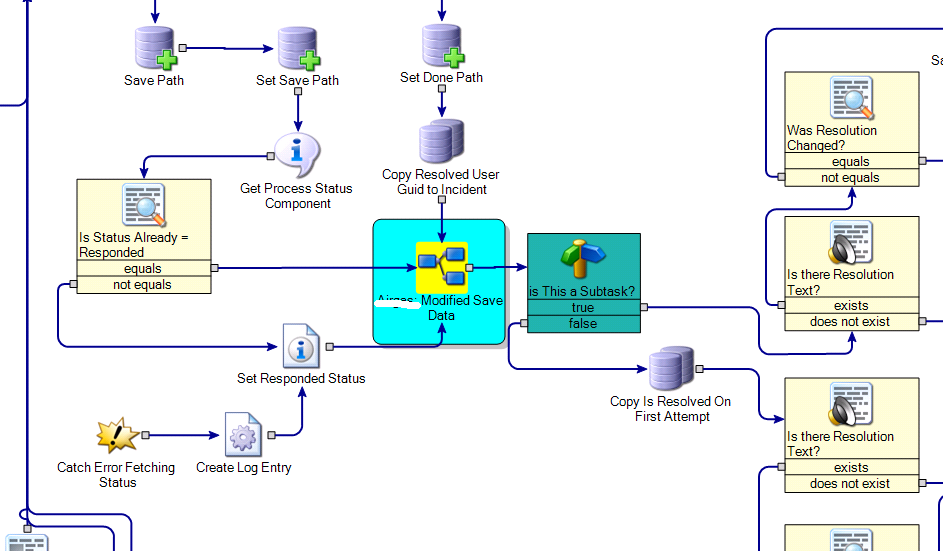
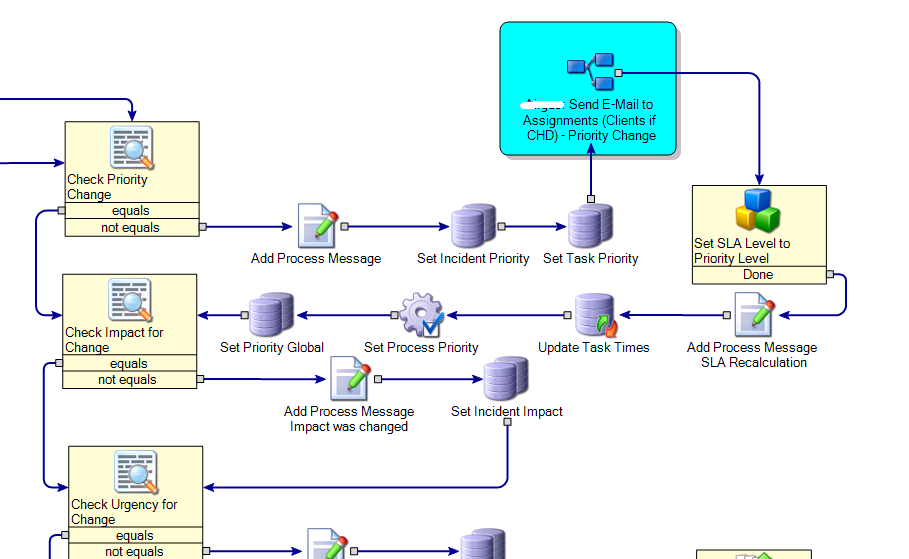
# SD.IncidentManagement model –

