

Service Desk - Bug #1484

SI User Login: For Tickets with Status Resolved and Closed ,Push Ticket option should not be displayed

21/10/2024 03:22 PM - Krishna Kanth A

Status:	Closed	Start date:	21/10/2024
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, For SI User Login, Push Ticket option should not be displayed for Tickets with Status as Resolved and Closed.  Kindly refer to the attached Screenshot.			

History

#1 - 21/10/2024 03:23 PM - Krishna Kanth A

- File SI\_User\_Push\_Ticket.jpg added
- Description updated

#2 - 22/10/2024 02:51 PM - Durga Konduru

- Status changed from New to In Progress
- Assignee changed from Durga Konduru to Bhanuchander Sannidhanam

Please include in #4.

#3 - 20/11/2024 07:32 PM - prathyusha Ramiseti

- File Screenshot 2024-11-20 193211.png added
- File Screenshot 2024-11-20 193203.png added

Done

#4 - 25/11/2024 01:29 PM - prathyusha Ramiseti

- Status changed from In Progress to Ready for StgDmo

Successfully tested by the QA team and attached screenshots for reference

#5 - 25/11/2024 03:01 PM - Krishna Kanth A

- Deployed In set to QA Environment

#6 - 25/11/2024 04:59 PM - prathyusha Ramiseti

- Assignee changed from Bhanuchander Sannidhanam to Venkata Suryateja Thripuraribhotla

#7 - 01/12/2024 05:44 PM - Krishna Kanth A

- Status changed from Ready for StgDmo to Ready for Prod
- Deployed In changed from QA Environment to Production Environment

#8 - 01/12/2024 05:46 PM - Krishna Kanth A

- File 1484\_Prod.jpg added
- Status changed from Ready for Prod to Closed

Tested in Prod Successfully, proceeding for ticket closure.

Files

SI_User_Push_Ticket.jpg	221 KB	21/10/2024	Krishna Kanth A
Screenshot 2024-11-20 193211.png	71.2 KB	20/11/2024	prathyusha Ramisetti
Screenshot 2024-11-20 193203.png	61 KB	20/11/2024	prathyusha Ramisetti
1484_Prod.jpg	248 KB	01/12/2024	Krishna Kanth A