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Posted By: Bhavana Pachpande

D101

Date & Time: 16-06-2016 11:56:AM Appt re-sched from FE: (Point 84)

As per discussed with Rakhi Gaud and Sir Kailash Kumawat about Point 84, re-scheduling by Fe, a flow has been prepared in the attachment below please check and provide suggestion if any.

Query: (After checking the flow please tell us the following)

- a) Re-schedule reason was added additionally, so is it required or not.
- b) Will this changes be for Web app also (Re-schedule fields to be shown in web app)
- c) For re-scheduling by Fe will the re-scheduling fields appear at the top or bottom of the case i.e above submit button.
- d) If FE submits the case only for Re-scheduling then other case fields with validations must be removed. Since re-scheduling fields will appear with all other case fields while adding or editing.
- e) Will the label for date in Re-scheduling by FE be Date of Appointment or Date of Re-schedule

Re-scheduling by Fe flow.txt

↓ Download

Re-scheduling by Fe flow

Posted By: Bhavana Pachpande

D101

Date & Time: 17-06-2016 08:53:AM

We are waiting for your reply.

Posted By: Super Admin

D101

Date & Time: 17-06-2016 06:06:PM

Please respond to proceed **Posted By**: Navika Desai

D101

Date & Time: 18-06-2016 03:38:PM

It was mentioned in the task list that the option of fields had to be dynamic (cell M14 of task list).

This is not what was discussed. Please review again

Refer attached document for my response.

Query:

- a) Re-schedule reason was added additionally, so is it required or not. not required as it is additional and was not discussed earlier.
- b) Will this changes be for Web app also (Re-schedule fields to be shown in web app) Appt rescheduling done by FE from web? Yes.
- c) For re-scheduling by Fe will the re-scheduling fields appear at the top or bottom of the case i.e above submit button. this has to be as per the template design
- d) If FE submits the case only for Re-scheduling then other case fields with validations must be removed. Since re-scheduling fields will appear with all other case fields while adding or editing. unable to understand this
- e) Will the label for date in Re-scheduling by FE be Date of Appointment or Date of Re-schedule Date of appointment is already there, hence this has to be date of re-schedule.

Re-scheduling by Fe flow_updated.docx

 ${\downarrow} \ \mathsf{Download}$

Posted By: Bhavana Pachpande

D101

Date & Time: 20-06-2016 10:20:AM

Option of fields will be dynamic but not position, it will be same like Calling section for FE/Tele seperation. For this reason we have asked whether to show the fields at the bottom near submit button or at the top Like in case of Calling Section.

- a) Re-schedule reason will be removed.
- d) If FE submits the case only for Re-scheduling then other case fields with validations must be removed. Since re-scheduling fields will appear with all other case fields while adding or editing.

Example: If Fe is editing any case and want's to Re-schedule the case only, no other data will be inputed, but since some fields have validation required in the case template this won't allow him to submit the case for Rescheduling as such other fields which have required or any other such compulsory fields to be nullified.

Updated attachment is available for download.

Re-scheduling by Fe flow.txt

↓ Download

Posted By: Navika Desai

D101

Date & Time: 20-06-2016 01:32:PM

d) As I understand, like other validations for mandatory fields will be removed in case the FE submits the case for re-scheduling only. This is ok

Please highlight changes in the shared attachment, difficult to go through the entire document and validate.

Posted By: Bhavana Pachpande

D101

Date & Time: 20-06-2016 02:02:PM

No major changes, field Re-schedule reason has been removed. Other flow is same.

Posted By: Navika Desai

D101

Date & Time: 20-06-2016 02:44:PM If no changes then no response required.

Removal of re-sched reason is ok.

Posted By: Super Admin

D101

Date & Time: 21-06-2016 05:42:AM

Close if concluded

Posted By: Bhavana Pachpande

D101

Date & Time: 27-06-2016 02:39:PM

Point 84 changes for web application has started. Both Point 18 Quality Check and Point 84 requires mobile app changes which would require some time and proper testing.

Posted By: Bhavana Pachpande

D101

Date & Time: 27-06-2016 04:44:PM

Discussion: For web service and mobile app changes. Attachment is available for download, Sandeep please share your suggestions too.