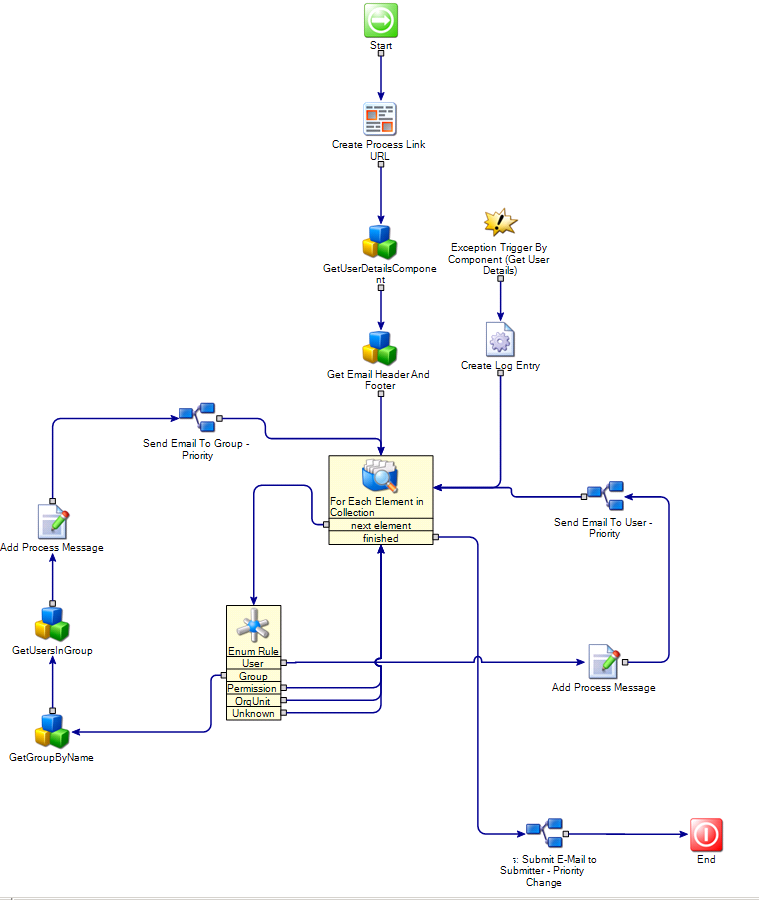
## Initial Diagnosis – Interaction Setup – Dialog Model

# Modified Save Data



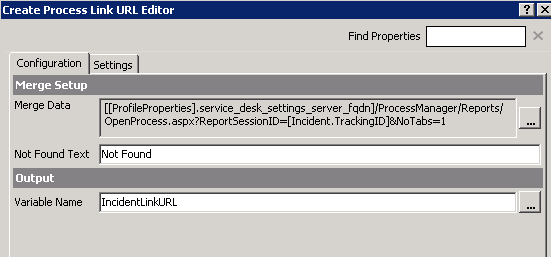
# “Send E-Mail to Assignments (Clients if CHD) - Priority Change” Embedded Model





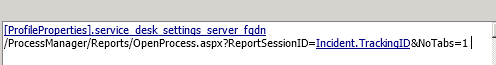
From Start

## Create Process Link URL



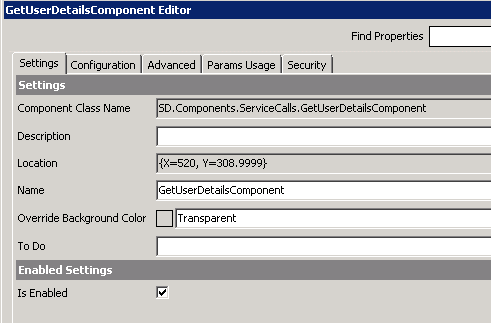
Merge Data:

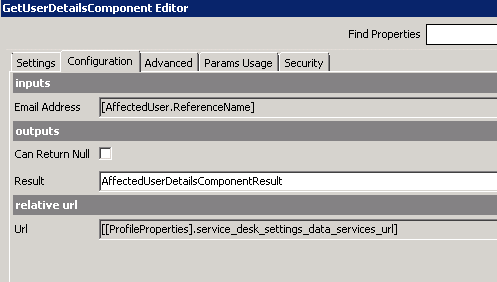
[[ProfileProperties].service\_desk\_settings\_server\_fqdn]/ProcessManager/Reports/OpenProcess.aspx?ReportSessionID=[Incident.TrackingID]&NoTabs=1



