Service Desk - Bug #1362

Mismatch in Count in Dashboard and My tickets View for the Breached SLA Target

02/10/2024 10:20 AM - Krishna Kanth A

Status:	Closed		**Start date:**	02/10/2024
Priority:	Normal		**Due date:**	
Assignee:	Venkata Suryateja Thripuraribhotla		**% Done:**	0%
Category:			**Estimated time:**	0:00 hour
Target version:			**Spent time:**	0:00 hour
Deployed In:	Production Environment		**Category:**	

Description

Hi Bhanu Sir/Praveen,
There is a mismatch in Count in Dashboard and My tickets View for the Breached SLA Target.
The Acknowledgement Pending count and the Resolution Pending count are not matching .
Kindly refer to the screenshots.

History

#1 - 03/10/2024 10:22 AM - Praveen kumar Bandi

- Assignee changed from Bhanuchander Sannidhanam to Praveen kumar Bandi

#2 - 18/10/2024 06:07 PM - Krishna Kanth A

- Status changed from New to Ready for StgDmo

- Assignee changed from Praveen kumar Bandi to Venkata Suryateja Thripuraribhotla

- Deployed In set to QA Environment

#3 - 22/10/2024 11:08 AM - Sairam Lingala

- Assignee changed from Venkata Suryateja Thripuraribhotla to Sairam Lingala

#4 - 22/10/2024 11:10 AM - Sairam Lingala

- Assignee changed from Sairam Lingala to Venkata Suryateja Thripuraribhotla

#5 - 06/01/2025 11:27 AM - Redmine Admin

- Status changed from Ready for StgDmo to Closed

- Deployed In changed from QA Environment to Production Environment

Files

Dashboard_Breached_SLA_Target.png	139 KB	02/10/2024	Krishna Kanth A
MyTickets_BreachedSLA_Target.png	82.5 KB	02/10/2024	Krishna Kanth A