

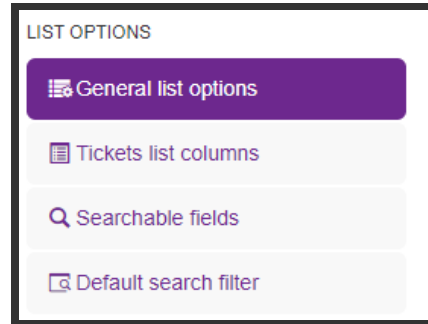
List Options



by Jon Mulhern on 13 August 2018

infocapture, intranet, user guide, list options

This article relates to the following four project option pages:



General List Options

Number of issues

The number of tickets (also known as issues) to be displayed in the list of issues can be defined. The default is 20.

Colours

Tickets are usually highlighted in a specific colour, based on the status. However, it is possible to configure issues to be highlighted an alternative colour based on a more specific condition.

For example, you may have a field in the form, which allows users to select a priority level, e.g. High, Medium, Low. In this case, even if the status of an issue is set to Pending and the colour for the Pending status is orange, you may like to highlight it red if the priority level is set to High. This essentially allows you to implement a 'RAG' (Red, Amber, Green) system within the list view.

Ticket age

Choose whether a ticket's age related to its time from creation, or from last modification

Primary Field

The primary field is used to define one chosen field within the form, that can be used within some of the available Infocapture components in the pages application. For example you may wish to have a graph on the homepage of tickets submitted, but you'd like to include data from within the tickets.

Tickets List Columns

It is possible to define which fields should act as sortable column headers in the list of issues. The ID of the ticket, the number of notes added to the ticket and the number of files attached to the ticket are always displayed in the list and are in a fixed position. It is also possible to include/exclude the following as column headers:

- Reporter
- Assigned To (if handlers are being used)
- Status (if statuses are being used)
- Date created
- Date last modified

In addition, all of the fields within your form can be chosen to be included/excluded as column headers.

Tickets list columns

Choose which column headings should be displayed when viewing the list of submitted tickets.

Field name	Symbolic name	Type	Hide
ID, Comments, Files	-	-	fixed
⇒ Full Name	full_name	Medium string	<input type="checkbox"/>
⇒ Company	company	Medium string	<input type="checkbox"/>
⇒ No of users	users	Short string	<input type="checkbox"/>
⇒ STATUS	_status_		<input type="checkbox"/>
⇒ DATE CREATED	_created_		<input type="checkbox"/>
⇒ * NEW Product	new_product	Select	<input type="checkbox"/>
⇒ * NEW Add Ons	new_add_ons	Multiple select	<input type="checkbox"/>

Searchable Fields

It is possible to define which fields should act as filters in the list of issues. The following can be included/excluded as filters:

- Reporter
- Assigned To (if handlers are being used)
- Status (if statuses are being used)
- Traffic light (if SLAs are being used)
- Date created
- Date last modified

In addition, all of the select fields within your form, i.e. checkboxes, radio buttons and select fields, can be chosen to be included/excluded as filters.

Default Search Filter

It is possible to configure a default search filter for the list of issues. If a default search filter set is defined, the list of issues will be pre-filtered accordingly for all users. An example of where this may be useful is if you have a Closed status. By default, you may wish to exclude issues which are set to Closed.

NB: This does not restrict the view of issues not pertaining to the filter. The user can clear the default search filter in the list of issues, whereby all issues they have permissions to view will then be returned.

Default search filter

Choose a predefined filter for any user viewing the list of submitted tickets.

For example, you may wish for users to only see tickets with a status of 'New' and 'Awaiting Approval', but not those with a status of 'Closed'.

Created	<input type="checkbox"/>	From	<input type="text" value=""/>	To	<input type="text" value=""/>
Last modified	<input type="checkbox"/>	From	<input type="text" value=""/>	To	<input type="text" value=""/>
Submitted by	<input type="text" value="[any]"/> [myself] Charlie / Michael McGettrick Dan Brown Nigel Davies				
Status	<input type="text" value="[any]"/> New In progress Quotation Sent Quote Monthly Generated				
ASSIGNED TO	<input type="text" value="[any]"/> [myself] Michael Christian Nigel Davies Robert Davis				
TRAFFIC LIGHT	<input type="text" value="[any]"/> New Quote Request Submitted				

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