### Links to: GetUserDetailsComponent

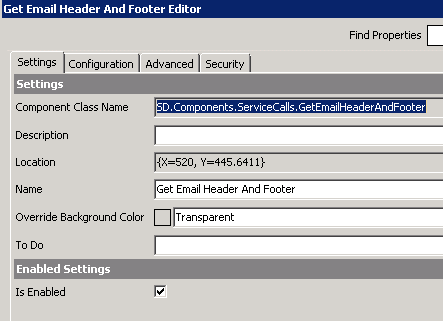
## GetUserDetailsComponent

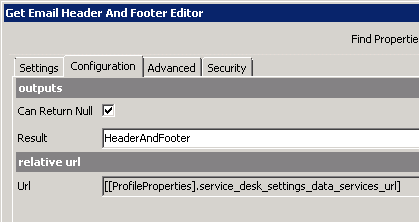




### Connects to: Get Email Header And Footer

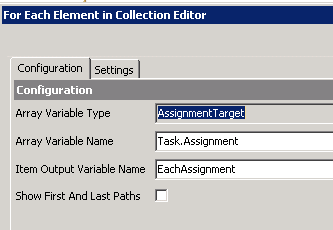
## Get Email Header And Footer

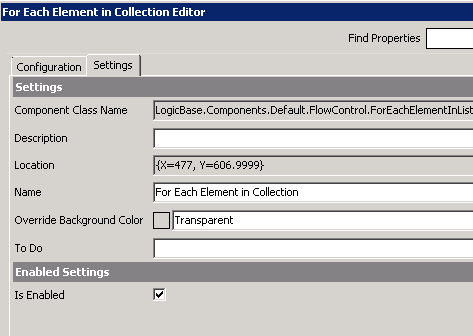




### Connects To: For Each Element in Collection

## For Each Element in Collection

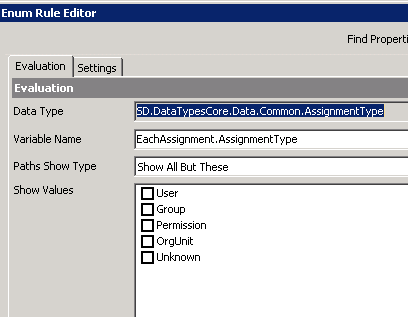


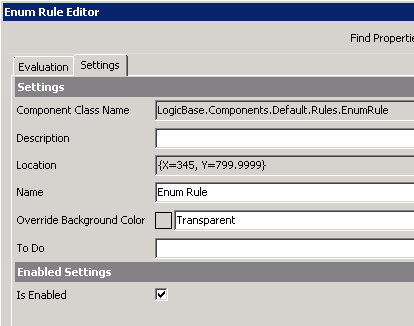


### “next element” connects to Enum Rule

### “finished” connects to Submit E-Mail to Submitter – Priority Change Embedded Model

## ENum Rule



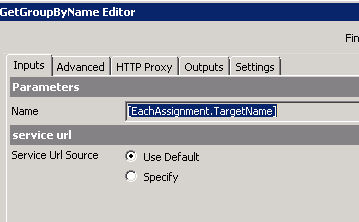


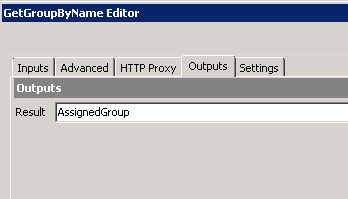
### Group connects to “GetGroupByName”

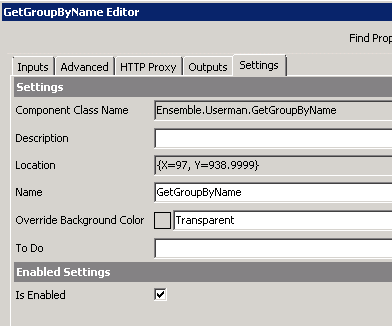
### User connects to “Add Process Message”

