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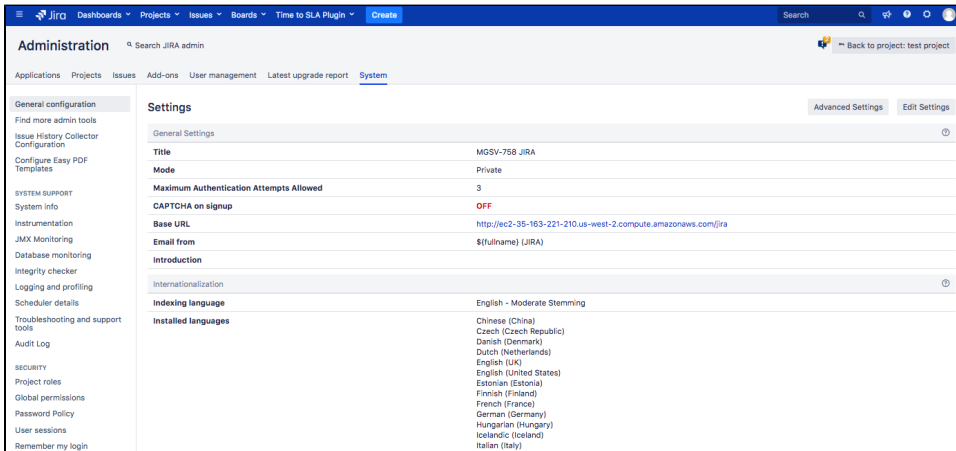
IC - Configuring Issue History Collector

The following pages describe how to configure Issue History Collector app.

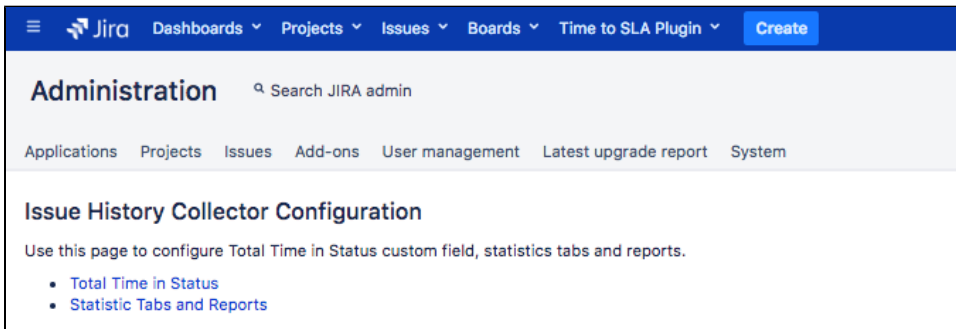
- [IC - Configuring statistics tabs](#)
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IC - Configuring statistics tabs

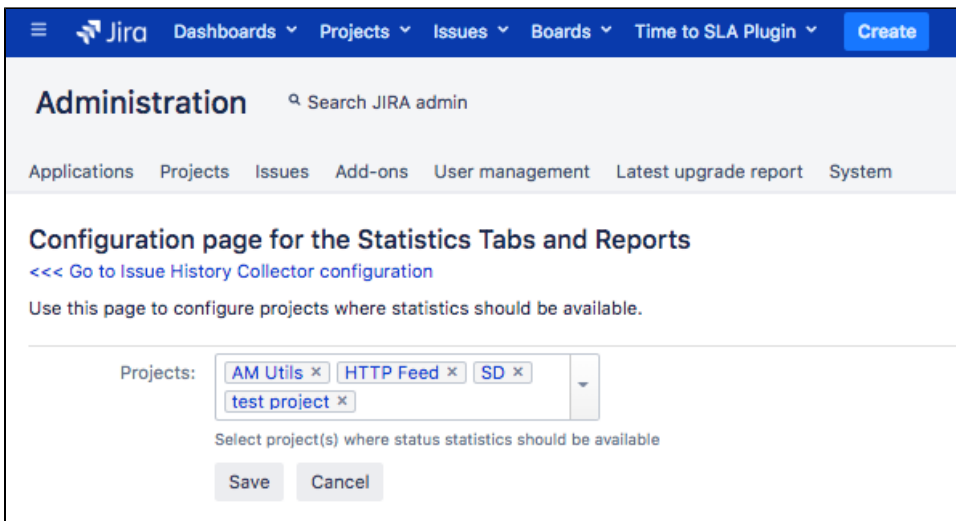
1. To configure Statistics tabs, go to Jira Administration > System > General configuration. Click Issue History Collector Configuration.



