# 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

