

Issues

#	Project	Tracker	Status	Priority	Subject	Assignee	Updated
233	Green Octopus all vendors	Feature	New	Normal	Green Octopus (All Vendors)- Engg Request		04/14/2025 04:12 AM
232	Engineering Request (Addendum)	Feature	New	Normal	Liveport: Engineering Request (Addendum)		04/07/2025 10:30 PM
231	Customized Landing Page Request-One Rangers way	Feature	In Progress	Normal	Customized Landing Page Request		04/11/2025 04:39 AM
230	Dashboard Engineering Request - Security Audit Listing Report	Feature	New	Normal	Dashboard Engineering Request - Security Audit Listing Report		04/03/2025 05:45 AM
229	QA Access to Coaching Report in QIS	Feature	New	Normal	QIS Coaching Report		03/26/2025 05:52 AM
228	TRKD	Feature	New	Normal	Dashboard Engineering Request - Security Audit Listing Report		03/26/2025 04:56 AM
227	SD CAS Integration Engineering Request	Feature	In Progress	Normal	Handshake-D CAS Integration Engineering Request		04/17/2025 02:47 AM
226	SD CAS Integration Engineering Request	Feature	New	Normal	Type of Call-SD CAS Integration Engineering Request		04/17/2025 02:48 AM
225	Altice - Email to Ticket Engineering Request	Feature	Resolved	Normal	Email to Ticket Engineering Request		03/26/2025 03:43 AM
224	Engineering Request - DTS Auto Close Tickets	Feature	New	Normal	Engineering Request - DTS Auto Close Tickets		03/26/2025 03:17 AM
222	Green octopus	Feature	Resolved	Normal	Add Summary of the score per category in the QA form, and to arrange the vendor list in the super-admin account.		04/14/2025 04:00 AM
221	La Quinta Inn & Suites By Wyndham New Haven	Feature	New	Normal	FW: La Quinta Inn & Suites By Wyndham New Haven Engineering Request		03/03/2025 04:49 AM
220	Zoom to cas and Cas to SNOW - new fields mapping	Feature	Resolved	Normal	Cas to Snow- Mapping of Caller Type and Location		03/26/2025 03:36 AM
219	Zoom to cas and Cas to SNOW - new fields mapping	Feature	New	Normal	Engg- Request Cas Zoom Integration		02/27/2025 04:43 AM
218	AT&T Project Phase 2	Feature	In Progress	Normal	CAS AT&T - Tech Dispatch module (CAS to ATT SF)		02/21/2025 01:35 AM
217	AT&T Project Phase 2	Feature	Resolved	Normal	CAS AT&T - Hardware Replacement module (CAS to ATT SF)		02/20/2025 11:22 PM
216	AT&T Project Phase 2	Feature	Resolved	Normal	ATT - Tech Dispatch Engineering Request		02/20/2025 11:18 PM
215	Altice-Sf Integration	Feature	In Progress	Normal	CAS-SF Integration Engg request		03/26/2025 03:21 AM
214	Work order & Work order task	Feature	New	Normal	Engineering Requests : Work order & Work order task		02/12/2025 09:35 AM
212	SageNet in QIS - Email Notification Subject format	Feature	In Progress	Normal	Engineering Request - SageNet in QIS - Email Notification Subject format		03/20/2025 07:01 AM
210	QIS AI Assessment Access Request	Feature	Resolved	Normal	QIS AI Assessment Access Request Engineering Requests: AI Assessment Access Including the Raw Data		03/04/2025 05:57 AM
209	WV (Jeopardy, Kbase and Special notes)	Feature	New	Normal	Engineering Requests - WV (Jeopardy, Kbase and Special notes)		02/04/2025 06:55 AM
207	Green octopus	Feature	In Progress	Normal	Engr Request - Green Octopus QA Form		03/10/2025 09:46 PM
