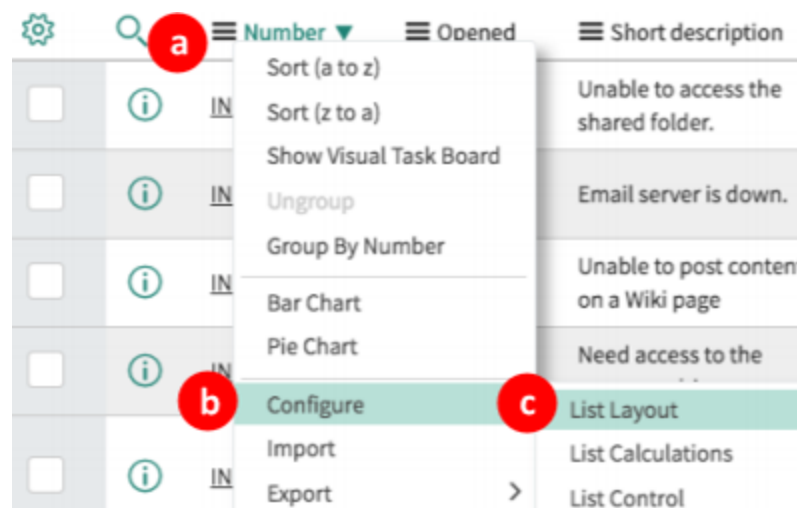


Lists and Filters

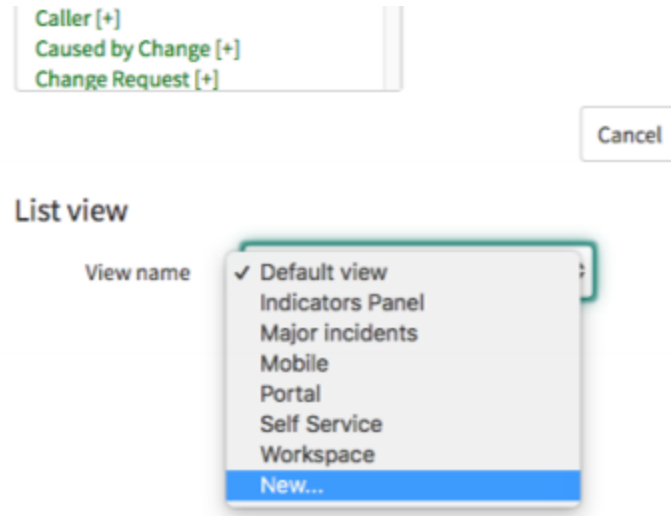
Scenario: To handle Infinity support for Cloud Dimensions, your boss, Winnie R. who manages the Service Desk, asked you to create a new infinity view on the incident table. This view will be configured to include the necessary fields for both internal and external users alike. Also, your boss also asked Kevin Edd to create and share a list filter that will filter active incidents and display only those submitted by Infinity employee testers.

A. Create the Infinity List View *(*Note: The System Administrator user has the proper permissions for creating a new list view on incident)*

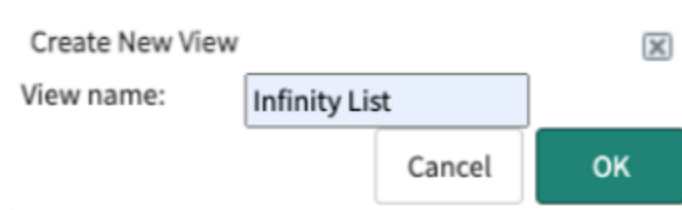
1. As the **System Administrator**, first go to **Incidents > Open** *(*consider adding this as a favorite)*
2. From the **List Layout**, select a **Column Context Menu** (any column context will work) - select **Configure** from the dropdown menu - select **List Layout** from the second-level dropdown list



