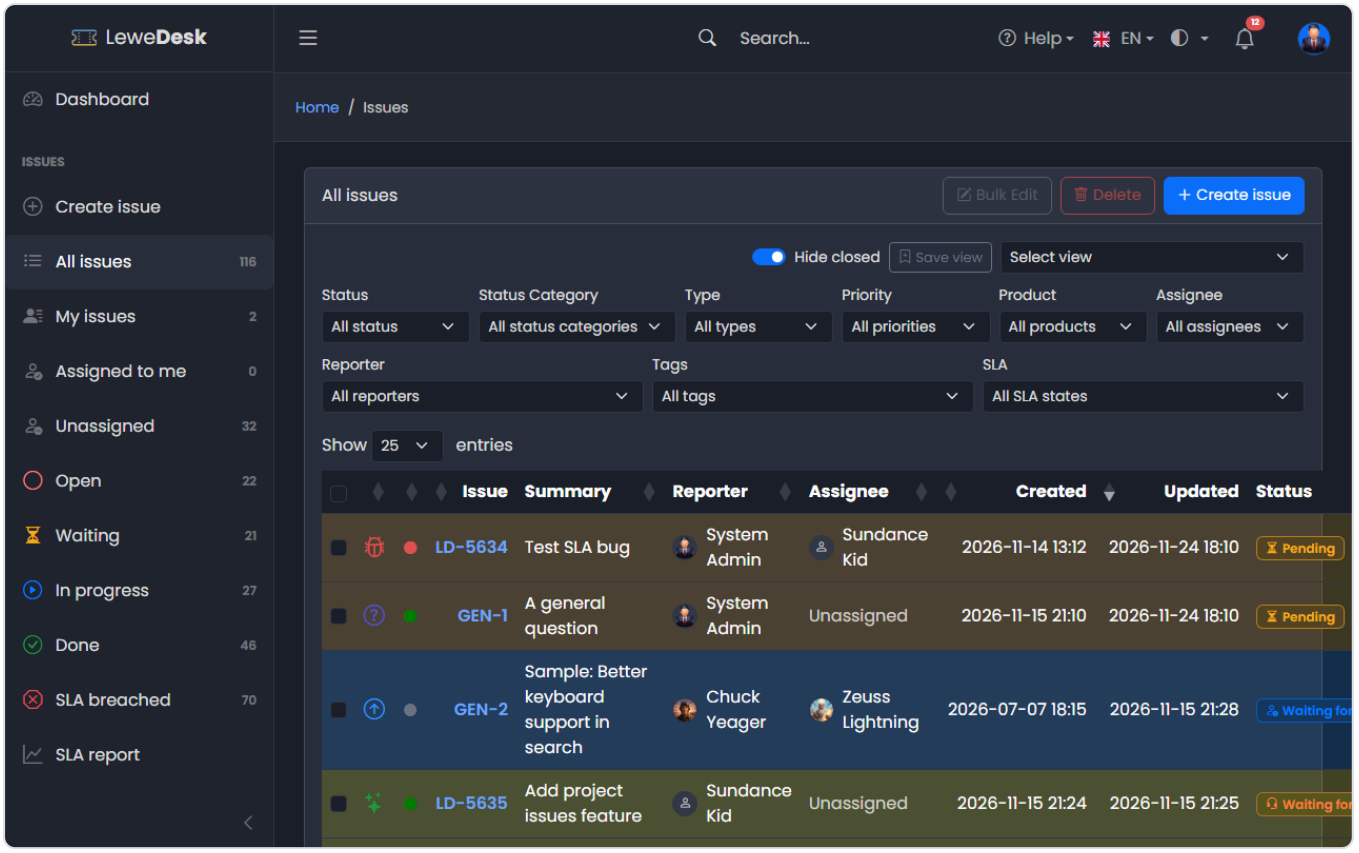
List Issues



The issue list shows the issues you may see. Click an issue key to open the issue.

Columns

Column	Description
(checkbox)	Selects the issue for bulk actions (only for users who may bulk edit or delete issues)
(icon)	Icon of the issue type
(icon)	Priority of the issue as a colored icon. Move the mouse over it to see the name. Click the column header to sort by priority (Critical first).
Issue	The issue key, e.g. LD-123
Summary	Title of the issue
Reporter	Who created the issue
Assignee	Who works on it, or *Unassigned*
Created	Date and time of creation
Updated	Date and time of the last change. The list is sorted by this column, newest first.
Status	Current status
SLA	The most urgent SLA timer of the issue (support team only, see SLA)

Click a column header to sort. Each row gets the background color of the issue's status. You can turn this off in your profile (*Options*).