206	To add Dispatch tab in Perf Dashboard	Feature	Resolved	Normal	To add Dispatch Tab in Performance Dashboard		04/07/2025 10:23 PM
205	Worldvue : Engineering requests - for Marriot Reporting purposes	Feature	Resolved	Normal	Engineering requests - for Marriot Reporting purposes		02/20/2025 11:03 PM

#	Project	Tracker	Status	Priority	Subject	Assignee	Updated
204	Mach Networks - Servicenow to CAS Integration	Feature	In Progress	Normal	Mach Networks - Servicenow to CAS Integration		02/10/2025 05:46 AM
201	QIS_External_Management_Dashboard	Feature	New	Normal	Engineering Request QIS_External_Management_Dashboard		12/23/2024 06:01 AM
199	To add RMA Tab and Quote Tab in the Performance Dashboard	Feature	Feedback	Normal	Add RMA Tab and Quote Tab		12/23/2024 05:46 AM
198	Nitel Ticket Audit Form	Feature	In Progress	Normal	Engineering Request - Nitel Ticket Audit Form		12/12/2024 10:46 PM
197	HKI Live Chat	Feature	New	Normal	HKI Live Chat - Engineering Request		12/10/2024 04:39 AM
196	Portal logo update	Feature	Feedback	Normal	Vista Engg Request		02/20/2025 11:07 PM
195	NH Evaluation form	Feature	In Progress	Normal	Update NH Evaluation Form		12/10/2024 04:17 AM
194	PBX Request (Enabling DBW Spanish Interflow	Feature	New	Normal	PBX Request (Enabling DBW Spanish Interflow		11/28/2024 10:00 PM
193	PipeDrive and CAS Integration	Feature	New	Normal	Engineering Request		11/21/2024 11:29 PM
192	CAS SLA Monitoring Timer	Feature	New	Normal	Engineering Request - CAS SLA Monitoring Timer		11/21/2024 11:13 PM
189	Additional Fields for New Reported Issues and Solutions	Feature	New	Normal	Engineering Request : CAS User Additional Fields for New Reported Issues and Solutions		11/19/2024 05:46 AM
187	Phase 3 - SageNet's CoBa in QIS	Feature	New	Normal	Engineering Request Phase 3 - SageNet's CoBa in QIS		01/02/2025 05:42 AM
181	Updated Reported Issues and Solutions	Feature	New	Normal	Updated Reported Issues and Solutions		10/29/2024 10:39 AM
179	AT&T Project phase 1	Feature	Resolved	Normal	AT&T Dev/lab Endpoint for SNOW Case ebonding		02/20/2025 11:09 PM
177	AI Assessment to QIS	Feature	Resolved	Normal	Linking AI Assessment to QIS		03/12/2025 01:05 AM
173	PBX-CRM integration (Zoom-CAS)	Feature	In Progress	Normal	PBX-CRM integration (Zoom-CAS) for Sonifi		10/24/2024 01:29 AM
172	Atera – CAS integration	Feature	New	Normal	ATERA - CAS Field Mappings		10/23/2024 06:08 AM
171	SD CallCenter Evaluation Form	Feature	Resolved	Normal	Updated SD CallCenter Evaluation Form		03/26/2025 02:37 PM
168	Convert to PDF File for images copy pasted in the Email in CAS	Feature	New	Normal	PDF conversion for image attach in the body of email		10/16/2024 11:03 AM
164	PBXact Integration with Microsoft Teams Using Sangoma FreeSBC	Feature	In Progress	Normal	PBXact Integration		10/30/2024 04:23 AM
160	SD CAS Integration	Feature	Resolved	Normal	SD CAS Integration		03/26/2025 04:36 AM
159	CallTek - Business Continuity - Disaster Recovery	Support	In Progress	Normal	Project Plan for CAS server upgrade (Upgraded PHP, MySQL, Apache)		11/01/2024 05:52 AM
158	Worldvue CAS	Feature	Resolved	Normal	Mapping of sub category from service now to cas and vice versa		10/10/2024 05:45 AM
157	Worldvue CAS	Feature	Resolved	Normal	Add Wi-Fi support group in CAS;		10/10/2024 05:43 AM
