

USER GUIDE

Project

You can register an issue for each project or team, and manage history of registered issues.

Managing Issue for Project/Team

Following is how to manage issues of each project or team with Project Service.

1. Creating Project/Team

Create a project or team and add members.

1.1 Creating Project/Team

Project - Configuration - Project Management

Create a new project or team.

1) Click the [Create Project] button.



2) On the "Create Project" pane, enter details of the project or team.

Create Project

Project Name*

①

Project Key*

②

Project Leader *

③

Search

Enter the username of the Project Leader

Issue Types

④

Search

Start Date*

⑤

Release Date

⑥

URL

⑦

Description

⑧

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<>

Cancel

Save

No	Name	Required	Description
①	Project Name	Required	Enter the name of a new project or team you want to create.
②	Project key	Required	Enter an identification code for a project or team. Alphabets, numbers, '.', '-', and '_' only are allowed, up to 20 characters.
③	Project Leader	Required	You can designate the leader of a project or team. Click the [Search] button and the "Search Leader" pop-up is shown. You can select the leader of a project or team you want to add. You cannot designate multiple leaders.
④	Issue Type	.	You can select the type of issues performed by a project or team. Click the [Search] button and the "Issue Type" pop-up is shown. From the list, you can select an issue to perform.
⑤	Start Date	Required	You can set a start date of a project. Its default value is the current date. Click the [Calendar] button to change the date on the calendar.
⑥	Release Date	.	You can set a release date of a project. Its default value is the current date. Click the [Calendar] button to change the date on the calendar.
⑦	URL	.	You can enter URL through which a project is being served.
⑦	Description	.	Enter the details relevant to a project or team you want to create. You can type freely with the text editor.

3) Click the [Save] button.

Project Management - Create Project

Project Name* New Project

Project Key* NewProject
* This Key is Available.

Cancel Save

4) Go to the project list by clicking the “My Project” menu. The project list shows that a newly created project has been added.

My Projects

23 Results

New Project Edit Member

2017/02/16 11:56:41 ver.

1

1.2 Editing Members

Project - Configuration - Project Management

Add a member to do relevant issues to a newly created project or team.
Also, change members of an already added project or team.

1) From the project list, click the [Edit Member] button of the project you want to add/edit members.

My Projects

23 Results

New Project Edit Member

2017/02/16 11:56:41 ver.

1

2) A list on the left has all members, and that on the right has members who have been added to the current project or team. Select the member for the project or team from the left and add it to the right.

Edit Project Member

Project Name: New Project

All Members

126 Result(s)

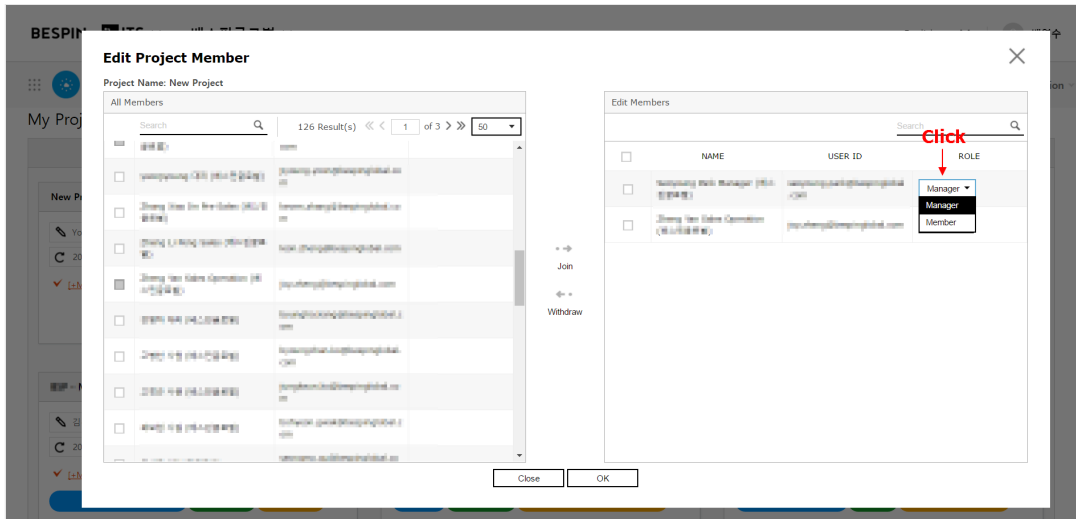
Edit Members

NAME USER ID ROLE

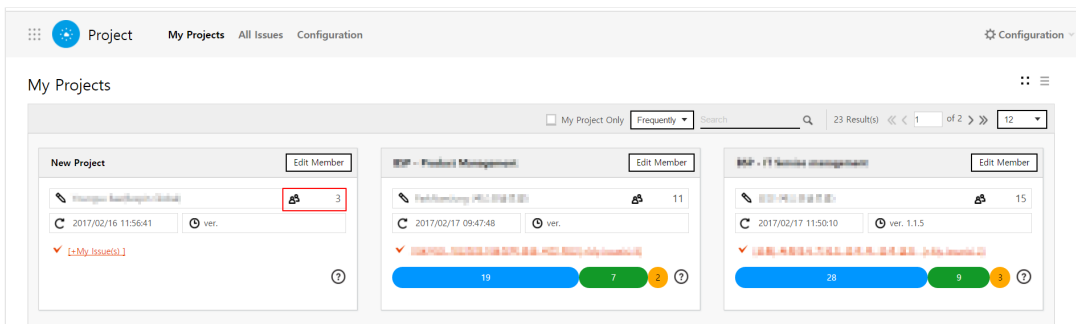
2017/02/16 11:56:41 ver.

1

3) Set permission of a member who has been added to the right list.



4) Click the [OK] button to save changes. The project list shows a new member has been added to a project.

