

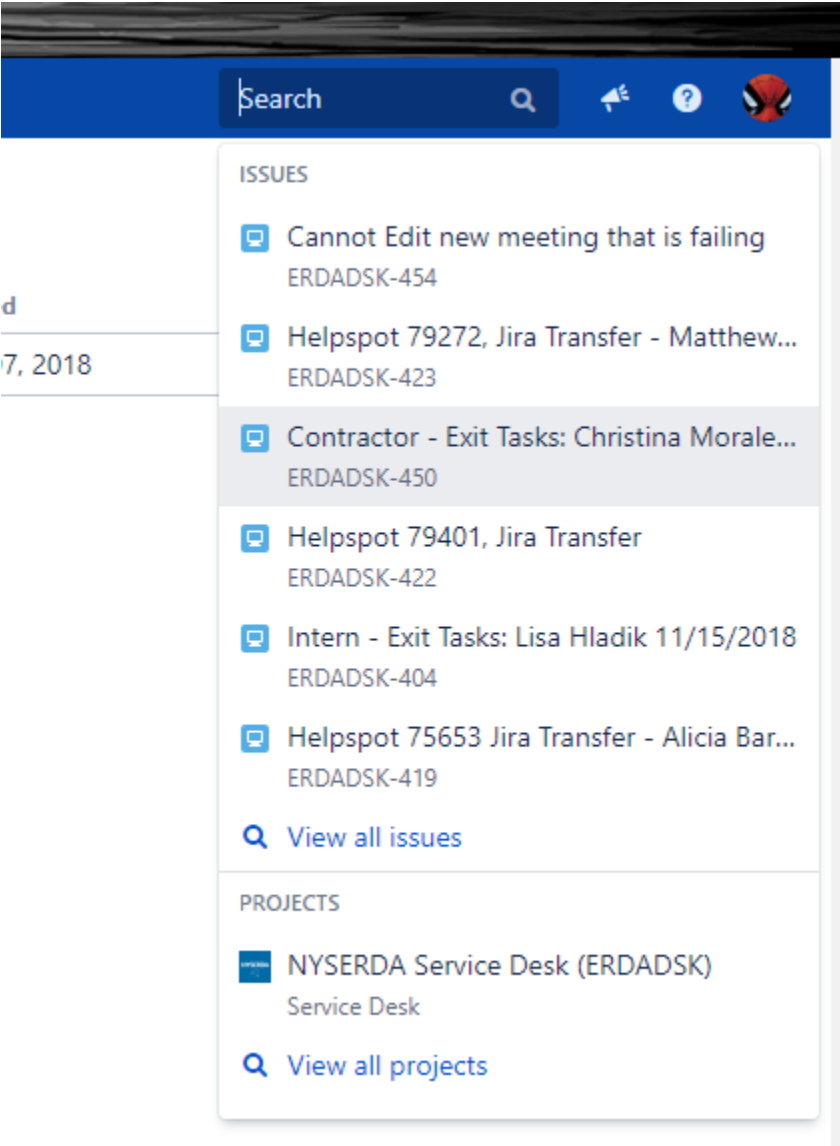
Jira Service Desk: Adding a Saved Filter

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You can create and save custom filters when searching for tickets. As these are a function of the search feature, you can access them from the search window.

1

Click on search in top right corner.



2

In the search window click on **View all Issues**.

3

At this point you can define a custom search.

Search Save as

Project: All ▾ Type: All ▾ Status: All ▾ Assignee: All ▾ More ▾ Search Advanced

4

You can select multiple parameters in each field.

5

You can also add more fields under the more dropdown.

NYSERDA Service Desk ▾ Type: All ▾ Open, Waiting for support, Wa... ▾ Current User, Alicia A. Knapp, J... ▾ More ▾ Search Advanced

Created Date: All ▾

Order by Last Viewed ▾

- ERDADSK-419
Helpspot 75653 Jira Transfer - Alicia Ba...
- ERDADSK-452
Contractor - Exit Tasks: Christina Moral...
- ERDADSK-441
HelpSpot: New Request 81387 - Wirele...
- ERDADSK-438
Helpspot 80755, Jira Transfer - Chris O'...

Contractor - Exit Tasks: Christina Morales 11/1/2018

Edit Comment Assign More ▾ Respond to customer In progress Wo

Details

Type: IT Help Status:

Priority: Medium Resolution:

Component/s: None

Labels: None

Recent Criteria

- ☒ Created Date
- ☐ Resolution Date
- ☐ Resolution

All Criteria

- ☐ % Limits
- ☐ Account
- ☐ Approvals
- ☐ CAB

6

Finally, when you are done with your filter you have the option to save and name it.

« **Search** Save as

NYSERDA Service Desk ▾ Type: All ▾ Open, W

Created Date: All ▾

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