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

Posted By : Dipika Yedge

C69

Date & Time : 21-01-2019 04:02:PM

TCFSL Custom Report | Emergency

Hi,

As discussed with Shaikh, please check TCFSL (Custom Report) Tele column shows tele id number insted of Tele caller Name / Emp ID

Posted By : Khamroddin Shaikh

C69

Date & Time : 21-01-2019 04:26:PM

As checked in application and discussed with manas sir, it requires some more time to find the change location in coding part of application for TCFSL custom Report.

Posted By : Dipika Yedge

C69

Date & Time : 21-01-2019 04:37:PM

Hi,

As discussed with Manas please check below details

Client- Tata Capital Financial Services Ltd

Product- PD

Activity- PD

VT- RC, TW PDD

Date range- 1 month

Posted By : Khamroddin Shaikh

C69

Date & Time : 21-01-2019 05:25:PM

added changes for name for tele instead tele id
 controller:admin/custom_reports
 function:preview()
 line:548

Changes upload on test server and live.
 Please check.

Posted By : Khamroddin Shaikh

C69

Date & Time : 22-01-2019 09:34:AM

If checked, please close.

Posted By : Dipika Yedge

C69

Date & Time : 25-01-2019 12:53:PM

Hi,

can we add field lable instead of field name as report header?

Posted By : Khamroddin Shaikh

C69

Date & Time : 25-01-2019 03:58:PM

Hi,

Please provide in details:

1) For all fields or for selected fields

can you share sample formats for existing one and new one.

Posted By : Khamroddin Shaikh

C69

Date & Time : 25-01-2019 04:47:PM

Hi,

As i checked in coding it already takes lable name instaed field name as report header. you have to login as admin and change lable as you want for the selected field. Since for other fields are proper as sharing screenshot of custom report. Please change label of other fields.

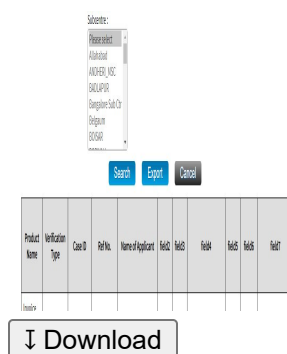
Now we don't have admin right to do that.

Posted By : Khamroddin Shaikh

C69

Date & Time : 25-01-2019 04:47:PM

screen shot



Posted By : Dipika Yedge

C69

Date & Time : 28-01-2019 11:59:AM

Hi,

Please add Tele's First Name & Last Name in Tele column.

Posted By : Khamroddin Shaikh

C69

Date & Time : 28-01-2019 12:21:PM

hi,

is it for all custom reports?

Posted By : Dipika Yedge

C69

Date & Time : 28-01-2019 12:28:PM

Yes.

Posted By : Khamroddin Shaikh

C69

Date & Time : 28-01-2019 12:45:PM

custom report change C67:

```
elseif($json['field_name']=="tele_id")
```

```
{
```

```
$selectArr[]='concat(t2.`fname`," ",t2.`lname`) as "'.$json['label_name'].'";
```

```
}
```

Changes uploaded on test live server, please check and confirm to upload on live.

Posted By : Dipika Yedge

C69

Date & Time : 28-01-2019 12:50:PM

Hi,

Its showing proper, please upload changes on live server.

Posted By : Khamroddin Shaikh

C69

Date & Time : 28-01-2019 12:55:PM

changes uploaded on live. please check.

Posted By : Khamroddin Shaikh

C69

Date & Time : 11-02-2019 10:18:AM

please close, if checked and working properly.

Posted By : Dipika Yedge

C69

Date & Time : 14-02-2019 05:09:PM

Hi,

For below case id Tele name not showing in report

Client- Tata Capital Financial Services Ltd

Product- PD


Activity- PD

VT- RC, TW PDD

Report Name- Custom report TCFSL_PDD

Date range- 1/1/2019 to 14/2/2019

Check attached report for your reference.

 Custom Report_TCFSL PDD.xls

↓ Download

Posted By : Khamroddin Shaikh

C69

Date & Time : 20-02-2019 12:27:PM

Hi,

Please provide the login details, which you used to generate custom report

Posted By : Dipika Yedge

C69

Date & Time : 20-02-2019 03:14:PM

Please check with

Login- Myopsadmintest

Password- shim@pamac@feb

Posted By : Khamroddin Shaikh

C69

Date & Time : 21-02-2019 09:17:AM

Hi,

With provided credentials, logged in to the system and searched for records based on following values:

Client- Tata Capital Financial Services Ltd

Product- PD

Activity- PD

VT- RC, TW PDD

Report Name- Custom report TCFSL_PDD

Date range- 1/1/2019 to 14/2/2019

no records found, please check attached image for reference



↓ Download

Posted By : Dipika Yedge

C69

Date & Time : 21-02-2019 09:47:AM

Please don't select product while searching report.

