

# ChangeGear 8.0

## Create Custom Views in Workspace or Dashboard



Audience: IT ChangeGear users

Create a custom view in ChangeGear 8.0 that provides one location to see all relevant work items and/or tickets from multiple modules, without toggling between the modules.

### Add Module View to Workspace or Dashboard

You can add **Module View** widgets to the **Workspace** or **Dashboard** to view tickets from any module. In this example, four new **Module View** widgets have been added to the **Workspace**, allowing you to view tickets from all four modules (**Change**, **Incident**, **Service Request** and **Incident Tasks**) in one place.

The screenshot displays the ChangeGear Workspace interface. At the top, there are navigation options: 'My Workspace', 'Add Widget', 'Current Month', and 'Refresh'. Below this, there are six summary cards for different incident categories, each showing a count of 0 and 0% progress. The main area is divided into four grid sections, each containing a table of tickets:

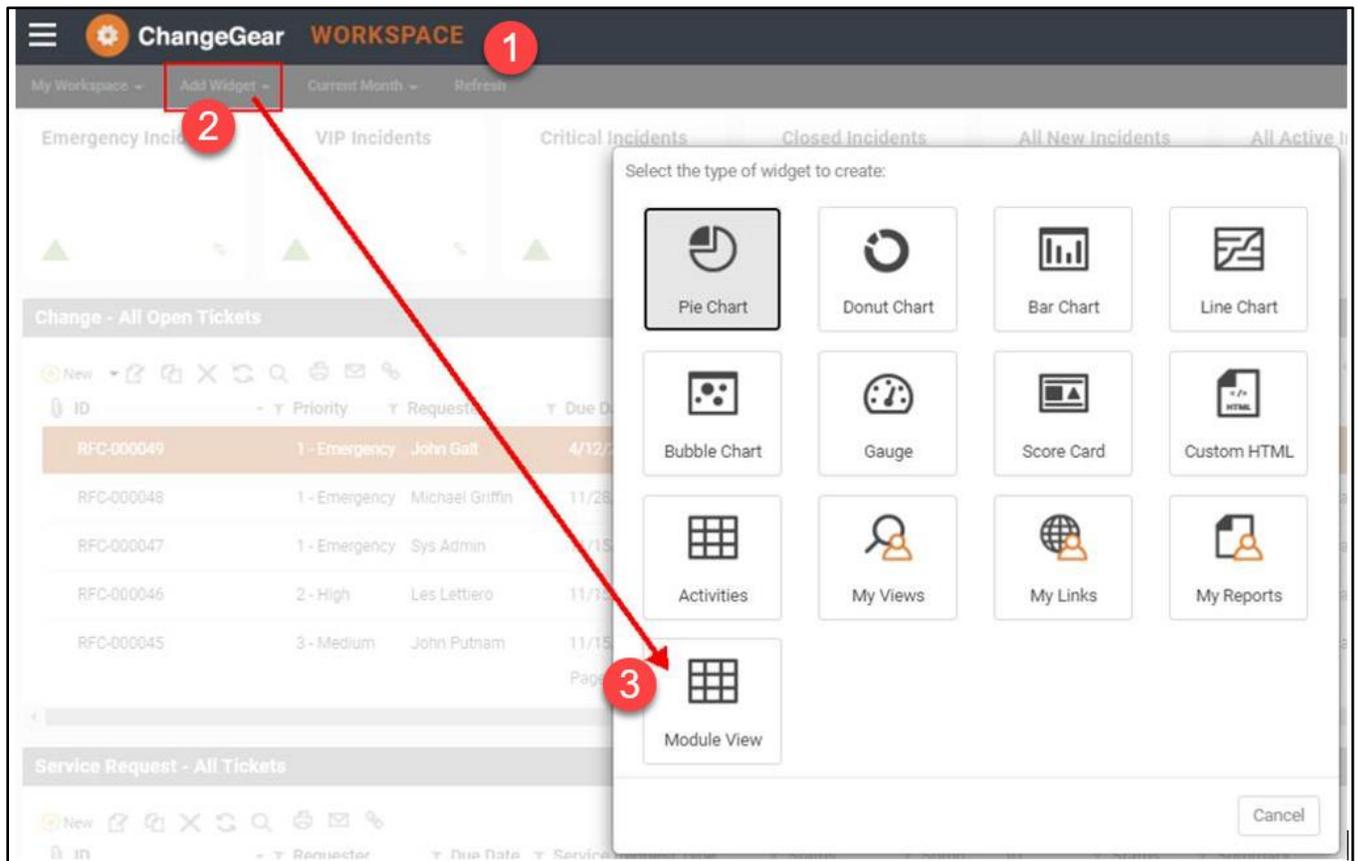
- Change - All Open Tickets:** Table with columns: ID, Priority, Requester, Due Date, Status, Summary. Rows include RFC-000049 (Emergency, John Galt, 4/12/2021, Assigned, Request PW reset), RFC-000048 (Emergency, Michael Griffin, 11/28/2020, Unsubmitted, Service Level not m), RFC-000047 (Emergency, Sys Admin, 11/15/2020, In-Progress, Cannot send or reci), RFC-000046 (High, Les Lettierio, 11/15/2020, In-Progress, Power Supply Testi), RFC-000045 (Medium, John Putnam, 11/15/2020, In-Progress, Implement New VO). Page 1 of 1 (33 items).
- Incident - All Incidents:** Table with columns: Item ID, Priority, VIP, Requester, Due Date, Status, Summary. Rows include IR-0000034 (Low, Anonymous User, 4/3/2021, New, Network S), IR-0000033 (Critical, Michael Griffin, 11/15/2020, Pending Resolu..., Cannot sen), IR-0000032 (Critical, Dominic Santaro, 11/15/2020, Pending Resolu..., Cannot sen), IR-0000031 (Critical, George Jackson, 11/15/2020, In-Progress, Cannot sen), IR-0000030 (Critical, Dave Ramond, 11/14/2020, New, Projector ir). Page 1 of 1 (34 items).
- Service Request - All Tickets:** Table with columns: ID, Requester, Due Date, Service Request Type, Status, Sumn. Row includes SR-0000001 (Les Lettierio, 5/20/2021, General Request, New, Gene).
- Incident Tasks - All Incident Tasks:** Table with columns: ID, Status, Summary, Start Date, Completion Di, Ticket ID. Row includes TSK-000002 (In-Progress, task ticket, IR-0000034).

