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

Posted By : Navika Desai
B292
Date & Time : 10-06-2017 03:54:PM
TAT incorrect | High

Refer the daily TAT & check wise TAT mis attached, the case is closed within less than an hour, still its shown under 4-8 hours in daily tat mis.

Error : File Not Found.
Posted By : Bhavana Pachpande
B292
Date & Time : 19-06-2017 06:24:PM
We are checking the case id with a test tat function on live. It will take some time to review the code used for calculating tat.
We will let you know the result as soon as possible once done.

Observation so far, for the case id : 103026688
Total Tat time found : 391
Tat Time (Hrs) = 391/60 = 6.2

As per the results the Report creation query is ok.

Master Setting for TAT for this case :
Client start time = 10:00
Case Cutoff Time = 13:00

Case Created Date : 2017-06-02 13:21:31

Posted By : Navika Desai
B292
Date & Time : 19-06-2017 06:34:PM
Difference between added date time and send to client date time is less than an hour. How is 391 minutes TAT correct?
Posted By : Bhavana Pachpande
B292
Date & Time : 20-06-2017 12:04:PM
Tat error : Case id : 103026688
       Case Created Date : 2017-06-02 13:21:31

i) Created Date is greater than client start time as given in TAT settings master (22)

client start time : 10:00

ii) Created Date is greater than Client Cut off time as given in TAT settings master (22).

Client Cut off time : 13:00

iii) As such final TAT time according to the condition is :

* If case created time is greater than Case Cutoff Time then -
TAT start time = Next working day from Case Created Date + client start time

Therefore,
TAT start time= 2017-06-03 10:00

iv) Now as per condition TAT time will be calculated between :
TAT start time= 2017-06-03 10:00
and
Send to Client Time = 2017-06-02 14:31:45

This is wrong : Start time is greater than End time.

As such TAT calculated is 0.

URL used for checking TAT related calculation for any case id
Login to any Super Admin or Supervisor account first then use the following URL
to check TAT ;
URL : http://pms.resoftech.com/check/checktat/103026687
Posted By : Navika Desai
B292
Date & Time : 20-06-2017 01:00:PM
if TAT calculated is 0 then it should come in 0-4 hours bucket right?
Posted By : Bhavana Pachpande
B292
Date & Time : 20-06-2017 01:53:PM
Yes. Can you please check the same scenario in live mirror copy in demo server for TAT there. I can modify and compare with tat test script there.
Posted By : Navika Desai
B292
Date & Time : 20-06-2017 05:57:PM

102867106
102867105
102867104
Posted By : Navika Desai
B292
Date & Time : 20-06-2017 06:25:PM
Attached are the cases whereas case was added on 13th June 2017 and send to client done on 19th June 2017.

TAT shows 190 mins. please check.

🗎 TAT MIS.xlsx
⤓ Download
Posted By : Bhavana Pachpande
B292
Date & Time : 21-06-2017 02:08:PM
I have checked the given cases : TAT time calculated as :

99.16 min.

I have resolved the code in Live server. Please check with new cases.

To check the same you can use the TAT script for live server :

URL :
http://pms.resoftech.com/check/checktat/103049301

Posted By : Navika Desai
B292
Date & Time : 21-06-2017 05:34:PM
All the cases have been checked and resolved?

What was the error?
Posted By : Manas Dasgupta
B292
Date & Time : 22-06-2017 08:25:AM
While calculating TAT start date , we check holiday , weekly off. Here if case created date is greater than client cut off time, then we consider next day to start tat calculation. Next date was coming wrong only time was returned, i have checked and modified the code to return both next day and time properly.
Posted By : Navika Desai
B292
Date & Time : 22-06-2017 12:05:PM
Will check and confirm
Posted By : Navika Desai
B292
Date & Time : 29-06-2017 02:20:PM
Another error in TAT.

For the mentioned cases, TAT should start from 23rd Jun 10 am, and 24th Jun is a holiday in holiday master. Hence TAT should be 23rd june 10 am to 23jun 1159pm.

It is incorrectly captured. Please check and resolve.

🗎 tat mis.xlsx
⤓ Download
Posted By : Navika Desai

B292
Date & Time : 12-07-2017 12:53:PM
Update pls
Posted By : Bhavana Pachpande
B292
Date & Time : 12-07-2017 02:40:PM
We are currently working on D145 Character limitation for Default value. We shall check this on monday, before point D144 TAT start time changes.
Posted By : Navika Desai
B292
Date & Time : 18-07-2017 01:16:PM
Another error.

For highlighted cases in attached sheet, TAT should be calculated from client start time from next working day, but it is calculating from midnight.
TAT is critical aspect and i dont think it is so difficult to understand. We are working on TAT errors and rectifications for more than a year now. Can we close this once and for all.

101946359
101946360

Ⓧ Copy of Copy of ENBD SME_Navika.xlsx
⬇ Download
Posted By : Bhavana Pachpande
B292
Date & Time : 24-07-2017 01:49:PM
I have tested TAT calculation for Case Id : 101946360, for country 12.