156	Worldvue CAS	Feature	Resolved	Normal	Create assignment group		10/10/2024 05:41 AM
155	Worldvue CAS	Feature	Resolved	Normal	Review sub category - in service now for wifi team uses		10/10/2024 05:38 AM
153	Worldvue CAS	Feature	Resolved	Normal	Engineering Request - Worldvue (MDU)		10/10/2024 05:27 AM
151	Ticket FollowUp Report Modifications	Feature	Resolved	Normal	Follow up Report		10/10/2024 05:00 AM
150	Jeopardy Report Modifications	Feature	Resolved	Normal	Jeopardy Report		10/10/2024 04:57 AM

#	Project	Tracker	Status	Priority	Subject	Assignee	Updated
149	Sangoma Teams Integration	Feature	New	Normal	Sangoma and Teams Integration		10/30/2024 04:33 AM
148	Zabbix	Feature	In Progress	High	Zabbix to CAS Integration		01/14/2025 09:32 PM
147	Salesforce Phase2	Feature	Resolved	Normal	Salesforce to CAS Enhancement (Sonifi)		03/26/2025 02:36 AM
143	Rconfig	Feature	New	Normal	Rconfig Implementation		09/30/2024 05:55 AM
142	BPRF-Cosmos	Feature	In Progress	Normal	Cosmos Migration Path		10/09/2024 12:33 AM
140	Pinnacle cas req fields	Feature	Resolved	Normal	fields in CAS needs be required.		09/30/2024 05:53 AM
139	SNA Support Email Distros	Feature	Resolved	Normal	Support Emails-SNA		10/10/2024 05:03 AM
138	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Need of more bandwidth		08/28/2024 11:40 PM
137	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	mail2 sever		08/28/2024 11:38 PM
136	CallTek - Business Continuity - Disaster Recovery	Feature	New	Normal	Starlink review and roadmap		08/28/2024 11:36 PM
135	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Mail2 Usage		08/28/2024 11:34 PM
134	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Pending Server List for Web and MySQL Cluster		08/28/2024 11:31 PM
133	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Mikrotik Routers Procurement		08/28/2024 11:31 PM
132	CallTek - Business Continuity - Disaster Recovery	Feature	Resolved	Normal	Switch Fabric and RSTP Setup		08/28/2024 11:29 PM
131	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Meeting with Hosting Provider		08/28/2024 11:31 PM
130	CallTek - Business Continuity - Disaster Recovery	Feature	Feedback	Normal	Cloudflare Comparison for Load Balancing and Failover		08/28/2024 11:32 PM
129	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Server Migration to the New Cloud		08/28/2024 11:32 PM
128	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Creation of Change Management (CM):		08/28/2024 11:32 PM
127	Replacement for NON Ops- Carlos	Feature	Resolved	Normal	Replacement for carlos		08/28/2024 10:58 PM
126	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Datacenter & Managed Services		08/22/2024 06:04 AM
125	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Corporate Connectivity		08/22/2024 06:00 AM
124	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Enterprise PBX		08/22/2024 06:01 AM
123	CallTek - Business Continuity - Disaster Recovery	Feature	In Progress	Normal	Recording for ALL calls		08/22/2024 05:57 AM
122	CallTek - Business Continuity - Disaster Recovery	Feature	Resolved	Normal	Switchvox		08/22/2024 05:54 AM
121	CallTek - Business Continuity - Disaster Recovery	Feature	Resolved	Normal	Mitel		08/22/2024 05:53 AM
