# MyProject ⌧

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## Discussions (PAMAC (Cloud Version))

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**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 12-08-2016 03:33:PM
Option to Tele for multiple attempts (without calling section) for verifying a case.

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Please provide us the flow. And also how will it differ from current Calling Section for Appointment fixing.

We have to schedule days based on your provided process.
**Posted By :** Navika Desai
D123
**Date & Time :** 13-08-2016 01:56:PM
Discussed with Rakhi recently and also with Rakhi and Kailash in the 1 March meeting.

Please get it from them
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 16-08-2016 05:04:PM
As per discussion with Sir Kailash and Rakhi, we need more discussion on this. Shall discuss tomorrow.
**Posted By :** Navika Desai
D123
**Date & Time :** 16-08-2016 05:13:PM
Please mention the points as i will need clarification / inputs from Ops team as well
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 22-08-2016 05:08:PM
A flow has been prepared and updated in the attachment below.

Please suggest changes if any.

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📄 Verification Calling Section.txt

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**Posted By :** Navika Desai
D123
**Date & Time :** 22-08-2016 06:36:PM
I have mentioned my comments on the shared flow in the attachment. However, the document is incomplete.
Flow has to be documented for all the below combinations:
1) With Fe/tele separation
i) With calling section (appt)
a) With verification calling section
b) Without verification calling section

2) With Fe/tele separation
ii) Without calling section (appt)
c) With verification calling section
d) Without verification calling section

3) Without Fe/tele separation
iii) With calling section (appt)
e) With verification calling section
f) Without verification calling section

4) Without Fe/tele separation
iv) Without calling section (appt)
g) With verification calling section
h) Without verification calling section

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W Verification Calling Section.docx
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**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 23-08-2016 10:25:AM
Sheet is updated please check and suggest changes if any.

---

W Verification Calling Section.docx
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**Posted By :** Navika Desai
D123
**Date & Time :** 23-08-2016 10:59:AM
Attached is the sheet updated with my remarks.

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W Verification Calling Section_updated-23 Aug.docx
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**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 23-08-2016 11:44:AM
Sheet is updated please check

---

W Verification Calling Section.docx
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**Posted By :** Navika Desai
D123
**Date & Time :** 23-08-2016 11:47:AM
i suppose you have attached the wrong file. its not updated. is same as your earlier doc

**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 23-08-2016 11:51:AM
Ok It was Replaced. Here is the Updated sheet.

---

 Verification Calling Section_updated-23 Aug_up.docx
 ⬇ Download
**Posted By :** Navika Desai
D123
**Date & Time :** 23-08-2016 01:03:PM
One of the activities follow the below case flow, please suggest how we can implement this:

1) Ideal process is: Import-tele/Sup verified (fixed)-Fe assign-FE verified-Sup close-Send to client

2) But for few cases (approx 30-40% cases) of the same client, product and activity as above the case flow
followed is: Import-Fe assign-FE verified-Sup Close-Send to client

Call me if this needs a discussion
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 23-08-2016 01:43:PM
1) Can be done by with FE/Tele seperation process checked. And Using Calling section (appt fixing)

2) Can be done without FE/Tele Seperation process checked. Here since tele verification is not mendatory, Fe
can directly verify the case himself.
**Posted By :** Navika Desai
D123
**Date & Time :** 23-08-2016 02:25:PM
Bhavana,

If you go through my query properly. It is for the same activity client and product that we follow case flow 1 for
some cases (60-70%)and case flow 2 for some cases (30-40%).
Hence, for the same activity i cant have both as you suggested above.

Therefore i raised the concern. Let me know how can this be arranged in the system.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 23-08-2016 02:33:PM
Yes i know it's for the same Activity client. Other than the above suggestion. There is no other way.

2) But for few cases (approx 30-40% cases) of the same client, product and activity as above the case flow
followed is: Import-Fe assign-FE verified-Sup Close-Send to client

will conflict for Fe/Tele seperation process. If Fe/Tele seperation process is present case flow goes through Tele
to FE and not directly to FE. One cannot even assign cases to Fe unless it is verified by Tele.  So for point 2 no
question arises.
**Posted By :** Navika Desai
D123
**Date & Time :** 23-08-2016 02:47:PM
How can i have with fe/tele & without fe/tele for the same activity?

