

Crear un nuevo registro de solicitud de un incidente

Ver: [Cómo crear un modelo](#)

IT Help Center se basa en modelos de actividades/atención. En ellos se definen el flujo, grupos de atención, tiempos, escaladas, posibles retornos entre otros. Después de crear un registro, la herramienta decide qué modelo utilizará según las reglas definidas. A continuación, el modelo determinará qué grupo trabajará en el registro. Cada tanto, la herramienta comprobará el tiempo transcurrido y decidirá si es necesaria una escalada.

Matrix of Activities



Step	IDSDTICKET	Title	Edo Activity	Return	Type	Order
Analysis	0	Request fulfilment General	MODEL		IN MODEL	1
Analysis	0	Problem_general	MODEL		IN MODEL	2

Models

Analysis
Solution
Customer Satisfv

Step

Comment

This step is focus on understand the incident and find a solution as soon as possible so the user can continue working.

If you find the cause or a possible problem please take note in the diagnostic box or create a problem record. But do not focus on fin

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Hay dos formas de crear nuevos registros de problemas a partir de un incidente:

- [Desde Modelo](#)
- [Fuera del modelo](#)

Selecciona Modelo de problema y crea una nueva actividad:

Selecciona **Modelo de solicitud de cumplimiento** y crea una nueva **actividad**:

Haga clic en  para abrir una nueva caja dentro del modelo. El paso actual no se puede cambiar.

New activity ✕

Select the step

Analysis ▼

Write a comment

Application of task. ▲
▼


Write the guia

Application of change not critical. ▲
▼

Write the description

Change adapter of the printer ▲
▼

✖ ✔

Haga clic en  para abrir el formulario.

Ticket number: 33

Description :
Change adapter of the printer

Attachments

Name file	Description
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Title :
Printer maintenance

Information: Select a SLA.

IDMDSL	SLANAME	TITLEM	DATENAME
5	Request_fulfilment_General	Request fulfilment General	Default

CI Affected

NAME	DEFINE	SERIAL	BRAND	IDCI	DESCRIPTION
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Related cases.

RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE	CASE CA
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Urgency : Medium Impact : Medium

Priority : Medium

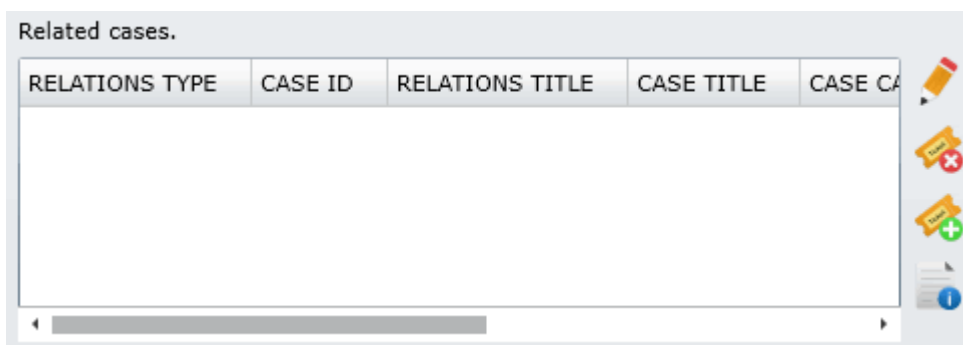
Is Major:

keep resolving


El modelo se preselecciona automáticamente

Agregar Casos Relacionados

Puede agregar una relación con el incidente desde dentro del nuevo problema creado o cualquier otro caso existente.




1.

En el campo **Casos Relacionados** haga clic en  para abrir el editor:

Related Editor ✖

Select case and fill all data



Select Case : 0 

Category : \

Case :

Title :

Description :



Haga clic en  para buscar casos:

Search

Show :

Drag a column header here to group by that column

	IDSD	TICKET_TITLE	IDS	CAT	CAT	TIC	MT_	IDS	IDS	IDS	IDS	
	3	Elevator stuck	3	Sec	Faili	InPi	Inci	0	3	2	1	▲
	25	NO MECH MODE error i	5	Prin	Faili	InPi	Inci	0	3	2	1	
▶	26	NO MECH MODE error i	6	Prin	Prol	InPi	Prol	0	3	2	3	
	27	Unable to connect the j	7	Prin	Prol	InPi	Prol	0	3	2	3	
	30	NO MECH MODE error i	9	Prin	Faili	InPi	Inci	0	3	2	1	
	1	Elevator stuck	1	Sec	Faili	Clo:	Inci	0	5	2	1	
	2	Elevator stuck	2	Sec	Req	Clo:	Inci	0	5	2	1	
	24	Monitor failing	4	Des	Faili	Clo:	Inci	0	5	2	1	
	28	Print queue blocked de:	8	Prin	Prol	Clo:	Prol	0	5	2	3	

