

Problem:

The owner name when an incident is added is varying from admin to customer

When admin is trying to add an incident on behalf of the customer, the mail format has correct owner name

But when customer add an incident, the mail format has wrong owner name

This is template of EMAIL INCIDENT CREATED USER

Template Type: Email

Template: * EMAIL INCIDENT CREATED USER

Description: * Notifies a user that an incident has been logged

Email

Templates should not begin with any text that looks like an email header. (e.g. 'Name: ')

To * {{triggeruseremail}}

From * {{supportemail}}

Reply To * {{supportemail}}

CC {{incidentccemail}}

BCC

Subject [{{incidentid}}] - {{incidenttitle}}

Text

Hi,
Incident {{incidentid}} has been logged.
The details of this incident are:
Subject: {{incidenttitle}}
Priority: {{incidentpriority}}
Contact: {{contactname}}
Site: {{sitename}}
Incident Owner: {{incidentowner}}

{{globalsignature}}

When an incident is created by admin, the mail is as follows

Hi,

Incident [155] has been logged.

The details of this incident are:

Subject: Test Passed

Priority: High
Contact: Shravan Satti
Site: MyLan Laboratories
Incident Owner: Administrator

Here the Incident Owner is Administrator, this is coming as expected

But when an incident is created by a customer, the mail is as follows

Hi,

Incident [156] has been logged.

The details of this incident are:

Subject: What a test
Priority: Low
Contact: Thomas R
Site: Condensast Publications Group
Incident Owner: i3 Support

Here the actual owner is not i3 Support, but instead of owner name, we are getting Application short name (i3 Support)