

Product sheet

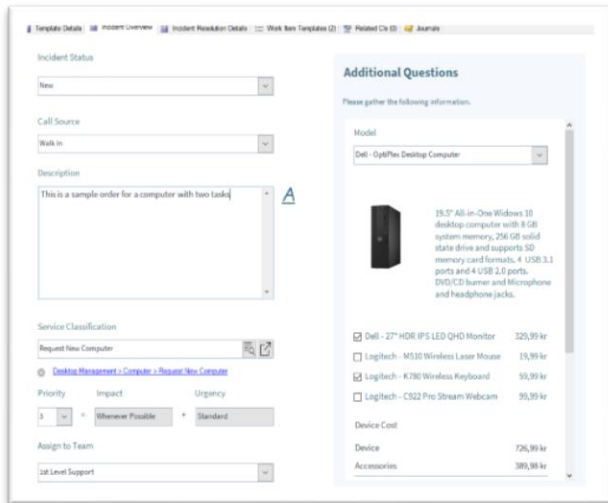
Synerity Incident Template mApp

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 Synerity 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.

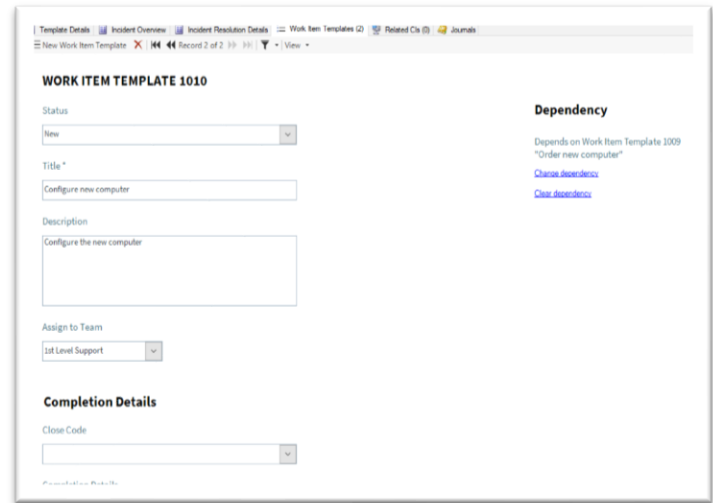


The screenshot shows the 'Additional Questions' section of the incident template editor. It includes a dropdown for 'Model' set to 'Dell - OptiPlex Desktop Computer'. Below this is a list of hardware items with checkboxes and prices:

<input checked="" type="checkbox"/>	Dell - 27" HDR IPS LED QHD Monitor	329,99 kr
<input type="checkbox"/>	Logitech - M510 Wireless Laser Mouse	19,99 kr
<input checked="" type="checkbox"/>	Logitech - K780 Wireless Keyboard	99,99 kr
<input type="checkbox"/>	Logitech - C922 Pro Stream Webcam	99,99 kr

Below the list is a 'Device Cost' field with a value of 726,99 kr and an 'Accessories' field with a value of 389,99 kr.

A template is edited in just the same way as an incident.



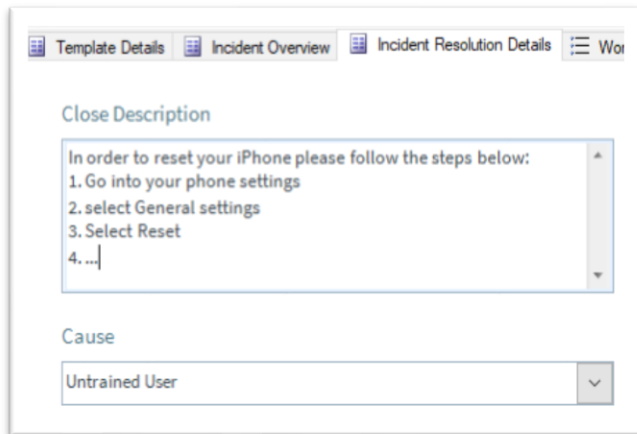
The screenshot shows the 'WORK ITEM TEMPLATE 1010' section of the incident template editor. It includes fields for 'Status' (New), 'Title' (Configure new computer), and 'Description' (Configure the new computer). Below these is an 'Assign to Team' dropdown set to '1st Level Support'. The 'Completion Details' section includes a 'Close Code' dropdown. On the right side, there is a 'Dependency' section showing a dependency on 'Work Item Template 1009' with the title 'Order new computer' and a 'Close dependency' link.

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.



Template Details Incident Overview Incident Resolution Details Wor

Close Description

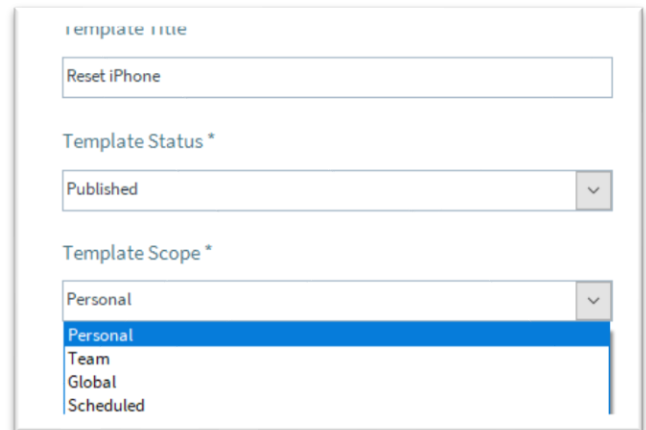
In order to reset your iPhone please follow the steps below:

1. Go into your phone settings
2. select General settings
3. Select Reset
4. ...

Cause

Untrained User

Anyone can create a template for their own use.



template true

Reset iPhone

Template Status *

Published

Template Scope *

Personal

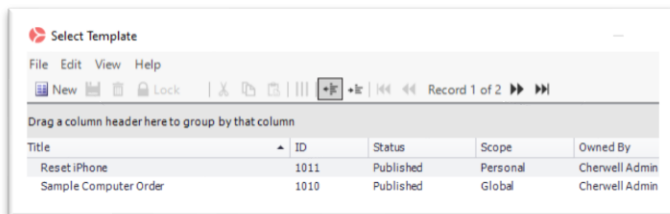
Personal

Team

Global

Scheduled

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



Select Template

File Edit View Help

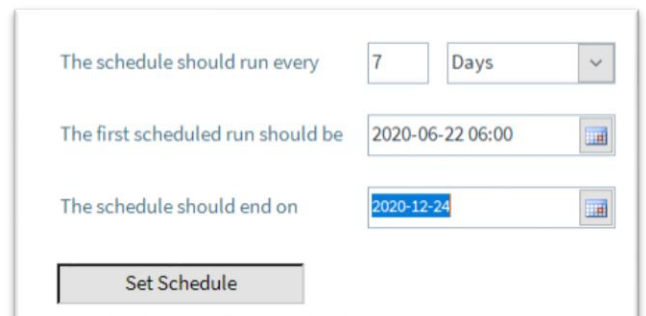
New Lock

Record 1 of 2

Drag a column header here to group by that column

Title	ID	Status	Scope	Owned By
Reset iPhone	1011	Published	Personal	Cherwell Admin
Sample Computer Order	1010	Published	Global	Cherwell Admin

Anyone can use templates they have access to.



The schedule should run every 7 Days

The first scheduled run should be 2020-06-22 06:00

The schedule should end on 2020-12-24

Set Schedule

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.