Jalaj Mathur <jalaj.mathur@genusinnovation.com>

Ticket Resolution Update

Jalaj Mathur <jalaj.mathur@genusinnovation.com>   Mon, Mar 14, 2022 at 11:20 AM
To: Prashant Gupta <prashant@runtime.one>
Cc: EinFrame Support <hello-1@25159354.eu1.r.hubspot-inbox.com>

OK, it's working.

Thanks & Regards,

Jalaj Mathur | Manager

R&D

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On Mon, Mar 14, 2022 at 10:38 AM Prashant Gupta <prashant@runtime.one> wrote:

Hi Jalaj,

Yes the button will appear, but user will not be able to delete the incident if he/she does not have rights.
You can try this out with a dummy incident record and let me know if it doesn't work as expected.
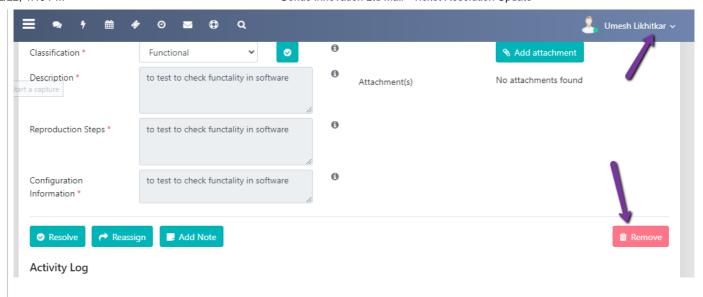
Regards,
Prashant

From: Jalaj Mathur <jalaj.mathur@genusinnovation.com>
Sent: 14 March 2022 09:41 AM
To: EinFrame Support <hello-1@25159354.eu1.r.hubspot-inbox.com>; Prashant Gupta <prashant@runtime.one>
Subject: Re: Ticket Resolution Update

Prashant ji,

After apply same you mentioned, still remove option coming for non-administrator person login, refer below screen
shot :

≡ 💬 ⚡ 📅 🏷️ 🕐 ✉️ 🌐 🔍   👤 Umesh Likhitkar ⌄

Classification *	Functional ⌄	✓	ⓘ		🔗 Add attachment
Description *	to test to check functality in software		ⓘ	Attachment(s)	No attachments found

Start a capture

Reproduction Steps * | to test to check functality in software | ⓘ

Configuration Information * | to test to check functality in software | ⓘ

✓ Resolve   ↱ Reassign   ▪ Add Note   🗑 Remove

Activity Log

Thanks & Regards,

Jalaj Mathur | Manager

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On Sun, Mar 13, 2022 at 8:21 PM EinFrame Support <hello-1@25159354.eu1.r.hubspot-inbox.com> wrote:

Dear Jalaj,

This is an update to following ticket:

"Remove should not be allowed (incident capture)"

Resolution:

We have added an additional access key on the user access management page - 'Delete Incident'. You can disallow this option to most users so that they cannot delete incidents. Administrators can still delete.

Data Capture - Lean Innovation
☑ Business KPI Performance
☑ iClub Participation
☑ Process (SIPOC)
☑ Incident Management
☐ Delete Incident
☑ Incident Learnings

Regards,

Prashant