

Adding an Issue

This tutorial shows you how to add an issue in the Issue Tracking application.

Issues

Manage Values

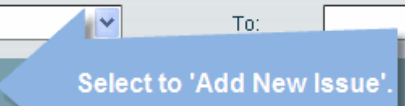
Add Contact

Reports





Search Criteria

Issue ID (if known):	<input type="text"/>	Status:	All <input type="button" value="v"/>	Filter By Date Range	
Contact:	Select a Contact <input type="button" value="v"/>	Priority:	All <input type="button" value="v"/>	Date Created	Date Modified
Product:	Select a Product <input type="button" value="v"/>	Issue Type:	All <input type="button" value="v"/>	From: <input type="text"/>	From: <input type="text"/>
Page the results	<input type="checkbox"/>	Assign To:	Select a Contact <input type="button" value="v"/>	To: <input type="text"/>	To: <input type="text"/>
			<input type="button" value="Search"/>	<input type="button" value="Reset"/>	<input type="button" value="Add New Issue"/>



Search Results

Priority: Emergency

	Status	Priority	Contact	Contact Company	Product	Subject	Entered	Modified	IssueType	Assigned To		
Select	New <input type="button" value="v"/>	Low <input type="button" value="v"/>	Mark Turkel	Palm Beach Software	MasterClass	test issue	1/11/2010		Cosmetic Issue	John Coggin		Close
Select	New <input type="button" value="v"/>	Low <input type="button" value="v"/>	John Coggin	GoSmallBiz.com	MasterDoc	This is Test Issue Entry	2/25/2010		Usability Issue			Close

Begin by selecting the 'Add New Issue' button.

Issues **Manage Values** **Add Contact** **Reports**

Issue

Issue No.: 49 Created By: - 3/18/2010

Contact: Chad Smith Product: Widget

Type: Cosmetic Issue Priority: High Status: New

Assigned To: Chad Delta

NOTE: These values can be managed under the 'Manage Values' tab.

Select the values that are associated with the issue.

Start by selecting the values that best fit the issues by selecting a:

- Contact
- Product
- Type
- Priority
- Status

Also, you may add and edit any of these values through the 'Manage Values' tab.

Issues **Manage Values** **Add Contact** **Reports**

Issue

Issue No.: 49 **Created By:** - 3/18/2010 **Modified By:** - 3/18/2010

Contact: Chad Smith **Product:** Widget

Type: Cosmetic Issue **Priority:** High **Status:** New

Assigned To: Chad Delta

Subject: Chad Delta

Issue: Rick Wong
Michael Boyd
Rob Osborne
Joey Recker
joe dahl
Chip Smith


























Once you have assigned an employee, they will receive an email that notifies them of the issue.

ize Formatting Style Insert

After you have selected the other values, you must assign the issue to an employee under the 'Assigned To:' menu. Once you have assigned an employee to a specific issue, that employee will receive an email notifying them of the issue that they are in charge of.

Subject: **Name the subject of the issue.**

Issue:

B **I** **U** ABC                         

Font Size Formatting Style Insert

Describe the issue in this box. **Add a description here.**

Design HTML

Notes: **Add a note if necessary.**

After selecting all of your values, you may:



- Name the Subject of the issues.
- Add a description if necessary.
- And add a note.




Search Criteria

Issue ID (if known):	<input type="text"/>	Status:	All <input type="button" value="v"/>	Filter By Date Range			
Contact:	Select a Contact <input type="button" value="v"/>	Priority:	All <input type="button" value="v"/>	Date Created		Date Modified	
Product:	Select a Product <input type="button" value="v"/>	Issue Type:	All <input type="button" value="v"/>	From:	<input type="text"/>	From:	<input type="text"/>
Page the results	<input type="checkbox"/>	Assign To:	Select a Contact <input type="button" value="v"/>	To:	<input type="text"/>	To:	<input type="text"/>
<input type="button" value="Search"/> <input type="button" value="Reset"/> <input type="button" value="Add New Issue"/>							

Search Results




Priority: Emergency

	Status	Priority	Contact	Contact Company	Product	Subject	Entered	Modified	IssueType	Assigned To		
Select	New <input type="button" value="v"/>	Low <input type="button" value="v"/>	Mark Turkel	Palm Beach Software	MasterClass	test issue	1/11/2010		Cosmetic Issue	John Coggin		Close
Select	New <input type="button" value="v"/>	Low <input type="button" value="v"/>	John Coggin	GoSmallBiz.com	MasterDoc	This is Test Issue Entry	2/25/2010		Usability Issue			Close

	Status	Priority	Contact	Contact Company	Product	Subject	Entered	Modified	IssueType	Assigned To		
Select	Closed <input type="button" value="v"/>	Emergency <input type="button" value="v"/>	Mark Turkel	Palm Beach Software	MasterDoc	Test Task	1/19/2010	2/25/2010	Feature request			Close
Select	New <input type="button" value="v"/>	Emergency <input type="button" value="v"/>	Rick Grossett	GosmallBiz.com	MasterDoc	Test Issue	1/27/2010	2/25/2010	Problem with function	Mark Turkel		Close
			Chad Smith		Widget	New Issue	3/18/2010		Cosmetic Issue	Chad Delta		Close

Your new issue will then appear.

