

Smart IT - Provide 'Advanced Filter Qualification' box for the 'Ticket Console'

When defining Filters within the 'Ticket Console', the limitation is to the various filtering options provided, however these filtering options do not include the ability to use 'NOT' or 'AND/OR' syntax, i.e. to exclude elements.

To allow users to use 'Advanced Qualification' in a similar way as they can in traditional Remedy, the addition of an 'Advanced Filter Qualification' box would be great, this would allow users to enter complex strings (in a SQL style fashion as in ARS) to accurately present the data that they wish to be returned for their Preset filter.

```
'Status' < "Resolved" AND (('Site' = "XXX" OR 'Site' = "YYY" OR 'Site' = "ZZZ") OR  
'Assignee' = "Me")
```

Or another example to demonstrate the 'NOT' capability, which isn't at all possible today in Smart IT...

```
'Status' < "Resolved" AND NOT (('Site' = "XXX" OR 'Site' = "YYY" OR 'Site' = "ZZZ") OR  
'Assignee' = "Me")
```

The additional 'Advanced Filter Qualification' field should be included in the parameters stored when saving a 'Preset'.