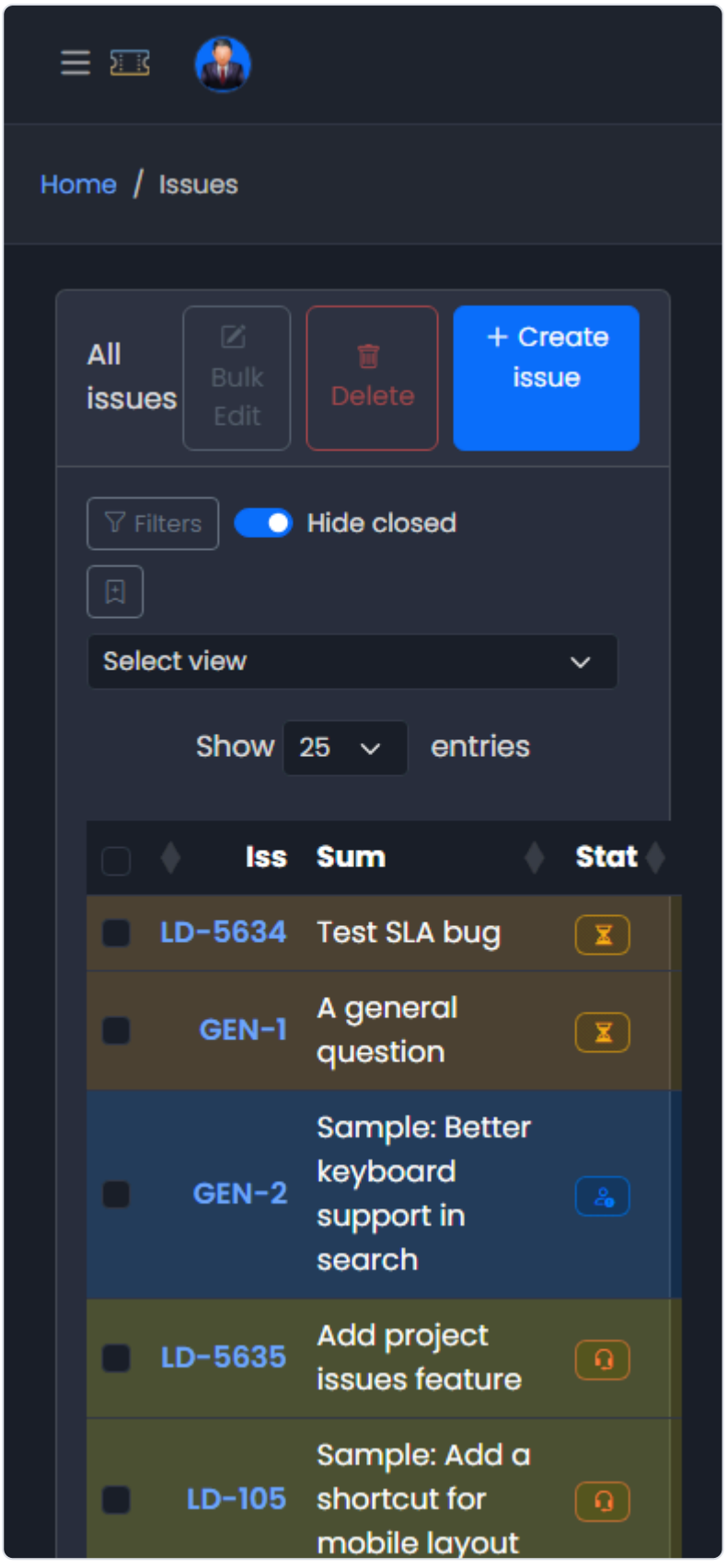
On a phone or a small screen

The list adapts to narrow screens:

- The sidebar starts as a narrow strip with icons only on medium screens, and is hidden behind the menu icon on phones. Click the menu icon at the top to open or close it.
- The filters are collapsed behind the **Filters** button. A badge on the button shows how many filters are active. Tap the button to show or hide them. **Hide closed**,

Save view and **Select view** stay in view.

