

MyriadApp

**On-Demand Business
Applications**

How to manage Incidents



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

The screenshot shows the MyriadSuite website interface. At the top left is the MyriadSuite logo. At the top right are links for 'CONTACT US', 'LOGOUT', and 'FRANCAIS'. The main header features the text 'New Generation of On-Demand Business Applications and Development Tools' over a globe background. Below this is a navigation bar with links: 'Home | MyriadApp | XI-Factory | Services | Customers | Partners' and a user profile for 'Jean-Louis Lalonde'. The main content area is divided into several sections: 'MyriadApp Complete on-demand software to manage your:' with sub-points for Contacts, Orders and Invoices, Help Desks, Sales, Projects, and Marketing Campaigns; 'Small Services Business (1-99)' with a 'Start MyriadApp' button; 'Medium and Large Business (100+)' with a 'Change your password' link; and a 'Try Our On-Demand Membership Fee Calculator' button. At the bottom, there is a 'MyriadApp On-Demand Business Applications' section and a 'Web Services Support Services' button highlighted with a red border.

Click on **Support Services** link

Incident web form:

The screenshot shows the 'Submit Incident' web form in the MyriadSuite interface. The form is titled 'MyriadSuite On-Demand Business System' and has a navigation bar with links for Home, MyriadApp, XI-Factory, Services, Customers, and Partners. The current page is 'MyriadApp > Support Services'. The form has three main tabs: 'Knowledge Base', 'Submit Incident' (which is highlighted in purple), and 'Track Incident Status'. The 'Submit Incident' section includes a 'Applies to' section with radio buttons for 'Asset', 'Project', and 'Product' (selected). Below this are dropdown menus for 'Type' (set to 'Improvement') and 'Category'. The 'Additional informations' section has dropdowns for 'Severity' (set to 'Normal') and 'Environment'. The 'Summary' section has a text area with the text 'Can you provide a new feature for...'. The 'Description' section has a larger text area with the text 'We like your product and we would like another feature for...'. The 'Steps to Reproduce' section has a text area. The 'Solution / Expected Results' section has a text area. The 'Attachment' section has a text area and a 'Browse...' button. A 'Submit' button is located at the bottom of the 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.

Incidents Application

The screenshot displays the MyriadSuite Incidents Application interface. At the top, there are tabs for 'Incidents', 'Incidents Configurations', and 'Knowledge Base'. Below these is a search section with 'Quick Search' and 'Advanced' options. The 'Advanced' search filters include 'Applies To', 'Type', 'Category', 'Asset', 'Status', 'Current status only', 'Date', and 'Responsible'. A 'Find' button is located to the right of the search filters.

The search results are displayed in a table with the following columns: S, D, Due, Incident #, Reference #, Applies To, Type, Status, Priority, Responsible, Reported Date, and Due. The table shows one incident with the following details:

S	D	Due	Incident #	Reference #	Applies To	Type	Status	Priority	Responsible	Reported Date	Due
●	P		1		HP	Hardware Fa.	Reported	2 (Tomorrow)	default.admin@myriadsuite.com	2008-07-23 14:38:08	2008-07-24 14:38:08


Below the table, there are tabs for 'Incident', 'Status History', 'Interventions', 'Escalation Rules', 'Documents', 'Notes', and 'History'. The 'Incident' tab is active, showing a detailed view of the incident. The 'State' section includes fields for 'Status' (Reported), 'Complexity', 'Severity' (Major), 'Priority' (2 (Tomorrow)), and 'Resolution'. The 'Dates / Times' section includes fields for 'Reported' (2008-07-23 14:38:08), 'Due' (2008-07-24 14:38:08), 'Estimated Hours', 'Estimated Date', and 'Completed'. The 'Responsible' field is set to 'default.admin@myriadsuite.com'. The 'Asset' field is set to 'HP - Model: Sample Chs'. The 'Owner Account' field is set to 'ABC Inc.'. The 'Source' field is set to 'Myriad'. The 'Environment' field is empty.

