

training - Bug #2995

Link support ticket to the failed sessions

08/17/2026 08:48 AM - Piyush Vijay

Status:	New	Start date:	08/17/2026
Priority:	Normal	Due date:	
Assignee:	Saransh Bakoliya	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	6.00 hours
Description			
Link support ticket to the failed sessions			

History

#1 - 08/17/2026 09:07 AM - Saransh Bakoliya

Failed Tab Ticket Flow: Replaced legacy session-remark actions on the Sessions → Failed tab with the modern Support Ticket Update flow.

Centralized Gateway API: Integrated apiClient across support services to target backend gateway endpoints with proper Bearer auth headers.

On-Demand API Execution: Removed bulk API calls on page load; API requests (by-sessions / failure-context) now execute strictly on-demand per clicked row.

Graceful 404 Handling: Implemented graceful error handling for non-deployed backend endpoints to prevent UI crashes and surface clear alert notifications.

2-Tab Modal Layout: Restructured SupportTicketUpdateModal into two distinct tabs: Tab 1: Overview & Update and Tab 2: Audit Trail / History.

Mapped Consecutive Session Cards: Transformed mapped session data into styled cards displaying Session #ID, Session GUID, status chips, and Primary Trigger Session badges.

Energy Field Removal: Removed the Energy: 0.000 kWh display field from mapped session cards per requested design specifications.

Internal Note Option Removal: Removed the Internal Note checkbox control from the update form while maintaining default isInternal: true in the API payload.

100% Dynamic Audit Trail: Bound the Audit Trail tab directly to backend data.history[] with dynamic status transition chips (Open → InProgress, InProgress → Resolved).

Regex Status Extraction: Implemented smart regex fallback parsing to extract exact status values from history summary text when structured fields are omitted.

Event-Specific History Icons: Added dedicated icons and badges for status changes, comments, assignments, and creation history events.

Role-Based Status Guard: Restricted the Closed status option in the dropdown for Technician roles using the canCloseTicket guard.

Customer Support Remark Restriction: Restricted session remark action visibility for Customer Support and Technician roles on the My Assigned Tickets page.

My Assigned Tickets Integration: Bound the My Assigned Tickets page (MyAssignedIssues.tsx) with GET /api/v1/reporting/support/my-assigned.

Zero-Consumption Remark Modal: Integrated ZeroConsumptionRemarkModal with mandatory resolution toggle (RESOLVED / UNRESOLVED) for zero-energy alert tickets.

Single-Call Session Bind: Added GET /api/v1/reporting/support/failure-context/by-session/{sessionId} integration for seamless single-call modal loading and candidate streak previews.

Zero-Error Production Build: Verified the complete workspace build with zero TypeScript and ESLint compilation errors (tsc --noEmit).