

Trouble

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

Listado de incidencias						Opciones de filtro		Ayuda			
Nueva incidencia						Buscar		Buscar		Reset	
#	Cód.	Usuario	Fecha y hora	Cliente	Proyecto	Incidencia	Estado	Prioridad	Asignado a	NC	NF
1	00100	Administrador (admin)	2015-02-12 02:00:36	posuere cubilia Cura...	ut cursus luctus lo...	eu odio Phasellus at augue id	Revisada	Normal	-	0	0
2	00099	Administrador (admin)	2015-02-12 02:00:36	posuere cubilia Cura...	ut cursus luctus lo...	mauris ut mi Duis risus	Nueva	Normal	-	0	0
3	00098	Administrador (admin)	2015-02-12 02:00:36	(Sin cliente asociad...	(Sin proyecto associa...	magna a neque Nullam ut nisi a	Resuelta	Baja	-	0	0
4	00097	Administrador (admin)	2015-02-12 02:00:36	Integer aliquam adip...	mauris sit amet lore...	ut odio vel est tempor bibendum	Asignada	Alta	-	0	0
5	00096	Administrador (admin)	2015-02-12 02:00:36	telus Aenean egest...	Lorem ipsum dolor si...	dis parturient montes nascetur ridiculus	Resuelta	Normal	-	0	0
6	00095	Administrador (admin)	2015-02-12 02:00:36	Integer aliquam adip...	neque Nullam ut nis...	ut pharetra sed hendrerit a arcu	Cerrada	Baja	-	0	0
7	00094	Administrador (admin)	2015-02-12 02:00:36	at libero Morbi ac...	facilisis eget ipsu...	elit Curabitur sed tortor Integer aliquam	Asignada	Baja	-	0	0
8	00093	Administrador (admin)	2015-02-12 02:00:36	consectetuer adipisc...	Etiam imperdiet dict...	malesuada fames ac turpis egestas Aliquam tringilla cursus purus Nullam	Revisada	Alta	-	0	0
9	00092	Administrador (admin)	2015-02-12 02:00:36	adipiscing elit Cur...	non sollicitudin a...	Nulla eu neque pellentesque massa lobortis	Cerrada	Normal	-	0	0
10	00091	Administrador (admin)	2015-02-12 02:00:36	amet faucibus ut n...	penatibus et magnis...	sit amet faucibus ut nulla	Asignada	Alta	-	0	0
11	00090	Administrador (admin)	2015-02-12 02:00:36	telus Aenean egest...	Lorem ipsum dolor si...	neque Sed eget lacus Mauris non dui nec urna suscipit	Duplicada	Normal	-	0	0
12	00089	Administrador (admin)	2015-02-12 02:00:36	adipiscing elit Cur...	non sollicitudin a...	auctor ullamcorper nisl arcu lacus	Nueva	Baja	-	0	0
13	00088	Administrador (admin)	2015-02-12 02:00:36	consectetuer adipisc...	Etiam imperdiet dict...	mollis Phasellus libero mauris aliquam	Empezada	Baja	-	0	0
14	00087	Administrador (admin)	2015-02-12 02:00:36	posuere cubilia Cura...	ut cursus luctus lo...	Duis cursus diam at pretium aliquet metus urna	Duplicada	Baja	-	0	0
15	00086	Administrador (admin)	2015-02-12 02:00:36	consectetuer adipisc...	Etiam imperdiet dict...	imperdiet ornare In faucibus Morbi	Reabierta	Normal	-	0	0
16	00085	Administrador (admin)	2015-02-12 02:00:36	posuere cubilia Cura...	ut cursus luctus lo...	velit eget laoreet posuere enim nisi elementum purus	Asignada	Normal	-	0	0
17	00084	Administrador (admin)	2015-02-12 02:00:36	telus Aenean egest...	Lorem ipsum dolor si...	Donec est mauris rhoncus id mollis nec cursus a enim	Reabierta	Alta	-	0	0
18	00083	Administrador (admin)	2015-02-12 02:00:36	amet faucibus ut n...	penatibus et magnis...	a facilisis non bibendum sed est Nunc laoreet lectus quis	Empezada	Baja	-	0	0
19	00082	Administrador (admin)	2015-02-12 02:00:36	Integer aliquam adip...	neque Nullam ut nis...	semper Nam tempor diam dictum sapien Aenean	Duplicada	Baja	-	0	0
20	00081	Administrador (admin)	2015-02-12 02:00:36	telus Aenean egest...	Lorem ipsum dolor si...	Sed dictum Proin eget odio	Nueva	Normal	-	0	0
21	00080	Administrador (admin)	2015-02-12 02:00:36	Integer aliquam adip...	mauris sit amet lore...	ridiculus mus Aenean eget magna Suspendisse	Duplicada	Normal	-	0	0
22	00079	Administrador (admin)	2015-02-12 02:00:36	adipiscing elit Cur...	non sollicitudin a...	nunc sed libero Proin sed	Asignada	Baja	-	0	0
23	00078	Administrador (admin)	2015-02-12 02:00:36	at libero Morbi ac...	facilisis eget ipsu...	lorem eget mollis lectus pede et	Rechazada	Baja	-	0	0
24	00077	Administrador (admin)	2015-02-12 02:00:36	liqua Donec luctus...	Donec non justo Pro...	nulla In tincidunt congue turpis In condimentum Donec at arcu	Nueva	Normal	-	0	0
25	00076	Administrador (admin)	2015-02-12 02:00:36	adipiscing elit Cur...	non sollicitudin a...	vitae velit egestas lacinia Sed congue	Empezada	Alta	-	0	0

