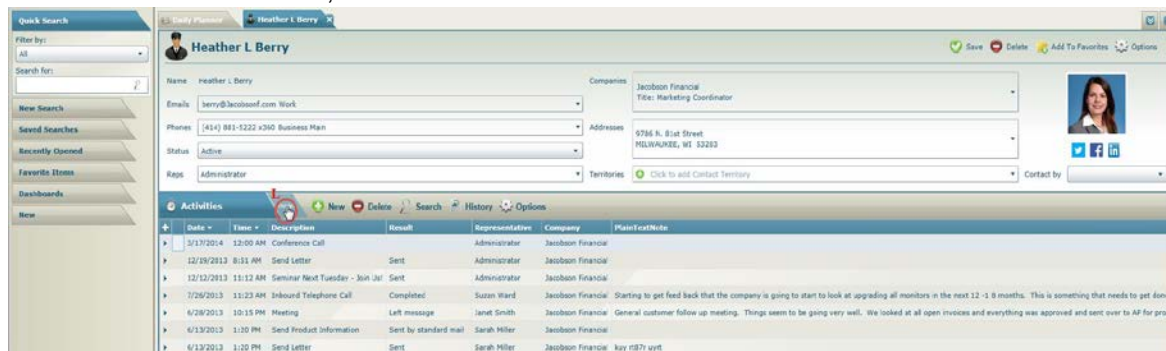
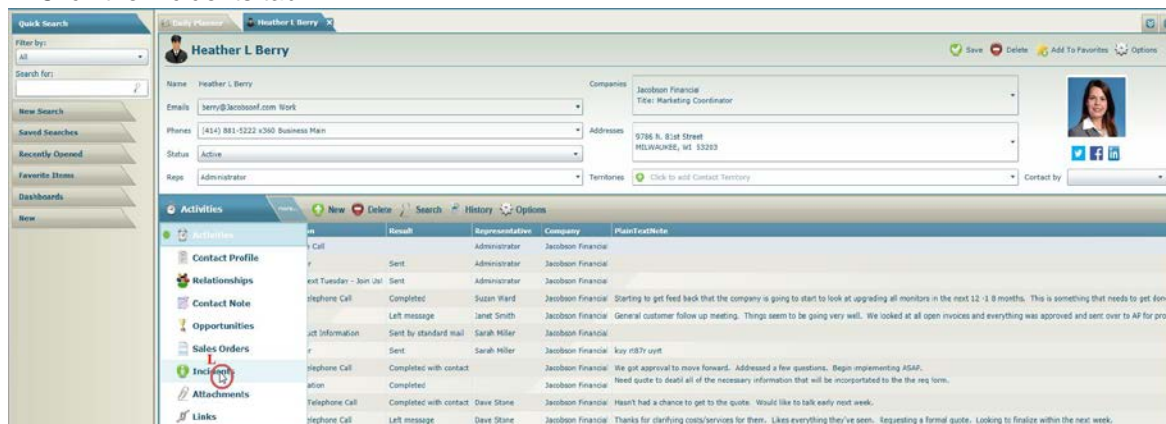


# Create Incident and Using the Service Dashboard

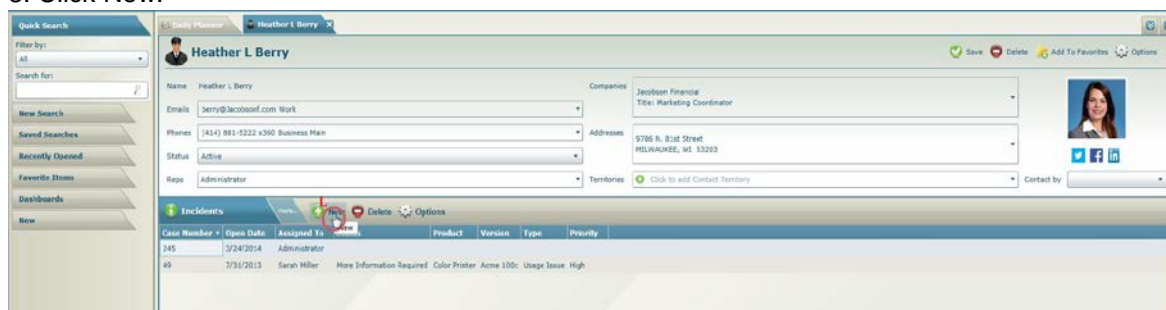
1. From the Contact record, click More.