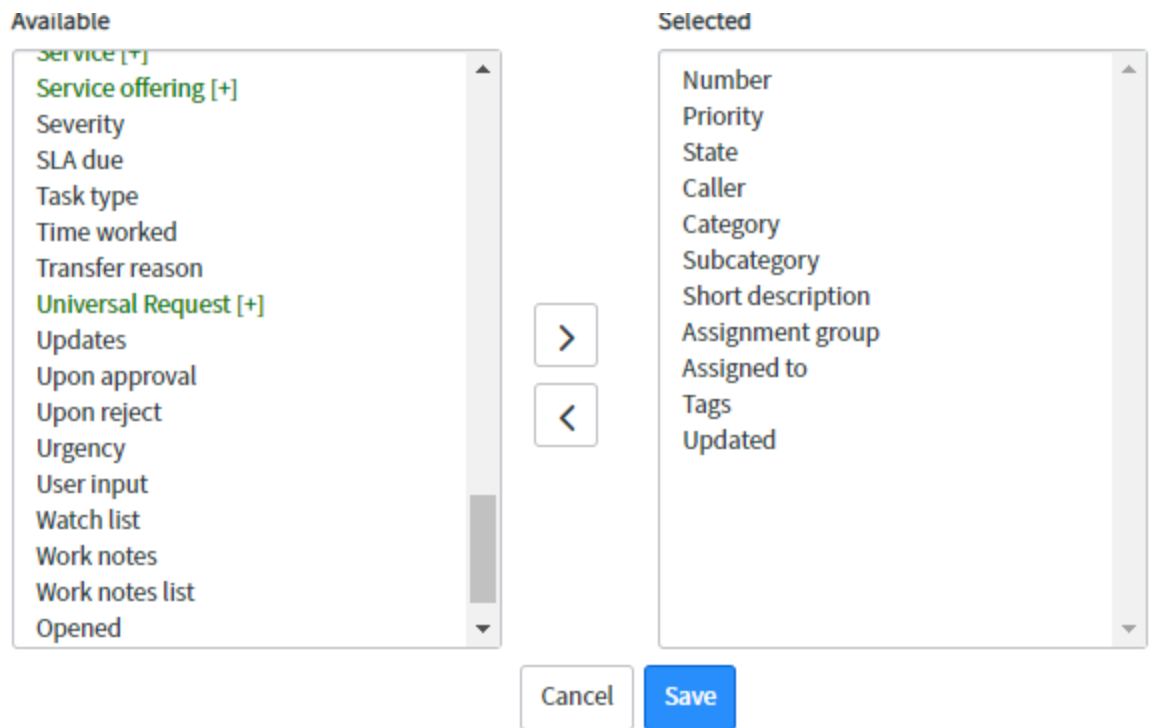
3. Beneath the Available and Selected buckets, click the **View name** drop-down menu and choose **New...** at the bottom of the list. This will create a new list view. Choosing an existing list view will enable you to modify it.



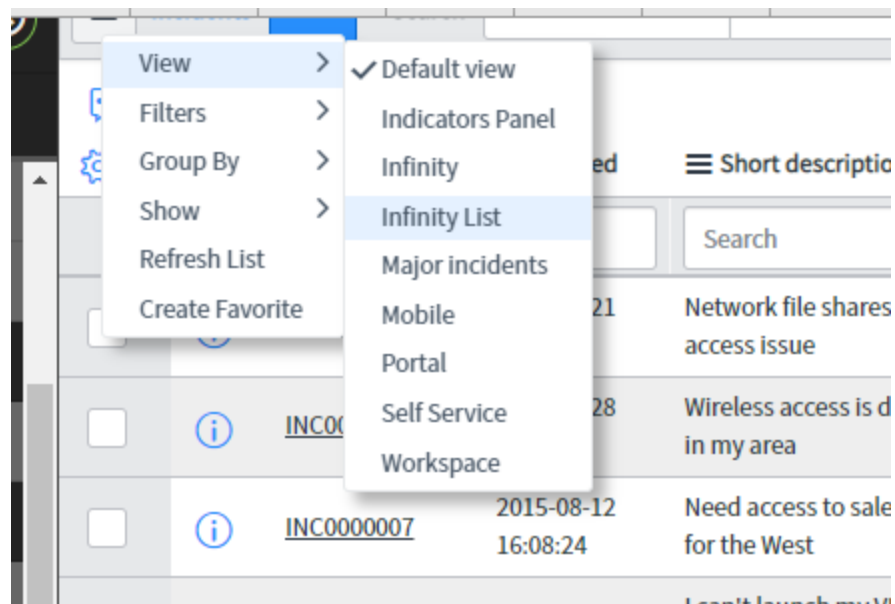
4. Enter the View name: **Infinity List** and select **OK**. Now you will see **Infinity List** as the selected **List view in View name**.



