How to add labels to list views

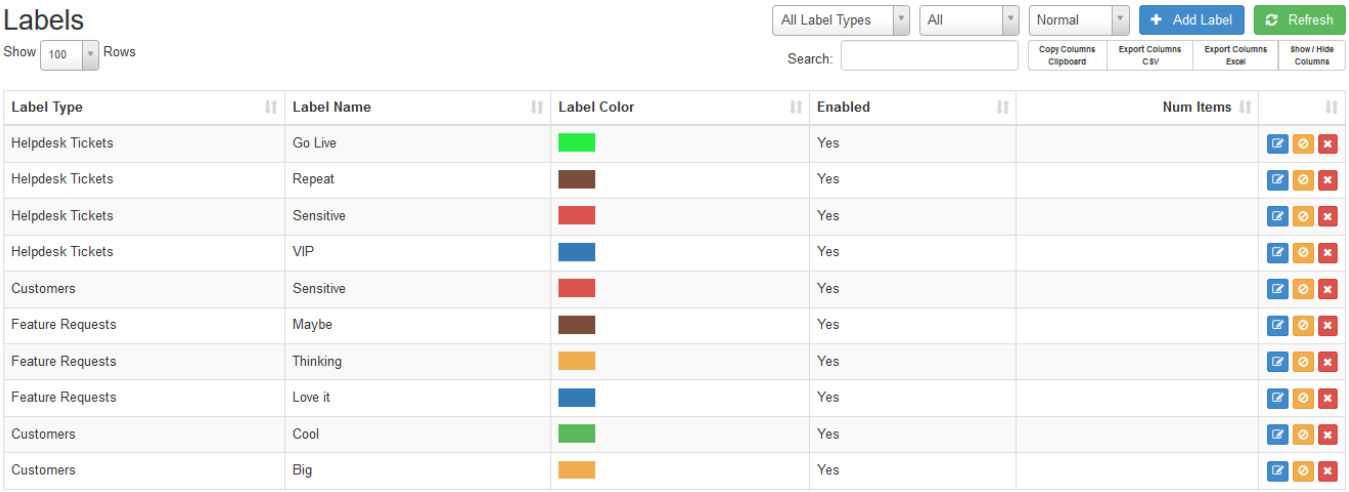
Labels can be added to the following list views to make it easier to filter or search for records:

- Billing
- Customers
- Devices
- Feature Requests
- Helpdesk Tickets
- Radius Users

Labels for list views has been added in version 1.21.10.