Please discuss on skype or call.
**Posted By :** Bhavana Pachpande
D123

**Date & Time :** 23-08-2016 03:02:PM
This will be additional and need to discuss and confirm internally. Will have to check all its effect and then decide no of days to be added for it's development and testing.
**Posted By :** Navika Desai
D123
**Date & Time :** 23-08-2016 03:04:PM
Sure, please discuss and let me know.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 23-08-2016 04:18:PM
As per discussion with Sir Kailash :

1) We can provide a employee(FE) dropdown in Supervisor Case Verification Tray.

2) A manual assign button near the dropdown.

3) Action : Containing checkbox (already present).

4) When cases are selected to be assigned to Fe, case operation status will be directly updated to 4 and other related Fe fields will also be updated directly.

Such case won't pass through Tele verification.

5) If a case is already verified by Fe and same case is again assigned to new Fe. Then Fe related fields will be updated and old Fe submitdate will be cleared.

Note : Cases added to the system during Fe/Tele seperation process are considered in Supervisor Case Verification List.i.e (FE/Tele seperation process is for new cases only: Already Discussed earlier).  Therefore those ( 30% to 40%) cases of the same client, product and activity must also be added during that period(FE/Tele seperation process checked) for assigning them to Fe.

Today's Discussion date and time (10:25 AM to 4:18 PM (1 day) ) will also be included in Task List as an additional day as per discussion with Sir Kailash.

**Posted By :** Navika Desai
D123
**Date & Time :** 23-08-2016 05:09:PM
So, here, you are saying that:
- Fe / tele separate option has to be checked
- Appt calling option has to be there in the template
- the FE/ tele separate function will work for all cases and flow would be as usual
- but, for the arrangement of FE assignment without tele verified, we shall give manual FE assignment option to Sup/ Ops admin in Case verification menu. Query 1-In this case, the tele assign status will be Null and none of the fields used for tele will be updated? Query 2-A case assigned to tele from tele assignment & assigned to FE from case verification. Tele verifies the case before FE & the case is now in fe assignment tray, will the fe assign status and assign date time (accept date time also if applicable) be Null or as per the value of FE assigned. Also, if in the same situation, Tele verifies the case after FE verified, then what will happen?

The note is okay.
Also, had not mentioned earlier, rest of the flow mentioned in the document shared by Bhavana at 23-Aug-2016 11:51:52 is okay.

Query relating to this but for other module-

For redo cases, Fe / tele / sup related data (assign status, submit, accept, assign, close time) is reset to null or is retained.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 24-08-2016 09:09:AM
Query 1-In this case, the tele assign status will be Null and none of the fields used for tele will be updated?

Reply : Yes

Query 2-A case assigned to tele from tele assignment & assigned to FE from case verification. Tele verifies the case before FE & the case is now in fe assignment tray, will the fe assign status and assign date time (accept date time also if applicable) be Null or as per the value of FE assigned.

Reply : As  per value of Fe Assigned. Since Case has been assigned to Fe so fe related fields will be updated. Supervisor can also assign the same case to another Fe from the Fe Assignment List and as such fe related fields will be updated. (unless earlier assigned Fe verifies the case.)

Also, if in the same situation, Tele verifies the case after FE verified, then what will happen?

Reply : Once Fe verifies the case, tele cannot verify the case. It will  be removed from Fe/Tele Case verification list and FE/Tele assignment List and remain only in Sup Case Verification List.

Here , case is assigned to Tele first from Tele Assignment Tray, now same case is assigned to Fe from Case Verification tray. Case will be automatically removed form Tele Assignment tray and Tele case verification tray.

As Supervisor has forcefully assigned this case to Fe (Tele verification will be skipped).

Query :
**Now the question is do you want the tele related fields to be null once the case is assigned to Fe from case Verification tray, or you want to keep the information related to the assigned tele.**


For redo cases, Fe / tele / sup related data (assign status, submit, accept, assign, close time) is reset to null or is retained.

Reply : Null, since it will be a fresh case.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 24-08-2016 10:41:AM
As per discussion 4 days have been assigned for : (development and testing and uploading in demo)
**Option to Tele for multiple attempts (without calling section) for verifying a case.**

**And if Force assigned to Fe from Case Verification List by Supervisor is confirmed it will take 3 additional days.**  (development and testing and uploading in demo)

This will be added in the task list once confirmed.

