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| System Type | CAS | Name of Requester | Shelley |
| Request Date | Dec 13, 2024 | Name of Engineer |  |
| Approved by |  | Approval Date |  |

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| **Task** |  |
| **Identified Issue or Feature request** | To add **RMA Tab and Quotes Tab** in our Performance Dashboard next to Meeting and Events: Follow up Due today. |
| **Goal** | To easy monitor/track our RMA and Quote Tickets broken down using Follow up Type: |
| **Root Cause and Findings** | In the **RMA Tab** –  It will show Tickets with **Reported Issue: RMA, with the following Follow up Type:**  Should only include ALL Open tickets.  It should show the total case count of each Follow up Type – total case count are just open tickets with RMA as the Reported Issue with following Follow up Type:   * RMA – To be Processed * RMA – Ticket Submitted * RMA -  Waiting for Replacement * RMA – Waiting for site to return the defective unit * RMA  - Pending installation/ For installation   See below Screenshot on how it should look like in the Dashboard = **SS1**  It’s the same with Meeting and Events: Follow up Due today, when any of the # of ticket is click it will open another tab for the ticket details, wherein we have the option to set the date range, Vendor, Chain and Severity, Issue, Solution, Owner/Agent’s name, with the following ticket details can be found in = **SS2**  **SS1**    **SS2**    In **Quote’s TAB.** – this will be beside RMA Tab.  It will show Tickets with **Reported Issue: Quotes Request with the following Follow up Type:**  Should only include ALL Open tickets.  It should show the total case count of each Follow up Type – total case count are just open tickets with **Quote Request** as the Reported Issue with following **Follow up Type:**  Quote - To be Submitted  Quote - Request Submitted  Quote - Waiting for Site's Approval  Quote - Quote approved - waiting for the unit  Quote - Pending unit Install  Quote - Install Completed  See below Screenshot on how it should look like in the Dashboard = **SS3**  **SS3**    It’s the same with Meeting and Events: Follow up Due today, when any of the # of ticket is click it will open another tab for the ticket details, wherein we have the option to set the date range, Vendor, Chain and Severity, Issue, Solution, Owner/Agent’s name, with the following ticket details can be found in = **SS4**  **SS4:** |
| **Fix implemented** |  |
| **Regression Test Performed** |  |
| **Side effects of Fix** |  |
| **Solution Acceptor Comments** |  |