### Permission, OrgUnit, and Unknown connects to For Each Element in Collection

## GetGroupByName

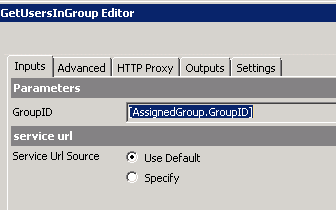


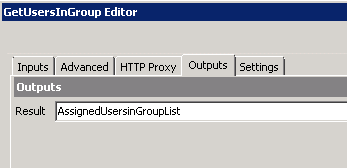


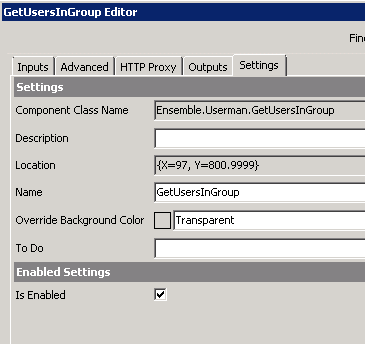


### Connects to GetUsersInGroup

## GetUsersInGroup

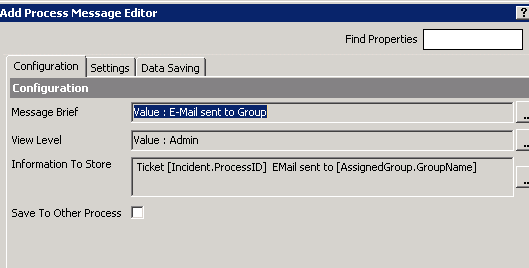




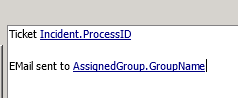


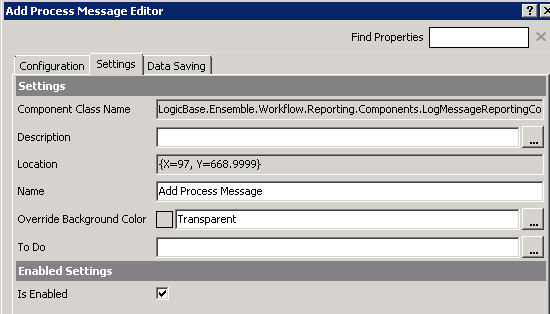
### Connects to Add Process Message

## AddProcess Message (Group)



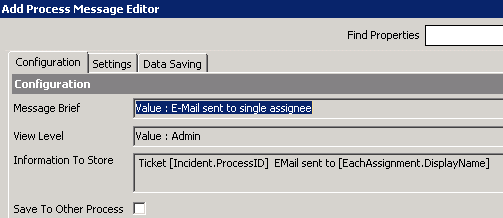
Information to Store: Ticket [Incident.ProcessID] EMail sent to [AssignedGroup.GroupName]



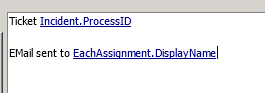


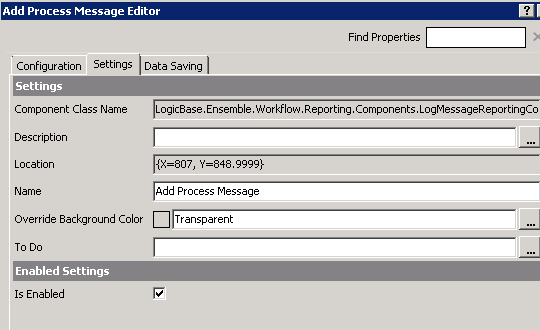
### Connects to “Send Email to Group – Priority” embedded model

## Add Process Message (User)



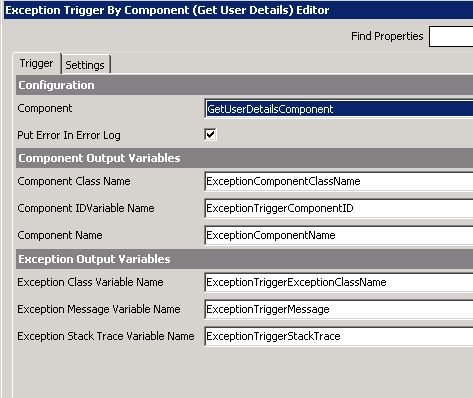
Information to Store: Ticket [Incident.ProcessID] EMail sent to [EachAssignment.DisplayName]

