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## Discussions (PAMAC (Cloud Version))

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**Posted By :** Rakhi Gaud

D114

**Date & Time :** 15-07-2016 05:55:PM

Point no.79(No restriction on no of assigned cases)

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Changes are completed related to this point.  
Uploaded and tested with some test cases on demo site.

Changes in Fe Assignment module and Autoassignment module.

Points to note down:

1. System will show the error message of multiple FE assigned to one pincode only if that FEs having same assignment.

Ex. FE1 is assigned to West>Mumbai>Wadala>Axis Bank>CPV>CC>RV and also pincode '100100' is assigned to FE1 ,then FE2 also should have this assignment.

2. If any of them is mismatch from assignment even if the pincode is assigned to both FEs then system will assign the case to single FE without showing any error.

3. if only activity is different then even if the pincode is assigned to both FEs then system will assign the case to single FE without showing any error.

Please verify and confirm.

**Posted By :** Navika Desai

D114

**Date & Time :** 15-07-2016 07:20:PM

What is the priority sequence that the system follows for checking which cases to be assigned to which FE?

**Posted By :** Rakhi Gaud

D114

**Date & Time :** 18-07-2016 09:41:AM

System check the FE with matching parameters available in case itself .

1. Zone,center,subcenter,client,activity and product from employee assignment and
2. pincode from pincode assignment.

If no pincode available in case then case will not assign to any FE.

**Posted By :** Super Admin

D114

**Date & Time :** 25-07-2016 09:39:AM

Please conclude ...

**Posted By :** Kailash Kumawat

D114

**Date & Time :** 25-07-2016 11:48:AM

Testing and confirmation is pending from PAMAC side.

**Posted By :** Navika Desai

D114

**Date & Time :** 27-07-2016 12:29:PM

1. System will show the error message of multiple FE assigned to one pincode only if that FEs having same assignment.

what will be the error message?

What was the earlier restriction and what did we change it to?

**Posted By :** Navika Desai

D114

**Date & Time :** 01-08-2016 03:16:PM

With regards to the development done, unable to test it as cases in FE assignment are not shown as per employee assignment of the user.

Case verification has 300 cases as per employee assignment, however FE assignment has 1436 cases.

CPV activity:

Myopsadmintest

admin@123

TestSup1

pamac@123

Please help.

**Posted By :** Super Admin

D114

**Date & Time :** 02-08-2016 03:24:AM

help her, and conclude

**Posted By :** Navika Desai

D114

**Date & Time :** 18-08-2016 03:00:PM

Update?

**Posted By :** Rakhi Gaud

D114

**Date & Time :** 22-08-2016 03:08:PM

You can check now.

**Posted By :** Navika Desai

D114

**Date & Time :** 22-08-2016 06:21:PM

Demo site-  
tested on demo.

Error message displayed on top of fe assignment case list as 'Pincode 101003 in case id 102083534 is assigned to multiple FEs'. All the cases with more than one FE mapped to the pincode shown:

Pincode 101003 in case id 102083534 is assigned to multiple FEs

Pincode 101004 in case id 102083535 is assigned to multiple FEs

Pincode 101003 in case id 102083538 is assigned to multiple FEs

Pincode 101004 in case id 102083539 is assigned to multiple FEs

No restriction on number of cases assigned to one FE. Tested by assigning 150 cases to TestFE1 (50 manual+30 auto assign button+70 auto assign menu) & 150 cases to Test FE2 (100 manual+15 auto assign button+35 auto assign menu)

Tested okay on demo.

Live site -

Also, I checked on live and there is no restriction on number of cases assigned to FE.

**Posted By :** Rakhi Gaud

D114

**Date & Time :** 24-08-2016 08:55:AM

Okay. So can we upload this change on live site?

**Posted By :** Navika Desai

D114

**Date & Time :** 24-08-2016 11:28:AM

Yes, this can be uploaded on live, but not on Thursday/Friday

**Posted By :** Rakhi Gaud

D114

**Date & Time :** 24-08-2016 12:01:PM

Ok. Will upload it on Monday(29-Aug-2016).

**Posted By :** Rakhi Gaud

D114

**Date & Time :** 29-08-2016 04:49:PM

Uploaded the changes related to this on live site.

Please verify.

**Posted By :** Navika Desai

D114

**Date & Time :** 30-08-2016 12:53:PM

Issue in auto assignment, please check bug B265 posted.

**Posted By :** Rakhi Gaud

D114

**Date & Time :** 06-09-2016 09:21:AM

B265 has been resolved and closed.

Please verify.

**Posted By :** Navika Desai

D114

**Date & Time :** 07-09-2016 12:10:PM

Tested okay on live.

**Posted By :** Rakhi Gaud

D114

**Date & Time :** 12-09-2016 09:42:AM

May I close this?

**Posted By :** Navika Desai

D114

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

Surely.

**Posted By :** Rakhi Gaud

D114

**Date & Time :** 12-09-2016 12:21:PM

Question is closed.