incident Web Form.

The second one is for expert support users only:

- When a user is logged, he can use the MyriadApp **Incidents** application to submit incidents.

1- Create and follow incidents from the web form

Click on **Support Services** link

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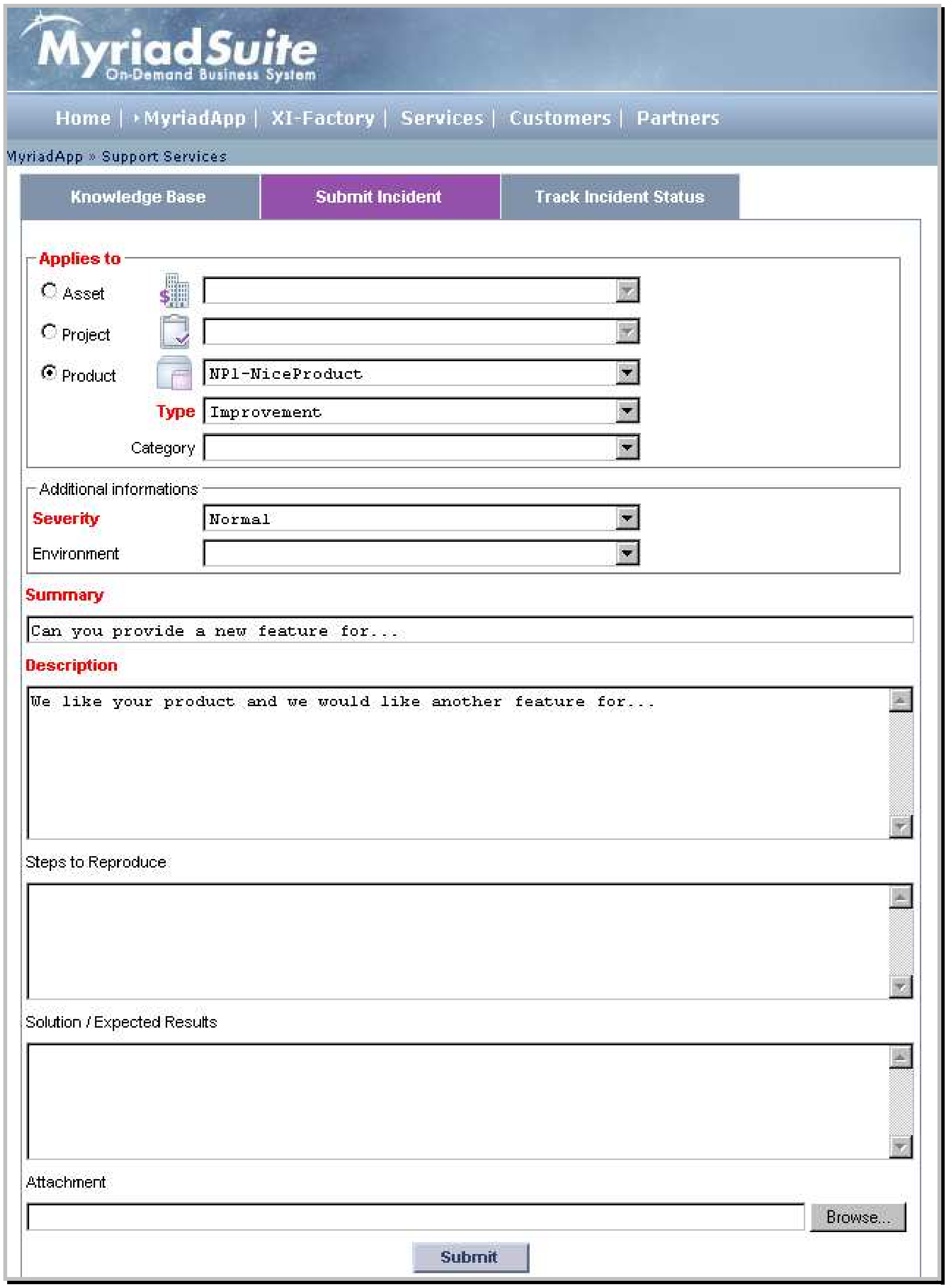
Incident web form:



Support services give access to your employees and customers to:

- Your Knowledge base (FAQ, articles,…)
- Submit Incident web form
- Track Incident Status web form

Description

Incidents can be entered from Incident Web Form by users who don’t have access to Incidents application.