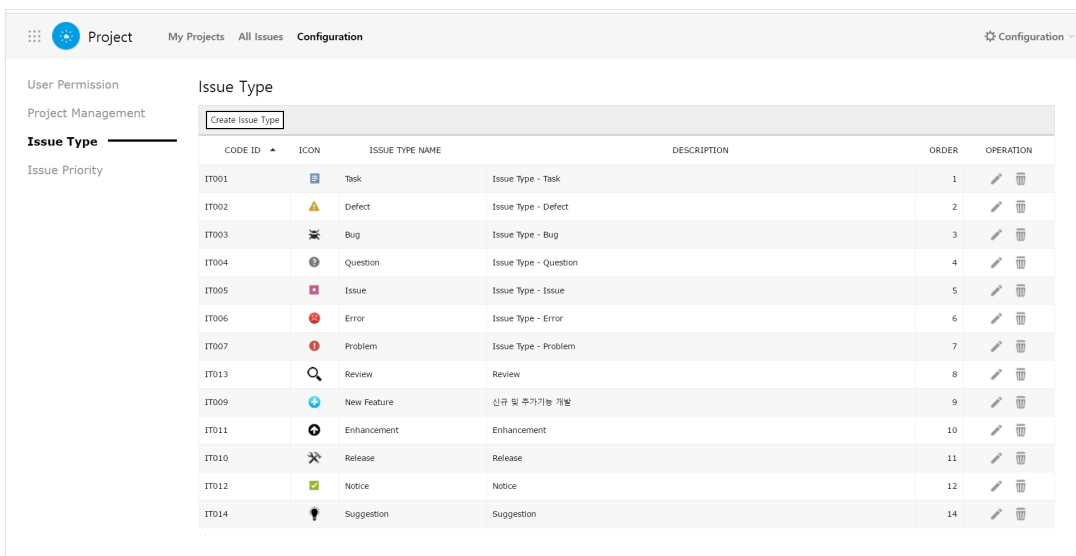


1.3 Setting Issue Type

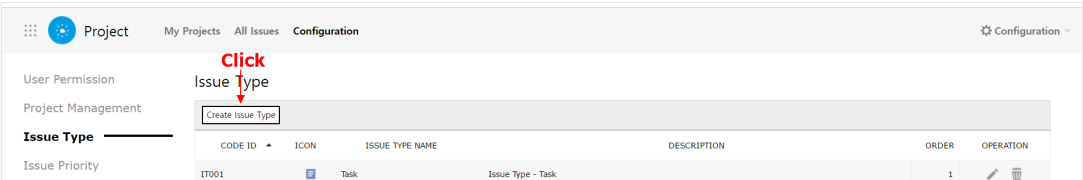
Project - Configuration - Issue Type

By setting 'Issue Type', you can classify issues according to their types.

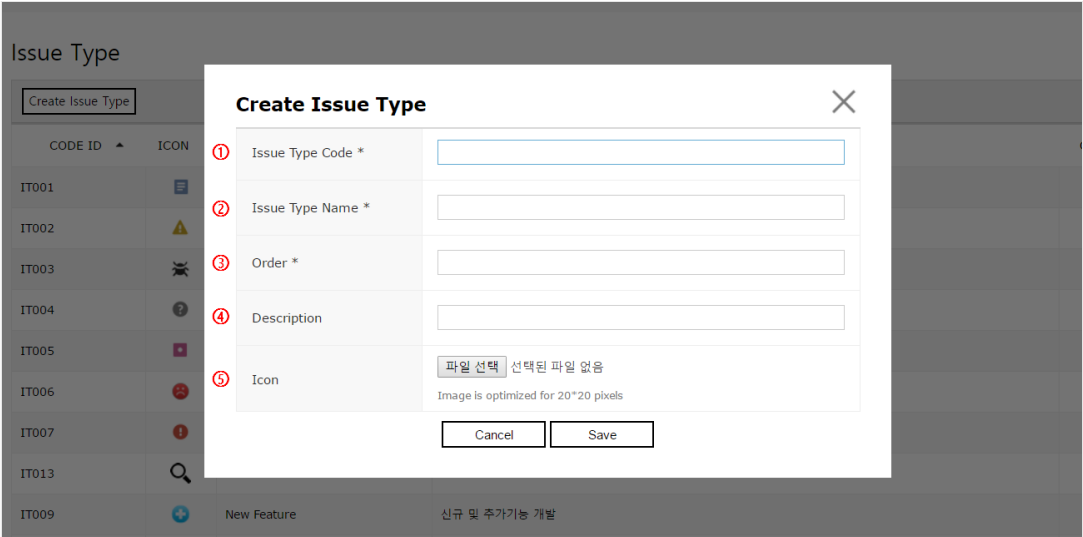
1) You can check the current list of Issue Type on the "Issue Type" menu.



2) On the “Issue Type” pane, click the [Create Issue Type] button.



3) The “Create Issue Type” pop-up will be shown and you can enter the information of a new Issue Type.



No	Name	Required	Description
①	Issue Type Code	Required	Enter an identification code for a new Issue Type.
②	Issue Type Name	Required	Enter the name of Issue Type. Texts which have been entered here will be the name of the issue.
③	Order	Required	You can set an order in which the Issue Type list will be shown. Only numbers are allowed.
④	Description	.	You can enter details of Issue Type.
⑤	Icon	Required	You can upload an icon which will be shown on the Issue Type list.

4) If you click the [OK] button, the pop-up will be closed. The Issue Type list shows a new Issue Type has been added.

Issue Type						
Create Issue Type						
CODE ID	ICON	ISSUE TYPE NAME	DESCRIPTION	ORDER	OPERATION	
IT001		Task	Issue Type - Task	1		
IT002		Defect	Issue Type - Defect	2		
IT003		Bug	Issue Type - Bug	3		
IT004		Question	Issue Type - Question	4		
IT005		Issue	Issue Type - Issue	5		
IT006		Error	Issue Type - Error	6		
IT007		Problem	Issue Type - Problem	7		
IT013		Review	Review	8		
IT009		New Feature	신규 및 추가기능 개발	9		
IT011		Enhancement	Enhancement	10		
IT010		Release	Release	11		
IT012		Notice	Notice	12		
IT014		New Issue Type	Added Issue Type by User	14		

1.4 Setting Issue Priority

Project - Configuration - Issue Priority

Shows priority of an issue. You can set Issue Priority which can appoint process deadline.

1) Click the "Issue Priority" menu to check the current Issue Priority list.

Project

My Projects

All Issues

Configuration

Configuration

User Permission

Project Management

Issue Type

Issue Priority

Issue Priority

Create Issue Priority

CODE ID	ISSUE PRIORITY NAME	NAME	DESCRIPTION	ORDER	TERM	OPERATION
IP000	<div><div></div>Urgent</div>	Urgent	Issue Priority - Urgent	1	1	<div><div></div><div></div></div>
IP001	<div><div></div>Critical</div>	Critical	Issue Priority - Critical	2	3	<div><div></div><div></div></div>
IP003	<div><div></div>Middle</div>	Middle	Issue Priority - Middle	3	5	<div><div></div><div></div></div>
IP002	<div><div></div>Low</div>	Low	Issue Priority - Low	4	7	<div><div></div><div></div></div>
IP010	<div><div></div>ASAP</div>	ASAP	Issue Priority - As Soon As Possible	5	10	<div><div></div><div></div></div>

2) On the "Issue Priority" pane, click the [Create New Priority] button.

Project

My Projects

All Issues

Configuration

Configuration

User Permission

Project Management

Issue Type

Issue Priority

Click

Create Issue Priority

CODE ID	ISSUE PRIORITY NAME	NAME	DESCRIPTION	ORDER	TERM	OPERATION
IP000	<div><div></div>Urgent</div>	Urgent	Issue Priority - Urgent	1	1	<div><div></div><div></div></div>
IP001	<div><div></div>Critical</div>	Critical	Issue Priority - Critical	2	3	<div><div></div><div></div></div>

3) On the “Create Issue Priority” pane, enter the information of Issue Priority you want to add.

