

- The first thing is to open a form example "incident form" - using incident.LIST in order to open it in a new tab - and then you would see the list view of the incident table.

| Number     | Opened              | Short description                                   | Caller               | Priority     | State       | Category       | Assignment group                | Assigned to          |
|------------|---------------------|---|----------------------|--------------|-------------|----------------|---------------------------------|----------------------|
| INC0000018 | 2018-01-04 15:42:46 | Sales forecast spreadsheet is READ ONLY             | Taylor Vreeland      | 1 - Critical | In Progress |                | Team Development Code Reviewers | System Administrator |
| INC0008111 | 2019-07-22 14:04:57 | ATF : Test1   | System Administrator | 5 - Planning | New         | Inquiry / Help | (empty)                         | (empty)              |
| INC0008112 | 2019-07-29 11:48:43 | Assessment : ATF Assessor                           | survey user          | 5 - Planning | New         | Inquiry / Help | (empty)                         | (empty)              |
| INC0008001 | 2021-01-15 13:04:14 | ATF:TEST2   | survey user          | 5 - Planning | New         | Inquiry / Help | (empty)                         | (empty)              |
| INC0000037 | 2018-01-19 16:34:56 | Request for a new service                           | Sam Sorokin          | 3 - Moderate | In Progress | Inquiry / Help | Service Desk                    | Howard Johnson       |
| INC0000026 | 2018-01-01 15:54:59 | Seem to have an issue with my hard drive...         | Rick Berzle          | 5 - Planning | Closed      | Hardware       | Hardware                        | Don Goodliffe        |
| INC0000009 | 2018-01-24 14:50:23 | Reset my password                                   | Rick Berzle          | 1 - Critical | Closed      | Inquiry / Help | Service Desk                    | David Loo            |
| INC0000028 | 2018-01-10 15:58:00 | My disk is still having issues. Can't delete a file | Rick Berzle          | 5 - Planning | Closed      | Inquiry / Help | Service Desk                    | Don Goodliffe        |

- the first step would be to go the hamburger icon and go to view section, the default list view is already applied when we open the table ,

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|------------|---------------------|---|----------------------|--------------|-------------|----------------|---------------------------------|----------------------|
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| INC0008111 | 2019-07-22 14:04:57 | ATF : Test1   | System Administrator | 5 - Planning | New         | Inquiry / Help | (empty)                         | (empty)              |
| INC0008112 | 2019-07-29 11:48:43 | Assessment : ATF Assessor                           | survey user          | 5 - Planning | New         | Inquiry / Help | (empty)                         | (empty)              |
| INC0008001 | 2021-01-15 13:04:14 | ATF:TEST2   | survey user          | 5 - Planning | New         | Inquiry / Help | (empty)                         | (empty)              |
| INC0000037 | 2018-01-19 16:34:56 | Request for a new service                           | Sam Sorokin          | 3 - Moderate | In Progress | Inquiry / Help | Service Desk                    | Howard Johnson       |
| INC0000026 | 2018-01-01 15:54:59 | Seem to have an issue with my hard drive...         | Rick Berzle          | 5 - Planning | Closed      | Hardware       | Hardware                        | Don Goodliffe        |
| INC0000009 | 2018-01-24 14:50:23 | Reset my password                                   | Rick Berzle          | 1 - Critical | Closed      | Inquiry / Help | Service Desk                    | David Loo            |
| INC0000028 | 2018-01-10 15:58:00 | My disk is still having issues. Can't delete a file | Rick Berzle          | 5 - Planning | Closed      | Inquiry / Help | Service Desk                    | Don Goodliffe        |

- to create our own view we would have to make the view to the default first, next we go to the column context menu and select configure , and then choose list layout .

| All | Number    | Owned  | Short description | Caller               | Priority     | State       | Business duration           | Category       | Approval          | Assignment group                | Assignee        |
|-----|-----------|--|-------------------|----------------------|--------------|-------------|-----------------------------|----------------|-------------------|---------------------------------|-----------------|
|     | Search    | Sort (a to z)<br>Sort (z to a)<br>Show Visual Task Board<br>Ungroup<br>Group By Number<br>Bar Chart<br>Pie Chart<br>Launch Interactive Analysis<br>Configure<br>Import<br>Export |                   | Search               | Search       | Search      | Search                      | Search         | Search            | Search                          | Search          |
|     | INC000000 |  | is READ           | Taylor Vreeland      | 1 - Critical | In Progress | 2 Hours 32 Minutes          |                | Not Yet Requested | Team Development Code Reviewers | System Administ |
|     | INC000081 |  |                   | System Administrator | 5 - Planning | New         |                             | Inquiry / Help | Not Yet Requested | (empty)                         | (empty)         |
|     | INC000081 |  |                   | ATF                  | 5 - Planning | New         |                             | Inquiry / Help | Not Yet Requested | (empty)                         | (empty)         |
|     | INC000080 |  |                   |                      | 5 - Planning | New         |                             | Inquiry / Help | Not Yet Requested | (empty)                         | (empty)         |
|     | INC000000 |  |                   |                      | 3 - Moderate | In Progress | 43 Seconds                  | Inquiry / Help | Not Yet Requested | Service Desk                    | Howard          |
|     | INC000000 |  |                   |                      | 5 - Planning | Closed      | 19 Days 20 Hours 55 Minutes | Hardware       | Not Yet Requested | Network                         | David Lo        |
|     | INC000000 |  |                   |                      | 5 - Planning | Closed      | 25 Days 21 Hours 1 Minute   | Hardware       | Not Yet Requested | Hardware                        | Don Goo         |

