# ActiveCollab Tickets Summary Specs

Description & Questions

1) Tickets summary module will provide with functionality to manage all tickets in projects at one place with automatic escalation based on due dates, with sorting options, Jump to ticket feature, sort by project, sort by escalation, easy to move to project feature with minimum clicks;

2) Tickets summary should be compatible to Tickets Plus hacks from Appsmagnet, as most of the current ticket tweaks are used from that module in clients system;

3) All tickets should be at one page without scrolling, except tickets in archive – so no pagination;

4) Escalation: Each of the ticket can have 3 kind of dots next to tickets with the following algorithm of conversion to another dot based on Tickets Rule and planner rule. **Touched** means that ticket status was updated by the assignee or responsible person(only in this way)

   Ticket rule will execute, when someone is creating ticket, ticket is edited, status of ticket is changed or responsible is added, removed, or replaced.
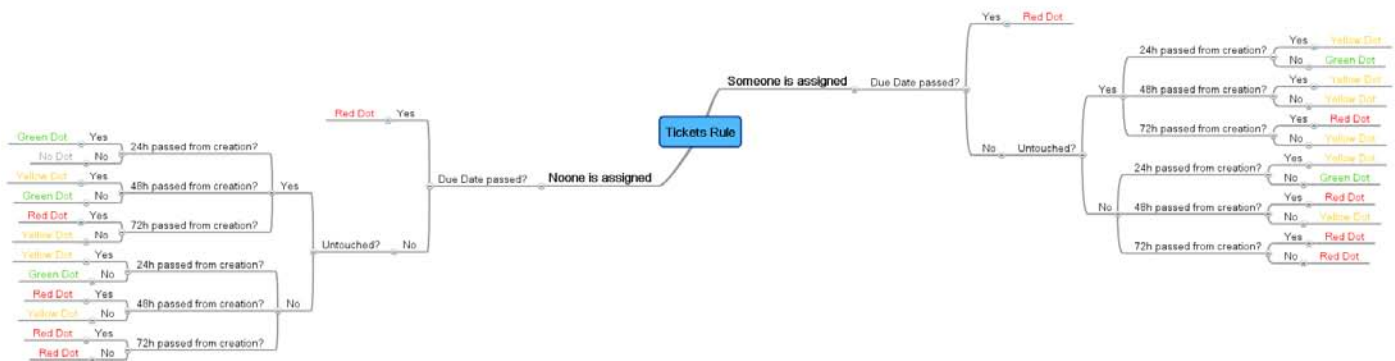
Planner rule executes with scheduled tasks each 5 minutes and automatically checks and changes all tickets dots in the system matching the criteria:
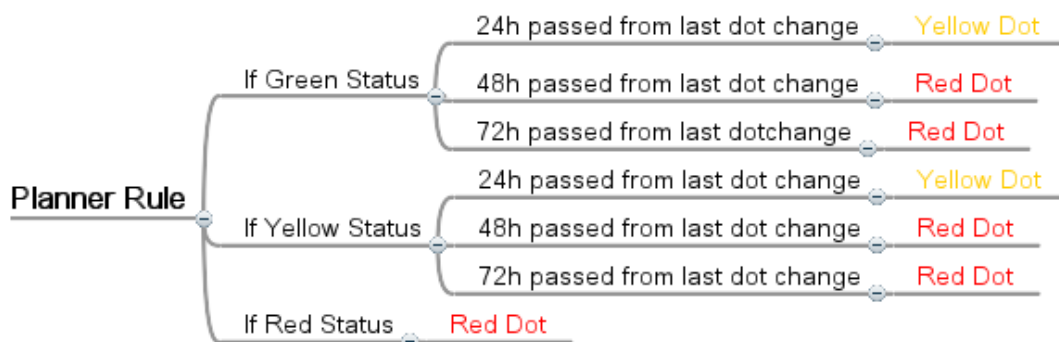
5) At the top of listing tickets there will be button to create ticket. It should inherit everything from original tickets page, except that we should choose project. Once ticket is created we need to be forwarded to tickets summary page;

6) Search by ticket id or title – will be introduced in all tickets added into system, so each ticket will have unique # on that page that won't be changed. Search should be done by archive. Tickets should have ticket id assigned by system.

