View Detail

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## # > 1 Week (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

caseorigincode (100px)

customerid (150px)

ownerid (150px)

statecode (150px)

createdon (150px)

**Filter Criteria:**

Grouping: AND

createdon olderthan-x-days 7

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="ticketnumber" />

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="createdon" />

<attribute name="customerid" />

<attribute name="ownerid" />

<attribute name="statecode" />

<attribute name="caseorigincode" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="createdon" operator="olderthan-x-days" value="7" />

</filter>

<attribute name="incidentid" />

</entity>

</fetch>

## # High Priority (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

caseorigincode (100px)

customerid (150px)

ownerid (150px)

statecode (150px)

createdon (150px)

**Filter Criteria:**

Grouping: AND

prioritycode eq 1

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="ticketnumber" />

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="createdon" />

<attribute name="customerid" />

<attribute name="ownerid" />

<attribute name="statecode" />

<attribute name="caseorigincode" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="prioritycode" operator="eq" value="1" />

</filter>

<attribute name="incidentid" />

</entity>

</fetch>

## # In Progress (System)

**View State: Active**

**Display Columns:**

title (150px)

**Filter Criteria:**

Grouping: AND

edu\_slapsiresult eq 100000000

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="edu\_slapsiresult" operator="eq" value="100000000" />

</filter>

<attribute name="incidentid" />

</entity>

</fetch>

## # SLA Exception (System)

**View State: Active**

**Display Columns:**

title (150px)

**Filter Criteria:**

Grouping: AND

edu\_slapsiresult eq 100000003

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="edu\_slapsiresult" operator="eq" value="100000003" />

</filter>

<attribute name="incidentid" />

</entity>

</fetch>

## # SLA Failed (System)

**View State: Active**

**Display Columns:**

title (150px)

**Filter Criteria:**

Grouping: AND

edu\_slapsiresult eq 100000002

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="edu\_slapsiresult" operator="eq" value="100000002" />

</filter>

<attribute name="incidentid" />

</entity>

</fetch>

## # SLA Met (System)

**View State: Active**

**Display Columns:**

title (150px)

**Filter Criteria:**

Grouping: AND

edu\_slapsiresult eq 100000001

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="edu\_slapsiresult" operator="eq" value="100000001" />

</filter>

<attribute name="incidentid" />

</entity>

</fetch>

## # Total SLAs (System)

**View State: Active**

**Display Columns:**

title (150px)

**Filter Criteria:**

Grouping: AND

edu\_slapsiresult not-null

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="edu\_slapsiresult" operator="not-null" />

</filter>

<attribute name="incidentid" />

</entity>

</fetch>

## Active Cases (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

caseorigincode (100px)

customerid (150px)

ownerid (150px)

statuscode (150px)

createdon (150px)

**Filter Criteria:**

Grouping:

statecode eq 0

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="incidentid" />

<attribute name="ticketnumber" />

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="customerid" />

<attribute name="ownerid" />

<attribute name="statuscode" />

<attribute name="createdon" />

<attribute name="caseorigincode" />

<filter>

<condition attribute="statecode" operator="eq" value="0" />

</filter>

<order attribute="title" descending="false" />

</entity>

</fetch>

## Active Cases Opened in the Last 7 days (System)

**View State: Inactive**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

caseorigincode (100px)

customerid (150px)

ownerid (150px)

statuscode (150px)

createdon (150px)

**Filter Criteria:**

Grouping: AND

createdon last-seven-days

statecode eq 0

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="ticketnumber" />

<attribute name="customerid" />

<attribute name="statuscode" />

<attribute name="createdon" />

<attribute name="caseorigincode" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="createdon" operator="last-seven-days" />

<condition attribute="statecode" operator="eq" value="0" />

</filter>

<attribute name="ownerid" />

<attribute name="incidentid" />

</entity>

</fetch>

## Active Cases with Parent Child Status (System)

**View State: Inactive**

**Display Columns:**

title (200px)

customerid (150px)

prioritycode (150px)

parentcaseid (200px)

numberofchildincidents (100px)

ownerid (150px)

statuscode (150px)

createdon (150px)

caseorigincode (100px)