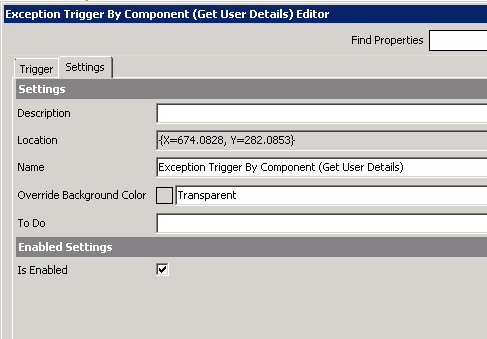




### Connects to “Send Email to User – Priority” Embedded Model

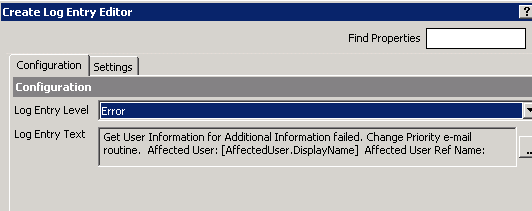
## Exception Trigger By Component (Get User Details)



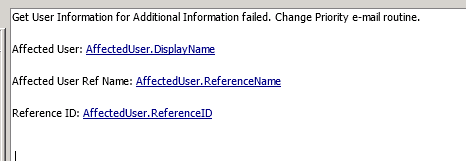


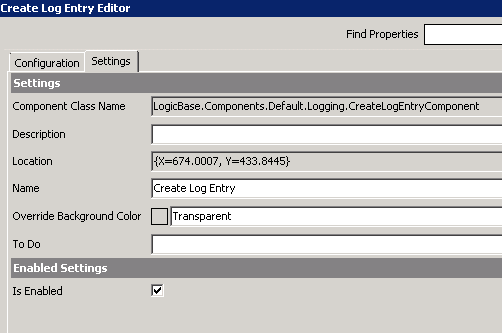
### Connects to “Create Log Entry”

## Create Log Entry



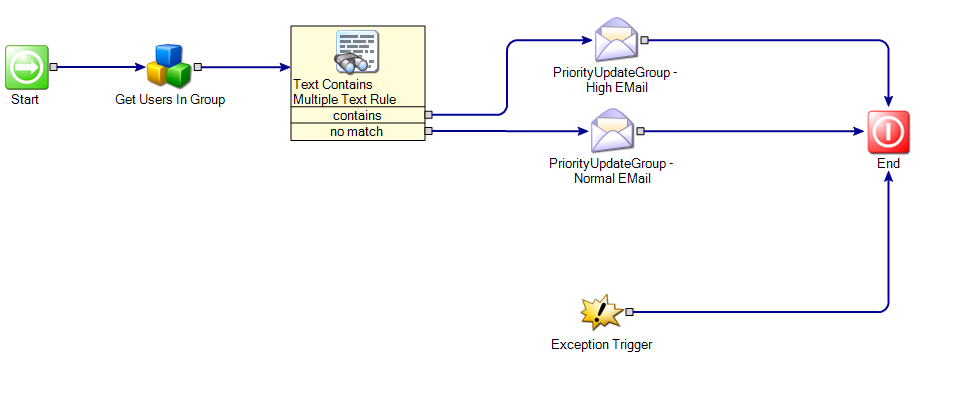
Log Entry Text: Get User Information for Additional Information failed. Change Priority e-mail routine. Affected User: [AffectedUser.DisplayName] Affected User Ref Name: [AffectedUser.ReferenceName] Reference ID: [AffectedUser.ReferenceID]



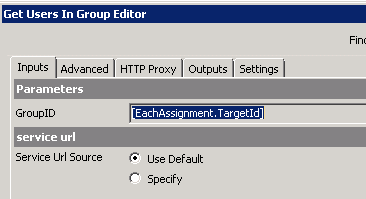


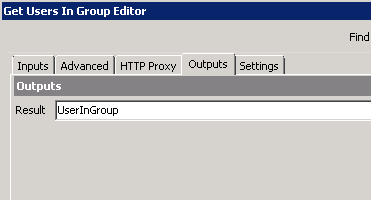
### Connects to “For Each Element in Collection”