Query :
**Is Calling section required to be shown when , no Fe/tele seperation process is present.**
**Posted By :** Navika Desai
D123
**Date & Time :** 24-08-2016 11:27:AM
Once the case has been assigned to FE from case verification, field values will remain for whatever tele related fields were updated before FE assignment. Also the attempt details (datetime, remarks & appt status) as per the

updates will be retained.

please add in the task list, priority will be defined later.

**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 24-08-2016 04:52:PM
Shall Update Task List Once Verification Re-Schedule discussion is done.
**Posted By :** Navika Desai
D123
**Date & Time :** 24-08-2016 05:04:PM
calling section is not required to be shown when fe/tele separation is not selected.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 30-08-2016 01:58:PM
1) Option to Tele for multiple attempts (without calling section) for verifying a case.

AND

2) Forcefully assign case to Fe during Fe/tele seperation process from SUP/OP Admin Case Verification Tray.

are updated in demo server please check.

Also as a Note : Re-scheduling of Normal cases (cases without FE/Tele seperation) is dropped as discussion with Rakhi over SKYPE.
**Posted By :** Navika Desai
D123
**Date & Time :** 30-08-2016 05:26:PM
Please share the final agreed flow for documentation and testing.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 31-08-2016 09:57:AM
Please download and check the attachment for final agreed flow , test cases are also provided.


We are making changes in webservice(qc_live.php) also , please ask Sandeep to check the same, the send json format is same as agreed.

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Ⓦ Verification Calling Section_updated-31 Aug_16.docx
⬇ Download
**Posted By :** Navika Desai
D123
**Date & Time :** 31-08-2016 03:44:PM
So overall,
1) With FE/tele separation needs to have calling section (appt) in the template design & verification calling section if present will not be considered
2) Without FE/tele may or may not have verification calling section as per the requirement & calling section if present will not be considered
3) When neither of the calling sections (appt or verification) are used, then on first submission by tele, the tele assign status will be verified


III) Forcefully assign cases to Fe from Case Verification Tray : (When Fe/Tele seperation is present)
Case assigned to Fe directly, assign_status : Assigned and related fields will update like assign_emp_id and

assign_date. Fe submit date will be nullified  (for previous Fe verified the case if any)
- Do not nullify the previous FE submit date


Rest process mentioned in the attachment is okay

--Multiple attempts:
Issue:
1) Verification calling section not seen to Ops admin/Tele in case edit
2) Case verified on submitting by tele (calling section was there in the template but not seen to tele)
3) Case still seen in tele case verification tray after tele verified by above point

Myopsadmintest
admin@123
Mytele
admin@123
Case 102082864
Could not check functionality further

-- Forceful FE assignment from case verification menu (with fe/tele separate)
assignment is done properly
on assigning to FE, the case is removed from Sup-Tele assignment and Tele-Case verification tray

--I suppose reschedule appointment is not developed as not mentioned in the above 2 points. Let me know if this
is done as well

-- Changes in webservice are for?

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📎 Verif cal section.zip
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**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 02-09-2016 03:02:PM
1)Reply : Verification Calling Section was not assigned to Myopsadmintest. For Verification Calling Section to
be visible , please add "Verification Calling Section" in the template and assign it to Myopsadmintest.
2) Case verified on submitting by tele (calling section was there in the template but not seen to tele) : Template :
Test - All fields : No "**Calling Section**" was added so it was not visible to Tele.
3) Case still seen in tele case verification tray after tele verified by above point  : Case_operation_status was not
updated since Calling Section was missing in template. Changes have been made to remove cases without
"Calling Section" ,directly verified.

--I suppose reschedule appointment is not developed as not mentioned in the above 2 points. Let me know if this
is done as well

Reply : It's done please check.


-- Changes in webservice are for?
Reply : Webservice changes are for showing Re-schedule fields in Mobile app, accepting values and saving them
to database. Point 84 is also for Re-scheduling cases. As in forcefully assigning the case to Fe and then Fe
sumbits from mobile app.

Note :

 a) As per today's discussion with Sir Kailash and Rakhi we cannot add more fields in case table for storing Case Appt Reschedule data, so we have included those fields in case appointmnet table. We have made changes for Web app.  We shall do the same in webservice when case is submitted by Fe.

b) According to this change we cannot show Re-schedule date,Re-Schedule By for cases while listing. (if required for later purpose). Will have to hardcode it.

 c) When editing any case , if a case is Re-sheduled, then user will see no of times the
        case has been resheduled under Calling Section, with Re-scheduled date captured as Date(Calling Section) under the following conditions :
        i) If Re-schedule is empty when submitted by Fe/Sup/OPS Admin, then Date : (re-schedule submitted date[system captured])
        ii) If Re-schedule is not empty when submitted by Fe/Sup/OPS Admin, then Date : (as user inputs Re-Schedule Date)
**Posted By :** Navika Desai
D123
**Date & Time :** 07-09-2016 02:29:PM
Refer the screen shot shared, template design for Verification Calling Section has been given. It is editable to Opsadmin & tele. Then why the issue?

