

Service Desk - Feature #1887

Kindly add “Ticket pushed datetime” in Ticketdata report

06/05/2025 10:51 AM - Krishna Kanth A

Status:	Closed	Start date:	06/05/2025
Priority:	Normal	Due date:	
Assignee:	Madhuri Pinky Mendu	% Done:	0%
Category:		Estimated time:	0:00 hour
Target version:		Spent time:	0:00 hour
Deployed In:	Production Environment	Category:	
Description			
Hi Madhuri, Kindly add “Ticket pushed datetime” in Ticket data report as RCS and NABARD is asking ageing reports based on the ticket pushed time and resolved time.			

History

#1 - 12/05/2025 02:23 PM - Durga Konduru

- Assignee changed from Durga Konduru to Madhuri Pinky Mendu

#2 - 12/05/2025 02:25 PM - Madhuri Pinky Mendu

- Deployed In set to Production Environment

On 12May2025, I have updated the SP and RDLC of Tickets List report by adding Pushed Date Time Field.

#3 - 12/05/2025 03:07 PM - Krishna Kanth A

- Status changed from New to Closed

Implemented in all the 3 SD Production Applications.