

Issue List for Total Voice													
Date	Issue No.	Type	Module	Severity	User Type	Description	Action Item	Expected Result	Assigned	Resolved	Comments	Attachment	
09/22/2023	1	Rug	Profile	Info	System	Profile Page - Changes to First Name, Last Name, Phone, or Team Name in one account automatically reflect in other accounts	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Profile Page - Changes to First Name, Last Name, Phone, or Team Name in one account automatically reflect in other accounts	Profile changes should only apply to the current user account	Unassigned	None	None	
09/22/2023	2	Rug	Phone Number	Info	System	Phone Creation - Previous number input only accepts numbers starting with +10, disallows enter the other valid country codes	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Phone Creation - Previous number input only accepts numbers starting with +10, disallows enter the other valid country codes	The system should accept valid phone numbers with 200+ current country code, not just +10	Unassigned	None	None	
09/22/2023	3	Enhancement	Phone Number	Info	System	Phone Number - "Assign Number" field does not display any numbers when clicked	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Phone Number - "Assign Number" field does not display any numbers when clicked	Assign Number field should be shown assigned or unassigned number	Unassigned	None	None	
09/22/2023	4	Rug	Quick Links	Info	System	Team Member Account - Quick Links for "Create New", "Purchase Number", and "These Members" are visible upon login	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Team Member Account - Quick Links for "Create New", "Purchase Number", and "These Members" are visible upon login	Quick Links should not be shown as team member account	Unassigned	None	None	
09/22/2023	5	Rug	Team	Info	System	In basic member page displays member's team members on first load after login another account	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	In basic member page displays member's team members on first load after login another account	Should display the current user's team members after login	Unassigned	None	None	
09/22/2023	6	Enhancement	Billing	Info	System	Billing - In account settings update option to change payment card	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Billing - In account settings update option to change payment card	User can update the selected payment card account settings	Unassigned	None	None	
09/22/2023	7	Rug	Accounts	Info	System	Accounts - In high level account access without payment method added	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Accounts - In high level account access without payment method added	Login should not be allowed without payment method	Unassigned	None	None	
09/22/2023	8	Rug	Team	Info	System	Team - In basic member list, add new member disappears after some time	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Team - In basic member list, add new member disappears after some time	Add new member list, add new member disappears from visible in the team member list unless immediately removed	Unassigned	None	None	
09/22/2023	9	Rug	Profile	Info	System	Profile - In profile section, sometimes no credit balance available shows blank & body is blank	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Profile - In profile section, sometimes no credit balance available shows blank & body is blank	Profile section will show credit balance even though body is blank	Unassigned	None	None	
09/22/2023	10	Rug	Team	Info	System	Team - In basic member list, member's team members are listed as blank	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Team - In basic member list, member's team members are listed as blank	Team member list should be displayed to proper team	Unassigned	None	None	
09/22/2023	11	Rug	Profile	Info	System	Profile - In email sometimes password not shown when create a new account	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Profile - In email sometimes password not shown when create a new account	Password should be shown in email even for new account create	Unassigned	None	None	
09/22/2023	12	Rug	Subscription	Info	System	Subscription - recharge amount after login with a steady account	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Subscription - recharge amount after login with a steady account	Auto recharge should be disabled for steady account	Unassigned	None	None	
09/22/2023	13	Rug	Phone	Info	System	Phone - Call Pricing And Second Party Accounting & Value During Free Creation	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Phone - Call Pricing And Second Party Accounting & Value During Free Creation	Phone should not charge 0, must require a positive value	Unassigned	None	None	
09/22/2023	14	Rug	Credits	Info	System	Credits - In credits above subscriptions package selection when create a new user account	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Credits - In credits above subscriptions package selection when create a new user account	Credits should be shown 0.00 for new user account	Unassigned	None	None	
09/22/2023	15	Rug	Billing	Info	System	Billing - Upgrade Subscription functionality not working when creating subscription in Billing	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Billing - Upgrade Subscription functionality not working when creating subscription in Billing	Upgrade Subscription button should be work	Unassigned	None	None	
09/22/2023	16	Rug	Billing	Info	System	Billing - In billing section recharge amount is changing when logical & high is selected	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Billing - In billing section recharge amount is changing when logical & high is selected	Auto recharge amount should be shown without logical & high amount	Unassigned	None	None	
09/22/2023	17	Rug	Billing	Info	System	Billing - In billing section display in HTML, Summarized instead of PDF when send to email	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Billing - In billing section display in HTML, Summarized instead of PDF when send to email	Header should be removed and send a proper PDF format	Unassigned	None	None	
09/22/2023	18	Rug	Team	Info	System	Team - In basic member phone number string used for new account	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Team - In basic member phone number string used for new account	Phone number used for the new account should not be accepted for team creation	Unassigned	None	None	
09/22/2023	19	Rug	Numbers	Info	System	Numbers - In phone number dropdown not working when changing raw in Add Person Raw	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Numbers - In phone number dropdown not working when changing raw in Add Person Raw	New raw phone number should be shown in add person	Unassigned	None	None	
