

Product Feature Set

Item ID	Add Incident
1.1.1	Enter data in the New Incident form and save the form to create an incident.
1.1.2	Cancel creating an incident prior to submission.
1.1.3	Add files or participants to the incident.

Item ID	Edit Incident
1.1.4	Edit the incident's details by entering new information in the form's editable fields. Fields calculated by the system cannot be edited.
1.1.5	[Product] logs when an incident is edited, including the date, time, user who edited the incident, and changes made.

Item ID	Link Incidents
1.1.6	Add a link between two incidents. From one incident's page, search for a related incident in [product].
1.1.7	Add an incident link by approving or dismissing a system suggestion. [Product] will suggest links based on the factors outlined in Suggested Links .
1.1.8	Delete an incident link.
1.1.9	Enter a reason for linking the incidents.
1.1.10	Edit the reason for an incident link.
1.1.11	[Product] logs when an incident is linked, including the date, time, user who linked the incidents, and reason for the link.

Item ID	Request Access to an Incident
1.1.12	Request access to join an incident's team, which will grant additional permissions to the incident.
1.1.13	Users with permissions to manage the incident's team can approve or deny access requests.

Item ID	Manage Incident's Team
1.1.14	Add users to an incident's team to grant them additional permissions to the incident.
1.1.15	Remove users from the team.
1.1.16	[Product] logs team membership changes, including the date, time, and user who made the changes.

Item ID	Manage Incident's Denied Access List
1.1.17	Add users to an incident's Denied Access List to prevent them from seeing the incident in [product].
1.1.18	Remove users from the Denied Access List.
1.1.19	[Product] will automatically restrict a user's access to an incident if they are a participant for the incident. Turn off this functionality in Settings .

1.1.20	[Product] logs Denied Access List changes, including the date, time, and user who made the changes.
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Item ID	Manage Access Requests
1.1.21	Approve a user's request to join an incident's team.
1.1.22	Deny a user's request to join an incident's team.
1.1.23	Access requests cannot be approved if the user is on the Denied Access List.

Item ID	Flag Confidential Incident
1.1.24	Set an incident as "Confidential" to limit access to sensitive information.
1.1.25	Only users with "Confidential" permissions can view incidents set as "Confidential".
1.1.26	Remove "Confidential" flag for an incident.

Item ID	Track Investigation Progress and Status
1.1.27	Track progress of an investigation by moving an incident through its workflow.
1.1.28	Each workflow step has an "open" or "closed" status.
1.1.29	Close an investigation by moving an incident to the final "closed" step in its workflow.
1.1.30	Reopen an investigation by moving an incident from the "closed" step to an "open" step.
1.1.31	[Product] logs all workflow steps, statuses, and automated actions in Workflow History .

Item ID	Cancel Incident
1.1.32	Cancel an incident to remove it from the Incidents Grid, search results, and reporting.
1.1.33	Administrators can restore cancelled incidents in Settings .

Item ID	Add Incident to Lists
1.1.34	Create a list of incidents from the Incidents Grid.
1.1.35	Add one or more incidents to a list at once.
1.1.36	Remove one or more incidents from a list at once.
1.1.37	Rename a list.
1.1.38	Delete a list.
1.1.39	Bookmark an incident from the Incidents Grid or the incident's page.
1.1.40	[Product] automatically removes cancelled incidents from lists and bookmarks.