**Filter Criteria:**

Grouping: AND

statecode eq 0

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="incidentid" />

<attribute name="prioritycode" />

<attribute name="customerid" />

<attribute name="ownerid" />

<attribute name="statuscode" />

<attribute name="title" />

<attribute name="createdon" />

<attribute name="parentcaseid" />

<attribute name="numberofchildincidents" />

<attribute name="caseorigincode" />

<filter type="and">

<condition attribute="statecode" operator="eq" value="0" />

<filter type="or">

<condition attribute="numberofchildincidents" operator="not-null" />

<condition attribute="parentcaseid" operator="not-null" />

</filter>

</filter>

<order attribute="title" descending="false" />

</entity>

</fetch>

## Active Customer Cases (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

customerid (150px)

prioritycode (150px)

createdon (150px)

systemuser.businessunitid (100px)

caseorigincode (100px)

**Filter Criteria:**

Grouping:

statecode eq 0

**Linked Entities:**

systemuser

businessunitid

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="incidentid" />

<attribute name="prioritycode" />

<attribute name="customerid" />

<attribute name="ticketnumber" />

<attribute name="title" />

<attribute name="createdon" />

<attribute name="caseorigincode" />

<filter>

<condition attribute="statecode" operator="eq" value="0" />

</filter>

<link-entity alias="incidentowningusersystemusersystemuserid" name="systemuser" from="systemuserid" to="owninguser" link-type="outer" visible="false">

<attribute name="businessunitid" />

</link-entity>

</entity>

</fetch>

## All Cases (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

caseorigincode (100px)

customerid (150px)

ownerid (150px)

statecode (150px)

createdon (150px)

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="ticketnumber" />

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="createdon" />

<attribute name="customerid" />

<attribute name="ownerid" />

<attribute name="statecode" />

<order attribute="title" descending="false" />

<attribute name="incidentid" />

<attribute name="caseorigincode" />

</entity>

</fetch>

## All Cases for Customer (System)

**View State: Active**

**Display Columns:**

statecode (70px)

title (105px)

caseorigincode (100px)

**Sorted By:**

modifiedon, descending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="statecode" />

<attribute name="title" />

<attribute name="caseorigincode" />

<order attribute="modifiedon" descending="true" />

</entity>

</fetch>

## Associate Child Cases View (System)

**View State: Active**

**Display Columns:**

title (150px)

customerid (200px)

prioritycode (150px)

createdon (150px)

caseorigincode (100px)

**Filter Criteria:**

Grouping:

statecode eq 0

parentcaseid null

**Sorted By:**

customerid, ascending

createdon, descending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="title" />

<attribute name="ticketnumber" />

<attribute name="customerid" />

<attribute name="prioritycode" />

<attribute name="createdon" />

<attribute name="incidentid" />

<attribute name="caseorigincode" />

<filter>

<condition attribute="statecode" operator="eq" value="0" />

<condition attribute="parentcaseid" operator="null" />

</filter>

<order attribute="customerid" descending="false" />

<order attribute="createdon" descending="true" />

</entity>

</fetch>

## Associated Cases (System)

**View State: Active**

**Display Columns:**

statecode (100px)

title (300px)

ownerid (150px)

modifiedon (150px)

caseorigincode (100px)

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="title" />

<attribute name="statecode" />

<attribute name="ownerid" />

<attribute name="modifiedon" />

<attribute name="parentcaseid" />

<attribute name="incidentid" />

<attribute name="caseorigincode" />

</entity>

</fetch>

## Associated Cases For Interaction Centric Form (System)

**View State: Active**

**Display Columns:**

statecode (100px)

title (150px)

ownerid (100px)

modifiedon (150px)

caseorigincode (100px)

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="title" />

<attribute name="statecode" />

<attribute name="ownerid" />

<attribute name="modifiedon" />

<attribute name="parentcaseid" />

<attribute name="incidentid" />

<attribute name="caseorigincode" />

</entity>

</fetch>

## Case Advanced Find View (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

createdon (150px)

caseorigincode (100px)

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="title" />

<attribute name="ticketnumber" />

<attribute name="createdon" />

<attribute name="incidentid" />

<attribute name="caseorigincode" />

<order attribute="title" descending="false" />

</entity>

</fetch>

## Case Associated View (System)

**View State: Active**

**Display Columns:**

title (300px)

statecode (100px)

ticketnumber (150px)

createdon (150px)

caseorigincode (100px)