2. Select Statistics Tabs and Reports.



3. Configure projects where statistics tabs will be available. Click Save.



That's it.

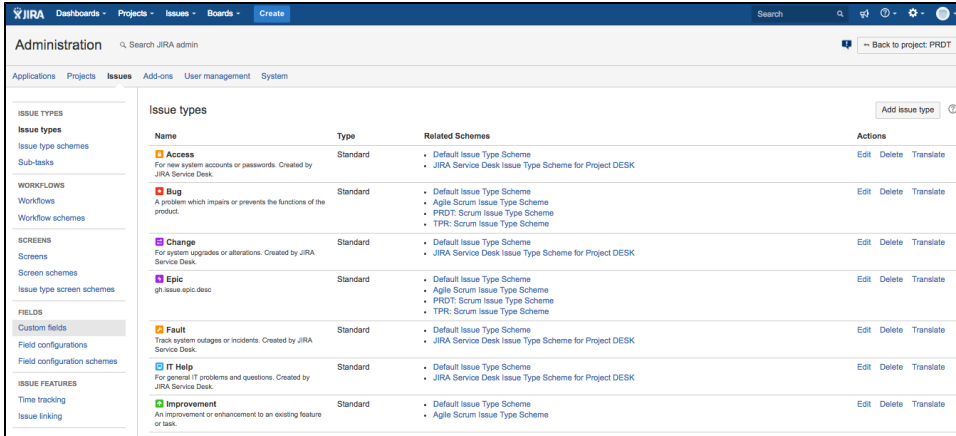
See also

- [IC - Adding a custom field to show ticket age](#)
- [IC - Using issue history reports](#)

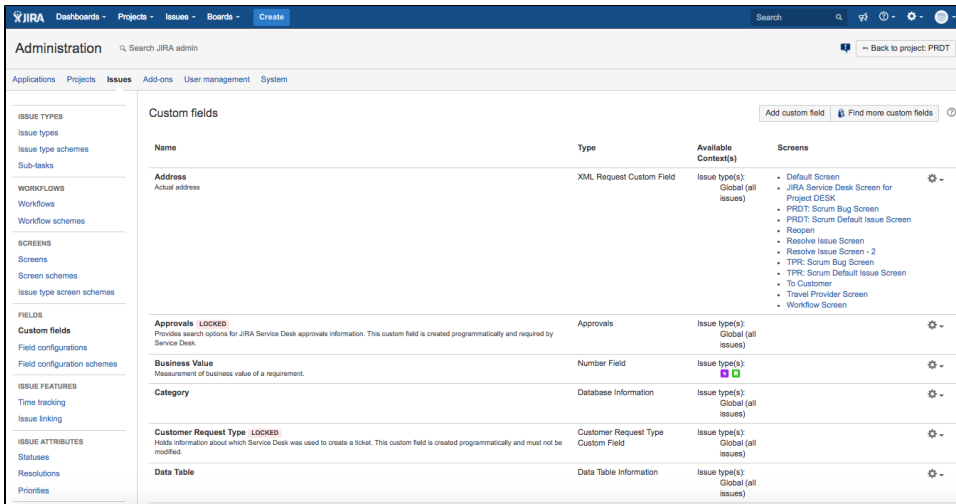
IC - Adding a custom field to show ticket age

Calculated custom field shows how long an issue has been in a particular status. There is also an option to highlight the time if it exceeds specified threshold.

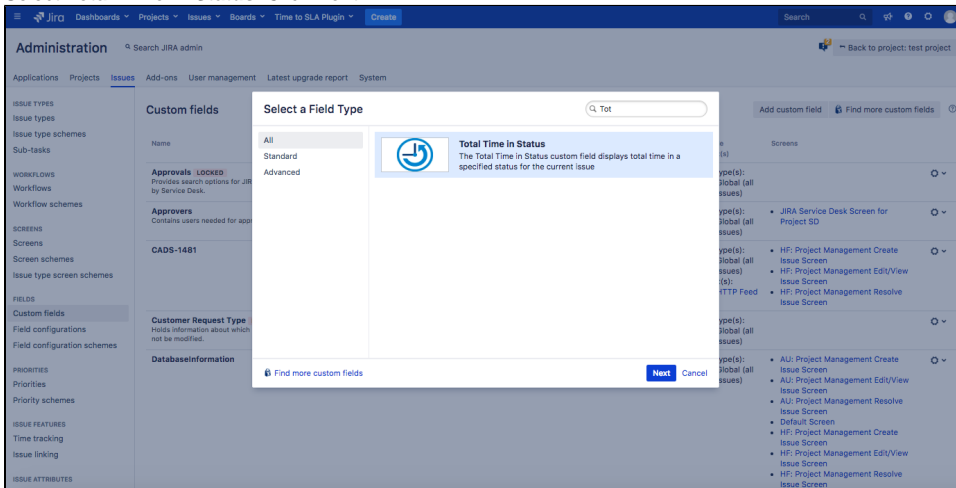
1. To create new **Total Time in Status** custom field, go to Jira **Administration > Issues > Custom Fields**.



