

Create a new problem record from an incident

See: [How to create a model](#)

IT Help Center is based on activities/attention models. In those, the flow, attention groups, times, escalations, possible returns among others are defined. After a record is created, the tool decides which model will use according to defined rules. Then, the model will rule which group will work in the record. Every while, the tool will check the time that has passed and decide if an escalation is necessary.

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 Satisfac

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

There're two ways to create new problem records from an incident:

- [From Model](#)
- [Outside the model](#)

From Model

Select **Problem model** and create a new **activity**:

Click on  to open a new case inside the model. **Current step can't be changed.**

New activity 

Select the step

Analysis 

Write a comment

Known errors are generated in this step. 

Write the guida

Application of problem not critical. 

Write the description

Add knownerror and workaround 

 

Click on  to open case form

Ticket number: 31

Description :

Add knownerror and workaround for NO MECH MODE error message

Title :

NO MECH MODE error message

Information: Select a SLA.

IDMDSLA	SLANAME	TITLEM	DATENAME	MAXTIME	NORM
3	Problem_general	Problem_general	Default	2880	720

Urgency : Medium Impact : low

Priority : low

Is Major: ☐

Attachments

Name file	Description
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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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☐ keep resolving

Model is automatically pre-selected

Add Related Cases

You can add a relation with the incident from within the new problem is created or any other existing case.

Related cases.

RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE	CASE CA
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1.

In the **Related cases** field, click on  to open editor:

Related Editor

Select case and fill all data

Select Case : 0

Category : \

Case : Unknown relation

Title :

Description :

Click on  to search cases:

Search

Show : View all

Drag a column header here to group by that column

	IDS [*]	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 i	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. Once you've selected a case to relate, select the relation type in the dropdown list: *Unknown*

relation, This case is part of or This case is the result of

Related Editor

Select case and fill all data

Select Case : 26 NO MECH MODE error message

Category : Printing Service\Web Printing\Unknown\Problem

Case : This case is the result of

Title : Unknown relation

This case is part of

This case is the result of

Description :

✓ ✗

3. Finally, add title and description:

Related Editor

Select case and fill all data

Select Case : 26 NO MECH MODE error message

Category : Printing Service\Web Printing\Unknown\Problem

Case : This case is part of

Title : NO MECH MODE error message

Description : Case related, same printer model

✓ ✗

Click on ✓ to save.

Ticket number: 31

Description :

Add knownerror and workaround for NO MECH MODE error message

Title :

NO MECH MODE error message

Information: Select a SLA.

IDMSLA	SLANAME	TITLEM	DATENAME	MAXTIME	NORM
3	Problem_general	Problem_general	Default	2880	720

Urgency : Medium Impact : low

Priority : low

Is Major: ☐

Attachments

Name file	Description
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CI Affected

NAME	DEFINE	SERIAL	BRAND	IDCI	DESCRIPTION
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Related cases.

RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE
This case is part of	26	NO MECH MODE error message	Problem_ge

☐ keep resolving

-  Click on icon to delete relation
-  Click on icon to edit relation
-  Click on icon to view the info of the related case.



If you didn't add the relation during the problem creation, you can add (Or edit) it later:

Click on 
See: [Add/edit related cases](#)

4. Click on  to create new **problem record**.

Matrix of Activities

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

Select from the grid and click on to view **problem detail**

Ticket attention detail






Value	Description	
IDSDTICKET	31	
IDSDTICKET_PARENT	0	
TICKETSTATUSNAME	InProgress	
TICKET_ISMAYOR	False	
TICKET_TITLE	NO MECH MODE error message	
TICKET_COUNTTIME	20	
TICKET_COUNTTIMEPAUSE	0	
TICKET_COUNTTIMERESOLVED	0	
TICKET_DATERESOLVED	1899-12-30 0:00:00	
TICKET_DATECLOSED	1899-12-30 0:00:00	
TICKET_DATELASTCUT	2016-07-30 23:29:10	
IDSDTICKETSOURCETYPE	_PERSON	
IDCMDBCONTACTTYPE_USER	0	
IDMDCATEGORYDETAIL_INITIAL	17	
IDMDCATEGORYDETAIL_FINAL	17	
SOURCETYPENAME	PERSON	

TITLE:Problem_general
ACTIVITIESNAME:RUNNING
COMMENTSL:Known errors are generated in this step.
GUIDET:Application of problem not critical.
IDSDTICKETACTIVITIES:22
ACTIVITIES_DATECREATE:2016-07-30 23:09:10
IDSDTICKETMT_ATVPARENT:9
IDSDTICKET_ATVPARENT:30
IDSDTICKET_PARENT:0
IDSDTICKETMT;0
IDSDTICKET31

Click on  to edit **problem:**

Attend ticket

Problem_general : NO MECH MODE error message

Max Remain
2,856

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

Description

Add knownerror and workaround for NO MECH MODE error message

Guide or general help

This record was created because there is something wrong that can or is impacting several users or critical functions. First, you should gather all of the information about the incident-related causes reported.

Attention

Message

Status Step:

- Investigation and diagnosis
- Create Known error and Work around
- Implement solution
- Review

Comment

Check all incidents and RFCs related to with the same Category. Apply Root cause techniques to detect the Root cause of this problem

Change step:

Create Known error and Work e

Outside the model

1. Select **Problem model** and create a new **activity**:

Click on  to open a new case outside the model. **Current step can be changed.**

New activity

Select the step

Solution

Analysis

Solution

Customer Satisfaction Survey

Incident Review

Write the guida

Write the description

Printer still shows NO MENCH error message

✖

✔

Click on  to open case form

Ticket number: 32

Select user : Usr 001

Description :
Printer still shows error after repair, needs replacement

Title :
Printer still shows error

Information: Select a category
Category : ..\Desktop Support ServiceHardware<Problem>
Detail : Problem

Work-Around Count 0

IDMSLA	SLANAME	TITLEM	DATENAME	MAXTIME	NORM
3	Problem_general	Problem_general	Default	2880	720
4	Problem_Major	Problem_Major	Default	720	360

Urgency : Medium Impact : High

Priority : High

Is Major: ☐

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

Attachments

CI Affected

Related cases.

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

RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE
This case is part of	25	NO MENCH ERROR message	Incident_gener

☐ keep resolving

To add Related cases see: [Add Related Cases](#)

2. Click on  to create new **problem record**.

Matrix of Activities

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

Select from the grid and click on  to view **problem detail**

Click on to edit **problem:**

Attend ticket

Problem_general : Printer still shows error

Max Remain
2,867

Description

Printer still shows error after repair, needs replacement

Matrix of Activities

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

Status Step:

Investigation and diagnosis Create Known error and Work around Implement solution Review

Comment

Check all incidents and RFCs related or with the same Category. Apply Root cause techniques to detect the Root cause of this problem

Change step:
Create Known error and Work z

From:

<http://ithelpcenter.leverit.com/> - IT Help Center

Permanent link:

http://ithelpcenter.leverit.com/en:archived:administrator:create_problem_inc

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