select

      '<span style="color:green;font-weight:bold">'||ALL\_DESC.GET\_USER\_NAME(ASSIGNED\_TO)||'</SPAN>' ASSIGNED\_TO,

       FD\_ID,

       SITE\_ID,

       REQUEST\_TYPE,

       MODULE\_ID,

       MENU\_TYPE,

       PAGE\_ID,

       REQUEST\_TITLE,

       REQUEST\_DESCRIPTION,

       FILES,

       FILE\_NAME,

       MIMI\_TYPE,

       CASE WHEN STATUS ='FORWARDED' THEN '<span style="color:green;font-weight:bold">'||STATUS||'</SPAN>'

       WHEN  STATUS ='CLOSED' THEN '<span style="color:red;font-weight:bold">'||STATUS||'</SPAN>'

         END  STATUS,

       ALL\_DESC.get\_user\_name(CREATED\_BY) CREATED\_BY,

       CREATED\_ON,

       ALL\_DESC.get\_user\_name(UPDATED\_BY)UPDATED\_BY,

       UPDATED\_ON,

       TO\_DEPT,

       FROM\_DEPT,

       IS\_APPROVED,

       IS\_APPROVED\_ON,

       ALL\_DESC.get\_user\_name(IS\_APPROVED\_BY)IS\_APPROVED\_BY,

       --ALL\_DESC.get\_user\_name(ASSIGNED\_TO)ASSIGNED,

       ASSIGNED\_ON,

       ADMIN\_REMARKS,

       PRIORITY,

       TIME\_FRAME,

       TECH\_REMARKS,

       RESOLVED\_ON,

       ALL\_DESC.get\_user\_name(RESOLVED\_BY) RESOLVED\_BY,

       FEED\_BACK,

       FB\_CREATED\_ON,

       FB\_CREATED\_BY,

       ALL\_DESC.get\_user\_name(CLOSED\_BY) CLOSED\_BY,

       CLOSED\_ON,

       CITY,

       TECH\_STATUS,

       TECH\_RESPONSE\_ON,

       FB\_REMARKS

  from FB\_SOFTWARE\_SUPPORT

  where ASSIGNED\_TO = NVL(:P422\_DEVELOPER\_LIST, ASSIGNED\_TO)

  AND  TRUNC(IS\_APPROVED\_ON) = NVL(:P422\_APPROVED\_ON,IS\_APPROVED\_ON)

  AND STATUS = NVL(:P422\_STATUS, STATUS)

  order by ASSIGNED\_TO