2. Una vez que haya seleccionado un caso para relacionar, seleccione el tipo de relación en la lista desplegable: *Relación desconocida, Este caso forma parte de o Este caso es el resultado de*

Related Editor ✖

Select case and fill all data

Select Case : 32 Printer still shows error 🔍

Category : Desktop Support Service\Hardware\Problem

Case : Unknown relation

Title : Unknown relation

This case is part of

This case is the result of

Description :

✓ ✗

3. Por último, añade el título y la descripción:

Related Editor ✖

Select case and fill all data

Select Case : 32 Printer still shows error 🔍

Category : Desktop Support Service\Hardware\Problem

Case : This case is the result of

Title : Printer needs maintenance

Description : Printer still shows error, needs maintenance

✓ ✗

Haga clic en  para guardar.

Ticket number: 33

Description :
Change adapter of the printer

Title :
Printer maintenance

Information: Select a SLA.

IDMDSLA	SLANAME	TITLEM	DATENAME
5	Request_fulfilment_General	Request fulfilment General	Default

Urgency : Medium Impact : Medium

Priority : Medium

Is Major:

Attachments

Name file	Description

CI Affected

NAME	DEFINE	SERIAL	BRAND	IDCI	DESCRIPTION

Related cases.

RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE
This case is the result of	32	Printer needs maintenance	Problem_ge

keep resolving



Haga clic en el icono para borrar la relación



Haga clic en el icono para editar la relación



Haga clic en el icono para ver la información del caso relacionado.



Si no agregó la relación durante la creación del problema, puede agregar (O editar) la relación más tarde:

Haga clic en

Ver: [Añadir / editar casos relacionados](#)


4. Haga clic en para crear un nuevo **registro de problemas**.

Matrix of Activities

Step	IDSDTICKET	Title	Edo Activity	Return	Type	Order
Solution	32		RUNNING		OUT MODEL	0
Analysis	33	Request fulfilment General	RUNNING		IN MODEL	1
Analysis	31	Problem_general	RUNNING		IN MODEL	2

Seleccione de la cuadrícula y haga clic en  para ver el **detalle del problema**

Value	Description
IDSDTICKET	33
IDSDTICKET_PARENT	0
TICKETSTATUSNAME	InProgress
TICKET_ISMAYOR	False
TICKET_TITLE	Printer maintenance
TICKET_COUNTTIME	16
TICKET_COUNTTIMEPAUSE	0
TICKET_COUNTTIMERESOLVED	0
TICKET_DATERESOLVED	1899-12-30 0:00:00
TICKET_DATECLOSED	1899-12-30 0:00:00
TICKET_DATELASTCUT	2016-07-31 1:57:59
IDSDTICKETSOURCETYPE	_PERSON
IDCMDBCONTACTTYPE_USER	0
IDMDCATEGORYDETAIL_INITIAL	17
IDMDCATEGORYDETAIL_FINAL	17

Haga clic en  para editar el **problema:**

Attend ticket

Request fulfillment General : Printer maintenance Max Remain 2,862

Description Matrix of Activities

Step	IDSDTICKET	Title	Edo Activity	Return	Type	Order
0			MODEL		IN MODEL	0

Guide or general help Status Step: Validate Approval Fulfilment

This record was created because a user is looking for a service, product or access that needs to be approved. First, Service Desk Should check if all the information in the record is correct and valid and then...