Mobile App changes Point 18, 84.txt

↓ Download

Posted By: Sandeep Ghuge

D101

Date & Time : 29-06-2016 04:22:PM

Hello Bhavana,

Please check suggestions in attachment.

QC and Reschduling Changes Suggestion.txt

↓ Download

Posted By: Super Admin

D101

Date & Time: 01-07-2016 07:36:AM

Conclude

Posted By: Super Admin

D101

Date & Time: 05-07-2016 04:41:AM

Update?

Posted By: Bhavana Pachpande

D101

Date & Time: 05-07-2016 11:08:AM

Point 84 web application changes are done and updated in demo server. Please check. Also use web application for Fe login instead of mobile app, since mobile app changes and web service changes for this point are to be done once web app changes are confirmed.

Posted By: Bhavana Pachpande

D101

Date & Time: 05-07-2016 11:35:AM

Process:

- 1) Assign case to tele for fixing appointment.
- 2) Once appointment is fixed, assign case to Fe for re-schedule.
- 3) Case Re-scheduled by Fe without date, then case will be sent to Tele assignment tray, with date Fe Assignment Tray.

Please suggest changes if any.

Posted By: Navika Desai

D101

Date & Time: 05-07-2016 07:20:PM

Process for Fe/tele separate operation selected:

- 1) Assign case to tele for fixing appointment.
- 2) Once appointment is fixed, assign case to Fe for re-schedule.
- 3) Case Re-scheduled by Fe without date, then case will be sent to Tele assignment tray, with date Fe Assignment Tray.

This is tested ok on demo site with web login of FE.

One question, the reschedule status and reschedule date can be shown on web?

For FE/Tele operation not selected:

- 1) Uploaded case moves directly to FE assignment tray, this is incorrect. It has to go to both FE & tele assignment tray. (102082923, 102082922)
- 2) On assigning the case to FE, the case is not seen in verification tray of FE (102082925)

Hence unable to test further.

Posted By: Navika Desai

D101

Date & Time: 11-07-2016 04:41:PM

Update

Posted By: Bhavana Pachpande

D101

Date & Time: 18-07-2016 05:48:PM

As per suggestion by Sandeep on **Date & Time**: 29-Jun-2016 16:22:51, we have created the following json

format for lisitng assigned cases for php.

Function name : getAssignedCases()

Attachment available below. Please verify the format, and make necessary changes for mobile app for showing qc label QC in front of case id while listing accepted cases. This will differentate qc case from normal cases.

/*

caseOperationCode:

1 => Normal Cases

2 => Fe-Reschedule cases for appointment fixed cases

 $3 \Rightarrow Qc Cases$

*/

Please let us know the format in which template id, case id, caseOperationCode will be send from mobile app and to which function, so that we can proceed further.

For now we have made changes to getAssignedCases() function only.

Post values: URL: http://country-pamac.urdemo.net/webservice/qc_live/getAssignedCases

countryId: 11 feId : 51



Ison Send data.txt

↓ Download

Posted By: Kailash Kumawat

D101

Date & Time: 18-07-2016 06:14:PM

please provide sample format and webservice url so we can proceed further.

Posted By: Sandeep Ghuge

D101

Date & Time: 19-07-2016 01:14:PM

Above request is correct for check assigned cases,

caseOperationCode:

1 => Normal Cases

2 => Fe-Reschedule cases for appointment fixed cases

 $3 \Rightarrow Qc Cases$

Now for downloading template and caseData will modified request will be:

Template request:/*Here we get template only */

http://country-pamac.urdemo.net/webservice/qc_live/getTemplate

Post Parameter:

templateId :224 countryId :11 caseOperationCode:2



getTemplate.txt

↓ Download

Ouput of getTemplate request Posted By: Bhavana Pachpande D101

Date & Time: 20-07-2016 08:40:AM

Data has been tested in country demo server using Postman for function : getTemplate()

a) Fe-Reschedule case:

Post: URL: http://country-pamac.urdemo.net/webservice/qc-live/getTemplate

countryId: 11 templateId: 61

caseOperationCode: 2

Last 2 index in array are for Fe-Reschedule cases.

a)Re-schedule Appointment (dropdown)

b)Date of Re-schedule (date)

When Re-schedule Appointment is selected as Yes all validations while editing that case must be removed inorder for the case to be submitted.

b) Qc cases:

Post: URL: http://country-pamac.urdemo.net/webservice/qc_live/getTemplate

countryId: 11 templateId: 61

caseOperationCode: 3

Last index in array is for QC cases.

a)Qc Remark (Textarea)

In web application for qc cases all fields accept "Qc Remark" will be non-editable.

