

Satra S-Connect - Feature #738

[HR Team] Service Tickets Upgradation

26/06/2024 12:22 PM - HR Team

Status:	Resolved	Start date:	26/06/2024
Priority:	High	Due date:	
Assignee:	Bhanuchander Sannidhanam	% Done:	0%
Category:		Estimated time:	0:00 hour
Target version:		Spent time:	0:00 hour
Deployed In:	Demo Environment	Category:	
Description			
In Sconnect:			
Need to change the categories in service tickets, as below,			
1. Attendance-Biometric Issues			
2. Attendance-Client Visits(Local)			
3. Attendance-Tour Updates			
4. Employment Docs			
5. Grievances			
6. Jobcards			
7. Leaves			
In EDMS:			
In ticket master			
1. Remove the column "Raised by"			
2. Empcode should display data as Empcode-Empname			
3. "Category" to be inserted after "Description"			
In mails			
1. Category to be displayed			
2. Once a ticket is closed, conversation to be received with open date & closed date			
3. Once a ticket is closed, a mail copy to be sent to Reporting Manager & HR			

History

#1 - 26/06/2024 12:54 AM - Sivakanth Kesiraju

- Assignee changed from Sivakanth Kesiraju to Bhanuchander Sannidhanam

#2 - 11/07/2024 12:27 AM - Praveen kumar Bandi

- Status changed from New to Resolved

SConnect related issues are closed and EDMS related issues checked by support team.

Files

Capture.JPG	100 KB	26/06/2024	HR Team
-------------	--------	------------	---------