Posted By : Khamroddin Shaikh

C69

Date & Time : 21-02-2019 10:48:AM

Hi,

ok let me check.

Posted By : Khamroddin Shaikh

C69

Date & Time : 21-02-2019 11:40:AM

Hi,

template id:1000

template name: TCFSL_PDD

As checked, it is found that the field tele id is editable checked for tele caller and supervisor.

all of the cases found that opened for edit operation and during this it gets tele id as null when saving the case. please check image for reference.

↓ Download

Posted By : Dipika Yedge

C69

Date & Time : 21-02-2019 11:43:AM

Hi,

But the said field is readonly, no one can edit this field.

Posted By : Khamroddin Shaikh

C69

Date & Time : 21-02-2019 11:56:AM

Hi,

readonly only for show. Editable to is different, when you check the editable for some user then respective field value is transferred to database from the edit page. On edit page you cant edit tele id and checked editable to field to supervisor, hence when you save case after editing then it will check for any input for tele id if not found then it takes as null.

Posted By : Khamroddin Shaikh

C69

Date & Time : 21-02-2019 12:19:PM

Hi,

As discussed with Manas sir, when readonly is checked it needs to post the previous saved value. To find the cause it needs proper testing. Please provide a (sample) case which is visible to supervisor, not yet processed (send to client) and having same issue.

Posted By : Dipika Yedge

C69

Date & Time : 21-02-2019 12:28:PM

Test Case ID- 105345505

Posted By : Khamroddin Shaikh

C69

Date & Time : 21-02-2019 02:59:PM

After testing on test server it is found that it is not due to **TCFSL Custom Report** change.

All cases processed in this manner and by Supervisor Rohit Kadam

1)(Rohit Kadam) import new case

2)(Rohit Kadam) fe/tele assign

3)(tele) edit verification case status= close

4)(Rohit Kadam) case edit verification case status blank. At this stage all values related to fe/tele saved as null

5)(Rohit Kadam) send to client

will post after finding the proper root cause and its solution.

Posted By : Khamroddin Shaikh

C69

Date & Time : 22-02-2019 11:13:AM

Hi,

Please provide Rohit kadam (Maharashtra) login credentials.

Posted By : Dipika Yedge

C69

Date & Time : 22-02-2019 12:58:PM

Hi,

Login- P62642

Password- pamac@1234

Posted By : Khamroddin Shaikh

C69

Date & Time : 22-02-2019 03:40:PM

Hi,

Please provide sample tele account credentials so i can debug and process the case.

Posted By : Khamroddin Shaikh

C69

Date & Time : 23-02-2019 09:25:AM

New password

for tele

Rakhi (P5-test): rakhi@123

Posted By : Dipika Yedge

C69

Date & Time : 23-02-2019 12:20:PM

New test case id- 105352914

Posted By : Khamroddin Shaikh

C69

Date & Time : 23-02-2019 03:34:PM

Hi,

As checked, it is found that all 15 cases closed by tele, but again edited and rescheduled by Rohit Kadam (supervisor) and then send to client.

Since rescheduling only clears all assignment values of a case. Hence tele name not showing in report.

Please find attached pic for reference.

app_id	app_date_time	app_case_id	emp_id	app_status	reschedule_subm_date
156772		105399303	3200	2	2019-01-23 11:27:58
157927		105221515	3307	2	2019-01-28 16:23:47
159422		105222963	3307	2	2019-01-29 11:16:22
160242		105239363	3200	2	2019-01-31 10:49:03
160253		105239821	3200	2	2019-01-31 11:05:34
163853		105269111	3200	2	2019-02-06 13:32:18
163854		105269102	3200	2	2019-02-06 13:33:22
163863		105269160	3200	2	2019-02-06 13:00:33
163864		105269161	3200	2	2019-02-06 13:01:30
163865		105269165	3200	2	2019-02-06 13:02:30
163866		105269393	3200	2	2019-02-06 13:05:27
163867		105269246	3200	2	2019-02-06 13:08:09
164902		105293223	3200	2	2019-02-09 08:10:40
165286		105287778	3200	2	2019-02-10 10:55:58
165327		105289343	3200	2	2019-02-11 08:47:52

[Download](#)
Posted By : Dipika Yedge

C69

Date & Time : 26-02-2019 05:50:PM

Okay.

Posted By : Dipika Yedge

C69

Date & Time : 26-02-2019 05:50:PM

Change Requirement is closed.

Reply

Move to Bug

Cancel