5. Now, use the **Add** and **Remove** buttons to create the Infinity list view when working with the **Available** and **Selected** buckets.
6. Add the following fields to create the Infinity List View:
Number, Priority, State, Caller, Category, Subcategory, Short Description, Assignment Group, Assigned To, Tags, Updated to the list. *(You may have to move fields that are not used to the available side and move fields up and down based on the placement in the screenshot)*
Click **Save**.

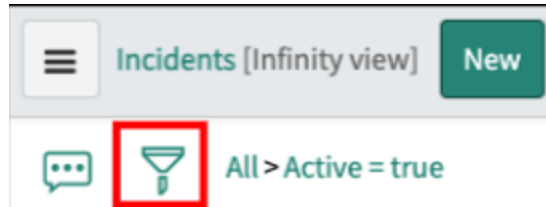


7. As the **System Administrator**, confirm the **Infinity view** is available and shown.
8. Open the **List Context Menu**, select **View**, and then select **Infinity List**.



B. Apply and Save a Filter -- Apply a filter that displays Infinity incidents related to employee testing and share with the team for future use.

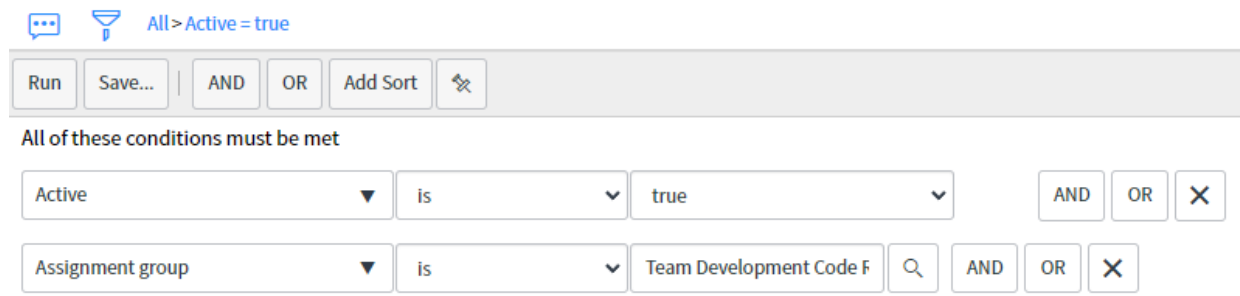
1. Select the **funnel** icon (**Show/hide filter**) to open the filter condition builder



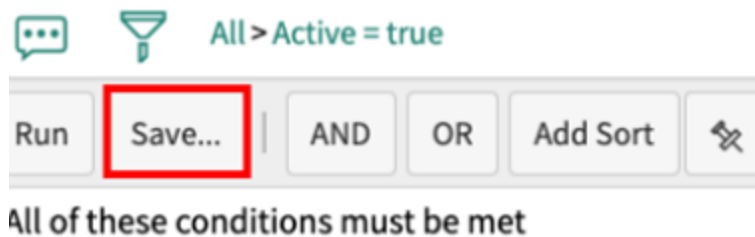
2. Add the following conditions:

