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| --- | --- | --- | --- |
| System Type | CAS | Name of Requester | Shelley |
| Request Date | Jan 20, 2025 | Name of Engineer |  |
| Approved by |  | Approval Date |  |

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| **Task** |  |
| **Identified Issue or Feature request** | To add **Dispatch Tab** in our Performance Dashboard next to Quote Tab |
| **Goal** | To easy monitor/track our For **Dispatch Tickets** broken down using **Follow up Type:** |
| **Root Cause and Findings** | In the **Dispatch Tab**  It will show Tickets 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 following **Follow up Type:**   * Dispatch – Waiting for Approval * Dispatch – For Tech Dispatch * Dispatch – For SOW Creation * Dispatch - SOW for T4 Review * Dispatch – Secured & Scheduled * Dispatch – To be Rescheduled   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** |
| **Fix implemented** |  |
| **Regression Test Performed** |  |
| **Side effects of Fix** |  |
| **Solution Acceptor Comments** |  |