The 'Summary' section contains the text: 'Sample incident on equipment... Problem with hard drive'. The 'Description' section contains the text: 'Unable to boot the PC...'. At the bottom right, there are buttons for 'New', 'Modify', 'Save', and 'Cancel'. A '>> Assigned' button is also visible on the right side of the incident view.

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.

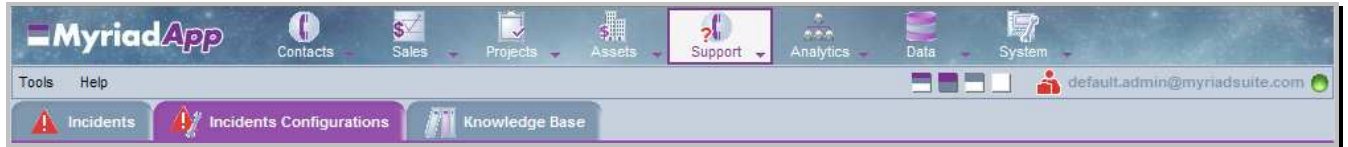
The screenshot shows a dialog box titled "MyriadApp : Incident Status". It contains the following fields and controls:

- Incident status:** A dropdown menu set to "Assigned".
- Status:** A dropdown menu set to "Assigned".
- Responsible:** A text field containing "default.admin@myriadsuite.com" with a search icon to its right.
- Notify the person who reported the incident?
- Additional Informations (will be included in the notification email):** A text area containing "Please fix as soon as possible."
- Notify:** A text area containing "default.admin@myriadsuite.com (Admin, User)".
- Buttons: "New", "Save", "Cancel", and "Close". A mouse cursor is pointing at the "Save" button.

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

How to Manage Incidents Configurations

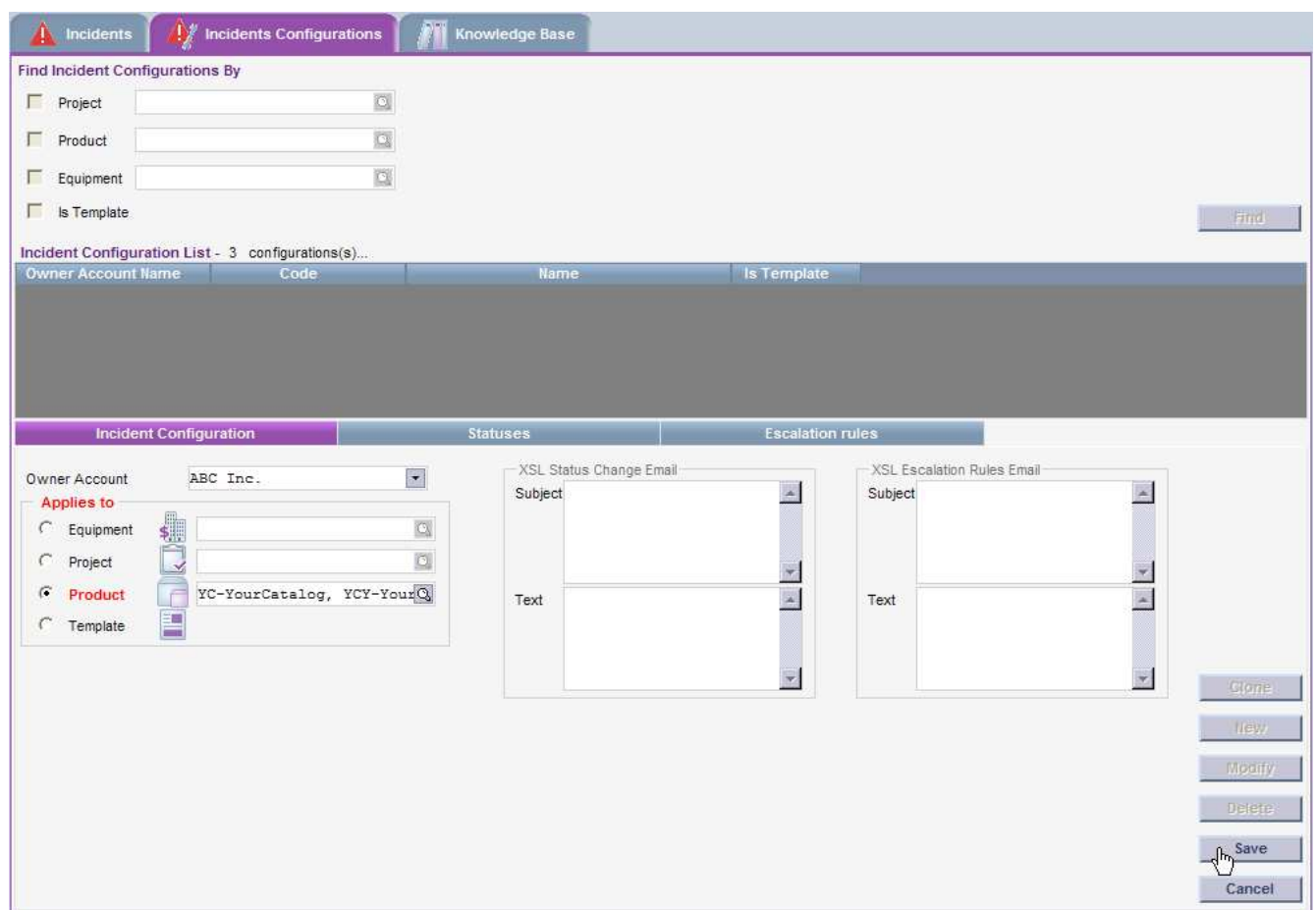
Go to Incidents Configurations application



