

## Understand built-in issue filters activities

### Activity: Create an issue report

You want to see all the issues that still need to be resolved on all the active projects you own, including issues with a resolving object. Create an issue report and name it “Unresolved issues on projects I own.”

### Answer

Here is what the filter should look like:

The screenshot shows the 'Filters' tab of a reporting tool. At the top, there are tabs for 'Columns (View)', 'Groupings', 'Filters' (which is active), and 'Chart'. Below the tabs, the text 'Set Filter Rules for your Report' is displayed. Underneath, it says 'Only show me Issues in which the...'. There are three filter rules defined:

- Rule 1: 'Project >> Status Equates With' is set to 'Equal'. The values are 'Current' and 'Planning'.
- Rule 2: 'Project >> Owner ID' is set to 'Equal'. The value is '\$\$USER.ID'.
- Rule 3: 'Issue >> Status Equates With' is set to 'Not Equal'. The value is 'Closed'.

Each rule has an 'AND' button to its left and a close 'X' button to its right. At the bottom, there is a '+ Add another Filter Rule' button.

In the “My Open Issues” built-in filter, one of the filter rules excluded any issues where there was a resolving object. The reasoning behind this is that you don’t have to worry about those issues. Somebody already created a project, task, or issue that will resolve them, so what’s to worry? But they aren’t resolved yet, and in our example we’re including them to make them easy to identify and check how they’re doing.

To do this, you need to add a column in the view tab for “Issue >> Resolving Object.” This shows the name of the resolving object, if there is one, whether it is a project, task, or issue. Clicking the name takes you to the resolving object.

You might want to group the list based on the name of the project.

Here is what the report should look like:



REPORT

## Unresolved issues on projects I own

[Show Filters](#)[Report Actions](#)

As of Aug 18, 2021 4:58 pm Central Daylight Time



Details

Summary

Export

Filter

Report Default

View

Report Default

Grouping

Report Default



<input type="checkbox"/> Ref #	Project: Name	Name	Assignments	Priority	Status	Entry	Resolving Object
Project: Name: East Coast Stores Requests (8)							
<input type="checkbox"/> 9200	East Coast Stores Requests	Color change required on background	Shannon Resare	Normal	New	1/30/18	
<input type="checkbox"/> 47900	East Coast Stores Requests	Banner for sale	Ann Owen	Normal	New	5/14/19	Banner for sale
<input type="checkbox"/> 52250	East Coast Stores Requests	Fall sale promotion	Ben Anderson	High	Awaiting Feedback	8/23/19	Issue created by Ben
<input type="checkbox"/> 52300	East Coast Stores Requests	Fall sale promotion	Training Team	Normal	New	8/23/19	Fall sale promotion
<input type="checkbox"/> 79000	East Coast Stores Requests	Holiday 2020 store signs	Ben Anderson	Normal	New	4/9/20	Holiday 2020 store signs
<input type="checkbox"/> 92108	East Coast Stores Requests	Summer sale digital ad design	Karen Sterling Ben Anderson	Normal	New	9/23/20	
<input type="checkbox"/> 98450	East Coast Stores Requests	Social media posts for spring promotion	Karen Sterling Ben Anderson	Normal	New	1/22/21	

Showing 14 Issues