

Service Desk - Data Services #1822

Modify KPI based on User Role

10/03/2025 05:00 PM - Madhuri Pinky Mendu

<b>Status:</b>	Closed	<b>Start date:</b>	10/03/2025
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Madhuri Pinky Mendu	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0:00 hour
<b>Target version:</b>		<b>Spent time:</b>	0:00 hour
<b>Deployed In:</b>		<b>Category:</b>	
<b>Description</b>			
Modified KPI SP for SIAdmin role in all environments.			

History

#1 - 21/03/2025 06:00 PM - Madhuri Pinky Mendu

On 19Mar2025, I have Modified KPI SP because the Count of ticket status in the dashboard is not correct. And totilldate function is not worked, so modified sp to get correct status count, total ticket count and totilldate function properly.