Note : c) Did not understand, please clarify.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 08-09-2016 12:16:PM
Note : c) Did not understand, please clarify
Reply :
Example : When [tele 2] verifies a case "Fe/tele seperation process is present" with Calling Section : ( Here : This case has been verified by [tele 1] and rescheduled by [FE 1]).
Then [tele 2] while fixing the appt will see older [tele 1] calling section input plus : 1 re-schedule input which is done by [FE 1], so that [tele 2] can understand that the case has been Re-Scheduled once. And Date for Re-schedule is shown as per : ( Fe/Sup/OPS input while re-scheduling)

i) If Re-schedule is empty when submitted by Fe/Sup/OPS Admin, then Date : (re-schedule submitted date[system captured] will be shown)
        ii) If Re-schedule is not empty when submitted by Fe/Sup/OPS Admin, then Date : (as user inputs Re-Schedule Date will be shown)

Screen Shot given in attachment
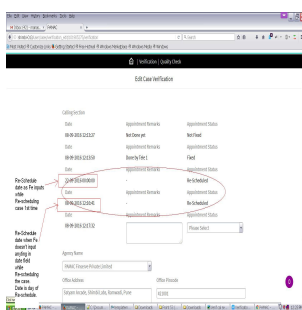


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**Posted By :** Navika Desai
D123

**Date & Time :** 10-09-2016 03:11:PM
verif calling section still not seen to ops admin or tele.


please discuss on monday.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 12-09-2016 08:25:AM
Can you tell us the process you followed.


I have checked as :


1) Unchecked FE/Tele seperation option from Activity Master.
2) Logged in Ops Admin > Case Verification Tray > case id: 102083881 : edit (Verification Calling Section) is shown.
3) Logged in My Tele > Case Verification Tray > case id: 102083874: edit (Verification Calling Section) is shown.


Screenshot attachment are as given below



⤓ Download



⤓ Download
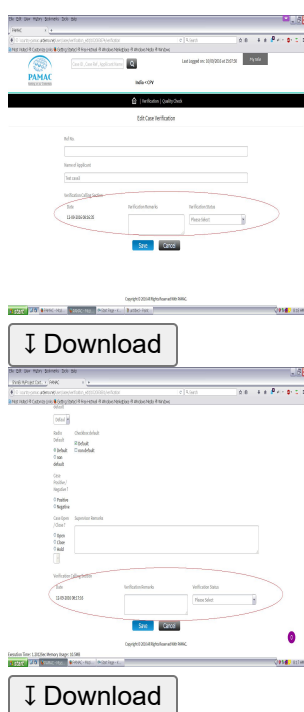
**Posted By :** Navika Desai
D123
**Date & Time :** 12-09-2016 11:56:AM
It is seen today, but trust me it was not seen on saturday.


Case assigned to tele okay.
Tele case verification okay.
Multiple attempts okay (basis verified and not verified selection of verif calling section)
Case submitted by tele okay.
On tele verified, case remved from Tele assignment & Fe assignment menu - okay.
Case verified by ops admin - removed from tele verification tray - okay


Issue:
Case WIP by tele, could be verified by ops admin. But here the Tele ID is shown as Mytele, however the case was verified by ops admin.

Case verified by tele (verification calling section) is not seen in supervisor rater tray. Please check.

Relevant screen shots attached.

Only the option of verif calling section (multiple attempts without calling section), if we put it on live before mobile application changes or other changes related to telecalling, then will there be any complications? Because i dont think this is dependent on any other module.

---

📄 Multiple attempts for tele verif.zip
⬇ Download

**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 12-09-2016 02:13:PM

Issue :
1)Case WIP by tele, could be verified by ops admin. But here the Tele ID is shown as Mytele, however the case was verified by ops admin.

Reply : Tele ID is for tele verifying the case, if OPs or Super Admin Verifies the case we don't have any extra field to store its value in case table. But record is kept in case_appointment table which User Supervisor/Ops Admin verified or fixed appointment.