Go to Submit Incident tab.

Make sure you provide all the mandatory fields (in red).

Use the **Submit** button when information has been entered.

Go to Track Incident Status tab to follow your incident resolution steps.

2- Manage incidents with the Incidents application

Description

Select Support process and then Incidents application.

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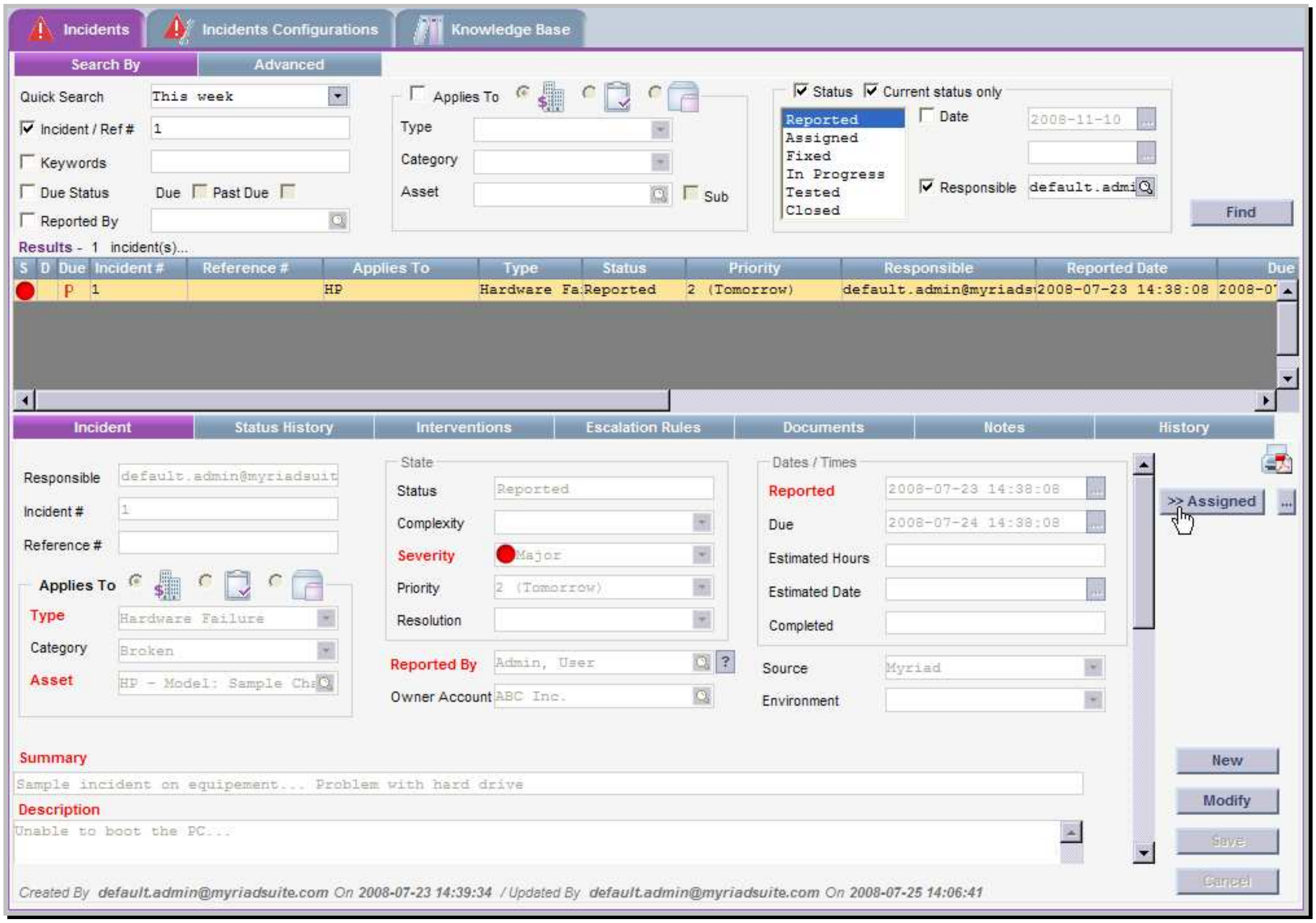
Incidents Application



