

Crear un nuevo registro de problemas a partir 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 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

i

!

!

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

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

Desde Modelo

Selecciona **Modelo de problema** 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

Known errors are generated in this step. 

Write the guia

Application of problem not critical. 

Write the description

Add knownerror and workaround 

 

Haga clic en  para abrir el formulario.

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
-----------	-------------

CI Affected

NAME	DEFINE	SERIAL	BRAND	IDCI	DESCRIPTION
------	--------	--------	-------	------	-------------

Related cases.

RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE	CASE CA
----------------	---------	-----------------	------------	---------

☐ keep resolving

El modelo se selecciona automáticamente

Agregar Casos Relacionados

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

Related cases.

RELATIONS TYPE	CASE ID	RELATIONS TITLE	CASE TITLE	CASE CA
----------------	---------	-----------------	------------	---------

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 : Unknown relation

Title :

Description :

✓

✗

Haga clic en  para buscar casos:

Search

Show : View all

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 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	

✓

✗

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

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. Por último, añade el título y la descripción:

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

✓ ✗

Haga clic en ✓ para guardar.

Ticket number: 31

Description :
Add knowerror 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
-----------	-------------

CI Affected

NAME	DEFINE	SERIAL	BRAND	IDCI	DESCRIPTION
------	--------	--------	-------	------	-------------

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



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: [Casos relacionados con la adición/edición](#)

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

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

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

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
IDCMDDBCONTACTTYPE_USER	0
IDMDCATEGORYDETAIL_INITIAL	17
IDMDCATEGORYDETAIL_FINAL	17
SOURCETYPENAME	PERSON

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

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

Attend ticket

Problem_general : NO MECH MODE error message

Max Remain
2,856

Description

Add knownerror and workaround for NO MECH MODE error message

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 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 and actions created. Also

Attention

Message

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

Fuera del modelo

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

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

New activity

Select the step

Solution

Analysis

Solution

Customer Satisfaction Survey

Incident Review

Write the guia

Write the description

Printer still shows NO MENCH error message

Haga clic en  para abrir el formulario.

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

IDMDSLA	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

Name file	Description
-----------	-------------

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
This case is part of	25	NO MENCH ERROR message	Incident_gener

☐ 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
Analysis	0	Request fulfilment General	MODEL		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**.

Ticket attention detail		
Value	Description	
IDSDTICKET	32	
IDSDTICKET_PARENT	0	
TICKETSTATUSNAME	InProgress	
TICKET_ISMAYOR	False	
TICKET_TITLE	Printer still shows error	
TICKET_COUNTTIME	12	
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 23:32:08	
IDSDTICKETSOURCETYPE	_PERSON	
IDCMDBCONTACTTYPE_USER	4	
IDMDCATEGORYDETAIL_INITIAL	34	
IDMDCATEGORYDETAIL_FINAL	34	
SOURCETYPENAME	PERSON	

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

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

Edit

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 and actions executed. Also

Status Step:

Investigation and diagnosis

Create Known error and Work around

Implement solution

Review

Attention

Message

Comment

Step

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://leverit.com/ithelpcenter/> - **IT Help Center**

Permanent link:

http://leverit.com/ithelpcenter/es:archived:create_problem_inc

Last update: **2021/01/05 18:01**