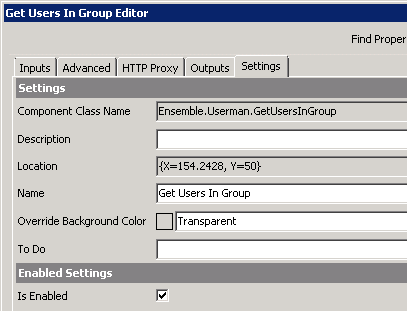
# “Send Email to Group – Priority” embedded model



## Get Users in Group

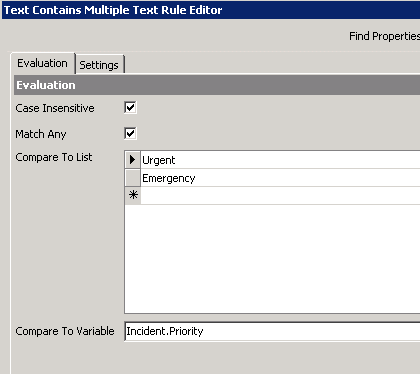


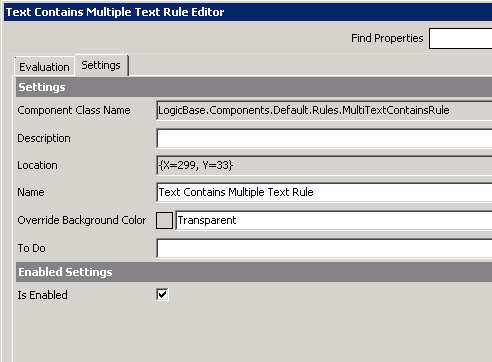




### Connects to “Text Contains Multiple Text Rule”

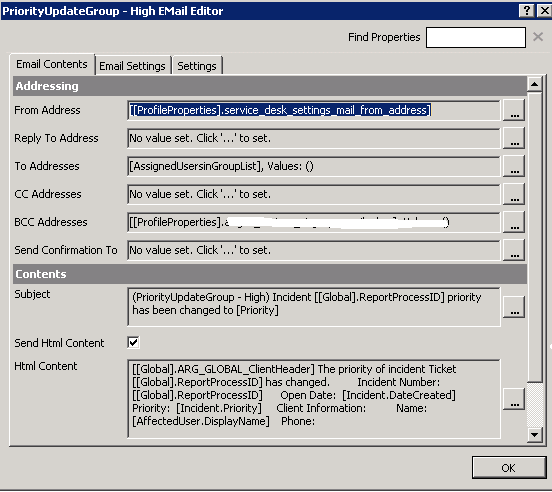
## Text Contains Multiple Text Rule



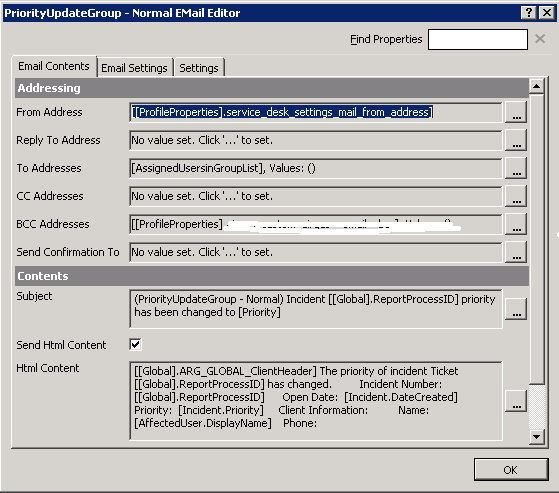


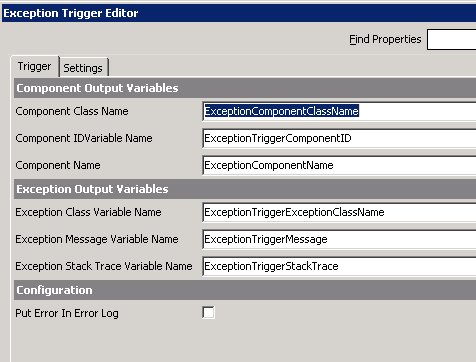
### Contains connects to “PriorityUpdateGroup – High Email” No match connects to PriorityUpdateGroup – Low Email”

