Issues

The Overview - Issues section lists down all the issues in a portal. By default, users will view all open issues assigned to them across all the projects. Users can also select other default or custom views using a drop-down. In the List view, the issues can be organized by their respective projects while the Kanban view displays issues in the form of cards. Additionally, users can also submit issues from each of these views.

Use cases

Construction: When an electrical fitting has a problem, an issue can be raised in Zoho Projects to ensure that this isn't missed out.

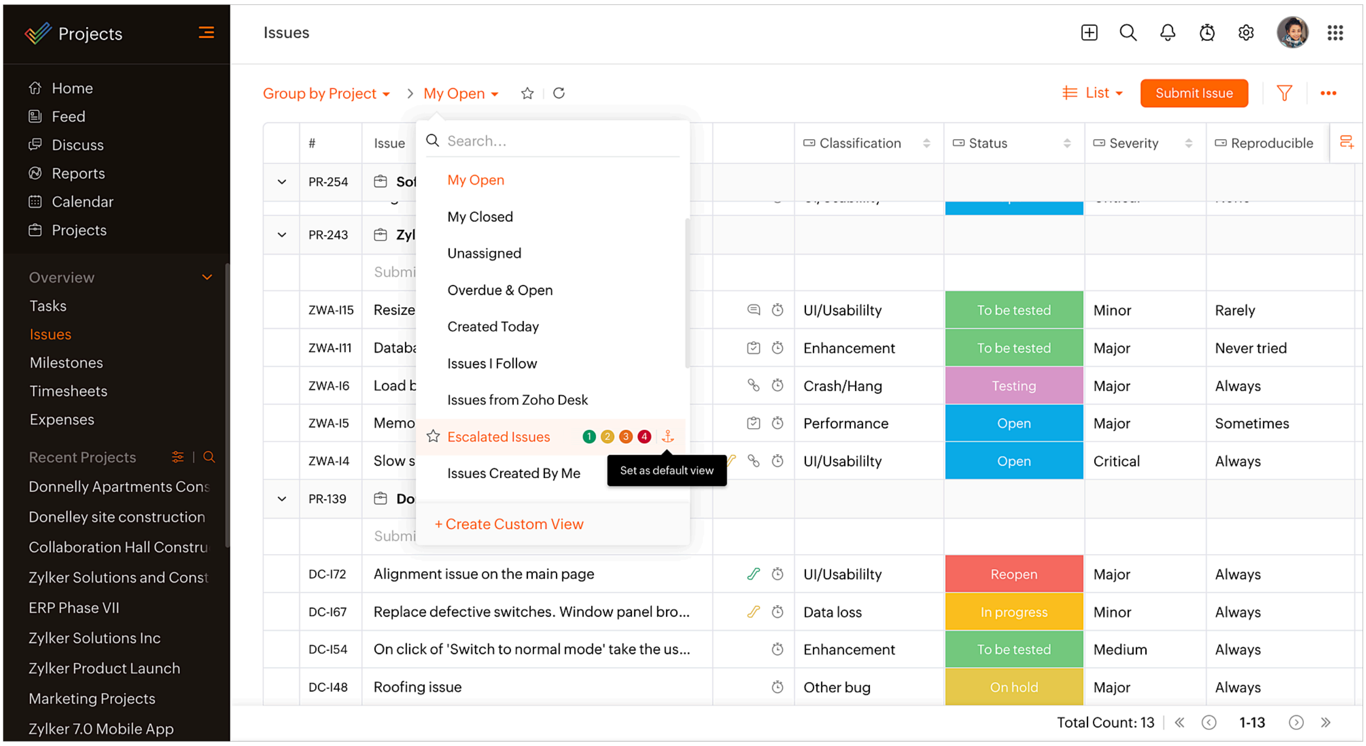
Software development: After a feature is released in the application, there are possibilities of finding issues. In such circumstances, the Issues module in Zoho Projects can be used to track down the issues or bugs by the developers without a miss.

Manufacturing: Automobile spare parts are manufactured and tested for quality assurance. At times, issues can be found while testing the spare parts. These issues can be tracked in Zoho Projects.

Setting a View as Default

1. Navigate to **Overview > Issues** on the left navigation panel.

2. Click on the view selector drop-down.



3. Hover over a view.
4. Click on the ⚓ icon to set a view as default.
    - User will land on this view every time they access the Overview - Issues section.

Submit an Issue

1. Navigate to **Overview** > **Issues** on the left navigation panel.
2. Click **Submit Issue** button.
3. Select a project from the drop-down.
4. Add an Issue title.
5. Select an Assignee to handle the issue.
6. Fill in the other fields (both default and custom fields will be shown on the form) and then click **Add**.
7. Click **Add More** to submit more issues.

