

Track and Maintain Security Incidents

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1. Manually Create an Incident

Instead of ingesting incidents from a service as they cross a risk threshold, manually create an incident if you need one immediately.

1. In the navigation bar, click **INCIDENTS**.
2. Select **+ NEW INCIDENT**.
3. Enter information about the incident:
 - **Incident name** – Enter an incident name.
 - **Incident type** – Select an [incident type](#).
 - **Event start time** – Indicate when the incident started.
 - **Event end time** – Indicate when the incident ended, if known.
 - **Queue** – Assign the incident to a queue. If not, the incident is assigned to the default Unassigned queue.
 - **Assignee** – Assign the incident to someone on your team. If not, it is assigned to "unassigned" by default.
 - **Priority** – Low, medium, high, or critical.
 - **Status** – Select the status of the incident: **New**, **In Progress**, **Pending**, **Resolved**, or **Closed**. Feel free to use these statuses according to your organization's workflow and needs.
 - **Restrict to** – Restrict who can access this incident. These people or groups can't see or search for this incident.
 - **Description** – Provide context about the incident.
4. Click **CREATE**.

2. Delete an Incident

If you created an incident by mistake or as a test, or something is wrong with your system, consider deleting an incident. When you delete an incident, you increase database storage and remove the incident from being evaluated in [metrics](#).

1. On the **INCIDENTS** page, select the box for incident(s) you're deleting or select a specific incident.
2. Select the trash .
3. A warning appears. Select **DELETE**.

3. Filter Incidents

On the **INCIDENTS** page, filter the list of incidents to find those that fit a certain criteria. If you frequently use certain criteria, create your own custom filter.

In the filter panel, filter your incidents by:

- Queue
- Assignee
- Date
- [Incident Type](#)
- Status
- Priority
- Entity
- Artifact
- Keyword

There are four [out-of-the-box filters](#).

If you frequently use certain filter inputs, [create](#) a custom filter. For example, if you frequently filter for incidents that were false positive and happened in the past 24 hours, you can save how you've configured the filter inputs so you quickly apply it when you need it.


3.1. Out-of-the-Box Incident Filters

There are four out-of-the-box [incident filters](#). You can't delete them. If you don't want to use them, build off of them by [duplicating](#) them and making changes, or [create](#) your own filter from scratch.

Out-of-the-box filter	Use this filter to view...	Filter inputs
All Incidents	All open incidents that have been created, no matter who it's assigned to; when it started, ended or was created; or its priority.	Status: New, in progress, resolved, pending
My Incidents	All open incidents you've been assigned to.	Owner: Current user Status: New, in progress, resolved, pending
Unassigned Incidents	Incidents that are recently created and not assigned to a queue.	Owner: Default queue Status: New
Critical incidents	All open incidents that are a critical priority, no matter who it's assigned to or when it started, ended, or was created.	Priority: Critical Status: New, in progress, resolved, pending

3.2. Duplicate an Incident Filter

If you don't want to [create](#) a custom filter from scratch, quickly create a filter using an existing filter as a starting point. You can duplicate any filter, including those that come out of the box.

1. On the **INCIDENTS** page, next to the filter name, select the down arrow. The filter menu opens.
2. Select a filter.
3. Next to the filter name, click the More  menu.
4. Select **Duplicate**. The duplicated filter is named *Copy of [Filter]*.


3.3. Edit a Custom Incident Filter

If you [created](#) a custom filter, edit the filter inputs to change how it's configured. You can't edit out-of-the-box filters.

1. On the **INCIDENTS** page, next to the filter name, select the down arrow. The filter menu opens.
2. Select a filter.
3. Change the filter inputs:
 - **Queue** – Assign the incident to queue.
 - **Assignee** – Assign the incident to a person.
 - **Date** – Specify the dates the incident started, ended, was received, or closed.
 - **Incident Type** – Select a type that best matches the security scenario.
 - **Status** – Indicate the current state of your investigation.
 - **Priority** – Indicate how urgent the incident is.
 - **Entity** – Enter the name of an entity.
 - **Artifact** – Enter the name of an artifact.
 - **Keyword** – Search for a word or phrase. You can only search incident names, fields, entity fields, and artifact names. You can't search file content.
4. Next to the filter name, click **Save**.

3.4. Delete a Custom Incident Filter

If you [created](#) a custom filter, you can delete it. You can't delete out-of-the-box filters.


1. On the **INCIDENTS** page, next to the filter name, select the down arrow. The filter menu opens.
2. Select the filter you're deleting.
3. Next to the filter name, click the More  menu, then select **Delete**.

4. Search for an Incident

Jump to a specific incident based on keyword using the search bar.

On the **INCIDENTS** page, use search to jump to a specific set of incidents without using [filters](#). You must enter at least three characters.

You search across incident names, incident fields, entity names, artifact names, [incident message](#) content. You can't search file content, the activity log, or playbook results.

1. In the navigation bar, click the search .
2. Enter a keyword. A list of matching incidents appears.
3. If you see the incident you're looking for, select it. If you don't see the incident, select **View all incidents with the keyword "[keyword]"** to view a full list in the **INCIDENTS** page.

5. Sort Incidents

On the **INCIDENTS** page, sort the list of incidents using the **Sort By** menu. Use this with [filters](#) and [search](#) to find the incident you need.

Sort incidents by:

- Date created
- Date updated
- Assignee
- Priority
- Status
- Type

6. Export a List of Incidents to CSV

To audit incidents, give details about incidents to people outside of your SOC, or archive and back up incident data to your local environment, apply a filter to export a list of incidents to a CSV file.

The CSV file contains one incident per row and all relevant incident fields. It only includes an incident's ten most recent case notes. You can export a maximum of 10,000 incidents at a time. If you have no incidents, exporting is disabled.

1. On the **INCIDENTS** page, click **EXPORT**.
2. Specify the incident fields you want exported.
 - To include specific fields in the template, click **+** next to the field. To find a specific field, start typing in the search.
 - To include all fields, click **CLICK ALL**.
 - To export fields predefined in a template, click **ALL TEMPLATES**, then select a template.
3. Click **EXPORT**.
4. Download the CSV file.

6.1. Create a Template for Exporting Incidents

To save time when you [export](#) incidents, create a template with the incident fields you export most often.

1. On the **INCIDENTS** page, click **EXPORT**. Ensure that **ALL TEMPLATES** is selected.
2. Specify the incident fields you want exported. To include specific fields in the template, click **+** next to the field. To find a specific field, start typing in the search. To include all fields, click **ADD ALL**.
3. Select **Save As**.
4. Name the template, then press **Enter** or **return** on your keyboard. The template is created.
5. To use the template you created to export incidents, click **EXPORT**.

6.2. Edit a Template for Exporting Incidents

Make changes to an existing template you [created](#).

1. On the **INCIDENTS** page, select **EXPORT**.
2. Click **ALL TEMPLATES**, then select the template you want to edit.
3. Add or remove incident fields from the template.
4. Click **Save**. The template is updated.
5. To use the template you edited to export incidents, click **EXPORT**.

6.3. Delete a Template for Exporting Incidents

If you [created a template](#) for exporting incidents, you can also delete it.

Export a List of Incidents to CSV

1. On the **INCIDENTS** page, select **EXPORT**.
2. Click **ALL TEMPLATES**, then select the template you want deleted.
3. Click the down arrow, then select **Delete**.
4. Click **DELETE**.