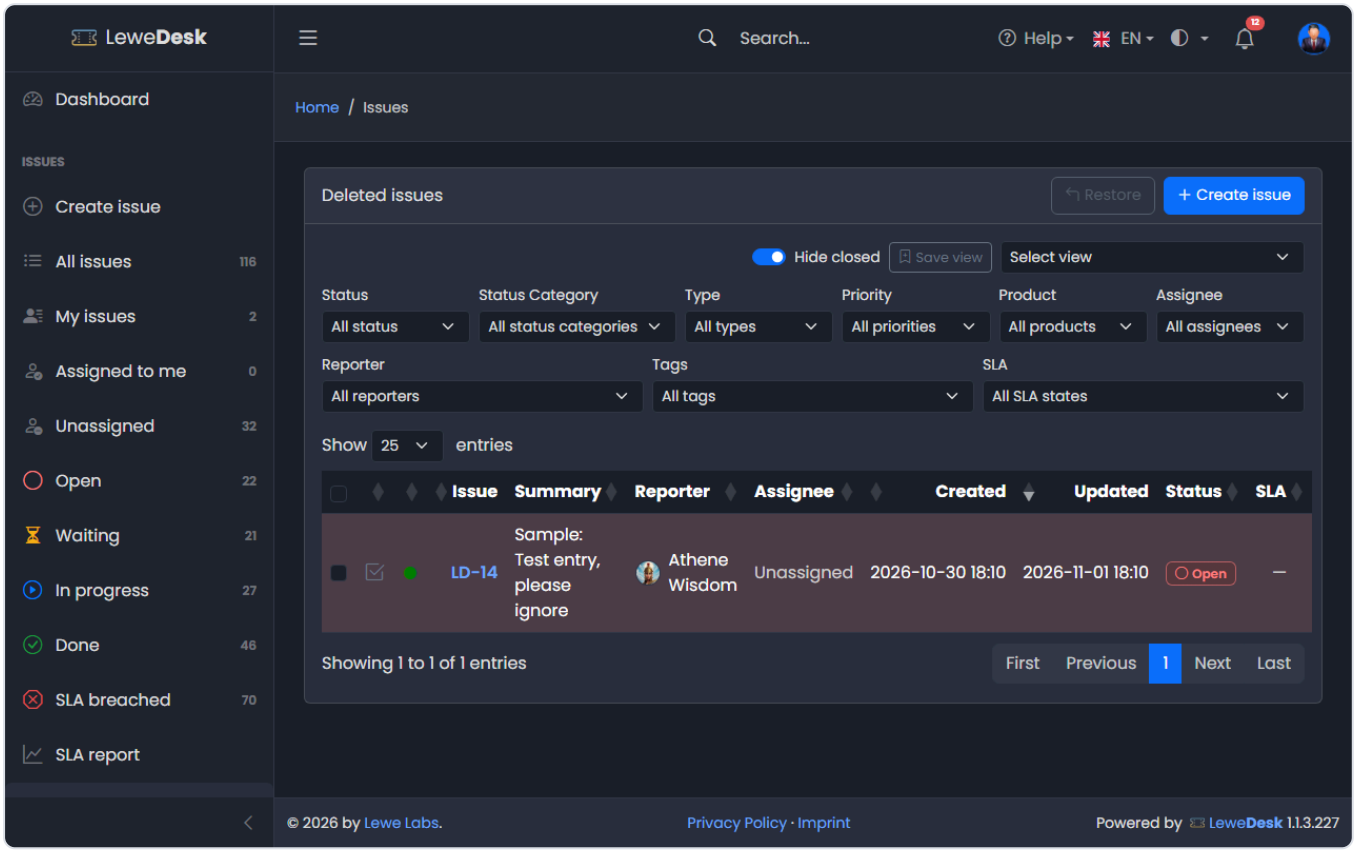
- The table shows fewer columns on narrower screens. Below 1200 pixels it keeps the checkbox, type, priority, issue, summary and status. On a phone it keeps the checkbox, issue, summary and status. The column headers are shortened (for example *Iss*, *Sum* and *Stat*).



Quick views

The sidebar offers quick views. The number shows how many issues the view holds.

View	Shows
All issues	All issues you may see
My issues	Issues you reported (logged in users)
Assigned to me	Issues assigned to you (logged in users)
Unassigned	Issues nobody is assigned to
Open	Issues of the status category *Open*
Waiting	Issues of the status category *Waiting*
In progress	Issues of the status category *In progress*
Done	Issues of the status category *Done*
SLA breached	Issues with a breached SLA timer (users with `view_sla`, while the license includes SLA)
Deleted	Deleted issues (only for users who may delete issues)



Filters

Above the table you can narrow the list down by **Status**, **Status category**, **Type**, **Priority**, **Product**, **Assignee**, **Reporter** and **Tags**. The support team also has the filter **SLA** (breached, at risk, due today, on track, paused). Filters combine with the quick view. **Show entries** sets the page size.

