# Title: RCA

Pre-requisite:

1. Any google doc link mentioned here should have comment only access for everyone.

https://docs.google.com/document/d/1t-gGa0829XPXGYjNrgNqiR49dRKdN4WtmoSVahZetWE/edit#​

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| --- | --- | --- | --- | --- | --- | --- |
| Issue | When? | Link | Ticket ID | Dev | QA | Squad |
| *Unable to view contacts and deal rotten status in Deal Funnel page* | Mar 2020 | <https://docs.google.com/document/d/1p8CBhMg6vG3W8nQw8kCtuEgyeYEHKOr7zxLhN9PSz90/edit?usp=sharing> |  |  |  |  |
| *For SalesSequence cache fallback method account\_id filter missed due to "unscoped"* | Mar 2020 | <https://docs.google.com/document/d/1qXSKeVoY2ROGVNulWhf2VrwlleonUwIKa1yM8OAN5S8/edit?usp=sharing> |  |  |  |  |
| FC - Deal multiple filters request | Mar 2020 | <https://docs.google.com/document/d/18SRX5-75YoSj7rICyoblt31Zrbc_MbVV2_vi0ziCFuc/edit?usp=sharing> |  |  |  |  |
| Customised product Logo is removed in Rebranded Accounts | Apr 2020 | <https://docs.google.com/document/d/1jFoiuM1HFbA9WLIFCETZm6_T8QrNreZgl0_TpcFo_m8/edit?usp=sharing> |  |  |  |  |
| Custom module filter is not loaded when the user settings language is different from the admin setting language | Apr 2020 | <https://docs.google.com/document/d/1ZUrHeM6WlYlrmBt4HQKF4g6gPdScCAOEyvcOM67Wcjg/edit> |  |  |  |  |
| UI Breakage in more options in Related list section | Mar 2020 | <https://docs.google.com/document/d/1yjZWn4m1Mi7IjysM4HuikyAtChJ2UJwLm7YO72Dh84o/edit?usp=sharing> |  |  |  |  |
| Classic Webforms not accessible when FS account has IP whitelisting done | May 2020 | <https://docs.google.com/document/d/1TREvBRqa8rzwHhFPh__PSRfANUPt4hh1RwOyDZF4fdY/edit#heading=h.vh47o79tzgn3> |  |  |  |  |
| Sales goals import history paged showed "missing translation" | May 2020 | [https://docs.google.com/document/d/1t-gGa0829XPXGYjNrgNqiR49dRKdN4WtmoSVahZetWE/edit#](https://docs.google.com/document/d/1t-gGa0829XPXGYjNrgNqiR49dRKdN4WtmoSVahZetWE/edit) |  |  |  |  |
| An issue in updating or deleting tasks created through Workflows. | May 2020 |  |  |  |  |  |
| Saving "events" field in a view resets the field filter conditions | May 2020 | <https://docs.google.com/document/d/1eoAUiKYIoTYSVsiTBbmdpH2PpntHSUMrd_-BrxsTfkw/edit?usp=sharing> |  |  |  |  |
| Error in Sales sequence email - Unable to save the sequence | May 2020 |  |  |  |  |  |
| Inaccessible accounts created when signups made on non-US regions with existing domains | June 2020 |  |  |  |  |  |
| App not loading due to cache issue | June 2020 |  |  |  |  |  |
| Unable to load deal Kanban page | June 2020 |  |  |  |  |  |
| Unable to load account with time\_zone being set as null | July 2020 | <https://docs.google.com/document/d/1KJfaPwGQca6P-xsG_GRzAaEmRd1Nf__dmPuLGHg5oRc/edit?usp=sharing> |  |  |  |  |
| Freshcaller disconnect button is not clickable | July 2020 | [https://docs.google.com/document/d/19KDCvxs\_h8\_c\_GY0oRhY8wseeXpt84kgVcFga8qGzTA/edit#](https://docs.google.com/document/d/19KDCvxs_h8_c_GY0oRhY8wseeXpt84kgVcFga8qGzTA/edit) |  |  |  |  |
| Roles page got freezed for cpq enabled accounts | August 2020 | <https://docs.google.com/document/d/1OY7uGSl71xg8cBa_S2-zKPDszJQ_sLVVJAAtRD8kcik/edit?usp=sharing> | <https://freshworks.freshrelease.com/FSALES/tasks/FSALES-26137> |  |  |  |
| Territories not getting removed on user-edit page | August 2020 | <https://docs.google.com/document/d/1spNHzX1RAIAyjYyLwAOL_5GQh8tMWsqeFZvPkaV6jx8/edit?usp=sharing> | <https://freshworks.freshrelease.com/FSALES/tasks/FSALES-26535> | [Ajeet Pandey](https://confluence.freshworks.com/display/~ajeet.pandey) | [Athish Pranav Sethuram](https://confluence.freshworks.com/display/~athishpranav.sethuram) | Byebuggers |
| *Issue in loading contact filter options (Mobile)* | August 2020 | <https://docs.google.com/document/d/1topPBSPCprz_ri3GHJ_4pD-_Jxpt2NdKKil3bowu3v8/edit?usp=sharing> | <https://freshworks.freshrelease.com/FSALES/tasks/FSALES-26074> | [Ajeet Pandey](https://confluence.freshworks.com/display/~ajeet.pandey) | [Athish Pranav Sethuram](https://confluence.freshworks.com/display/~athishpranav.sethuram) | Byebuggers |
| Deleted products coming up in 'Add products to deal' | August 2020 |  | <https://freshworks.freshrelease.com/FSALES/tasks/FSALES-26002> | [Mohammed Ridwan](https://confluence.freshworks.com/display/~mohammed.ridwan) | [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) | Petta |
