

Envio do código responsável ausente.

Para realizar o teste do envio do código "C85 responsável ausente" é necessário ter um credenciamento concluído e solicitar ao service provider:

Após o service provider enviar o código o Status da OS vai para cancelado

The screenshot shows the 'Ticket Details' section of the BR TMP system. The ticket number is 00000140983. The status is 'CANCELLED'. The channel is 'BANCOR'. The sub-channel is 'TESTEADEN'. The type is 'ACTIVATION'. The technology is 'HEV'. The urgency code is '00000000025'. The part number is 'C000500-01'. The immediate delivery is 'NO'. The free field (Advanced Post) is empty. The reason maintenance is empty. The terminal payment info shows a total value of R\$ 479,30, business type of 'SALE', and payment type of 'Credit'. The scheduled date is 2021-11-29 18:00 HON. The motive is '[2021-11-24 18:45:43] [EMERGENCY] - [Notive send by SP]'. The system also shows a 'Ticket' section with buttons for 'RESCHEDE', 'SET NO SUCCESS', 'CONCLUDED', 'CANCEL', 'PENDING', 'ALTER STATUS', 'TASK', 'CHANGE MOBILE', and 'CHANGE SP'.

The screenshot shows the 'Merchant Details' section of the BR TMP system. The merchant ID is 0000001254373. The CNPJ is 1875042059. The name is 'RAQUEL'. The address is 'Rua Sousa Lopes - 329 - Leocare Paulista - 02438000 - São Paulo/SP'. The complement is empty. The contact name is 'RAQUEL DE OLIVEIRA S'. The phone is '011308024050'. The description is empty. The notes are empty. The work days are listed as MON 00:00-00:00, TUE 00:00-00:00, WED 00:00-00:00, THU 00:00-00:00, FRI 00:00-00:00, and SAT 00:00-00:00. The maintenance days are listed as MON - 1 2 3 4 5, TUE - 1 2 3 4 5, WED - 1 2 3 4 5, THU - 1 2 3 4 5, FRI - 1 2 3 4 5, and SAT - 1 2 3 4 5. The timeline section shows the opening date as 2021-11-23 09:32 TUE, the service provider send as 2021-11-23 09:32 TUE, and the service provider received as 2021-11-23 09:32 TUE. The actual delayed date is 2021-11-26 12:04 FRI. The reason code is 'C82 - Equipamentos prontos, pendente ge'. The number visits is 1.

É possível validar a resposta para o Código 85.

The screenshot shows the 'Service Provider Received' section of the BR TMP system. It displays a list of messages received from the service provider. The messages are as follows:

- 2021-11-24 18:50:02 WED: system [2021-11-24 18:50:02] - [canceled by BUI/TMS] 001 - No Notive
- 2021-11-24 18:45:44 WED: system [SALES FORCE]: Case successfully opened with motives: Cedeiro, Conta, Cancelamento, does not have all the requirements on motive couglt
- 2021-11-24 18:45:43 WED: [CANCEL ON TMS] motive: null
- 2021-11-24 18:45:43 WED: system [2021-11-24 18:45:43] - [Notive send by SP]

The right side of the interface shows a detailed view of the messages, including the date, time, and the message content. The messages are as follows:

- 2021-11-24 18:50:02 WED: EMERGENCY PROXIMA: DELAYED MESSAGE: C82 - Equipamentos prontos, pendente gerção SP.
- 2021-11-24 18:45:44 WED: EMERGENCY PROXIMA: DELAYED MESSAGE: C82 - Equipamentos enviados e ainda em trânsito.
- 2021-11-24 18:45:43 WED: EMERGENCY PROXIMA: DELAYED MESSAGE: C82 - Equipamentos prontos, pendente ge
- 2021-11-24 18:45:43 WED: EMERGENCY PROXIMA: DELAYED MESSAGE: C82 - Equipamentos prontos, pendente ge (responsável ausente).