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Bugs (PAMAC (Cloud Version))

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

Posted By : Dipika Yedge

B384

Date & Time : 05-04-2019 10:31:AM

TAT Client wise- Dubai | Emergency

Hi,

As discussed with Jayant,

In TAT Client wise report

Within TAT + Greater than TAT + Pending count matching with Daily TAT MIS

BUT

Total No. Column not matching with Daily TAT MIS Total Count.

Posted By : Super Admin

B384

Date & Time : 05-04-2019 10:43:AM

Again Jayant first determine if it is BUG or Change or Operational support issue.

If bug, why it coming often. First post your findings before coding.

Posted By : Jayant Singh

B384

Date & Time : 05-04-2019 11:00:AM

Hello sir as I Debug here to find that it is Bug or Change,

I found that as we did a few changes in **DAILY TAT MIS** to fix the total count mismatch problem same is with this report.

where the reason was the new bulk import module and parent-child case issue.

These reports are needed this new change too. So sir please move it to the change and i am gonna put those new changes to fix the problem

Posted By : Jayant Singh

B384

Date & Time : 05-04-2019 11:03:AM

I am putting this to **TAT CLIENT WISE MIS REPORT**. please test this and inform me if you need anything or any other report which needs this change too.

for DEVELOPER'S.....

SUM(IF(case_tat_status = 'within', 1, 0)) + SUM(IF(case_tat_status = 'outside', 1, 0)) +
SUM(IF(send_to_client_time IS NULL, 1, 0)) AS 'Total No',

Posted By : Dipika Yedge

B384

Date & Time : 05-04-2019 11:54:AM

Hi,

Please check below report also

- 1) Region/Zone Wise MIS Report
- 2) Client Wise MIS Report
- 3) Center Wise TAT MIS Report
- 4) FE Assignment Report
- 5) Status MIS Report
- 6) Case Wise TAT MIS Report
- 7) Check Wise TAT MIS Report

For all above reports total count of cases showing as 482 cases
And case Details MIS showing 376

Search Criteria

Added date- 1/4/2019 to 5/4/2019

Posted By : Jayant Singh

B384

Date & Time : 05-04-2019 12:23:PM

101904541

101904398

101904399

101904400

101904401

Here are few of them ids who have 'no tat' in 'case_tat_status' instead of 'within' or 'outside'.

And as we found that before no TAT comes due to not defined TAT value from TAT master.

Let me work on it InDeep

Posted By : Dipika Yedge

B384

Date & Time : 05-04-2019 12:52:PM

- 1) Above all case id's were added in 2016.
- 2) TAT details are available in TAT Master.

Please check Current data.

Test case id- 102008232
Login- Dubaiopsadmin
password- pamac@mar

FE id- D12345
Password- pamac@123

Posted By : Jayant Singh

B384

Date & Time : 05-04-2019 02:57:PM

missing cases have 'NULL' value in 'all_case_tat_status' column, I can add one column for those cases and with this count will be matched properly.
until I get this NULL values reason.

Posted By : Dipika Yedge

B384

Date & Time : 05-04-2019 04:20:PM

Hi,

Please don't add column now.

1st find the reason.

Posted By : Super Admin

B384

Date & Time : 08-04-2019 08:32:AM

Talk to Kailash and Manas

Why its so easy to add column or remove, are we doing such changes on daily basis ?

Posted By : Jayant Singh

B384

Date & Time : 08-04-2019 11:14:AM

There was a Product 'RCB CC NEW', which was not defined in **TAT Master**, that is why cases were moving into 'NO TAT'.

Added new Column to show those cases in 'No TAT' Column.

Posted By : Jayant Singh

B384

Date & Time : 10-04-2019 06:24:PM

Due to B386, its remaining work is on hold.

Posted By : Super Admin

B384

Date & Time : 11-04-2019 08:30:AM

Point is not purpose of column, point is it is good to keep adding columns for each new requirement, is there proper internal discussion on this?

Posted By : Jayant Singh

B384

Date & Time : 12-04-2019 09:52:AM

Hello Sir,

We do not add any column in the database, Here we add this only on MIS Report which is used to only display data from the database instead of performing any activity on the database table.

Posted By : Super Admin

B384

Date & Time : 12-04-2019 10:11:AM

Ok, perfect ...

If this issue resolved close the thread ...

Posted By : Dipika Yedge

B384

Date & Time : 12-04-2019 10:43:AM

Bug is closed.