Description

Support experts can use Search Criteria to retrieve a list of incidents from database.

Select incident from Result List.

Use **>> Assigned or** button to assign the incident to a resource.

Incident Status window is then loaded and incident can be assigned to a resource to resolve the issue.

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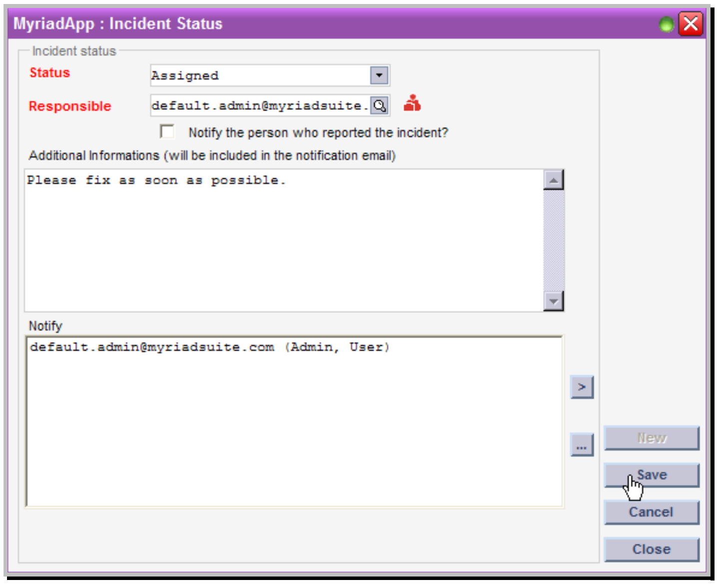

Use the **Save** button when information has been entered.

