

Trouble

This application lets you keep track of all the events in the company.

Listado de incidencias - Suite de Gestión Empresarial - SaltOS v3.5 r8483										
Inicio Correo Agenda RSS Perfil Soporte Acerca Cerrar										
General										
Inicio										
Correo electrónico										
Agenda y eventos										
Receptor de feeds RSS										
Favoritos										
Documentos										
Mi perfil										
Soporte técnico										
Acerca de SaltOS										
Cerrar sesión										
Carpetas										
Carpeta personal										
Comercial										
Proyectos										
Proyectos										
Seguimiento de tareas										
Partes de trabajo										
Actas de reuniones										
Incidencias										
Contabilidad										
Administración										
Tipos										
Sistema										
Listado de incidencias										
Opciones de filtro										
Nueva incidencia										
Buscar										
Ayuda										
Cód. Usuario Fecha y hora Cliente Proyecto Incidencia Estado Prioridad Asignado a NC NF										
00100	Administrador (admin)	2017-07-18 08:57:48	posuere cubilla Cura.	ut cursus luctus, eu odio. Phasellus at augue id	Revisada	Normal	-	0	0	
00099	Administrador (admin)	2017-07-18 08:57:48	posuere cubilla Cura.	ut cursus luctus, mauris ut mi. Duis risus	Nueva	Normal	-	0	0	
00098	Administrador (admin)	2017-07-18 08:57:48	(Sin cliente asociad...	(Sin proyecto asocia...	Resuelta	Baja	-	0	0	
00097	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam ad...	mauris sit amet ut odio vel est tempor bibendum,	Asignada	Alta	-	0	0	
00096	Administrador (admin)	2017-07-18 08:57:48	tellus. Aenean egest...	Lorem ipsum dolor si...	Resuelta	Normal	-	0	0	
00095	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam ad...	neque. Nullam ut ris...	Cerrada	Baja	-	0	0	
00094	Administrador (admin)	2017-07-18 08:57:48	at libero. Morbi a...	facilisis eget, ipsu...	Asignada	Baja	-	0	0	
00093	Administrador (admin)	2017-07-18 08:57:48	consectetuer adisc...	Etiam imperdiet dict...	Revisada	Alta	-	0	0	
00092	Administrador (admin)	2017-07-18 08:57:48	adipiscing elit. Cur...	non, sollicitudin a...	Cerrada	Normal	-	0	0	
00091	Administrador (admin)	2017-07-18 08:57:48	amet, faucibus ut, n...	penatibus et magnis sit amet, faucibus ut, nulla	Asignada	Alta	-	0	0	
00090	Administrador (admin)	2017-07-18 08:57:48	tellus. Aenean egest...	Lorem ipsum dolor si...	Duplicada	Normal	-	0	0	
00089	Administrador (admin)	2017-07-18 08:57:48	adipiscing elit. Cur...	non, sollicitudin a...	Nueva	Baja	-	0	0	
00088	Administrador (admin)	2017-07-18 08:57:48	consectetuer adisc...	Etiam imperdiet dict...	Empezada	Baja	-	0	0	
00087	Administrador (admin)	2017-07-18 08:57:48	posuere cubilla Cura.	ut cursus luctus, Duis cursus, diam at pretium aliquet, metus urna	Duplicada	Baja	-	0	0	
00086	Administrador (admin)	2017-07-18 08:57:48	consectetuer adisc...	Etiam imperdiet dict...	Reabierta	Normal	-	0	0	
00085	Administrador (admin)	2017-07-18 08:57:48	posuere cubilla Cura.	ut cursus luctus, velit eget laoreet posuere, enim nisi elementum purus,	Asignada	Normal	-	0	0	
00084	Administrador (admin)	2017-07-18 08:57:48	tellus. Aenean egest...	Lorem ipsum dolor si...	Reabierta	Alta	-	0	0	
00083	Administrador (admin)	2017-07-18 08:57:48	amet, faucibus ut, n...	a facilisis non, bibendum sed, est. Nunc laoreet lectus quis	Empezada	Baja	-	0	0	
00082	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam ad...	neque. Nullam ut ris...	Duplicada	Baja	-	0	0	
00081	Administrador (admin)	2017-07-18 08:57:48	tellus. Aenean egest...	Lorem ipsum dolor si...	Nueva	Normal	-	0	0	
00080	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam ad...	mauris sit amet bre...	Duplicada	Normal	-	0	0	
00079	Administrador (admin)	2017-07-18 08:57:48	adipiscing elit. Cur...	non, sollicitudin a...	Asignada	Baja	-	0	0	
00078	Administrador (admin)	2017-07-18 08:57:48	at libero. Morbi a...	facilisis eget, ipsu...	Rechazada	Baja	-	0	0	
00077	Administrador (admin)	2017-07-18 08:57:48	liqua. Donec luctus...	Donec non justo, Pro...	Nueva	Normal	-	0	0	
00076	Administrador (admin)	2017-07-18 08:57:48	adipiscing elit. Cur...	non, sollicitudin a...	Empezada	Alta	-	0	0	
00075	Administrador (admin)	2017-07-18 08:57:48	trincidunt. Donec...	sem magna nec aucto...	Rechazada	Alta	-	0	0	

List of incidents

The list of incidents you will find the most important pillars of registration:

- **Ref .:** Numeric code that identifies the job.
- **User:** User opening incidence.
- **Date:** Date and time of occurrence.
- **Customer:** Customer which has generated the incident.
- **Project:** Name of project that has generated the incident.
- **Incidence:** Descriptive name of the reason for the incident.
- **State:** State in which is the incidence (New, begun, assigned, resolved, revised, closed, rejected, duplicated, reopened).
- **Priority:** Priority incidence (high, normal, low).
- **Assigned to:** Users involved in the incident.
- **NC:** Number of comments entered on this issue.
- **NF:** Number of linked files on this issue.

