Triage and resolve incidents

Register disruption, set impact and urgency, coordinate restoration, and confirm closure evidence.

https://docs.qintoravacloud.com/guides/incidents/

Create or triage

1. Open **Find a workspace → Service operations → Incidents** or open the incident list. Search by affected service, time window, and error before creating a new incident.
2. Open the incident or select **New incident**. In **Overview**, fill **Short description** and **Description**. Include start time, scope, workaround, and evidence. Select the requester and contact type when appropriate.
3. In **Classification**, select category and dependent subcategory, then set **Impact** and **Urgency**. The observed incident form calculates its read-only **Priority**. Add **Affected configuration items**, **Assignment group**, and **Assigned to** as appropriate. Use **Work** for the customer communication field.
4. Select **Save record** when ready. Verify the incident number, effective priority, assignment, and related CI. Check service level and outage information where available.

Work and resolve

Keep an internal record of diagnostics, decisions, and mitigations. Use a requester-visible channel for updates meant for the requester. Link a problem for recurring or systemic causes and a change for governed remediation. If the disruption warrants coordinated response, follow the major incident procedure.

Before resolving, check that service is restored or an accepted workaround is in place. Record the observed resolution, how it was verified, and any remaining follow-up. If linked outage or customer case work exists, open those records and confirm restoration or case readiness.

Symptom	Check first
Priority looks wrong	Compare stored impact, urgency, and any applied priority policy.
Owner lookup is empty	Verify the selected group, active membership, and scope.
Incident can be read but not changed	Check assignment, current state, record policy, and field access.
Customer has no status	Check the related case or outage publication and the audience of the last message.

See Incident fields and Service levels.