Issues

An issue is a report, a question or a request. LeweDesk calls what other systems call tickets "issues".

Issue key

Every issue has a key made of the key of its product and a number, for example **LD-123**. Every product has its own key and counts its own numbers: the first issue of a product with the key *WEB* is **WEB-1**. The administrator sets the keys (see Products).

The key changes when an issue is moved to another product, but the old key keeps working: links, bookmarks and mails with the old key still lead to the issue. Old links of the form `issue.html?id=12` are read as *LD-12*.

When you write an issue key in a description or a comment, it is linked automatically (if the reader may see that issue).

Properties

Property	Description
Type	Kind of issue, e.g. Bug or Question
Priority	How urgent the issue is: Critical, High, Normal (default) or Low
Status	Where the issue is in its life, e.g. Open or Resolved
Resolution	Why the issue is done. Empty until the issue is resolved.
Summary	One-line title
Description	Full description in Markdown
Product	The product the issue is about (required). Its key is the prefix of the issue key.
Affected version	The version of the product the issue occurs in (optional)
Fixed version	The version of the product that fixes the issue (optional). The issue is listed in the release notes of that version.
Access	Who may see the issue: Public, Registered or Reporter only
Reporter	The user who created the issue
Assignee	The Agent who takes care of the issue
Watchers	Users who follow the issue. The reporter, the assignee and everybody who comments are added automatically.
Tags	Free labels
Created / Updated	Date and time of creation and of the last change

Access

Access	Who can see the issue
Public	Everybody, visitors who are not logged in included
Registered	All logged in users (default)
Reporter only	Only the reporter and the support team

The support team (Agents and Administrators) can always see all issues.

In this chapter

- List Issues: quick views, filters and search
- Create Issue
- Issue Detail: reading an issue
- Issue Actions: Respond, Resolve, Close, Reopen, Assign, Watch and more
- Edit Issue: for the support team
- Comments
- Attachments
- History
- SLA: response and resolution targets, due times and breaches

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