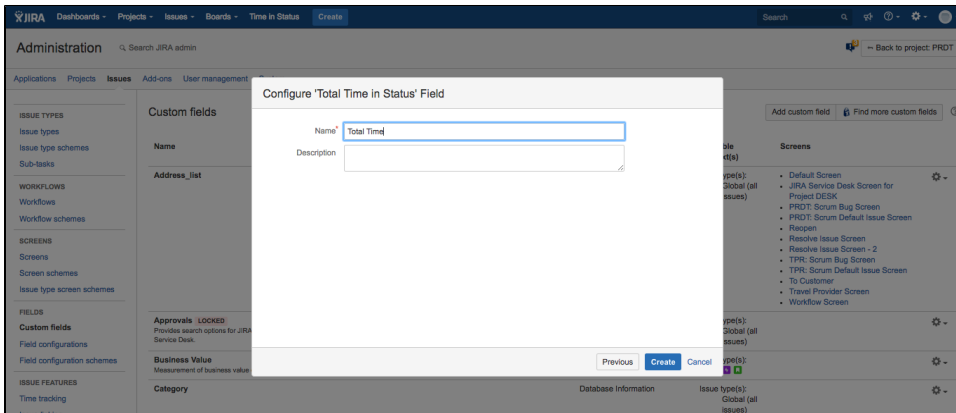
2. Click **Add Custom Field**.



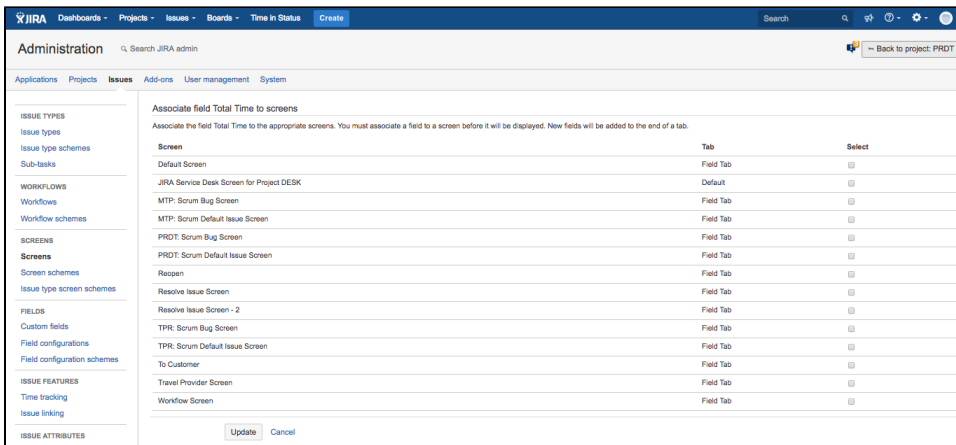
3. Select **Total Time in Status**. Click **Next**.



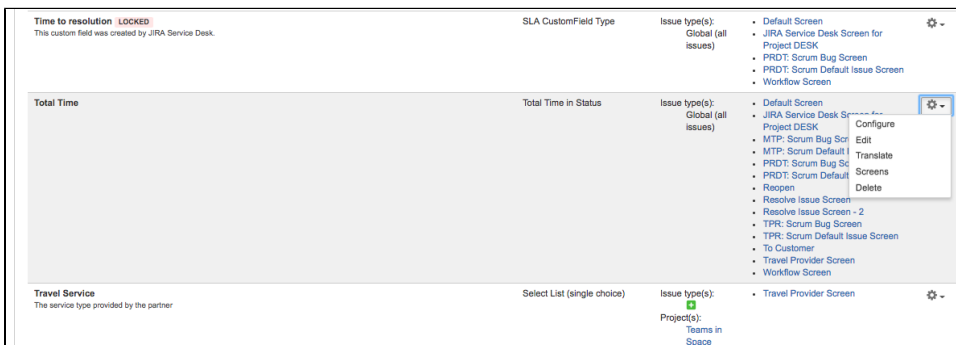
4. Give a name and description. Click **Create**.



