

Session Remark Reports + compulsory Resolution: All-Remarks list & Customer Support Audit (claimed vs actual)

08/06/2026 08:59 AM - Piyush Vijay

Status:	New	Start date:	08/06/2026
Priority:	Normal	Due date:	
Assignee:	Saransh Bakoliya	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	9.00 hours
Description Context Builds on the existing Session Status Remark feature (support execs add a remark to a FAILED session; it auto-cascades across the same user's failed sessions within a rolling 2-hour chain). This adds a compulsory resolution verdict at add-time and two reporting surfaces so supervisors can review whether remarks were justified. Scope Compulsory resolution on Add-remark POST /api/v1/reporting/session-remarks now requires resolution = RESOLVED UNRESOLVED (the exec's own call: did the action resolve the user's issue?). Stored on every row of the cascade batch (new resolution column on session_status_remarks, CHECK RESOLVED/UNRESOLVED). Missing/invalid → 400 "resolution is required and must be 'RESOLVED' or 'UNRESOLVED'." Report — All Remarks (GET /api/v1/reporting/session-remark-reports/remarks) Paginated list of every remark (newest first) with session GUID, user, author, applied-via (MANUAL/CASCADE), resolution, group id — user-friendly for analysis. Filters: from, to, userId, appliedVia, search (remark text / session GUID). Report — Customer Support Audit (GET /api/v1/reporting/session-remark-reports/audit) One row per remark group (per add-operation / cascade batch). Shows the failed run window (chainStart→chainEnd, failedSessionCount, cascadeCount). Cross-checks CLAIMED vs ACTUAL: Claimed = what the exec entered (claimedResolution). Actual = did the same user get a successful session (COMPLETED, energy>0) within 2 hours of the failed run (verdict / resolved, with resolvedSessionGuid + minutesToResolve). auditResult = MATCH / MISMATCH / UNKNOWN. MISMATCH (e.g. "marked Resolved but no success within 2h") is the review target. Summary (over the whole filtered set): resolution rate, resolved/unresolved, match/mismatch counts, total failed sessions remarked, resolution window (2h). Filters: from, to, userId. Access — new dedicated permission reporting.session-remark-audit.view; on existing tenants auto-granted to holders of reporting.session-remarks.view. DB migrations (tenant schemas) V0117 — seed permission reporting.session-remark-audit.view (+ provisioning via GetTenantPermissions()). V0118 — add resolution column to session_status_remarks (+ provisioning template). Existing rows stay NULL (shown as UNKNOWN in audit). Acceptance criteria Add-remark rejects when resolution is absent/invalid; accepts RESOLVED/UNRESOLVED and stores it on the whole batch. All-Remarks list returns filtered, paginated remarks with session GUID + resolution. Audit returns per-group claimed vs actual with correct MATCH/MISMATCH/UNKNOWN and accurate summary counts across the filtered set. Only users with the new permission can access either report. Pre-feature remarks (no resolution) appear as UNKNOWN and are excluded from match/mismatch counts. Out of scope / notes Resolution enum is RESOLVED/UNRESOLVED only (extendable later, e.g. PENDING/ESCALATED).			

History

#1 - 08/06/2026 09:03 AM - Saransh Bakoliya

Today i have worked on ->

- Reduced the main label font size of the "Search By" dropdown to 12px.
- Reduced dropdown options (Name, Email, Phone, GUID, etc.) font size from 12.5px to 11px.
- Decreased section subheaders (User Info, Remark & Session, Author) font size to 9px.
- Compacted dropdown item padding and height for a sleek, refined layout.
- Applied uniform search font styling across both All Remarks and Audit tabs.
- Rendered user email dynamically under the User Name in the table.
- Removed the static #userId badge from the User column.
- Removed the email display from below the Created At timestamp.
- Removed the Status column from the main table.
- Removed the Applied Via column from the main table.
- Updated table loading and empty state colSpan values from 7 to 5.
- Removed the Applied Via dropdown selector from the top filter bar.
- Removed the User ID text input field from the top filter bar.
- Re-aligned and balanced the filter bar Grid layout widths.
- Added a 10px border-radius to the From Date picker input field.
- Added a 10px border-radius to the To Date picker input field.
- Cleaned up deprecated distance information and future API placeholders.
- Verified zero compilation errors for all modified session remark report components.