

# Setup and Customization

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.

---

Revision #1

Created 3 January 2025 03:07:32 by Admin

Updated 3 January 2025 03:07:32 by Admin