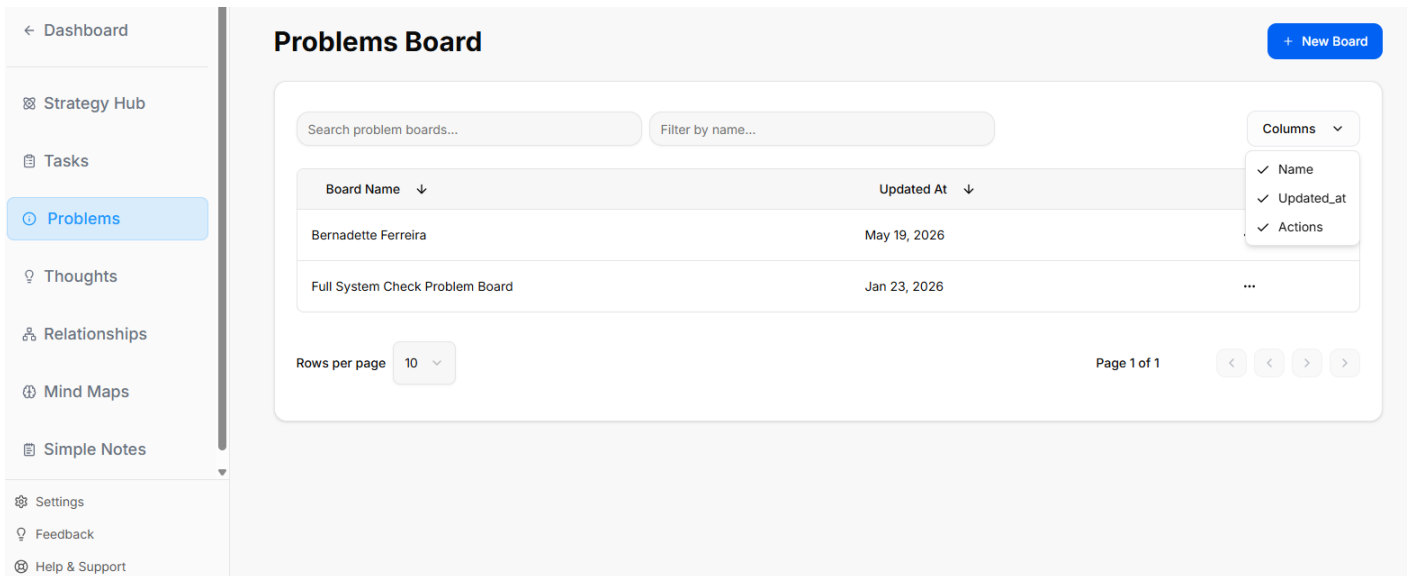


Strategy Hub: Problems Module

Strategy Hub: Problems Module



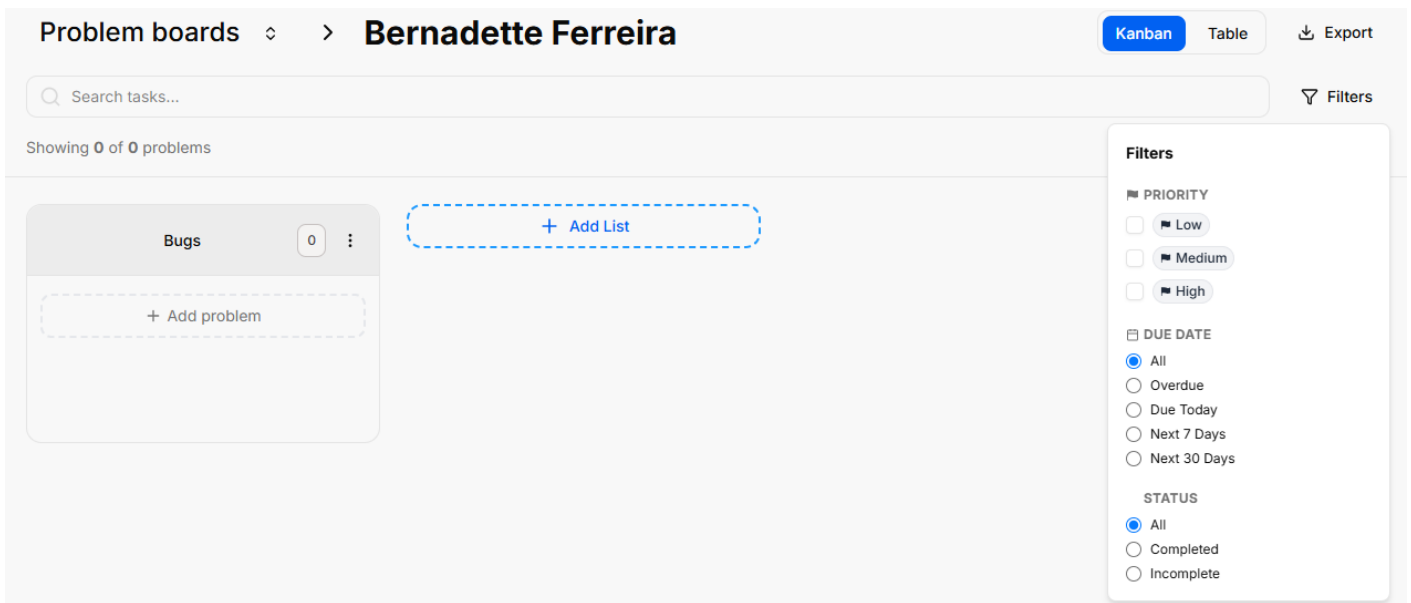
The Problems module within the Strategy Hub enables teams to log, track, and systematically resolve bugs, operational issues, or blockers using Kanban boards or structured data tables.

