

Filters and views are available throughout ESP.

1. Select: Menu item.

→ Filters/Views are based on the area that you select. In this example, we select:

- Menu > My Service Requests.

HOME

MENUS

- Home
- New Incident
- My Incidents
- New Service Request
- My Service Requests**
- New Change Request
- My Change Requests
- My Approvals
- Knowledge Base
- Search

2. Select: Filter.

3. Select: View (if needed).

→ ESP will display results based on the filter and view you select. In this example, we select:

- Filter > In Progress.
- View > List.

MY SERVICE REQUESTS

Filter : **In Progress**

View : **List**

→ You can use views with filters if needed. Careful what you ask for – the request may not be logical if you try to use an ‘open’ filter with a ‘closed’ view.

In this example, there is one item in the list. The filter is ‘in progress’ and the view is ‘list’.

MY SERVICE REQUESTS

Filter : **In Progress** View : **List**

<input type="checkbox"/>	Creation Date	Number	Topic	Status
<input type="checkbox"/>	3/7/2016 8:51:45 am	SANDBOX_SR1603_00001	Employee - New WaTech	In progress