Introduction

What is Incident Management?

Incident Management enables you to enter, maintain, and resolve client issues. As you work on an issue, BMC Remedyforce maintains a complete audit trail and records the date and time each action occurred, the staff member who performed the work, and the time spent working on the issue.

Incident vs. Service Request

You create incidents when a client reports an issue. For example, a client's mobile phone or laptop is not working, or a client is having an issue when using the mobile phone or laptop. You create service requests when a client is requesting a service from the service desk, such as a request for a mobile phone or a new laptop.