

# Issue Management

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## Summary

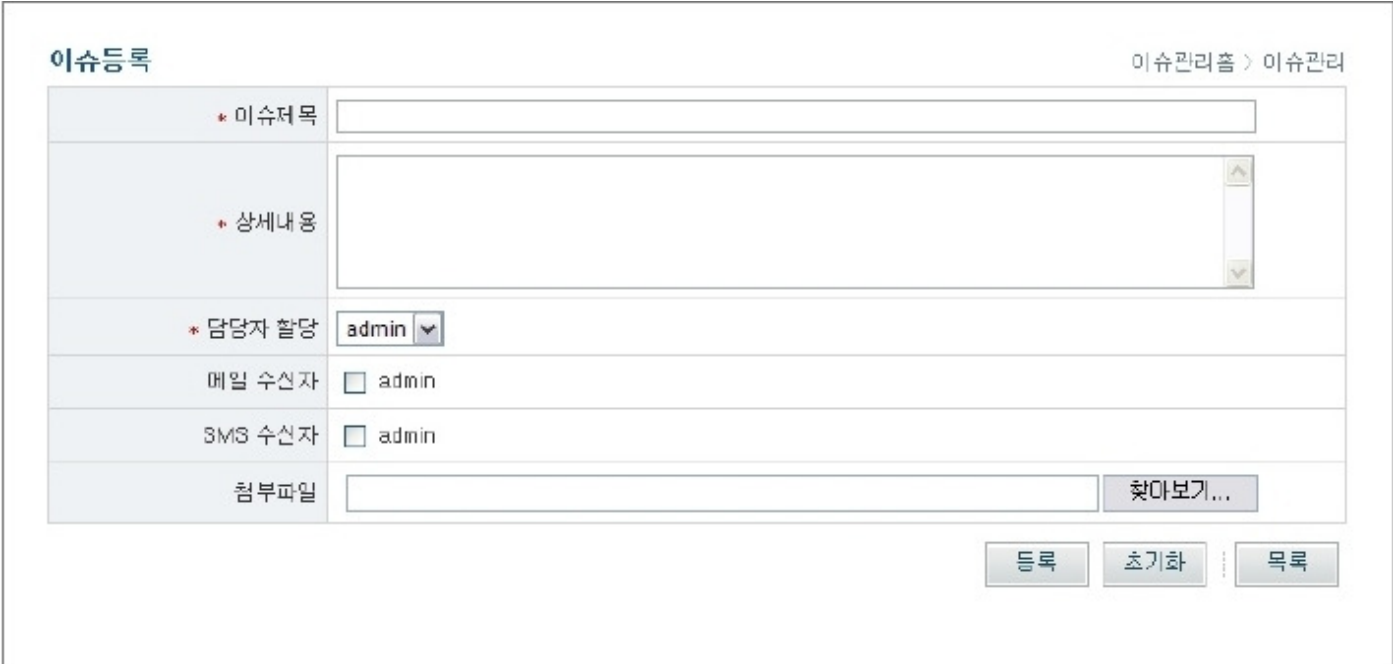
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Issue Management lets users register issues, so that the responder can update the issue resolution later.

## Description

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### Issue Registration



**이슈등록** 이슈관리홈 > 이슈관리

* 이슈제목	<input type="text"/>
* 상세내용	<input type="text"/>
* 담당자 할당	admin ▼
메일 수신자	<input type="checkbox"/> admin
SMS 수신자	<input type="checkbox"/> admin
첨부파일	<input type="text"/> <input type="button" value="찾아보기..."/>

1. Enter issue title, description, and responder, then click Register to move to the issues list view.

- Title: issue title
- Description: issue description
- Responder: select which responder to assign issue to (only users allocated for the Space will be viewed)
- Email recipient: send email to notify this issue
- SMS recipient: send SMS to notify the issue
- Attachment: file attachment

✓ Title, Description, Email recipient, SMS recipient and Attachment are default entries, and the rest will be from additional entries by admin from the Space Management > Field Management feature.

2. Click the Reset button to clear all information.

3. Click the List button to go to the list view.

### Issue list

## 이슈목록

이슈관리홈 > 이슈관리

스페이스 이슈관리

검색

총건수 : 2

아이디	제목	상태	등록자	담당자	이슈경선일	심각도	등록일시
ISU-2	이슈 이슈	OPEN	admin	admin	2009-05-11		2009-05-11 11:13:00
ISU-1	이슈를 등록합니다.	처리중	admin	admin	2009-05-11		2009-05-11 10:58:25



등록

1. Choose a space, then click Search to see the issue list.

- ID: issue ID (auto-generated)
- Title: issue title
- Status: issue's current status
- Registerer: issue registerer
- Assignee: issue assignee
- Registered: issue register date

✓ Other fields can be added by the admin via Space Management > Field Management menu.

