

Advanced Incident Search

Overview

Metric One Advanced Incident Search for Onyx Employee Portal (OEP) extends powerful searching capabilities to sales, service, support, and work ticket incidents.

The true power of the search engine is its ability to index and search on individual words found in the **worknotes** of the incidents. The results list of the incident searches are hot linked to allow immediate selection and editing of the incident directly within the OEP interface.

Features

- Search on any, or combination of, the following core OEP incident fields:
 - Start and End dates (based on Insert Date)
 - Type
 - Assigned To
 - Product
 - Status
 - Priority
 - Source
 - Description (up to three words in an AND/OR selectable configuration)
 - Keywords (up to three words in an AND/OR selectable configuration)
 - **Worknotes** (up to three words in an AND/OR selectable configuration)
- Work ticket incident searching included
- Automated Worknote word indexing provides fast search results
- Hot linked incident search results allowing immediate viewing and editing
- Available for Onyx Employee Portal v4.5 and v5.0

Benefits

- Users can utilize the existing base of incident records as a functional “knowledge base” through the use of worknote searching.
- Cut down service and support call times by allowing the representatives to search and find similar, existing issues and resolutions.

Onyx Employee Portal - Web Client - Microsoft Internet Explorer

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ONYX

Home Customer Task Manager List Manager Messenger Search

QUICK Search Customer ID

QUICK List

Advanced Support Incident Search

Enter Support Incident Search Criteria:

Start Date: 09/01/2004 (Insert Date - Format: MM/DD/YYYY)

End Date: 09/30/2004 (Insert Date - Format: MM/DD/YYYY)

Type: General

Assigned To:

Product: Pumps

Status:

Priority:

Source:

AND

Description Search: pump OR OR

Keyword Search: OR OR

Worknote Search*: pump OR problem OR

*Incident worknote searching performs EXACT word searches only.

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Home Customer Task Manager List Manager Messenger Search

QUICK Search Customer ID

QUICK List

Support Incident Search Results (11 records returned)

ID	Description	Type	Assigned To	Product	Status	Priority
12684	Pump will not run	General Support Queue	Pumps	Open	High	
12683	Pump not putting out water as expected	General Jim Wong	Pumps	Open	Immediate	
12682	Pump will not go from low to high speed	General Jim Baker	Pumps	Open	Medium	
12681	Low speed pump does not function	General Karen Smith	Pumps	Open	Immediate	
12679	Rolling black outs caused reverse pumping with check valve closed	General Rick Johnson	Pumps	Open	High	
12677	Stress fractures or metal shavings observed	General Jerry Wong	Pumps	Open	High	
12676	Bus fused panel won't handle LRA (Lock Rotor Amperage)	General Rick Johnson	Pumps	Open	High	
12667	Resident frequency (vibration)	General Rick Johnson	Pumps	Open	Medium	
12658	Pump Failure	General Support Queue	Pumps	Open	High	
12656	Pump shuts off prematurely	General Support Queue	Pumps	Open	High	
12655	Pump Installation Problems	General Support Queue	Pumps	Waiting Medium		

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Measuring Success Through Process and Technology

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