

Incident Owner Email Notifications

Last Modified on 12/24/2018 11:11 am EST

The following email notifications are sent to users in the Incident Owner user group:

• **Incident Open Notification**: Triggered when an incident has been completed by the Incident Screener.

:RESOLVER

OPEN INCIDENT

This incident has just been assigned to you by Triage. Please action as appropriate.

- Name: INC-2018-08-03-6 MISC
- Description: 2018-08-02 I saw Mr. Stanley and Mr. Sandler get into an argument in the smoking room. It progressed into a fistfight between the two of them. Ms. Hasley called Mr. Gratz for help. A chair was broken in the smoking room.
- Observation: I saw Mr. Stanley and Mr. Sandler get into an argument in the smoking room. It
 progressed into a fistfight between the two of them. Ms. Hasley called Mr. Gratz for help. A chair was
 broken in the smoking room. This occurred on 7th floor of headquarters.
- Observed: August 2, 2018 6:25 pm (UTC)
- Triaged By:
- Submitted By:

Click the link below to access

INC-2018-08-03-6 MISC

Powered by : RESOLVER

You received this email because your company has subscribed to Resolver Core

An incident open email notification.

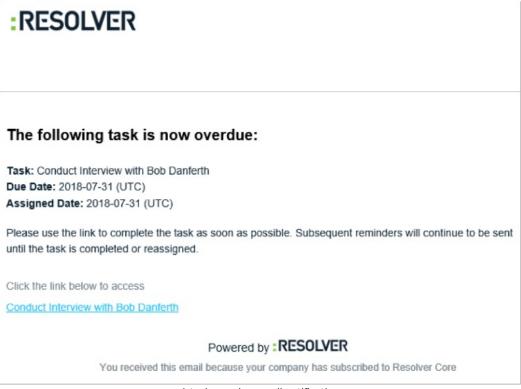
• **Task Assignment**: Triggered when an incident task has been created and assigned to an incident owner.



:RESOLVER
The following task has been assigned to you:
Task: Interview Bob Danferth Type: Interview Due: 2018-08-06 (UTC)
You can get more details on the task, or complete it when its done, by following the link.
Click the link below to access Interview Bob Danferth
Powered by RESOLVER You received this email because your company has subscribed to Resolver Core

A task assignment email notification.

• **Task Overdue**: Sent to the incident owner when a task has not been completed and is past its due date. This notification will be sent every day until the task is marked complete.



A task overdue email notification.

• **Review Returned**: Triggered when an Incident is returned by a Reviewer for more information.



:RESOLVER

This incident has been returned by a reviewer/approver/supervisor for additional information. Please review the details and then follow the link to resubmit.

- Name: INC-2018-08-03-6 Stanley/Sandler altercation

 Description: 2018-08-02 I saw Mr. Stanley and Mr. Sandler get into an argument in the smoking room. It progressed into a fistfight between the two of them. Ms. Hasley called Mr. Gratz for help. A chair was broken in the smoking room.
- Incident Date: 2018-08-02 18:25 (UTC)
- Reviewer:

Click the link below to access

INC-2018-08-03-6 Stanley/Sandler altercation

Powered by : RESOLVER

You received this email because your company has subscribed to Resolver Core

A review returned email notification.