Managing Problems Boards

The primary interface provides a high-level overview of all active issue-tracking environments:

- **Creating a Board:** Click the blue + New Board button in the top-right corner to initiate a separate issue-tracking workspace.
- **Directory List:** View all active boards (such as the "Core Bug Tracker"), searchable by title and filterable using the Columns dropdown configuration menu.
- **Board Options Menu:** Click the three dots icon (...) on the right side of any listed board row to View, Rename, or Delete that board environment.

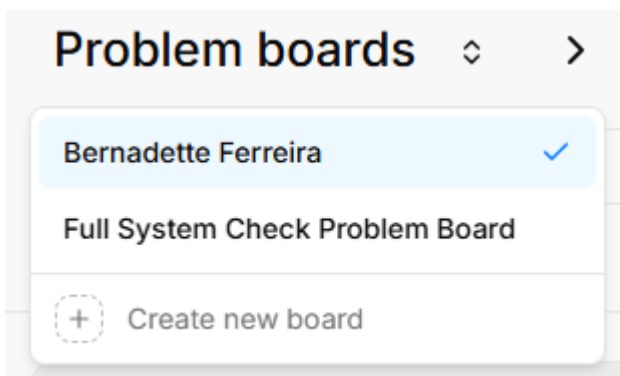
Working Inside a Problems Board



Opening an issue board displays tracking columns where individual problem entries are managed:

- Columns & Views: Organize your issue lifecycles dynamically across columns (e.g., "First List") using either the Kanban grid arrangement or a clean line-by-line Table view.
- List Configurations: Click the three dots icon (...) next to any column title header to Rename the list, access Bulk Options, or select Delete List.
- Filtering & Export: Extract your active data sets using the Export function, or use the right-hand Filters side-panel to isolate entries by Priority (*Low, Medium, High*), Due Date, or completion Status.

