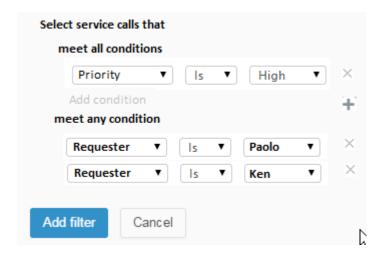# 02 Filters

Filter Setup

Filters will be setup using a "meet all" and "meet any" format.

The filter will be defined per object (e.g. Service Call, Technician, Business Partner, etc...)

Customization of filters is done on a specific form of the UI. Filters cannot be changed "on the flight"

Filters per object

Service Calls

Property/Field	Operators	Values	Remarks
Workflow	Is Is not Is Less than Is Greater than	Standard workflow and customer specific changes	it has to be possible to adapt the Standard-Workflow with customer specific steps, it also has to be possible to search with less and greater.
Status	Is Is not Is Less than Is Greater than	customer specific SERVICECALLSTATUS	it has to be possible to define a status order to be able to search with less and greater.
Priority	Is Is not Is Less than Is Greater than	customer specific ???	At the moment we have LOW, MEDIUM, HIGH, UNKNOWN, but this should also be customer specific also with an priority order to be able to search with less and greater. scf: Agree. Example: ProtectionOne, they have very high too (SAP ECC)
Type	Is Is not	customer specific SERVICECALLTYPE	
Origin	Is Is not	customer specific SERVICECALLORIGIN	

ProblemType	Is Is not	customer specific SERVICECALLPROBLEMTYPE	
Businesspartner (Code)	Is Is not	BUSINESSPARTNER	Do we need anything else from the BusinessPartner (e.g. Type, Group, Language)? SCF: Type and Group would be useful
Contact (Lastname/Firstname)	Is Is not	CONTACT	Is this necessary?
Equipment (Name) (Type)	Is Is not	EQUIPMENT	Do we need anything else from the Equipment (e.g. Item)?
Territory	Is Is not	GROUP (type: Territory)	
Responsibles Technicians Leader	Is Is not	(current user) + PERSON (type: Erpuser)	Are the red ones necessary?
Subject Description Remarks Resolution OrderReference	Contains one of the following words Contains none of the following words Contains the following string Does not contain the following string	any String	Are the red ones necessary?
Hours since created Hours since updated Hours since status change Hours since due date Hours until due date	Is Less than Greater than	Integer-Value	Are the red ones necessary?
Tags	Contains one of the following Contains none of the following	TAGS	
Next Action Planned	Is Before Before or on After After or on Is within the previous Is within the next	Date (YYYY-MM-DD) for the first 5 Days for "Is within..."	Is this necessary?

StartDate/Time EndDate/Time DueDate/Time OrderDate/Time	Is Before Before or on After After or on Between	Date (YYYY-MM-DD)	Is this necessary?

How do we order the filtered service calls on the service screen?

Resources (Technicians)

Property/Field	Operators	Values	Remarks
PersonStatus	Is Is not	AVAILABLE, BUSY, NOT_AVAILABLE, VACATION, UNKNOWN, ON_BREAK, ERRAND	Are the existing ones enough?
Territory	Is Is not	GROUP (type: Territory)	
Branch	Is Is not	customer specific EMPLOYEEBRANCH	
Departement	Is Is not	customer specific EMPLOYEEDEPARTEMENT	
Position	Is Is not	customer specific EMPLOYEEPOSITION	
ExternalResource PlannableResource	Is Is not	YES/NO	
JobTitle Remarks Username EmailAddress Type	Contains one of the following words Contains none of the following words Contains the following string Does not contain the following string	any String	Are the red ones necessary?
Tags	Contains one of the following Contains none of the following	TAGS	
Manager	Is Is not	(current user) + PERSON (type: Erpuser)	Is this necessary?

How do we order the filtered technicians on the planning screen?