

UVA Advanced Searches

Incident Searches

Widespread incidents	'Impact*' = "1-Extensive/Widespread"
Date Range	'Submit Date' >= "\$EnterStartDateRange\$" AND 'Submit Date' < "\$EnterEndDateRange\$" 'Submit Date' > "\$Enter the Starting Date\$" AND 'Submit Date' < "\$Enter the End Date\$" 'Submit Date' >= "\$Type in your start date\$" AND 'Submit Date' < "\$Type in your end date\$"
Specific Submitter Resolved 60 days	'Submit Date' > \$TIMESTAMP\$ - (60*24*60*60) AND 'Submitter*' = "appadmin" AND 'Status*' < "Resolved" NOTE: Change out "appadmin" for desired username.
Critical/High Urgency	'Urgency*' = "1-Critical" OR 'Urgency*' = "2-High"
Medium Pri w/ In Progress	'Priority*' = "Medium" AND 'Status*' = "In Progress"
Priority is NOT critical	'Priority*' != "Critical"
Medium & High Impact	'Urgency*' = "1-Critical" OR 'Urgency*' = "2-High"
2 weeks of tickets	'Submit Date' > \$TIMESTAMP\$ - 14 * 24 * 60 * 60
Incidents for user last 45 days	'Submit Date' < \$TIMESTAMP\$ - 45 * 24 * 60 * 60 AND 'Submitter*' = \$USER\$
Creator Incidents for 45 days	'Submit Date' < \$TIMESTAMP\$ - 45 * 24 * 60 * 60 AND 'Submitter*' = "\$Creator\$" NOTE: Use desired username for "\$Creator\$" popup.
Date Range & Specific Submitter Resolved	'Submit Date' > \$TIMESTAMP\$ - (60*24*60*60) AND 'Submitter*' = "appadmin" AND 'Status*' < "Resolved" NOTE: Change out "appadmin" for desired username.
Tickets for the last 7 days	'Submit Date' > (\$TIMESTAMP\$ - 7 * 24 * 60 * 60) AND 'Submitter*' = "\$Creator\$"