Issues

These pages maintain the lists that structure your issues.

Page	Used for
Custom Views	Saved filter combinations of the issue list of all users
Issue Types	What kind of issue it is (Bug, Feature, Question, …)
Priorities	How urgent an issue is (Critical, High, Normal, Low)
Products	The product an issue is about, its key and its versions
SLA Policies	Response and resolution targets, and which issues they apply to
SLA Calendars	Opening hours and holidays in which the SLA clock runs
Status	Where an issue is in its life
Status Categories	Groups of status that drive the quick views
Resolutions	Why an issue is done
Tags	Free labels to find and group issues

System records

Issue types, status, status categories, resolutions and priorities come with **system records** that the issue workflow depends on. A system record

- cannot be deleted or deactivated
- has a locked name (the name is translated into the user's language)
- can still get its own description, icon and colors

You can add your own records next to them.

Common fields

Most of these forms share the following fields:

Field	Description
Preview	Shows how the record looks in lists and on issues while you edit it
Name	Unique name (max. 50 characters)
Description	Short description of what the record is for
Icon	Bootstrap Icons class, e.g. `bi-bug`. Leave empty for no icon.
Color	Color of the icon and the text
Background color	Background color. It is displayed with transparency so that it works in light and dark mode.
Sort order	Position in lists and drop-down menus (lowest first). Leave empty to put a new record at the end.
Active	Inactive records cannot be selected for new issues but stay on existing issues

Deleting records in use

When you delete an issue type, status, resolution or priority that issues still use, LeweDesk asks you to select a **replacement**. All affected issues get the replacement. When you delete a product that issues still use, LeweDesk asks you to select the product these issues move to (see Products). When you delete a tag, it is simply removed from the issues.

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