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch distinct="false" mapping="logical">

<entity name="incident">

<attribute name="title" />

<attribute name="statecode" />

<attribute name="ticketnumber" />

<attribute name="createdon" />

<attribute name="incidentid" />

<attribute name="caseorigincode" />

<order attribute="title" descending="false" />

</entity>

</fetch>

## Case Lookup View (System)

**View State: Active**

**Display Columns:**

title (100px)

customerid (150px)

**Filter Criteria:**

Grouping: AND

statecode ne 2

parentcaseid null

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" mapping="logical">

<entity name="incident">

<attribute name="title" />

<attribute name="customerid" />

<attribute name="incidentid" />

<filter type="and">

<condition attribute="statecode" operator="ne" value="2" />

<condition attribute="parentcaseid" operator="null" />

</filter>

<order attribute="title" descending="false" />

</entity>

</fetch>

## Case Multiline Lookup View (System)

**View State: Active**

**Display Columns:**

ticketnumber (48px)

customerid (52px)

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="ticketnumber" />

<attribute name="customerid" />

</entity>

</fetch>

## Cases Being Followed (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

createdon (150px)

statecode (100px)

**Sorted By:**

title, ascending

**Linked Entities:**

postfollow

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="prioritycode" />

<attribute name="ticketnumber" />

<attribute name="title" />

<attribute name="createdon" />

<attribute name="statecode" />

<order attribute="title" descending="false" />

<link-entity name="postfollow" from="regardingobjectid" to="incidentid" alias="aa">

</link-entity>

<attribute name="incidentid" />

</entity>

</fetch>

## Cases I Follow (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

createdon (150px)

statecode (100px)

**Sorted By:**

title, ascending

**Linked Entities:**

postfollow

**Filter Criteria:**

Grouping: AND

ownerid eq-userid

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="prioritycode" />

<attribute name="ticketnumber" />

<attribute name="title" />

<attribute name="createdon" />

<attribute name="statecode" />

<order attribute="title" descending="false" />

<link-entity name="postfollow" from="regardingobjectid" to="incidentid" alias="aa">

<filter type="and">

<condition attribute="ownerid" operator="eq-userid" />

</filter>

</link-entity>

<attribute name="incidentid" />

</entity>

</fetch>

## Cases Opened in the Last 7 days (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

caseorigincode (100px)

customerid (150px)

ownerid (150px)

statecode (100px)

createdon (150px)

**Filter Criteria:**

Grouping: AND

createdon last-seven-days

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="ticketnumber" />

<attribute name="customerid" />

<attribute name="ownerid" />

<attribute name="statecode" />

<attribute name="createdon" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="createdon" operator="last-seven-days" />

</filter>

<attribute name="caseorigincode" />

<attribute name="incidentid" />

</entity>

</fetch>

## Cases Resolved By Me in the last 7 days (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

caseorigincode (100px)

customerid (150px)

createdon (150px)

**Filter Criteria:**

Grouping: AND

statecode eq 1

**Sorted By:**

title, ascending

**Linked Entities:**

incidentresolution

**Filter Criteria:**

Grouping: AND

statecode eq 1

createdon last-seven-days

ownerid eq-userid

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="true">

<entity name="incident">

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="ticketnumber" />

<attribute name="customerid" />

<attribute name="createdon" />

<attribute name="caseorigincode" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="statecode" operator="eq" value="1" />

</filter>

<link-entity name="incidentresolution" from="incidentid" to="incidentid" alias="aa">

<filter type="and">

<condition attribute="statecode" operator="eq" value="1" />

<condition attribute="createdon" operator="last-seven-days" />

<condition attribute="ownerid" operator="eq-userid" />

</filter>

</link-entity>

<attribute name="incidentid" />

</entity>

</fetch>

## Cases Resolved in the last 7 days (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

caseorigincode (100px)

customerid (150px)

ownerid (150px)

createdon (150px)

**Filter Criteria:**

Grouping: AND

statecode eq 1

**Sorted By:**

title, ascending

**Linked Entities:**

incidentresolution

**Filter Criteria:**

Grouping: AND

statecode eq 1

createdon last-seven-days

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="true">

<entity name="incident">

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="ticketnumber" />

<attribute name="customerid" />

<attribute name="createdon" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="statecode" operator="eq" value="1" />