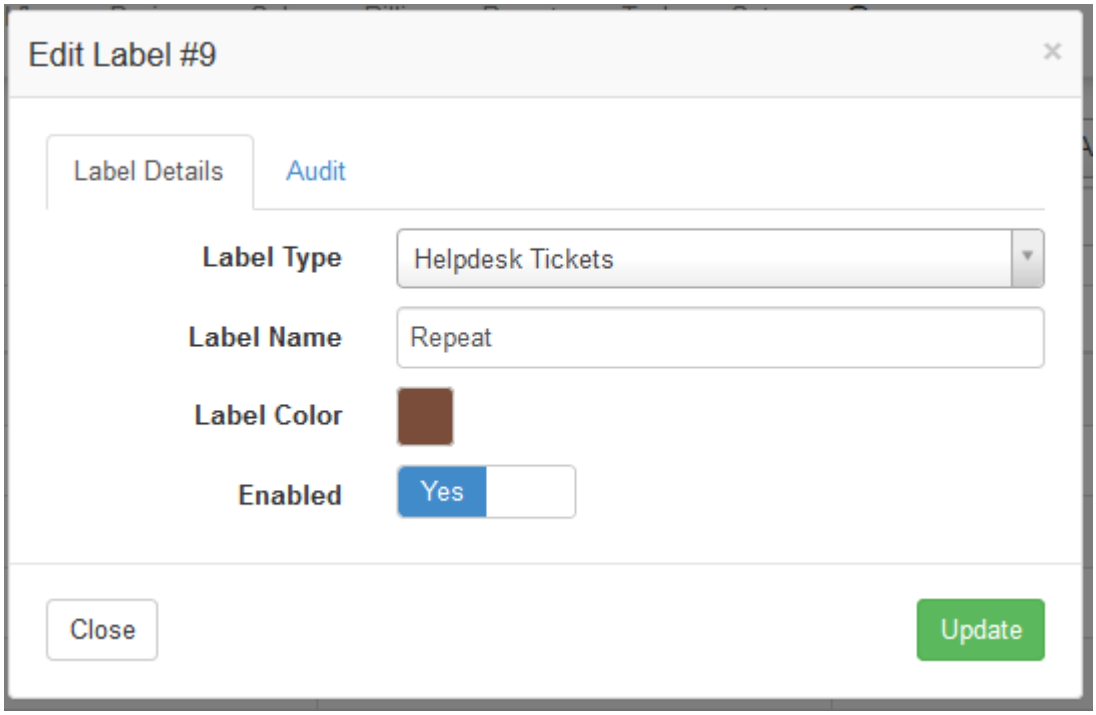
Add or edit labels

To add or edit labels, Go To Tools **->** Labels



Label Type	Label Name	Label Color	Enabled	Num Items	
Helpdesk Tickets	Go Live		Yes		
Helpdesk Tickets	Repeat		Yes		
Helpdesk Tickets	Sensitive		Yes		
Helpdesk Tickets	VIP		Yes		
Customers	Sensitive		Yes		
Feature Requests	Maybe		Yes		
Feature Requests	Thinking		Yes		
Feature Requests	Love it		Yes		
Customers	Cool		Yes		
Customers	Big		Yes		

Click on ‘Add Label’ or edit an existing one:



The ‘Label Type’ field is list view where the label can be used.

‘Label Name’ is the display name.

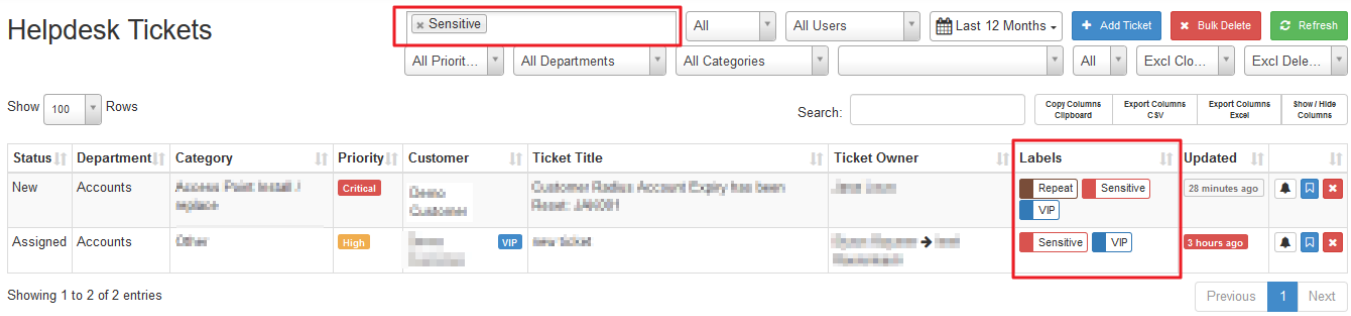
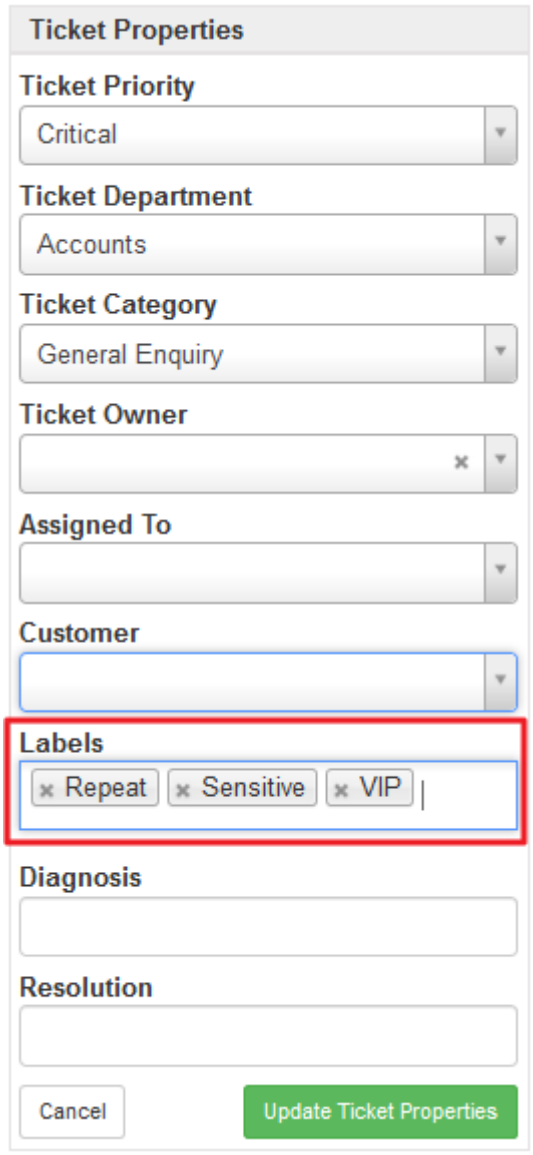
‘Label Color’ can be any color chosen with the color picker.

‘Enabled’ field is to enable the label for use.

Filter by label on helpdesk ticket list view

Go to Workflow –> Helpdesk Ticket List

Now you can filter tickets by labels by selecting one or more labels in the labels filter field.



Add or edit labels on helpdesk tickets by editing the ticket properties on a ticket: