Object view

Focus on an object using object view.

Use object view to see all object details, including comments, attachments, and a history of changes, view and modify object attributes, to see all tickets connected to an object or view a filtered list of tickets, or to see all references to an object or view a filtered list of references.

See details about an object

The object view page will show you detailed information about an object. You can get here in multiple ways:

- Select any objects under the RECENT OBJECT header from the Insight menu.
- Select any objects under the RECENT OBJECT SCHEMAS from the Insight menu, then click on an object key.
- Search for objects, then click on the object key column from the search results.
- Select an object schema from Insight > Insight Object Schemas, then click on any object key.

The breadcrumb (at top) shows the location of the object in the hierarchy of your object schema. You can click on the object type to go to a different level in your schema, or to go back to the Object search (if this is where you came from).

View object attributes

The Attributes tab contains information about all of the object’s attributes. Click on attributes that are references to other objects, to view those objects in more detail.

If an object has two or more references, you can view them all by clicking on the show all button. This will display a screen with more details about these references.

You can view the attributes of your referenced objects in the panel at right, or View all in object search.
See all tickets **connected to an object**, or view a filtered list of tickets

The **Connected tickets** tab shows issues connected to the object. You can view all of the connected tickets, use the **Unresolved** toggle to only show the unresolved tickets, and/or filter the connected tickets using any of your existing Jira filters.

View comments, attachments, and a history of changes

The top section of the object view tells you about the object and where it fits in your object schema.

- **The Object type**, at right, shows the type of object you are viewing.
- **Watchers**, at right, shows who is currently watching this object.
- **Created and updated**, at right, shows when this object was created and last modified.

The **Comments** tab allows you to add and view comments linked to the object.

To add a comment, click on the **Comment** button just above the tabs. To mention a user in a comment - and notify them about it - enter an ampersand @ symbol and the user's name.
The **Attachments** tab allows you to add and view attachments to this object. You can add up to 10MB of attachments per object. This can be configured within the Insight default settings.

To add an attachment, click on the **Attachment** button just above the tabs.

The **History** tab shows a time-ordered list of changes made to this object.

You can filter the history by which users have made changes to the objects, and order the results by either **Oldest** or **Most recent**.

Click **Object Graph** at top-right to view the references between this object and others in the object schema.
Be notified when something happens to the object, or happens to an issue linked to the object.

1. Click Watch to begin watching the object, or Stop Watching to stop watching the object.

See all inbound references to an object, or view a filtered list of inbound references

The object view page also displays all of the objects that refer to this object - that is, all of the other objects that have this object as an inbound reference in one or more of their attributes. You can see the inbound references in the right-hand tab, along with an icon showing how many tickets are associated with that object.

To view more information about other objects that reference this one, click on View all inbound references. You can now view inbound references in greater detail as a list separated by object type. If you select an object from the list, you can view details about it's attributes in the right-hand tab.

Type a natural language query in the filter box to filter the list of inbound references by name. You can collapse or expand the list of inbound references by object type.
**Edit, move, or delete** an object

If you are an Insight Schema manager or Insight Schema administrator, you can edit an object, move an object to a different object type, or delete the object entirely by using the option button at top right.

**Make changes to an object or its attributes.**

1. Click **Edit**.
2. Make changes to an object or its attributes and click **Save**.

**Moves an object to a different object type.** If the two object types are different, you will be prompted to configure the attributes and inbound references of the object. This action cannot be undone.

1. Click **Move**.
2. Under **Select Object Type**, select the destination object type.
3. Under **Handle inbound references**, select how to manage the object's current inbound references. The options are:
   a. **Keep reference(s)** - keep the object's inbound references.
   b. **Remove reference(s)** - remove this object's inbound references.
   c. **Do not move object(s)** - do not move the object.
4. Under **Select attribute types**, select an attribute in the destination object type for each of the object's existing attributes. In some cases, no matching attribute type is found or the cardinality of attributes is mismatched. In these cases, values from attributes where no match is found will be discarded.
5. Under **Confirm**, click **Move** to move the object, configure the inbound references, and map the existing attributes to the new object type, or click **Cancel** to abort the changes. This action cannot be undone.

**Deletes an object.** This action cannot be undone.

1. Click **Delete**.
2. Confirm that you wish to delete this object by clicking **Delete**.
Print a label or a QR code for an object

If you are an Insight Schema manager or Insight Schema administrator, you can also print a label or a QR code for this object by clicking on the printer button at top-right.

Print a physical label with information about this object.

1. Click and Print label.
2. If you haven’t already created a Label Template, you will be prompted to create one. Otherwise, select a label template under Template.
3. Under Additional configuration, select any other attributes that you would like to include in the printed label.

Print a physical QR code with information about this object.

1. Click and Print QR Code.
2. Select the size of the printed QR code.
3. Click Print to print the QR code.