</filter>

<link-entity name="incidentresolution" from="incidentid" to="incidentid" alias="aa">

<filter type="and">

<condition attribute="statecode" operator="eq" value="1" />

<condition attribute="createdon" operator="last-seven-days" />

</filter>

</link-entity>

<attribute name="ownerid" />

<attribute name="incidentid" />

<attribute name="caseorigincode" />

</entity>

</fetch>

## Child Cases Grid Lookup View (System)

**View State: Active**

**Display Columns:**

title (100px)

customerid (150px)

**Filter Criteria:**

Grouping: AND

statecode ne 2

parentcaseid null

numberofchildincidents null

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" mapping="logical">

<entity name="incident">

<attribute name="title" />

<attribute name="customerid" />

<attribute name="incidentid" />

<filter type="and">

<condition attribute="statecode" operator="ne" value="2" />

<condition attribute="parentcaseid" operator="null" />

<condition attribute="numberofchildincidents" operator="null" />

</filter>

<order attribute="title" descending="false" />

</entity>

</fetch>

## Deanna's Search (Personal)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

createdon (150px)

caseorigincode (100px)

edu\_category (100px)

**Filter Criteria:**

Grouping: AND

caseorigincode eq 2

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<attribute name="ticketnumber" />

<attribute name="createdon" />

<attribute name="incidentid" />

<attribute name="caseorigincode" />

<attribute name="edu\_category" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="caseorigincode" operator="eq" value="2" />

</filter>

</entity>

</fetch>

## Incidents (System)

**View State: Inactive**

**Display Columns:**

edu\_incidentpriority (100px)

createdon (100px)

edu\_category (125px)

edu\_subcategory (125px)

caseorigincode (100px)

title (150px)

primarycontactid (150px)

statuscode (100px)

**Filter Criteria:**

Grouping: AND

edu\_casetype eq 100000000

**Sorted By:**

edu\_incidentpriority, ascending

createdon, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<attribute name="primarycontactid" />

<attribute name="statuscode" />

<attribute name="caseorigincode" />

<attribute name="createdon" />

<attribute name="edu\_subcategory" />

<attribute name="edu\_category" />

<attribute name="edu\_incidentpriority" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="createdon" descending="false" />

<filter type="and">

<condition attribute="edu\_casetype" operator="eq" value="100000000" />

</filter>

<attribute name="incidentid" />

</entity>

</fetch>

## Merge Incident View (System)

**View State: Active**

**Display Columns:**

title (150px)

customerid (200px)

prioritycode (150px)

createdon (150px)

caseorigincode (100px)

**Sorted By:**

customerid, ascending

createdon, descending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="incidentid" />

<attribute name="title" />

<attribute name="ticketnumber" />

<attribute name="customerid" />

<attribute name="prioritycode" />

<attribute name="createdon" />

<attribute name="caseorigincode" />

<order attribute="customerid" descending="false" />

<order attribute="createdon" descending="true" />

</entity>

</fetch>

## My Active Cases (System)

**View State: Active**

**Display Columns:**

title (300px)

ticketnumber (150px)

prioritycode (150px)

caseorigincode (100px)

customerid (150px)

statuscode (150px)

createdon (150px)

**Filter Criteria:**

Grouping:

ownerid eq-userid

statecode eq 0

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="incidentid" />

<attribute name="ticketnumber" />

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="customerid" />

<attribute name="statuscode" />

<attribute name="createdon" />

<attribute name="caseorigincode" />

<order attribute="title" descending="false" />

<filter>

<condition attribute="ownerid" operator="eq-userid" />

<condition attribute="statecode" operator="eq" value="0" />

</filter>

</entity>

</fetch>

## My Active Cases Opened in the Last 7 days (System)

**View State: Active**

**Display Columns:**

prioritycode (75px)

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

caseorigincode (100px)

subjectid (150px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Filter Criteria:**

Grouping: AND

createdon last-seven-days

statecode eq 0

**Sorted By:**

edu\_incidentpriority, ascending

edu\_casecreateddate, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="statuscode" />

<attribute name="caseorigincode" />

<filter type="and">

<condition attribute="createdon" operator="last-seven-days" />

<condition attribute="statecode" operator="eq" value="0" />

</filter>

<attribute name="incidentid" />

<attribute name="primarycontactid" />

<attribute name="subjectid" />

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="edu\_incidentpriority" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

