



Jalaj Mathur <jalaj.mathur@genusinnovation.com>

Re:[## 337 ##] New feedback (Improvement) from Genus Innovations Limited

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

Thu, Oct 14, 2021 at 1:04 PM

Hi Jalaj,

We have added the functionality to display remarks on closed tickets.

Click on 'Show/Hide Closed Tickets' to view closed tickets and remarks.

Regards,

Prashant

From: Prashant Gupta
Sent: 13 October 2021 11:00 AM
To: Jalaj Mathur <jalaj.mathur@genusinnovation.com>
Cc: EinFrame <support@einframe.zohodesk.com>
Subject: RE: [## 335 ##] New feedback (Improvement) from Genus Innovations Limited

Hi Jalaj,

Here are some inputs:

1. To check previous/closed tickets, click on 'Show/Hide completed tickets' button at top right of the page. You will then see closed tickets.
2. Created by 'Unknown' will automatically pick value once new tickets are submitted by same users. In the migration, this information could not be migrated properly. But we will update it once users start submitting new tickets.
3. Regarding remarks, I will see if we can add this field also.

Regards,

Prashant

From: Jalaj Mathur <jalaj.mathur@genusinnovation.com>
Sent: 13 October 2021 10:04 AM
To: Prashant Gupta <prashant@runtime.one>
Cc: EinFrame <support@einframe.zohodesk.com>
Subject: Re: [## 335 ##] New feedback (Improvement) from Genus Innovations Limited

Hello Prashant ji,

I have some observations regarding feedback migration and that page as below :

1. I think all previous tickets are not coming, as in this 7 tickets showing, but when i fetched at 5th Oct.21, there are approx. 40 tickets showing (for ref. please find that excel sheet).
2. And in this report created by showing "unknown", here should be the name of the user.
3. And there should be one more column, which is remarks. Where when you worked on that ticket, you can mention the remarks like how you implemented that or why it can not implement, etc. So that user can see that.

Thanks & Regards,

Jalaj Mathur | Manager

R&D

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On Tue, Oct 12, 2021 at 9:40 PM EinFrame <support@einframe.zohodesk.com> wrote:

Hi Jalaj,

The ticket migration is completed.

You can now view open & closed tickets from support page.

Regards,

Prashant

---- On Tue, 12 Oct 2021 11:20:27 +0530 EinFrame<support@einframe.zohodesk.com> wrote ----

Hi Jalaj,

We have implemented a Support Center in EinFrame for better handling the support requests.

From the feedback window, you can click on 'View All Tickets' to visit support center.

Here it how it will work:

1. Non-admin users will see their own tickets only
2. Admins will see all user's tickets
3. Status will be updated by EinFrame's support team (me and my team) and will reflect on this page

Currently, we are migrating existing tickets to this platform and you will soon see all older tickets.

User mapping (who submitted which ticket), will happen for newer tickets that will be submitted now onwards.

Administrator feedback report has been disabled for now. It will be removed soon.

PS: This feature is currently in beta, so there may be some rough edges. Feel free to let us know if you find any issues with it.

Regards,

Prashant

----- On Mon, 20 Sep 2021 10:09:23 +0530 jalaj.mathur@genusinnovation.com wrote -----

There should be report of feedbacks with their status like its open, in progress, closed, pending, hold etc. | Page URL: /data-capture/productivity/capincidentsclosed.aspx