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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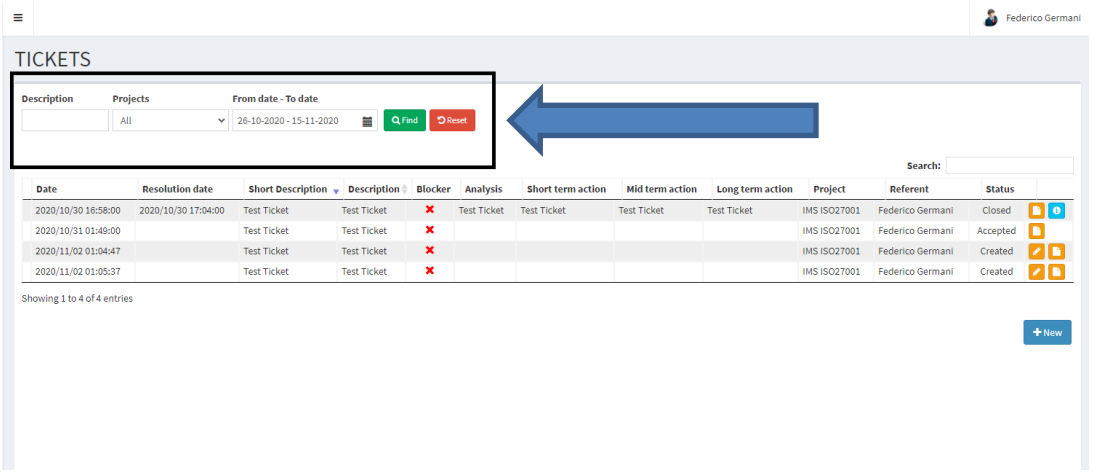
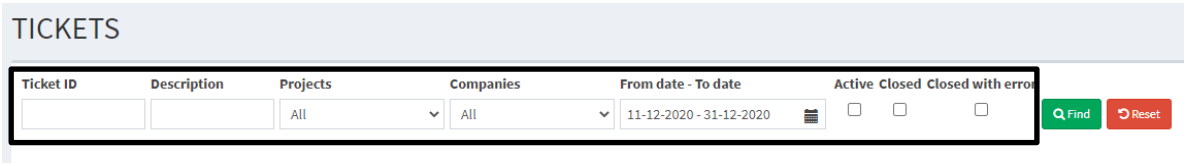
STEP 1.1 – LOCATE THE FILTER

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.





Result	You've located the filter.
Warning	
Exception	

STEP 1.2 – COMPILE THE FILTER

1.2

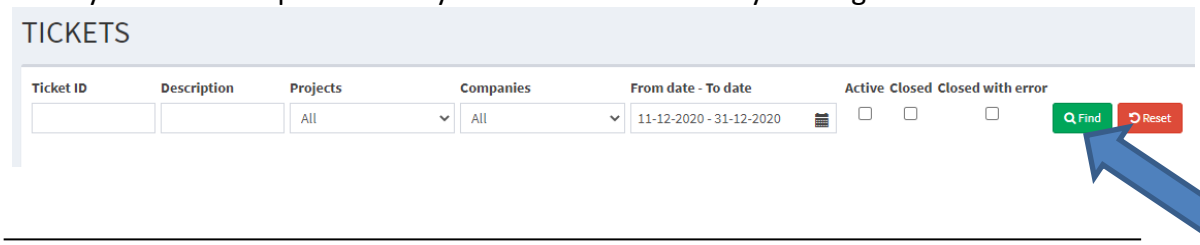
You can filter your tickets by these data. You'll find each one in the filter that you've located before.

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

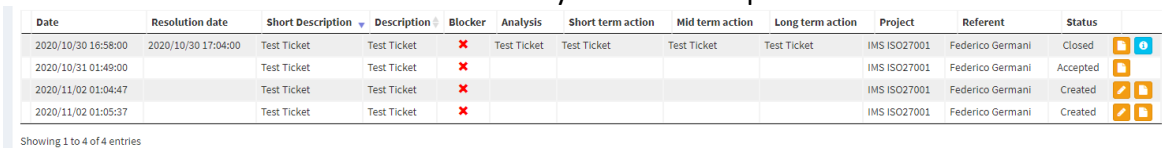
Result	Now you can compile the filter
Warning	
Exception	

STEP 1.3 – SEND THE FILTER

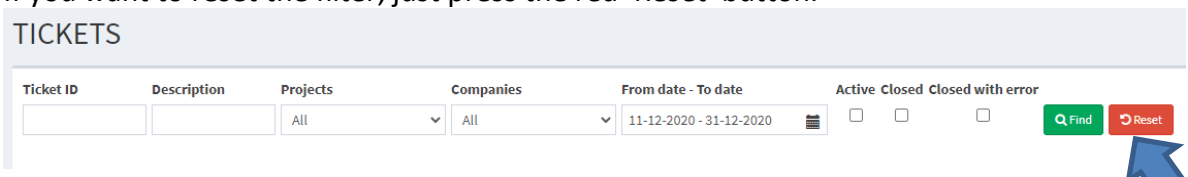
1.3 Once you've set the parameters you can send the filter by clicking on 'Find'.



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



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



Result	Now you're seeing the tickets filtered.
Warning	
Exception	