Description

Select Support process and then Incidents Configurations application.

Create an Incident Configuration



The screenshot shows the 'Create an Incident Configuration' form. It includes a search section for finding configurations by Project, Product, Equipment, or Is Template. Below this is a table with columns for Owner Account Name, Code, Name, and Is Template. The main form area is divided into three tabs: Incident Configuration, Statuses, and Escalation rules. The Incident Configuration tab is active, showing fields for Owner Account (ABC Inc.), Applies to (Equipment, Project, Product, Template), and XSL Status Change Email and XSL Escalation Rules Email sections. A vertical toolbar on the right contains buttons for Clone, New, Modify, Delete, Save, and Cancel.

Description

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

by your Help Desk.

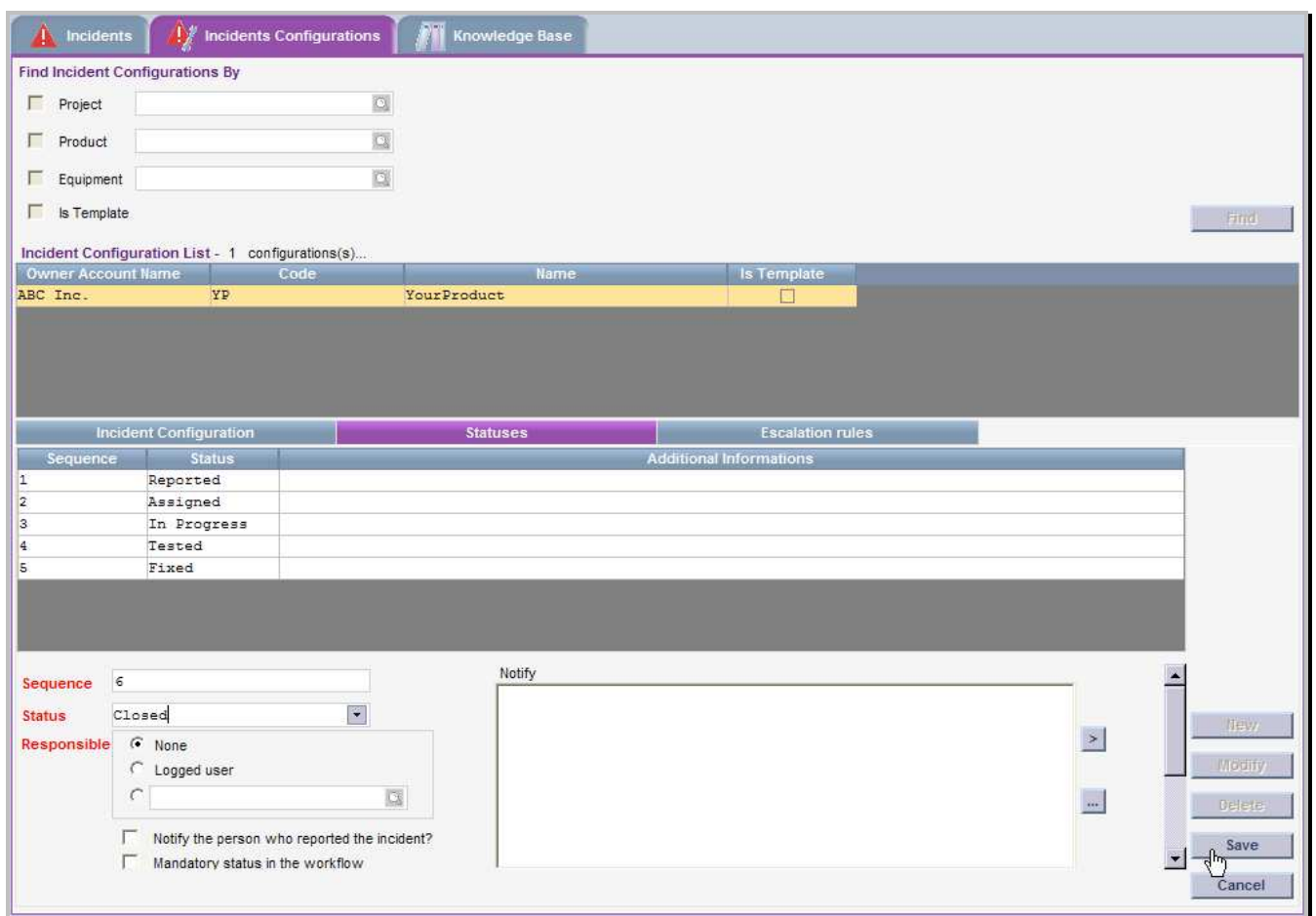
- Incident configuration can be quickly defined for one product catalog with its entire sub categories and sub products.

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



The screenshot shows the 'Incidents Configurations' tab in the MyriadSuite interface. At the top, there are navigation tabs for 'Incidents', 'Incidents Configurations', and 'Knowledge Base'. Below this is a search section titled 'Find Incident Configurations By' with filters for Project, Product, Equipment, and Is Template, each with a search input field and a magnifying glass icon. A 'Find' button is located to the right. Below the search section is a table titled 'Incident Configuration List - 1 configuration(s)...'. The table has columns for Owner Account Name, Code, Name, and Is Template. One configuration is listed: ABC Inc., YP, YourProduct, with a checkbox for Is Template. Below the table are three tabs: 'Incident Configuration', 'Statuses', and 'Escalation rules'. The 'Statuses' tab is active, showing a table with columns for Sequence, Status, and Additional Informations. The table lists five statuses: 1 Reported, 2 Assigned, 3 In Progress, 4 Tested, and 5 Fixed. Below the table is a detailed view for a status. The 'Sequence' field is 6, the 'Status' is 'Closed', and the 'Responsible' is 'None'. There are checkboxes for 'Notify the person who reported the incident?' and 'Mandatory status in the workflow'. On the right side of the detailed view, there are buttons for 'New', 'Modify', 'Delete', 'Save', and 'Cancel'. A mouse cursor is pointing at the 'Save' button.

Description

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

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.

