

Service Desk - Issues

#	Tracker	Status	Priority	Subject	Assignee	Updated
1860	Feature	New	Normal	Please Remove the Reply Button on the Intellect Comment	Durga Konduru	01/04/2025 03:04 PM
1859	Feature	New	Normal	Please Provide Refresh only at Individual Ticket Level for SI role Users	Durga Konduru	01/04/2025 11:19 AM
1832	Bug	New	Normal	Ticket Worklist is not loading for the SI Role Users.	Durga Konduru	12/03/2025 03:14 PM
1825	Bug	New	Normal	On Click of Tickets Worklist button, Page is taking longer time than usual to get Loaded for SI User login	Durga Konduru	02/04/2025 11:06 AM
1824	Bug	New	Normal	Error is displayed on click of Next Page/ Last page in the Reports	Durga Konduru	12/03/2025 03:52 PM
1722	Bug	New	Normal	In Stage Application after New ticket is Created, popup is not displayed to the User that New ticket created	Durga Konduru	28/02/2025 11:19 AM
1710	Feature	Ready for QA	Normal	After Acknowledging the Ticket please allow to delete the attachments (incase of wrongly uploaded file).	Narayana Akkipalli	10/03/2025 11:15 AM
1707	Feature	New	Normal	All Resolved tickets in SI tool to be updated to status "Closed" from backend	Bhanuchander Sannidhanam	21/03/2025 05:40 PM
1705	Feature	Ready for QA	Normal	API changes	Kalyan Battula	17/03/2025 04:34 PM
1683	Feature	Ready for QA	Normal	Please Allow to add Multiple SI for the "SIAdmin" Role	Sairam Lingala	17/03/2025 04:36 PM
1679	Feature	Ready for Prod	Normal	Please Display Type Column in the Tickets Worklist Grid and as a Search Button in the Tickets Worklist Screen.	Narayana Akkipalli	27/02/2025 07:38 PM
1677	Feature	Ready for QA	Normal	Please Send notification Email to the hardware Vendor - (Hardware Notification Email to be sent only for Karnataka SD.	Kalyan Battula	17/03/2025 04:37 PM
1673	Feature	Ready for QA	Normal	PACS Auto Complete Search Feature	Kalyan Battula	17/03/2025 04:38 PM
1671	Feature	Ready for QA	Normal	Please append the Length of the Society Deposit Number to 15 in Generic Pigmy Device Input Excel File	Kalyan Battula	17/03/2025 04:38 PM
1571	Feature	Ready for QA	Normal	Pigmy Device 5 Koppal PACS - (Merge File) Requirement # 5	Kalyan Battula	29/01/2025 09:51 AM
1562	Feature	Ready for StgDmo	Normal	SATRA Admin User Role Login	Narayana Akkipalli	08/01/2025 06:45 PM
1561	Feature	Ready for QA	Normal	Please Create a Log file for the Non Merged Records in Balaji Machine.	Kalyan Battula	10/01/2025 08:49 AM
1558	Feature	QA/Stg/Prd Failed	Normal	Create a New Role as Hardware Vendor	Kalyan Battula	10/01/2025 08:49 AM
1557	Feature	Ready for QA	Normal	Ticket Comments from intellect to SI	Kalyan Battula	19/03/2025 02:59 PM
1535	Feature	Ready for StgDmo	Normal	Please Create a New Role SI Admin	Kalyan Battula	10/01/2025 08:51 AM
1532	Feature	Ready for StgDmo	Normal	please check to configure all the dropdown fields to allow the User to Query the values through typing	Kalyan Battula	10/01/2025 08:51 AM
1507	Feature	In Progress	Normal	New Tickets page Updates	Narayana Akkipalli	10/12/2024 09:24 AM
1506	Feature	In Progress	Normal	Please make the Following changes in the My Tickets page.	Narayana Akkipalli	19/12/2024 03:04 PM
1503	Feature	In Progress	Normal	Please Create new Dropdown in the Reports page.	Narayana Akkipalli	10/12/2024 09:26 AM
1500	Feature	In Progress	Normal	Please Create a New Grid Area in the DCCB Master Screen for service Desk Application	Bhanuchander Sannidhanam	18/11/2024 02:54 PM
1481	Bug	In Progress	Normal	Please check the dashboard charts to not display the Decimal Numbers like 1.5,2.5	Bhanuchander Sannidhanam	22/10/2024 02:49 PM
1373	Feature	In Progress	Normal	[Service] - Do not delete Master data, if the record is having dependency with other tables.	Keerthi Karri	04/10/2024 12:34 PM