ISSUE PR
Urgent
Critical
Middle
Low
ASAP

Create Issue Priority

①

Issue Priority Code *

②

Issue Priority Name *

③

Order *

④

Term (Unit: Day) *

⑤

Description

Cancel

Save

No	Name	Required	Description
①	Issue Priority Code	Required	Enter an identification code for a new Issue Priority.
②	Issue Priority Name	Required	Enter the name of Issue Priority. Texts which have been entered here will be the name of Issue Priority.
③	Order	Required	You can set the order in which the Issue Priority list will be shown. Only numbers are allowed.
④	Term (Unit:day)	Required	You can enter the deadline date for Issue Priority. Only numbers are allowed. When you select Issue Priority after you create an issue, the value entered here will be automatically calculated from the start date and will be shown as due date.
⑤	Description	.	You can enter details of Issue Priority.

4) If you click the [OK] button, the pop-up will be closed. The Issue Priority list shows a new Issue Priority has been added.

Project

My Projects

All Issues

Configuration

Configuration

User Permission

Project Management

Issue Type

Issue Priority

Create Issue Priority

CODE ID ▾	ISSUE PRIORITY NAME	NAME	DESCRIPTION	ORDER	TERM	OPERATION
IP000	🔴 Urgent	Urgent	Issue Priority - Urgent	1	1	
IP001	🟠 Critical	Critical	Issue Priority - Critical	2	3	
IP003	🟡 Middle	Middle	Issue Priority - Middle	3	5	
IP002	🟢 Low	Low	Issue Priority - Low	4	7	
IP010	🟣 ASAP	ASAP	Issue Priority - As Soon As Possible	5	10	
IP008	🟤 New Issue Priority	New Issue Priority	New Issue Priority Description	6	10	

5) When a new issue is registered or pre-existed issues are edited, You can use the added Issue Priority. For more information about registering and editing issues, please refer to 'Registering New Issue'.

[illegible]

2. Registering Issue and Managing Progress

You can register a new issue and manage progress of registered issues. With this, you can monitor progress status of issues for a project/team.

2.1 Registering New Issue

Project


Register a new issue.

1) On the project/team list, click a project/team you want to register.

The screenshot shows the Jira Project Dashboard with three project cards. A red arrow points to the word "Click" above the middle card, which is titled "2016 - Monitoring Dashboard". The cards display issue counts and links to "My Issues".

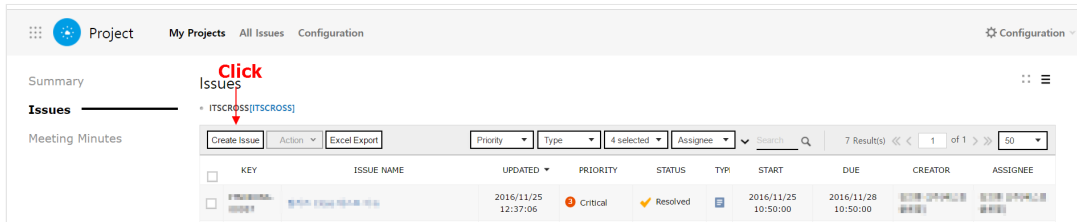
Project Name	Issue Count	Link
2016 - Monitoring Dashboard	2	My Issues
2016 - Monitoring Dashboard	2	My Issues
2016 - Monitoring Dashboard	2	My Issues

2) Click the “Issues” menu on the left and go to the Issue list.



The screenshot shows the 'Project' interface. On the left sidebar, the 'Issues' menu is highlighted with a red arrow and the word 'Click' in red. The main content area shows the 'Summary' tab selected, displaying project information such as 'Project Key', 'Project Stage', and 'Category'. A 'Project List' button is visible in the top right corner.

3) On the “Issues” pane, click the [Create Issue] button.



The screenshot shows the 'Issues' pane in the 'Project' interface. The 'Issues' menu is highlighted with a red arrow and the word 'Click' in red. The main content area displays a list of issues with columns for KEY, ISSUE NAME, UPDATED, PRIORITY, STATUS, TYPE, START, DUE, CREATOR, and ASSIGNEE. The 'Create Issue' button is highlighted in the top left of the issues list.

KEY	ISSUE NAME	UPDATED	PRIORITY	STATUS	TYPE	START	DUE	CREATOR	ASSIGNEE
ITSCROSS	발치기 (외국) 테스트 환경	2016/11/25 12:37:06	Critical	Resolved	Task	2016/11/25 10:50:00	2016/11/28 10:50:00	김민준	김민준

4) On the "Create Issues" pane, enter informations of an Issue you want to create.

Create Issue

Project *

Issue Title *

Issue Type *

Assignee *

Priority *

Start Date *

Due Date *

Estimate Time

Watcher

Related Issues

Related Service Requests

Description

Attachment

The maximum file size allowed is 10MB.

Cancel Save

No	Name	Required	Description
①	Project	Required	You can select a project/team you want to register an issue to. The selected project will be set as the default value. If you click the drop-down menu, created projects/teams will be shown on the drop-down list.
②	Issue Title	Required	Enter the title of an issue you want to register.
③	Issue Type	Required	You can select a type of issue. If you click the drop-down menu, Issue Types which have already been registered will be shown on the drop-down list.
④	Assignee	Required	You can select a Assignee of issue. By clicking the [Search] button, you can designate the Assignee. One issue may not have more than one Assignee.
⑤	Priority	Required	You can set a priority of issue. If you click the drop-down menu, Issue Priorities which have already been registered will be shown on the drop-down list.
⑥	Start Date	Required	You can set a start date – day/hour/minute – of an issue. Its default value is the current time.

⑦	Due Date	Required	You can set s due date of an issue. As the default value, the date added the period set on the selected Issue Priority to the start date will be shown.
⑧	Estimate Time	.	Shows time period which has been consumed for an issue. Shows period – week/day/hour – from start date to due date.
⑨	Watcher	.	You can select a Watcher of issue. When registered issue status is changed, a Watcher of the issue may receive a notification for how it has been changed via e-mail. By clicking the [Search] button, you can designate a Watcher. Multiple members may be registered as Watchers.
⑩	Related Issue	.	현You can set an issue related to the registered issue.
⑪	Related Service Request	.	You can set a service request related to the registered issue.
⑫	Description	.	You can enter details of an issue.
⑬	Attachment	.	You can upload files related to an issue. Multiple files may be uploaded.

5) Click the [Save] button to save entries. You can check that a new issue has been rightly added on the “Issues” pane.

KEY	ISSUE NAME	UPDATED	PRIORITY	STATUS	TYP	START	DUE	CREATOR	ASSIGNEE
ITSCROSS-00058	New Issue	2017/02/23 18:53:43	Urgent	Open	1	2017/02/23 18:25:00	2017/02/24 18:25:00	Kwangho Kim	Kwangho Kim
ITSCROSS-00057	Change Block Size	2016/11/25 12:37:06	Critical	Resolved	1	2016/11/25 10:50:00	2016/11/28 10:50:00	김광호	김광호
ITSCROSS-00006	이동통신 서비스	2016/11/24 15:20:06	Middle	Open	1	2016/11/23 16:47:00	2016/11/28 16:47:00	김광호	김광호

2.2 Registering New Meeting Minutes

Project

Create new meeting minutes.

1) On the project/team list, click a project/team you want to register a meeting minutes to.

