

3.2.3. ADVANCED SEARCH REPORT

All SRS users can run an *Advanced Search Report* when the conventional search criteria provided with most reports is not adequate. This report provides a robust array of selection criteria that allows you to perform sophisticated searches.

Running an *Advanced Search Report* is the same as running a *Historical Tickets* report, then click on the *Additional Search Criteria* selection. See *Section 3.2.2. Historical Tickets Report* beginning on page 63.

Note: Managers can access the *Advanced Search* report by clicking the **Advanced Search** link that appears at the top of most reports (as shown on the report below). It also appears on the SRS home page.

General users access the *Advanced Search Report* by clicking on *My Ticket History* then selecting *Refine Report*.

To run an advanced search for a ticket(s):

1. The **Advanced Search** prompt is located at the top of most SRS pages. It also appears on the SRS home page.



2. Click on **Advanced Search**. The *Search All Tickets* window appears.

Search All Tickets		Refine Report Criteria		HELP
Assignee		Child Tickets		Group
All Choices Abbene, Philomena Abshire, Lisa Arnico, Alfonso Amin, Neel		All Choices NOT NULL NULL		All Choices Client Services Group Developer Group Edir Group Enhancement Group
Last Modified By		Parent Tickets	Priority	project_name
All Choices Abbene, Philomena ARAAdmin Balasubrameniam, Kadambadi P. Boyce, Alison		All Choices NOT NULL NULL	All Choices Critical High Low Medium	All Choices NULL / Not Selected 3050/MSRS APPRODSUPPSRS ASSET_SERV_SRS
Request Type	Status	Submitter Deptno		
All Choices NULL / Not Selected All Regions Asia Europe	All Choices CANCELLED CLOSED OPEN PENDING	All Choices AM FUNDS DISTRIBUTION(T687) BUSINESS MANAGEMENT(T070) CONNECTIVITY(E174) EQMT - DIVISIONAL/REGIONAL MGT(E810)		
Submitter				
All Choices Abbene, Philomena Balasubrameniam, Kadambadi P. Boyce, Alison Carroll, Noelle				

3. This page contains a wide array of search criteria which you can select in any combination. Use the drop-down menus on any of the fields to refine your search. Any combination of the criteria is acceptable. Only tickets that match *all* the criteria are included in the final report.

Initially only the fields in the default schema for this instance are displayed (see *Section 2.2.1. The Default Schema* beginning on page 19).

4. Scroll down the page to see additional search criteria that you can select.