

## List view of Priorities:

ServiceNow Customer Self-Service Portal

BD Bill Davenport  
Whirlpool Corporation

Alerts Real Availability **Open Issues** Manage Instances Manage Upgrades Manage Users Service Catalog Support

21

Issues Go to Updated Search

All > Company = Whirlpool Corporation > Task type = Change Request .or. Task type = Incident .or. Task type = Enhancement Request .or. Task type = Problem > Active = true

**Priorities in LIST View for several Incidents**

	Number	Priority	Short description	State	Opened by	Task type	Updated	Updated by
<input type="checkbox"/>	<a href="#">INT2571994</a>	3 - Low	Investigation into MSFileImportProcessor Script Include and high memory use.	Work in Progress	<a href="#">Anthony Rodenas (NOW)</a>	Incident	2015-05-08 12:05:14	Bill_Davenport_Optimetechn@whirlpool.com
<input type="checkbox"/>	<a href="#">INT2587208</a>	2 - Moderate	FUJI - User Criteria Security is not taking updated values.	Work in Progress	<a href="#">Nestor Vargas</a>	Incident	2015-05-08 12:01:06	Bill_Davenport_Optimetechn@whirlpool.com
<input type="checkbox"/>	<a href="#">INT2571966</a>	2 - Moderate	FUJI - URGENT - Task table state label changed	Solution Proposed	<a href="#">Azanias Sanchez</a>	Incident	2015-05-08 11:39:38	Bill_Davenport_Optimetechn@whirlpool.com
<input type="checkbox"/>	<a href="#">INT2579666</a>	2 - Moderate	FUJI - Surveys on every ticket that matches the trigger condition.	Work in Progress	<a href="#">Nestor Vargas</a>	Incident	2015-05-08 11:38:36	Bill_Davenport_Optimetechn@whirlpool.com
<input type="checkbox"/>	<a href="#">INT2590882</a>	3 - Low	List Filter not being maintained in HI	Work in Progress	<a href="#">Bill Davenport</a>	Incident	2015-05-08 10:13:26	rubens.kim

Feedback

View of Priority within the tickets:

Incident - INT2571994

Manage Attachments (1):

 import.csv [rename] [view]

Number

INT2571994

Caller

Ajay Anugu

Priority ?

P4 - Low

Affected Instances

Shows P3 in List view

```
▼ <div id="element.incident.u_user_priority" s:
  ::before
  ▼ <div id="label.incident.u_user_priority" nc
    "label">
```

Incident - INT2587208

This Incident is in Customer Action Needed. Please update the comments.

Number

INT2587208

Caller

Nestor Vargas

Priority ?

P3 - Medium

Shows P2 in List view

```
▼ <div id="element.incident.u_user_priority" s:
  ::before
  ▼ <div id="label.incident.u_user_priority" nc
    "label">
```