Incident vs. Service Request

**Incidents** - You create incidents to report an issue. For example, your network is not working, or you are having an issue when using a provided service.

**Service Request** - Create service requests when you are requesting a service, such as a request for a password change or an installation of a new network.

For a ticket to be routed and assigned to the appropriate area, you must choose whether it is a service request or incident template at the time your ticket is entered. Without a template selection, the ticket is not assigned and therefore does not go to an owner. The templates are used to define the routing of the tickets.