SYNERGY Incident Notification Templates for Ivanti Neurons for ITSM

Email notification templates for incident management system

20	**6**	**14**
Total Templates	Client Notifications	Owner Notifications

Client Notifications

Client Notification on Registration

`SUCCESS`

New incident registered confirmation

Client Notification on Priority Changed

`WARNING`

Incident priority has been changed

Client Notification on Resolved

`SUCCESS`

Incident has been resolved

Client Notification on Close

`SUCCESS`

Incident has been closed

Client Notification on Reminder

`WARNING`

Reminder for additional information request

Client Information Request

`INFO`

Waiting for client information

Owner Notifications - Registration & Assignment

Owner Notification on Registration

`SUCCESS`

New incident registered for owner

Owner Notification on New Incident

`SUCCESS`

New unassigned incident

Owner Notification on Assigned

`INFO`

Incident assigned to individual

Owner Notification on AssignedTeam

`INFO`

Incident assigned to team

Owner Notification on Updated

INFO

Incident has been updated

Owner Notification Customer Responded

INFO

Client has responded to incident

Owner Notifications - Status Changes

Owner Notification on Priority 1

CRITICAL

Incident escalated to Priority 1

Owner On Hold

WARNING

Escalation clock stopped - on hold

Owner Notifications - Escalations

Owner Notification 1st Escalation

SUCCESS

1st escalation has been initiated

Owner Notification 2nd Escalation

WARNING

2nd escalation has been initiated

Owner Notification 3rd Escalation

CRITICAL

3rd escalation has been initiated

Owner Notification Response Escalation

WARNING

Response escalation initiated

Owner Notifications - Threshold Breaches

Owner Notification Response Breached

CRITICAL

Response threshold has been breached

Owner Notification Resolution Breached

CRITICAL

Resolution threshold has been breached