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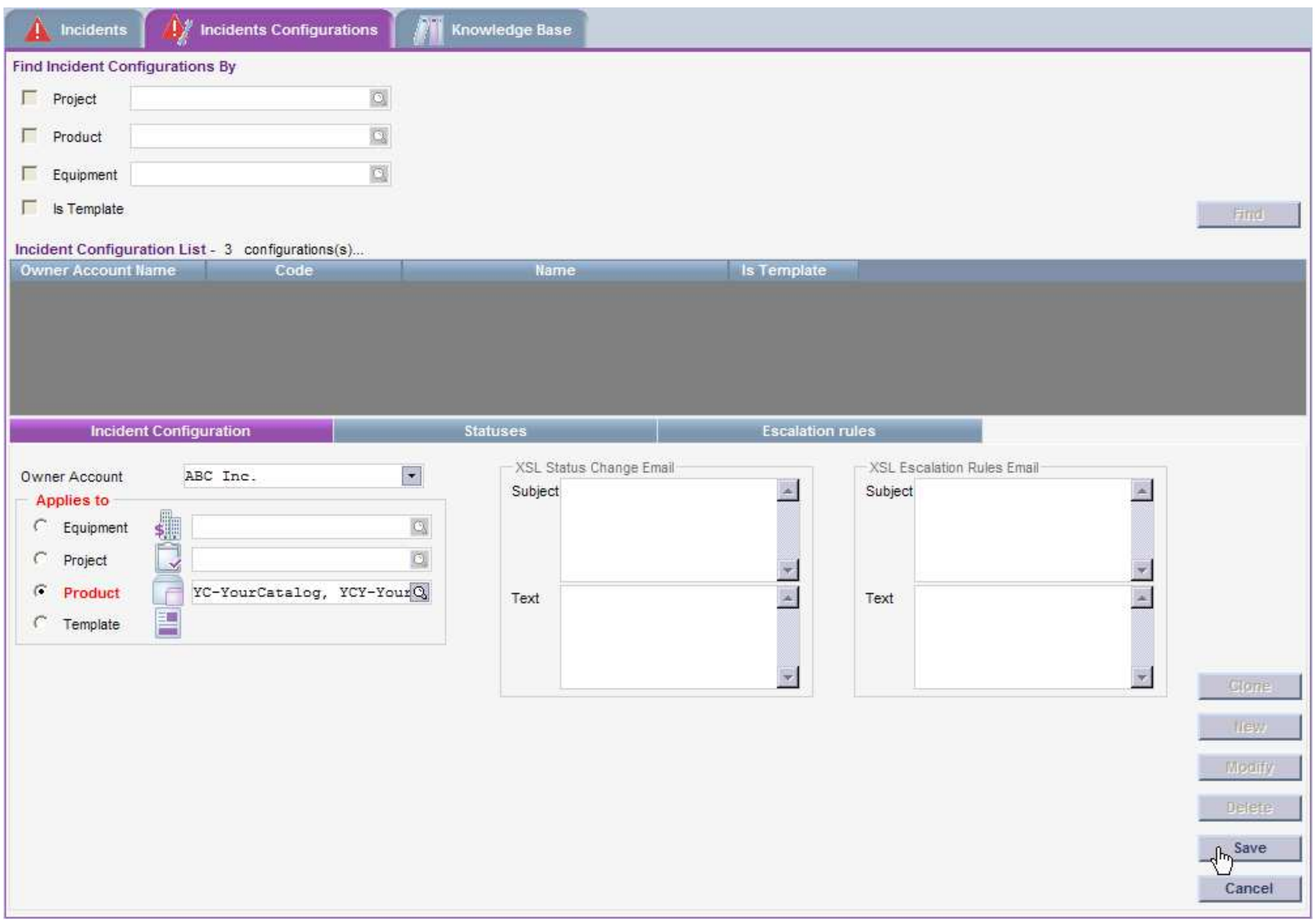
How to Manage Incidents Configurations

Go to Incidents Configurations application

Description

Select Support process and then Incidents Configurations application.

Create an Incident Configuration



Description

An incident Configuration needs to be created for equipments, projects or products supported

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by your Help Desk.