Active | is | true

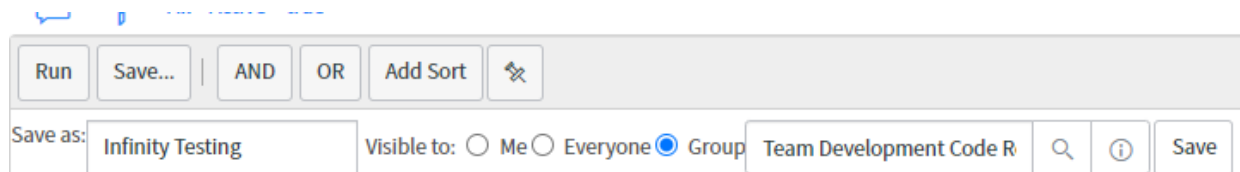
Assignment group | is | Team Development Code Reviewers



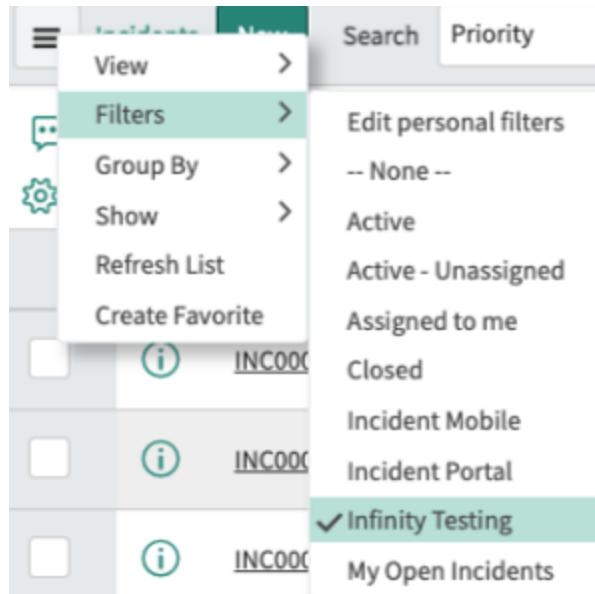
3. Click **Save** to apply the filter.



4. Enter **Infinity Testing** into the **Save as** field.
5. Now, select **Group** for **Visible to**.
6. Share this filter with its members by entering **Team Development Code Reviewers** in the group reference field, and then click **Save**.

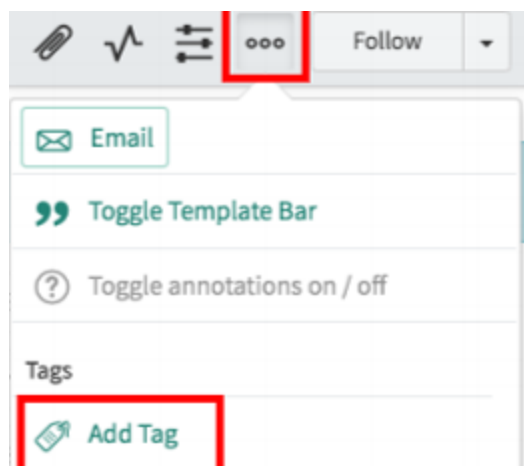


7. Go to **Incidents**.
8. Open the **List Context Menu** and **select Filters**, then **Infinity Testing** in the second-level menu.



C. Locate a Missing Incident -- Winnie R. the Service Desk manager, emailed Megan Burke to report an incident, which was submitted by another team member without the current **EIT** tagging convention.

1. As **System Administrator**, locate and open incident record, **INC0000001** (**This could be done through a global search or methods of your choice*)
2. With the **INC0000001** record displayed, open **More options** (three dots) from the form header, and click **Add Tag**.
3. Type **EIT** into the **Add tag...** field.



4. Add the tag into the incident record by pressing **Enter** on your keyboard & **Update** the record.

Tags

1



Add Tag



EIT

