



# My Tickets Tab under Advanced Ticket Center

We heard from a few of our customers that they found it hard to trace a ticket which no longer was in their Ticket Center because the ownership on the ticket changed. To make this easier we introduced the 'My Tickets' tab under Advanced Ticket Center in the February 2019 Pearl Release.

Advanced Ticket Center

Advanced Ticket Center

Search

Scratchpad

My Tickets

Filter





Print to PDF

Export to CSV

Search

Refresh

Grid View

| Tickets |  |   |
|---------|--|---|
| +       |  <b>Add Printer</b><br>Closed   Fulfilled<br>Assigned to: Serviceaide, University   Service Desk (L1)                       | #100-1478 Service Request<br>Opened 23-04-2018 18:43   Updated 19-03-2019 11:25 |
| +       |  <b>Testing applying templates</b><br>Active   In Progress<br>Assigned to: Service Desk (L1)                              | #100-1533 Service Request<br>Opened 19-02-2019 21:47   Updated 19-02-2019 21:47 |
| +       |  <b>Add Memory</b><br>Active   In Progress<br>Assigned to: Serviceaide, University   Service Desk (L1)                    | #100-1440 Service Request<br>Opened 29-03-2018 13:49   Updated 19-02-2019 12:03 |
| +       |  <b>Request a Cisco IP telephone-</b><br>Active   In Progress<br>Assigned to: Serviceaide, University   Service Desk (L1) | #100-1383 Service Request<br>Opened 14-03-2018 12:36   Updated 19-02-2019 12:03 |

The business rules that determine which tickets you will see under 'My Tickets' are given below for you to better understand what you see under this Tab

1

The 'My Tickets' tab shows tickets based on the logged in user. If the user has performed any of the actions listed below he will see the ticket:

- Opened By
- Updated By
- Owner
- Not Opened by, not Updated by, not the owner, but has added a work log into the ticket
- Is related as the Approver on the ticket
- Is related as a Reviewer of the ticket

2

If the user has not opened, updated or owned the ticket and the ticket is just assigned to one of the groups that user is a member of, that ticket will not show under My Tickets Tab.

3

By default, only Open Tickets are visible under My Tickets Tab.

If you also see Closed Tickets, it is dependent upon the DAYS\_TO\_SHOW\_CLOSED\_TICKETS\_IN\_TICKET\_CENTER configuration parameter set up by your ISM Administrator.

The DAYS\_TO\_SHOW\_CLOSED\_TICKETS\_IN\_TICKET\_CENTER parameter controls how far back Closed Tickets are available in Ticket Center as well as My Tickets Tab under Advanced Ticket Center.

When set to 0 analysts do not see Closed tickets in Ticket Center/My Tickets. A value between 1 and 60 will allow filtering and viewing of closed tickets.

For example, if this parameter is set to 3, analysts will see tickets closed only in the last 3 days under Ticket Center/My Tickets.

4

You can filter, search, Print to PDF, Export to CSV the tickets listed under My Tickets tab.

For more information please see [Product Documentation on Advanced Ticket Center](#)