Quick Board Switching

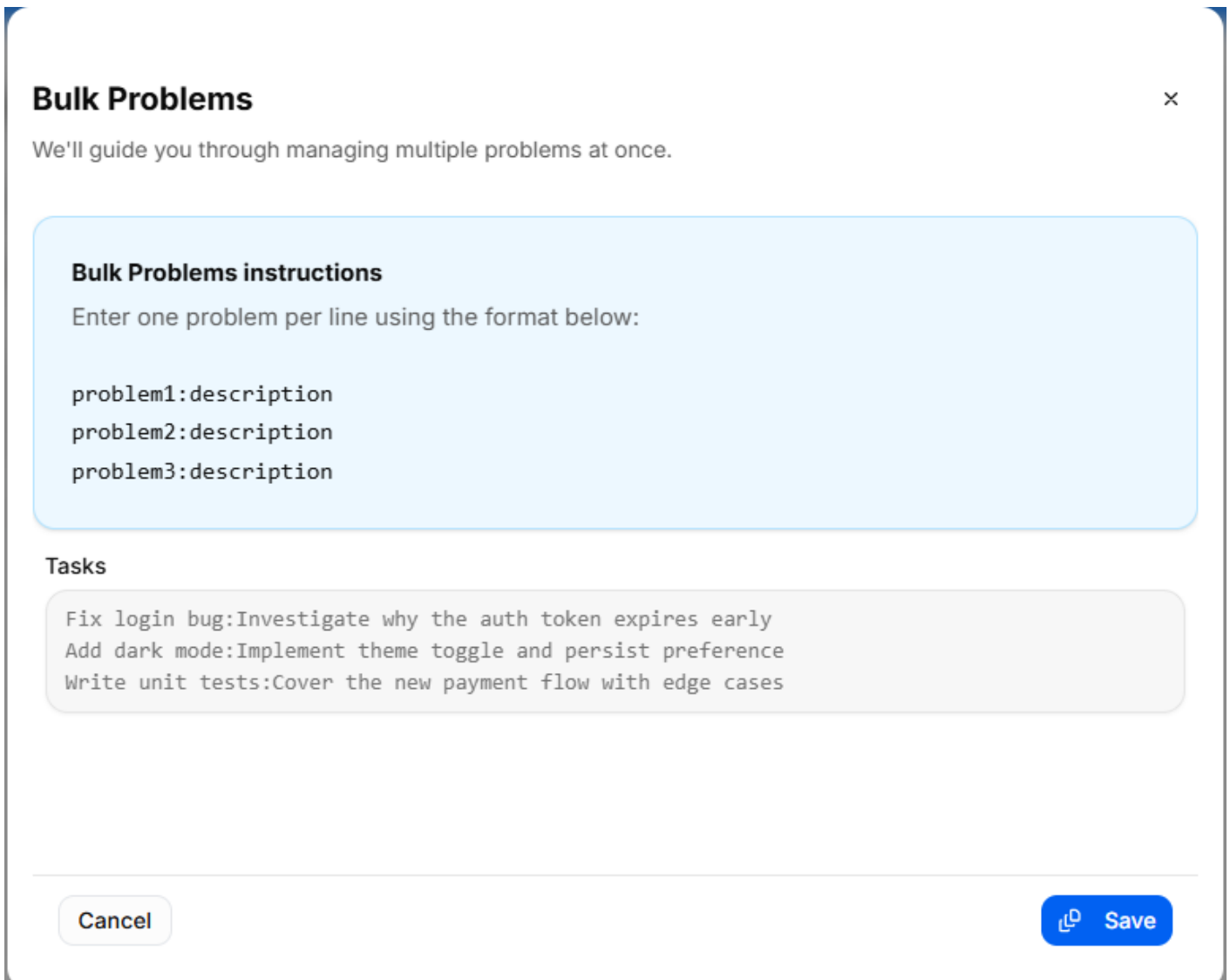


- Arrow Navigation: When working inside an individual board view, you can seamlessly navigate between your different workspace environments without returning to the main registry list.
- How to Use: Click the up and down arrow buttons located directly to the right of the board's name at the top-left of your workspace header. This allows you to cycle through your boards on the fly.

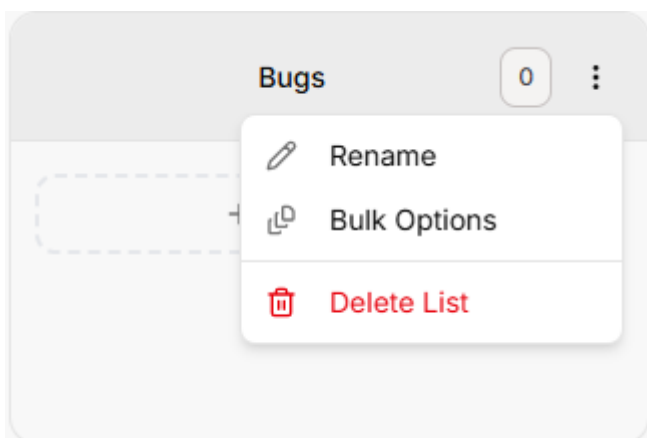
Logging and Customizing Problems

You can log workspace issues individually or seed structural workflows simultaneously:

Bulk Problems Logging



The screenshot shows a modal dialog titled "Bulk Problems" with a close button (X) in the top right corner. Below the title, a message states: "We'll guide you through managing multiple problems at once." The main content area is a light blue box with the heading "Bulk Problems instructions" and the text "Enter one problem per line using the format below:". Below this, three lines of example text are shown: "problem1:description", "problem2:description", and "problem3:description". Underneath the instructions is a section titled "Tasks" containing a light gray box with three lines of text: "Fix login bug:Investigate why the auth token expires early", "Add dark mode:Implement theme toggle and persist preference", and "Write unit tests:Cover the new payment flow with edge cases". At the bottom of the dialog, there are two buttons: "Cancel" on the left and "Save" on the right, which includes a save icon.