Sandeep please check and make necessary changes in mobile app. Please suggest changes if any.

Now we need the response when case is submitted when verifying by Fe.

Function: saveData(): will caseOperationCode be sent through post in saveDate() function directly just like countryId, or will it be included in caseInfo or caseDetail post.

Please provide us the format of sending the data when cases is submitted by fe : saveData()

For now we are making changes as : caseOperationCode send directly through post \$caseOperationCode info= json decode(\$ POST['caseOperationCode'], true);

Also will the error code (ret_arr) returned upon failure : contain a new index as caseOperationCode for detecting whether the case is qc or fe-reschedule or normal

Posted By: Super Admin

D101

Date & Time: 25-07-2016 09:49:AM

Please conclude...

Posted By: Kailash Kumawat

D101

Date & Time: 25-07-2016 11:43:AM

Now it is pamac side task to close it. We changed web-services, Now they have to change APK as per web-

service response.

Posted By: Navika Desai

D101

Date & Time: 01-08-2016 04:38:PM

Sandeep is busy with bug resolutions of mobile application, will revert asap

Posted By: Super Admin

D101

Date & Time: 02-08-2016 03:15:AM its over to you now, for us its close

Posted By: Navika Desai

D101

Date & Time: 02-08-2016 11:16:AM

There are no further changes in web required after mobile app testing?

Posted By: Kailash Kumawat

D101

Date & Time: 02-08-2016 02:16:PM

No changes required from web-development team.

Posted By: Sandeep Ghuge

D101

Date & Time: 10-08-2016 06:43:PM

I checked webservice qc live.php on http://country-pamac.urdemo.net/.

Tested the getAssignedCases and getTemplate function with particular parameter and value.

The response is in right format as per our discussion.

I am working on it.

I will provide you sample of sending data format with include 'caseOperationCode' parameter.

Posted By: Navika Desai

D101

Date & Time: 18-08-2016 03:02:PM

Sandeep,

Please conclude

Posted By: Navika Desai

D101

Date & Time : 30-08-2016 05:22:PM

Discussed with Sandeep, he shall further discuss with Bhavana and Rakhi for few queries.

The mobile application database table and fundamental functionality will have to be changed. Hence will take around 10 days once he starts working on it.

Posted By: Bhavana Pachpande

D101

Date & Time: 31-08-2016 10:04:AM

Waiting for response from Sandeep. This point will be covered same as Point 87 (New updated sheet) Forcefully assign cases to Fe from Case Verification Tray of SUP/OPS Admin

Posted By: Navika Desai

D101

Date & Time: 31-08-2016 01:33:PM

How is point 84 & 87 related? **Posted By :** Bhavana Pachpande

D101

Date & Time: 31-08-2016 04:58:PM

Re-Schedule option to be shown to FE in mobile. Requires case_operation_status to be 4, which is updated when case is Assigned to Fe during fe/tele seperation process. This is common for bot point 84 and 87.

Posted By: Navika Desai

D101

Date & Time : 31-08-2016 05:02:PM

okay. Sandeep shall respond. **Posted By:** Kailash Kumawat

D101

Date & Time: 16-09-2016 11:57:AM

As per reply on D104 you are closing it on 20 sep 2016.

Posted By: Navika Desai

D101

Date & Time : 16-09-2016 12:20:PM

I had given the date of around 20 Sep for mobile application changes for QC and re-sched.

After that.

Posted By: Kailash Kumawat

D101

Date & Time: 22-09-2016 09:34:AM

what is the closue date for this from pamac side, nothing pending from shimbi.

