Report Title:	Change Request Details
Run Date and Time:	2025-12-17 22:24:59 Indochina Time
Run by:	Iyawat Kongmalai
Table name:	change_request

Change Request

Change Number:	CHG0032499	State:	Scheduled
BU:	TGS	Type:	CAB
Project Name:	Inhouse Call Center & CRM	Risk:	Moderate
Project Type:	Quick Win	Reference No:	RE2411001
Requested by:	Niranapa Sodsri	Hold Change Request:	false
Requested by Department:	IT Project Management Department	Type of Deployment:	Change Program
CAB Date:	2024-11-28	Assignment group:	Operation
Business service:		Assigned to:	ITOper
Planned Deploy Date:	2024-11-29 23:00:00	Deployed by:	Niranapa Sodsri
Planned End date:		Parent Change:	
Status:	Solution No. : Completed, Reference : Pass, Inform CAB, UAT Signoff : Completed, Step Deploy : Pass	Solution No.:	ARB241104
		solution no (check):	true

On hold reason:

Title:

เรื่องแก้ไข Mapping VIP flag description

Description:

เรื่องแก้ไข Mapping VIP flag description บน CRM System(Salesforce)

Planning

Summary of Deployment:

แก้ไข Configuration แสดง VIP Flag ที่รับข้อมูลจากระบบ ICEM ของ Flag SP,VP,TCC VP,BP,HP บนหน้าจอ SalesforceChange Mapping VIP Tier

Change Label

Source & Reason for Request:

เนื่องจากทีม CVM มีการเปลี่ยนข้อมูล ของ Flag VIP ที่แสดงบนระบบ Call Center จึงจำเป็นต้องเปลี่ยนข้อความที่ Mapping กับ Flag VIP แต่ละ flag ตามที่ CVM ทีม

กำหนด

Deployment Steps details:

Change Object Contact (Add TCC_VP value)Change Custom Meta DataCustomer Level Mapping for TCC_VP Change Object Account , Contact to change label
REF# -> CORPCOM
RM1-> INSURE
RM2-> SELIFE
RM3-> SECAP
Deploy file
customerHighlightInfoCmp.html
TGS_Constant
CustomerHighlightInfoController

Detail

Required deploy in DR site:

No

Change database Structure:

NO

"Do Nothing" Implications:

Areas Impacted By This Change:

Rollback/Fallback Plan (if any):

Risks & Mitigations:

Supporting Person After Deployment:

Usa. Archan,Kusama (CS Team)

Supporting Documents

UAT SignOff:	true	UAT SignOff File Attachment:	
App Scan:	false	App Scan File Attachment:	
Exception Form:	false	Exception File Attachment:	
Reference (CR):	true	CR File Attachment:	
Approve for Patch Data:	false	Patch Data File Attachment:	

Test Case Project URL:

Defect Project URL:

Other Support document,pls. explain and insert file on top (optional):

Actual Deploy

Actual start date:

Actual end date:

Conflicts

Closure Information

Close code:

Successful

Close notes:

แก้ไขและ PVT success

Note

Watch list:		Work notes list:	

Additional comments:

Work notes:

Related List Title:	Conflict List
Table name:	conflict

None

Related List Title:	Approval List
Table name:	sysapproval_approver
Query Condition:	Approval for = CHG0032499
Sort Order:	Created in descending order

12 Approvals

State	Approver	Assignment group	Comments	Approval for	▼ Created
Approved	Supachart Songsompun	VP IT Operation Management		CHG0032499	2025-01-09 11:14:22
Approved	Sunya Khanto	CAB Approval		CHG0032499	2024-12-02 15:03:02
Approved	Chakkapong Ouiwiratana	CAB Approval		CHG0032499	2024-12-02 15:03:02
Approved	Sumrarn Haruehansavasin	CAB Approval		CHG0032499	2024-12-02 15:03:02
Approved	Natsant Chansiripaiboon	CAB Approval	2024-12-03 07:22:15 - Natsant Chansiripaiboon (Comments) reply from: natsant.c@tgh.co.th Approved. Ref:MSG1365803_IkJYw4Utr5m2UeYly9R7	CHG0032499	2024-12-02 15:03:02
Approved	Chanin Sinchai	Change Management 2		CHG0032499	2024-11-28 14:48:25
Approved	Sumrarn Haruehansavasin	IT MOA		CHG0032499	2024-11-28 14:48:25
No Longer Required	Chanin Sinchai	Operation		CHG0032499	2024-11-28 10:59:11
Approved	ITOper	Operation		CHG0032499	2024-11-28 10:59:11
No Longer Required	Khipthaseth Chetounruen	Operation		CHG0032499	2024-11-28 10:59:11
No Longer Required	Sunya Khanto	Operation		CHG0032499	2024-11-28 10:59:11

State	Approver	Assignment group	Comments	Approval for	▼ Created
Approved	Chanin Sinchai	Change Management		CHG0032499	2024-11-20 16:45:07