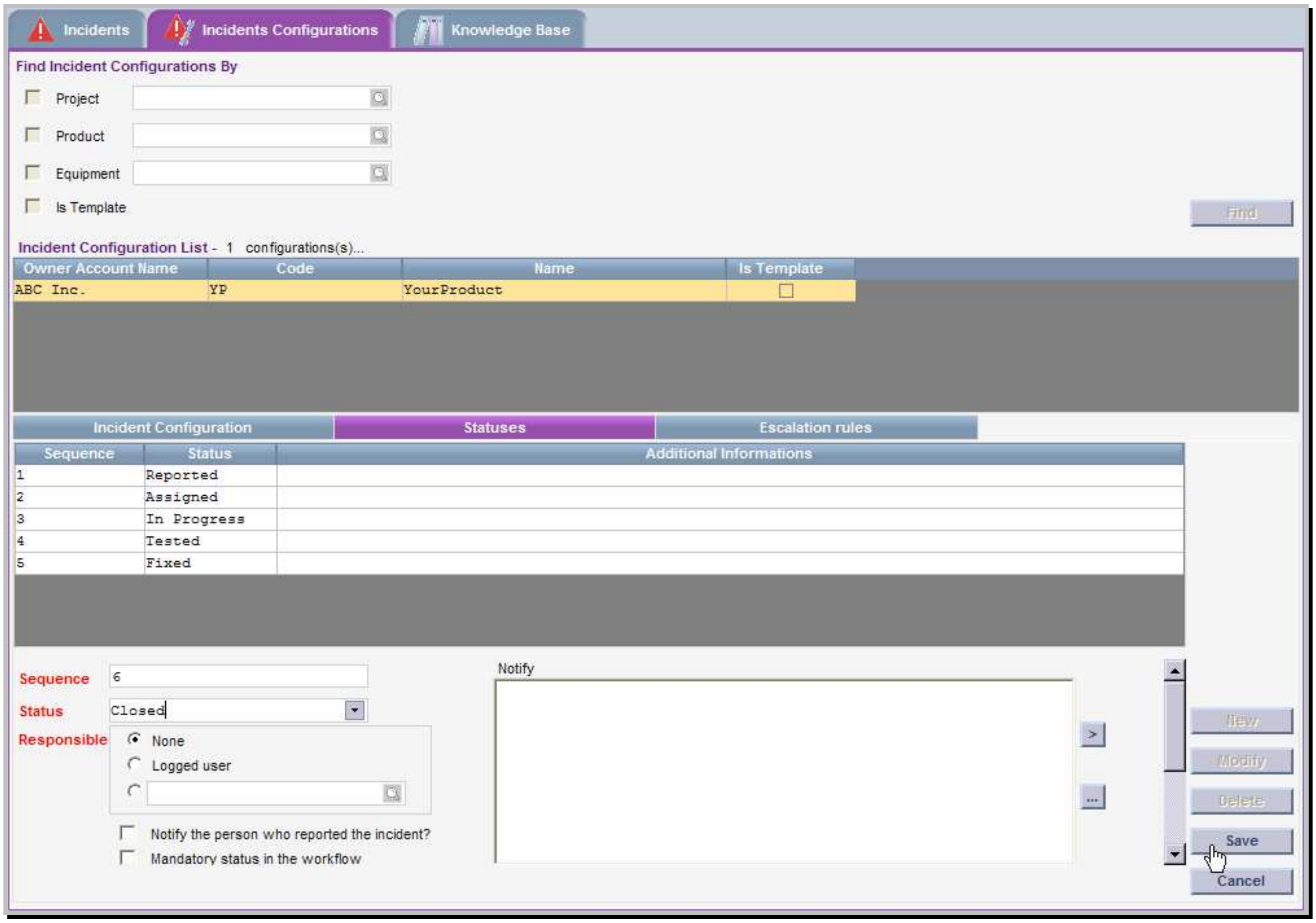
- Incident configuration can be quickly defined for one product catalog with its entire sub categories and sub products.

Use the **New** button to define and add a new Incident Configuration.

Make sure you provide all the mandatory fields (in red).

Use the **Save** button when information has been entered.

Create Statuses for Incident Configuration



Description

Statuses tab lets you define the workflow for incidents reported for your equipments, projects or products.

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If an incident configuration template exists, the statuses list is automatically filled with workflow from template.

Use the **New** button to define and add a new Status in the workflow.

You may specify a default responsible for each status of the workflow.

Make sure you provide all the mandatory fields (in red).

Use the **Save** button when information has been entered.

Use the **Delete** button to remove a Status from workflow.

Use the **Modify** button to edit a Status in the Workflow.

