

Service Desk - Feature #1859

Please Provide Refresh only at Individual Ticket Level for SI role Users

01/04/2025 11:12 AM - Krishna Kanth A

Status:	New	Start date:	01/04/2025
Priority:	Normal	Due date:	
Assignee:	Durga Konduru	% Done:	0%
Category:		Estimated time:	0:00 hour
Target version:		Spent time:	0:00 hour
Deployed In:		Category:	
Description Hi Bhanu Sir, Could you please provide Refresh Button only at Individual Ticket Level (Ticket History--. Details page) for SI role Users. Kindly refer to the attached Screenshot for Complete details. Please let me know in case of any queries. Reason : SIAdmin/Admin User Refresh is not working due to high load and large requests on intellect API .Hence Intellect/NABARD Team came up with individual Ticket level Refresh. (Ground team is not getting updated ticket status or Comments from Intellect so giving this Refresh button at ticket Level to SI Role Users)			

History

#1 - 01/04/2025 11:19 AM - Krishna Kanth A

- Description updated

Files

SI_Individual_Ticket_Refresh.jpg	131 KB	01/04/2025	Krishna Kanth A
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