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## Bugs (PAMAC (Cloud Version))

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● = Emergency, ● = High, ● = Medium, ● = Low

**Posted By :** Navika Desai

B214

**Date & Time :** 05-01-2016 10:52:AM

Supervisor name under FE ID - 101911824 | Medium

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Hi,

For the mentioned case - 101911824, on auto assignment, the case got assigned to Tushar Dhumal who is a 'Supervisor'

The assignment pincode in the case was 100107 that is mapped to Sameer Jadhav FE.

The case was manually assigned later and close. However please check on the disconnect and resolve.

**Posted By :** Navika Desai

B214

**Date & Time :** 05-01-2016 04:12:PM

Hi,

The above mentioned case was assigned to the correct FE manually and closed.

Please check the cases - 101881593, 101751380 - these are assigned to Abhijeet Bhosale - P47943 (emp ID) and he is a Supervisor.

**Posted By :** Rakhi Gaud

B214

**Date & Time :** 05-01-2016 06:21:PM

ok, I will check these cases with same data on demo site.

**Posted By :** Rakhi Gaud

B214

**Date & Time :** 06-01-2016 06:54:PM

Hi,

Today I have tried to download and upload the live site database on demo site. But unable to upload whole database because of large size.

Before that I have tested this issue with some old cases on local server but not found any issue in assignment. Currently there is no case in cases table of India country database.

We will upload it tomorrow.

**Posted By :** Rakhi Gaud

B214

**Date & Time :** 08-01-2016 07:00:PM

Hi,

I have uploaded the cases table of live on demo site.

And checked the case 101751380, removed the fe assignment related parameters from backend and did autoassignment from FE Assignment page .

But not found any issue.

Please, note down the process and inform us immediately whenever you face this issue.

**Posted By :** Navika Desai

B214

**Date & Time :** 09-01-2016 10:10:AM

Closing since could not duplicate the issue.

**Posted By :** Navika Desai

B214

**Date & Time :** 09-01-2016 10:10:AM

Bug is closed.