Project Name	Version	Progress
Project Management	ver. 1.1.2	11 (blue) / 3 (green)
Project Management	ver.	2
Team Project	2016/10/26 18:11:15	3
Service Platform	ver.	2
ITSCROSS	ver.	1
Sample Project	ver.	22

2) On the left menu, click the “Meeting Minutes” menu and go to the meeting minutes list.

The screenshot shows the 'Project' management interface. On the left, the 'Meeting Minutes' menu is selected. The main area displays a list of meeting minutes. At the top, there is a header with 'Meeting Minutes' and a 'Create Meeting Minutes' button. Below this is a table with columns: NO, MEETINGMINUTE TITLE, CREATOR, and CREATE TIME. The table contains 5 rows of data.

NO	MEETINGMINUTE TITLE	CREATOR	CREATE TIME
1	Meeting Minutes #1	이정우 (이정우)	2017/02/22 15:06:19
2	Meeting Minutes #2	이정우 (이정우)	2017/02/21 14:31:41
3	Meeting Minutes #3	이정우 (이정우)	2017/02/14 13:49:49
4	Meeting Minutes #4	이정우 (이정우)	2017/02/08 21:10:52
5	Meeting Minutes #5	이정우 (이정우)	2017/02/08 20:54:56

3) On the “Meeting Minutes” pane, click the [Create Meeting Minutes] button.

This screenshot is identical to the previous one, but with a red arrow pointing to the 'Create Meeting Minutes' button. The arrow is labeled 'Click' in red text.

4) On the "Create Meeting Minutes" pane, write meeting minutes.

Create Meeting Minutes

List

① Subject

② Description

③ Attaching File

④ Action Item
(Related by Issues)

Meeting Minutes +
SQA +
Error Report +
Weekly report +

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회 의 록

회의록은 프로젝트의 주요 정보를 포함하고 있으므로 프로젝트 관련자 이외에는 배포 및 공유를 금지합니다. 유의하시기 바랍니다.

☐ 회의 명 :

- 주관자 :
- 일 시 :
- 장 소 :

☐ 회의참석자

-
-

☐ 회의목적

-
-

☐ 회의결과

-
-

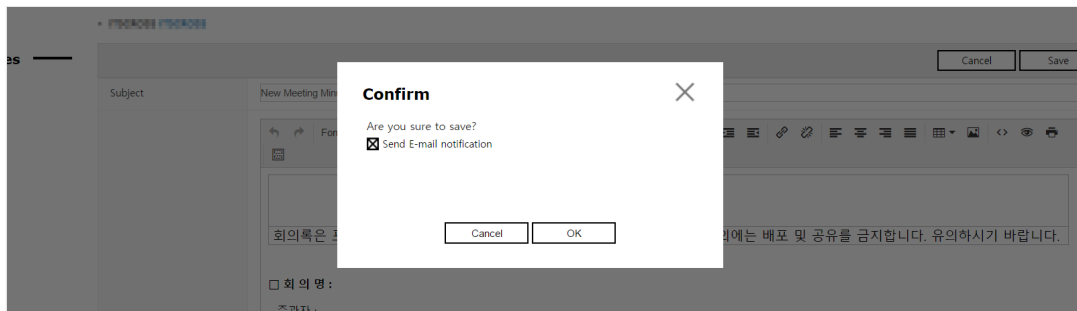
☐ 기타 참고사항

-
-

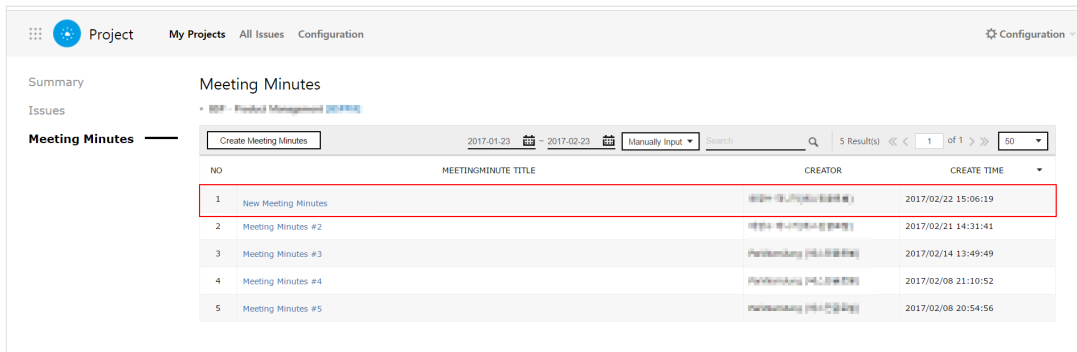
Cancel Save

No	Name	Required	Description
①	Subject	Required	You can enter the title of meeting minutes.
②	Description	Required	You can enter the content of the meeting. Available formats for meeting minutes will be shown. You can select the format from the list.
③	Template	.	The selected format of meeting minutes will be shown.
④	Attachment	.	You can register attachments. Multiple files may be uploaded.
⑤	Action Item	.	You can set issues which are related to the registered meeting minutes.

5) If you click the [Save] button, the “Confirm” pop-up appears. If you select ‘Send E-mail Notification’ on this pop-up, a notification for new meeting minutes will be sent to members of the project/team via e-mail.



6) On the “Meeting Minutes” pane, check that the new meeting minutes has been rightly added.



2.3 Recording Issue Progress

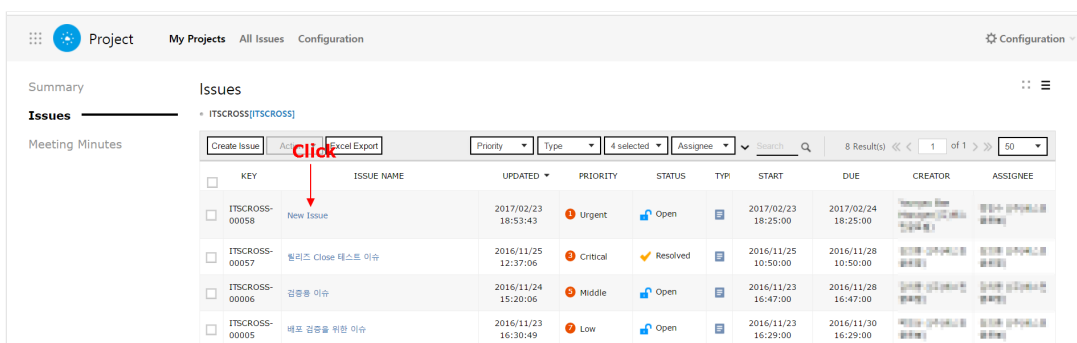
Project

Records a progress of an issue. Members of the project/team can check on its progress.