2. Click the ID or title to see the issue details view.

3. To register a new issue, click the Register button.

## Issue details view

이슈정보

아이디	ISU-2	참조한 이슈	추가	ISU-1	삭제
상태	처리중	참조된 이슈	ISU-1		
등록자	admin	등록일시	2009-05-11 11:13:00		
이슈제목	이슈 이슈	담당자	admin		
상세내용	이슈의 이슈				
이슈갱신일	2009-05-11				
심각도					

이력

No.	등록자	상태	담당자	내용	첨부파일	등록일시
1	admin	OPEN	admin			2009-05-11 11:13:00
2	admin			[관련이슈등록] 이슈등록		2009-05-11 13:33:16
3	admin	처리중	admin	내용	다운로드	2009-05-11 13:46:27

상태변경

* 상태	OPEN	* 담당자 할당	admin
* 내용	<input type="text"/>		
메일 수신자	<input type="checkbox"/> admin <input type="checkbox"/> 송영인		
SMS 수신자	<input type="checkbox"/> admin <input type="checkbox"/> 송영인		
첨부파일	<input type="text"/>		<input type="button" value="찾아보기..."/>

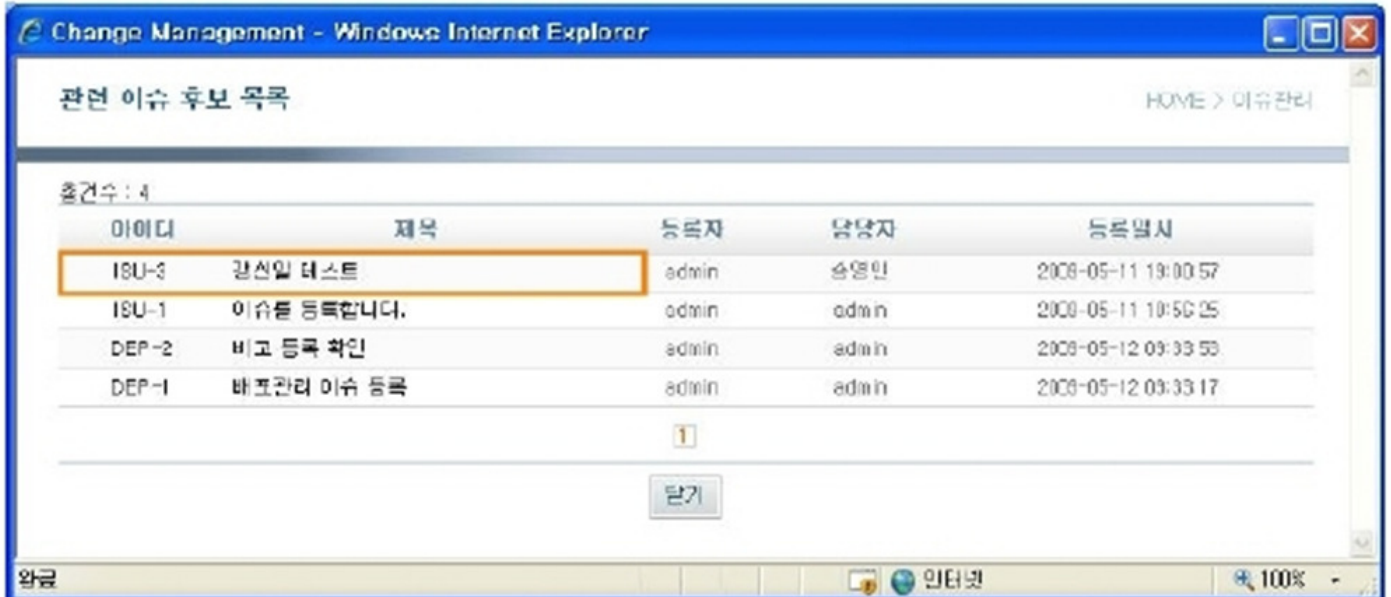
1. You can see the issue details as above.