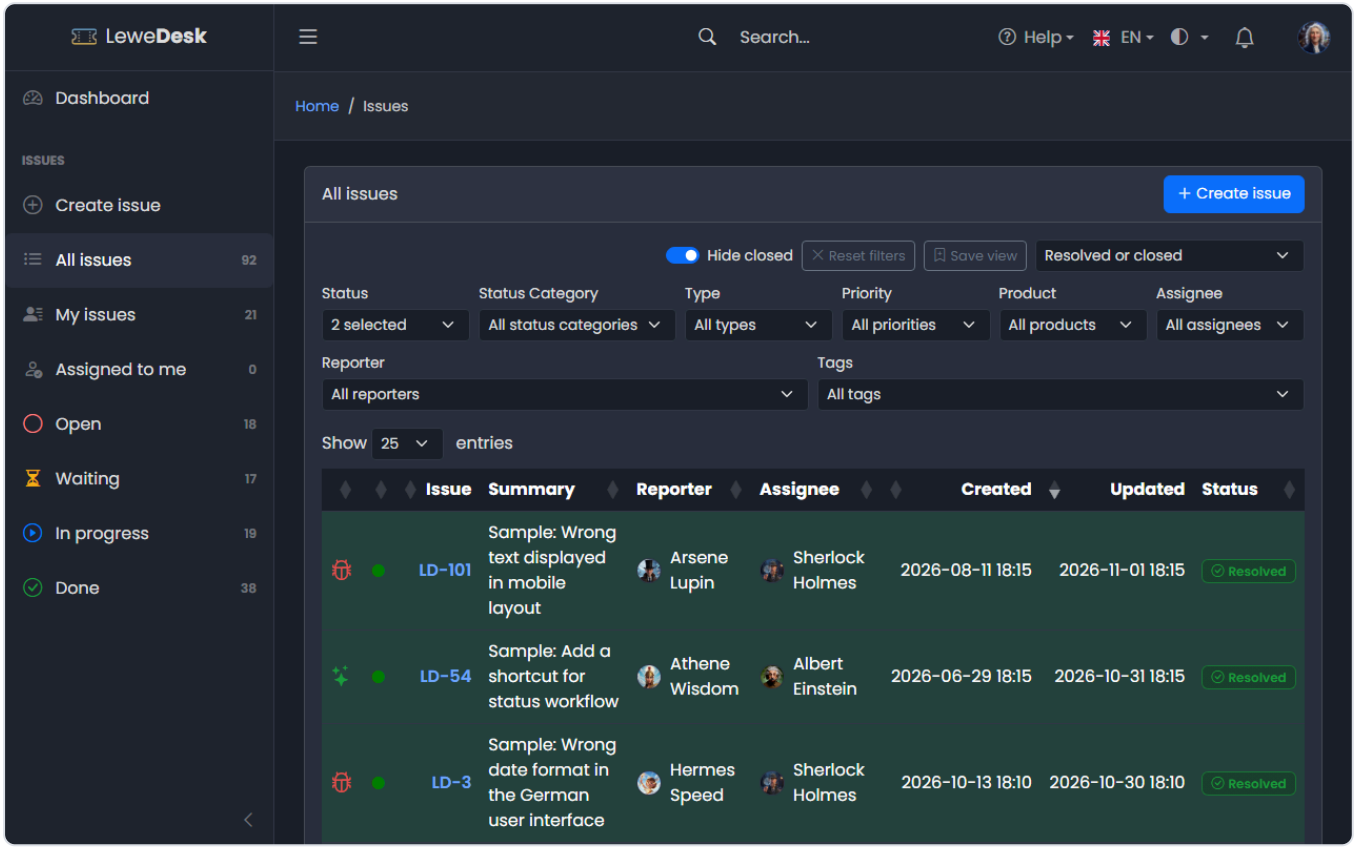
The **Hide closed** switch is on by default and leaves out the issues with the status *Closed*, so that the list shows what still needs attention. Turn it off to see them as well. It has no effect when you choose a status in the **Status** filter. In the quick view **Done** it starts turned off.