7) By default all tickets will be sorted based on tickets creation date, so the newly created tickets will be at the top. Sorting Options: Sort by Green, Yellow, Red . At the right side there will be tabs to sort by projects. Plus current Sorting options provided below:
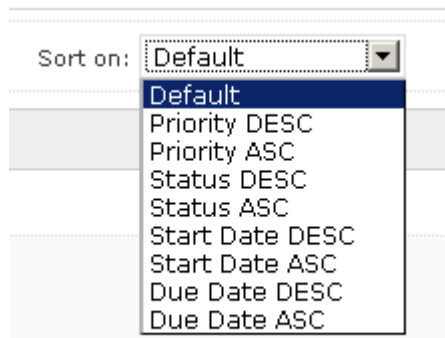
8) Selected tickets could be moved to project from select above. Move to project should move selected tickets with provided list of projects in that select and clicking on Go button. Everything should be moved – along with comments, assigned people, and time logged.

9) There won't be drag n drop feature on that page.

10) When we mouse over any ticket at the list, it should show us the latest comment as a hint from that ticket, but there shouldn't be the whole ticket like it's in Tickets Plus hacks;

11) Roles: System should use project roles to see all tickets on tickets summary page + we should have can_use_tickets_summary system role. If it's switched to yes, at tickets summary module, people will see and manage tickets according to project roles in activecollab.

12) While adding ticket, we should have project field with smart type function. We type some symbols and it shows us all projects that include these symbols;

13) When we Quick update ticket and no one is assigned, and you didn't select assignee, you'll be selected as responsible; (mod in Tickets Plus module)

14) While creating new ticket - make the project dropdown "type sensitive"? E.g. type "mo" and you will land on movetech project… Users will get only results of the projects they are assigned to and where they are able to add tickets;

Tickets List

Tickets Summary [New Ticket] [Move To]

Dashboard » Tickets Summary » All Open Tickets

Sort on: [Default ▾]   [🔍]

	#	Ticket	Project	Time Opened			
OPEN	#12	NEWSWORTHY COMPANY EVENTS? (POST HERE) MyWebGuyTaylor is responsible.	Project 1	12 days 14h 23 m	🔴	☐	📄
FEEDBACK	#13	Logins For Google Webmaster Tools, Analytics, FTP, Registrar, and CMS Admin	Project 1	12 days 14h 23 m		☐	📄
OPEN	#14	ONLINE PRESS RELEASE TEMPLATE FROM PR WEB	Project 1	12 days 14h 23 m	🟡	☐	📄
FEEDBACK	#18	Phase 3 - Step 10: Create 1 craigslist ad for your company MyWebGuyTaylor is responsible.	Project 1	12 days 14h 23 m	🔴	☐	📄
OPEN	#17	Phase 3 - Step 11: Submit To Article Directories MyWebGuyTaylor is responsible. Other assignees: Taylor Reaume	Project 1	12 days 14h 23 m	🔴	☐	📄
FEEDBACK	#16	Phase 3 - Step 12: Provide Ongoing SEO Guidance MyWebGuyTaylor is responsible. Other assignees: Taylor Reaume	Project 1	12 days 14h 23 m	🟢	☐	📄
NEW	#46	Product Descriptions Example xcel file Cris Moreno is responsible.	Project 1	12 days 14h 23 m	🟡	☐	📄

🗄 Archive   [With Selected … ▾] (Go)

Create Ticket

New Ticket [New Ticket]

Dashboard » Projects » Anna's Projects » Tickets » New Ticket

Summary*

[   ]

Full description

[Toolbar: Paragraph ▾ Styles ▾ **B** *I* U ABC ≡ ≡ | ≡ ≡ | 🔗 🔗 IMG | 📋 ⟲]

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🖉 Attach Files...

Assignees   No one is responsible

☐ All of The Search Engine Pros
  ☐ Anna   ☐ John Rodriguez   ☐ MyWebGuyTaylor   ☐ Stas PM
  ☐ Taylor Reaume

☐ All of AnnaTestCo
  ☐ annayakubets   ☐ hellpower@gmail.com   ☐ Stas Client

(Submit)

Project
[-- None -- ▾]

Milestone
[-- None -- ▾]

Status
[New ▾]

Priority
[Normal ▾]

Start on
[   ] 📅

Due on
[   ] 📅

Visibility
◉ Normal
◯ Private