As per result ,Total TAT time was Time From/Start :(Final Created Date (TAT start date)) 2017-07-08 09:43:31
Time To/End (Send to Client/Hold case time):2017-07-09 12:19:03
Difference calucated in minutes : 1595

Error part :
First Day was weekley off : 2017-07-08
Difference : (2017-07-08 09:43:00 - 2017-07-08 23:59:60) = 857
Substracted mins (holiday/weekends) : 1595 - 857 = 738 min = 12 hrs
----

Corrected Part :
First Day was weekley off : 2017-07-08
Difference : (2017-07-08 09:43:00 - 2017-07-09 09:00:00) = 1397
Substracted mins (holiday/weekends) : 1595 - 1397 = 198 min = 3 hrs

Use URL to check TAT, in case of any issue :
(Login to perticular country to connect to database and then
Pass "case_id" to url)
Ex:
http://pms.resoftech.com/check/checktat/101946360
Posted By : Navika Desai
B292
Date & Time : 24-07-2017 02:15:PM
what changes did you make for both errors?
Posted By : Bhavana Pachpande

B292
Date & Time : 24-07-2017 02:40:PM
No changes are made in live files yet. Only the test script. The URL as mentioned above.

The corrected part, is the changes where
TAT should be calculated from client start time from next working day, but it is calculating from midnight. 2017-07-08 23:59:60.

Before it was considered from 23:59:60. Now it is done from client start time of next day. As a result TAT time 3 hrs is shown for case_id 101946360.
As seen the corrected part above.

Posted By : Navika Desai
B292
Date & Time : 24-07-2017 02:54:PM
What about cases initiated and closed in holidays or non working (non TAT) hours
Posted By : Bhavana Pachpande
B292
Date & Time : 24-07-2017 03:05:PM
TAT will be calculated as 0. Send to client must be done on next working day.
Posted By : Navika Desai
B292
Date & Time : 25-07-2017 12:20:PM
How do i go to the urls?? not opening in browser.
Posted By : Bhavana Pachpande
B292
Date & Time : 25-07-2017 02:00:PM
First login using SuperAdmin details in PAMAC Live server.

Select the country to which the case belongs and whose TAT needs to be checked.

After proceeding, open a new tab and then type the following URL :
Ex:
http://pms.resoftech.com/check/checktat/101946360

Here 101946360 is the case id need to be checked. Change this with other case id as required. Rest of the URL must remain same.
Posted By : Navika Desai
B292
Date & Time : 27-07-2017 03:04:PM
The script is giving proper result. please update further.
Posted By : Bhavana Pachpande
B292
Date & Time : 27-07-2017 03:25:PM
Ok we shall update the script code in all the copies.
Posted By : Navika Desai
B292
Date & Time : 27-07-2017 03:29:PM
Please do it in the morning tomorrow.
Posted By : Navika Desai
B292
Date & Time : 27-07-2017 03:48:PM

Another query. This is not to be done now, just asking.

For cases where TAT is calculated as 0 hours (as it would be initiated and closed in holidays, etc), can we show a default TAT of 3 hours for such cases?

Posted By : Bhavana Pachpande
B292
Date & Time : 27-07-2017 03:58:PM
Does it means if TAT total time is 0 and Created date same as Send to client date, than tat to be 3 hrs.
Posted By : Navika Desai
B292
Date & Time : 27-07-2017 04:12:PM
No.

Created date is 27 Jul 1645 pm, and 28th Fri & 19th Sat are weekly off. Send to client done on 29 Jul 10am, cut off time is 1pm. Here the TAT will be 0 hours. In this case can we have TAT saved as 3 hours in database?
Posted By : Bhavana Pachpande
B292
Date & Time : 27-07-2017 04:31:PM
Yes, need to add condition for that. Will check in the TAT script first than upload changes. You can post it as requirement when need arises.
Posted By : Navika Desai
B292
Date & Time : 27-07-2017 04:34:PM
Great thanks.
Posted By : Bhavana Pachpande
B292
Date & Time : 02-08-2017 04:37:PM
TAT changes according to the script are updated in demo server. Please check.
Posted By : Navika Desai
B292
Date & Time : 02-08-2017 04:40:PM
Cant test on demo. no cases. Please upload on live,
Posted By : Bhavana Pachpande
B292
Date & Time : 03-08-2017 09:23:AM
Changes are updated in live server. Please check.
Posted By : Navika Desai
B292
Date & Time : 03-08-2017 04:44:PM
The changes will be applicable for new cases going forward or for earlier closed cases also?
Posted By : Bhavana Pachpande
B292
Date & Time : 03-08-2017 04:54:PM
Changes will be applicable for new cases going forward.
Posted By : Navika Desai
B292
Date & Time : 18-08-2017 05:57:PM
Bug is closed.

[Reply] [Move to Change] [Cancel]