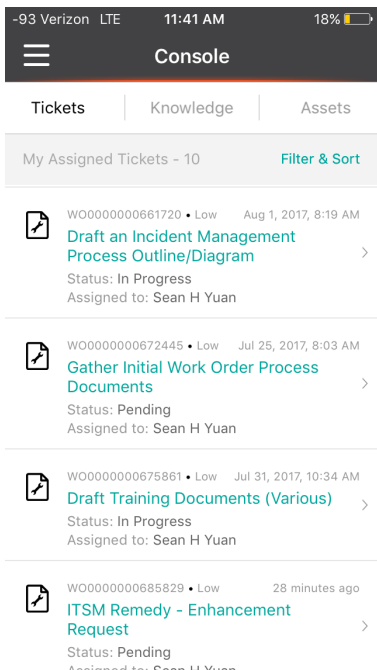
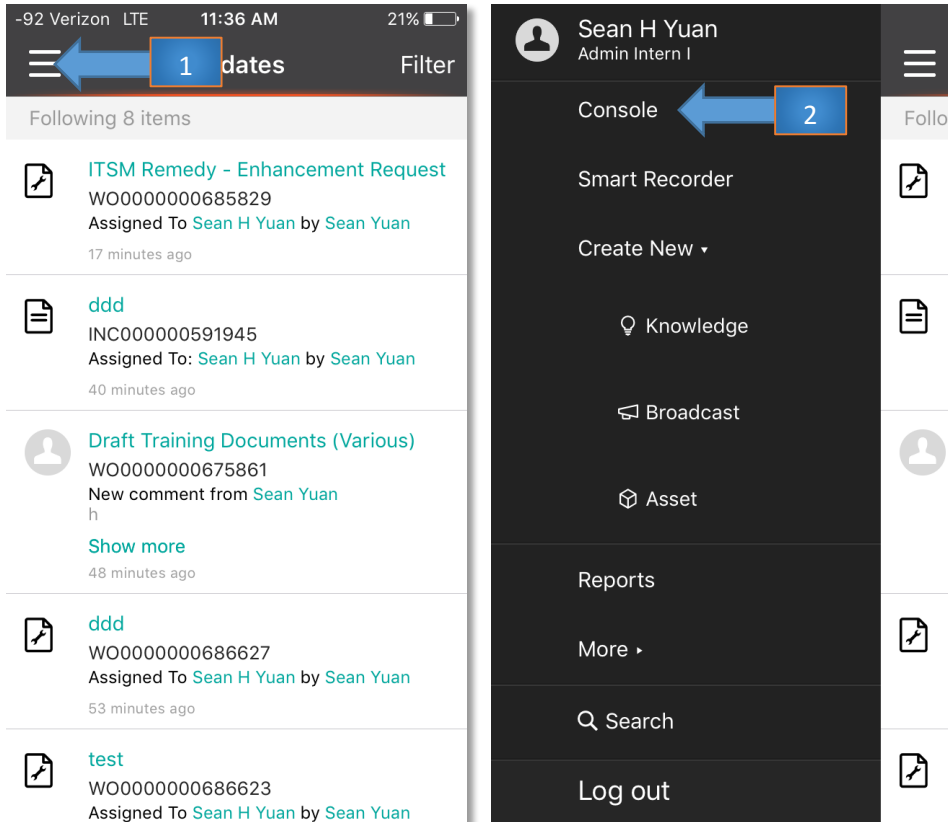


Console Search

Filtering and Sorting Items

Smart IT provides the Ticket Console to help you manage your work. [By filtering and sorting the list](#), you can locate items that match your criteria, such as open incidents assigned to your group. Navigate to the Console from the main menu.



By default, the Ticket Console show the open tickets assigned to you (or managed by you).

You can sort a console by selecting the Filter & Sort option at the top of the list.

Press Apply to search with the selected filter(s)

FILTER PRESETS

Reset All Filters

My Assigned Tickets ✓

Choose from preset filters....

My Groups' Assigned Tickets

AD-HOC FILTERS

...or select individual filters to apply

Ticket Type All

Affected Service All

Support Group All

Assignee Me

Company All

Created Date All

Keyword All