REMEDY ITSM ADVANCED AND SAVED SEARCH

PERFORMING ADVANCED SEARCH

As Remedy ITSM is now a Web Application the client application ability to perform record search and save as a reusable macro will no longer be available. It is being replaced with what is now called Saved Search's; Saved Searches offer all the same capability as Macros with the exception of being able to record direct to a report output. In Remedy ITSM you will have to run a Saved Search and then generate a saved report.

To perform and save a search, do the following:

- From a Search Record screen you can select the Searches from the drop down menu, this will allow you to re-run any recent searches; as well as save any custom Searches that you create. You can also execute Searches that you have saved.
- 2. The **Advanced Search** bar will allow you execute advanced query strings. Selecting this option will open a custom search box at the bottom of the screen



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3. On the Advanced Search bar you can specify unique search criteria.



4. The **Fields** menu will present you with a list of Fields that can be searched against on the record.

RUNNING A REPORT

 From the Search results of a record search perform th run an ad-hoc report: 1. When the Results are returned choose Select All (I down the CTRL key will allow you to select/deselect) 	e following to 211 of 211 results Incident ID*+ ▼ Last Name+ First Name+ INC00000003972 Kajiura Kenji INC000000003971 Josey Robert INC000000003970 Hatcher Dwight
2. Select the Report Button	2 Action 2000 2000 Store 1 Actions 2000 Acti
Report Console - HPD:Help Desk Show Al Reports Category pdf Owner Form Name Modified Date Report 1 Ø Get Intance ID R036287 HPD Help Desk 10:29 2014 3:7:23 PM AR System Ø HPD Help Desk CH38456 HPD Help Desk 10:7/014 11:05 04 AM Web	VPC Description Web Report 5 Web Report 5 Web Report 5 4. And Choose Run
HPD Hebp Desk 9/13/07 19 550 6 M Web JBH Inddent Ednact UE06007 3 HPD Hebp Desk 10/27/2014 11:1335 M Web HPD Hebp Desk 9/13/07 14 9550 6 M Web	Index Ubals by Status and Assigned (Web Report Open Index Courts by Assigned Group) Open Index Courts by Assigned Group)
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