Once you have saved your issue, it will appear in the main menu in the list of open issues. If your issue is an 'Emergency', it will appear above under the 'Priority: Emergency' list of issues highlighted in yellow.

	Status	Priority	Contact	Contact Company	Product	Subject	Entered	Modified	IssueType	Assigned To		
Select	Closed	Emergency	Mark Turkel	Palm Beach Software	MasterDoc	Test Task	1/19/2010	2/25/2010	Feature request			Close
Select	New	Emergency	Rick Grossett	GosmallBiz.com	MasterDoc	Test Issue	1/27/2010	2/25/2010	Problem with function	Mark Turkel		Close
Select	New	High	Chad Smith		Widget	New Issue	3/18/2010		Cosmetic Issue	Chad Delta		Close

Select to edit or update.

To add or edit any information to an existing issue, click the 'Select' button next to the issue of your choice.

Issues **Manage Values** **Add Contact** **Reports**

Issue

Issue No.: 49 **Created By:** - 3/18/2010 **Modified By:** N/A - N/A

Contact: Chad Smith **Product:** Widget

Type: Cosmetic Issue **Priority:** High **Status:** New

Assigned To: Chad Delta

Subject: New Issue

Issue:

Design **HTML**

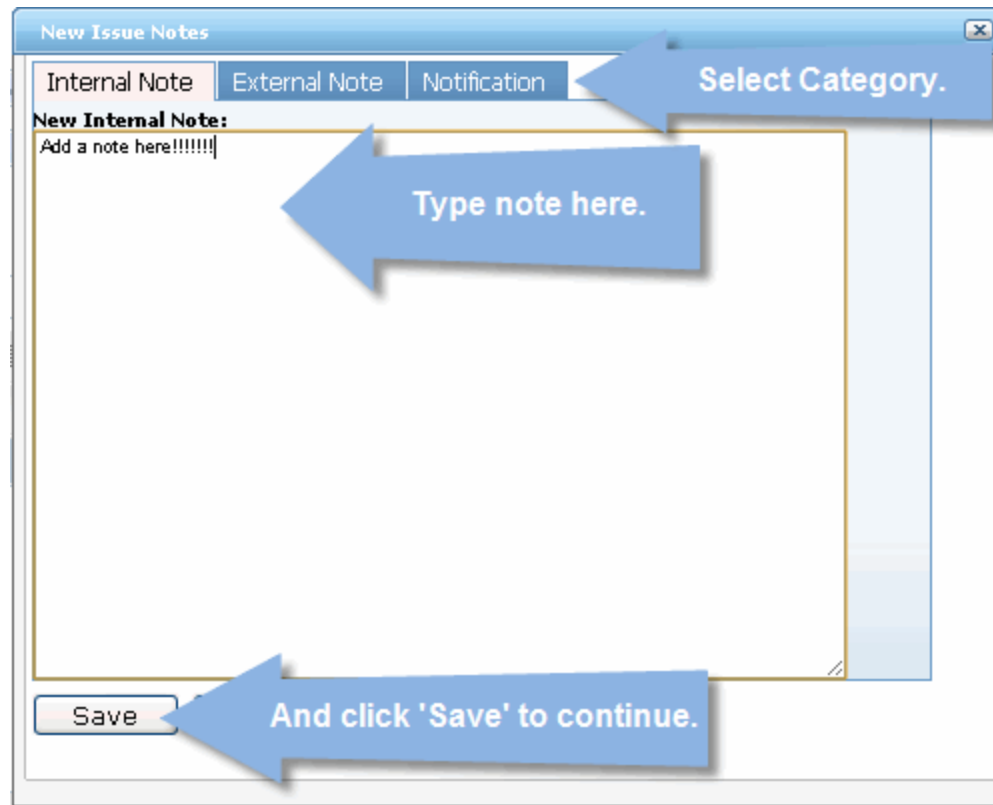
Notes: **Click to add an additional note.**

All Notes Internal Notes Action List

No Internal Notes Found.

Completed: **Date:** **By:**

Once you have selected the existing issue, you may update any information as well as add any additional notes. Click 'Add Note' to add or view a note.



Here you may view or add notes through three different categories. These categories include:

-Internal Note: A note associated with the product or issue.

-External Note: A note that may be associated with information about the customer.

-Notification: A note intended to notify other employees.

NOTE: These categories can be implied anyway your organization intends to use them.