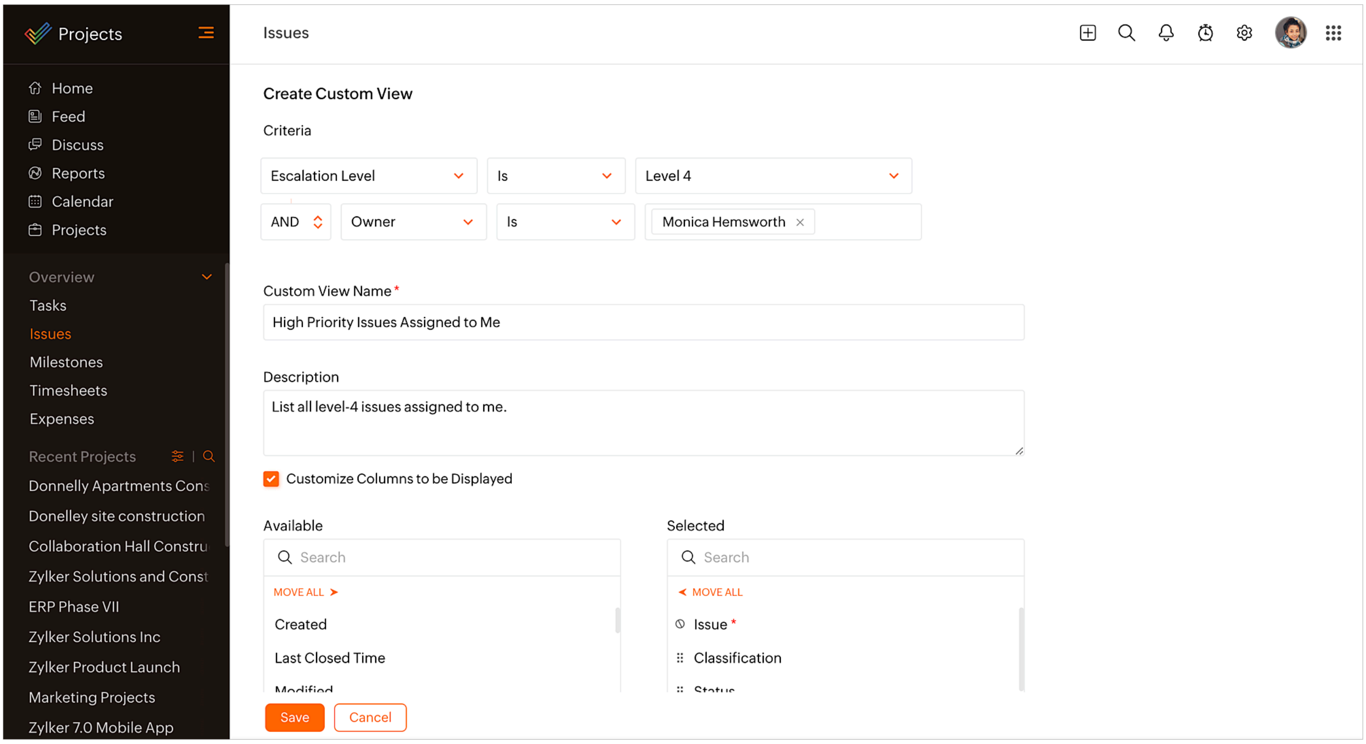
Manage Columns

1. Open List view, Click on the add column icon ( ).
2. Hover over the project field and click Add or use the search bar to find a specific field.
3. The column will be automatically added.
4. Click the column header, drag and drop the column to reorder.
5. Right click on the column header to Insert Column Before, Insert Column After or Hide Column.

Custom Views

Users can create customized views and save them for quick reference. For eg, user can view all high priority issues assigned to them as a default view.

1. Navigate to **Overview** > **Issues** on the left navigation panel.
2. Click on the default views drop-down.
3. Click **Create Custom View**.
4. Select criteria for the custom view.
    - Users can select multiple criteria. The custom view will display issues if they match the criteria.
5. Select the AND operator if all the criteria are to be TRUE. Select OR operator if either of the criteria is to be TRUE.
6. Enter a custom view name.
7. Enter a description.



8. Check the **Customize Columns to be Displayed** option to select fields that are to be displayed in this view.
9. Use the Share Custom View option to enable this view for all users or specific users. Unchecking this option will enable this view only to the user who creates the view.
10. Use the Accessibility option to select projects that can use this custom view.
11. Click **Save**.

Issue Details

1. Click on an issue to view more details. Users can edit the fields here.
2. Scroll the issue details page to add additional information to the issue.
    - Comments: You can add comments while modifying an issue. Use the screen-grabber to share screenshots or the in-built draw tool to highlight or obscure areas.
    - Attachments: Attach and share screenshots using the screen-grabber. Attachments added in Comments and Resolution section are shown here.

- Resolution: Use this option to resolve the issue. You can also add attachments and screenshots when resolving an issue.
- Log Hours: Add the time you spent on resolving the issue. You can also set the start and end time.
- Link Issue: You can link and classify related issues.
- Tasks: Link related tasks to your issue. (Not applicable for stand-alone BugTracker subscriptions)
- Activity Stream: View the history of the issue. The activities are listed chronologically.
- Changesets: View changesets here.
- Extensions: View extensions installed in your portal.

More Reads

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