WRC Direct Application

Introduction: User Interface
The home page shows the organization’s current activity.

Squares at the top are active, click on one to apply filter to grid, click again to show all.

The Problems grid has sort and filter capabilities.

Click on number to view problem, right-click to open on a new tab or window.
The Problems grid shows all the active problems for the organization.

Click on title for sorting. Shift-click on other titles to add to the sort.

Apply filters to select rows.

Right bottom corner to re-size the grid vertically.

Counters show total numbers of problems and selected rows with filter.

Top right menu for exporting data.
This page shows a summary of the organization’s activity.

Current:
Problems active, open, and closed during this month.

For the last 12 months:
A chart with monthly activity.

Number of surveys submitted and evaluation.

The top 10 most active by:
Product
Contact
Technology
Organization
This page displays the requests to development, to review product issues and enhancement requests.

Number of requests closed by product in the last 30 days.

Reference to the problem number originating the request.

<table>
<thead>
<tr>
<th>Key</th>
<th>Dev Status</th>
<th>Created</th>
<th>Closed</th>
<th>WRC #</th>
<th>WRC Status</th>
<th>WRC Short Description</th>
<th>Product</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>DPP-352</td>
<td>Closed</td>
<td></td>
<td></td>
<td>901701</td>
<td>Open</td>
<td>Side Projects - IIS, Container, Docker, ICM, ...</td>
<td></td>
<td></td>
</tr>
<tr>
<td>161738</td>
<td>Open</td>
<td>2020-03-19</td>
<td></td>
<td>928490</td>
<td>Closed</td>
<td>Database is being deleted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HSPC-558</td>
<td>Open</td>
<td></td>
<td></td>
<td>838578</td>
<td>Closed</td>
<td>Test</td>
<td></td>
<td></td>
</tr>
<tr>
<td>133767</td>
<td>Open</td>
<td></td>
<td></td>
<td>844250</td>
<td>Closed</td>
<td>Testing of %SYS.QRCode class</td>
<td>Caché</td>
<td>2015.3</td>
</tr>
<tr>
<td>133768</td>
<td>Open</td>
<td></td>
<td></td>
<td>844250</td>
<td>Closed</td>
<td>Testing of %SYS.QRCode class</td>
<td>Caché</td>
<td>2015.3</td>
</tr>
<tr>
<td>TRIAGE-417</td>
<td>Open</td>
<td></td>
<td></td>
<td>879916</td>
<td>Closed</td>
<td>Optum CCDA Issues - A Holistic Approach</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CDAV-11</td>
<td>Open</td>
<td></td>
<td></td>
<td>879916</td>
<td>Closed</td>
<td>Optum CCDA Issues - A Holistic Approach</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATL-5432</td>
<td>Open</td>
<td></td>
<td></td>
<td>904327</td>
<td>Closed</td>
<td>help getting started with Atelier on Mac</td>
<td>Atelier 1.3</td>
<td></td>
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<tr>
<td>153913</td>
<td>Open</td>
<td>2018-08-31</td>
<td></td>
<td>904457</td>
<td>Closed</td>
<td>systemd.service file for HS on RedHat7</td>
<td></td>
<td></td>
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<tr>
<td>157241</td>
<td>Open</td>
<td>2019-04-22</td>
<td></td>
<td>914508</td>
<td>Closed</td>
<td>Integrity Errors on the Primary WRC instance</td>
<td>No Specific Plans</td>
<td></td>
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<tr>
<td>TRIAGE-1742</td>
<td>Open</td>
<td></td>
<td></td>
<td>917133</td>
<td>Closed</td>
<td>How to allow use of 'Override patient concise...</td>
<td>HSUC2020.</td>
<td></td>
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<tr>
<td>158741</td>
<td>Open</td>
<td>2019-08-01</td>
<td></td>
<td>918003</td>
<td>Closed</td>
<td>Root Cause Investigation into WRC CSP Get...</td>
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<tr>
<td>159285</td>
<td>Open</td>
<td>2019-09-09</td>
<td></td>
<td>919763</td>
<td>Closed</td>
<td>(Cloud) Error starting a pod when using dur...</td>
<td>InterSystems IIS</td>
<td>2020.4</td>
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<tr>
<td>142154</td>
<td>Open</td>
<td>2016-07-28</td>
<td></td>
<td>921537</td>
<td>Closed</td>
<td>Production Documentation doesn't work with...</td>
<td>394 Caché 2016.2</td>
<td></td>
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<tr>
<td>159683</td>
<td>Open</td>
<td>2019-10-08</td>
<td></td>
<td>921575</td>
<td>Closed</td>
<td>System performance issue due to one proc...</td>
<td>InterSystems IIS</td>
<td>2020.4</td>
</tr>
</tbody>
</table>
The history page displays closed problems.
This page displays two grids.

The top grid contains the list of delivered adhocs, date, requestor, and number of changes included.

Clicking on the adhoc number applies a filter to the second grid.

The bottom grid shows the code changes included in the adhocs, with a reference to the original request.
This page displays the aggregate data of:

code changes
adhocs delivered
and development requests

that originated with a specific problem (WRC).
A text search, based on iKnow technology, on the problem’s content in short description, customer description, and action fields.

Help button explains how to construct search string.

Click on the action or description to read full text.

Shows only the description field when the search found text there.

If search finds the text in more than one action, it only shows the first one.
New Problem page

To create a new support request.
Select Priority.

Product.

Short Description for identification.

Customer’s description of the issue.

Protect the problem with Elevated Security if required.
Complete view of a problem's information.

Includes a sub-menu to add actions and attach files.

Actions by the problem owner are indented.

Click on wide or narrow buttons to toggle width of text to/from full screen.

Change sort of actions by date.
The add action sub-menu opens a new window.

Options to change the problem’s priority, and set this problem as protected by Elevated Security.

Cancel out of the action if created by mistake.

Allows attaching files to the problem.
Problem page – Actions

Sub-menu options to:

Attach files directly to the problem without adding an action.

Request to Close Problem action. This will set the problem as closed, inform the advisor of it, and bring up a survey page to let us know how we did.

Cancel out to delete this action.
A problem protected by Elevated Security shows this status with a special banner.

Access to files attached to this problem is restricted to people working on it. All access to files is logged.

All attached files will be deleted when the problem is closed.
The Action menu shows access to information about:
- Organization
- Contacts
- Software Distribution Area

The Organization pages display internal data.

Including the list of contacts with access to the application and support.
This page allows to search for a specific contact within the organization.

And open the contact information page.
Access to software download.

Released products, patches, containers, etc.

Software Distribution

Please contact InterSystems Support if the kit you are looking for is not present.

- **InterSystems IRIS**
  - Full product installation kits for InterSystems IRIS

- **HealthShare**
  - Full product installation kits for HealthShare

- **Containers**
  - InterSystems container images for InterSystems IRIS Data Platform

- **Caché**
  - Full product installation kits for Caché

- **Ensemble**
  - Full product installation kits for Ensemble

- **Components**
  - General Kits: Studio, API Manager, JDBC, ODBC, Web Gateway, .Net, etc.

- **Patches**
  - Fixes for specific areas: OpenSSL, Security, etc.

- **Preview**
  - Preview container images and full kits available for early adopters

- **Docs**
  - ISC Docs for supported customer

- **Tools**
  - Support Tools
WRC Direct Application

User Interface