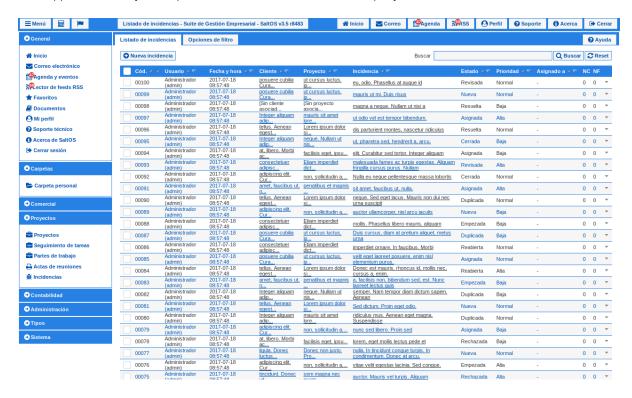
Trouble

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



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:

• Q 🖋 🛍 Check / Edit / Delete Record.

Filter Options

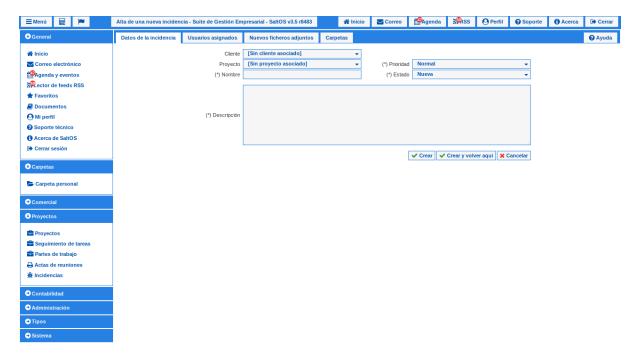
For more information about the filter options listed in the ayuda general.

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.