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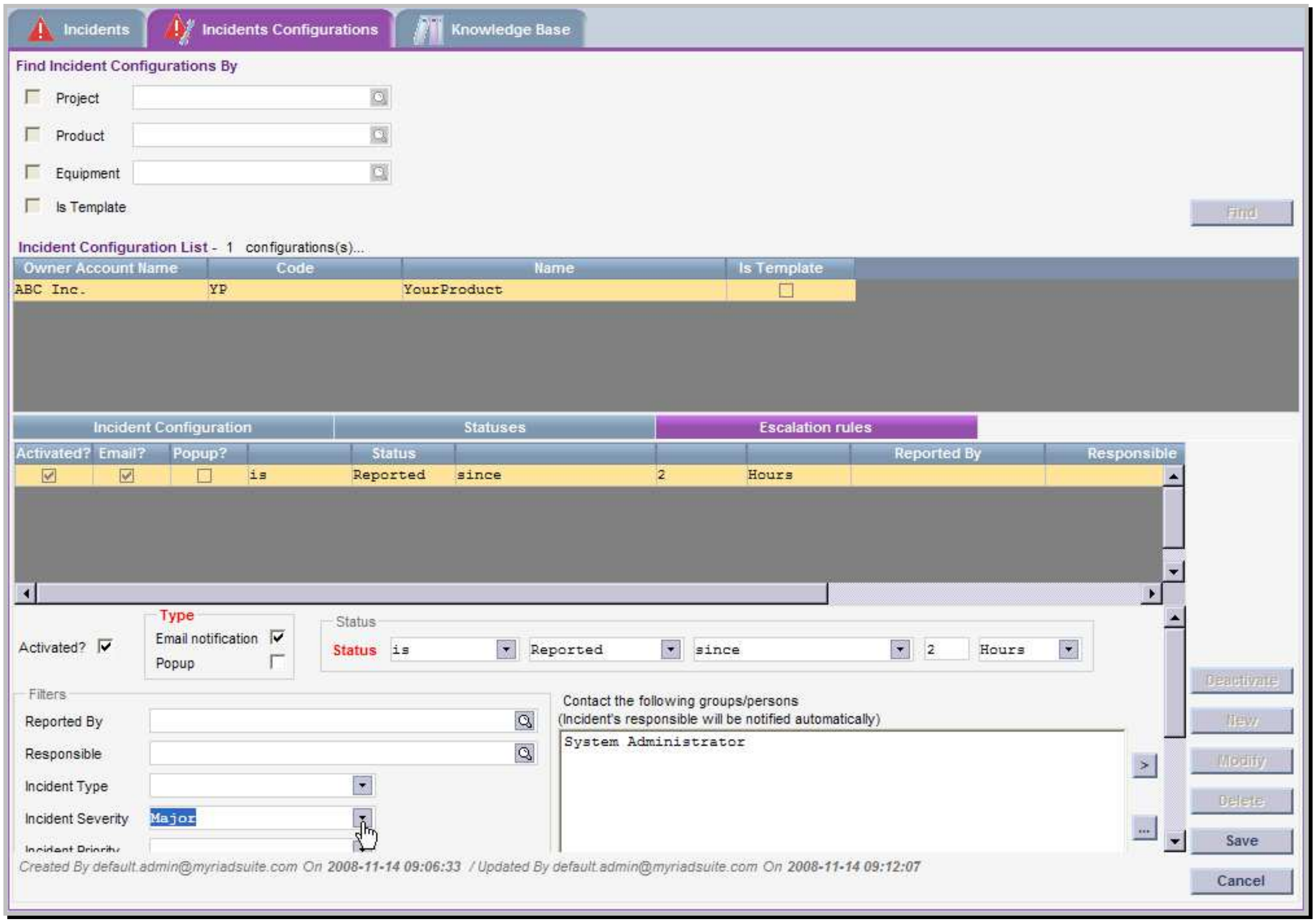
Create Escalation Rules



Description

Use the **New** button to define and add a new Escalation Rule.

An escalation rule is violated on a specific status that remains unchanged or a specific status that isn't reached within a given time period.

Escalation violation may result in an email notification and/or a popup in MyriadApp for the list of contacts defined.

Make sure you provide all the mandatory fields (in red).

Filters can be added to escalation rule so that escalation rule applies only to a subset of incidents reported for the equipment, project or product.

Use the **Save** button when information has been entered.

