SM Focus Issues in Web Client

Pre discussion Notes:

The issue is being unable to send a set.cursor.field and have it work in the web client. If you have tab stops set to 1 on other notebook pages it affects the cursor stuff so make sure all your tab stops are at 0!

Issue:

The cause of the problem is in format UH.IM.update.incident (for other formats that are exhibiting the same type of issue with the focus, use the steps below as a guide).

The problem actually lies with the tab stops on two of your Notebook tabs (Affected Services and War Room) and was resolved with the steps below.

Resolution:

Steps to resolve:
1) On the Affected Services change the three tables and the Text Area at the bottom to a tab stop of 0 (from 1).
2) On the War Room tab change the Create Executive Summary button as well as the Table to a TabStop of 0 (from 1).

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Contact Us

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ServiceCenter has provided very robust and in-depth tools to produce Alerts and Notifications to users based on system events. Alerts allow an organization to define known conditions, which could automatically produce some action on the ticket, such as escalating the ticket, changing the severity, notifications, etc.

The ServiceCenter Alert Definitions, Schedule and Notification files all work together to produce output for the Alerts. Frequent usage of the Alerts includes:

- Notifications for SLA breaches
- Notification of pending Approvals
- Notifications of Past Due tickets
- Notifications of Stale Tickets

While many of the frequent uses for Alerts include notifications, those are far from the only uses for Alerts. Alerts can be used to update information on a ticket or execute processes.

Each ticket type provides for an alert status field, which can be updated when the alert is triggered. This status identifies the next time that a specific alert may need to be evaluated or acted upon. Alerts run at the time when a ticket is saved and evaluates the schedule.condition against the current record. If a match is made, the Calculation fields on the scheduling tab are used to set the expiration (Alert Time) on the schedule record that will be created. The name used for the Alert will be the name on the scheduled event.

Recommendation: *Use very clear names for your Alerts so that Administrators will know what they are looking at when troubleshooting Alerts in the schedule file.* The Calculations for Alert times allow you to schedule an alert to happen based on a specific time in the ticket or a calculated time (such as one business day prior to the implementation time). Each alert can use a different calendar based on different needs. Some alerts may use a 24 X 7 calendar while others may use an 8 X 5 calendar.

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