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Posted By : Bhavana Pachpande
D116
Date & Time : 25-07-2016 12:12:PM
Point 42 (Verification is complete : Fe/Tele)

Flow for Point 42 :

I)Without FE/Tele Seperation Process :

   1) Cases submitted by Fe , removed from Supervisor FE/Tele Assignment tray, Fe case verification tray and will remain in Supervisor case verification tray.

   2) Cases submitted by Tele :
      a) If case is "wip" by tele than case will remain in Fe/Tele Assignment tray, Tele case verification tray and will remain in Supervisor case verification tray.
      b) If case is "verified" by tele than case will be removed from Fe/Tele Assignment tray, Tele case verification tray and will remain in Supervisor case verification tray.

II) With FE/Tele Seperation Process :

   1) Cases submitted by Fe , removed from Supervisor FE Assignment tray,Fe case verification tray and will remain in Supervisor case verification tray.

   2) Cases submitted by Tele :
      a) If case is "wip" by tele than case will remain in Tele Assignment tray,Tele case verification tray and will remain in Supervisor case verification tray.
      b) If case is "verified" by tele than case will be removed from Tele Assignment tray,Tele case verification tray and will appear in Fe Assignment tray and also remain in Supervisor case verification tray.

Note : 1) For Re-scheduled cases by FE, there won't be any changes in listing since
          normal cases(Case without FE/Tele Seperation process) re-scheduling is not considered.

Posted By : Bhavana Pachpande
D116
Date & Time : 25-07-2016 01:43:PM
Changes are uploaded in demo server. Please check.
Posted By : Navika Desai
D116
Date & Time : 27-07-2016 12:14:PM
Will there be a provision to re-assign a case to FE/Tele after verified before send to client / without re-open.

Please share the process and changes made.
Posted By : Bhavana Pachpande
D116
Date & Time : 01-08-2016 09:31:AM
Will there be a provision to re-assign a case to FE/Tele after verified before send to client / without re-open.

No.
 As mentioned in task list for Point 42 : Only the cases pending for assignment are to be shown in the FE assignment & Tele assignment tray. Rest details to be shown in case verification tray.
So once verification is done by FE/Tele case cannot be re-assigned.

Process :

I)Without FE/Tele Seperation Process :

   1) Cases submitted by Fe , removed from Supervisor FE/Tele Assignment tray, Fe case verification tray and will remain in Supervisor case verification tray.

   2) Cases submitted by Tele :
      a) If case is "wip" by tele than case will remain in Fe/Tele Assignment tray, Tele case verification tray and will remain in Supervisor case verification tray.
      b) If case is "verified" by tele than case will be removed from Fe/Tele Assignment tray, Tele case verification tray and will remain in Supervisor case verification tray.

II) With FE/Tele Seperation Process :

   1) Cases submitted by Fe , removed from Supervisor FE Assignment tray,Fe case verification tray and will remain in Supervisor case verification tray.

   2) Cases submitted by Tele :
      a) If case is "wip" by tele than case will remain in Tele Assignment tray,Tele case verification tray and will remain in Supervisor case verification tray.
      b) If case is "verified" by tele than case will be removed from Tele Assignment tray,Tele case verification tray and will appear in Fe Assignment tray and also remain in Supervisor case verification tray.

Posted By : Navika Desai
D116
Date & Time : 01-08-2016 03:38:PM
New case 102083007 manually added, not shown in FE assignment menu for assignment.

The tele assign status is showing as Verified, whereas there is not telecalling done. also the fe/tele is not separate for this.

Refer attached screen shots.

W D116 - Case movement on verifn.docx

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Posted By : Super Admin
D116
Date & Time : 02-08-2016 03:21:AM
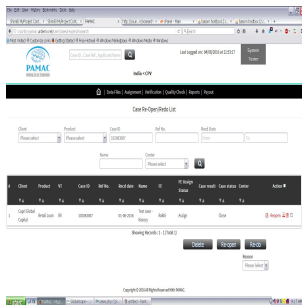ShimBi Team, check and conclude ...
Posted By : Bhavana Pachpande
D116
Date & Time : 05-08-2016 09:19:AM
Case Id : 102083007 has been closed, send to client done and tat calculation also.

It is available under Case Re-Open/Redo List. Screenshot available in attachment below.

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Posted By : Navika Desai
D116
Date & Time : 05-08-2016 11:56:AM
Bhavana,

Reply posted on 1 Aug, case closed on 3rd Aug, hence it is now showing in case redo/reopen. You could have checked that too.

1) Added another case manually, now it is seen. 102083422
Web Page goes blank after saving edit case

2) What about the conditions for with and with calling section for both processes I & II in the template?

3) For template without calling section, the case gets verified immediately after editing once and saving. This is the same stuck up as point 71, tele cases.

Please suggest.
Posted By : Bhavana Pachpande
D116
Date & Time : 05-08-2016 02:17:PM
Case : 102083422 :
1)Edited and saved web Page doesn't go blank. Error not reproduced.

2) and 3) Same will happen without calling section tele_assign_status will get updated as verified when case submitted by tele or Sup.

tele_assign_status is required to know if case is verified by tele or supervisor. How will system identify if case is verified or not.

