

Batch Edit Tickets

The **Batch Edit Tickets** action makes it possible for users to edit most of the fields in multiple tickets at one time. The fields that **cannot** be edited include:

- Name;
- Status;
- Export Status;
- Submitted By;
- Ticket ID;
- Created Time; and
- Ticket Age.

Once the tickets have been successfully modified, the logged event will include the **Ticket IDs** of the modified tickets, the user who performed the action, records of the modified fields, and the time and date of the action.

When using this action, note that:

- Up to 50 tickets can be bulk-edited at one time.
- Batch edits cannot be performed on closed or terminal tickets. Reopening tickets in bulk is not supported.
- Only users with **View** and **Update** permissions on tickets can perform this action.
- The **End Date** can not be set before the **Start Date**.
- If any ticket in a batch has unsatisfied conditions, an error message stating the ID of the ticket and the cause will display.
- Setting the **End Date** to a formula that uses the end date itself such as **End Date +2** will return an error message because the end date is not specified.



Batch ticket editing supports the use of the Groovy programming language. If you wish to use Groovy for bulk-editing tickets, contact [Resolver Services](#).



Groovy can be used to automatically set the **End Date** field based on any conditions. For example, if the ticket's risk is **High**, the **End Date** can be ten days after the **Start Date**. If it is **Medium**, it can be set for 30 days after. If it is **Low**, it can be set for 90 days.



If any format is missing in Groovy, RiskVision will not be able to upload it.

To bulk-edit tickets:

1. Click **Home > Tickets**.
2. Click a folder in the tree view to view the tickets in the grid.

Ticket ID	Title	Status	Type
TKT00003	T4	New	Entity Control Resolution
TKT00002	T3	New	Entity Control Resolution
TKT00001	T2	New	Entity Control Resolution
TKT00000	T1	New	Entity Control Resolution

Existing tickets.

3. Select the checkboxes beside the appropriate objects or select the checkbox in the far-left of the grid's header to select all objects.

Ticket ID	Title	Status	Type	Owner	Awaiting Action By	Entities	Risk	Progress	Created Time	In Stage Since	
<input type="checkbox"/>	TKT00003	T4	New	Entity Control Resolution	Prakash ch	Prakash ch	N/A	<input type="checkbox"/> N/A	0%	2019-07-04 01:46:21	2019-07-04
<input checked="" type="checkbox"/>	TKT00002	T3	New	Entity Control Resolution	Prakash ch	Prakash ch	N/A	<input type="checkbox"/> N/A	0%	2019-07-04 01:46:09	2019-07-04
<input checked="" type="checkbox"/>	TKT00001	T2	New	Entity Control Resolution	Prakash ch	Prakash ch	N/A	<input type="checkbox"/> N/A	0%	2019-07-04 01:45:59	2019-07-04
<input type="checkbox"/>	TKT00000	T1	New	Entity Control Resolution	Prakash ch	Prakash ch	N/A	<input type="checkbox"/> N/A	0%	2019-07-04 01:45:45	2019-07-04

Selected tickets.



A maximum of 50 tickets can be selected for a batch edit.

4. Click the **More Actions...** dropdown menu, then click **Batch Edit Tickets** to open the **Editing Multiple Tickets** window.

Ticket ID	Title	Status	Type	Owner	Awaiting Action By	Entities	Risk	Progress	Created Time	In Stage Since	
<input type="checkbox"/>	TKT00003	T4	New	Entity Control Resolution	Prakash ch	Prakash ch	N/A	<input type="checkbox"/> N/A	0%	2019-07-04 01:46:21	2019-07-04
<input checked="" type="checkbox"/>	TKT00002	T3	New	Entity Control Resolution	Prakash ch	Prakash ch	N/A	<input type="checkbox"/> N/A	0%	2019-07-04 01:46:09	2019-07-04
<input checked="" type="checkbox"/>	TKT00001	T2	New	Entity Control Resolution	Prakash ch	Prakash ch	N/A	<input type="checkbox"/> N/A	0%	2019-07-04 01:45:59	2019-07-04
<input type="checkbox"/>	TKT00000	T1	New	Entity Control Resolution	Prakash ch	Prakash ch	N/A	<input type="checkbox"/> N/A	0%	2019-07-04 01:45:45	2019-07-04

The Batch Edit Tickets option in the More Actions... dropdown menu.

5. Click **Edit** in the top-right corner of the window.

Editing Multiple Tickets: 2 Tickets Edit

General

General

Description N/A	Owner Prakash ch
Type Entity Control Resolution	Start N/A
Status New	Expiration date N/A
Export Status Not exported to external system	Planned Start N/A
Category N/A	Planned End N/A
Disposition N/A	Exception Expiration Date N/A
Progress <input type="text" value="0"/> 0%	Priority N/A
Submitted By N/A	Risk <input type="text" value="Unknown"/> Unknown
Custom String N/A	Ticket Age N/A
Custom String 10	
Custom String 4 E123	

Comments

i No comments have been entered.

The Editing Multiple Tickets window.

6. Make changes to the fields and add comments as required.
7. Click **Save** when finished and refresh your browser to see your changes.

Editing Multiple Tickets: 2 Tickets Save Cancel

General

General

Description <input style="width: 100%; height: 40px;" type="text"/>	Owner <input type="text" value="Select a user"/> +
Type <input type="text" value="Select a ticket type"/>	Start <input type="text" value="2019-07-24"/> 📅
Status New	Expiration date <input type="text" value="2019-07-31"/> 📅
Export Status Not exported to external system	Planned Start <input type="text"/> 📅
Category <input type="text"/>	Planned End <input type="text"/> 📅
Disposition <input type="text" value="-- Select --"/>	Exception Expiration Date <input type="text"/> 📅
Progress <input type="range" value="25"/>	Priority <input type="text" value="Medium"/>
Submitted By N/A	Risk <input type="text" value="Low"/>
Custom String 10 <input type="text"/>	Ticket Age N/A
Custom String 4 <input type="text" value="E123"/> +	
	-

Comments

Applied a medium priority and low risk

i No comments have been entered.

Editing the fields of multiple tickets.