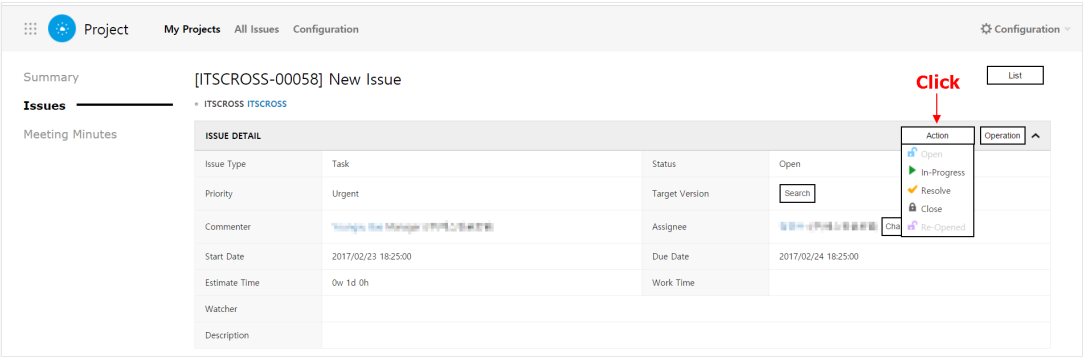
1) On the project/team list, click the project/team you want to register a meeting minutes to.



2) On the issue list, click the issue you want to record progress of.

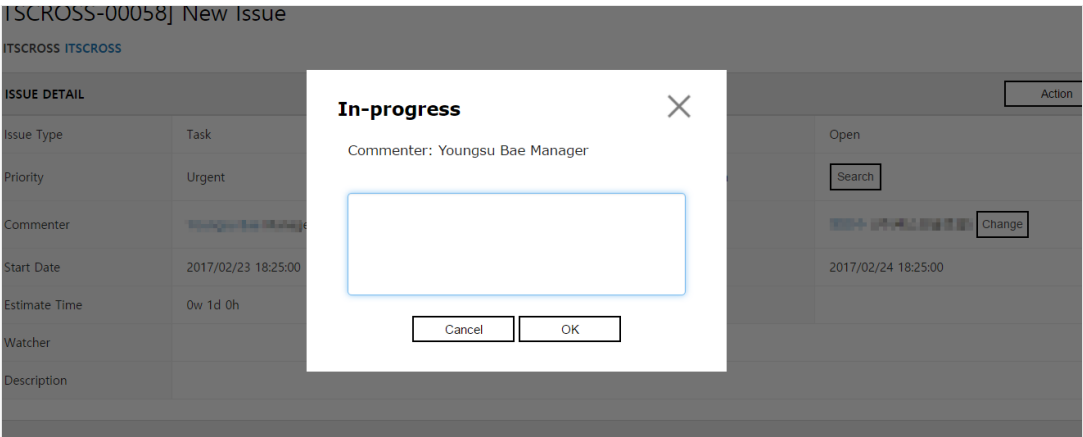


3) On the issue details, click the [Action] button. A drop-down menu on which the current status of the issue may be selected will be shown. Select status on the drop-down menu.



Status	Description
Open	Means that a new issue has been registered, but it has not been initiated yet.
In-progress	Means that the Assignee is dealing with the issue.
Resolve	Means that the Assignee has completed the issue, but it still requires the final review or test.
Close	Means that the issue has been fully completed.
Re-Open	Means that the issue has already been completed, but it is required to be handled again; additional process is necessary or a problem has been found out.

4) If you click a status of an issue on the drop-down menu, a pop-up on which a comment may be entered appears. Enter a comment about process status of the issue and click the [OK] button.



5) On the issue details, check that status of the issue has been rightly changed. When status of an issue is changed, members designated as the Assignee or Watcher will receive a notification for the change via e-mail.

[ITSCROSS-00058] New Issue List

ITSCROSS ITSCROSS

ISSUE DETAIL

Action

Operation

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Issue Type	Task	Status	In-Progress
Priority	Urgent	Target Version	<div>Search</div>
Commenter		Assignee	<div>Change</div>
Start Date	2017/02/23 18:25:00	Due Date	2017/02/24 18:25:00
Estimate Time	0w 1d 0h	Work Time	
Watcher			
Description			

3. Managing Issue History and Related Issue

3.1 Writing Comment

Project

Write a comment about any matter which has occurred during the issue process.

1) On the project/team list, click a project/team on which an issue has been registered.

Project

My Projects All Issues Configuration

Configuration

IT Service management

6

2017/02/23 14:54:59

ver. 1.1.2

11

3

Click

IT Monitoring Dashboard

8

2016/12/16 10:27:42

ver.

2

IT Project

2

2016/10/26 18:11:15

ver.

3

2) On the issue list, click an issue you want to write a comment to.

Project

My Projects All Issues Configuration

Configuration

Summary

Issues

Issues

Meeting Minutes

ITSCROSS[ITSCROSS]

Create Issue

Assign

Excel Export

Priority

Type

4 selected

Assignee

Search

8 Results

1 of 1

50

KEY	ISSUE NAME	UPDATED	PRIORITY	STATUS	TYP	START	DUE	CREATOR	ASSIGNEE
<input type="checkbox"/> ITSCROSS-00058	New Issue	2017/02/23 18:53:43	Urgent	Open		2017/02/23 18:25:00	2017/02/24 18:25:00	ITSCROSS-00058	ITSCROSS-00058
<input type="checkbox"/> ITSCROSS-00057	일리스 Close 테스트 이슈	2016/11/25 12:37:06	Critical	Resolved		2016/11/25 10:50:00	2016/11/28 10:50:00	ITSCROSS-00057	ITSCROSS-00057
<input type="checkbox"/> ITSCROSS-00006	김동훈 이슈	2016/11/24 15:20:06	Middle	Open		2016/11/23 16:47:00	2016/11/28 16:47:00	ITSCROSS-00006	ITSCROSS-00006
<input type="checkbox"/> ITSCROSS-00005	배포 김동훈을 위한 이슈	2016/11/23 16:30:49	Low	Open		2016/11/30 16:29:00	2016/11/30 16:29:00	ITSCROSS-00005	ITSCROSS-00005

3) On the issue details, write a comment in the Comment box and click the [Save] button.

[ITSCROSS-00058] New Issue

List

ITSCROSS ITSCROSS

ISSUE DETAIL

ActionOperation

Issue Type	Task	Status	In-Progress
Priority	Urgent	Target Version	Search
Commenter	Thangaraj Mani	Assignee	Change
Start Date	2017/02/23 18:25:00	Due Date	2017/02/24 18:25:00
Estimate Time	0w 1d 0h	Work Time	
Watcher			
Description			

ISSUE LINKS

CreateAddRemove

KEY	PROJECT NAME	ISSUE NAME	UPDATED	PRIORITY	STATUS	TYPE	CREATOR	ASSIGNEE
-----	--------------	------------	---------	----------	--------	------	---------	----------

No Data

ATTACHMENT

Save

FILE NAME	DESCRIPTION	SIZE	UPLOAD DATE
-----------	-------------	------	-------------

No Data

COMMENT

Save

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B U I S A A X X

ACTIVITY HISTORY

ACTOR	ACTION	DATE
-------	--------	------

Thangaraj Mani

In-Progress

2017/02/23 20:25:13

Description

Status : Open ▶ In-Progress

Work Start

Thangaraj Mani

Created Issue

2017/02/23 18:53:43

4) On the issue details, you can check the comment which has been written on the 'Activity History'.

