Report Title:	Change Request Details
Run Date and Time:	2025-12-17 23:19:14 Indochina Time
Run by:	Iyawat Kongmalai
Table name:	change_request

Change Request

Change Number:	CHG0032451	State:	Closed
BU:	TGS	Type:	CAB
Project Name:	Inhouse Call Center & CRM	Risk:	Low
Project Type:	Quick Fix	Reference No:	INC0067237 , INC0067130
Requested by:	Niranapa Sodsri	Hold Change Request:	false
Requested by Department:	IT Project Management Department	Type of Deployment:	Fix Bug
CAB Date:	2024-10-10	Assignment group:	Operation
Business service:		Assigned to:	ITOper
Planned Deploy Date:	2024-10-16 20:00:00	Deployed by:	Niranapa Sodsri
Planned End date:	2024-10-16 23:30:00	Parent Change:	
Status:	UAT Signoff : Completed, Present CAB, Step Deploy : Pass	Solution No.:	-
		solution no (check):	true

On hold reason:

Title:

INC0067237 , INC0067130 : แก้ไขปัญหาของ Outbound Agentless Flow

Description:

แก้ไข Outbound Agentless Flow เพื่อแก้ไข Flow การทำงานไม่ถูกต้องกรณีกดผิด และ บันทึกผลการกดให้คะแนน Survey ไม่ถูกต้อง

Planning

Summary of Deployment:

Implement Outbound Agentless Flow 7 บริษัท ดังนี้ ในระบบ Genesys1. บริษัท คอนเซ็ปต์แลนด์ 5 (CCL5)   2. บริษัท อินทรประกันภัย (INSURE)

3. บริษัท อาคเนย์ประกันชีวิต (SELIFE)   4. บริษัทอาคเนย์แคปปิตอล (SECAP)   5. บริษัท โปรการาจ (PGR)

6. บริษัท ซับ อะ คาร์ (SubACar)   7. บริษัท ไทยกรุ๊ป รถเช่า (TGHR)

*** ไม่กระทบลูกค้าเนื่องจากยังไม่ได้มีการใช้งาน Flow Outbound Agentless กับลูกค้าจริง

Source & Reason for Request:

พบปัญหา Outbound Agentless Flow การทำงานไม่ถูกต้องกรณีกดผิด และ บันทึกผลการกดให้คะแนน Survey ไม่ถูกต้อง

Deployment Steps details:

B DEPLOYMENT Production ACTIVITY A1Genesys Cloud Change Division Of Data Table - Outbound Survey Config (Home -> TGS)GenesysAekawitA2Genesys Cloud Change Division Of Outbound Flow- Outbound_Agentless_Survey_CCL5 (Home -> TGS)- Outbound_Agentless_Survey_INSURE (Home -> TGS)- Outbound_Agentless_Survey_SELIFE (Home -> TGS)- Outbound_Agentless_Survey_SECAP (Home -> TGS)- Outbound_Agentless_Survey_PGR (Home -> TGS)- Outbound_Agentless_Survey_SubACar (Home -> TGS)- Outbound_Agentless_Survey_TGHR (Home -> TGS) A3Genesys Cloud Change Division Of Workflow- Update Survey Result to contactlist (Home -> TGS)GenesysAekawitA4Genesys Cloud Change Division Of Contact List- List_OB_Agentless_Survey_CCL5 (Home -> TGS)- List_OB_Agentless_Survey_INSURE (Home -> TGS)- List_OB_Agentless_Survey_SELIFE (Home -> TGS)- List_OB_Agentless_Survey_SECAP (Home ->

TGS)- List_OB_Agentless_Survey_PGR (Home -> TGS)- List_OB_Agentless_Survey_SubACar (Home -> TGS)- List_OB_Agentless_Survey_TGHR (Home -> TGS)GenesysAekawitA5Genesys Cloud Change Division Of Campaign- OB_Agentless_Survey_CCL5 (Home -> TGS)- OB_Agentless_Survey_INSURE (Home -> TGS)- OB_Agentless_Survey_SELIFE (Home -> TGS)- OB_Agentless_Survey_SECAP (Home -> TGS)- OB_Agentless_Survey_PGR (Home -> TGS)- OB_Agentless_Survey_SubACar (Home -> TGS)- OB_Agentless_Survey_TGHR (Home -> TGS)GenesysAekawit

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:

CS/Niranapa/Vendor(iig)

Supporting Documents

UAT SignOff:	true	UAT SignOff File Attachment:
App Scan:	false	App Scan File Attachment:
Exception Form:	false	Exception File Attachment:
Reference (CR):	false	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:	2024-11-27 11:09:58
Actual end date:	2024-11-27 11:10:05

Conflicts

Closure Information

Close code:

Successful

Close notes:

แนบหลักฐานการตรวจสอบ

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 = CHG0032451
Sort Order:	Created in descending order

12 Approvals

State	Approver	Assignment group	Comments	Approval for	▼ Created
Approved	Supachart Songsompun	VP IT Operation Management		CHG0032451	2024-11-21 10:58:04
Approved	Sunya Khanto	CAB Approval		CHG0032451	2024-10-21 15:04:44
Approved	Chakkapong Ouiwiratana	CAB Approval		CHG0032451	2024-10-21 15:04:44
Approved	Sumrarn Haruehansavasin	CAB Approval		CHG0032451	2024-10-21 15:04:44
Approved	Natsant Chansiripaiboon	CAB Approval	2024-10-22 07:53:49 - Natsant Chansiripaiboon (Comments) reply from: natsant.c@tgh.co.th Approved. Ref:MSG1322417_0jalVj wuR845sPqXCsoR	CHG0032451	2024-10-21 15:04:44
Approved	Chanin Sinchai	Change Management 2		CHG0032451	2024-10-10 14:34:29
Approved	Sumrarn Haruehansavasin	IT MOA		CHG0032451	2024-10-10 14:34:29
Approved	ITOper	Operation		CHG0032451	2024-10-10 11:37:51
No Longer Required	Sunya Khanto	Operation		CHG0032451	2024-10-10 11:37:51
No Longer Required	Chanin Sinchai	Operation		CHG0032451	2024-10-10 11:37:51
No Longer Required	Khipthaseth Chetounruen	Operation		CHG0032451	2024-10-10 11:37:51
Approved	Chanin Sinchai	Change Management		CHG0032451	2024-10-02 16:51:43