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Bugs (PAMAC (Cloud Version))

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

Posted By : Navika Desai
B283
Date & Time : 13-02-2017 01:31:PM
Tele cases getting auto assigned to FE | High

The below cases are BT (Dubai First, CPV, CC,BT) and submenu view for FE assignment does not show BT, but these cases auto assigned to FEs.
101923351
101923352
101923353
101923354

Case history showed auto assignment.

📄 Auto assign.zip
⬇ Download

Posted By : Rakhi Gaud
B283
Date & Time : 13-02-2017 05:11:PM
I am working on it.
It will take some time.

Posted By : Rakhi Gaud
B283
Date & Time : 14-02-2017 12:13:PM
I have checked the flow and coding and found that -

At the time of case verification(using web app) by FE/Tele system assign next case(of VT RT and BT only) to him if the current verified case is his last case.

Discussed this with Navika.
It is not correct, concluded that autoassignment after verification should be applicable for Tele caller only.
No case will be autoassign to any FE by system.
I will do the changes accordingly and update here.
Posted By : Rakhi Gaud
B283
Date & Time : 14-02-2017 02:25:PM
Done with the changes.
Please verify.
Posted By : Navika Desai
B283
Date & Time : 14-02-2017 02:28:PM
How can this be checked?
Posted By : Rakhi Gaud
B283
Date & Time : 14-02-2017 02:38:PM
You can check it by assigning some test cases(2-3) to any test user(FE/Tele).
Check assignment of next case after verification of current assigned case.
Posted By : Navika Desai
B283
Date & Time : 14-02-2017 05:06:PM
Bug is closed.

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