ACTIVITY HISTORY

ACTOR	ACTION	DATE
-------	--------	------

Thangaraj Mani

Commented

2017/02/23 20:38:39

Description

Comment

Thangaraj Mani

In-Progress

2017/02/23 20:25:13

Description

Status : Open ▶ In-Progress

Work Start

Thangaraj Mani

Created Issue

2017/02/23 18:53:43

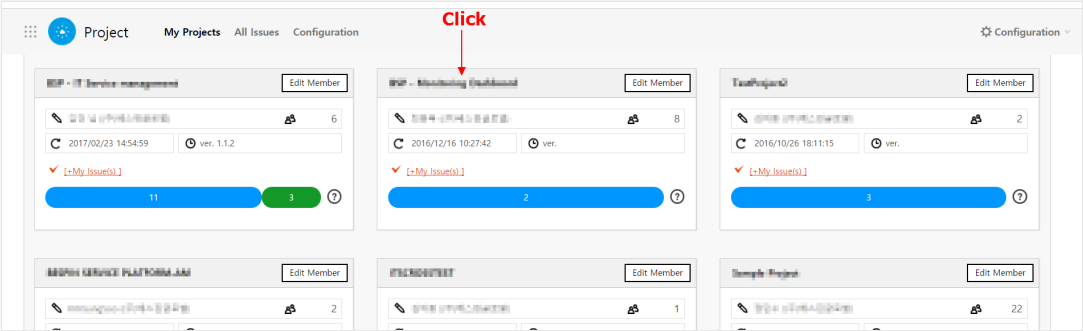
5) Perform a task required to resolve an alarm. Register an issue required to resolve the alarm on Project App. For more information about how to register issues related to alarm resolution, please refer to '4. Managing Alarm History and Related Issue' below.

3.2 Registering Related Issue

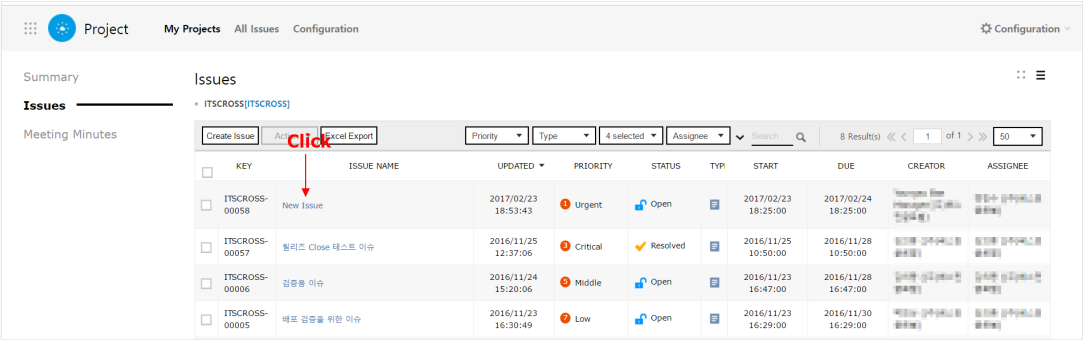
Project

You can register an issue related to the registered issue/service request. With this, you can check linkage/interrelation between issues.

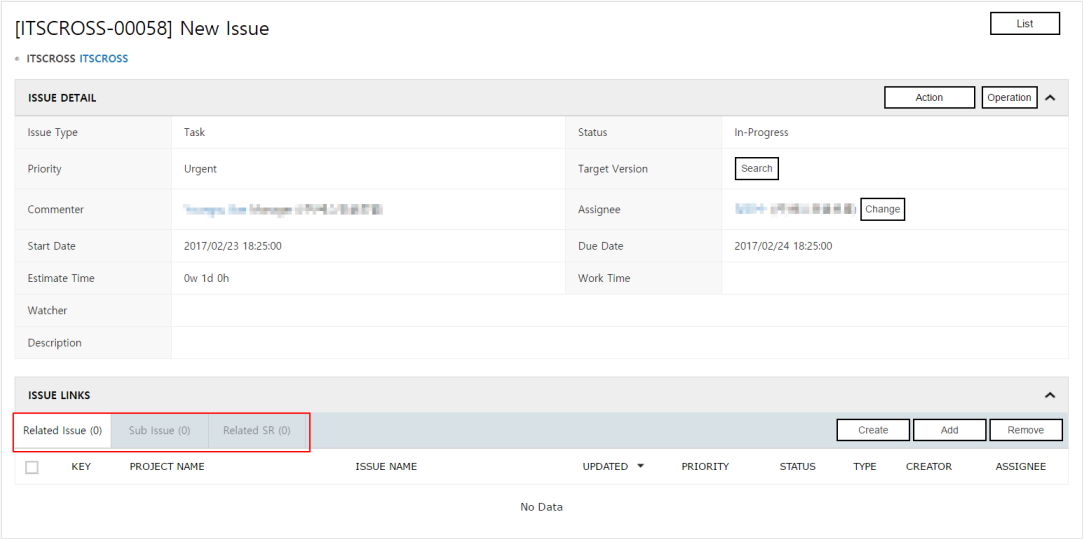
1) On the project/team list, click a project/team on which an issue has been registered.



2) On the issue list, click an issue to which the issue will be related/subordinate/service-requested.



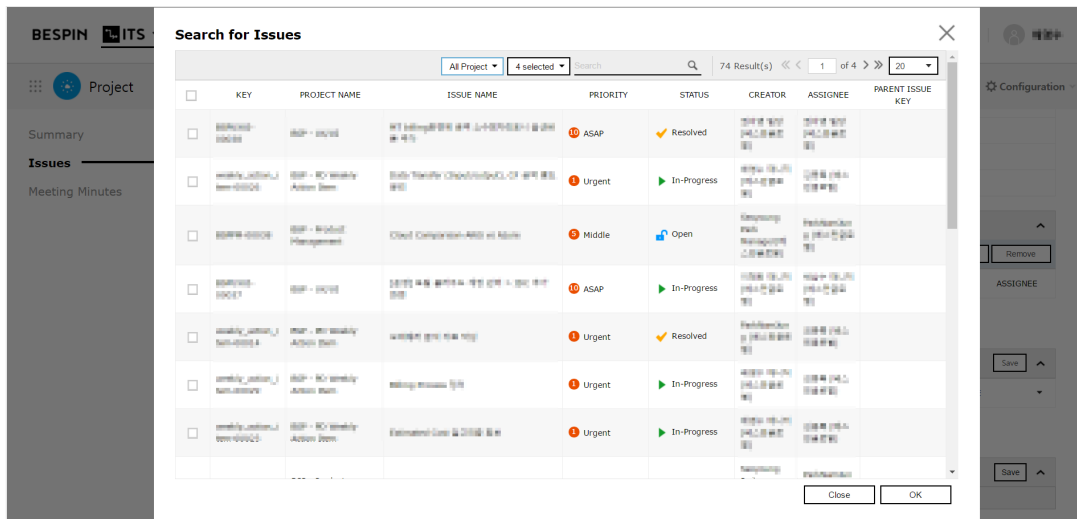
3) On the Issue Links list, click the tab appropriate for type of the issue you want to link.



