

## CRM Defect Spreadsheet

Please add all outstanding defects that require resolution

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[CRM Template](#)

Who Raised Defect?	Affected System	Defect Description	Assigned To	Date Raised	Priority	Status	Notes
Stephanie & Pierrick	Neptune	Need to define how we will capture phone number vs international extension ? as currently we only have 1 field for both + need to define format (00xx or +xx)	Nick		P3 - Minor		Existing website does not capture international extension + need to see what new website will do (liaise with Chris G)
Pierrick	Neptune	Existing Data cleaning: Need a plan to get the data cleaned and ensure we remove duplicated entrees and split users that are on a same address into different HH			P2 - Major		<ul style="list-style-type: none"> <li>•A requirement to split all existing multi-contact households into individual household + single contact.</li> <li>oWasn't aware of this requirement, non trivial as all contact-associated data needs moving as well, although code to do something like this already exists, was created for the contact data clean Ade S initiated Nov 2016.</li> <li>oAre we sure that's what we want to do</li> <li>•Requirement to dedupe existing contact data</li> <li>oThis was last done by third party in Nov 2016 - complex fuzzy logic is required. A simplified exercise using Neptune code could be done, but several days dev needed.</li> </ul>
Pierrick	Neptune	NOT tested - how enews signup are registered in Neptune (enquiries + contact created/updated)	Web Dev		P2 - Major	In progress	<ul style="list-style-type: none"> <li>•This is not a bug per se. Permissions issues in the CMS were leading to enews+brochure queues not being updated. Historically enews imports have been manually triggered on test anyway.</li> <li>•CRM3 does not change import mechanism, although deduping logic has changed.</li> </ul>
CRM	MI to HubSpot	Vol Test - investigate discrepancy between Tim's, Sil's and Jared's extract - SS/TM BKG 2016	Angela/Sil	2/19/2018	P1 - Critical	Invalid	We are going to re-test against Live data
CRM	MI to HubSpot	Vol Test - Tim to amend coding and to extract anew - SS/TM/LB BRO REQ 2013,16 and LB BKG 2013,16	Tim	2/19/2018	P1 - Critical	Invalid	We are going to re-test against Live data
CRM	MI to HubSpot	Vol Test - Tim to re-visit extracted data/logic on LB ENEWS 2016. Tim's initial count = 700+; Sil's = 7,000+.	Tim	2/19/2018	P1 - Critical	Invalid	We are going to re-test against Live data
CRM	MI to HubSpot	Vol Test - Boxi extract needed to compare against Tim's - FTL BKG QUO 2013,16	Angela/Sil	2/19/2018	P2 - Major	Invalid	We are going to re-test against Live data

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CRM	MI to HubSpot	Vol Test - investigate discrepancy between Tim's, Sil's and Jared's extract - LB ENEWS 2013; TM BKG/QUO 2016; TM QUO 2016	Angela/Sil	2/19/2018	P2 - Major	Invalid	We are going to re-test against Live data
CRM	MI to HubSpot	Data integrity test	Angela/Sil	2/19/2018	P2 - Major	Invalid	We are going to re-test against Live data
Angela	Triton to MI	Triton extract has 2 x DOB fields: one = DOB, one = Customer DOB. The date field populated varies on different records. (Could this be a difference between booking, quote, brochure request or enews)	Tim	17/04/2018	P2 - Major	In progress	Tim has updated the MI lookups to check both fields. READY FOR RETEST 18/04/2018 TW Code change completed. Testing in progress.
Angela	Web	Phone number on Footloose webform doesn't make it to Triton	Angela	17/04/2018	P2 - Major	Not in scope	We currently don't maintain the Footloose website, so this may be looked at, but at a later date
Angela	MI to HubSpot	New MMK Client Link Codes (aka Customer Link Codes) need adding to HubSpot.	Lubna	17/04/2018	P2 - Major	In progress	The missing codes in HubSpot are resulting in records being rejected. Sil to add new codes (4 of them?) to HubSpot. Lubna to provide details 18/04/2018 TW Lubna confirmed 'KN', 'KO', 'KP' and 'KR'; Sil added these to Hubspot. Sil / Lubna to check and confirm code 'KM' which is present in the data. 19/04/2018 TW Lubna confirmed 'KM'; Sil added this to HubSpot
Angela	MI to HubSpot	Sunsail enews requests - date 'Enews Requested' needs to be mapped to 'Date Enew Subscribed' in HubSpot	Sil	17/04/2018	P2 - Major	In progress	Sil to update mapping 18/04/2018 TW Done.

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[illegible]

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Insert new rows above the gray line