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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

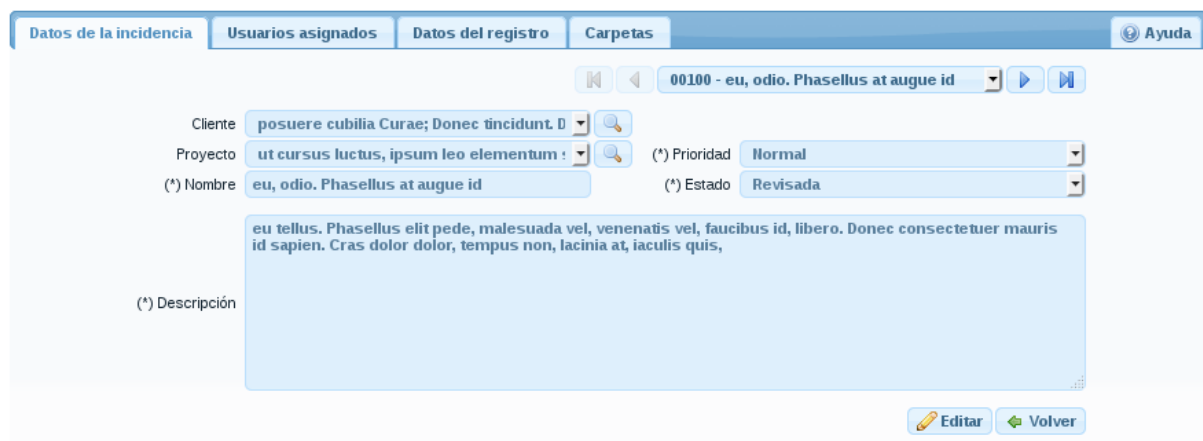
For more information about the filter options listed in the [ayuda general](#).

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 shows the 'Datos de la incidencia' tab of the incident form. The form has a header with tabs: 'Datos de la incidencia', 'Usuarios asignados', 'Datos del registro', and 'Carpetas'. There is an 'Ayuda' button in the top right corner. The form contains the following fields:

- Cliente:** A dropdown menu with the value 'posuere cubilia Curae; Donec tincidunt. D'.
- Proyecto:** A dropdown menu with the value 'ut cursus luctus, ipsum leo elementum :'.
- (*) Nombre:** A text input field with the value 'eu, odio. Phasellus at augue id'.
- (*) Prioridad:** A dropdown menu with the value 'Normal'.
- (*) Estado:** A dropdown menu with the value 'Revisada'.
- (*) Descripción:** A large text area containing the text 'eu tellus. Phasellus elit pede, malesuada vel, venenatis vel, faucibus id, libero. Donec consectetur mauris id sapien. Cras dolor dolor, tempus non, lacinia at, iaculis quis,'.

At the bottom right, there are two buttons: 'Editar' (with a pencil icon) and 'Volver' (with a left arrow icon).

- **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](#).