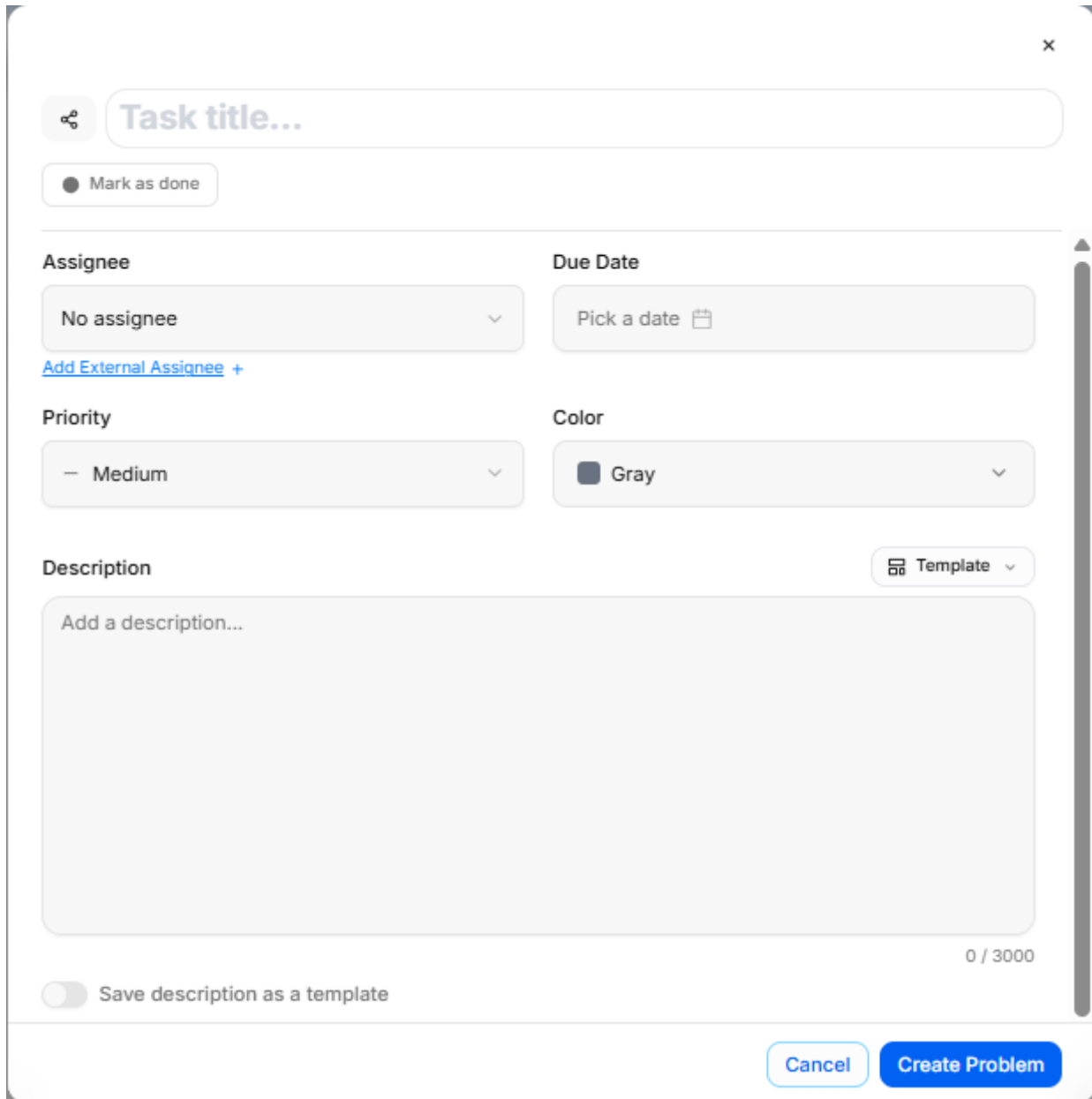


The screenshot shows a "Bugs" list header with a count of "0" and a menu icon (three dots). A context menu is open over the list, showing three options: "Rename" with a pencil icon, "Bulk Options" with a save icon, and "Delete List" with a trash can icon.

To quickly register multiple issues or tickets without opening separate cards:

1. Click your list configuration menu and choose Bulk Options.
2. Use the standard colon format: `problem:description` (entering one distinct issue ticket per line).
3. Click the blue Save button to populate your board instantly.

Individual Problem Configuration



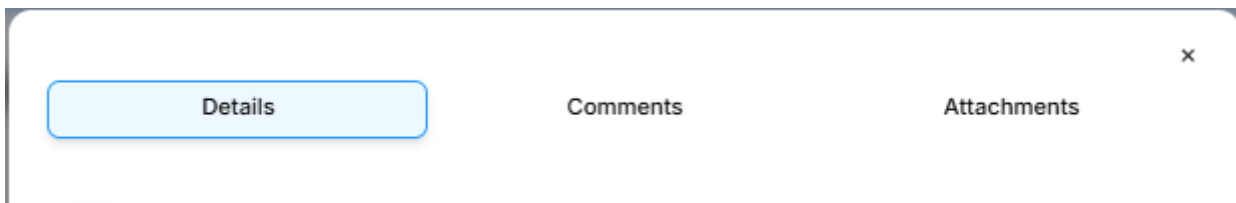
The screenshot shows a modal window for configuring a task. At the top, there is a text input field labeled "Task title..." with a share icon on the left and a close icon on the right. Below this is a "Mark as done" toggle switch. The configuration is divided into two columns: "Assignee" and "Due Date". The "Assignee" field is currently set to "No assignee" with a dropdown arrow and a link "Add External Assignee +". The "Due Date" field is set to "Pick a date" with a calendar icon. Below these are "Priority" and "Color" fields. "Priority" is set to "Medium" and "Color" is set to "Gray". The "Description" section features a large text area with the placeholder "Add a description..." and a "Template" dropdown menu. A character count "0 / 3000" is visible at the bottom right of the text area. At the bottom of the modal, there is a "Save description as a template" toggle switch and two buttons: "Cancel" and "Create Problem".

Click + Add task or open an existing card to configure deep-dive issue parameters inside the ticket modal:

- Title & Mark Done: Provide a descriptive title at the top, or toggle Mark as done to clear the card.

- Assignee: Designate a team member via the dropdown, or select Add External Assignee + to collaborate with outside support.
 - Due Date: Set a target resolution deadline using the interactive calendar picker.
 - Priority & Color Tiers: Flag critical blockers by defining their importance level (*Low, Medium, High*) and assigning a distinct card accent color (e.g., *Pink*).
 - Problem Templates: Drop in pre-structured frameworks by selecting the Template utility dropdown above the description text area. Options include specialized problem-solving blueprints such as Strategic Decision, Root Cause, Risk Assessment, or Technical Debt Audit.
-

Advanced Ticket Details: Comments & Attachments



Once an individual problem card is generated, you can open it to access dedicated deep-dive tabs for enhanced team collaboration and evidence tracking:

Details Tab

- Context & Metadata: Displays your foundational core settings, including assigned team owners, set deadlines, importance tiers, and template-guided problem descriptions.