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Adding new widgets:

1. Open either **Workspace** or **Dashboard**.
2. Click **Add Widget** from the toolbar.
3. Click **Module View**.

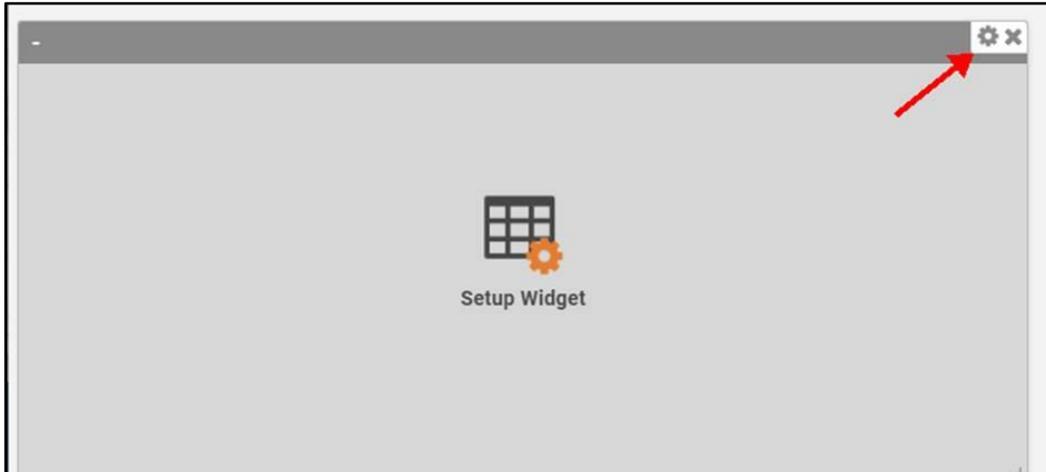


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## Create Custom Views in Workspace or Dashboard



When the new **Module View** is added to your **Workspace** or **Dashboard**, click **Configuration Settings**  in the top right corner.



Clicking **Configuration Settings** brings up **Choose View to display**.

1. Click **Module** to see items to add to your view.
2. Click your preferred **Views**.
3. Click **Save**.