Click **Reset filters** to remove all filters. This also sets **Hide closed** back to its starting position.

Custom views

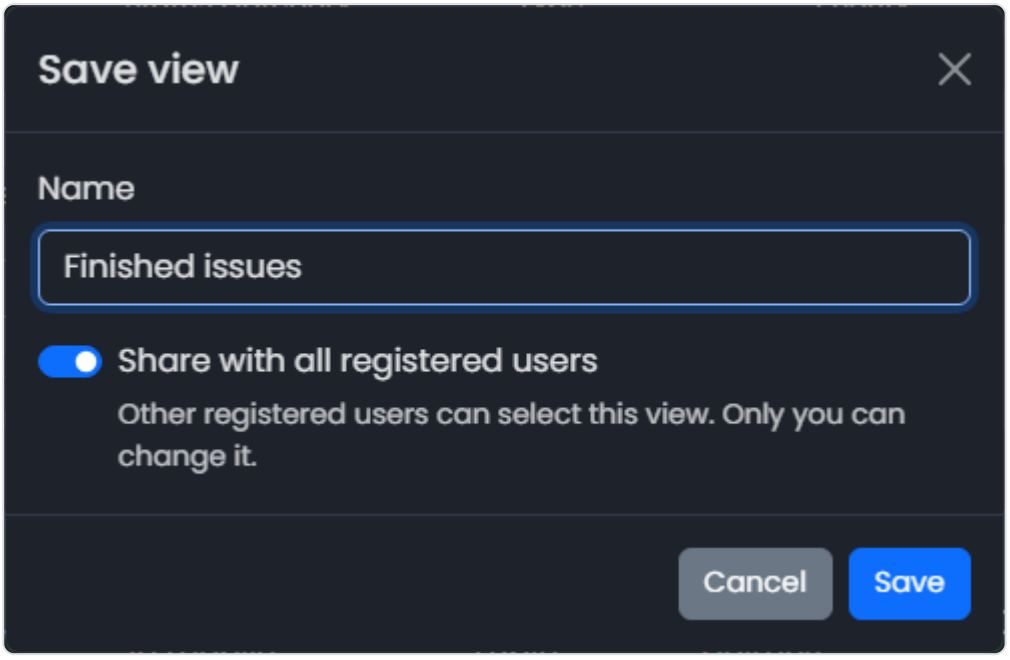
Logged in users can save a combination of filters as a **custom view** and use it again later. Visitors who are not logged in do not see the buttons described here.

Under the filters you find the **Save view** button and the **Select view** list.



Save a view

1. Set the filters you want (**Status**, **Status category**, **Type**, **Priority**, **Product**, **Assignee**, **Reporter**, **Tags**).
2. Click **Save view**.
3. Enter a **Name** (up to 100 characters). Switch on **Share with all registered users** if other users should be able to use the view as well. A view is private by default.
4. Click **Save**.



A view stores these eight filters only. The quick view, the search term, the sort order and the page size are not part of it. You may save a view without any filter. It then shows all issues.

If you already have a view with the same name (upper and lower case do not matter), LeweDesk asks whether you want to **overwrite** it with the current filters.

Use a view

Choose a view in **Select view**. Your own views are listed first, sorted by name, then a separator and the views other users have shared with you. A shared view shows the name of its owner, for example *Unassigned (Athene Wisdom)*.

The filters are replaced by the filters of the view and the list is reloaded. The address of the page contains the view (`customview=...`), so you can bookmark it. As soon as

