

## ASHA - Bug #10994

### Asha - Issue with the conversation report, conversation displaying in report doesn't exists under operator

08/13/2018 06:00 PM - Vijay Aluguvelli

<b>Status:</b>	Closed	<b>Start date:</b>	08/13/2018
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Vijay Aluguvelli	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	0.00 hour
<b>Steps to reproduce:</b>	1. Issue with the conversation report, conversation displaying in report doesn't exists under operator. □		
<b>Severity:</b>	Minor	<b>User Type:</b>	Master Admin
<b>Category:</b>	Code Issue	<b>Operating System:</b>	
<b>Domain:</b>	prakash.kwetoo.com	<b>Internet Explorer:</b>	
<b>Webroot:</b>	Asha	<b>Mozilla Firefox:</b>	
<b>Component:</b>	Other	<b>Chrome:</b>	No
		<b>Safari:</b>	No
<b>Description</b>			
Go to admin adn check all users 10th August, 2018 - 13th August, 2018 report. Of 10th august, under Pre Breakfast there is a conversation but that doesn't get exists when login with same operator. Issue with the conversation report, conversation displaying in report doesn't exists under operator.			

#### History

##### #1 - 08/13/2018 06:13 PM - Vijay Aluguvelli

- File Asha-conversationReport-Operator-compare-Issue.jpg added

Also when compare in operator and in admin, mismatch of some conversations and sequence

##### #2 - 08/14/2018 01:12 PM - Prakash Patel

- Status changed from New to Feedback

- Assignee changed from Prakash Patel to Vijay Aluguvelli

This is not actual conversation made on dev, we had copy production conversation data on dev...

so it might be mismatch some data, you can test actual call and see the report

##### #3 - 08/22/2018 06:59 PM - Vijay Aluguvelli

- Status changed from Feedback to Closed

#### Files

Asha-conversationReport-Issue.jpg	497 KB	08/13/2018	Vijay Aluguvelli
Asha-conversationReport-Operator-compare-Issue.jpg	545 KB	08/13/2018	Vijay Aluguvelli