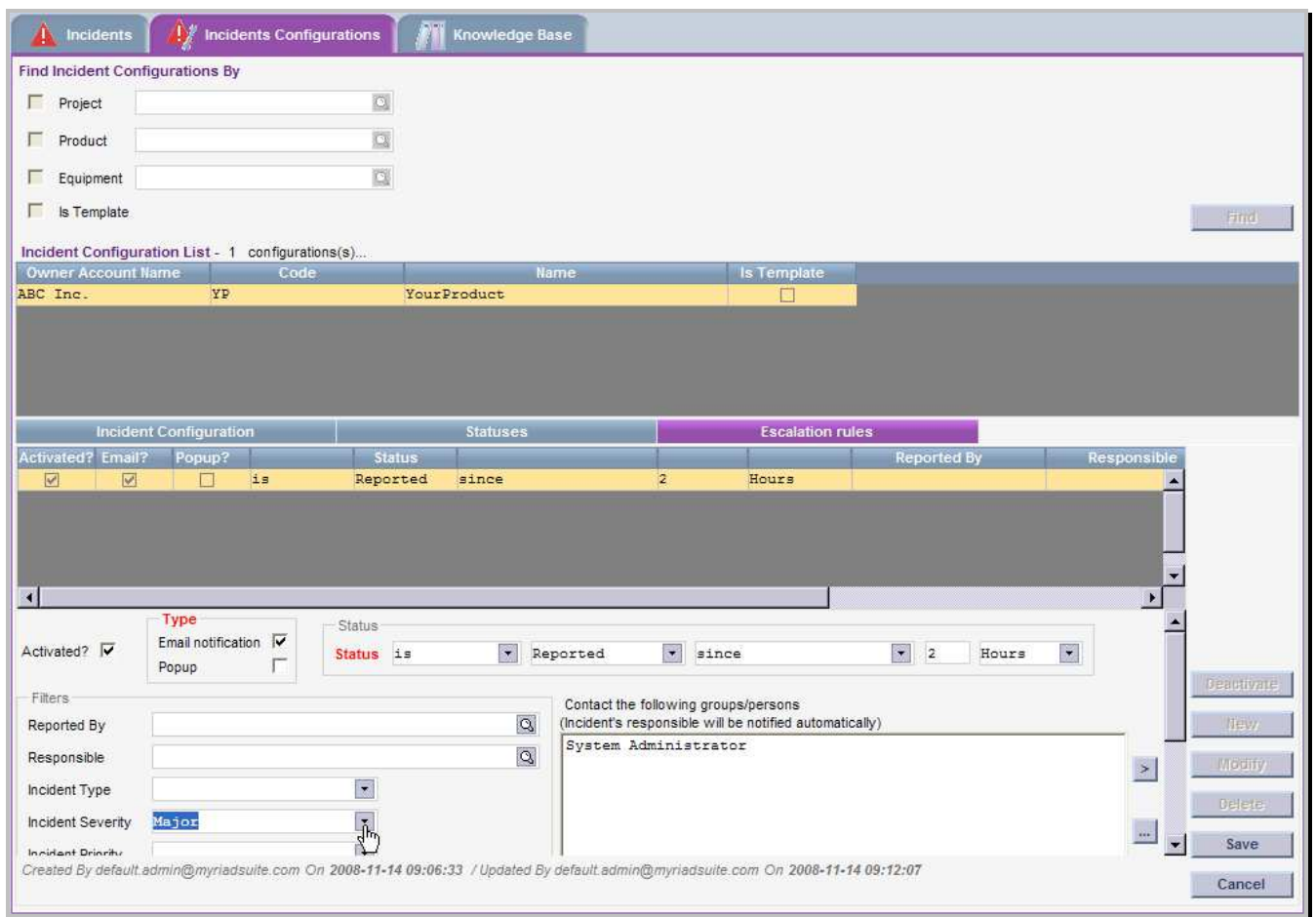
Make sure you provide all the mandatory fields (in red).

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.

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.