120	CallTek - Business Continuity - Disaster Recovery	Feature	Resolved	Normal	Storage Unit		08/22/2024 05:56 AM
119	Rconfig	Support	Resolved	Normal	kick off call with SNA leads		09/23/2024 10:35 PM
112	SNA - Email to Ticket- Phase 1	Bug	Resolved	Normal	New emails default to Alerts_Hilton_SDWAN@safetynetaccess.com in the drop down menu causing some agents to missed selecting the correct mailbox when sending an email.		08/19/2024 12:27 AM
105	SNA - Email to Ticket- Phase 1	Bug	Resolved	Normal	Auto Responder Detection		08/19/2024 12:17 AM
103	SNA - Email to Ticket- Phase 1	Bug	Resolved	Normal	Distorted Notes		08/19/2024 12:06 AM
100	SNA- Email to Ticket- Phase 2	Feature	In Progress	Normal	Auto Response Template Manual Triggers		02/20/2025 11:36 PM

#	Project	Tracker	Status	Priority	Subject	Assignee	Updated
99	SNA- Email to Ticket- Phase 2	Feature	New	Normal	Email to Ticket Metrics		08/08/2024 03:23 AM
98	SNA- Email to Ticket- Phase 2	Feature	Resolved	Normal	Auto-Response Recipients		02/20/2025 11:35 PM
97	SNA- Email to Ticket- Phase 2	Feature	In Progress	Normal	Bulk Ticket Deletion and Closure		02/20/2025 11:33 PM
96	SNA- Email to Ticket- Phase 2	Feature	New	Normal	Intercepting Auto Responses for Automated Emails		08/08/2024 03:21 AM
95	SNA- Email to Ticket- Phase 2	Feature	Resolved	Normal	Support Numbers Update and First Notification Auto Response Update		02/20/2025 11:32 PM
94	SNA- Email to Ticket- Phase 2	Feature	In Progress	Normal	Note Types Filter		02/20/2025 11:31 PM
93	SNA- Email to Ticket- Phase 2	Feature	In Progress	Normal	Post Event Survey		02/20/2025 11:30 PM
92	SNA- Email to Ticket- Phase 2	Feature	Resolved	Normal	Email Signature Update		02/20/2025 11:29 PM
91	SNA- Email to Ticket- Phase 2	Feature	In Progress	Normal	Auto-Response Email Template		02/20/2025 11:28 PM
90	SNA- Email to Ticket- Phase 2	Feature	New	Normal	Response Frequency Limit		08/08/2024 03:18 AM
89	SNA- Email to Ticket- Phase 2	Feature	New	Normal	Tracking System		08/08/2024 03:18 AM
88	SNA- Email to Ticket- Phase 2	Feature	Resolved	Normal	Auto Responder Detection		08/08/2024 03:16 AM
87	SNA- Email to Ticket- Phase 2	Feature	Resolved	Normal	Notification Pop-up in CAS when customer replies		08/13/2024 02:43 AM
86	SNA Zoom Migration	Support	New	Normal	Cutover		08/08/2024 02:54 AM
85	SNA Zoom Migration	Support	New	Normal	Final Testing:		08/08/2024 02:54 AM
84	SNA Zoom Migration	Feature	New	Normal	Rollback Setup		08/08/2024 02:53 AM
83	SNA Zoom Migration	Feature	New	Normal	Reporting Validation		08/08/2024 02:51 AM
82	SNA Zoom Migration	Feature	New	Normal	Outage Announcement Systems		08/08/2024 02:50 AM
81	SNA Zoom Migration	Feature	New	Normal	Migration and Testing		08/20/2024 10:04 PM
80	COSMOS Ticketing and Case Management Demonstration	Support	New	Normal	Meeting with software Vendor		08/07/2024 05:28 AM
79	COSMOS Ticketing and Case Management Demonstration	Feature	New	High	Integration of ticket system into the Cosmos-Demo Site		08/07/2024 05:22 AM
78	Worldvue CAS	Feature	Resolved	High	World Vue - Integration to CAS- (For Wifi and video)	Stacy Kinkar	10/10/2024 05:18 AM
77	Staff transition	Support	New	Normal	List of Level 1 agents		08/28/2024 10:47 PM