2)Case verified by tele (verification calling section) is not seen in supervisor rater tray. Please check.

Reply : I have checked , there was no "Verification Calling Section" added for template : Multi product test 3. Inorder to view Verification Calling Section while editing case :  "Verification Calling Section" must be added. Please add "Verification Calling Section" for template where it is required.

I have added "Verification Calling Section" for template : Multi product test 3 and now it is visible. I have checked for case : 102083886, it is visible now.

Only the option of verif calling section (multiple attempts without calling section), if we put it on live before mobile application changes or other changes related to telecalling, then will there be any complications? Because i don't think this is dependent on any other module.

Reply : No there won't be any complication. But it is recommended to put both Verification Calling Section,Calling Section(appt) , Re-schedule of Calling Section(apt) all together as becasuse it will require more re-work. Same functions are used for both of them with multiple if else conditions applied. Now if one conditions goes live and the other remains on hold it won't be proper.

If we do this we have to seperate the Verification Calling Section conditions first and then put that on live, it's better if we go altogether. And thus web-application part of Fe/Tele will be over.
For Mobile app and Web-service changes(Re-Scheduling appt) we can proceed as once completed/tested, since they are seperate they won't effect the system.

 Fe can use web app to re-schedule cases if required.


**Posted By :** Navika Desai
D123
**Date & Time :** 12-09-2016 02:43:PM
2) For this i was referring to the cases in the screen shot 102083874,102083873,102083872. These cases are seen to the Supervisor in case verification menu, but the case is not seen in 'Supervisor(Rater)' menu.

Okay then we shall upload together.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 13-09-2016 09:27:AM
I have checked, these case are not verified by Superviosr/Fe/Tele. (case_verification_status) is empty.

Query : Verification Calling Section if : verified does it mean that case is finally verified by any user and must appear in Supervisor Rater List.
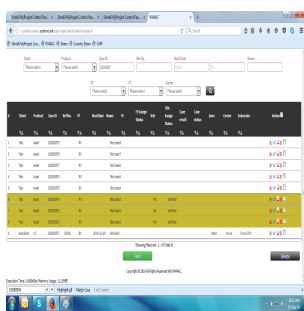**Posted By :** Navika Desai
D123
**Date & Time :** 13-09-2016 10:52:AM
All the three mentioned cases have been verified, screen shot.

Query:
Yes. For cases with verification calling section when the case is verified by Tele, then the case is finally verified and must appear in supervisor rater list.



⬇ Download

**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 13-09-2016 11:37:AM
Verification Calling Section if : verified does it mean that case is finally verified by any user and must appear in Supervisor Rater List.

PAMAC Reply :Yes. For cases with verification calling section when the case is verified by Tele, then the case is finally verified and must appear in supervisor rater list.

Reply :
This was never mentioned in the flow, we missed it. Will make changes and update today.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 13-09-2016 04:36:PM
Changes are Done. Please check.
**Posted By :** Navika Desai
D123
**Date & Time :** 14-09-2016 01:39:PM
Changes checked okay.

Option for multiple calling attempts with verif calling section has been tested okay.

Re-sched will not be applicable for wihtout fe/tele separation.

1)Case WIP by tele, could be verified by ops admin. But here the Tele ID is shown as Mytele, however the case

was verified by ops admin.

Reply : Tele ID is for tele verifying the case, if OPs or Super Admin Verifies the case we don't have any extra field to store its value in case table. But record is kept in case_appointment table which User Supervisor/Ops Admin verified or fixed appointment.

- for this can the ID be 'Null' if verified by Sup/ops admin. Even when WIP by tele and verified by Sup/Ops admin

**Posted By :** Bhavana Pachpande

D123

**Date & Time :** 14-09-2016 01:59:PM

for this can the ID be 'Null' if verified by Sup/ops admin. Even when WIP by tele and verified by Sup/Ops admin.

Query :

Appt Calling section :

: Tele verifies/wip the case Tele id captured > Same case verified/wip by OPs/Sup tele_id goes NULL.

Is this what is required. Then will it happen same for "Verification Calling Section".

: Tele verifies/not verifies the case Tele id captured > Same case verified/not verifies by OPs/Sup tele_id goes NULL.

**Posted By :** Navika Desai

D123

**Date & Time :** 14-09-2016 02:59:PM

Yes, same thing.

