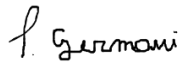


One Point Lesson

IMSISO – FILTER THE TICKETS

Version	Date	Description	Author	Sign
1.0.0	04/11/2020	Initial version	Federico Germani	

Scope of the Document

This OPL shows you the exact path to filter the tickets

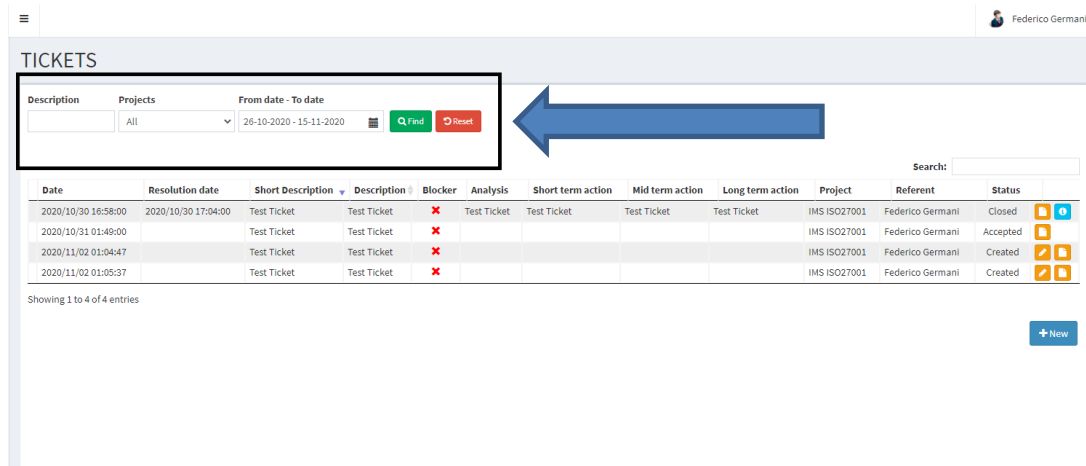
The OPL is composed of 3 steps

SUMMARY

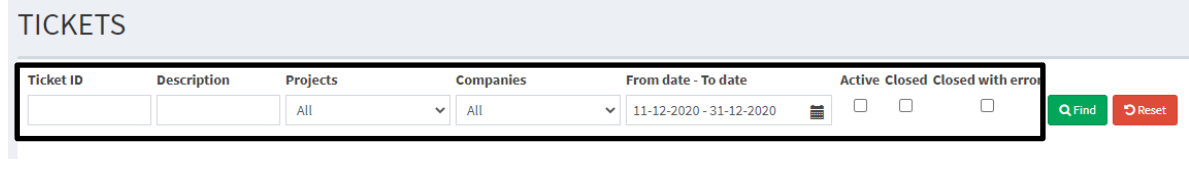
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STEP 1.1 – LOCATE THE FILTER

1.1 Into the home page of the tool, you can filter the list of the tickets. Once you've located it, jump to the next point.



The screenshot shows the 'TICKETS' section of the tool. A filter box is highlighted with a red rectangle, containing fields for 'Description', 'Projects' (set to 'All'), and 'From date - To date' (set to '26-10-2020 - 15-11-2020'). There are 'Find' and 'Reset' buttons. A blue arrow points to the filter box. Below the filter is a table of tickets with columns: Date, Resolution date, Short Description, Description, Blocker, Analysis, Short term action, Mid term action, Long term action, Project, Referent, Status. The table shows three entries, all with 'Test Ticket' as the description and 'Federico Germani' as the referent. A '+ New' button is at the bottom right.



The screenshot shows the 'TICKETS' section of the tool. A filter box is highlighted with a red rectangle, containing fields for 'Ticket ID', 'Description', 'Projects' (set to 'All'), 'Companies' (set to 'All'), 'From date - To date' (set to '11-12-2020 - 31-12-2020'), and checkboxes for 'Active', 'Closed', and 'Closed with error'. There are 'Find' and 'Reset' buttons.

