Resolve, reopen, and close an incident

Use the incident lifecycle, including hold reasons, restoration evidence, and the five-business-day reopening window.

https://docs.qintoravacloud.com/guides/incident-lifecycle/

Assign and investigate

Open **Incidents**, find the record by number, and verify that it describes the affected service and tenant. In **Classification**, confirm category, impact, urgency, CIs, and assignment. When transferring ownership, verify the new assignee appears in the selected group. Record the investigative action and result in the internal channel. Use the customer communication field for information intended for the requester.

Hold or restore service

1. If work must pause, select the appropriate hold state and provide an available **On Hold reason**. Record who owns the next action and what will resume work.
2. When the dependency clears, update the record and resume work. Confirm the reason and status in the saved record.
3. On restoration, record the resolution and how it was confirmed. Save the resolved state and check the resolution timestamp and reopen deadline. If an outage or case is linked, check its restoration and communication history.
4. Reopen from resolved within the five-business-day window when the issue recurs. Confirm the record returns to active work. The auto-closure process closes overdue resolved records. An auto-closed incident is read-only.

Troubleshoot

Compare the exact saved state and reopen deadline when a reopen is rejected. For missed downstream updates, verify the linked record, the event timestamp and any pending delivery. If a record is already closed, report the recurrence through the active incident process and link the previous record when your role allows it.