

Incident Email Templates

The following variables are available to designers of this type of email template:

Variable	Description
email	The email object 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 another kind of item.
stageName	The name of the current workflow stage.
incidentName	The name of the incident (Incident closed template only).
incidentTypeName	The name of incident type.
incidentSubTypeName	The name of incident subtype.
incidentId	The identifier of the incident (Incident closed template only).
incidentDetected	The string of the date and time that the incident was detected (Incident closed template only).
incidentStatus	The current status of the incident (Incident closed template only).
commentOwnerName	The name of the user transitioning the workflow stage.