

Service Desk - Feature #1504

Please make the Fields of Email and Phone Number as Read only.

18/11/2024 03:16 PM - Krishna Kanth A

Status:	Closed	Start date:	18/11/2024
Priority:	Normal	Due date:	
Assignee:	Bhanuchander Sannidhanam	% Done:	0%
Category:		Estimated time:	0:00 hour
Target version:		Spent time:	0:00 hour
Deployed In:	Production Environment	Category:	
Description			
Hi Bhanu Sir, Could you please make the Fields Email and Phone No. as Read only in both New tickets Screen and Edit Ticket Data Screen.  Kindly refer to the Screenshots.			

History

#1 - 18/11/2024 03:31 PM - Krishna Kanth A

- File Edit\_tickets\_data.jpg added
- File New tickets.jpg added

Hi Bhanu Sir,  
Could you please make the Fields Email and Phone No. as Read only in both New tickets Screen and Edit Ticket Data Screen.  
  
Kindly refer to the Screenshot.

#2 - 18/11/2024 03:35 PM - Krishna Kanth A

- Subject changed from Please make the Fields of Email and Phone Number as s Read only. to Please make the Fields of Email and Phone Number as Read only.

#3 - 18/11/2024 03:39 PM - Durga Konduru

- Status changed from New to In Progress
- Assignee set to Bhanuchander Sannidhanam

#4 - 19/11/2024 03:36 PM - Krishna Kanth A

- Description updated

#5 - 02/12/2024 04:37 PM - Krishna Kanth A

- Status changed from In Progress to Ready for StgDmo
- Deployed In set to Production Environment

#6 - 02/12/2024 04:37 PM - Krishna Kanth A

- Status changed from Ready for StgDmo to Ready for Prod

#7 - 02/12/2024 04:39 PM - Krishna Kanth A

- File 1504\_MyTickets\_prod.jpg added
- File 1504\_Newtickets\_Prod.jpg added

Tested Successfully in Prod, proceeding for ticket closure.

#8 - 02/12/2024 04:39 PM - Krishna Kanth A

- Status changed from Ready for Prod to Closed

## Files

Edit_tickets_data.jpg	245 KB	18/11/2024	Krishna Kanth A
New tickets.jpg	162 KB	18/11/2024	Krishna Kanth A
1504_MyTickets_prod.jpg	201 KB	02/12/2024	Krishna Kanth A
1504_Newtickets_Prod.jpg	182 KB	02/12/2024	Krishna Kanth A