Console Search

Smart IT provides the Ticket Console to help you manage your work:

The Ticket Console displays a list of tickets. By filtering and sorting the list, you can locate items that match your criteria, such as open incidents assigned to your group. From the Ticket Console, you can also take a specific action on several items at the same time (bulk actions), such as changing the status or assignee. To view details of a ticket, click or tap the item in the list.

Options for filtering and sorting items

By default, the Ticket Console show the open tickets assigned to you (or managed by you). In the universal client and tablets, counts of items assigned to you (**My Tickets**), along with tickets in other categories, are shown above the lists of tickets. These counts apply to the tickets currently displayed, so the numbers can change when you apply a filter. Click or tap a count to show only the tickets or articles you want to see in the table (for example, **Critical Tickets**).

You can sort a console table by tapping or clicking one of the column headings (tablets and universal client), or by selecting a sorting option from a menu (phones).

You can apply a minimum of two filters to a console table; for example, to show only certain types of tickets with a particular status. In the Ticket Console, when you filter by the type of ticket, such as Change or Incident, the rest of the available filters dynamically change so that only the filters appropriate for that ticket type (or type) are listed. For example, if you select Incident, the filters for Change Manager, Change Class, and so on are not displayed.

Options for changing and ordering columns (universal client (UC) only)

In the universal client, you can choose columns to show in a console, such as the **Assignee** or **Status** columns. Click the menu that appears below the ticket or article counts to display the Change and Order Columns panel.
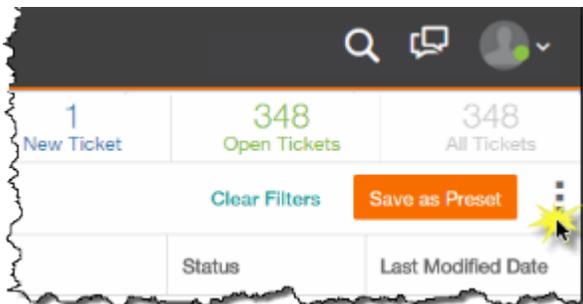
For example, from **Available Columns** in the Ticket Console, select **Columns that Apply to All Tickets**, or choose one or more ticket types (such as **Change** or **Incident**) to show the available columns for that ticket type. Add columns by double-clicking each column name, or by dragging columns from **Available Columns** to **Visible Columns**. Arrange the order in **Visible Columns** by dragging.

Console presets and refresh

Each console includes at least one pre-defined set of filters, called a *preset*. When you choose a preset from the list, the filters are applied to the console. (See number 2 in the following figure.) For example, the Ticket Console has two out-of-the-box presets, My Assigned Tickets (the out-of-the-box default) and My Groups' Assigned Tickets. The My Assigned Tickets preset applies the **All Open** and **Assignee:Me** filters to the console, while the My Groups' Assigned Tickets applies the **All Open** and **Assigned Group:My Support Groups** filters.

From the universal client, you can also create custom presets. Custom presets allow you to save different filter selections, visible columns, or both, depending on the different perspectives you need for each of your roles in the organization. For example, if you are both a change approver and a service desk manager, you can save different preset perspectives for each role, and then quickly toggle between them. (See numbers 1 and 2 in the following figure.) You can delete presets that you created that are no longer needed by hovering the mouse over the name and clicking the **x**.

You can also choose any preset as your default. In addition, you can now edit any of your custom presets. (See number 2 in the following figure.) Your default preset is displayed every time you log in from the universal client or from your mobile device. After you edit a preset or change the default, your changes are displayed immediately in the universal client. For mobile clients, you must log in again to see the updates.

Also in the universal client, you can click **Refresh** to see the latest list of results based on your current filters and column configurations. (See number 3 in the following figure.)

Note: For presets that include both filters and visible columns, only the filters portion of the preset is available on mobile clients.