Remember: The events can be arranged by dragging them to the user folder you want.

Listing Options

On each record. You can perform a series of actions that are represented by the following icons:

-   : Check / Edit / Delete Record.

Filter Options

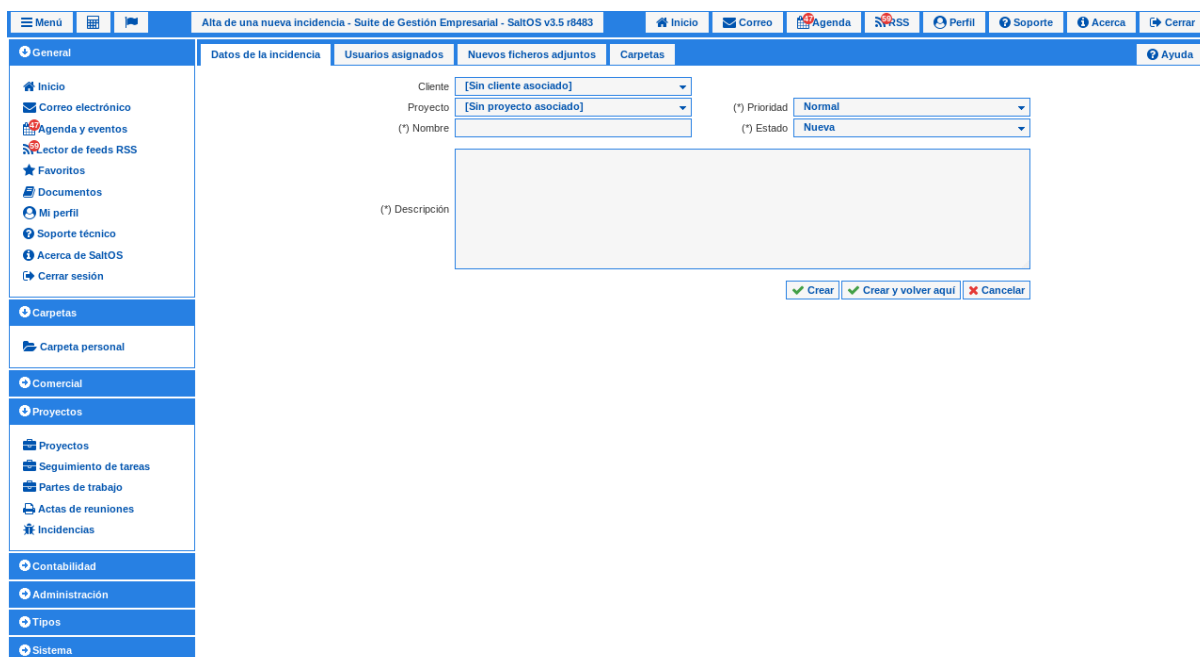
For more information about the filter options listed in the [ayuda general](#).

Incident Form

This is the application of incidents, with it you can add, modify and view all of the data from the various incidents classified in different tabs: main data, assigned user data on the registry modifications and assignments to folders.

Data Tab incidence

In this tab you can view and modify the main details of the incident. Here we relate all information fields.



The screenshot displays the 'Alta de una nueva incidencia' form in SaltOS v3.5. The interface includes a top navigation bar with links like 'Inicio', 'Correo', 'Agenda', 'RSS', 'Perfil', 'Soporte', 'Acerca', and 'Cerrar'. A left sidebar contains a menu with categories such as 'General', 'Carpetas', 'Comercial', 'Proyectos', 'Contabilidad', 'Administración', 'Tipos', and 'Sistema'. The main content area is divided into tabs: 'Datos de la incidencia', 'Usuarios asignados', 'Nuevos ficheros adjuntos', and 'Carpetas'. The 'Datos de la incidencia' tab is active, showing fields for 'Cliente' (dropdown), 'Proyecto' (dropdown), 'Nombre' (text input), 'Prioridad' (dropdown), and 'Estado' (dropdown). A large text area for 'Descripción' is also present. At the bottom right, there are three buttons: 'Crear' (green checkmark), 'Crear y volver aquí' (green checkmark), and 'Cancelar' (red X).

- **Customer:** To link the client where the incidence has occurred.
- **Project:** To link the project in which the incidence has occurred.
- **Priority (*):** Priority incidence (high, normal, low).
- **Name (*):** Descriptive name of incidence occurred.

- **State (*):** State in which is the incidence (New, begun, assigned, resolved, revised, closed, rejected, duplicated, reopened).
- **Description (*):** More detailed description of the incident occurred.

(*) **Required when creating or modifying an incidence Campos.**

User tab assigned

In this tab you can include all users who are involved with the incident.

Attachments tab

For more information about the filter options listed in the [ayuda general](#).

New Files Tab

For more information about the filter options listed in the [ayuda general](#).

Registry Data Tab

For more information about the filter options listed in the [ayuda general](#).

Tab Folders

For more information on Folder Options [ayuda general](#).