Xapity Transfer task allows Analysts transfer an Incident to a remote SCSM instance. SCSM Administrators dcreate connections to other instances and can control the direction of the transfer.

Transfer To: Is the list of the available SCSM instances that the incident can be transferred to.

Support Group: The Transfer task will connect to the remote instance and retrieve the list of remote Support Groups. The analyst can then assign the incident to the appropriate Support Group in the remote instance.

Affected User: Will display the affected user of the local incident. The analyst has the option of changing the affected user. The connection settings will determine how or if the affected user is created on the remote incident.

Title: The local Incident Title and can be edited by the Analyst before sending. Changes to the title only effect the creation of the remote incident and does not change the local incident.

Description: The local Incident Description and can be edited by the Analyst before sending. Changes to the Description only effect the creation of the remote incident and do not change the local incident.

Comment: The analyst can add a comment that will be added to the action log of the remote Incident when it is transferred.

File Attachments: Shows the local incident File Attachments that will be transferred to the remote incident. An analyst can remove any attachment and it will not be transferred to the remote instance. If an Analyst adds a new attachment, it will be added to the local incident as well as being transferred to the remote incident.

Auto Resolve Incident and Resolution Category: When the remote Incident is resolved, the local Incident will also be resolve automatically using the Resolution Category selected. The local Resolution Comment will contain the comment from the remote instance. The Resolution Category can only be set per Incident and if the Incident is transferred twice or more, the Resolution Category is already set (but can be changed if required).

Note: When an Incident has been transferred twice or more, the auto resolution process will only apply on the last remote Incident to resolve i.e. the last remote incident to be resolved will win and set the Resolution comment.