(Formerly GetHelp)
Version 9.2 Release Documentation

Frontline Education is happy to announce the release Help Desk Management v 9.2 which includes the following enhancements:

1. List Filter (All Tickets Grid)
   a. List: None
   b. List: Ticket's I've Submitted

This document outlines key capabilities, setup information, feature scope, and usage tips to help users understand and use this functionality effectively.

1. List Filter (Tickets Grid)

To enhance navigation and ticket visibility, version 9.2 introduces a new **List Filter** at the top of the Tickets Grid. This dropdown allows users to quickly filter the grid based on specific ticket relationships—starting with two options: **None** (the default view) and **Tickets I Submitted**.

Accessing the New **List Filter on All Tickets Grid**
1. Navigate to **Tickets > All Tickets** from the top menu.
2. In the Tickets Grid, locate the new **List** dropdown next to the **View: Active Tickets** filter at the top of the grid.
3. Use this dropdown to filter tickets by:
   - List: None (default, unrestricted view)
   - List: Tickets I Submitted (see only the tickets you personally submitted)

While this initial release focuses on submitted tickets, future updates will expand the List options to include **"Tickets I'm in a Service Group For"** and **"Tickets I'm Following,"** making it even easier to focus on the tickets most relevant to you.

Note: List views are only present on the All Tickets Grid, not the Unassigned or My Tickets pages.

c. List: None

Before applying any list-based filters, users will see the Tickets Grid in its default state—**List: None**. This option ensures a full, unrestricted view of tickets based solely on your role-based permissions and any custom filters you apply.

List: None is the default selection in the new List filter. When selected:
- **No predefined user-based filters** (such as submitted, followed, or assigned tickets) are applied.
- The Tickets Grid displays results based on your **standard access permissions** and any **column-level filters** you manually apply.
- This view behaves exactly like the grid did prior to version 9.2—giving you the full, unfiltered ticket list based on your role, site, and service group access.

Think of **List: None** as your starting point: a flexible, unfiltered workspace that can be further refined using column filters or other grid tools.

d. List: Tickets I've Submitted

We've introduced a new **"Tickets I've Submitted"** List filter option at the top of the Tickets Grid. This filter allows Technicians and Admins to quickly access tickets they personally submitted. This feature ensures that even tickets outside a user's usual assignment scope—such as those associated with other service groups or sites—remain visible if they were the original submitter.

Selecting List: Tickets I Submitted

Selecting **List: Tickets I Submitted** from the List filter dropdown will automatically display only the tickets you personally submitted in the Tickets Grid. This view is designed to simplify tracking and follow-up by helping you quickly location tickets you've opened – regardless of where they're assigned.
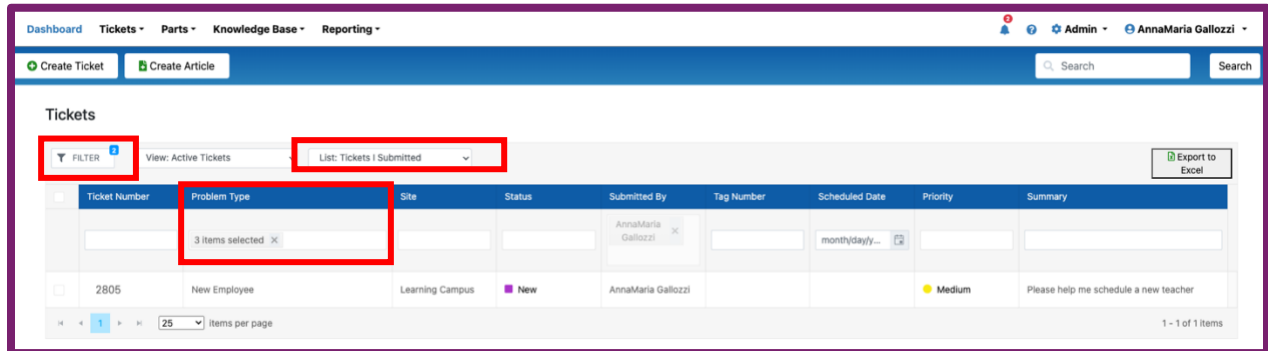
What this filter includes:
- **All tickets where you are the Submitter**
  You will see every ticket you submitted, regardless of problem type, service group, or site it belongs to.
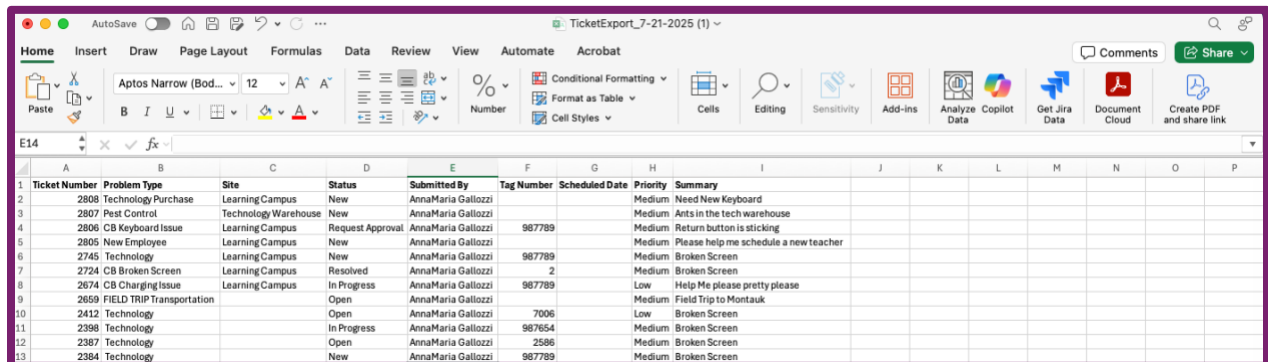
- **Works with other filters**
  You can apply additional column filters such as Status, Assigned To, or Priority to further filter the results. When you open the filters flyout, you can reset all filters or add more!

- **Export support**
  When exporting while this filter is active, only the visible filtered results (your submitted tickets) will be included in the export file.

- **Grid state is preserved during Session**
  If you click into a ticket and return to the grid, your filters, sort order, and page settings remain intact. If you log out of the system and log back in, your grid will be reset with the List options defaulting back to List: None.
- **Clear messaging when no tickets are found**
  If no tickets match the criteria, the grid will display the message "No records available".