**Posted By :** Bhavana Pachpande

D123

**Date & Time :** 14-09-2016 04:52:PM

This will take atleast a day to make changes,test and upload in demo server.

Calling section is on live too, so will have to make changes there too or we can do it altogether when we push point 84,86 and 87 in live (after testing and file preparation is done in mirror copy of live).

**Posted By :** Navika Desai

D123

**Date & Time :** 14-09-2016 05:12:PM

okay

**Posted By :** Kailash Kumawat

D123

**Date & Time :** 16-09-2016 12:11:PM

I think it is also going live on 20th sep 2016.

**Posted By :** Navika Desai

D123

**Date & Time :** 16-09-2016 12:23:PM

Some web changes are pending as well.

There are no app changes for this point.

**Posted By :** Bhavana Pachpande

D123

**Date & Time :** 19-09-2016 09:31:AM

We shall complete changes for :

1)Appt Calling section :

: Tele verifies/wip the case Tele id captured > Same case verified/wip by OPs/Sup tele_id goes NULL.

2)"Verification Calling Section".

: Tele verifies/not verifies the case Tele id captured > Same case verified/not verifies by OPs/Sup tele_id goes NULL.

Shall post once done.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 19-09-2016 04:43:PM
1)Appt Calling section :
: Tele verifies/wip the case Tele id captured > Same case verified/wip by OPs/Sup tele_id goes NULL.

2)"Verification Calling Section".
: Tele verifies/not verifies the case Tele id captured > Same case verified/not verifies by OPs/Sup tele_id goes NULL.

Changes are done and updated in demo server Please check.
**Posted By :** Navika Desai
D123
**Date & Time :** 19-09-2016 05:21:PM
Did we consider this condition: 1st WIP by tele, then WIP by Sup and the verified by Tele
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 19-09-2016 05:23:PM
Did we consider this condition: 1st WIP by tele, then WIP by Sup and the verified by Tele

Reply:
Verified means appointment fixing. ? If so yes.
**Posted By :** Navika Desai
D123
**Date & Time :** 19-09-2016 05:26:PM
Applicable to both - calling section - appt fixed
and verif calling section - verified.

Considered?
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 20-09-2016 08:32:AM
Applicable to both - calling section - appt fixed
and verif calling section - verified.

Considered? Yes. It has been considered. For confirmation please check.
**Posted By :** Navika Desai
D123
**Date & Time :** 21-09-2016 02:42:PM
Not done for calling section. Please find attached sheet with test cases for calling section , tele ID of highlighted cases are incorrect.


Verification calling section not seen in case edit - case ID - 102083959
Template name Test - All fields

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x Calling.xlsx
⇩ Download
Verif calling.zip
⇩ Download
**Posted By :** Bhavana Pachpande

D123
**Date & Time :** 22-09-2016 09:48:AM
Currently checking multi product and client error. Will check this issue as soon as it is done.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 22-09-2016 04:32:PM
Verification calling section not seen in case edit - case ID - 102083959
Template name Test - All fields

I have checked for this case id "Verification Calling Section" is showing now.

In activity master for CPV : FE/tele seperation Operation was checked. As such Verification Calling Section though added in the template was not shown. Screenshot attached.

Not done for calling section. Please find attached sheet with test cases for calling section , tele ID of highlighted cases are incorrect.
Reply : I will check the process along with coding tomorrow.
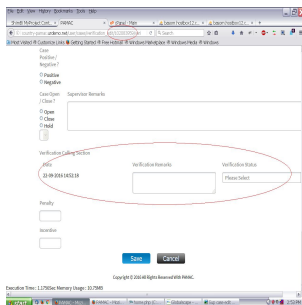


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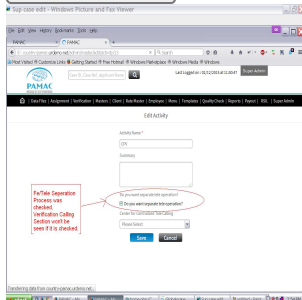


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**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 23-09-2016 02:36:PM
I have checked the sheet and made changes for  Tele Name to be not shown in the list, whenever last operation is done by Supervisor.