</entity>

</fetch>

## My Active Cases with Parent Child Status (System)

**View State: Active**

**Display Columns:**

prioritycode (75px)

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

caseorigincode (100px)

subjectid (150px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Filter Criteria:**

Grouping: AND

ownerid eq-userid

statecode eq 0

**Sorted By:**

edu\_incidentpriority, ascending

edu\_casecreateddate, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="incidentid" />

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="statuscode" />

<attribute name="caseorigincode" />

<filter type="and">

<condition attribute="ownerid" operator="eq-userid" />

<condition attribute="statecode" operator="eq" value="0" />

<filter type="or">

<condition attribute="numberofchildincidents" operator="not-null" />

<condition attribute="parentcaseid" operator="not-null" />

</filter>

</filter>

<attribute name="primarycontactid" />

<attribute name="subjectid" />

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="edu\_incidentpriority" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

</entity>

</fetch>

## My Connections (System)

**View State: Inactive**

**Display Columns:**

prioritycode (75px)

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

caseorigincode (100px)

subjectid (150px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Filter Criteria:**

Grouping:

statecode eq 0

**Sorted By:**

edu\_incidentpriority, ascending

edu\_casecreateddate, ascending

**Linked Entities:**

connection

**Filter Criteria:**

Grouping: AND

record1id eq-userid

statecode eq 0

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="true">

<entity name="incident">

<attribute name="incidentid" />

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="caseorigincode" />

<attribute name="statuscode" />

<filter>

<condition attribute="statecode" operator="eq" value="0" />

</filter>

<link-entity name="connection" from="record2id" to="incidentid" alias="MyConnections">

<filter type="and">

<condition attribute="record1id" operator="eq-userid" />

<condition attribute="statecode" operator="eq" value="0" />

</filter>

</link-entity>

<attribute name="primarycontactid" />

<attribute name="subjectid" />

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="edu\_incidentpriority" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

</entity>

</fetch>

## My Recent Cases (System)

**View State: Active**

**Display Columns:**

**Filter Criteria:**

Grouping: AND

ownerid eq-userid

modifiedon last-x-days 365

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="incidentid" />

<filter type="and">

<condition attribute="ownerid" operator="eq-userid" />

<condition attribute="modifiedon" operator="last-x-days" value="365" />

</filter>

</entity>

</fetch>

## My Resolved Cases (System)

**View State: Active**

**Display Columns:**

prioritycode (75px)

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

caseorigincode (100px)

subjectid (150px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Filter Criteria:**

Grouping:

ownerid eq-userid

statecode eq 1

**Sorted By:**

edu\_incidentpriority, ascending

edu\_casecreateddate, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="incidentid" />

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="caseorigincode" />

<filter>

<condition attribute="ownerid" operator="eq-userid" />

<condition attribute="statecode" operator="eq" value="1" />

</filter>

<attribute name="primarycontactid" />

<attribute name="subjectid" />

<attribute name="statuscode" />

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="edu\_incidentpriority" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

</entity>

</fetch>

## My Team Members' Resolved Cases (System)

**View State: Active**

**Display Columns:**

prioritycode (75px)

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

caseorigincode (100px)

subjectid (150px)

title (150px)

primarycontteamtid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Filter Criteria:**

Grouping: AND

statecode eq 1

**Sorted By:**

edu\_incidentpriority, ascending

edu\_casecreateddate, ascending

**Linked Entities:**

incidentresolution

**Filter Criteria:**

Grouping: AND

statecode eq 1

createdon today

**Linked Entities:**

systemuser

**Linked Entities:**

teammembership

**Linked Entities:**

team

**Filter Criteria:**

Grouping: AND

administratorid eq-userid

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="true">

<entity name="incident">

<attribute name="prioritycode" />

<attribute name="title" />

<filter type="and">

<condition attribute="statecode" operator="eq" value="1" />

</filter>

<link-entity name="incidentresolution" from="incidentid" to="incidentid" alias="aa">

<filter type="and">

<condition attribute="statecode" operator="eq" value="1" />

<condition attribute="createdon" operator="today" />

</filter>

<link-entity name="systemuser" from="systemuserid" to="owninguser" alias="ab">

<link-entity name="teammembership" from="systemuserid" to="systemuserid" visible="false" intersect="true">

