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● = Emergency, ● = High, ● = Medium, ● = Low

Posted By : Dipika Yedge

Assigned To : (All Members)

B495 High

Date & Time : 02-08-2023 12:13:PM

(All Members) | Case ID not showing in case verification | Medium

Hi Manas,

case ID 1021701042 and App ID 3197492. This specific case is available in global search however it is not available in case verification or reopen redo

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

B495 High

Date & Time : 03-08-2023 12:53:PM

Hello mam,

Please share login details of live Dubai to check.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

B495 High

Date & Time : 07-08-2023 12:30:PM

Hi,

Login- Dubaiopsadmin

Password- Pamac@aug1

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

B495 High

Date & Time : 07-08-2023 05:04:PM

Hello mam,

As checked in case history case was moved to different zone, center. Please check if the user Dubaiopsadmin has employee assign rights for same.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

B495 Medium

Date & Time : 08-08-2023 12:07:PM

Hi,

1) Sub center not selected by user while moving the case

Solution

1. Add entry in employee master without sub center

2. select open in case verification

3. move case (select zone/center/sub center)

Posted By : Dipika Yedge

Assigned To : (All Members)

B495

Date & Time : 08-08-2023 12:07:PM

Bugs is closed.