Comments Tab

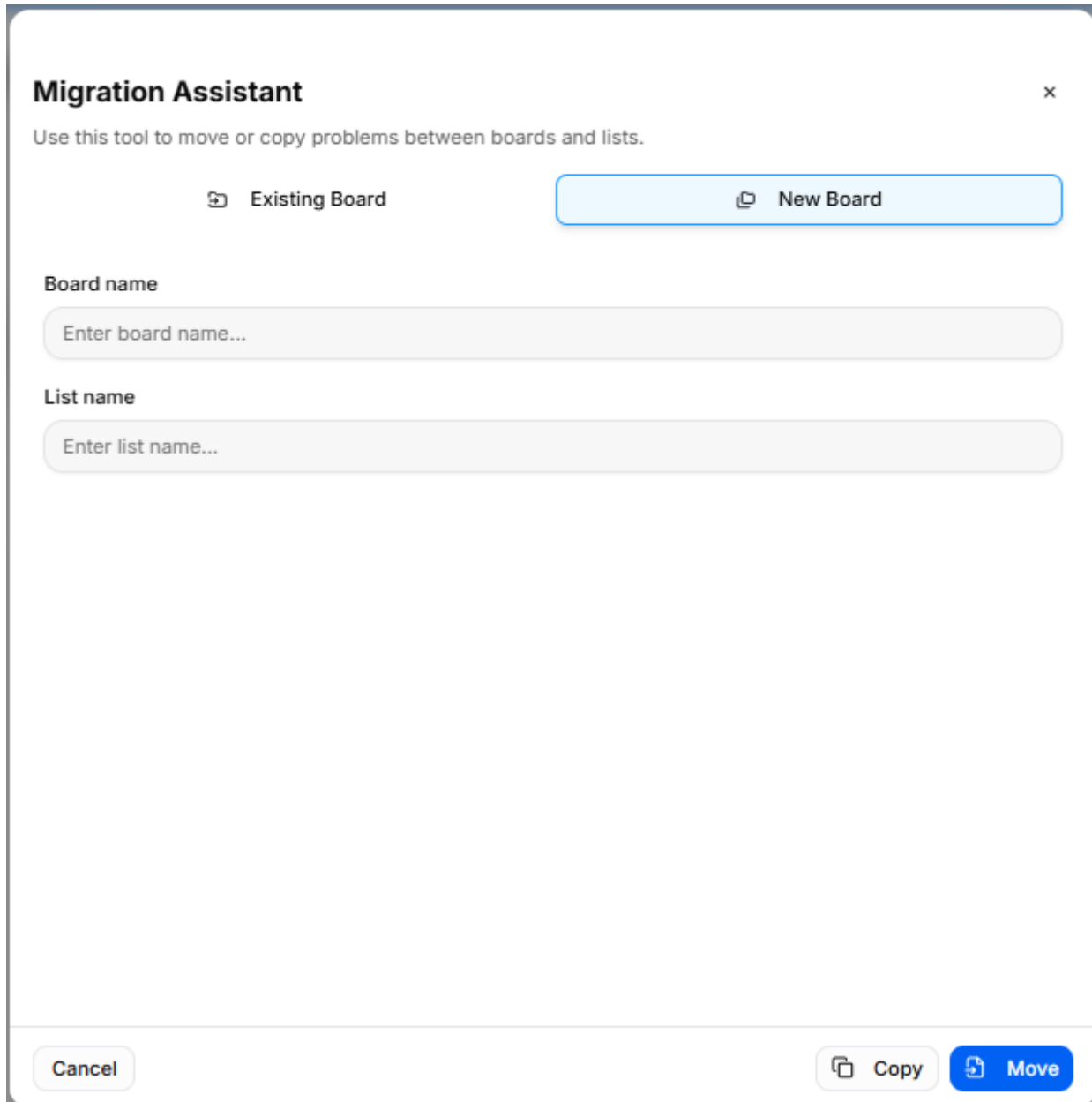
- Team Communication: Exchange real-time feedback directly within the card context window.
- Posting Updates: Type message notes directly into the Add a comment... text entry block and click the blue Send arrow button to publish.
- Activity Stream: Tracks a clear, chronological conversation log underneath the main card workspace history.

Attachments Tab

- Evidence Collection: Centralize external files, technical logs, or system screenshots directly onto the problem record.

- **Uploading Files:** Click the Choose Files icon block to drag and drop or browse local storage for relevant documentation items.
- **Storage Rules:** The platform handles image verification and securely anchors your uploaded assets right inside the targeted issue ticket layout.

Card Item Menus & Migrations



The screenshot shows a modal window titled "Migration Assistant" with a close button (x) in the top right corner. Below the title is the instruction: "Use this tool to move or copy problems between boards and lists." There are two main options: "Existing Board" (with a folder icon) and "New Board" (with a plus icon and a light blue border). Below these are two input fields: "Board name" with a placeholder "Enter board name..." and "List name" with a placeholder "Enter list name...". At the bottom, there are three buttons: "Cancel", "Copy" (with a copy icon), and "Move" (with a move icon and a blue background).

Clicking the three vertical dots directly on any active board card reveals prompt item actions:

- **Open & Delete:** Access full collaboration tabs or wipe obsolete records from the workspace tracking board entirely.
- **Move or Copy:** Launch the Migration Assistant modal to copy or move issue records. You can copy/move the ticket into an Existing Board layout list, or type a fresh identifier to

establish a New Board workspace directly on the fly.

Revision #2

Created 2026-05-19 13:11:25 UTC by Bernadette F

Updated 2026-05-19 14:02:08 UTC by Bernadette F