Posted By: Kailash Kumawat

D101

Date & Time: 27-09-2016 01:05:PM waiting for closure from pamac side..

Posted By: Navika Desai

D101

Date & Time: 27-09-2016 01:31:PM

Kailash, please refer the relevant discussion, closing of this point is already being discussed.

Posted By: Bhavana Pachpande

D101

Date & Time: 27-09-2016 04:53:PM

I have tested using mobile app as shared by Sandeep:

Re-schedule Cases: (Activity: CPV) [Fe/Tele Seperation Process is checked in Activity master]

- 1) 102083410(yes,date): Case assigned to FE(Rakhi) > Case Accepted by Rakhi > Case Rescheduled by Rakhi with date filled inputed > Case appears in Fe Assignment list
- 2) 102083864(yes,no date): Case assigned to FE(Rakhi) > Case Accepted by Rakhi > Case Rescheduled by Rakhi with no date filled inputed > Case appears in Tele Assignment list
- 3)102082641(no,no date): Case assigned to FE(Rakhi) > Case Accepted by Rakhi > Case Not Rescheduled by Rakhi with no date filled inputed > Case is removed from both Fe/Tele Assignment list and remains in Supervisor Case Verification Tray.

Without Fe/Tele Seperation Process (Normal Case): EBC

1) 102083924 : Case assigned to FE(Rakhi) > Case Accepted by Rakhi > Case submitted by Fe > Case is removed from both Fe/Tele Assignment list and remains in Supervisor Case Verification Tray.

Please check.

Posted By: Kailash Kumawat

D101

Date & Time: 09-11-2016 10:13:AM

It is uploaded today on live. waiting reply from pamac

Posted By: Bhavana Pachpande

D101

Date & Time: 18-11-2016 03:37:PM Is this point tested can we close this point.

Posted By: Navika Desai

D101

Date & Time: 09-01-2017 04:41:PM

Appointment rescheduling:

Web issue-

1) Case ID 102665545 - After Tele submit (verified) then FE submit (verified and resched as no) the Ops admin edits the case, it says Reschedule, Appt remarks & Appt status field as mandatory. If the value is updated and case saved, then Tele ID is removed. It cant be saved with blank values.

Hence, here in all cases with FE/tele separate, tele ID will be deleted when sup closes the cases before send to client. This needs to be rectified.

App issue-

1) Case ID 102665542/102665544 - While submitting resched as yes, with date or without date, initial error message received is attached herewith. After 10-12 minutes, the case is automatically deleted from sending cases and seen in history cases

Screen shots attached for sending cases and history cases screen

Rest is tested okay for Re-sched functionality



Posted By: Bhavana Pachpande

D101

Date & Time: 11-01-2017 01:59:PM

Hence, here in all cases with FE/tele separate, tele ID will be deleted when sup closes the cases before send to client. This needs to be rectified.

Reply: Will this change have to be done in both local and live server.

Ops admin edits the case, it says Reschedule, Appt remarks & Appt status field as mandatory. If the value is updated and case saved, then Tele ID is removed. It cant be saved with blank values.

Reply:

Was case Rescheduled as Yes or no. If no and appointment was wip or fixed by OPS admin then old Tele id will go null. (I have check the case in database it was WIP).

App issue-

1) Case ID 102665542/102665544

Has this issue occurred only for these two cases. Also which webservice file is used for sending data to the system.

Posted By: Navika Desai

D101

Date & Time: 11-01-2017 02:33:PM

1) What and how are we going to resolve this?

2) For all cases it asks that. Yes & no both

3) I had tested only 2 cases with Rescheduled as Yes and both had error.

Posted By: Bhavana Pachpande

D101

Date & Time: 12-01-2017 08:19:AM

Can you provide the webservice file name used in live for sending fe submit data to system.

Posted By: Navika Desai

D101

Date & Time: 12-01-2017 10:01:AM

api live 2 1.php

Posted By: Bhavana Pachpande

D101

Date & Time: 12-01-2017 03:24:PM

api live 2 1.php

I have checked this webservice file, this not an updated webservice, this file doesn't have any code for checking "caseOperationCode".

Is this the file, apk is currently using where you performed you Appt re-sched from FE test.

