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

Posted By : Navika Desai

B217

Date & Time : 03-02-2016 09:57:AM

Cases not auto assigned to FE | Emergency

Cases are not being auto assigned for the below details:

[2/2/2016 4:53:07 PM] Navika Desai: sample case - 101958719

[2/2/2016 4:53:35 PM] Navika Desai: Pincode is 100112 assigned to Subodh Gadse

[2/2/2016 4:53:42 PM] Navika Desai: P00039

[2/2/2016 4:53:44 PM] Navika Desai: pamac@123

Almost 94 cases that are there in 'Not assigned' menu of the mentioned id (list attached)

Please check and resolve urgently.



Not assigned cases.xlsx

↓ Download

Posted By : Rakhi Gaud

B217

Date & Time : 03-02-2016 10:47:AM

Hi Navika,

As per our conversation on skype, I have checked for this issue.

Checked the template for pincode field, pincode assigned to the given FE.

There is no issue in above points.

But, in autoassignment system first check that how many cases have been assigned to that FE which are not verified yet and if assigned cases are more than 10 then system will not assign any case to that FE,

for this, system check the case_verification_status flag which gets updated when FE submits the case from mobile app otherwise system consider it as non verified cases.

Yesterday I checked the assigned cases(which are not verified) to FE 'Subodh Gadse' and found that there are more than 100 cases which have been assigned to him but not verified(fe_submit_date blank and case_verification also blank) and case_status is 'Close'.

This is the reason of above issue.

Posted By : Navika Desai

B217

Date & Time : 03-02-2016 11:01:AM

Hi,

Please remove the restriction temporarily as users are unable to auto assign cases, I shall check with Pravin Sir and revert with the confirmation on the same

Posted By : Kailash Kumawat

B217

Date & Time : 04-02-2016 11:25:AM

auto assignment functionality was designed with discussion with pamac team.
function is below.

1) need to set maximum cap for cases assign to FE, purpose is to equally divide cases to multiple FE(if more than one FE is assign to one pincode, if pincode area is big).

2) suppose there are 50 cases for a pincode and 2 FEs are assign to that pincode and maximum cap is 10 cases. when user press "auto assign" function then first 10 cases (1 to 10) cases are assign to FE1, next 10 cases(11 to 20) are assign to next FE. from 21 to 50 cases will be in pending status.

Suppose FE to finish his all 10 cases then automatic next case will assign to him from his pincode pending cases(case 21).

this process will continue till all cases are not assigned.

Let me know do you want to change this logic,

If yes then i need approval from Pravin sir about this.

This Issue is coming because cases are assign to FE but FE didn't submit that, supervisor close those cases, Which is not suppose to do by the process.

solutions are below

1) if cases are assign to assign to FE then supervisor can not close it until FE submit the cases

2) FE need to clear all cases assign to him in a given time frame, if not completed by FE then some notification come in the system

3) It will effect payout of FE as cases were assign to him but not closed by him

4) if remove cap then all cases assign to first FE.

Posted By : Navika Desai

B217

Date & Time : 06-02-2016 10:59:AM

I had informed to remove the restriction temporarily till the time we conclude on the functionality.

Is this done?

Posted By : Rakhi Gaud

B217

Date & Time : 08-02-2016 04:36:PM

Hi,

As per discussion on skype removing 'Autoassign' button from IMport gap, FE Assing/accept, Not assigned, FE reject pages.

[4:07:56 PM] Navika Desai: remove "auto assign" button from - IMport gap, FE Assing/accept, Not assigned, FE reject

[4:08:10 PM] Shimbi Lab (Rakhi): ok

Posted By : Rakhi Gaud

B217

Date & Time : 08-02-2016 05:23:PM

Hi Navika,

I have removed the 'Autoassignment' button from above mentioned modules.

Please verify it on demo and live site.

Posted By : Navika Desai

B217

Date & Time : 10-02-2016 01:57:PM

Removal of autoassign button is tested ok on demo and live site.

I had a discussion with Pravin Sir, please put the restriction again which I had asked to remove earlier.

Just for further information - for the verification type ITR, one FE (one dummy pincode) would have more than 100 cases for a day assigned to him, hence this would need to be resolved operationally.

For this, we would require a dynamic option for selecting the VT wherein this restriction would not be applicable. Adding it as a part of changes sheet.

Posted By : Rakhi Gaud

B217

Date & Time : 12-02-2016 11:18:AM

Hi Navika,

I have did the existing changes as it is in autoassignment module.

Please verify.

Posted By : Navika Desai

B217

Date & Time : 12-02-2016 05:03:PM

Bug is closed.