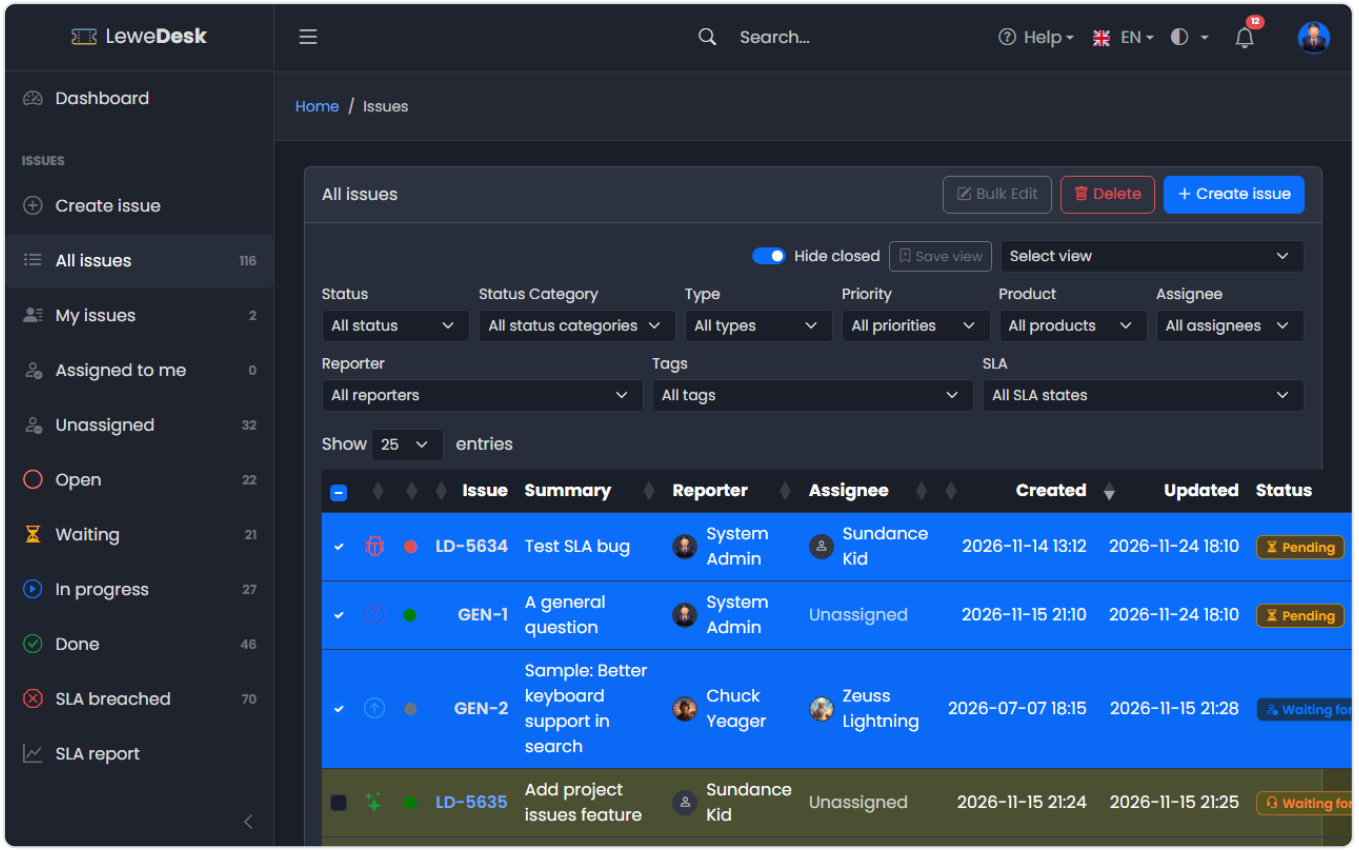
you change a filter or click **Reset filters**, the list no longer shows the view and **Select view** is reset.

If a view contains a filter value that does not exist anymore (for example a tag that was deleted), the value is ignored. The owner of the view gets a message and can repair the view in the profile.

Only the owner can change or delete a view. Shared views of other users can be used, not changed.

