

Service Desk - Feature #1562

SATRA Admin User Role Login

30/12/2024 05:52 PM - Krishna Kanth A

Status:	Ready for StgDmo	Start date:	30/12/2024
Priority:	Normal	Due date:	
Assignee:	Narayana Akkipalli	% Done:	0%
Category:		Estimated time:	0:00 hour
Target version:		Spent time:	0:00 hour
Deployed In:	QA Environment	Category:	
Description Hi Bhanu Sir, For SATRA Admin user, system should allow to: 1. Acknowledge the ticket 2. Change the status to Resolved. 3. For already resolved tickets should allow to change the status to Close / Reopen. 4. Should allow to Add comments for ticket at any stage(For all non Closed Status Tickets).			

History

#1 - 31/12/2024 12:36 PM - Durga Konduru

- Assignee changed from Durga Konduru to Bhanuchander Sannidhanam

#2 - 07/01/2025 10:53 AM - Narayana Akkipalli

- Status changed from New to Ready for QA
- Assignee changed from Bhanuchander Sannidhanam to Narayana Akkipalli
- Deployed In set to Dev Envriionment

#3 - 08/01/2025 11:21 AM - Krishna Kanth A

- Deployed In changed from Dev Envriionment to QA Environment

#4 - 08/01/2025 05:10 PM - prathyusha Ramiseti

- Status changed from Ready for QA to Ready for StgDmo

Successfully tested in QA
As discussed with dev team there is option to comment for new ticket

#5 - 08/01/2025 06:24 PM - prathyusha Ramiseti

Successfully tested in QA

As discussed with the development team, the comment option is not required for new tickets.

#6 - 08/01/2025 06:45 PM - Praveen kumar Bandi

As discussed with Bhanu,
Only if someone acknowledges the ticket can add comments.