

## Issues in Data Central

Issues are created, answered, and tracked within elluminate and are not pushed to any external systems, except for sending an optional email notification to the user the issue has been assigned to.

### Open the Issues Panel

To open the Issues Panel, click on Issues from the left navigation. This displays any Open, Answered, In Progress (if configured for URL), Closed, or Canceled issues.

### Open the Details View

To open the Details view for a record, use one of the following methods:

- Double-click on a record.
- Right-click on a record, then select Details.
- Highlight a record, then click the Details icon.

### Use Filters to Refine Records

Use column filters to limit the results to the issues of interest.

- Find issues assigned to you that require your action:
  - Status = Open and Assigned To = your username
- Find issues you opened to see the response, and then close, as appropriate:
  - Opened By = your username and Status = Answered
- Find RBQM related issues by clicking the RBQM Filters icon in the Issues toolbar.

## Action Issues

Actions depend on your Role and the Status of the Issue:

Start Progress (if configured for URL) – Move Issue to Pending (sub-status of Open) – Answer – Close\* – Close as Irresolvable (sub-status of Closed)\*\* – Cancel – Reopen\*\*

**Multiple Issues can be managed at one time from the Issues panel\*\*:**

1. Check the box(es) at the left of each record.
2. Click the Action icon.
3. Select the appropriate action.

**Other ways to action an Issue:**

- To action a single Issue from the panel, right-click on a record, select Action, then select action item.
- To action from the Details view, use the icons in the panel toolbar.
- In the Details view, Issues can be managed from the Related Issues section.

\*When closing an RBQM issue, you have an option to snooze it.

\*\*Single Closed Issues can be reopened.

\*\*\*Must enter a reason when Close as Irresolvable is selected.

## Additional Details

- View the source of an issue by clicking the hyperlink in the Type field.
- View or add comments from the Issues panel or Details view.
- Edit an issue, such as changing the priority or the assignee, depending on the status of the Issue. The creator of the issue or a user with the Issue Administration privilege can also edit the Due By date and the Issue Text.