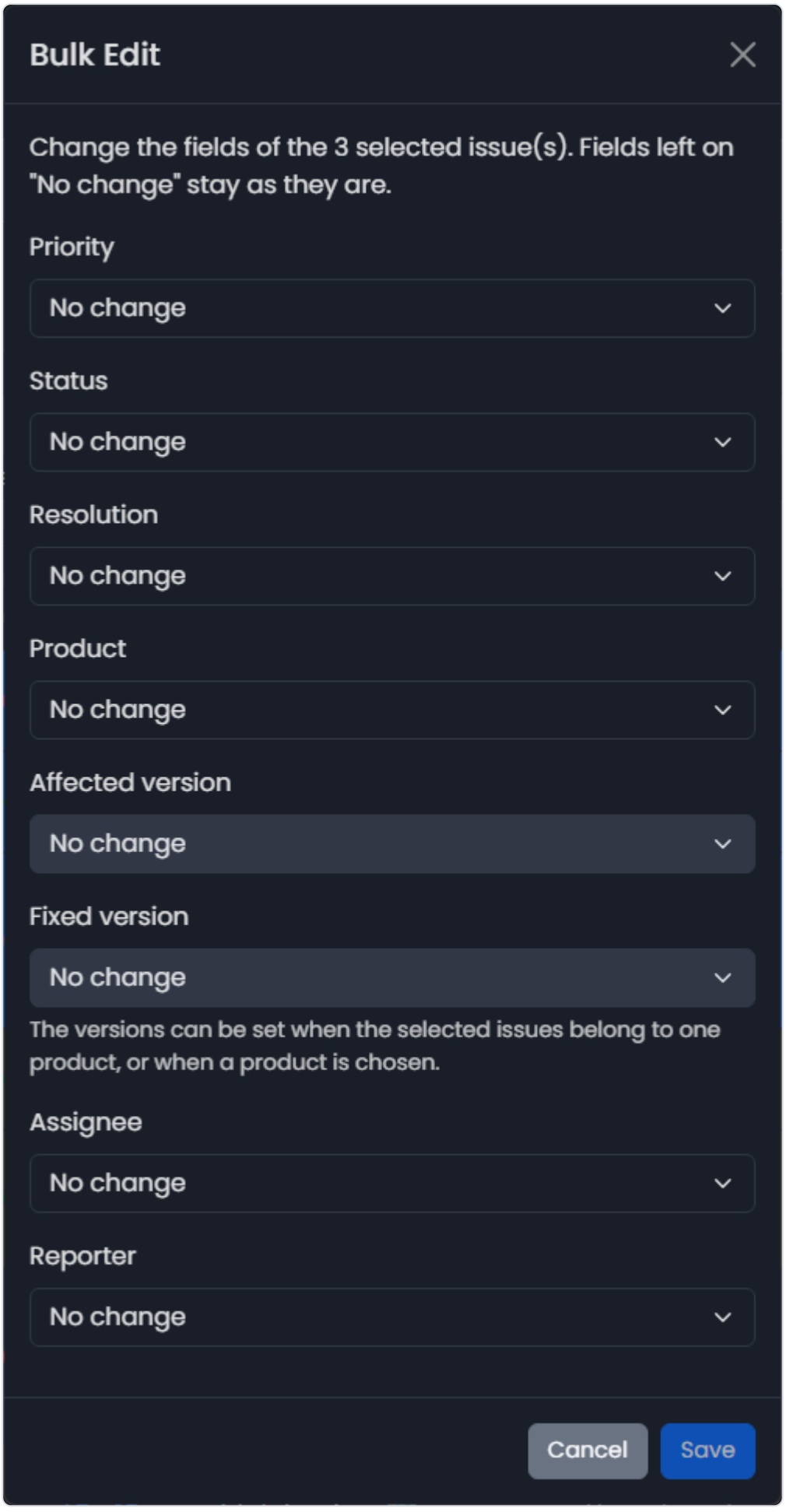
Bulk edit, delete or restore several issues

Users who may edit, assign, change the status of or delete issues (Agents and Administrators) see a checkbox in front of every row. Tick the issues you want to change, or tick the box in the table header to select all issues of the page. The buttons **Bulk Edit** and **Delete** above the table are enabled as soon as one issue is selected.



Bulk edit

Click **Bulk Edit** to change fields of all selected issues at once.


Bulk Edit
Change the fields of the 3 selected issue(s). Fields left on "No change" stay as they are.
Priority
No change
Status
No change
Resolution
No change
Product
No change
Affected version
No change
Fixed version
No change
The versions can be set when the selected issues belong to one product, or when a product is chosen.
Assignee
No change
Reporter
No change
Cancel
Save

The dialog offers **Priority**, **Status**, **Resolution**, **Product**, **Affected version**, **Fixed version**, **Assignee** and **Reporter**. Every field starts on *No change*: only the fields you set are changed. Click **Save** to apply them.

- The dialog only shows the fields you have the permission for (`edit_issue`, `change_issue_status` and `assign_issue`, see Permissions). The **Reporter** can be changed by Agents and Administrators only.
- A **Resolution** belongs to a status of the category *Done*. If you choose such a status, you must choose a resolution as well. Any other status clears the resolution.
- The versions can be set when all selected issues belong to one product, or when you choose a **Product** in the same dialog. *No version* removes the version.
- **Assignee** offers *Unassigned* to remove the assignee.

The changes are applied one issue at a time with the rules of a single edit, and each issue gets its entry in the history. A message tells you how many issues were updated and how many could not be changed.

