



REACHING NEW HEIGHTS IN CUSTOMER EXPERIENCE

RIGHT
NOW
TECHNOLOGIES
SUMMIT 07

Advanced Incident Management

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Agenda

- Introductions
- Quick Review of Incident Management Features in RightNow
- Configuration/Application Settings Related to Incident Management
- Performance Considerations
- Q & A Session

- **GOAL:** To get as many people as possible involved in valuable discussions around issues and solutions regarding incident management in RightNow solutions.

Incident Management Features in RightNow

- Incident Rules
 - Queues
 - Custom Fields
 - Out-of-the-Box Fields
 - Status
 - Severity
 - Product/Category
 - Disposition
- Workspaces for Data Access Control
- Using RightNow Feedback in Incident Management Flows
 - RightNow's own Incident Quality Review Survey

Incident Management Features in RightNow

- Queue Assignment Method
- Profile Pull Policy
- Service Level Agreements
- Archiving & Replication

Application Configurations Related to Incident Management

- ASK_ADDTL_INFO_FIRST – causes end-user visible fields (product and category) and end-user visible custom fields to render above subject on the Ask A Question page
- IDP_* - causes the field in question to become visible on the end-user pages
- IQ_PULL_INTRVL_ONLY - If enabled, when pulling incidents from a queue or set of queues, only those incidents that have an interval within the current time are eligible.
- SLA_SUBMIT_* - if enabled, the setting forces users to have an SLA on their contact record or org record prior to submitting incidents in the specified channel
- SLA_END_USER_ACCESS – requires contacts and orgs to have a valid, active SLA in order to view public answers (causes password to be required)
- CI_HOURS – Number of hours in a waiting state prior to close

Application Configurations Related to Incident Management

- CI_WAITING_CALC_DAYS – Defines days of the week that will be counted when calculating how long an incident has been in a waiting state.
- PURGE_* - determines how long certain types of data can exist without being deleted
- DORMANT_INCIDENTS – number of days after which solved incidents will go dormant
- INC_CREATE – enables an incident to be created from chat sessions
- INC_CREATE_* - variety of settings related to creating incidents from chat sessions
- DE_REQD_*_LVL – specifies the depth required in the product or category fields for incidents entered through the end-user and administration interfaces

Performance Considerations

- Rulebase Size
- Database Size
- Number of Custom Fields
- Amount of Data/Number of Objects in a Workspace

Q & A Session

- Questions on any portion of the prepared material
- General questions on the topic

THANK YOU!