2. Click the Incidents tab.



3. Click New.



## Create Incident and Using the Service Dashboard

4. Enter all the details for this Incident, and click Save and Open.

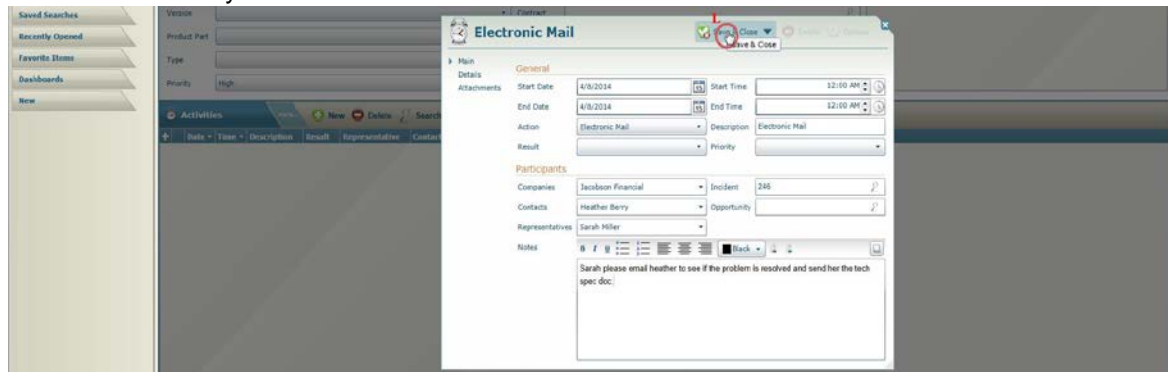
5. Click More.

6. Click Activities.

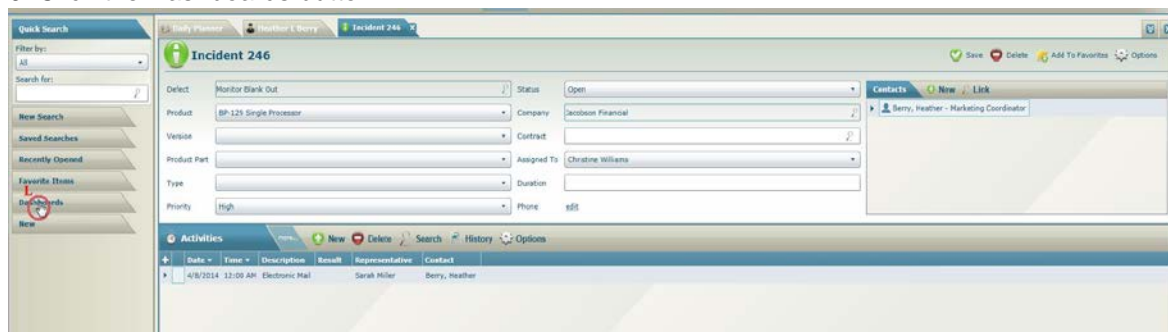
7. Click to Add a New Activity.

## Create Incident and Using the Service Dashboard

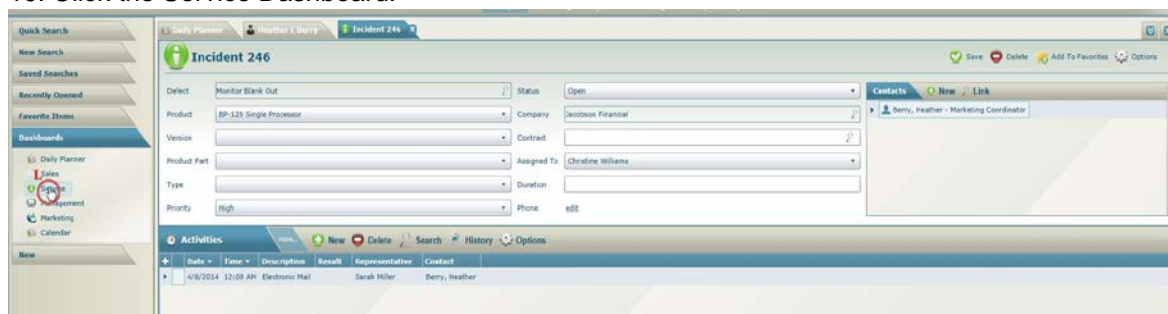
8. Enter the Activity information and click Save.