<link-entity name="team" from="teamid" to="teamid" alias="ac">

<filter type="and">

<condition attribute="administratorid" operator="eq-userid" />

</filter>

</link-entity>

</link-entity>

</link-entity>

</link-entity>

<attribute name="incidentid" />

<attribute name="caseorigincode" />

<attribute name="primarycontactid" />

<attribute name="subjectid" />

<attribute name="statuscode" />

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="edu\_incidentpriority" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

</entity>

</fetch>

## NGN - Active Incidents (System)

**View State: Active**

**Display Columns:**

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

edu\_category (125px)

edu\_subcategory (125px)

caseorigincode (100px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (125px)

statuscode (100px)

**Filter Criteria:**

Grouping: AND

statecode eq 0

edu\_casetype eq 100000000

**Sorted By:**

edu\_incidentpriority, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<attribute name="primarycontactid" />

<attribute name="statuscode" />

<attribute name="caseorigincode" />

<attribute name="edu\_subcategory" />

<attribute name="edu\_category" />

<order attribute="edu\_incidentpriority" descending="false" />

<filter type="and">

<condition attribute="statecode" operator="eq" value="0" />

<condition attribute="edu\_casetype" operator="eq" value="100000000" />

</filter>

<attribute name="edu\_incidentpriority" />

<attribute name="edu\_currentprocessstage" />

<attribute name="edu\_casecreateddate" />

<attribute name="incidentid" />

</entity>

</fetch>

## NGN - Active Service Requests (System)

**View State: Active**

**Display Columns:**

prioritycode (75px)

edu\_casecreateddate (125px)

edu\_category (125px)

edu\_subcategory (125px)

caseorigincode (100px)

title (150px)

primarycontactid (150px)

statuscode (100px)

edu\_currentprocessstage (150px)

**Filter Criteria:**

Grouping: AND

statecode eq 0

edu\_casetype eq 100000001

**Sorted By:**

prioritycode, ascending

edu\_casecreateddate, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<attribute name="primarycontactid" />

<attribute name="caseorigincode" />

<attribute name="edu\_subcategory" />

<attribute name="edu\_category" />

<order attribute="prioritycode" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

<filter type="and">

<condition attribute="statecode" operator="eq" value="0" />

<condition attribute="edu\_casetype" operator="eq" value="100000001" />

</filter>

<attribute name="prioritycode" />

<attribute name="edu\_casecreateddate" />

<attribute name="statuscode" />

<attribute name="edu\_currentprocessstage" />

<attribute name="incidentid" />

</entity>

</fetch>

## NGN - All Cases (System)

**View State: Active**

**Display Columns:**

caseorigincode (100px)

edu\_casecreateddate (125px)

subjectid (150px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Sorted By:**

caseorigincode, ascending

edu\_casecreateddate, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="title" />

<order attribute="caseorigincode" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

<attribute name="primarycontactid" />

<attribute name="subjectid" />

<attribute name="statuscode" />

<attribute name="caseorigincode" />

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="incidentid" />

</entity>

</fetch>

## NGN - Fujitsu Incidents (System)

**View State: Active**

**Display Columns:**

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

edu\_category (125px)

edu\_subcategory (125px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Filter Criteria:**

Grouping: AND

edu\_casetype eq 100000002

caseorigincode eq 100000001

**Sorted By:**

edu\_incidentpriority, ascending

edu\_casecreateddate, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<attribute name="primarycontactid" />

<attribute name="statuscode" />

<attribute name="edu\_subcategory" />

<attribute name="edu\_category" />

<attribute name="edu\_incidentpriority" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

<filter type="and">

<condition attribute="edu\_casetype" operator="eq" value="100000002" />

<condition attribute="caseorigincode" operator="eq" value="100000001" />

</filter>

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="incidentid" />

</entity>

</fetch>

## NGN - My Cases (System)

**View State: Active**

**Display Columns:**

prioritycode (75px)

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

caseorigincode (100px)

subjectid (150px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Filter Criteria:**

Grouping: AND

ownerid eq-userid

**Sorted By:**

edu\_incidentpriority, ascending

edu\_casecreateddate, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<attribute name="primarycontactid" />