## PriorityUpdateGroup – High Email



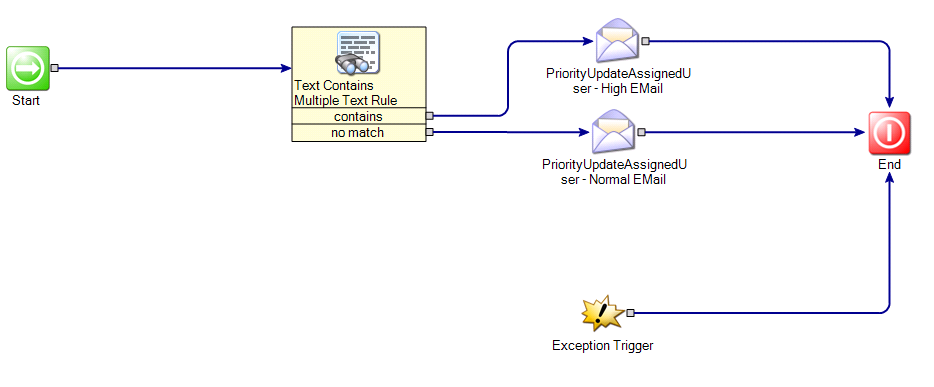
## PriorityUpdateGroup - Normal Email



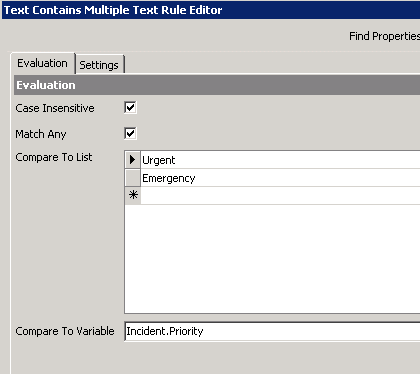


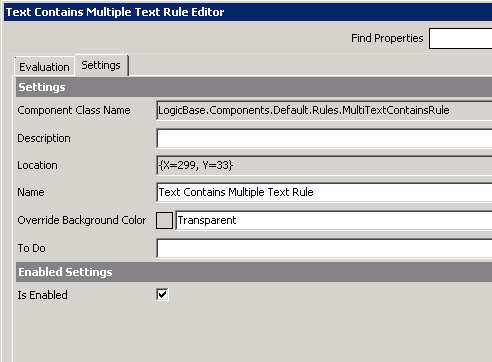
### Connects to End

## “Send Email To User – Priority” Embedded Model



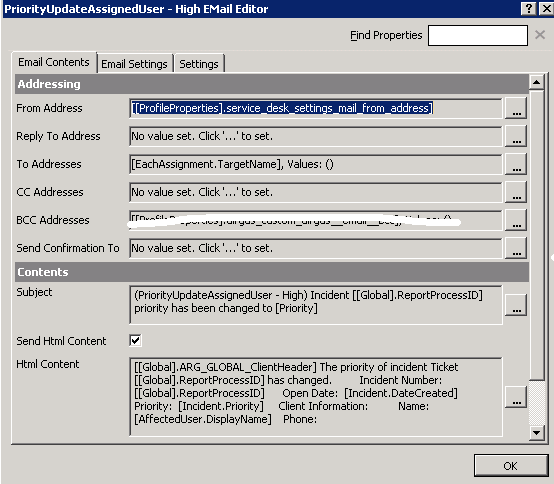
## Text Contains Multiple Text Rule



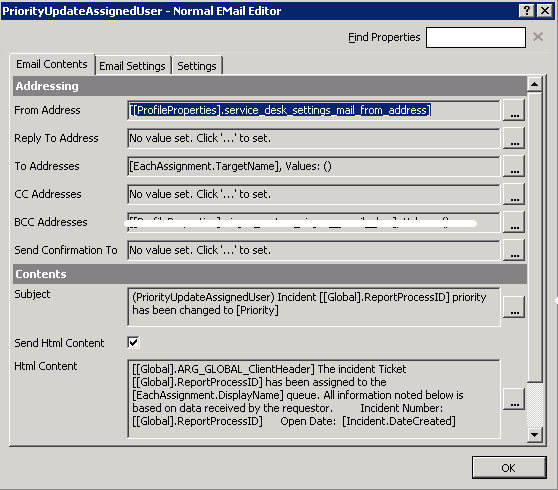


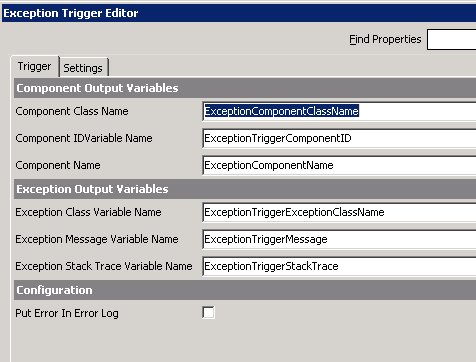
### Contains connects to “PriorityUpdateAssignedUser – High Email” No match connects to PriorityUpdateAssignedUser – Low Email”

## PriorityUpdateAssignedUser – High Email



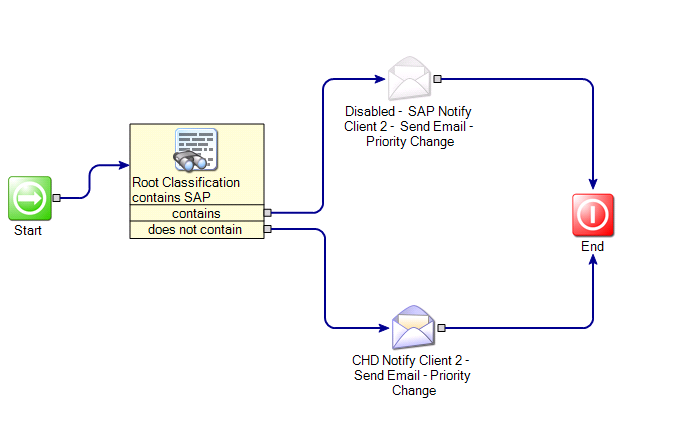
