

# Trouble

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

Listado de incidencias - Suite de Gestión Empresarial - SaltOS v3.5 r8483										
<div>MenúInicioCorreo electrónicoAgenda y eventosReceptor de feeds RSSFavoritosDocumentosMi perfilSoporte técnicoAcerca de SaltOSCerrar sesión</div>										
<div>GeneralListado de incidenciasOpciones de filtroNueva incidencia</div>										
<div>Buscar</div>										
Cód.	Usuario	Fecha y hora	Cliente	Proyecto	Incidencia	Estado	Prioridad	Asignado a	NC	NF
00100	Administrador (admin)	2017-07-18 08:57:48	posuere cubilla Cura.	ut cursus luctus, eu odio, Phasellus at augue id	Revisada	Normal	-	0	0	
00099	Administrador (admin)	2017-07-18 08:57:48	posuere cubilla Cura.	ut cursus luctus, mauris ut mi, Duis risus	Nueva	Normal	-	0	0	
00098	Administrador (admin)	2017-07-18 08:57:48	(Sin cliente asociad...	(Sin proyecto asocia...	Resuelta	Baja	-	0	0	
00097	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam	mauris sit amet	Asignada	Alta	-	0	0	
00096	Administrador (admin)	2017-07-18 08:57:48	tellus, Aenean eget	Lorem ipsum dolor si...	Resuelta	Normal	-	0	0	
00095	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam	neque, Nullam ut ris...	Cerrada	Baja	-	0	0	
00094	Administrador (admin)	2017-07-18 08:57:48	at libero, Morbi ac	facilisis eget, ipsu...	Asignada	Baja	-	0	0	
00093	Administrador (admin)	2017-07-18 08:57:48	consectetuer adipiscing elit	Etiam imperdiet dict...	Revisada	Alta	-	0	0	
00092	Administrador (admin)	2017-07-18 08:57:48	consectetuer adipiscing elit, Cur.	non, sollicitudin a...	Cerrada	Normal	-	0	0	
00091	Administrador (admin)	2017-07-18 08:57:48	amet, faucibus ut, Cur.	penatibus et magnis sit amet, faucibus ut, nulla	Asignada	Alta	-	0	0	
00090	Administrador (admin)	2017-07-18 08:57:48	tellus, Aenean eget	Lorem ipsum dolor si...	Duplicada	Normal	-	0	0	
00089	Administrador (admin)	2017-07-18 08:57:48	consectetuer adipiscing elit, Cur.	non, sollicitudin a...	Nueva	Baja	-	0	0	
00088	Administrador (admin)	2017-07-18 08:57:48	consectetuer adipiscing elit	Etiam imperdiet dict...	Empezada	Baja	-	0	0	
00087	Administrador (admin)	2017-07-18 08:57:48	posuere cubilla Cura.	ut cursus luctus, Duis cursus, diam at pretium aliquet, metus urna	Duplicada	Baja	-	0	0	
00086	Administrador (admin)	2017-07-18 08:57:48	consectetuer adipiscing elit	Etiam imperdiet dict...	Reabierta	Normal	-	0	0	
00085	Administrador (admin)	2017-07-18 08:57:48	posuere cubilla Cura.	ut cursus luctus, velit eget laoreet posuere, enim nisi elementum purus,	Asignada	Normal	-	0	0	
00084	Administrador (admin)	2017-07-18 08:57:48	tellus, Aenean eget	Lorem ipsum dolor si...	Reabierta	Alta	-	0	0	
00083	Administrador (admin)	2017-07-18 08:57:48	amet, faucibus ut, Cur.	penatibus et magnis sit amet, faucibus ut, nulla	Empezada	Baja	-	0	0	
00082	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam	neque, Nullam ut ris...	Duplicada	Baja	-	0	0	
00081	Administrador (admin)	2017-07-18 08:57:48	tellus, Aenean eget	Lorem ipsum dolor si...	Nueva	Normal	-	0	0	
00080	Administrador (admin)	2017-07-18 08:57:48	Integer aliquam	mauris sit amet	Duplicada	Normal	-	0	0	
00079	Administrador (admin)	2017-07-18 08:57:48	consectetuer adipiscing elit, Cur.	non, sollicitudin a...	Asignada	Baja	-	0	0	
00078	Administrador (admin)	2017-07-18 08:57:48	at libero, Morbi ac	facilisis eget, ipsu...	Rechazada	Baja	-	0	0	
00077	Administrador (admin)	2017-07-18 08:57:48	liqua, Donec luctus	Donec non justo, Pro...	Nueva	Normal	-	0	0	
00076	Administrador (admin)	2017-07-18 08:57:48	consectetuer adipiscing elit, Cur.	non, sollicitudin a...	Empezada	Alta	-	0	0	
00075	Administrador (admin)	2017-07-18 08:57:48	trincidunt, Donec	sem magna nec	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](#).