

Setting up a Template for the Incident Description field

There may be instances where you want a user to enter specific information in an incident text field. You can help users enter the correct information by pre-formatting large text fields using a template. The same method can also be used to provide a template for the Description text field as well as the Workaround and Resolution fields.

The template feature is implemented as an optional part of a user's profile. This makes it possible to create a different template for each individual user, the intent being that users could have a different template based on the type of incidents that they regularly submit.

Existing Visual Intercept users may already have a User Profile. If that is the case a new section must be added to the user's profile. The profile is an .xml document located in the Profiles sub-directory of the Visual Intercept Web site directory (the default location is C:\inetpub\wwwroot\VIWebDev\Profiles\

To insert template information, you will add an element to the user's profile <InputTemplates> tag within the <viUserPrefs></viUserPrefs> element. For example, if you wanted to pre-populate the Description field with questions to which a user should provide answers when inserting a new incident, you may add the following:

```
<InputTemplates>
  <Incident>
    <Description>
      Problem Description:

      Error Message:
      Did this work in the past? (Yes or No)

      Steps taken to duplicate the issue:
      1. Launch the application...
      2.

      Steps taken to correct the issue:
      1. Restarted application...
      2. Rebooted machine...
      3.

      System Operating System (please specify service pack level):
      Applications running at time of incident:
    </Description>
  </Incident>
</InputTemplates>
```

Note: If you want to have the Workaround or Resolution fields formatted with a template of their own, you would simply need to add the elements <Workaround> or <Resolution> tags respectively.

The screenshot below shows how the template would appear when a new incident is selected:

Incident ID: [None]

Project:	/eWidget/ActiveX Controls				
Version:	1.0	Build:		Release:	[None]
*Subject:					
Status:	New	Requested:	bmars		
Priority:	High	Assigned:	jjones		
Severity:	Unexpected	QAID:	mstrummer		
Category:	Unknown	Modified:			
Work Start:		Work Finish:			

Description:

FROM:bmars DATE:Thursday, April 15, 2004 3:46:57 PM
Problem Description:

Error Message:
Did this work in the past? (Yes or No)

Steps taken to duplicate the issue:
1. Launch the application...
2.

If you have other questions about issues not included in or beyond the scope of this Tech Tip, please contact Elsinore Technical Support Services at support@elsitech.com or 866.866.0034, option 2.