Posted By: Navika Desai

D101

Date & Time: 12-01-2017 03:31:PM

Yes

Posted By: Bhavana Pachpande

D101

Date & Time: 12-01-2017 04:18:PM

Then Reshedule won't work there is no coding done in this api for that. Please use api_live_2_1_test.php for testing. And ask sandeep if api_live_2_1.php needs to be updated now or later when testing is done.

Posted By: Navika Desai

D101

Date & Time: 16-01-2017 05:42:PM

@Sandeep - Please share the correct api for testing

Posted By: Bhavana Pachpande

D101

11/30/23, 10:32 AM

Date & Time: 07-02-2017 11:45:AM

Any Update?

Posted By: Navika Desai

D101

Date & Time: 16-02-2017 02:10:PM

I have checked resched with the updated apk.

Other functionalities are fine and app issue mentioned on 9 Jan 2017 has been resolved.

Please update on web issues posted on 9 Jan 17 & 11 Jan 17

Posted By: Navika Desai

D101

Date & Time: 17-02-2017 03:08:PM

below as discussed for issues posted on 9 & 11 Jan

I) For fe/tele separation selected activity:

- Resched (yes/no), resched date and Calling section Appt remarks, Appt status should not be asked after case is verified (without reschedule) by FE
- Tele id should not go blank when sup/ops admin edits the case after case is verified (without reschedule) by FE

II) For without fe/tele separation activity:

- Verification calling section attempt remarks and status should not be asked after case is verified by FE or tele
- Tele id should not go blank when sup/ops admin edits the case after case is verified by FE or tele

Kindly correct if any disconnect.

Posted By: Bhavana Pachpande

D101

Date & Time: 17-02-2017 03:37:PM

I have discussed with Rakhi also, this will be a change in flow. It should have been mentioned while testing in demo server.

Will have to make changes in all the copies again and test it.

Posted By: Navika Desai

D101

Date & Time: 17-02-2017 06:06:PM

Okay

Posted By: Bhavana Pachpande

D101

Date & Time: 22-02-2017 11:34:AM

As discussed with Rakhi, it will take 3 days for development only. Testing and upload: in demo server ,live(local copy) and live server will take at least 3 more days.

Posted By: Bhavana Pachpande

D101

Date & Time: 24-02-2017 09:22:AM

Queries:

I) For fe/tele separation selected activity:

-Resched (yes/no), resched date and Calling section - Appt remarks, Appt status should not be asked after case is verified (without reschedule) by FE

Reply: Ok

-Tele id should not go blank when sup/ops admin edits the case after case is verified (without reschedule) by FE

Reply: Case 1) If FE reschedules the cases with date. And Supervisor verifies/wip the cases, should the tele id

remain then or be set to null? Here tele has fixed the appointment already, that is why Fe was able to Reschedule.

Case 2) If Supervisor after Tele verification, himself Re-schedules the case and then again, Re-schedules as no will the Tele id go blank or remain.

Case 3) If case is assigned to tele, but Supervisor/OPs verifies(fixes) appointment for the case, before tele fixes appointment for the case should tele_id remain or go blank?

II) For without fe/tele separation activity:

- Verification calling section - attempt remarks and status should not be asked after case is verified by FE or tele

Reply: ok.

- Tele id should not go blank when sup/ops admin edits the case after case is verified by FE or tele

Reply: a) If case is assigned to tele, but Supervisor/OPs edits the case before tele verifies the case should tele id remain or go blank?

Posted By: Navika Desai

D101

Date & Time: 25-02-2017 10:22:AM

I)

-Tele id should not go blank when sup/ops admin edits the case after case is verified (without reschedule) by FE Reply: Case 1) If FE reschedules the cases with date. And Supervisor verifies/wip the cases, should the tele id remain then or be set to null? Here tele has fixed the appointment already, that is why Fe was able to Reschedule.

> Here case is not verified by FE, its rescheduled hence tele id will go blank

Case 2) If Supervisor after Tele verification, himself Re-schedules the case and then again, Re-schedules as no will the Tele id go blank or remain.

> tele id will go blank

Case 3) If case is assigned to tele, but Supervisor/OPs verifies(fixes) appointment for the case, before tele fixes appointment for the case should tele_id remain or go blank?