- ID: issue ID (auto-generated)
- Linked to: link another issue for reference
- Linked by: other issue referencing the current issue
- Status: current status of the issue
- Registered: registered date
- Registerer: issue registerer
- Assignee: issue assignee
- Title: issue title
- Description: issue description

2. Admins can click the Edit button to edit issue details.

3. Click the List button to proceed to the issue list screen.

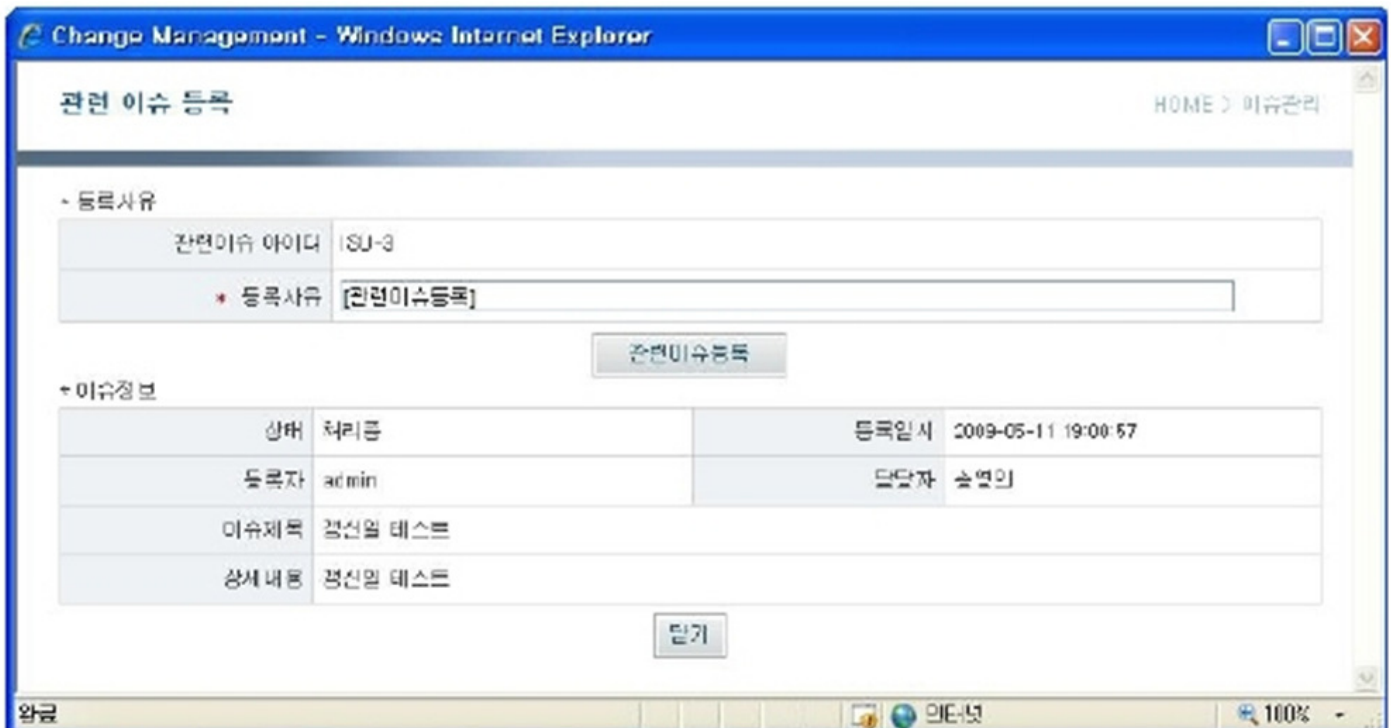
Linking issue to other issues



1. To link issues to an issue as reference, click the Add button next to the Link to lets you browse list of issues that can be linked to the current issue.

- ID: issue ID (auto-generated)
- Title: issue title
- Registerer: issue registerer
- Assignee: issue assignee
- Registered: registered date

2. To cancel editing, click the Close button.



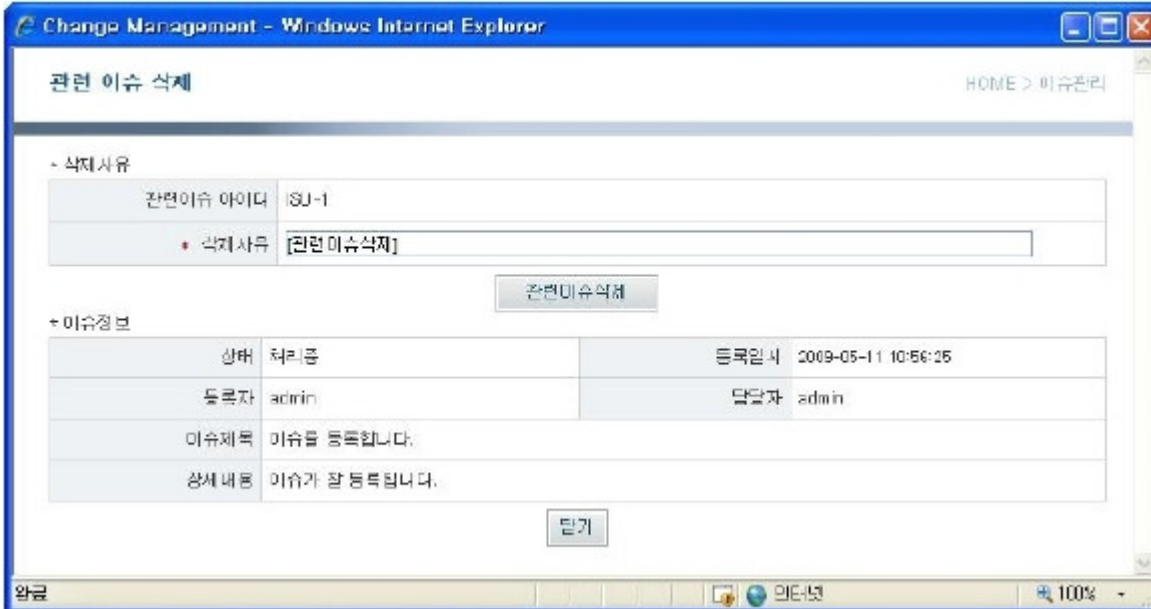
3. Click on an issue ID or title from the link issue candidates list to see issue details.

