

Create basic grouping activities

Activity 1: Create a basic grouping

Create an issue grouping that will be used in a report to track requests that come through a request queue. This grouping will make it easy to see similar types of issues/requests grouped by their priority. Name the grouping “Request Queue, Queue Topic, Priority.”

Group the issue report based on:

1. The name of the request queue (this will be the project name)
2. The queue topic
3. The priority of the request

Answer 1

New Grouping

Request Queue, Queue Topic, P

Group your Report:

Switch to Text Mode

First by:

And then by:

And then by:

Project » Name

Queue Topic » Name

Issue » Priority

☐ Collapse this grouping by default ?

☐ Collapse this grouping by default ?

☐ Collapse this grouping by default ?

Grouping Preview

+ Add Grouping

| REF # | NAME | ASSIGNMENTS | PRIORITY | STATUS | ENTRY | ACT COMP |
|-------|--------------------|-------------|----------|--------|-------|--------------|
| | Project » Name | | | | | <div>×</div> |
| | Queue Topic » Name | | | | | <div>×</div> |

Save Grouping

Cancel

1. In an issue list report, go to the **Grouping** menu and select **New Grouping**.
2. Name your grouping "Request Queue, Queue Topic, Priority."
3. Click **Add Grouping**.
4. In the First By field, type "project name" then select **Name** under the Project field source.
5. Click **Add another Grouping**.
6. In the And then by field, type "queue" then select **Name** under the Queue Topic field source.
7. Click **Add another Grouping**.
8. In the And then by field, type "priority" then select **Priority** under the Issue field source.
9. Click **Save Grouping**