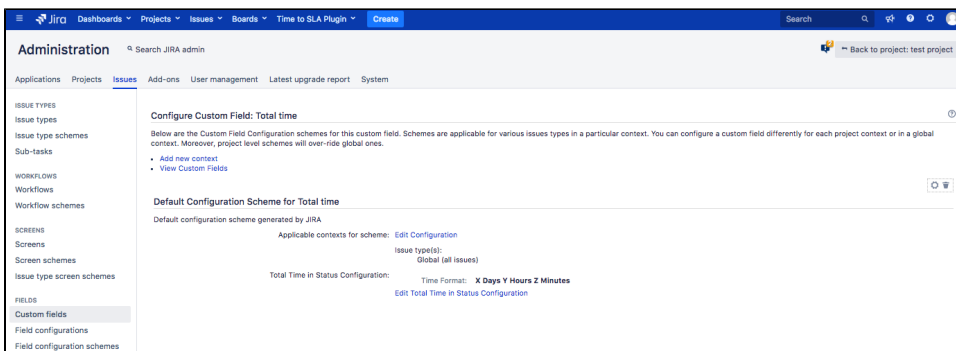
5. Check Issue screens you want your field to be reflected in. Click **Update**.



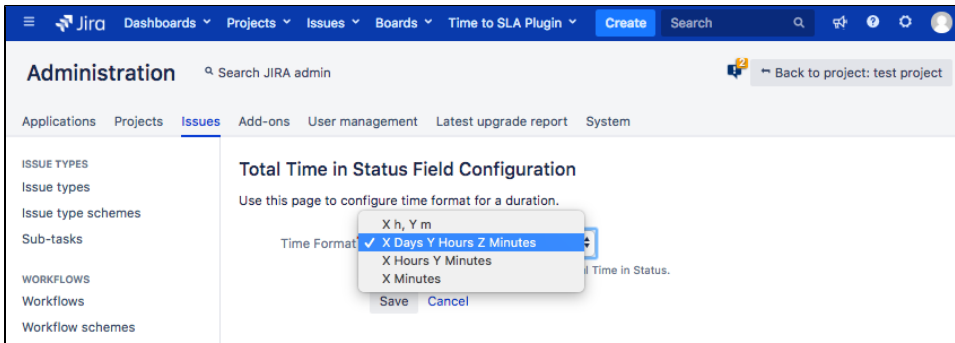
6. To configure time format for created field, go to cog wheel menu. Click **Configure**.



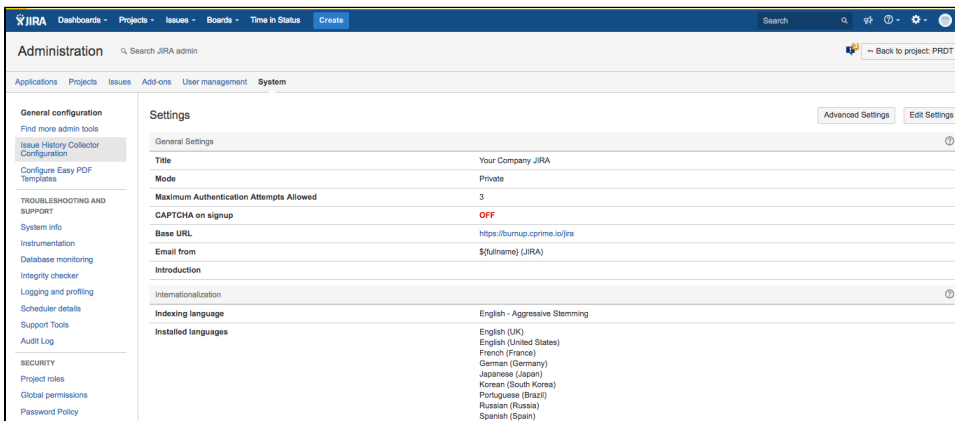
7. To change time format, click **Edit Time In Status Configuration**.