- ID: linkable issue ID (auto-generated)
- Reason: reason for linking
- Status: issue current status
- Registered: registered date

- Registerer: issue registerer
- Assignee: issue assignee
- Title: issue title
- Description: issue details

4. Enter the reason for editing in the Reason text field, then click Link Issue button.

5. To close without saving, click Close.



6. By clicking the Remove button for the linked issue, you can remove the linked issue.

- ID: issue ID (auto-generated)
- Reason: reason for removing link
- Status: issue's current status
- Registered: issue registered date
- Registerer: issue registerer
- Assignee: issue assignee
- Title: issue title
- Description: issue details

7. Enter the reason for removing, then click Remove linked issue button.

8. To close without saving, click the Close button.

## Change issue status

이슈정보

아이디	ISU-2	참조한 이슈	추가	ISU-1	삭제
상태	처리중	참조된 이슈	ISU-1		
등록자	admin	등록일시	2009-05-11 11:13:00		
이슈제목	이슈 이슈	담당자	admin		
상세내용	이슈의 이슈				
이슈갱신일	2009-05-11				
심각도					

이슈수정    목록

이력

No.	등록자	상태	담당자	내용	첨부파일	등록일시
1	admin	OPEN	admin			2009-05-11 11:13:00
2	admin			[관련이슈등록] 이슈등록		2009-05-11 13:33:16
3	admin	처리중	admin	내용	다운로드	2009-05-11 13:46:27

상태변경

* 상태	OPEN	* 담당자 할당	admin
* 내용	<input type="text"/>		
메일 수신자	<input type="checkbox"/> admin <input type="checkbox"/> 송영인		
SMS 수신자	<input type="checkbox"/> admin <input type="checkbox"/> 송영인		
첨부파일	<input type="text"/>		찾아보기...

상태 수정

1. Bring up the issue details.

- Registerer: issue registerer
- Status: issue's current status
- Assignee: issue assignee
- Details: issue description
- Attachments: attachments
- Registered: issue registered date

2. Enter changes, then click the Save button to store.

- Status: issue's current status. You can change other statuses.
- Assign: choose an assigner for the issue (limited to users for this current space)
- Description: issue history details
- Email: send email to selected users
- SMS: send SMS to selected users
- Attachment: send attachment files

Edit issue

## 이슈수정

이슈관리홈 > 이슈관리

* 이슈제목	<input type="text" value="미슈 미슈"/>
* 상세내용	<input type="text" value="미슈의 미슈"/>
* 이슈갱신일	<input type="text" value="2009-05-11"/>
* 심각도	<input type="text" value="Fatal"/>
* 수정사유	<input type="text"/>
메일 수신자	<input type="checkbox"/> admin <input type="checkbox"/> 송영민
SMS 수신자	<input type="checkbox"/> admin <input type="checkbox"/> 송영민

수정

삭제

초기화

뒤로

1. Enter the details above, then click the Save button to save the changes, and then proceed to the issue details screen.

- Title: issue title
- Description: issue details
- Reason: reason for edit
- Email: send email to selected users
- Send SMS to selected users
- Attachment: choose attachment file

- ✓ Admins can edit issues. Only editing details is allowed for users assigned to the issue.
- ✓ Other fields can be added by admin and used via Space Management > Field Management.

2. Click the Remove button to delete the issue and proceed to the issue list screen.

- ✓ Removed issues actually keeps data intact, so while they may not be searchable or listable via Issue Management menu, they can be accessed specially if you check the View Removed Issues item in the Search Issue menu.

3. To close without saving, click the Close button.

4. Click the Back button to go back to the previous page.