

# Track incoming requests

View which requests have been converted to tasks or projects.

## REPORT TYPE

Issue

## VIEW

Issue»Name

Owner»Name

Issue»Entry Date

Resolve Task»Name

Resolve Task»Planned Completion Date

Resolve Task»Status

Resolve Task»Percent Complete

Resolve Project»Name

Resolve Project»Planned Completion Date

Resolve Project»Status

Resolve Project»Percent Complete

Use conditional formatting to highlight information. For example, make the task columns yellow and the original request information gray.

Rename column headers to reflect your organization's processes and terminology.

## GROUPING

Queue Topic»Name

## FILTERS

Issue»Resolving Object ID → Is Not Blank

Issue»Is Complete → Not Equal → True

**Incoming requests\_Converted** [Report Settings](#)

Columns (View) Groupings Filters Chart

**New Column Rule**

When the:  Equal

Show the field like this: ☒ Text Color ☐ Text Format ☐ Text Alignment ☐ Background ☐ Show Text

☐ Show an icon there:

[Add Rule](#) [Cancel](#)

**Column Preview** [Apply an Existing View](#) [+ Add Column](#)

NAME	ENTERED BY: NAME	ENTRY DATE	RESOLVE TASK: NAME	RESOLVE TASK: PLANNED COMPLETION DATE	RESOLVE TASK: STATUS	RESOLVE TASK: PERCENT COMPLETE
Sync duplicating contacts	John Smith	4/15/11	Train Inside Sales Team	6/17/20	In Progress	75%

[Save + Close](#) [Apply](#) [Cancel](#)

**Incoming requests\_Converted** [Report Settings](#)

Columns (View) Groupings Filters Chart

**Column Settings** [Advanced Options](#) [Switch to Text Mode](#)

Show in this column:

Custom Column Label:  Field Format:

☐ Show this column when on a Dashboard

Column Rules Allow you to format a column a specific way based on criteria you set.

[+ Add a Rule for this Column](#)

[Done](#)

**Column Preview** [Apply an Existing View](#) [+ Add Column](#)

NAME	ENTERED BY: NAME	ENTRY DATE	NEW TASK	RESOLVE TASK: PLANNED COMPLETION DATE	RESOLVE TASK: STATUS	RESOLVE TASK: PERCENT COMPLETE
Sync duplicating contacts	John Smith	4/15/11	Train Inside Sales Team	6/17/20	In Progress	75%

[Save + Close](#) [Apply](#) [Cancel](#)

**Incoming requests\_Converted** [Report Settings](#)

Columns (View) Groupings **Filters** Chart

Set Filter Rules for your Report [Switch to Text Mode](#) [Apply an Existing Filter](#)

Only show me Issues in which the...

Issue > Is Complete  ☒ True ☐ False

[AND](#)

Issue > Resolving Object ID

[+ Add another Filter Rule](#)