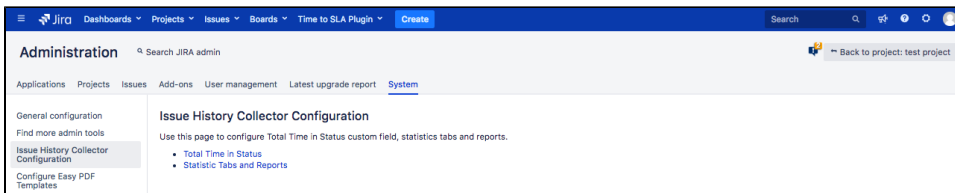
8. Select configuration you'd like. Click **Save**.



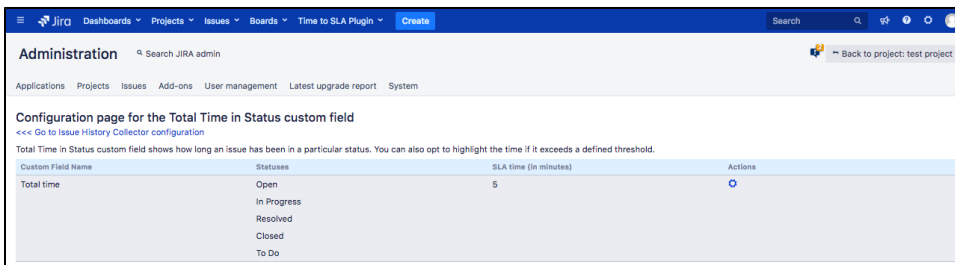
9. To configure statuses time will be calculated for, go to **Jira Administration > System > General configuration**. Click **Issue History Collector Configuration**.



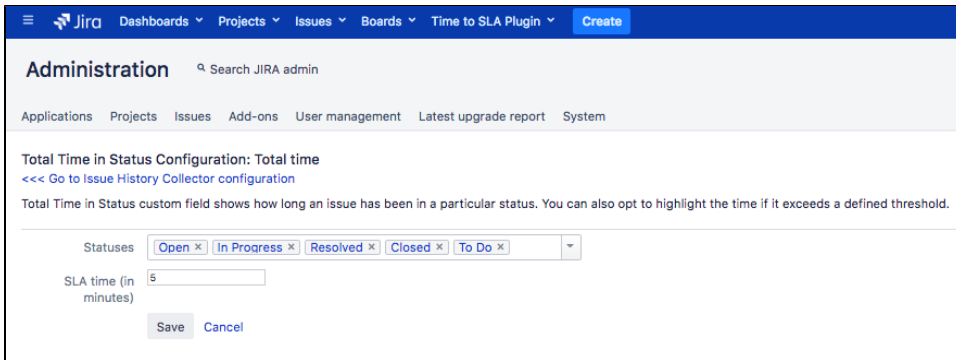
10. Select **Total Time in Status** to configure.



11. To set additional parameters, click the cog wheel icon.



12. Select single or multiple statuses you'd like to calculate total time spent for. The field will calculate total time by specified statuses. Insert time in minutes to **SLA time**. This field indicates by color if assignee spent more time than expected on an issue. If total time is less than approve time then color is green, or red otherwise.



13. That's it. Now custom field is available in your issue view screen and in issue navigator.

Viewing total issue age in a custom field

When you have configured the **Total Time in Status** custom field, you can see the total issue age in the ticket View mode. Note, that the value changes color depending on the ticket age.

Note, the **Total Time in Status** field will show the total ticket time life including the statuses that you've specified above (point 11).

JIRA Dashboards - Projects - Issues - Boards - Create

PRDT PRDT board

Backlog Active sprints Releases Reports Issues Components

PROJECT SHORTCUTS Add a link to useful information for your whole team to see. + Add link

PRDT / PRDT-5

As a Jira admin I can create post functions so that the issues can be updated immediately

Edit Comment Assign More To Do In Progress Done Admin Export

Details

Type: Story Status: IN PROGRESS (View Workflow)
 Priority: Major Resolution: Unresolved
 Labels: None
 Address: California
 Total time: 209 h, 40 m

Description

Click to add description

Attachments

Drop files to attach, or browse.

Activity

All Comments Work Log History Activity Transitions User/Status Statistics Status/User Statistics

There are no comments yet on this issue.

Comment

People

Assignee: Tester 6
 Reporter: Tester 6
 Votes: 0
 Watchers: 1 Stop watching this issue

Dates

Created: 13/Mar/18 1:53 PM
 Updated: Yesterday

Agile

View on Board

HipChat discussions

Do you want to discuss this issue? Connect to HipChat.
 Connect Dismiss

JIRA Dashboards - Projects - Issues - Boards - Create

PRDT PRDT board

Backlog Active sprints Releases Reports Issues Components

PROJECT SHORTCUTS Add a link to useful information for your whole team to see. + Add link

PRDT / PRDT-6

As a user I can find important items on the board by using the customizable "Quick filters" above

Edit Comment Assign More To Do In Progress Done Admin Export

Details

Type: Story Status: IN PROGRESS (View Workflow)
 Priority: Major Resolution: Unresolved
 Labels: None
 Total time: 2 m

Description

Click to add description

Attachments

Drop files to attach, or browse.