Attention


Message

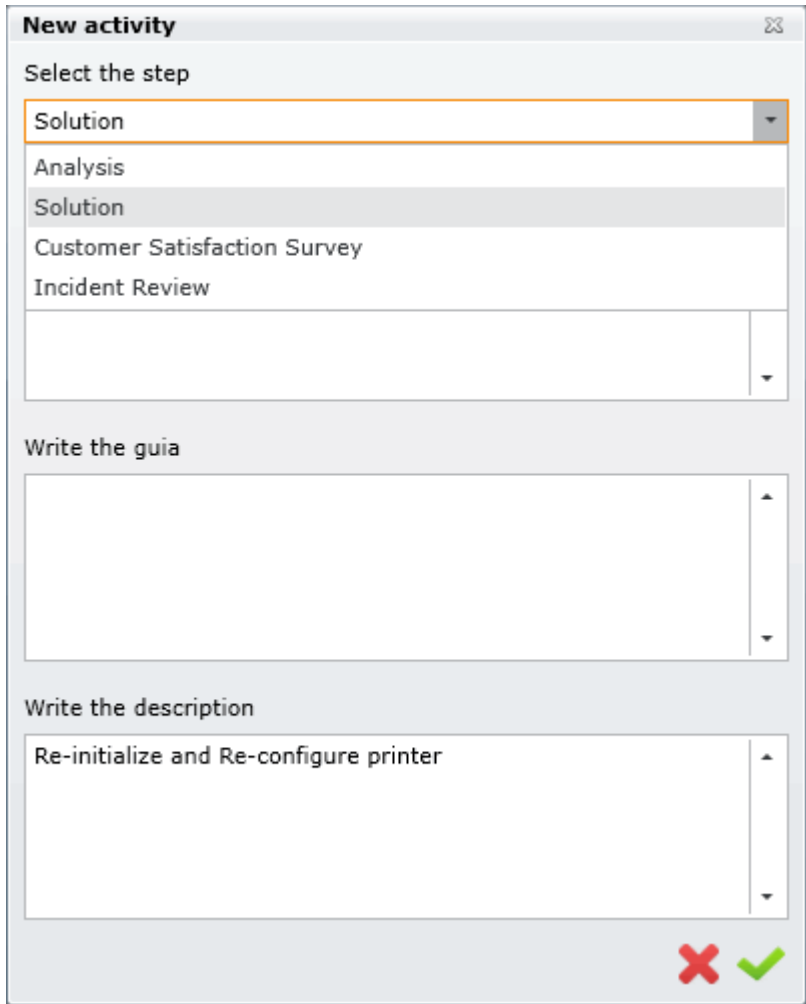
Comment: Check all the information in the RFC and if the petition is valid

Change step: Approval

Fuera del modelo

1. 1. Selecciona **Modelo de solicitud de cumplimiento** y crea una nueva **actividad**:

Haga clic en  para abrir una nueva caja fuera del modelo. **El paso actual se puede cambiar.**



New activity [Close]

Select the step

Solution

Analysis

Solution

Customer Satisfaction Survey


Incident Review

Write the guia

Write the description

Re-initialize and Re-configure printer

[X] [✓]

Haga clic en  para abrir el formulario

Ticket number: 34

Select user : Usr 001

Method of notice : eMail (usr001@email.com)

Description :
Re-initialize and reconfigure printer

Attachments

Name file	Description

Title :
Printer configuration

Information: Select a category

Category : ..\Desktop Support ServiceHardware<Request>

Detail : Request

Work-Around Count 0

IDMDSLA	SLANAME	TITLEM	DATENAME
5	Request_fulfilment_General	Request fulfilment General	Default

CI Affected

NAME	DEFINE	SERIAL	BRAND	IDCI	DESCRIPTION
PRINTER 0001	PRINTER	000214	HP	214	PRINTER 0001

Related cases.

RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE	CASE
Unknown relation	3	Printer shows error	Incident_general	Secu


Urgency : Medium Impact : Medium

Priority : Medium

Is Major:

keep resolving

Para agregar casos relacionados ver: [Agregar casos relacionados](#)

2. Haga clic en  para crear un nuevo **registro de problemas**.


Matrix of Activities

Step	IDSDTICKET	Title	Edo Activity	Return	Type	Order
Solution	32		RUNNING		OUT MODEL	0
Solution	34		RUNNING		OUT MODEL	0
Analysis	33	Request fulfilment General	RUNNING		IN MODEL	1

Seleccione de la cuadrícula y haga clic en  para ver el **detalle del problema**

Ticket attention detail

Value	Description
IDSDTICKET	34
IDSDTICKET_PARENT	0
TICKETSTATUSNAME	InProgress
TICKET_ISMAYOR	False
TICKET_TITLE	Printer configuration
TICKET_COUNTTIME	7
TICKET_COUNTTIMEPAUSE	0
TICKET_COUNTTIMERESOLVED	0
TICKET_DATERESOLVED	1899-12-30 0:00:00
TICKET_DATECLOSED	1899-12-30 0:00:00
TICKET_DATELASTCUT	2016-07-31 2:15:43
IDSDTICKETSOURCETYPE	_PERSON
IDCMDBCONTACTTYPE_USER	4
IDMDCATEGORYDETAIL_INITIAL	35
IDMDCATEGORYDETAIL_FINAL	35
SOURCETYPENAME	PERSON

Haga clic en  para editar el **problema:**

Attend ticket

Request fulfillment General : Printer configuration Max Remain 2,870

Description
Re-initialize and reconfigure printer

Matrix of Activities

Step	IDSDTICKET	Title	Edo Activity	Return	Type	Order
0			MODEL		IN MODEL	0

Guide or general help
This record was created because a user is looking for a service, product or access that needs to be approved. First, Service Desk Should check if all the information in the

Attention
26

Message

Status Step: Validate Approval Fulfilment

Comment
Check all the information in the RFC and if the petition is valid

Change step: Approval

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