

Launch Announcement: IT Sprint 28

(Sprint Duration: 12-Jan-2022 to 18-Jan-2022)

What was launched?

On 18-Jan-2022, we launched the following in DM Portal and Websites:

1. DM Portal

1. All Brands - Data Security (Unauthorized Access Blocking)

- Disallowed Free Access to the DM Portal (without IP Address Validation) from anywhere in the world.
- Team members are required to share the 'Login Error Screenshot' with managers as it will have their IP address.
- Managers are required to go to DM Portal -> Contacts -> Team members -> Three dot menu against a user -> Edit -> and add a comma separated IP address.
- Once submitted, the member will be able to access the portal.

2. MAS, TVAH - Order and QC ownership

- **Unassigned status:**
 - Ownership of all subjects: Order ownership will be assigned to Mehak S irrespective of whether she is logged in or not. It is her responsibility to either assign the codes internally or move the order codes to Unassigned TBD E status.
- **Unassigned TBD E status:**
 - Order ownership will be assigned to Post-sales allocators i.e Iha and Pranshul in 1:1 irrespective of whether she is logged in or not. Its the responsibility of the post-sales team to assign the code externally.
- **Assigned status:**
 - Assigned to IEX (All subjects): Order ownership will be assigned to Mehak S irrespective of whether she is logged in or not.
 - Assigned to EEX (All subjects): Order ownership will be assigned to post-sales in 1:1 irrespective of whether logged in or not. (Except Ashwati, Priyanka)
- **Done status:**
 - Assigned to IEX: QC Ownership will be assigned to Malvika, Aishwarya
Aishwarya: Subjects - Medical Sciences, Management, Economics, Arts & Humanitie irrespective of whether logged in or not.
Malvika: Law, Accounting & Finance, Engineering, IT Computer Science, Science & Maths, Statistics, Other subjects irrespective of whether logged in or not.
 - Assigned to EEX (All Subjects): QC Ownership will be assigned to Ashwati, Priyanka in 1:1 irrespective of whether logged in or not.

3. All Brands - DM Portal Features

- DV - Client panel: Inside the client panel, when the client gets redirected to verify the order via email but he clicks on 'My orders', it should open the verification form and not the comment section area.
- MAS - Comment area note: Added a note on the panel whenever the client or the agents upload a .sql file giving the information regarding the types of files supported and how to upload unsupported files.
- Filter on Expert contacts: Added a filter on the basis of which agents can map number of experts hired or added in the portal, manually or otherwise in a given time(day,week,month,year) to track hiring process efficiently.
- Post sales EOD: A new section of 'QC done' in post sales EOD report including QC on fresh codes and QC on auto delivered codes.

4. Operational Support

- All Brands - Bug Fixing: Payment details as updated by the sales tem should get posted in the conversation area of the order code when the baalnce amount is updated from the Edit order section.
- All Brands - Bug Fixing: When the number of client is updated from the manual link and the country is updated as UK (or any other), the country in the order details section of order code should also get updated.
- All Brands - Bug Fixing: There are double notifications generated for revision required codes and deadline missed updates. Only 1 notification per concern is to be allowed.
- All Brands - Bug Fixing: Agent updated the balance payment from edit order page, the payment got updated however status is still showing 'inv gnrt' and 'partial paid'.
- All Brands - Bug Fixing: Agents are not receiving enquiry forms for the leads coming on MAHPRO.
- All Brands - Bug Fixing: There is a mismatch in the unassigned orders count on CRO/CRM role and BM role.
- Daily Operational tasks are completed that are received in the form of ticket feedback from the internal team.

2. Websites

1. MAS

- Landing Page – APA7
- Blog - Sticky sidebar for new offers

2. SimranShri.com

- Blog Detail : Recent Posts added on right side below enquiry form
- CMS issue resolved for pages
- Center Location List on all pages

3. SA

- News Page – List News, View Comments and Add Comments from users
- CMS – Add/Edit and List News, News Comments list and Update

4. OAE

- Global Search for Pages and Post
- Service page search functionality for all services category and lists
- Blog Category Search and Filter added on Blog listing page

5. MAT

- Blog Category Search and Filter added on Blog Listing page

Where can I find more information?

In case of any concerns or issues, please raise an issue from the “Feedback section” in Ticketing System in DM Portal.

How does this benefit our internal employees?

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- DM portal features are implemented for the ease of the CRO agents to use the panel more efficiently.

How does this benefit our customers?

- The OAE and MAT customers can now search the blogs related to their requirements.
- OAE customers can now search all pages and post from header section.

The credit goes to....

IT: Entire IT Team

Management: Budhesh Chopra, Aakash Shandilya

Post Sales: Deepak Charaya, Mehak Gupt

Digital Marketing: Anuj Kaushik, Abhishek Rawat, Anupriya, Ranvijay Singh

Please forward this announcement as appropriate.