

ITSM IM Quick Reference- Emailing Customer

From the incident record, click **Email System** in the Functions section.

Quick Action

- Assign to Me
- Auto Assign
- Broadcast Incident
- Create Relationship to
- Create Related Request
- Customer's Incidents
- Incident Matching
- Process Overview
- Select Operational
- Select Product

SLM Status

Details...

Functions

View REQ00000026574

- Search Knowledge Base
- Create Knowledge
- Decision Tree
- Initiator Script
- Impacted Areas
- Assignment Script
- Email System**
- more

Incident ID* INC00000064911

Customer* Gearhart, Susan C

Customer Phone*+ 434-982-5329

Contact*

Notes The origin email will arrive shortly.

Template*

Summary* Email Title: Name Change

Service*+

CI*

Target Date

Impact* 3-Moderate/Limited

Urgency* 3-Medium

Priority* Medium

Incident Type* User Service Restoration

Reported Source

Assigned Group*+ Security **On Call**

Assignee*+ Li Fultz

Vendor Group*+

Vendor Ticket Number

Status* Resolved

Status Reason No Further Action Required

Resolution Made changes...

A dialog box will appear. Enter the relevant text into the **Email Message Body*** section.

Email System

Email By Person | Email Log

People Search Criteria

Company+ LVAHS Phone Number+

First Name+

Last Name+

Select Current Customer | Select Current Assignee | Clear

Search | View

1 entries returned - 1 entries matched | Preferences | Refresh

First Name	Middle Name	Last Name	Login ID	Business Phone Num...	Internet E-mail
Susan	C	Gearhart	scg3g	434-982-5329	scg3g@hscmail.mcc.virginia.edu

Email Information

Internet E-Mail* scg3g@hscmail.mcc.virginia.edu

Email Subject Line* INC00000064911

Email Message Body*

Insert Current Field Value Into Email Message Body

Status

Summary

Details

Resolution

Email Attachment (Limit 1 Attachment)

File Name	File Size	Attach Label
		Email Attachment

Add

Send Email Now

Close

Click **Send Email Now**. The email message body will appear in the Notes column of the Work Detail tab of the incident record.