



Jalaj Mathur &lt;jalaj.mathur@genusinnovation.com&gt;

## EinFrame Ticket Status

**Prashant Gupta** <prashant@runtime.one>  
To: Jalaj Mathur <jalaj.mathur@genusinnovation.com>

Sun, Nov 14, 2021 at 3:16 PM

Hi Jalaj,

Thanks for your inputs.

Here are some updates carried out last week:

1. Home page (after login) now moved outside Management Report section and a new item "Home" created at top of menu
2. On Home page, action items now have a new button to capture time sheet. You can click on it and enter comments, date, time range to capture time sheet.
3. If a project task is Marked Finished by a user, a Green check will appear next to Action Item name to indicate the same.

Regards,

Prashant

**From:** Jalaj Mathur <jalaj.mathur@genusinnovation.com>  
**Sent:** 12 November 2021 11:41 AM  
**To:** Prashant Gupta <prashant@runtime.one>  
**Subject:** Re: EinFrame Ticket Status

Hello Prashant ji,

Yes Deepwali was great, and hope the same for you.

Please find the details of open tickets, which have status "waiting on you" as below :

1.

|           |  |                 |         |              |   |                |
|-----------|--|-----------------|---------|--------------|---|----------------|
| 503162042 | required same task approval data sheet for the action item.   Page URL: /home.aspx | FEATURE_REQUEST | Unknown | Oct 12, 2021 | The requirement is not clear. Please provide some more context. | Waiting on You |
|-----------|--|-----------------|---------|--------------|---|----------------|

Users required the same process to approve timesheets of action items, just like we do for project related tasks.

2.

|           |   |                 |         |              |  |                |
|-----------|---|-----------------|---------|--------------|--|----------------|
| 503162045 | phase wise Project data timesheet required during monitoring of product.same like data sheet coming during task approval   Page URL: /home.aspx | FEATURE_REQUEST | Unknown | Oct 12, 2021 | Requirement not clear. Please provide some more information and context. | Waiting on You |
|-----------|---|-----------------|---------|--------------|--|----------------|

This was accomplished when we implemented the timesheet view link in the Project task report page.

3.

|           |   |               |              |              |   |                |
|-----------|---|---------------|--------------|--------------|---|----------------|
| 508724683 | The actual work not matching with timesheet entries, please re-check its correctly coming or not. | PRODUCT_ISSUE | Jalaj Mathur | Oct 18, 2021 | If this is related to Project Task report, the issue should be fixed. If some other report, please let us know. | Waiting on You |
|-----------|---|---------------|--------------|--------------|---|----------------|

Yes this is resolved, I checked in my project EV Charger 3KW, in which its coming correct, in future if any difference find then will convey to you

.

4.

|           |   |               |                 |              |  |                |
|-----------|---|---------------|-----------------|--------------|--|----------------|
| 510643932 | as I click on Action icon screen convert in to full screen mode . I have to press esc to normal screen . please check | PRODUCT_ISSUE | Sobhag Prajapat | Oct 20, 2021 | Issue not reproducible. User asked to check again and confirm. Please reply back with requested information. | Waiting on You |
|-----------|---|---------------|-----------------|--------------|--|----------------|

Some user are facing this issue, they have Windows XP in their PC, please convey is this is create problem or else.

Thanks & Regards,

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[Redacted Signature]

On Fri, Nov 12, 2021 at 10:29 AM Prashant Gupta <prashant@runtime.one> wrote:

Hi Jalaj,

Hope you had a great Diwali.

I just wanted to check if you were able to take a look at some pending tickets where status is 'Waiting on You'. If you can provide us the missing information, we will proceed to fix these issues.

Regarding the other few tickets (and items pending from our discussion), I will provide you the resolution by coming Monday.

Regards,

Prashant