Trouble

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

| Menú | | | Listado de incidencias - Suite de Gestión Empresarial - SaltOS v3.5 r8483 | | Inicio | Correo | Agenda | RSS | Perfil | Soporte | Acerca | Cerrar |

| General | | | | | | | | | | | Ayuda |

Listado de incidencias | Opciones de filtro

+ Nueva incidencia   Buscar [_____] Q Buscar   ⟳ Reset

- Inicio
- Correo electrónico
- Agenda y eventos
- Lector 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

Cód.	Usuario	Fecha y hora	Cliente	Proyecto	Incidencia	Estado	Prioridad	Asignado a	NC	NF
00100	Administrador (admin)	2017-07-18 08:57:48	posuere cubilia Cura...	ut cursus luctus, ip...	eu, odio. Phasellus at augue id	Revisada	Normal	-	0	0
00099	Administrador (admin)	2017-07-18 08:57:48	posuere cubilia Cura...	ut cursus luctus, ip...	mauris ut mi. Duis risus	Nueva	Normal	-	0	0
00098	Administrador (admin)	2017-07-18 08:57:48	[Sin cliente asociad...	[Sin proyecto asocia...	magna a neque. Nullam ut nisi a	Resuelta	Baja	-	0	0
00097	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam adip...	mauris sit amet lore...	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...	dis parturient montes, nascetur ridiculus	Resuelta	Normal	-	0	0
00095	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam nis...	neque. Nullam ut nis...	ut, pharetra sed, hendrerit a, arcu.	Cerrada	Baja	-	0	0
00094	Administrador (admin)	2017-07-18 08:57:48	at, libero. Morbi ac...	facilisis eget, ipsu...	elit. Curabitur sed tortor. Integer aliquam	Asignada	Baja	-	0	0
00093	Administrador (admin)	2017-07-18 08:57:48	consectetuer adipisc...	Etiam imperdiet dict...	malesuada fames ac turpis egestas. Aliquam fringilla cursus purus. Nullam	Revisada	Alta	-	0	0
00092	Administrador (admin)	2017-07-18 08:57:48	adipiscing elit. Cur...	non, sollicitudin a,...	Nulla eu neque pellentesque massa lobortis	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...	neque. Sed eget lacus. Mauris non dui nec urna suscipit	Duplicada	Normal	-	0	0
00089	Administrador (admin)	2017-07-18 08:57:48	adipiscing elit. Cur...	non, sollicitudin a,...	auctor ullamcorper, nisl arcu iaculis	Nueva	Baja	-	0	0
00088	Administrador (admin)	2017-07-18 08:57:48	consectetuer adipisc...	Etiam imperdiet dict...	mollis. Phasellus libero mauris, aliquam	Empezada	Baja	-	0	0
00087	Administrador (admin)	2017-07-18 08:57:48	posuere cubilia Cura...	ut cursus luctus, ip...	Duis cursus, diam at pretium aliquet, metus urna	Duplicada	Baja	-	0	0
00086	Administrador (admin)	2017-07-18 08:57:48	consectetuer adipisc...	Etiam imperdiet dict...	imperdiet ornare. In faucibus. Morbi	Reabierta	Normal	-	0	0
00085	Administrador (admin)	2017-07-18 08:57:48	posuere cubilia Cura...	ut cursus luctus, ip...	velit eget laoreet posuere, enim nisl elementum purus,	Asignada	Normal	-	0	0
00084	Administrador (admin)	2017-07-18 08:57:48	tellus, Aenean egest...	Lorem ipsum dolor si...	cursus a, enim.	Reabierta	Alta	-	0	0
00083	Administrador (admin)	2017-07-18 08:57:48	amet, faucibus ut, n...	penatibus et magnis ...	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 adip...	neque. Nullam ut nis...	semper. Nam tempor diam dictum sapien, Aenean	Duplicada	Baja	-	0	0
00081	Administrador (admin)	2017-07-18 08:57:48	tellus, Aenean egest...	Lorem ipsum dolor si...	Sed dictum. Proin eget odio.	Nueva	Normal	-	0	0
00080	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam adip...	mauris sit amet lore...	ridiculus mus. Aenean eget magna. Suspendisse	Duplicada	Normal	-	0	0
00079	Administrador (admin)	2017-07-18 08:57:48	adipiscing elit. Cur...	non, sollicitudin a,...	nunc sed libero. Proin sed	Asignada	Baja	-	0	0
00078	Administrador (admin)	2017-07-18 08:57:48	at, libero. Morbi ac...	facilisis eget, ipsu...	lorem, eget mollis lectus pede et	Rechazada	Baja	-	0	0
00077	Administrador (admin)	2017-07-18 08:57:48	ligula. Donec luctus...	Donec non justo. Pro...	nulla. In tincidunt congue turpis. In condimentum. Donec at arcu.	Nueva	Normal	-	0	0
00076	Administrador (admin)	2017-07-18 08:57:48	adipiscing elit. Cur...	non, sollicitudin a,...	vitae velit egestas lacinia. Sed congue,	Empezada	Alta	-	0	0
00075	Administrador (admin)	2017-07-18 08:57:48	tincidunt. Donec ...	sem magna nec ...	auctor. Mauris vel turpis. Aliquam	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:
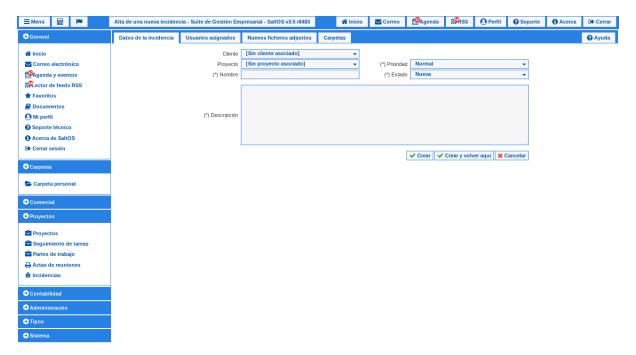
- 🔍 ✏ 🗑 Check / Edit / Delete Record.

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.

- **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**.