**Release Notes**

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| Release details | |
| Application Name | Service Desk |
| Build Version | 1.0.3 |
| Patch | #3 |
| Dependencies | #2 |
| Release Date | 18-10-2024 |

**Scope**

Addresses various Bugs that are raised after the Application Go-Live.

**Details**

Following Bugs and Featues are addressed in this patch:

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| **S NO.** | **Reference** | **Type** | **Description** | **Other Notes** |
| 1 | #1353 |  | Select PACS dropdown field should not be visible for the PACS User Login |  |
| 2 | #1354 |  | For all types of Users only three report options to be visible in the Reports Page. |  |
| 3 | #1355 | Feature | New Option field to be provided to select for the NABARD/RCS /SatraAdmin Users only |  |
| 4 | #1356 |  | For the SI logged in Users Select SI option should not be Visible in the Reports page. |  |
| 5 | #1357 |  | To Display Financial Year in the Reports page. |  |
| 6 | #1358 |  | Dropdown to be provided with the list of all Users for the Field Reported by. |  |
| 7 | #1359 |  | Please display the Fields of Raised Date and time, Estimated Ack Date and Estimated resolution Date in the My tickets view |  |
| 8 | #1360 |  | All 3 reports should have only 4 parameters |  |
| 9 | #1361 |  | Reports page Ticket count is not matching with the Count in My Tickets view |  |
| 10 | #1362 |  | Mismatch in Count in Dashboard and My tickets View for the Breached SLA Target |  |
| 11 | #1363 |  | Estimated Ack Date and the Estimated resolution date are not correct |  |
| 12 | #1364 |  | Could you please make the following below changes to the chart SLA Parameter wise New Tickets-Today |  |
| 13 | #1372 |  | If the ERP Id is null the PACS Record is not getting Submitted on click of Submit. |  |

**Sign Off**

All the given enhancements and bugs given to QA are tested and Signed-off.

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| QA Sign-Off | |
| QA Signed by | Kalyan Battula |
| QA Signed On |  |
| Signature |  |
| Approved For Release By | Durga Konduru |
| Approved On |  |
| Signature |  |