

Task Type (Setup) - NavuNav Created Tasks Not Routing to Default User (16313)

Last Modified on 02/05/2024 10:35 am EST

The issue of tasks created in NavuNav being incorrectly assigned to the supervisor on the route, rather than the default user assigned in Task Type Setup, has been resolved.

TASK TYPE SETUP				
TASK ID	NAME	TYPE	ASSIGN TO DEFAULT	ASSIGN TO DEFAULT
1	Proposal Follow Up	Internal Site Level	Account Manager	
2	Send Proposal	Internal Site Level	Account Manager	
3	Send Marketing Material	Internal Site Level	Account Manager	
4	Pick Up Bid Package	Internal Site Level	Account Manager	
5	Complete Proposal	Internal Site Level	Account Manager	
6	Update Proposal	Internal Site Level	Account Manager	
7	Pick Up Check	Internal Site Level	Account Manager	
8	Complaint Follow Up	Internal Site Level	Account Manager	
9	Send Insurance Certificate	Internal Site Level	Account Manager	
10	Confirm appointment	Internal Site Level	Account Manager	
12	Follow Up	Internal Site Level	Account Manager	
13	Driver Note	Navu Nav Site Level	Supervisor	
14	Billing/AR question	Internal Account Level	None	
15	Initial Contact	Internal Site Level	Account Manager	
16	Credit Request	Internal Account Level	Account Auditor	
17	Status Change Request	Internal Account Level	None	
18	Follow-Up Phone Call	Internal Site Level	Account Manager	
19	Send E-Mail	Internal Site Level	Account Manager	
20	CR-Billing Question	Navu Nav Site Level	Account Manager	
21	Send LOC reminder	Internal Site Level	Account Manager	
22	Customer Support	External Site Level	Account Manager	
23	Casters	Navu Nav Site Level	Supervisor	
24	Locks	Navu Nav Site Level	Supervisor	
25	Enclosure	Navu Nav Site Level	Supervisor	
26	Test - NavuNav Inte	Internal Site Level	Account Manager	Aliena Somers
27	Test - Ext Acct Lev	Internal Account Level	None	
28	INACTIVE	Navu Nav Site Level	Account Manager	
29	DAMAGE	Navu Nav Site Level	Account Manager	
30	NavuNav Task	Navu Nav Site Level	Specific User	P G

Pathway: Setup > Account > Task Type