Tested with case id : 102083956,102083957. Please check.
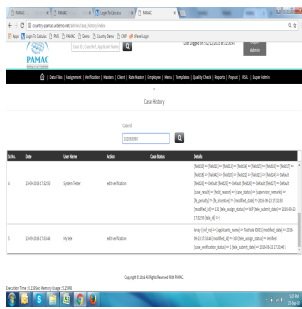**Posted By :** Navika Desai
D123
**Date & Time :** 23-09-2016 05:38:PM
Verif calling section -
Test case - 102083990
WIP - tele, WIP - Sup and Verified - tele, still tele id not shown.
Case history print screen attached.

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**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 23-09-2016 06:26:PM
I have tested with case id : 102083959
WIP - tele, WIP - Sup , Assign to Tele, WIP - tele , Verified - tele, Tele id is seen OK.

1)Test case - 102083990
WIP - tele, WIP - Sup and Verified - tele, still tele id not shown.
Reply :
Here when Sup WIP the case, the case gets removed from Tele verification list, as tele_id is null (Tele Name Blank) , means the case(flow) is interrupted by Sup. Now the case need to be assigned to the Tele again for completing the process.

What you have faced i think while sup wip the case. You had same case opened in Tele verification tray for editing and then saved it from tele side as such tele_id went blank. If you refreshed the list the case would have disappeared.

I have made a patch for it though if such situation occurs, tele_id will update again when tele verifies the case.

Please check.
**Posted By :** Navika Desai
D123
**Date & Time :** 24-09-2016 11:09:AM
So tele id will be captired for the situation i mentioned?
WIP - tele, WIP - Sup and Verified - tele
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 26-09-2016 08:23:AM
Yes. When tele submits the case, tele id will be updated again.
**Posted By :** Navika Desai
D123
**Date & Time :** 26-09-2016 11:10:AM
The below mentioned has been tested okay
WIP - tele, WIP - ops admin and Verified - tele
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 26-09-2016 11:15:AM
So can we go live with this point. (Point 42,84,86,87) and when or more testing is required.
All these points will take additional 3 days to prepare files and test in mirror copy of Live, before uploading.
**Posted By :** Navika Desai
D123
**Date & Time :** 26-09-2016 11:36:AM
We had decided all points - 18, 84, 42, 71, 86 & 87 will be uploaded at one go. 18 & 84 are pending.

84 cannot go live as resched is not closed.

also point 71 is linked to this fe/tele logic. You missed that one.


This will be a very major change, hence one everything is tested okay on demo, we need to ensure demo is a replica of live and then test again on your local and country demo. Also, need to inform the operations team about the changes.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 26-09-2016 12:13:PM
Yes , Point 71 is also included to go together in live.

For Point 18 it would take 1 more additional day if it goes together. (After webservice and mobile app is confirmed).

Please ask your Operational team to perform thorough test on all these points(18, 84, 42, 71, 86 & 87). Once confirmed we shall make changes in application ( mirror copy of live server) and then test from our side before going live.
**Posted By :** Navika Desai
D123
**Date & Time :** 26-09-2016 04:07:PM
But as yet, demo is not same as live, there are many changes apart from the above points. So how do we test the dependent and independent functionality?
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 26-09-2016 04:59:PM
But as yet, demo is not same as live, there are many changes apart from the above points. So how do we test the dependent and independent functionality?

Reply : Yes, don't need to check all changes. This points are related altogether but independent of other changes that are in demo but not in live.
Demo has all these points updated(18, 84, 42, 71, 86 & 87) . First you can test in demo server once again for confirmation. Once uploaded same in Live you can check there the same.


**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 27-09-2016 08:55:AM
Please give us a  date when can we go live with all these points. We need 4 days to prepare files too.
It will be better if we put all these points in live as soon as possible so that demo can be same as live, as much as possible. This are major changes, you need to inform yours Operation team.

**Posted By :** Navika Desai
D123
**Date & Time :** 27-09-2016 10:57:AM
Bhavana,

First for testing this, we need to make demo same as live other than for these points. How do we do that.
Because we do not want firefighting and reverting the changes once they are on live.
Please understand and let me know how can we plan this.
**Posted By :** Kailash Kumawat
D123
**Date & Time :** 27-09-2016 12:49:PM

Once functionality is on demo site, it is Pamac side responsibility to confirm it and go for live.

Some functionalities are pending from 2-3 months(18, 84, 42, 71, 86 & 87)

We already inform you if you delay functionality for live it will take more time to merge coding with live functionality and once upload on live it may unstable the ongoing system. testing on live site may also effect the system.

If you need mirror copy of live site for testing then it may have some cost for setup and continue cost for maintenance same as live server. For costing part please talk with Siddharth sir.