9. Click the Dashboards button.

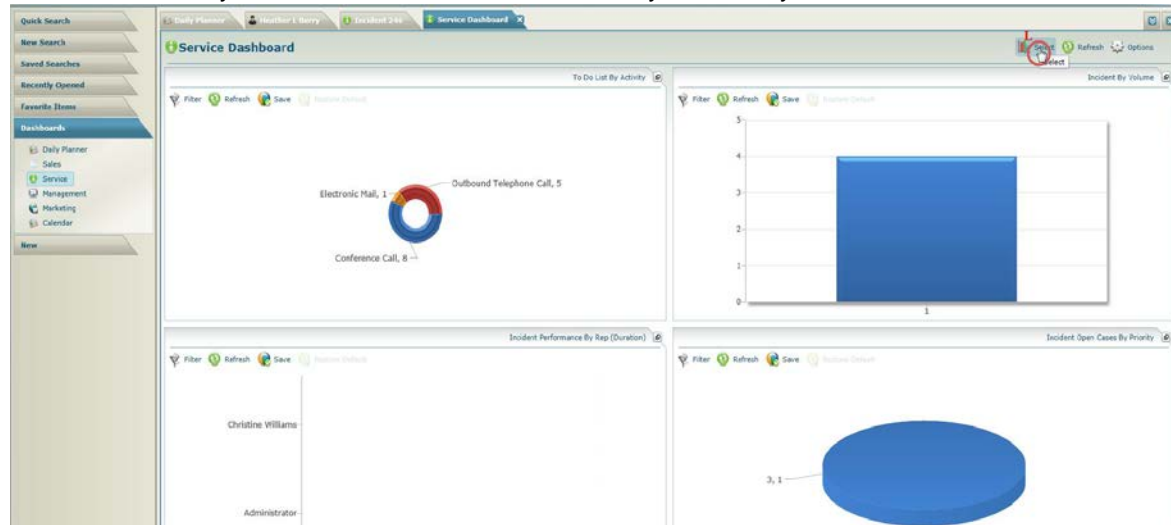


10. Click the Service Dashboard.

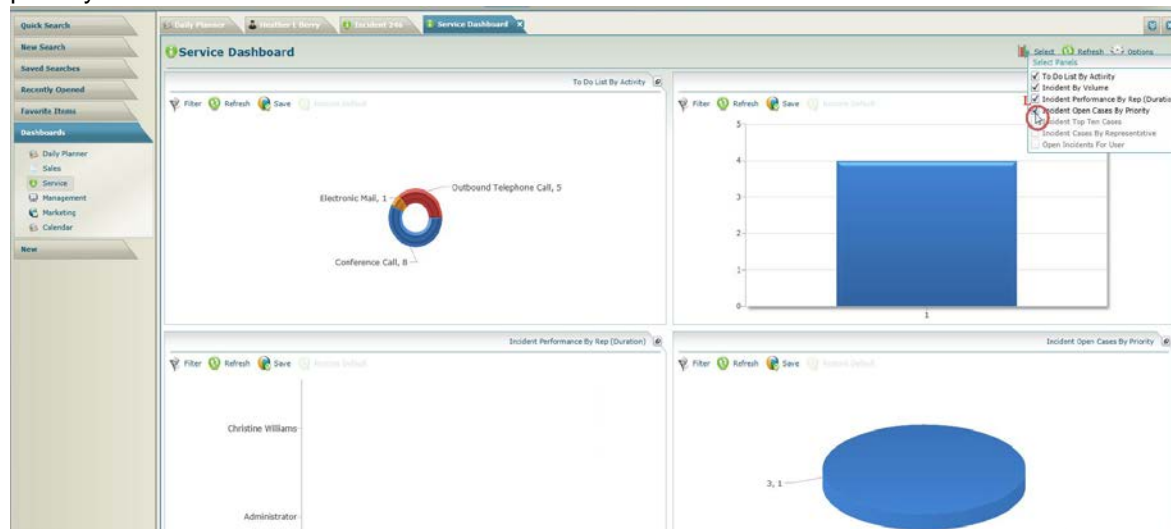


## Create Incident and Using the Service Dashboard

11. This is where you can monitor all the Incidents for yourself or your team.

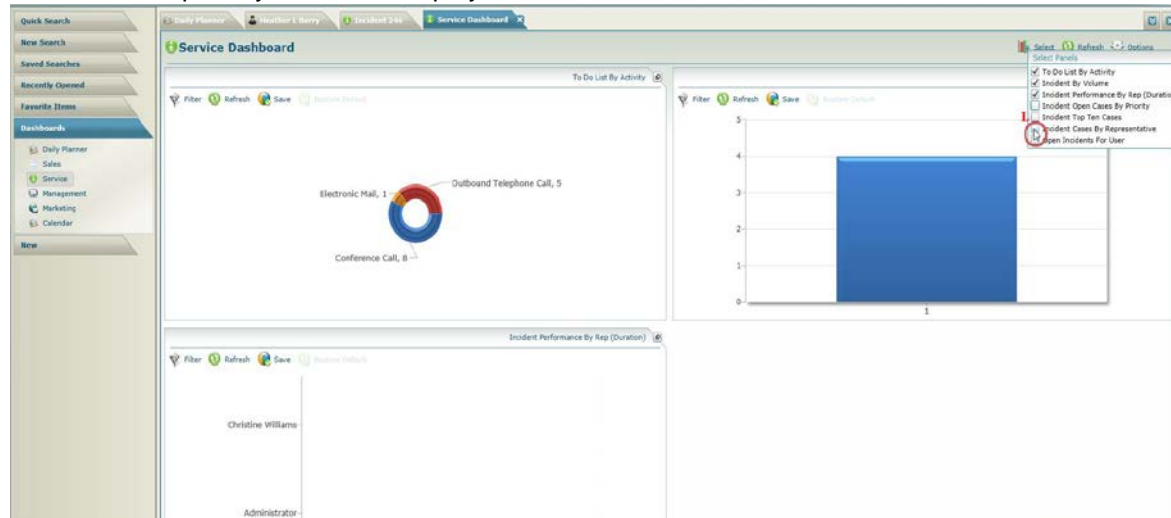


12. We'll change one of the panels. You can select any 4 panels you want to see. First uncheck the panel you want to remove.



## Create Incident and Using the Service Dashboard

13. Check the panel you want to display.



14. Click on any part of the pie chart or graph to open the records and their details.

