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 Complete/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

To create an All Pools - Open filter, change the "Assigned to" from "is empty" to "is not empty".

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

Replace "EMEA - West-Diff-IT" with whichever group name you are creating the filter for.

To Create a Closed filter, change the "State" from "is not one of" to "is one of".

My Open Work

Assigned to	is(dynamic)	Me
State	is not one of	Closed Complete/Closed Incomplete/Closed Skipped/Closed Abandoned/Resolved/Closed

To create a My Closed Work filter, change "State" from "is not one of" to "is one of"

Logged By Me - Open

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

Replace the "SIMS ID" with your SIMS ID.

To create a Logged By Me - Closed filter, change the "State" from "is not one of" to "is one of"