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

Posted By : Rahul

B154

Date & Time : 22-04-2015 04:38:PM

TAT Calculation | Emergency

When we click on TAT calculation system stuck because i feel it calculate India, Dubai etc

And it very very slow....

Posted By : Rakhi Gaud

B154

Date & Time : 22-04-2015 04:55:PM

I have tried to optimize the query for retrieving records for TAT calculation.

There is a condition which is taking too much time to execute i.e.

"all cases having same parent case should be closed(done send to client) excepting hold cases".

Including this condition query taking time about 27 seconds and excluding only this condition it taking only about 2-3 seconds.

So, my question is that we need this condition?

This question is already asked(posted on 01-Apr-2015).

Please refer "D58" and please reply.

Thanks,

Rakhi

Posted By : Rahul

B154

Date & Time : 22-04-2015 05:07:PM

We can't force any one to do Send To Client and Click on TAT Calculation. Some time management will calculate the TAT based on there requirement. May be monthly, Weekly or any day.

"So, my question is that we need this condition?" In your Question you have not mention which condition.

Posted By : Super Admin

B154

Date & Time : 26-05-2015 10:41:AM

is this resolved?

Posted By : Rakhi Gaud

B154

Date & Time : 26-05-2015 11:36:AM

Issue related to TAT MIS has been resolved so, we can close this bug.

Thanks,

Rakhi

Posted By : Rahul

B154

Date & Time : 26-05-2015 02:14:PM

Bug is closed.

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