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1352	Bug	Ready for QA	Normal	Issues Observed in Service desk Reports Module	Kalyan Battula	19/03/2025 03:02 PM
1344	Feature	Resolved	Normal	District look up implemented	Narayana Akkipalli	04/10/2024 12:32 PM
1342	Feature	Ready for Prod	Normal	Language Translation Implementation in all Lookups pages	Vengaiah Patcha	04/10/2024 04:58 PM
1341	Feature	Ready for Prod	Normal	Language Translation Implementation in Create user, Support, Repors, User manual, chane password pages	Keerthi Karri	04/10/2024 12:35 PM
1339	Feature	Resolved	Normal	Please check to provide Push ticket option for all the Tickets created in Service Desk	Narayana Akkipalli	26/09/2024 06:33 PM
1338	Feature	Resolved	Normal	dashboard and captcha	Narayana Akkipalli	26/09/2024 06:35 PM
1337	Feature	Resolved	Normal	worked on ticket list status functionality in 18 solution	Narayana Akkipalli	26/09/2024 06:35 PM
1325	Feature	Ready for Prod	Normal	[UI] - Implement Captcha functionality in Login screen	Narayana Akkipalli	04/10/2024 04:01 PM
1324	Feature	Resolved	Normal	[Service] - Implement Captcha functionality in Login screen	Santosh Mutakoduru	27/09/2024 03:00 PM
1323	Feature	Resolved	Normal	[UI] - Dashboard UI changes	Narayana Akkipalli	26/09/2024 06:35 PM
1322	Feature	Resolved	Normal	[Service] - Dashboard changes	Sairam Lingala	03/10/2024 10:45 AM
1321	Feature	Deployed in Dev	Normal	Verify UI changes in all pages and work if ui designs missing [v18]	Surender Billa	03/12/2024 12:22 PM
1320	Feature	Resolved	Normal	SI user acknowledge status updat issues [v15]	Narayana Akkipalli	25/09/2024 07:41 PM
1319	Feature	Resolved	Normal	KPI navigation in ticketlist page and filter table [v15]	Narayana Akkipalli	25/09/2024 07:41 PM
1318	Feature	Resolved	Normal	Dashboard KPI names changes [v15]	Narayana Akkipalli	25/09/2024 07:41 PM
1309	Feature	In Progress	Normal	Handle application level SessionTimeout .	Sairam Lingala	19/09/2024 04:43 PM
1304	Feature	Ready for QA	Normal	Handle Service Validations to CRUD operations to all Pages	Kalyan Battula	19/03/2025 03:04 PM
1303	Feature	Ready for Prod	Normal	Add Service Validation to CRUD operations of Pages	Keerthi Karri	25/09/2024 10:18 AM
1299	Feature	Ready for Prod	Normal	Add theme color	Vengaiah Patcha	03/10/2024 05:59 PM
1297	Feature	Resolved	Normal	Side bar menu acces based on user login	Narayana Akkipalli	25/09/2024 07:40 PM
1292	Bug	Ready for Prod	Normal	Select PAC Dropdown is dispalyed to the PAC User	Bhanuchander Sannidhanam	20/09/2024 07:20 PM
1289	Feature	Resolved	Normal	Work on Service support Functionality Update user issue and changepassword and reset password functionality implemented	Narayana Akkipalli	18/09/2024 12:19 PM
1288	Feature	Ready for Prod	Normal	Work On UI changes in Login, tables, Date, form controls and legends, view and edit screens	Surender Billa	04/10/2024 03:56 PM
1286	Feature	Resolved	Normal	Work on ForgotPassword , Create user Crud operations	Narayana Akkipalli	18/09/2024 12:19 PM
1285	Feature	Resolved	Normal	Exception handling globally application level.	Sairam Lingala	18/09/2024 11:58 AM
1284	Feature	Resolved	Normal	Services to Product Module Task mapping page	Nagasai Tirumala Kumar Kuppala	18/09/2024 10:42 AM
1283	Feature	Ready for Prod	Normal	CRUD Operations to Lookups	Keerthi Karri	25/09/2024 10:15 AM
1282	Feature	Ready for Prod	Normal	CRUD operations to Project Module Task Mapping master page.	Keerthi Karri	25/09/2024 10:15 AM
1281	Feature	Resolved	Normal	Log file to Ticket create Stored procedure.	Nagasai Tirumala Kumar Kuppala	18/09/2024 10:41 AM
1280	Feature	Resolved	Normal	Exception handling	Sairam Lingala	19/09/2024 06:33 PM

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1255	Bug	Ready for Prod	Normal	Edit functionality issue for SI user.	Praveen kumar Bandi	20/09/2024 07:25 PM
1146	Feature	Resolved	Normal	Create UI for E-Ticket Category And Department	Nagasai Tirumala Kumar Kuppala	07/08/2024 12:52 PM
1145	Feature	Resolved	Normal	Create service for E-Ticket Category And Department	Nagasai Tirumala Kumar Kuppala	07/08/2024 12:52 PM
1074	Feature	Resolved	Normal	Create service for new department and category adding for E-Ticket Application	Nagasai Tirumala Kumar Kuppala	07/08/2024 12:53 PM
1057	Feature	Resolved	Normal	[Service] - Service changes for Ticket request Page.	Santosh Mutakoduru	27/09/2024 02:59 PM
1055	Feature	Resolved	Normal	[Service] - Login screen services.	Santosh Mutakoduru	27/09/2024 02:59 PM
1051	Feature	Resolved	Normal	[DB] - Create new database for E-Ticket application	Santosh Mutakoduru	27/09/2024 02:58 PM
1049	Feature	Resolved	Normal	[UI] - Create new solution for E-ticket application for UI	Sairam Lingala	03/10/2024 03:20 PM