- when we click on the list layout , the slash bucket view will be displayed to us, and on the view name we can choose the new option , and set a name for that view , the difference between new and preexisting views is "that we can add the fields according to our requirements".
- we create custom views because sometimes we want to show different records to different clients according to the requirements, we can create a custom view of the same table as incident table and give access to that custom view to a specific users .
- giving someone access to a particular view, would be by navigating to System UI>views , In this table we will be able to see all the views that we have created , then search for the table view you have created i.e "Demo1",after opening choose the roles who would have access to that table.
- another way to select which users can see the view is by navigating to System Security > Users and Groups > Users , and select the table we want to set the users who would have access to that table , no on athat table security view we would see which user roles are applied to it , and we can edit the users and add or delete users from accessing that table .

| Name                         | Title                                     | Hidden | Roles  | User    | Group   | Updated             |
|------------------------------|---|--------|--------|---------|---------|---------------------|
| Search                       | Search                                    | Search | Search | Search  | Search  | Search              |
| (empty)                      | Default view                              | false  |        | (empty) | (empty) | 2008-01-18 07:35:50 |
| accept                       | Accept                                    | false  |        | (empty) | (empty) | 2013-04-17 17:13:57 |
| accept_risk_dialog_form_view | Accept Risk Dialog Form View              | true   |        | (empty) | (empty) | 2018-11-02 10:16:13 |
| activity                     | Activity                                  | false  |        | (empty) | (empty) | 2008-01-18 07:35:52 |
| actuals_report               | Actuals Report                            | false  |        | (empty) | (empty) | 2020-02-19 22:05:36 |
| adapter_fixedwidth           | Fixed-Width Format Adapter Rule           | false  |        | (empty) | (empty) | 2022-03-17 20:18:45 |
| adapter_from_milliseconds    | From-Milliseconds Conversion Adapter Rule | false  |        | (empty) | (empty) | 2022-03-17 20:18:45 |
| adapter_pattern              | Pattern Adapter Rule                      | false  |        | (empty) | (empty) | 2022-03-17 20:18:45 |
| adapter_replace              | Replace Adapter Rule                      | false  |        | (empty) | (empty) | 2022-03-17 20:18:45 |
| adapter_to_milliseconds      | To-Milliseconds Conversion Adapter Rule   | false  |        | (empty) | (empty) | 2022-03-17 20:18:45 |
| additional_info              | additional info                           | false  |        | (empty) | (empty) | 2017-06-22 03:18:31 |

## NOTE:

All

Q

Number

Owner

Short description

Caller

Priority

State

Business duration

Category

Approval

Assignment group

Assignee

Search

Sort (a to z)

Sort (z to a)

Show Visual Task Board

Ungroup

Group By Number

Bar Chart

Pie Chart

Launch Interactive Analysis

Configure

Import

Export

Update Selected

Update All

Create Application Files

Import XML

Show XML

List Layout

List Calculations

List Control

All

Table

Security Rules

Business Rules

Workflows

Flow Designer Flows

Client Scripts

Search

Search

Search

Search

Search

Search

Search

Search

Search

Search

INC000000

Taylor Vreeland

is READ

1 - Critical

In Progress

2 Hours 32 Minutes

Not Yet Requested

Team Development Code Reviewers

System Administ

INC00081

System Administrator

5 - Planning

New

Inquiry / Help

Not Yet Requested

(empty)

(empty)

INC00081

ATF

5 - Planning

New

Inquiry / Help

Not Yet Requested

(empty)

(empty)

INC00080

5 - Planning

New

Inquiry / Help

Not Yet Requested

(empty)

(empty)

INC000000

3 - Moderate

In Progress

43 Seconds

Inquiry / Help

Not Yet Requested

Service Desk

Howard

INC000000

5 - Planning

Closed

19 Days 20 Hours 55 Minutes

Hardware

Not Yet Requested

Network

David Lo

INC000000

5 - Planning

Closed

25 Days 21 Hours 1 Minute

Hardware

Not Yet Requested

Hardware

Don Goo

- you can set and create the list view of any table form
- you can create a custom views and the list view can be different for different users
- the only role that can create the view is the "admin" , other roles can only access the view.