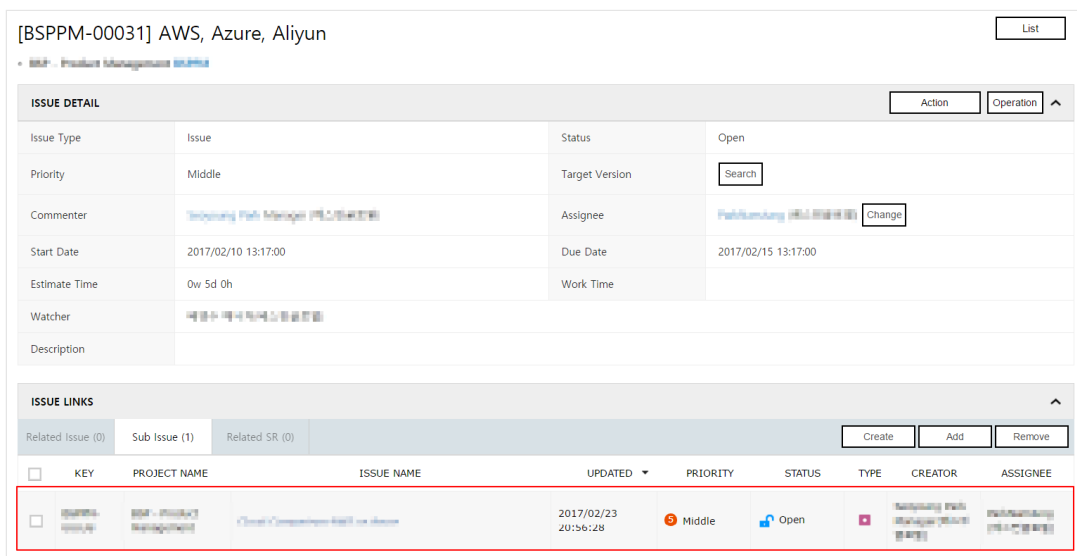
Type	Description
Related Issue	Means that the issue is related to the selected issue.
Sub-Issue	This issue is subordinate to the selected issue. You can register the issue after dividing it into subunit.
Related SR	Means the service request of the requested issue. You can link service request which is registered on Service Request.

4) Click the [Create] button to register a new related/subordinate issue, or click the [Add] button to register a pre-existed issue as related/subordinate/service request.

5) If you click the [Add] button, the “Search for Issue/SR” pop-up appears. All issues/service requests of one’s own project/team are shown on the pop-up. On the pop-up, you can select an issue/service request you want to link.



6) After selecting an issue/service request you want to link, click the [OK] button. The “Issue Links” will show that the issue/service request has been linked.



3.3 View Issue History

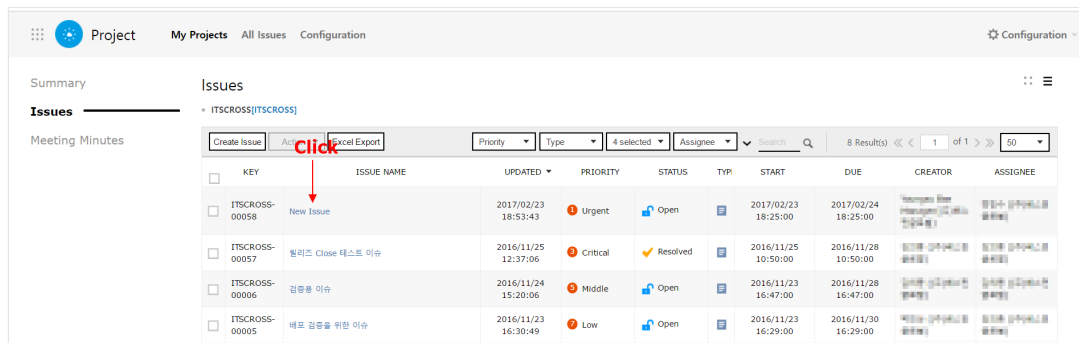
Project

You can check progress history of issue.

1) On the project/team list, click a project/team on which an issue has been registered.



2) Click the issue you want to check the progress of.



Summary

Issues

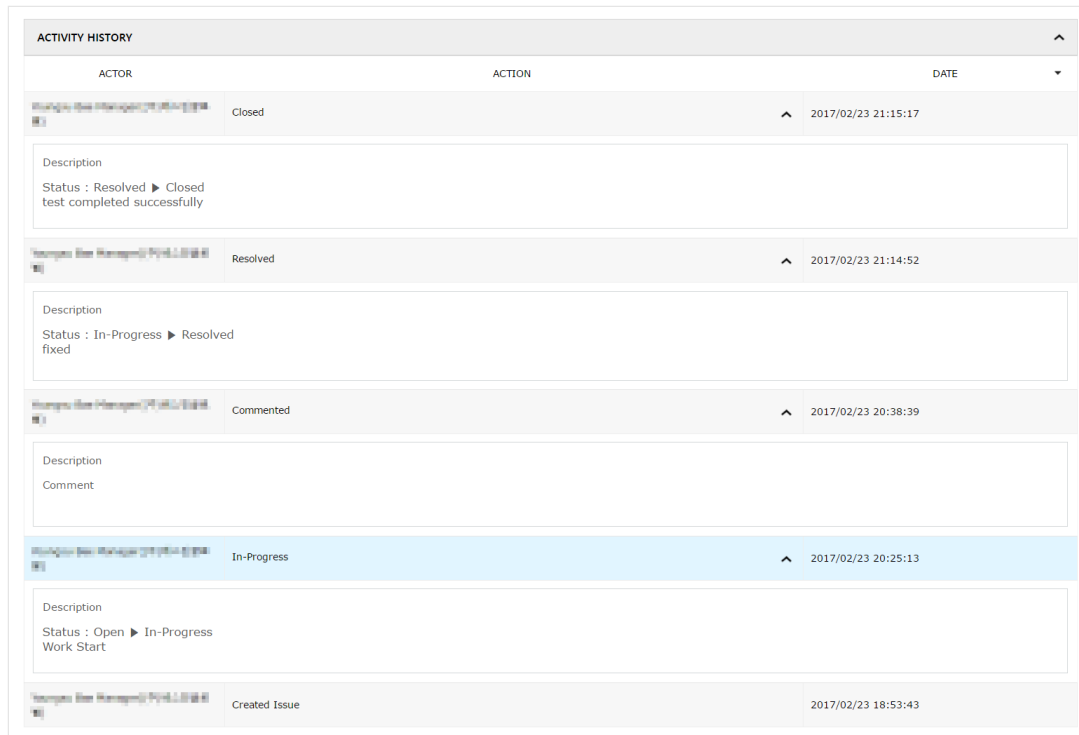
Meeting Minutes

Create Issue **Activity** Excel Export

Priority Type 4 selected Assignee Search 8 Result(s) 1 of 1 50

KEY	ISSUE NAME	UPDATED	PRIORITY	STATUS	TYP	START	DUE	CREATOR	ASSIGNEE
ITSCROSS-00058	New Issue	2017/02/23 18:53:43	Urgent	Open		2017/02/23 18:25:00	2017/02/24 18:25:00	ITSCROSS-00058	ITSCROSS-00058
ITSCROSS-00057	일리스 Close 테스트 이슈	2016/11/25 12:37:06	Critical	Resolved		2016/11/25 10:50:00	2016/11/28 10:50:00	ITSCROSS-00057	ITSCROSS-00057
ITSCROSS-00006	김동홍 이슈	2016/11/24 15:20:06	Middle	Open		2016/11/23 16:47:00	2016/11/28 16:47:00	ITSCROSS-00006	ITSCROSS-00006
ITSCROSS-00005	비보 검증용 위한 이슈	2016/11/23 16:30:49	Low	Open		2016/11/23 16:29:00	2016/11/30 16:29:00	ITSCROSS-00005	ITSCROSS-00005

3) From the Activity History on the issue details pane, you can check issue history including how status, the Assignee and comments have changed or updated.