<attribute name="subjectid" />

<attribute name="statuscode" />

<attribute name="caseorigincode" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

<filter type="and">

<condition attribute="ownerid" operator="eq-userid" />

</filter>

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="prioritycode" />

<attribute name="edu\_incidentpriority" />

<attribute name="incidentid" />

</entity>

</fetch>

## NGN - Resolved Cases (System)

**View State: Active**

**Display Columns:**

caseorigincode (100px)

prioritycode (100px)

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

edu\_casecompleteddate (125px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (100px)

statuscode (100px)

**Filter Criteria:**

Grouping: AND

statecode eq 1

**Sorted By:**

caseorigincode, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<attribute name="primarycontactid" />

<attribute name="statuscode" />

<attribute name="caseorigincode" />

<order attribute="caseorigincode" descending="false" />

<filter type="and">

<condition attribute="statecode" operator="eq" value="1" />

</filter>

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_incidentpriority" />

<attribute name="prioritycode" />

<attribute name="edu\_currentprocessstage" />

<attribute name="edu\_casecompleteddate" />

<attribute name="incidentid" />

</entity>

</fetch>

## Not Applicable (System)

**View State: Active**

**Display Columns:**

title (150px)

**Filter Criteria:**

Grouping: AND

edu\_slapsiresult eq 100000004

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="edu\_slapsiresult" operator="eq" value="100000004" />

</filter>

<attribute name="incidentid" />

</entity>

</fetch>

## Quick Find Cases (System)

**View State: Active**

**Display Columns:**

edu\_relatedsite (100px)

edu\_casetype (100px)

edu\_category (100px)

edu\_service (100px)

statecode (150px)

title (300px)

ticketnumber (150px)

prioritycode (150px)

createdon (150px)

caseorigincode (100px)

**Filter Criteria:**

Grouping: OR (Quick Find)

title like {0}

ticketnumber like {0}

subjectid like {0}

primarycontactid like {0}

edu\_vendor like {0}

edu\_subcategory like {0}

edu\_schooldistrict like {0}

edu\_relatedsite like {0}

edu\_heatid like {0}

edu\_category like {0}

edu\_casetype like {0}

customerid like {0}

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="prioritycode" />

<attribute name="ticketnumber" />

<attribute name="title" />

<attribute name="createdon" />

<attribute name="caseorigincode" />

<attribute name="statecode" />

<filter type="or" isquickfindfields="1">

<condition attribute="title" operator="like" value="{0}" />

<condition attribute="ticketnumber" operator="like" value="{0}" />

<condition attribute="subjectid" operator="like" value="{0}" />

<condition attribute="primarycontactid" operator="like" value="{0}" />

<condition attribute="edu\_vendor" operator="like" value="{0}" />

<condition attribute="edu\_subcategory" operator="like" value="{0}" />

<condition attribute="edu\_schooldistrict" operator="like" value="{0}" />

<condition attribute="edu\_relatedsite" operator="like" value="{0}" />

<condition attribute="edu\_heatid" operator="like" value="{0}" />

<condition attribute="edu\_category" operator="like" value="{0}" />

<condition attribute="edu\_casetype" operator="like" value="{0}" />

<condition attribute="customerid" operator="like" value="{0}" />

</filter>

<order attribute="title" descending="false" />

<attribute name="edu\_service" />

<attribute name="edu\_category" />

<attribute name="edu\_casetype" />

<attribute name="edu\_relatedsite" />

<attribute name="incidentid" />

</entity>

</fetch>

## Recent Cases (System)

**View State: Active**

**Display Columns:**

prioritycode (75px)

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

caseorigincode (100px)

subjectid (150px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Filter Criteria:**

Grouping: AND

createdon last-x-months 12

**Sorted By:**

edu\_incidentpriority, ascending

edu\_casecreateddate, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<filter type="and">

<condition attribute="createdon" operator="last-x-months" value="12" />

</filter>

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="incidentid" />

<attribute name="caseorigincode" />

<attribute name="statuscode" />

<attribute name="primarycontactid" />

<attribute name="subjectid" />

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="edu\_incidentpriority" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

</entity>

</fetch>

## Resolved Cases (System)

**View State: Active**

**Display Columns:**

prioritycode (75px)

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

caseorigincode (100px)

subjectid (150px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Filter Criteria:**

