

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

Labels

Show Rows

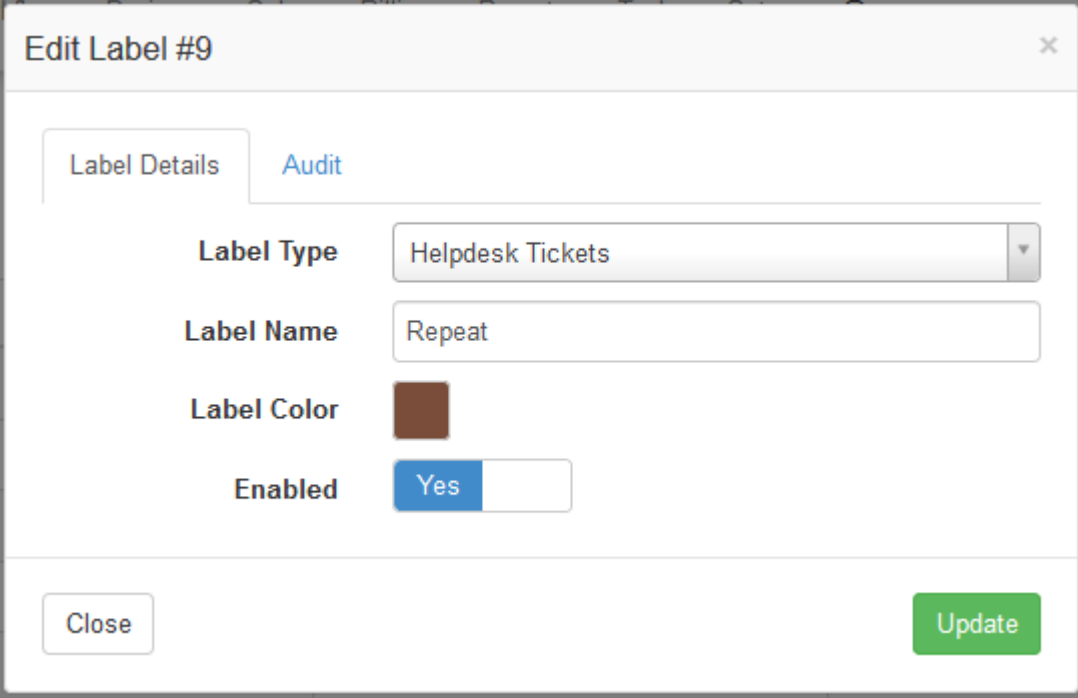
All Label Types
All
Normal
+ Add Label
Refresh

Search:

Copy Columns Clipboard
Export Columns CSV
Export Columns Excel
Show / Hide Columns

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

Click on 'Add Label' or edit an existing one:



Edit Label #9

Label Details Audit

Label Type Helpdesk Tickets

Label Name Repeat

Label Color

Enabled Yes

Close Update

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.

Helpdesk Tickets

All All Users Last 12 Months + Add Ticket Bulk Delete Refresh

All Priorit... All Departments All Categories All Excl Clo... Excl Dele...

Show 100 Rows Search: Copy Columns Clipboard Export Columns CSV Export Columns Excel Show / Hide Columns

Status	Department	Category	Priority	Customer	Ticket Title	Ticket Owner	Labels	Updated
New	Accounts	Access Point install / replace	Critical	David Customer	Customer Radius Account Expiry has been Reset: JAH00H	John Jones	Repeat Sensitive VIP	28 minutes ago
Assigned	Accounts	Other	High	David Customer	new ticket	John Jones	Sensitive VIP	3 hours ago

Showing 1 to 2 of 2 entries Previous 1 Next

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

Ticket Properties

Ticket Priority
Critical

Ticket Department
Accounts

Ticket Category
General Enquiry

Ticket Owner

Assigned To

Customer

Labels

Diagnosis

Resolution

Cancel Update Ticket Properties