ACTIVITY HISTORY

ACTOR	ACTION	DATE
ITSCROSS-00058	Closed	2017/02/23 21:15:17
Description Status : Resolved ▶ Closed test completed successfully		
ITSCROSS-00058	Resolved	2017/02/23 21:14:52
Description Status : In-Progress ▶ Resolved fixed		
ITSCROSS-00058	Commented	2017/02/23 20:38:39
Description Comment		
ITSCROSS-00058	In-Progress	2017/02/23 20:25:13
Description Status : Open ▶ In-Progress Work Start		
ITSCROSS-00058	Created Issue	2017/02/23 18:53:43

4. Searching Issue History

You can search the Issue and its details you want to check by setting conditions and entering keywords.

4.1 Searching by Conditions

Project

1) Select a condition you want to search. Click the [Priority], [Type], [Status], [Assignee] button, then a drop-down menu appears to show available conditions for search.

Select 'Priority'

Issues

ITSCROSS[ITSCROSS]

Create Issue

Action

Excel Export

Priority

Type

4 selected

Assignee

Search

7 Result(s)

1 of 1

50

KEY	ISSUE NAME	PRIORITY	STATUS	TYPE	START	DUE	CREATOR	ASSIGNEE
ITSCROSS-00057	블리즈 Close 테스트 이슈	Critical	Resolved	Task	2016/11/25 10:50:00	2016/11/28 10:50:00		
ITSCROSS-00006	검증용 이슈	Middle	Open	Task	2016/11/23 16:47:00	2016/11/28 16:47:00		
ITSCROSS-00005	배포 검증용 위한 이슈	Low	Open	Task	2016/11/23 16:29:00	2016/11/30 16:29:00		
ITSCROSS-00002	크로스 테스트를 위한 신규 요청	ASAP	Open	Task	2016/11/09 10:03:00	2016/11/19 10:03:00		

Select 'Type'

Issues

ITSCROSS[ITSCROSS]

Create Issue

Action

Excel Export

Priority

Type

4 selected

Assignee

Search

7 Result(s)

1 of 1

50

KEY	ISSUE NAME	UPDATED	STATUS	TYPE	START	DUE	CREATOR	ASSIGNEE
ITSCROSS-00057	블리즈 Close 테스트 이슈	2016/11/25 12:37:06	Resolved	Task	2016/11/25 10:50:00	2016/11/28 10:50:00		
ITSCROSS-00006	검증용 이슈	2016/11/23 15:20:06	Open	Defect	2016/11/23 16:47:00	2016/11/28 16:47:00		
ITSCROSS-00005	배포 검증용 위한 이슈	2016/11/23 16:30:49	Open	Bug	2016/11/23 16:29:00	2016/11/30 16:29:00		

Select 'Status'

Issues

ITSCROSS[ITSCROSS]

Create Issue

Action

Excel Export

Priority

Type

Status

Assignee

Search

7 Result(s)

1 of 1

50

KEY	ISSUE NAME	UPDATED	PRIORITY	STATUS	TYPE	START	DUE	CREATOR	ASSIGNEE
ITSCROSS-00057	블리즈 Close 테스트 이슈	2016/11/25 12:37:06	Critical	Open	Task	2016/11/25 10:50:00	2016/11/28 10:50:00		
ITSCROSS-00006	검증용 이슈	2016/11/24 15:20:06	Middle	In-Progress	Task	2016/11/23 16:47:00	2016/11/28 16:47:00		
ITSCROSS-00005	배포 검증용 위한 이슈	2016/11/23 16:30:49	Low	Resolved	Task	2016/11/23 16:29:00	2016/11/30 16:29:00		
ITSCROSS-00002	크로스 테스트를 위한 신규 요청	2016/11/21 17:16:56	ASAP	Closed	Task	2016/11/09 10:03:00	2016/11/19 10:03:00		

Select 'Assignee'

Issues

ITSCROSS[ITSCROSS]

Create Issue

Action

Excel Export

Priority

Type

Status

Assignee

Search

58 Result(s)

1 of 2

50

KEY	ISSUE NAME	UPDATED	PRIORITY	STATUS	TYPE	START	DUE	CREATOR	ASSIGNEE
ITSCROSS-00058	New Issue	2017/02/23 21:15:17	Urgent	Closed	Task	2017/02/24 18:25:00	2017/02/24 18:25:00		
ITSCROSS-00030	블리즈 Close 테스트 이슈	2016/11/25 12:40:52	Critical	Closed	Task	2016/11/28 10:50:00	2016/11/28 10:50:00		
ITSCROSS-00031	블리즈 Close 테스트 이슈	2016/11/25 12:40:52	Critical	Closed	Task	2016/11/28 10:50:00	2016/11/28 10:50:00		
ITSCROSS-00032	블리즈 Close 테스트 이슈	2016/11/25 12:40:52	Critical	Closed	Task	2016/11/28 10:50:00	2016/11/28 10:50:00		

2) Click the [OK] button of the drop-down menu.

The screenshot shows the 'Issues' page with a search filter dropdown menu open. The dropdown menu has options: 'Select all', 'My Assigned', and 'All Issues'. A red arrow points to the 'Ok' button in the dropdown menu.

3) You can check the search result with the selected condition on the Issue list.

The screenshot shows the 'Issues' page with search results. The search filter is set to '2 selected'. The results show 55 results. The table lists issues with columns: KEY, ISSUE NAME, UPDATED, PRIORITY, STATUS, TYPE, START, DUE, CREATOR, and ASSIGNEE.

4.2 Searching by Keywords

Alarm

1) Enter a keyword you want to search on the search box and click [Search] button or press [Enter].

The screenshot shows the 'Issues' page with the search box containing the keyword 'new'. A red arrow points to the search box.

2) The results which title is identical to the keyword will be shown on the list. Texts identical to the keyword will be highlighted.

The screenshot shows the 'Issues' page with search results. The search filter is set to 'new'. The results show 1 result. The table lists issues with columns: KEY, ISSUE NAME, UPDATED, PRIORITY, STATUS, TYPE, START, DUE, CREATOR, and ASSIGNEE.