## PriorityUpdateAssignedUser - Normal Email



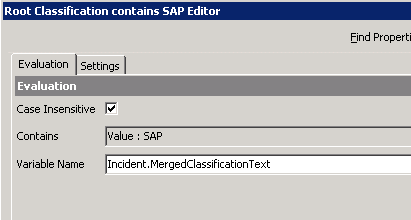


### Connects to End

# “Submit E-Mail to Submitter - Priority Change” Model

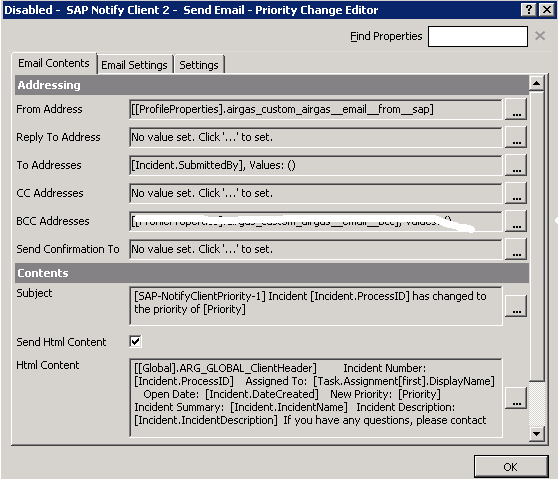


## Root Classification contains SAP



### Contains connects to “Disabled - SAP Notify Client 2 - Send Email - Priority Change” does not contain connects to “CHD Notify Client 2 - Send Email - Priority Change”

## Disabled - SAP Notify Client 2 - Send Email - Priority Change



## CHD Notify Client 2 - Send Email - Priority Change

