Tips

Changes to the filter breadcrumbs will not be applied until you run a filter. Remember to run a filter before creating a favourite from it!

Filter favourites will be generated only up to the point you are dragging from on the breadcrumb. Remember to drag the right-most breadcrumb component when creating a favourite!

Conditions

To specify all groups you are a part of, use Assignment group is(dynamic) One of My Groups

To specify unassigned incidents use Assigned to is empty

To specify assigned tasks use Assigned to is not empty

To specify open tasks use State is not one of Closed Completed/Closed Incomplete/Closed Skipped/Closed Abandoned/Resolved/Closed

To specify finished tasks use State is one of Closed Complete/Closed Incomplete/Closed Skipped/Closed Abandoned/Resolved/Closed

All Pools - Unassigned

Assignment group	is(dynamic)	One of My Groups
Assigned to	is empty	
State	is not one of	Closed Complete/Closed Incomplete/Closed Skipped/Closed Abandoned/Resolved/Closed

Set "Assigned to" as "is not empty" to create an All Pools - Open filter

Cluster West - Open

Assignment group	is	EMEA - West-Diff-IT
Assigned to	is not empty	
State	is not one of	Closed Complete/Closed Incomplete/Closed Skipped/Closed Abandoned/Resolved/Closed

Set "State" to "is one of" to create a Cluster West - Closed Filter

Change the Assignment group to match whichever group you are creating a filter for.

My Open Work

Assignment group	is(dynamic)	One of My Groups
Assigned to	is(dynamic)	Me
State	is not one of	Closed Complete/Closed Incomplete/Closed Skipped/Closed Abandoned/Resolved/Closed

Set "State" to "is one of" to create a My Closed Work filter

Logged By Me - Open

Created by	is	Your SIMS ID
State	is not one of	Closed Complete/Closed Incomplete/Closed Skipped/Closed Abandoned/Resolved/Closed

Set "State" to "is one of" to create a Logged By Me -Closed filter