Result	You've located the filter.
Warning	
Exception	

STEP 1.2 – COMPILE THE FILTER

1.2	<p>You can filter your tickets by these data. You'll find each one in the filter that you've located before.</p> <table border="1"> <thead> <tr> <th>Field</th> <th>Description</th> <th>Mandatory</th> </tr> </thead> <tbody> <tr> <td>Ticket ID</td> <td>The ticket ID, when you set it, it bypasses all the other filters</td> <td>No</td> </tr> <tr> <td>Description</td> <td>The description of your ticket. It's the fourth field of the table, and it is the description of the your issue.</td> <td>No</td> </tr> <tr> <td>Projects</td> <td>This is the project picker. By clicking on it, you can choose one out of all your projects. When you send the filter, the tool will show you only the tickets related to the project selected.</td> <td>No</td> </tr> <tr> <td>Companies</td> <td>This is the company picker. By clicking on it, you can choose one out of all your companies. When you send the filter, the tool will show you only the tickets related to the company selected</td> <td>No</td> </tr> <tr> <td>From date- To date</td> <td>It's a date picker. You can choose a start one and an end one. The tool will show you only the tickets created between these two dates.</td> <td>No</td> </tr> <tr> <td>Active</td> <td>It's a checkbox. If you check it you'll see only active tickets. It bypasses all the other filters.</td> <td>No</td> </tr> <tr> <td>Closed</td> <td>It's a checkbox. If you check it you'll see only closed tickets. It bypasses all the other filters.</td> <td>No</td> </tr> <tr> <td>Closed with error</td> <td>It's a checkbox. If you check it you'll see only closed tickets with errors. It bypasses all the other filters.</td> <td>No</td> </tr> </tbody> </table>	Field	Description	Mandatory	Ticket ID	The ticket ID, when you set it, it bypasses all the other filters	No	Description	The description of your ticket. It's the fourth field of the table, and it is the description of the your issue.	No	Projects	This is the project picker. By clicking on it, you can choose one out of all your projects. When you send the filter, the tool will show you only the tickets related to the project selected.	No	Companies	This is the company picker. By clicking on it, you can choose one out of all your companies. When you send the filter, the tool will show you only the tickets related to the company selected	No	From date- To date	It's a date picker. You can choose a start one and an end one. The tool will show you only the tickets created between these two dates.	No	Active	It's a checkbox. If you check it you'll see only active tickets. It bypasses all the other filters.	No	Closed	It's a checkbox. If you check it you'll see only closed tickets. It bypasses all the other filters.	No	Closed with error	It's a checkbox. If you check it you'll see only closed tickets with errors. It bypasses all the other filters.	No
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Result	Now you can compile the filter																											
Warning																												
Exception																												

STEP 1.3 – SEND THE FILTER

1.3 Once you've set the parameters you can send the filter by clicking on 'Find'.

TICKETS

Ticket ID	Description	Projects	Companies	From date - To date	Active	Closed	Closed with error	Find	Reset
<input type="text"/>	<input type="text"/>	All	All	11-12-2020 - 31-12-2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Find"/>	<input type="button" value="Reset"/>

Now the tickets are filtered based on how you've set the parameters.

Date	Resolution date	Short Description	Description	Blocker	Analysis	Short term action	Mid term action	Long term action	Project	Referent	Status
2020/10/30 16:58:00	2020/10/30 17:04:00	Test Ticket	Test Ticket	✘	Test Ticket	Test Ticket	Test Ticket	Test Ticket	IMS ISO27001	Federico Germani	Closed
2020/10/31 01:49:00		Test Ticket	Test Ticket	✘					IMS ISO27001	Federico Germani	Accepted
2020/11/02 01:04:47		Test Ticket	Test Ticket	✘					IMS ISO27001	Federico Germani	Created
2020/11/02 01:05:37		Test Ticket	Test Ticket	✘					IMS ISO27001	Federico Germani	Created

Showing 1 to 4 of 4 entries

If you want to reset the filter, just press the red 'Reset' button.

TICKETS

Ticket ID	Description	Projects	Companies	From date - To date	Active	Closed	Closed with error	Find	Reset
<input type="text"/>	<input type="text"/>	All	All	11-12-2020 - 31-12-2020	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="button" value="Find"/>	<input type="button" value="Reset"/>

Result Now you're seeing the tickets filtered.

Warning

Exception