Product sheet

**Synergy Incident Template mApp**
A template that works as you always wanted, saving time and effort for your recurring workflows! Any user can create their own templates from an existing incident or from scratch, and if the whole team needs it you just publish it for all to use. Especially useful when you have workflows with many repeated tasks.

The Synergy Incident Template allows users to create pre-filled incident templates with work items that can be applied to existing incidents or used as foundation when creating a new incident. It can also be used to create new incidents based on a schedule. The scope can be configured allow some templates to be personal, some only for a specific team and some for the whole organization.

Features of the template:

- Create new incidents using a template directly from your dashboard.
- Create templates from existing incidents.
- Schedule incident creation from a template.
- Works in both the browser client and the Windows client.
- No need to save an incident when applying the template, easy back-out if you change your mind.
- Only populate the fields you want, creating anything from a skeleton template to a complete incident.
- Only uses template objects, no real tasks are created until it’s applied.
- Built-in usage statistics makes it easy to maintain your template library.
- Streamlined implementation process, no difficult choices to make. Just press next, make a couple of simple configurations and you’re ready to go.

A template is edited in just the same way as an incident. Add tasks and task dependencies to your template just as you would with a regular incident.
Structured administration for Incident Templates
To ensure consistency and ease-of-use, the work with Incident Templates is structured into four different areas: creating, using, administrating and scheduling.

- Any user can create a template for their own use, either via the New menu or by using an existing incident as base.
- Users can access available templates, either to create a new incident or by applying the template to an existing incident.
- A template administrator can change the scope of a template to make it available for groups of, or all, users.
- A template with the Scope set to Scheduled can be configured to create incidents at set intervals.

Anyone can create a template for their own use.

The template administrator can change the scope and control the usage.

Anyone can use templates they have access to.

The template administrator can configure the template for scheduled execution.

Included objects
Two new objects are included in the package: Incident Template and Work Item Template.

The Incident Template has four functions.
- Defining the scope (which controls availability and usage of the template).
- Acting as a template for incidents.
- Acting as a parent for all Work Item Templates that are used to create Work Items.
- Controlling the scheduling, if applicable.

The Work Item template has two functions
- Acting as a template for Work Items.
- Defining dependencies for the Work Items.