Grouping:

statecode eq 1

**Sorted By:**

edu\_incidentpriority, ascending

edu\_casecreateddate, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="incidentid" />

<attribute name="prioritycode" />

<attribute name="title" />

<attribute name="caseorigincode" />

<filter>

<condition attribute="statecode" operator="eq" value="1" />

</filter>

<attribute name="primarycontactid" />

<attribute name="subjectid" />

<attribute name="statuscode" />

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="edu\_incidentpriority" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

</entity>

</fetch>

## SD33 Cases (Personal)

**View State: Active**

**Display Columns:**

title (300px)

**Filter Criteria:**

Grouping: AND

edu\_schooldistrict in

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<filter type="and">

<condition attribute="edu\_schooldistrict" operator="in">

<value>c91d6619-ee39-e911-a988-000d3af4a818</value>

</condition>

</filter>

</entity>

</fetch>

## Service Requests (System)

**View State: Active**

**Display Columns:**

prioritycode (75px)

edu\_incidentpriority (100px)

edu\_casecreateddate (125px)

caseorigincode (100px)

subjectid (150px)

title (150px)

primarycontactid (150px)

edu\_currentprocessstage (150px)

statuscode (100px)

**Filter Criteria:**

Grouping: AND

edu\_casetype eq 100000001

**Sorted By:**

edu\_incidentpriority, ascending

edu\_casecreateddate, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<attribute name="primarycontactid" />

<attribute name="statuscode" />

<attribute name="caseorigincode" />

<attribute name="prioritycode" />

<filter type="and">

<condition attribute="edu\_casetype" operator="eq" value="100000001" />

</filter>

<attribute name="incidentid" />

<attribute name="subjectid" />

<attribute name="edu\_casecreateddate" />

<attribute name="edu\_currentprocessstage" />

<attribute name="edu\_incidentpriority" />

<order attribute="edu\_incidentpriority" descending="false" />

<order attribute="edu\_casecreateddate" descending="false" />

</entity>

</fetch>

## Similar Resolved Cases (System)

**View State: Active**

**Display Columns:**

caseorigincode (100px)

**Filter Criteria:**

Grouping:

statecode eq 1

**Sorted By:**

modifiedon, descending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="title" />

<filter>

<condition attribute="statecode" operator="eq" value="1" />

</filter>

<order attribute="modifiedon" descending="true" />

<attribute name="incidentid" />

<attribute name="caseorigincode" />

</entity>

</fetch>

## Similar Resolved Cases for Interaction Centric (System)

**View State: Active**

**Display Columns:**

title (150px)

modifiedon (100px)

**Filter Criteria:**

Grouping:

statecode eq 1

**Sorted By:**

modifiedon, descending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical">

<entity name="incident">

<attribute name="title" />

<attribute name="modifiedon" />

<filter>

<condition attribute="statecode" operator="eq" value="1" />

</filter>

<order attribute="modifiedon" descending="true" />

<attribute name="incidentid" />

</entity>

</fetch>

## SLA View for Cases (System)

**View State: Active**

**Display Columns:**

title (150px)

edu\_psitelusresult (125px)

edu\_datepsisenttotelus (125px)

edu\_psiduedate (150px)

edu\_psiresultsreturneddate (150px)

edu\_psireturneddays (100px)

**Filter Criteria:**

Grouping: AND

edu\_vendor eq {FA986548-3041-E911-A979-000D3AF47939}

edu\_datepsisenttotelus not-null

**Sorted By:**

title, ascending

**FetchXml Query:**

<fetch version="1.0" output-format="xml-platform" mapping="logical" distinct="false">

<entity name="incident">

<attribute name="title" />

<attribute name="edu\_datepsisenttotelus" />

<attribute name="edu\_psitelusresult" />

<attribute name="edu\_psireturneddays" />

<attribute name="edu\_psiduedate" />

<order attribute="title" descending="false" />

<filter type="and">

<condition attribute="edu\_vendor" operator="eq" uiname="TELUS" uitype="account" value="{FA986548-3041-E911-A979-000D3AF47939}" />

<condition attribute="edu\_datepsisenttotelus" operator="not-null" />

</filter>

<attribute name="edu\_psiresultsreturneddate" />

<attribute name="incidentid" />

</entity>

</fetch>