

# Create a new request 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 Satisfar

↑  
↓

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

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

## From Model

Select **Request Fulfilment model** and create a new **activity**:

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

**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 ▲  
▾

✖ ✔

Click on  to open case form

**Ticket number: 33**

Description :  
Change adapter of the printer

Title :  
Printer maintenance

Information: Select a SLA.

IDMDSL	SLANAME	TITLEM	DATENAME
5	Request_fulfilment_General	Request fulfilment General	Default

Urgency : Medium    Impact : Medium

Priority : Medium

Is Major:

Attachments

Name file	Description
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CI Affected

NAME	DEFINE	SERIAL	BRAND	IDCI	DESCRIPTION
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Related cases.

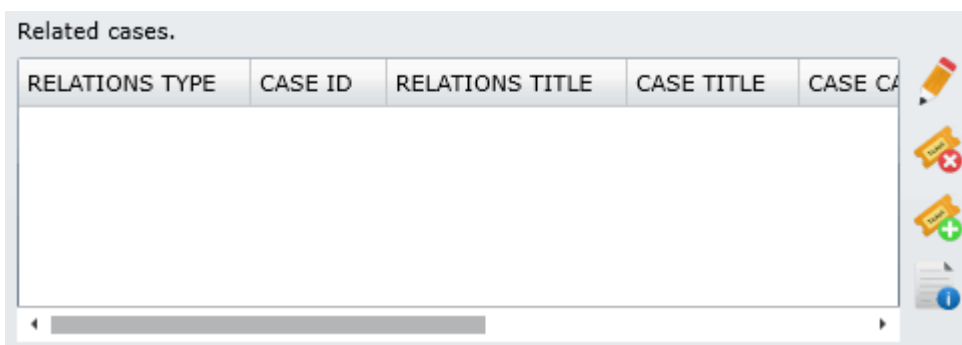
RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE	CASE CA
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keep resolving


Model is automatically pre-selected

## Add Related Cases

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




1.

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

**Related Editor** ✖

Select case and fill all data

Select Case : 0 


Category : \

Case :

Title :

Description :

✓ ✗

Click on  to search cases:

**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	ProI	InPi	ProI	0	3	2	3
27	Unable to connect the j	7	Prin	ProI	InPi	ProI	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	ProI	Clo:	ProI	0	5	2	3

✓ ✗

- 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 : 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. Finally, add title and description:

**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

✓ ✗

Click on  to save.

**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

-  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 request creation, you can add (Or edit) it later:

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


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

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

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

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

Click on  to edit **Request:**

**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 request is correct and valid and then...

**Attention**


**Message**

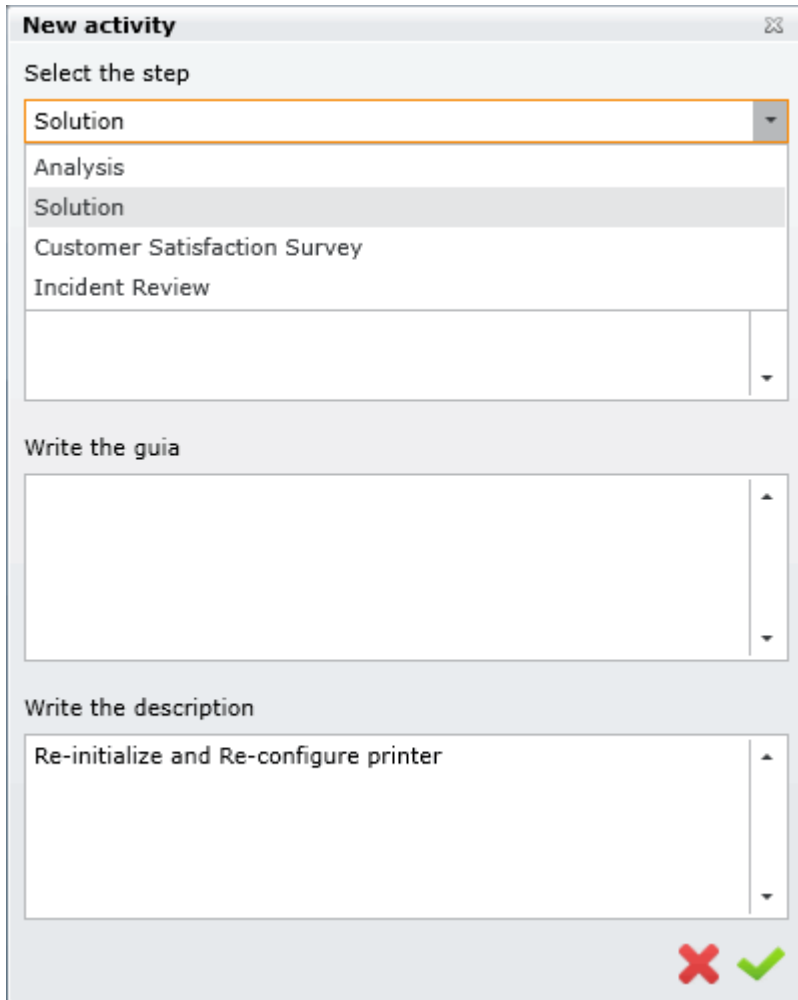
Comment: Check all the information in the RFC and if the petition is valid


Change step: Approval

# Outside the model

1. Select **Request fulfillment model** and create a new **activity**:

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



Click on  to open case form



**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

IDMDSL	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

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


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

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

Select from the grid and click on  to view **request 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

Click on  to edit **request:**

**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 request is correct and valid and then service is

**Attention**

**Message**

**Status Step:** Validate Approval Fulfilment

**Comment**

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

Change step: Approval

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