# Thursday, September 18, 2014

Today let’s make a few changes to the way we sort our entries on the Tickets list page. First, we want to sort by more than just columns, and we want to restrict the view by more than just Project ID. Let’s make it a truly dynamic environment instead. And we’ll do it all together, in class.

## Individual Tasks

1. Now that you have sorting completed, it’s time to move on to Ticket Histories, Comments, and Attachments. Every time an edit takes place on a ticket, a TicketHistory object must be created and logged in the database. This will take a little bit of work, but it’s not difficult. Look at the TicketHistory class and see if you can determine how you might go about collecting the information you need to create one of these objects for any edit that takes place with a ticket.
2. Users need to be able to add TicketComments. This is where they can post their progress or findings as they work on resolving a problem. Tickets, with their histories, comments, and attachments, provide significant details regarding the discovery and resolution of system bugs . We need an Add Comment link on the Edit Ticket view that will take us to the Create view for TicketComments.
3. Repeat task #2 for Ticket Attachments.
4. Modify the Tickets Edit and Details pages to display summaries of Ticket Comments and Attachments. These should appear on the right 2/3 of the page, Comments above Attachments.
5. Modify the Details page to include a summary of Ticket History entries below Attachments.

The following are good examples of the Edit and Details views you are constructing.