> tele id will go blank

II)

- Tele id should not go blank when sup/ops admin edits the case after case is verified by FE or tele

Reply: a) If case is assigned to tele, but Supervisor/OPs edits the case before tele verifies the case should tele id remain or go blank?

> tele id to go blank.

Posted By: Bhavana Pachpande

D101

Date & Time: 27-02-2017 02:15:PM

As per discussion with Sir Kailash, currently I have shifted to work on making excel sheet for validation error message used in the project.

Posted By: Navika Desai

D101

Date & Time: 27-02-2017 03:01:PM

I had asked Kailash and he told me it was there at one place only. hence i had asked for it.

Please do not work on the excel if it will take more than 30 minutes.

Posted By: Bhavana Pachpande

D101

Date & Time: 01-03-2017 04:55:PM

I have made changes and uploaded in demo server. Please check. We are testing from our side also.

Posted By: Navika Desai

D101

Date & Time: 02-03-2017 11:10:AM

I) With FE tele separation has been tested okay

II) Without FE/tele separation:

1)102084217

Tele WIP-SUP WIP

Tele name shown, verif calling section shown This is not okay, tele id should go blank here Verif calling section shown is okay

2)102084216

Tele Verif-Sup save

Tele name shown, verif calling section not shown

This is okay

3)102084214

Tele WIP-Sup Verif

Tele name shown, verif calling section shown This is not okay, tele id should go blank here

Verif calling section shown is okay

4)102084213

Tele verif-Sup close

Tele name shown, verif calling section not shown

This is okay

5)102084212

Tele assign-Sup WIP

Tele name not shown, verif calling section shown

This is okay

Posted By: Bhavana Pachpande

D101

Date & Time: 02-03-2017 03:26:PM

II) Without FE/tele separation:

1)102084217

Tele WIP-SUP WIP

Tele name shown, verif calling section shown This is not okay, tele id should go blank here

Verif calling section shown is okay

and

3)102084214

Tele WIP-Sup Verif

Tele name shown, verif calling section shown This is not okay, tele id should go blank here

Verif calling section shown is okay

Reply: Here tele has not verified the case yet. That is WIP, so if wip also tele id should go blank.

I have made changes for that too now and tested. Please check.

Posted By: Navika Desai

D101

Date & Time : 03-03-2017 02:40:PM

why was this not done earlier? it was mentioned that it was supposed to be this way.

Posted By: Bhavana Pachpande

D101

Date & Time: 03-03-2017 03:20:PM

We considered only if case is verified by Tele, then only tele_id will not be null. If WIP, tele id will go null never came up. I have tested the same way with WIP, but considered that wip record was required and not verified. That is why we needed testing to find out.

Posted By: Navika Desai

D101

Date & Time: 03-03-2017 03:31:PM

Refer post of 25 Feb 17.

Above changes tested okay.

Anything pending?

Posted By: Bhavana Pachpande

D101

Date & Time: 03-03-2017 03:36:PM

No, can we update files on live on Monday, 6th March 2017.

Posted By: Navika Desai

D101

Date & Time: 03-03-2017 03:38:PM

Yes if no dependency

Posted By: Bhavana Pachpande

D101

Date & Time: 06-03-2017 10:47:AM

I have uploaded changes in Live server please check.

Posted By: Navika Desai

D101

Date & Time: 06-03-2017 02:07:PM

Document the changes done on live today for testing.

Posted By: Bhavana Pachpande

D101

Date & Time: 06-03-2017 03:20:PM

Please find the attachment below for made changes.

Appt re-sched from FE Point 84.txt

↓ Download

Posted By: Navika Desai

D101

Date & Time: 06-03-2017 03:54:PM

Points mentioned in attachment tested okay on live.

Posted By: Bhavana Pachpande

D101

Date & Time: 06-03-2017 04:59:PM

Can we close this point?

Posted By: Navika Desai

D101

Date & Time: 06-03-2017 05:07:PM

Yes

Posted By: Bhavana Pachpande

D101

Date & Time: 06-03-2017 05:10:PM

Question is closed.

Reply Cancel