

Common Incident

Fluorine+

The **Common Incident** document is an XML schema that contains default fields for mapping incident form values from one system to another. The common incident format mirrors what one would see in an ITIL view of an Incident form with related lists expressed in embedded XML form.

A sample **Common Incident** looks like this:

```
<common_incident>
  <action />
  <active />
  <activity_due />
  <additional_assignee_list />
  <affected_cis>
    <affected_ci>
      <ci_class />
      <ci_name />
      <ci_id />
    </affected_ci>
  </affected_cis>
  <approval />
  <approval_history />
  <approval_set />
  <assigned_to_name />
  <assigned_to_email />
  <assignment_group_name />
  <assignment_groups>
    <assignment_group>
      <email />
      <manager />
      <manager_email />
      <name />
    </assignment_group>
  </assignment_groups>
  <attachments>
    <attachment>
      <data />
      <size_bytes />
      <file_name />
      <sys_id />
      <content_type />
    </attachment>
  </attachments>
  <business_duration />
  <business_service_name />
  <business_stc />
  <calendar_duration />
  <calendar_stc />
  <callers>
    <caller>
      <first_name />
      <mobile_phone />
      <active />
      <last_name />
      <email />
      <location />
      <employee_number />
      <user_name />
      <name />
    </caller>
  </callers>
  <caller_id />
  <caller_full_name />
  <caller_first_name />

```

```
<caller_last_name />
<caller_email />
<category />
<caused_by />
<child_incidents />
<close_code />
<close_notes />
<closed_at />
<closed_by_id />
<closed_by_full_name />
<cmdb_ci_id />
<cmdb_ci_name />
<comments />
<comments_and_work_notes />
<company_id />
<company_name />
<contact_type />
<correlation_display />
<correlation_id />
<delivery_plan_display />
<delivery_task_display />
<description />
<due_date />
<escalation />
<expected_start />
<follow_up />
<group_list />
<impact />
<incident_state />
<knowledge />
<location_id />
<location_name />
<made_sla />
<notify />
<number />
<opened_at />
<opened_by_id />
<opened_by_full_name />
<opened_by_email />
<order />
<parent_id />
<parent_incident_number />
<priority />
<problem_id />
<problem_number />
<provider />
<reassignment_count />
<reopen_count />
<resolved_at />
<resolved_by_id />
<resolved_by_full_name />
<resolved_by_email />
<rfc_id />
<rfc_display />
<severity />
<short_description />
<sla_due />
<state />
<subcategory />
<time_worked />
<urgency />
<variables />
<watch_list />
<work_end />
<work_notes />
<work_start />
</common_incident>
```

Embedded records

Embedded records are fields in the Common Incident document that cannot be mapped by singular values. Instead, they are entirely different records included inside the Common Incident document to be created on the subscribing system.

The following are examples of the embedded records in Common Incident:

Configuration Item's Affected Embedded Record

The **CI affected** field in the Common Incident is an embedded record that, when populated, will create a new ci affected on the system receiving the Common Incident.

Table Map Source Field	Definition
ci_class	Class name of the configuration item
ci_name	Name of the configuration item
ci_id	Unique record identifier of the configuration item

Assignment Group Embedded Record

The **assignment group** field in the Common Incident is an embedded record that, when populated, will create a new assignment group on the system receiving the Common Incident.

Table Map Source Field	Definition
email	Email that represents the assignment group
manager	Manager of the assignment group
manager_email	Manager's email of the assignment group
name	Name of the assignment group

Attachment Embedded Record

The **attachment** field in the Common Incident is an embedded record that, when populated, will create a new attachment on the system receiving the Common Incident.

Table Map Source Field	Definition
data	Attachment data in an encoded string format
size_bytes	Measurement of how much the attachment data contains
file_name	Name of the attached file
sys_id	Unique record identifier of the attachment
content_type	Attachments content type (i.e jpeg, png, txt, etc.)

Caller Embedded Record

The **caller** field in the Common Incident is an embedded record that, when populated, will create a new caller on the system receiving the Common Incident.

Table Map Source Field	Definition
first_name	First name of caller
mobile_phone	Phone number of caller
active	Represents if the caller record is active or not
last_name	Last name of caller
email	Email address of caller

location	Location of caller
employee_number	Employee number of caller
user_name	User name of caller
name	Full name of caller

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