Incidents

39 declared fields for Incident. Required fields include Short description, Description.

https://docs.qintoravacloud.com/forms/incident/

About this form

Use this reference to identify built-in form labels, data types, and validation. Specialized workspaces can render a subset of these fields or provide workflow-specific controls. Your role, record state and tenant configuration can change what you see.

Registry key
`incident`

Record label
Incident

Record prefix
`INC`

Workspace
Open Incidents

Field definitions

Field	Type or reference	Built-in rules	Choices and constraints
Number `number`	text	Read-only Default list field	—
Short description `title`	text	Required Default list field	—
Description `description`	textarea	Required	—
State `state`	select	Default list field	`draft`, `new`, `in_progress`, `on_hold`, `resolved`, `closed`, `cancelled`
On Hold reason `holdReason`	select	Optional by default	Required only while the ticket is On Hold. `awaiting_caller`, `awaiting_change`, `awaiting_problem`, `awaiting_vendor`, `awaiting_evidence`, `awaiting_approval`, `awaiting_schedule`

Field	Type or reference	Built-in rules	Choices and constraints
Requester `requesterId`	reference users	Optional by default	—
Opened by `openedById`	reference users	Read-only	Automatically set to the signed-in user.
Company `companyId`	reference companies	Optional by default	—
Location `locationId`	reference locations	Optional by default	—
Department `departmentId`	reference departments	Optional by default	—
Cost center `costCenterId`	reference cost_centers	Optional by default	—
Category `category`	select	Default list field	`Hardware`, `Software`, `Network`, `Identity and Access`, `Cloud`, `Security`, `Business Service`

Subcategory `subcategory`	select	Optional by default	Depends on `category`
			`Hardware` allows `Laptop`, `Desktop`, `Printer`, `Mobile device`, `Peripheral`
			`Software` allows `Business application`, `Operating system`, `Installation`, `License`
			`Network` allows `VPN`, `Wi-Fi`, `LAN`, `DNS`, `Internet`
			`Identity and Access` allows `Account locked`, `Password reset`, `MFA`, `Permissions`, `SSO`
			`Cloud` allows `Compute`, `Storage`, `Database`, `IAM`, `Network`
			`Security` allows `Phishing`, `Malware`, `Vulnerability`, `Data loss`, `Policy`
			`Business Service` allows `Unavailable`, `Degraded`, `Performance`, `Access`

Impact `impact`	select	Optional by default	`high`, `medium`, `low`
Urgency `urgency`	select	Optional by default	`high`, `medium`, `low`

Field	Type or reference	Built-in rules	Choices and constraints
Priority `priority`	select	Read-only Default list field	Calculated automatically from impact and urgency. `critical`, `high`, `medium`, `low`
Assignment group `assignmentGroupId`	reference groups	Default list field	—
Assigned to `assigneeId`	reference users	Default list field	—
Watch list `watchList`	list_collector users	Optional by default	People who receive ticket updates.
Due date `dueDate`	datetime-local	Optional by default	—
AI summary `aiSummary`	textarea	Read-only	—
Resolution `resolution`	textarea	Optional by default	—
Resolution code `resolutionCode`	select	Optional by default	`solved_permanently`, `solved_workaround`, `duplicate`, `known_error`, `user_error`, `no_fault_found`, `withdrawn`
Close notes `closeNotes`	textarea	Optional by default	—
Created `createdAt`	text	Read-only Default list field	—
Updated `updatedAt`	text	Read-only	—
Contact type `contactType`	select	Optional by default	`self_service`, `email`, `phone`, `chat`, `monitoring`, `walk_up`

Field	Type or reference	Built-in rules	Choices and constraints
Business service `businessService`	reference `__business_services`	Optional by default	Lookup display fields `number, title`
Application service `applicationServiceId`	reference `__application_services`	Optional by default	Required when the incident affects a business application. Select the service that delivers the application. Lookup display fields `number, title`
Affected configuration items `affectedCis`	list_collector `__cmdb`	Optional by default	—
Symptoms `symptom`	textarea	Optional by default	—
Work notes `workaround`	textarea	Optional by default	—
Customer communication `callerCommunication`	textarea	Optional by default	—
Resolved at `resolvedAt`	datetime-local	Read-only	—
Reopen window ends `reopenUntil`	datetime-local	Read-only	The requester can reopen this incident for five business days after resolution.
Auto-closed at `autoClosedAt`	datetime-local	Read-only	Auto-closed incidents are locked and cannot be reopened.
Datacenter customer account `dcAccountId`	reference customer_accounts	Optional by default	—
Demo record key `demoKey`	text	Hidden by default	Stable identifier used by the idempotent demo fixture loader.

Field	Type or reference	Built-in rules	Choices and constraints
Demo dataset `demoDataset`	text	Hidden by default	Synthetic demonstration records. Not actual organizational inventory, financials or execution evidence.

Lifecycle values

These are stored values from the form definition. Workflow actions can apply additional prerequisites, approvals, and side effects. The workflow determines which transitions are allowed.

Field	Values
State	`draft`, `new`, `in_progress`, `on_hold`, `resolved`, `closed`, `cancelled`

Related procedure: Resolve, reopen, and close an incident.

Verification evidence

The disposable audit exercised 12 applicable validation assertions on this definition. The authenticated collection read returned HTTP 200. See the verification matrix for scope.

Collection read results by built-in role

These statuses were observed over HTTP with one role per disposable MFA account. A successful list response can be empty and does not establish individual record, field, or write access.

Role	HTTP status
Asset Manager	200
Change Manager	200
CMDB Manager	403
Contract manager	200
Customer service agent	200
Customer service customer	403
Customer service manager	200
Datacenter Customer	403
Datacenter Fulfiller	200
Datacenter Manager	200
Datacenter Vendor	403

Role	HTTP status
EH&S auditor	403
EH&S manager	403
Executive Reader	200
Field service dispatcher	200
Field service technician	200
HR case agent	403
HR knowledge manager	403
HR lifecycle manager	403
HR profile manager	403
Employee Relations investigator	403
HR service catalog administrator	403
Inventory Counter	403
ITIL Fulfiller	403
Knowledge Manager	200
Business Manager	200
Platform Administrator	200
Service Desk Agent	200
Vendor manager	200
Third-party risk manager	200
Employee with no workspace role	403

Edit and verify

1. Open the list from the appropriate workspace and select an existing record or a permitted create action. Confirm the intended tenant and record number.
2. Use the visible controls for the current record type and state. For reference fields, select a returned record from the lookup. Fill visible required fields and use the dedicated workflow action when the record has approval or completion gates.
3. After saving, reopen the record and compare its persisted values, state and activity to the intended change. Check the downstream linked record when the action creates one.

Troubleshoot

- Missing field or control: compare the role, module, record state, form conditions and tenant overrides.
- Lookup returns no result: check that the referenced record is active, in scope and compatible with the current field.
- Save is rejected: keep the exact validation message and compare the field key, choice, constraints and required related records.
- See Edit and troubleshoot records and Configuration Studio.