

My_Inbox_BUI_Adoption

AcId: 100752

Tables

Table	Alias	Join condition	Type
Incidents	incidents		
Contacts	contacts	incidents.c_id = contacts.c_id	Inner

Filters

Logical Expression: assgn_acct_id AND search_thread AND status_id

Type	Name	Prompt	Expression	Operator	Value	Data Type
Fixed	assgn_acct_id	assgn_acct_id	incidents.assgn_acct_id	in list	Logged In	Menu
Run-time selectable	search_thread	Summary/Thread	incidents.search_thread	Complex Expression		Text
Run-time selectable	status_id	Status	incidents.status_id	in list	Unresolved, Call Back, RMA Created, RMA Fulfilled, Updated	Menu

Level: Incidents

Description
The My Inbox report lists the subject, status, and due date for each incident that is assigned to the logged-in staff member. This report provides a quick look at all incidents assigned to the staff member.

Columns

Heading	Expression	Data Type	Description	Sort Order	Sort Direction
Incident ID	incidents.i_id	Integer			None
Reference #	incidents.ref_no	Text		2	Ascending
Channel	to_char(if(substr(incidents.subject,1, 7)='Twitter',1,if(substr(incidents.subject,1, 8)='Facebook',2,if(substr(incidents.subject,1, 7)='YouTube',3,if(incidents.source_lvl2=3001,4,if(incidents.source_lvl2=1001,5,if(incidents.chan_id=3,5,if(incidents.source_lvl2=5001,6,if(incidents.source_lvl2 = 1017,7,if(incidents.source_lvl2 = 5002,7,if(incidents.source_lvl2 = 9002,8,if(substr(incidents.subject,17, 8)='Fan Page',2,if(substr(incidents.subject,1, 8)='Rightnow',9,if(incidents.source_lvl2 = 6006,11,if(substr(incidents.subject,1, 8)='Feedback',12,if(incidents.chan_id=11,1,if(incidents.chan_id=1001,2,if(incidents.source_lvl1 = 32007,13,if(incidents.source_lvl1 = 32017,14))))))))))))))))))	Text			None
Subject	incidents.subject	Text	The subject of the incident.		None
Contact	contacts.full_name	Text			None
VIP	contacts.c\$vip	Menu			None
Status	incidents.status_id	Menu	The status assigned to the incident (for example, Solved, Unresolved, Updated, or Waiting).		None
Queue	incidents.queue_id	Menu			None
Date Due	incidents.rel_due	Date Time	The date and time that the incident must be responded to in order to meet the service level agreement's response requirements.	1	Ascending
(Hidden) Weight	incidents.match_wt	Integer	The incident match weight		None

Record Limit

Value	Per Page
1000	Yes

Exceptions

Name	Expression	Operator	Value	Display Reference
Overdue	if(date_diff(incidents.rel_due,sysdate()) < 0,1,0)	equals	1	Date Due
Within 1 hour of SLA	if((date_diff(incidents.rel_due,sysdate())) > 0 & (date_diff(incidents.rel_due,sysdate()) < 3600)),1,0)	equals	1	Date Due
Within 2 hours of SLA	if((date_diff(incidents.rel_due,sysdate())) > 3600 & (date_diff(incidents.rel_due,sysdate()) < 7200)),1,0)	equals	1	Date Due