

Service Desk - Bug #1516

Actual Acknowledgement and Actual Resolution Dates are not populated correctly

30/11/2024 01:54 PM - Krishna Kanth A

Status:	Closed	Start date:	30/11/2024
Priority:	Normal	Due date:	
Assignee:	Kalyan Battula	% Done:	0%
Category:		Estimated time:	0:00 hour
Target version:		Spent time:	0:00 hour
Deployed In:	Production Environment	Category:	
<b>Description</b> Hi Bhanu Sir, In My Tickets Screen, Actual Ack Date and Actual Resolution Date are not populated Correctly. Could you please check.  1) For the Actual Ack Date Field, value (Date and time stamp) is to be populated when the User Clicks on Acknowledge and the Ticket status is updated as Acknowledged. 2) For the Actual Resolution Date Field, value (Date and time stamp) is to be populated when the User Clicks on Resolve and the Ticket status is updated as Resolved.  Kindly refer to the Attached file.			

History

#1 - 02/12/2024 03:00 PM - Krishna Kanth A

- Assignee set to Durga Konduru

#2 - 02/12/2024 03:14 PM - Durga Konduru

- Assignee changed from Durga Konduru to Bhanuchander Sannidhanam

#3 - 10/12/2024 09:22 AM - Praveen kumar Bandi

- Assignee changed from Bhanuchander Sannidhanam to Narayana Akkipalli

#4 - 11/12/2024 06:12 PM - Narayana Akkipalli

- Deployed In set to QA Environment

#5 - 11/12/2024 06:14 PM - Narayana Akkipalli

- Status changed from New to In Progress

#6 - 12/12/2024 11:10 AM - Narayana Akkipalli

- Assignee changed from Narayana Akkipalli to Kalyan Battula

#7 - 12/12/2024 11:13 AM - Narayana Akkipalli

- Status changed from In Progress to Deployed in Dev

#8 - 12/12/2024 11:33 AM - prathyusha Ramiseti

- File Screenshot 2024-12-12 113109.png added

- File Screenshot 2024-12-12 113053.png added

Actual Acknowledgement and Actual Resolution Dates are populated correctly  
Successfully tested in QA and attached screenshot for reference

#9 - 18/12/2024 02:32 PM - Krishna Kanth A

- Deployed In changed from QA Environment to Stage Environment

Tested in Stage Successfully

#10 - 30/12/2024 06:53 PM - Redmine Admin

- Status changed from Deployed in Dev to Closed
- Deployed In changed from Stage Environment to Production Environment

Tested in Prod Successfully

Files

ActualDates.jpg	223 KB	30/11/2024	Krishna Kanth A
Screenshot 2024-12-12 113109.png	115 KB	12/12/2024	prathyusha Ramisetti
Screenshot 2024-12-12 113053.png	109 KB	12/12/2024	prathyusha Ramisetti