

Configuration

- Setup and Customization

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Navigating the configuration and setup of the Appvibe Incident Management app in Jira is straightforward. Access this functionality by navigating to **Manage Apps**, locating the app, and clicking on the **Configuration** button. This will redirect you to the configuration page, where you can set up roles and permissions, view system fields, add custom fields, and configure conditional formatting.

Roles and Permissions

The Appvibe Incident Management app supports three roles:

1. **Admin:** The super role with access to all configuration and setup features.
2. **Editor:** Allows full access to update and view Incident Management data.
3. **Viewer:** Grants view-only access to Incident Management data without update permissions.

Administrators can assign these roles to any Jira groups from this section. By default, a Jira Administrator has access to Incident Management configuration screens.

System Fields

The app includes predefined fields essential for Incident Management:

- **Incident ID**
- **Category**
- **Severity**
- **Resolution Status**
- **Date Reported**
- **Assigned Team**
- **Tags**

These fields form the base required for effective incident management.

Custom Fields

For additional customization, you can define new fields. Click on the **Add Field** button to create fields with the following options:

- **Field Key:** A unique identifier for the field.
- **Field Label:** A descriptive label for the key.
- **Field Type:** Choose from Text, Number, Date, Select, or Multi-Select.
- **Required:** Determine if this field should be mandatory.
- **Sortable:** Specify if the field allows sorting.
- **Filterable:** Indicate if the field supports filtering.

Conditional Formatting

This feature allows you to apply specific formats based on field values. Set up conditions to modify labels and highlight colors when certain conditions are met.

Summary

By accessing the Appvibe Incident Management configuration page, administrators can efficiently manage roles, fields, and formatting to tailor the app to their organizational needs. This flexibility ensures a streamlined incident management process within Jira.