| Contact payload with all non-primary sales\_accounts | November 2020 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-23321> | [Vignesh Eswaran Sundararajan](https://confluence.freshworks.com/display/~vignesh.sundararajan) |  | Alpha Squad |
| *Tickets show api in freshdesk integration throws 400 error when a user\_id present in a ticket conversation is not present in freshdesk.* | November 2020 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-29626> | [Vignesh Eswaran Sundararajan](https://confluence.freshworks.com/display/~vignesh.sundararajan) |  | Alpha Squad |
| Lead filter using Products does not work for old fsa accounts with CPQ enabled | November 2020 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-30289> | [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) | [Gowthaman Ravindran](https://confluence.freshworks.com/display/~gowthaman.ravindran) | Catalyst |
| Sales goals filter page is not loading | Novmeber 2020 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-30190> | [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) | [Gowthaman Ravindran](https://confluence.freshworks.com/display/~gowthaman.ravindran) | Catalyst |
| 'Product' field not present in Contact and Sales account in old\_fsa | November 2020 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-30252> | [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) | [Gowthaman Ravindran](https://confluence.freshworks.com/display/~gowthaman.ravindran) | Catalyst |
| Custom fields are not displayed after a view is saved in CAD filters | November 2020 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-30352> | [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) | [Gowthaman Ravindran](https://confluence.freshworks.com/display/~gowthaman.ravindran) | Catalyst |
| Quickbooks and Xero not loading in UI | November 2020 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-30016> | [Prabhu Balaji](https://confluence.freshworks.com/display/~prabhu.balaji) | [Gowthaman Ravindran](https://confluence.freshworks.com/display/~gowthaman.ravindran) | Alpha |
| Post Production bugs-Reduce duplicate codes in LCAD list pages | November 2020 |  |  | [Akshayvaliya Rakkanchath](https://confluence.freshworks.com/display/~akshayvaliya.rakkanchath) [Venkat Narayanan](https://confluence.freshworks.com/display/~venkat.narayanan) | [Meenaloshani Murugan](https://confluence.freshworks.com/display/~meenaloshani.murugan) | Catalyst |
| Data Breach while exporting reports | December 2020 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-31655> | [Frazer Robert](https://confluence.freshworks.com/display/~frazer.robert) |  | Byebuggers |
| Task and appointment models are keep on loading and users cant able to add sales activity for lead and contacts | Jan 2021 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-31775> | [Prabu Padmanathan](https://confluence.freshworks.com/display/~prabu.padmanathan) | [Dheenadhayalan Gunasekaran](https://confluence.freshworks.com/display/~dheenadhayalan.gunasekaran) | Hacker Hoster 2.0 |
| Issue with report's chart display | Jan 2021 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-32072> | [Prabu Padmanathan](https://confluence.freshworks.com/display/~prabu.padmanathan) | [Dheenadhayalan Gunasekaran](https://confluence.freshworks.com/display/~dheenadhayalan.gunasekaran) | Hacker Hostel 2.0 |
| User "already in call" error in phone dialler. | Feb 2021 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-32781> | [Frazer Robert](https://confluence.freshworks.com/display/~frazer.robert) |  | Byebuggers |
| Forecast category as deal property value while creating workflows | Feb 2021 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-32456> | [Vignesh Eswaran Sundararajan](https://confluence.freshworks.com/display/~vignesh.sundararajan) |  | Alpha |
| Files and notes not showing in the custom module record | Mar 2021 |  | <https://freshworks.freshrelease.com/ws/FSALES/tasks/FSALES-30622> | [Sriram Ranganathan](https://confluence.freshworks.com/display/~sriram.ranganathan) | [Rakesh M](https://confluence.freshworks.com/display/~rakesh.manoharan) | Hacker Hostel 2.0 |