

Customer Journey - Bug #2685

TP Fully Paid customers are moving to Q-Incoming

04/29/2023 04:20 AM - Ritika Dey

Status:	New	Start date:	04/29/2023
Priority:	High	Due date:	
Assignee:	selva QA	% Done:	0%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
factor:			
Description <p>A customer who is bought our test prep product is manually/automatically marked as : TP FULLY PAID in CRM after getting the payment . But , if these leads are doing any activity on the website like visiting pricing page , PE call, the same lead gets automatically moved to Q-Incoming and gets assigned to a different sales person. Please find the below link as an example</p> <p>Link : https://entrayn-422280176071124515.myfreshworks.com/crm/sales/contacts/70080789815 (Please see the activity timeline for more clarity)</p>			

History

#1 - 04/29/2023 04:21 AM - Ritika Dey

- Subject changed from TP=Fully Paid customers are moving to Q-Incoming to TP Fully Paid customers are moving to Q-Incoming

#2 - 04/29/2023 04:23 AM - Ritika Dey

- Description updated