

# 6. Customizing Table Columns in the Requests Module

To improve usability and flexibility, the Requests table supports column customization. This allows users to control which non-core columns are visible and in what order they appear — while ensuring that critical operational columns remain fixed and always visible.

## Opening Customize Columns

1. In the Requests module, locate the table header area.
2. Click **Customize columns** (column settings icon).
3. A side panel will open displaying the list of available columns.

The interface follows the standard CRM column customization pattern:

Toggle switches to show/hide columns

Drag & drop (where supported) to reorder columns

## Pinned Core Columns (Always Visible)

The following columns are permanently pinned and cannot be hidden or reordered:

1. **Name**
2. **Status**
3. **Type**
4. **Created**
5. **Actions**

## Pinned Column Rules

1. These columns are always visible.
2. Their position is fixed.
3. They cannot be disabled.
4. They cannot be reordered.
5. They remain consistent across all saved views.

This ensures operational stability and prevents accidental misconfiguration.

## Configurable Columns

All other columns in the Requests table are configurable.

Users can:

Toggle visibility on/off

Reorder columns via drag & drop (within the configurable section)

Examples of configurable columns may include:

1. UID
2. Project
3. Client
4. Description
5. Updated at
6. Time range
7. Any additional non-core fields

There are no hard-coded non-pinned columns outside the pinned set.

## Column Visibility

To hide or show a column:

1. Open **Customize columns**
2. Toggle the switch next to the column name
3. Click **Save**

The table updates immediately after saving.

Hidden columns:

Are removed from the visible table

Remain available in Customize Columns

Do not affect filtering or sorting logic

## Column Reordering

Where supported, configurable columns can be reordered using drag & drop inside the customization panel.

Rules:

1. Pinned columns remain fixed.
2. Reordering applies only to configurable columns.
3. Sorting behavior remains unchanged.
4. Pagination and filters are not affected.

## Persistence

Your column configuration:

1. Is saved automatically after clicking **Save**
2. Persists after page reload
3. Is retained per user session (according to system settings)

If no customization exists, the system loads the default layout (which matches the current production layout).

## Default Layout Behavior

The default table layout:

1. Matches the current production configuration
2. Displays all standard columns in their original order
3. Keeps core columns pinned

There are no visual or functional changes unless a user customizes the table.

## What Customization Does Not Affect

The Customize Columns feature does **not** change:

1. Filtering behavior
2. Sorting logic
3. Pagination
4. Request processing logic
5. Permissions or access control
6. Performance characteristics

All existing table functionality remains stable.

“ For better usability:  
Keep only operationally relevant columns visible.  
Hide rarely used metadata fields.  
Use saved views together with column customization for maximum efficiency.

This ensures the Requests table remains clean, readable, and optimized for daily workflows — especially when working with large datasets.

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