Incident Email Templates

The following variables are available for this email template:

Variable	Description
email	Gives the designer access to the setSubject method, which takes a string that can include other variables.
userName	The recipient of the email, usually a stakeholder in the current workflow.
workItemName	The name of the workItem, either an incident or other type of item.
stageName	Name of the current workflow stage.
incidentName	Name of the incident (Incident closed template only).
incidentTypeName	Name of the incident type.
incidentSubTypeName	Name of the incident subtype.
incidentId	The incident identifier (Incident closed template only).
incidentDetected	The string of the date and time the incident was detected (Incident closed template only).
incidentStatus	Current status of the incident (Incident closed template only).
commentOwnerName	Name of the user transitioning the workflow stage.