

MPR Id- 494653 (CRM alerts)

Problem Statement- Check CRM alerts as per trail mail. No record is showing up in the alert.

Solution:

1. Records are being displayed from the mails fired through report scheduler.
2. For this **Case Id 492712** has been raised to the product team.

The screenshot shows the 'Incident' detail page in a CRM system. The top header includes 'Incident', 'Home > Detail', and various action buttons like '+ Create New', 'Print', 'Pulse', 'Related Links', and a close button. The main content area is titled 'Important Details' and contains several sections with key information:

- CASE NUMBER:** 00492712
- STATUS CODE:** Acknowledged / Assigned
- ASSIGNED TO:** Hemant Kumar Verma
- REPORTED ON:** 11-02-2025 9:59 AM

Below these, there are tabs for 'Summary (FB)', 'Activities', 'Notes & Attachments', and 'History'. The 'Summary (FB)' tab is selected. Under 'Important Details', the following fields are listed:

- Case Owner:** Pankaj Kumar
- Account:** Adidaes Solutions Pvt Ltd
- Priority:** P3
- Impact Area:** Not Specified
- Project:** Biztech-BOW
- Assigned To:** Hemant Kumar Verma

Under 'Category' and 'SubCategory', the values are CRMNEXT Core Application and Functional respectively. The 'Reported On' date is 11-02-2025 9:59 AM. The 'Subject' field contains the text: 'No Data Displayed in Report in Mail Sent Through Report Scheduler'. The 'Details' section provides more context: 'No data is being displayed in the mail in the report which is being sent through report scheduler and when the same report is executed directly on the portal then data is visible.' It also lists 'Report Scheduler- Payment Milestones Due in Current week', 'Scheduler Name- Milestones Due in Current week', and 'Report Name- Payment Milestone Due in current week'. The 'Port' and 'Build' numbers are noted as my.businessneed.com and 11.3.111.8. A link 'Refer to screenshot for more details' is present. At the bottom, the 'Aging' status is shown as 20 D 5 H 24 M, and there are links for 'Parent / MPR Case' and '(Show Hierarchy)'.