76	SNA - Email to Ticket- Phase 1	Bug	Resolved	Normal	DMARC policy violation		08/07/2024 03:38 AM
70	SNA - Email to Ticket- Phase 1	Feature	Resolved	Normal	Do not trigger auto response for emails coming from SNA domain.		08/07/2024 04:03 AM
68	SNA - Email to Ticket- Phase 1	Bug	Resolved	Normal	Recipients and Email send will not show with timeline inconsistency		08/18/2024 11:52 PM
63	SNA - Email to Ticket- Phase 1	Bug	Resolved	Normal	Bounce back to customers while responding to emails		08/18/2024 11:48 PM
54	SNA - Email to Ticket- Phase 1	Bug	Resolved	High	Incoming Emails for old/existing tickets dont show up in dashboard		08/07/2024 04:05 AM
53	CAS SNA	Bug	Resolved	Normal	Disorted notes		08/07/2024 04:15 AM

#	Project	Tracker	Status	Priority	Subject	Assignee	Updated
52	SNA - Email to Ticket- Phase 1	Bug	Resolved	Normal	Response via CAS didnt go through		08/07/2024 03:42 AM
50	SNA - Email to Ticket- Phase 1	Bug	Resolved	Normal	Enseo triggered by the auto-response		08/07/2024 03:41 AM
47	SNA - Email to Ticket- Phase 1	Support	New	Normal	Email Forwarder Setup (Dietmar)		06/10/2024 11:47 AM
46	SNA - Email to Ticket- Phase 1	Feature	Resolved	Normal	"Reply to Email" Option for Other Sources		06/05/2024 02:54 PM
45	Liveport - Integration of Podio and CAS	Feature	New	Normal	Podio Functionality Migration to CAS - Network Configuration		05/28/2024 01:14 AM
42	SNA - Email to Ticket- Phase 1	Feature	Resolved	Normal	Mailboxes for all Brands	Adin Minao	06/10/2024 11:46 AM
41	WorldVue Zoom API	Feature	Resolved	Normal	Queues CRUD with multi vendor design		09/24/2024 04:12 AM
40	WorldVue Zoom API	Feature	Resolved	Normal	Users CRUD with multi vendor design		09/24/2024 04:17 AM
39	WorldVue Zoom API	Feature	Resolved	Normal	Endpoint[/contact_center/skills - massage with CRON tool, insert to table, retrieve through this table with all the filter on documentation available		09/24/2024 04:18 AM
38	WorldVue Zoom API	Feature	Resolved	Normal	Endpoint[/contact_center/roles - massage with CRON tool, insert to table, retrieve through this table with all the filter on documentation available		09/24/2024 04:19 AM
37	WorldVue Zoom API	Feature	Resolved	Normal	Endpoint[/contact_center/users - massage with CRON tool, insert to table, retrieve through this table with all the filter on documentation available		09/24/2024 04:21 AM
36	WorldVue Zoom API	Feature	Resolved	Normal	Flows CRUD with multi vendor design		09/24/2024 04:22 AM
35	WorldVue Zoom API	Feature	Resolved	Normal	Zoom API credetials CRUD with vendor/client id design		09/24/2024 04:25 AM
15	WorldVue Zoom API	Feature	Resolved	Normal	Endpoint[//contact_center/engagements - massage with CRON tool, insert to table, retrieve through this table with all the filter on documentation available		09/24/2024 04:28 AM
4	Sonifi - Integration of SF to CAS	Feature	Resolved	High	Needs to test CAS to SF Integration	Franz Huerte	08/08/2024 05:20 AM
3	Sonifi - Integration of SF to CAS	Feature	Resolved	High	Creating Engineering Request		08/08/2024 05:19 AM
2	SNA - Email to Ticket- Phase 1	Feature	Resolved	Normal	Sonesta Mailbox		05/29/2024 02:01 PM
1	SNA - Email to Ticket- Phase 1	Feature	Resolved	Normal	Hyatt Mailbox		05/17/2024 03:29 PM