

Received Support Requests

List

About filters and finding data in lists

Filter

- **{The person in charge}** — Shows only the requests assigned to the selected team member; the field is pre-filled with the logged-in person and is cleared with the **x** icon.
- **{Partner}** — Shows only the requests of the selected partner.
- **{From date}** and **{To date}** — Period in which the requests were entered.
- **Status tabs** — *Not processed* (new requests nobody has taken over yet), *Open* (requests being processed) and *Finished* (closed requests). The number in brackets is the number of requests in that status.

Quick search and Search

- **Quick search** — Narrows the displayed loaded requests by the entered text.
- **Search** — The **{ZZP Id}** field fetches a request by its number, regardless of the selected status tab and filter.

Columns

- **{Priority}** — Priority of the request from the **{Priority}** field.
- **{Code}** — Request number in the form *ZZP-number*.
- **{Date}** — Date and time the request was entered.
- **{User}** — E-mail address of the user who entered the request.
- **{Partner}** — The partner the request refers to.
- **{Subject}** — Short title of the request.
- **{Gitlab}** — Number of the GitLab issue, if one is open.
- **{The person in charge}** — The team member handling the request.
- **{Job Card}** — Number of the job card, if one is open.

The  button above the list opens the dialog for entering a new request on the user's behalf (the **~ BASIC ~** tab).

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