Posted By : Navika Desai
D116
Date & Time : 05-08-2016 02:44:PM
1) Page doesnt go blank now. Presuming, auto resolved.

2) & 3) lets discus and sort
Posted By : Navika Desai
D116
Date & Time : 10-08-2016 11:19:AM
refer to my post in D102 for the revised process that was agreed.

Hope this sorts point 2&3.

Anything else is pending from my end?
Posted By : Bhavana Pachpande
D116
Date & Time : 10-08-2016 11:49:AM
2) and 3) Same will happen without calling section tele_assign_status will get updated as verified when case submitted by Sup.

Changes related to tele_assign_status as discussed in skype are made . Please check.
Posted By : Navika Desai
D116
Date & Time : 10-08-2016 04:30:PM
Case 102083444 added by Sup, assigned to My tele, My tele edited and saved the case, the page went blank.

Without tele submit, tele assign status is not showing verified now.

i) For cases with calling section and without Fe/tele separate,
- tele WIP case remains in tele case verification, Sup tele assignment, Sup FE assignment, Sup case verification.
- tele Verified case gets removed from tele case verification, Sup tele assignment, Sup FE assignment and remains in Sup case verification
- FE verified case gets removed from FE case verification, Sup tele assignment, Sup FE assignment and remains in Sup case verification

ii) For cases with calling section and with FE/tele separate, the flow is already discussed, designed and updated on live right?

iii) For cases without calling section and without FE/tele separate (no option for tele WIP)
- on tele submit (Tele verified), case gets removed from tele case verification, Sup tele assignment, Sup FE assignment and remains in Sup case verification
- FE verified case gets removed from FE case verification, Sup tele assignment, Sup FE assignment and remains in Sup case verification

Posted By : Bhavana Pachpande
D116
Date & Time : 11-08-2016 09:25:AM

Case 102083444 added by Sup, assigned to My tele, My tele edited and saved the case, the page went blank.

Reply :
Error Not reproduced again. Case 102083444 was edited and saved, page doesn't go blank.

ii) For cases with calling section and with FE/tele separate, the flow is already discussed, designed and updated on live right?

Reply :
Yes
New changes as discussed in skype yesterday for " tele_assign_status " are also updated in live.

Other Points are ok.

So Is **(Point 42)** confirmed.

Posted By : Navika Desai
D116
Date & Time : 11-08-2016 11:08:AM
Point 42 is confirmed but cannot go on live unless this change is also not done - Option to Tele for multiple attempts (without calling section) for verifying a case.
Putting point 42 on live without this will be an operational challenge.. as the case will move out of Tele case verification & Sup tele assignment tray.
Hence, tele verification will never complete for non calling section cases.

Please hold.
Posted By : Bhavana Pachpande
D116
Date & Time : 11-08-2016 11:13:AM
Question is on Hold.
Posted By : Kailash Kumawat
D116
Date & Time : 16-09-2016 11:44:AM
By when we can go live, I think you told us 20 sep, is it correct?
Posted By : Navika Desai
D116
Date & Time : 16-09-2016 12:17:PM
I had given the date of around 20 Sep for mobile application changes for QC and re-sched.

After that.
Posted By : Kailash Kumawat
D116
Date & Time : 22-09-2016 09:38:AM
Nothing pending from shimbi for this point. What is the closure date for this from pamac side?
Posted By : Kailash Kumawat
D116
Date & Time : 27-09-2016 12:58:PM
waiting for reply.
Posted By : Navika Desai
D116
Date & Time : 27-09-2016 01:29:PM
Kailash, please refer the relevant discussion, closing of this point is already being discussed.

Posted By : Bhavana Pachpande
D116
Date & Time : 03-11-2016 09:18:AM
New changes as per discussion, please verify.

1) Case once submitted by Fe won't be removed from : Case Verification Tray of Fe, when Fe/Tele Seperation process is unchecked or checked.
Case will be removed from Supervisor Fe Assignment Tray with or without Fe/tele seperation.

2) In case of Tele verified the case once or(appt fixed) case will be removed from both Tele verification tray and Tele Assignment Tray of Supervisor. No changes here.
Posted By : Sandeep Ghuge
D116
Date & Time : 03-11-2016 11:55:AM
For point 42 as per discussion above two sub points are right , please make changes on demo site.
Posted By : Bhavana Pachpande
D116
Date & Time : 03-11-2016 02:51:PM
Changes are made in demo site for Point 42 ,please check.
Posted By : Kailash Kumawat
D116
Date & Time : 09-11-2016 10:17:AM
It is uploaded today on live.
waiting reply from pamac
Posted By : Bhavana Pachpande
D116
Date & Time : 18-11-2016 03:36:PM
Is this point tested can we close this point.
Posted By : Navika Desai
D116
Date & Time : 09-01-2017 04:59:PM
Point 42 tested okay on live.
Posted By : Bhavana Pachpande
D116
Date & Time : 11-01-2017 10:45:AM
Can we close this point.
Posted By : Navika Desai
D116
Date & Time : 11-01-2017 11:23:AM
Yes pls
Posted By : Bhavana Pachpande
D116
Date & Time : 11-01-2017 12:14:PM
Question is closed.
  Reply   Cancel