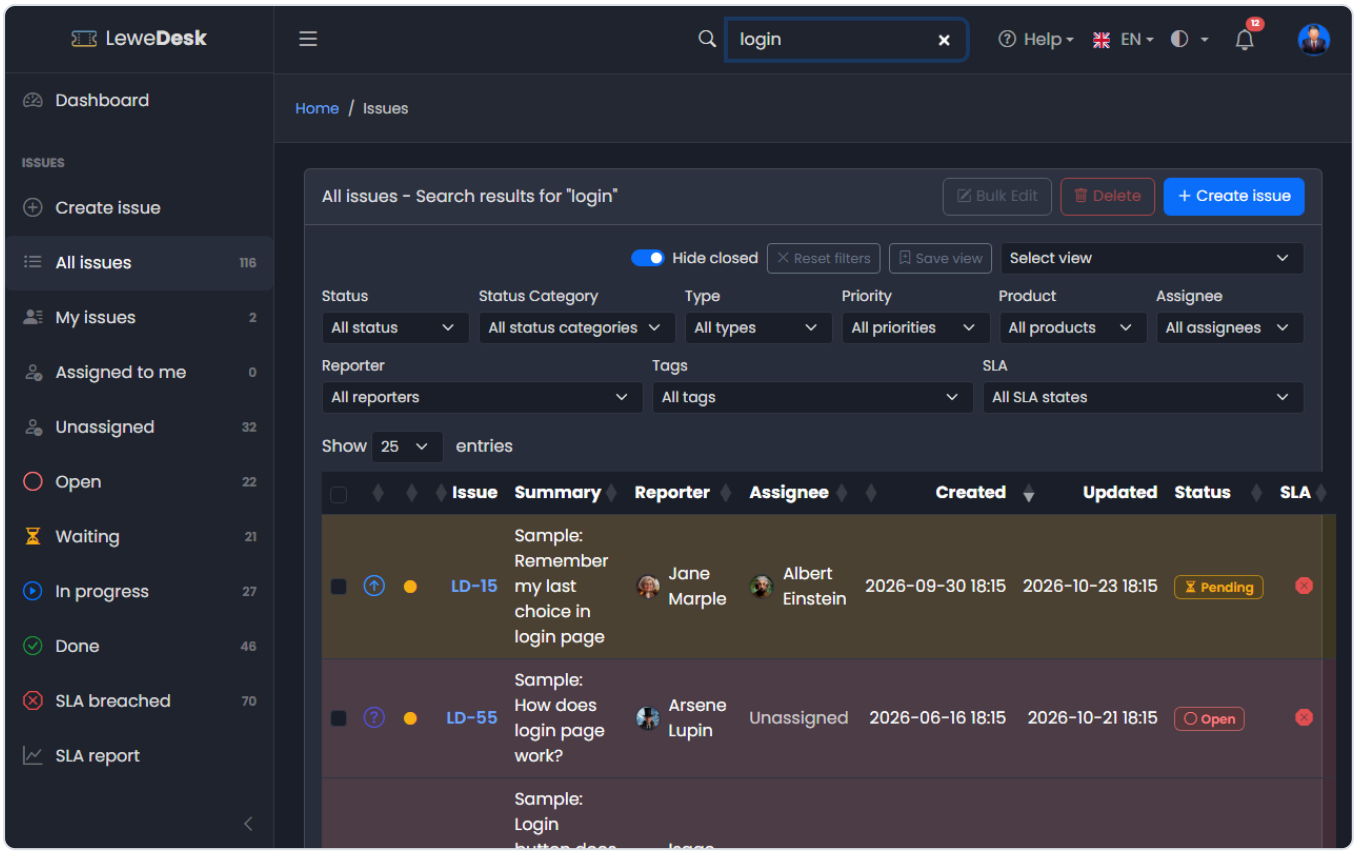
Delete or restore

Click **Delete** above the table and confirm. The issues are moved to the *Deleted* quick view. Deleting works one issue at a time in the background, so the same rules apply as for Delete issue on a single issue, and each issue gets its entry in the history. A message tells you how many issues were deleted and how many could not be changed. Only users who may delete issues see the **Delete** button.

In the *Deleted* quick view the **Delete** button is replaced by **Restore**. Select the issues and click **Restore** to bring them back.

Search

Type a term into the **Search** field in the top bar and press Enter. LeweDesk searches the summary, the description, the product and the comments of the issues you may see. Internal comments are only searched for the support team.



The list title shows what you searched for. Click **Reset filters** to leave the search.

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