09/22/2023	20	Rug	Team Member Account	Info	System	Team Member Account - In basic member page showing in Team Member Account	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Team Member Account - In basic member page showing in Team Member Account	New and Current should always be shown when selecting the relevant item	Unassigned	None	None	
09/22/2023	21	Rug	Report	Info	System	Report - "No Data" Not Displayed in Report Module When Searching with From & To Dates	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Report - "No Data" Not Displayed in Report Module When Searching with From & To Dates	"No Data" should display correctly if search results	Unassigned	None	None	
09/22/2023	22	Rug	Billing	Info	System	Billing - Billing section recharge amount is not updated by default when login view new account	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Billing - Billing section recharge amount is not updated by default when login view new account	Auto recharge section should be default	Unassigned	None	None	
09/22/2023	23	Enhancement	Sign Up	Info	System	Sign Up - Generated Subscription Email Cannot Be Used For New Account Sign Up	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Sign Up - Generated Subscription Email Cannot Be Used For New Account Sign Up	Generated Subscription Email should be used for new account sign up	Unassigned	None	None	
09/22/2023	24	Rug	Card Assumption	Info	System	Card Assumption - Can't Assume A Credit With A Steady Account After Recharge/Cancellation	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Card Assumption - Can't Assume A Credit With A Steady Account After Recharge/Cancellation	User assume should be checked immediately after recharge/cancellation	Unassigned	None	None	
09/22/2023	25	Rug	Billing	Info	System	Billing - 4 Digits Of Card Number Not Displayed In Billing Section After Signoff When Logging In	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Billing - 4 Digits Of Card Number Not Displayed In Billing Section After Signoff When Logging In	4 digits of Card Number should be displayed	Unassigned	None	None	
09/22/2023	26	Rug	Subscription	Info	System	Subscription - Billing Section Shows Same Line Item Twice When Logging In	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Subscription - Billing Section Shows Same Line Item Twice When Logging In	Subscription line item should be shown once	Unassigned	None	None	
09/22/2023	27	Rug	Auto recharge	Info	System	Auto recharge - Auto Recharge Activated In Billing After Logging In With Test Version	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Auto recharge - Auto Recharge Activated In Billing After Logging In With Test Version	Auto recharge should remain active for test sign-up	Unassigned	None	None	
09/22/2023	28	Rug	Recharge Body	Info	System	Recharge Body - It even shows body test when instead of User Test when select any event	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Recharge Body - It even shows body test when instead of User Test when select any event	In recharge body list should be UserTest	Unassigned	None	None	
09/22/2023	29	Rug	Accounts	Info	System	Accounts - Logon Path With Package Rule Error When Account Is Created Without Trial	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Logon Path With Package Rule Error When Account Is Created Without Trial	User should log in successfully or see a clear message guiding them to choose a package	Unassigned	None	None	
09/22/2023	30	Rug	Recharge	Info	System	Recharge - Weekly And Monthly Smart Recharge Not Being Sent	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Recharge - Weekly And Monthly Smart Recharge Not Being Sent	Weekly and Monthly Smart Recharge are not automatically as scheduled	Unassigned	None	None	
21/11/2023	31	Rug	Shipment	Info	System	Shipment - In Shipment Details Default And Number Not Showing When Create An Account With Period	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Shipment - In Shipment Details Default And Number Not Showing When Create An Account With Period	Default and number should be shown in shipment	Unassigned	None	None	
21/11/2023	32	Rug	Metrics	Info	System	Metric - Summary And Reports Default Not Showing	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Metric - Summary And Reports Default Not Showing	Summary & Reports should be same	Unassigned	None	None	
21/11/2023	33	Rug	Report	Info	System	Report - In Availability Not Show When Log In	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Report - In Availability Not Show When Log In	Availability should be account detail that when create account with log in	Unassigned	None	None	
21/11/2023	34	Rug	Recharge	Info	System	Recharge - In Shipment Details Log In Information Not Showing	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Recharge - In Shipment Details Log In Information Not Showing	User name should be displayed in log in information	Unassigned	None	None	
21/11/2023	35	Rug	Recharge	Info	System	Recharge - In Shipment Details Log In Information Not Showing As A Screenshot	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Recharge - In Shipment Details Log In Information Not Showing As A Screenshot	Recharge screenshot should be shown as a screenshot	Unassigned	None	None	
21/11/2023	36	Rug	Recharge	Info	System	Recharge - In Shipment Details Log In Information Not Showing As A Screenshot	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Recharge - In Shipment Details Log In Information Not Showing As A Screenshot	Recharge screenshot should be shown as a screenshot	Unassigned	None	None	
21/11/2023	37	Rug	Reports	Info	System	Reports - In Number Reports Not Show Actual Recharge	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Reports - In Number Reports Not Show Actual Recharge	Number reports should be shown actual total calls & Revenue of specific number	Unassigned	None	None	
21/11/2023	38	Rug	Report	Info	System	Report - In Team Member Account Show Log In Information	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Report - In Team Member Account Show Log In Information	User name should be shown when log in information	Unassigned	None	None	
21/11/2023	39	Rug	Phone Number	Info	System	Phone Number - In Phone Number Field Show More Than 10 Characters When Log In Or Create	Google Chrome, Version 108.2.1702.111 (Official Build) 64-bit Brave, Version 1.79.102 Chromium_108.2.1702.111 (Official Build) 64-bit	Phone Number - In Phone Number Field Show More Than 10 Characters When Log In Or Create	Phone number field should be shorter than 10 characters	Unassigned	None	None	