Activity

All Comments Work Log History Activity Transitions User/Status Statistics Status/User Statistics

There are no comments yet on this issue.

Comment

People

Assignee: Unassigned Assign to me
 Reporter: Tester 6
 Votes: 0
 Watchers: 1 Stop watching this issue

Dates

Created: 2 days ago
 Updated: 2 minutes ago

Agile

View on Board

HipChat discussions

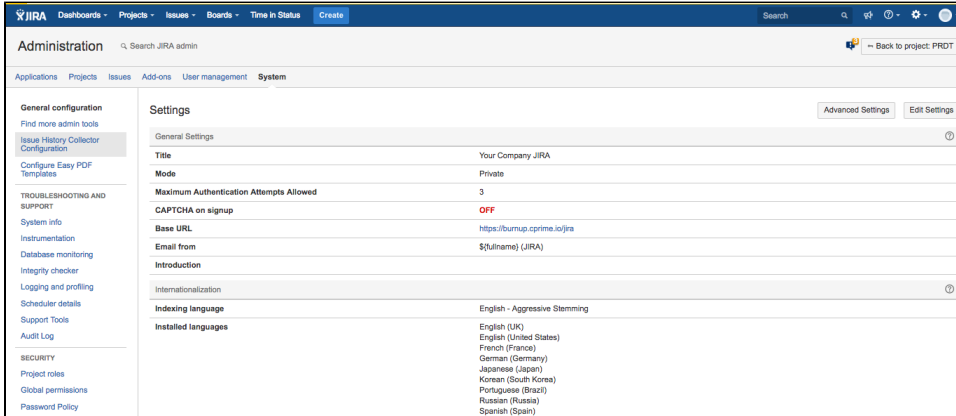
Do you want to discuss this issue? Connect to HipChat.
 Connect Dismiss

See also

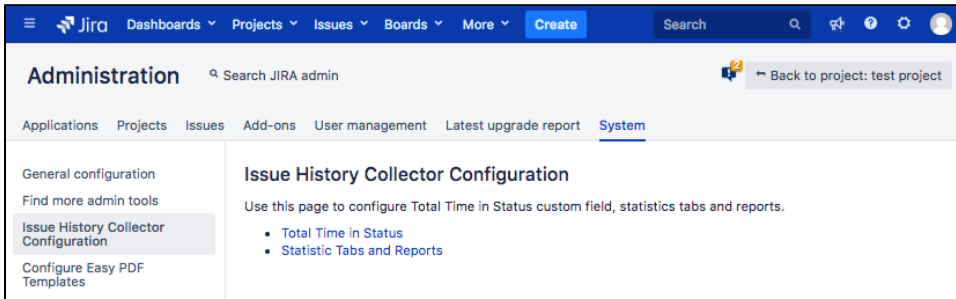
- [IC - Using statistics tabs](#)
- [IC - Using issue history reports](#)

IC - Configuring reports

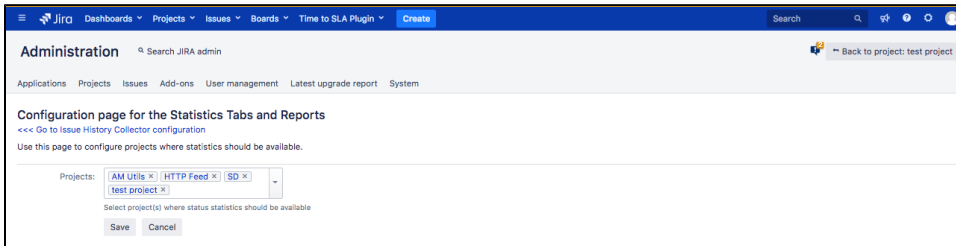
1. To configure Reports, go to **Jira Administration > System > General configuration**. Click **Issue History Collector Configuration**.



2. Select **Statistics Tabs and Reports**.



3. Configure projects where reports will be available. Click **Save**.



That's it.

See also

- [IC - Using statistics tabs](#)
- [IC - Adding a custom field to show ticket age](#)