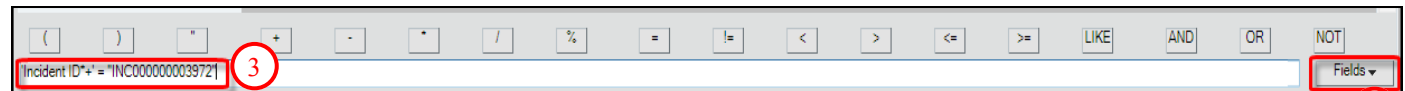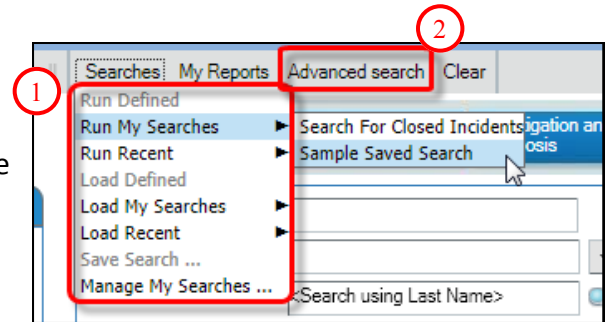# REMEDY ITSM
ADVANCED AND SAVED SEARCH

PERFORMING ADVANCED SEARCH

As Remedy ITSM is now a Web Application the client application ability to perform record search and save as a reusable macro will no longer be available. It is being replaced with what is now called Saved Search's; Saved Searches offer all the same capability as Macros with the exception of being able to record direct to a report output. In Remedy ITSM you will have to run a Saved Search and then generate a saved report.

To perform and save a search, do the following:

1. From a Search Record screen you can select the **Searches** from the drop down menu, this will allow you to re-run any recent searches; as well as save any custom Searches that you create. You can also execute Searches that you have saved.

2. The **Advanced Search** bar will allow you execute advanced query strings. Selecting this option will open a custom search box at the bottom of the screen

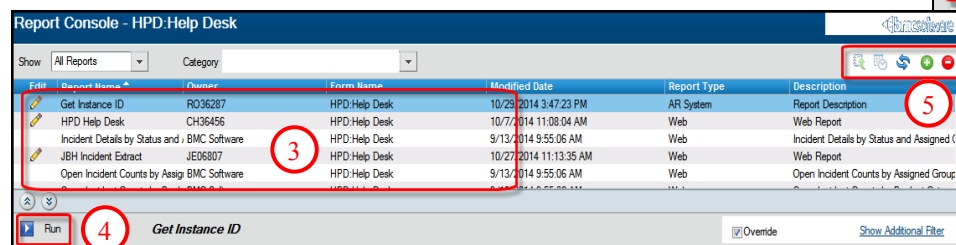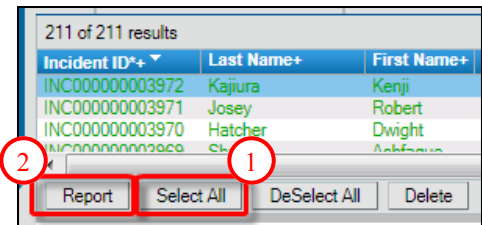3. On the Advanced Search bar you can specify unique search criteria.

4. The **Fields** menu will present you with a list of Fields that can be searched against on the record.
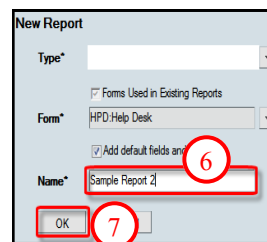

RUNNING A REPORT

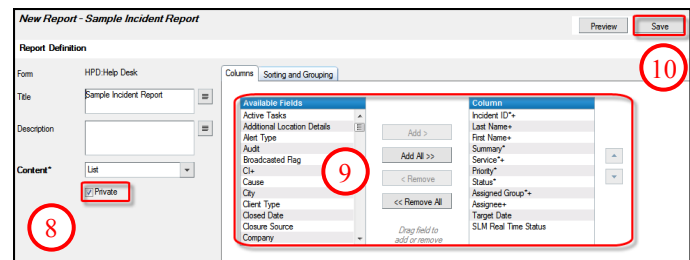From the Search results of a record search perform the following to run an ad-hoc report:

1. When the Results are returned choose Select All (NOTE: holding down the CTRL key will allow you to select/deselect records.

2. Select the Report Button

3. On the Report Console you can select existing Reports

4. And Choose **Run**

5. You can also select the Green + to create your own custom report - next step...

6. Name your report

7. Click OK. The Report Definition Screen opens

8. Set to Private (only displayed to you)

9. Select fields to report on

10. Choose Save