He is out of town till 1st Oct.

On new server load testing will not be possible because it will be used by few people only for testing.

**Posted By :** Navika Desai

D123

**Date & Time :** 27-09-2016 01:26:PM

I never mentioned a new server.

Demo and live are different hence the changes tested okay on demo do not perform the same way on live. we have had several examples for this, i think Bhavana and Rakhi would agree with me on this.

However lets not waste your very resourceful time here. I shall test it as per the current country demo and confirm.

**Posted By :** Bhavana Pachpande

D123

**Date & Time :** 27-09-2016 04:49:PM

I have tested using mobile app as shared by Sandeep:

Re-schedule Cases : (Activity : CPV) [Fe/Tele Seperation Process is checked in Activity master]

1) 102083410(yes,date) : Case assigned to FE(Rakhi) > Case Accepted by Rakhi > Case Rescheduled by Rakhi with date filled inputed > Case appears in Fe Assignment list

2) 102083864(yes,no date) : Case assigned to FE(Rakhi) > Case Accepted by Rakhi > Case Rescheduled by Rakhi with no date filled inputed > Case appears in Tele Assignment list

3)102082641(no,no date) : Case assigned to FE(Rakhi) > Case Accepted by Rakhi > Case Not Rescheduled by Rakhi with no date filled inputed > Case is removed from both Fe/Tele Assignment list and remains  in Supervisor Case Verification Tray.

Without Fe/Tele Seperation Process (Normal Case) : EBC

1) 102083924 : Case assigned to FE(Rakhi) > Case Accepted by Rakhi > Case submitted by Fe >  Case is removed from both Fe/Tele Assignment list and remains  in  Supervisor Case Verification Tray.

Please check.

**Posted By :** Navika Desai

D123

**Date & Time :** 29-09-2016 11:22:AM

Resched & QC testing – demo

I) With FE/tele separation: Template – Test – Telecalling PD : CPV: Test

1) 102084013 – Test QC FE 1

Process : import-Mytele assign-Mytele appt fixed-FE assign Rakhi(fe assignment menu)-FE submit(resched no)-Opsadmin close

2) 102084014 – Test QC FE 2

Process : import-Mytele assign-Ops admin appt fixed-FE assign Rakhi-FE resched without date-Mytele assign-Mytele appt fixed-FE assign Rakhi (case verif menu)-FE submit (no resched)

3) 102084015 – Test QC FE 3

Process : import-Ops admin appt fixed-FE assign Rakhi(fe assign menu)-FE resched without date-Mytele assign-Mytele appt WIP-Opsadmin appt fixed-FE assign Test FE(fe assign menu)-FE resched with date-FE assign

Rakhi-FE submit (no resched)
4) 102084016 – Test QC FE 4
Process : import-FE assign Rakhi(case verif menu)-FE resched with date-FE assign Test FE(fe assign menu)-FE submit (no resched)
5) 102084017 – Test QC FE 5
Process : import-FE assign Rakhi(case verif menu)-FE resched without date
6) 102084023 – Test case QC 5
Process : import-Opsadmin appt fixed-fe assign Rakhi-fe submit without resched-Sup close-Send to client-FE QC-QC FE assign Rakhi
7) 102084022 – Test case QC 4
Process : import-Opsadmin appt WIP-Opsadmin appt fixed & close-Sup edit without resched-Send to client-FE QC-QC FE assign Rakhi
8) 102084021 – Test case QC 3
Process : import-Opsadmin appt fixed & close-Sup edit without resched-Send to client-FE QC-QC FE assign Rakhi

II) Without FE/tele separation: Template – Evaluationz - EBC RV : EBC: Evaluationz
1) 102084018 – Test case
Process : import-FE assign Rakhi-FE submit-Sup close-Send to client-FE QC-QC FE assign Rakhi

- Validation on form checked okay for resched yes & no conditions.
- Resched case flow checked okay

Web Issues (refer screen shot):
- Case verification page has check box on left and right, it has to be at one side only
- FE assign status shown as 'accept' after submission of case with reschedule as no
- Date of reschedule is incorrect in the calling section
Mob app issue:
- QC template not downloaded for Normal case (without Fe/tele separation)
Refer screen shot - 102084018 - Normal case - QC template failed
- QC template not downloaded for Fe/tele separation cases
Refer screen shot - 102084021,22,23 - Fe_tele case - QC template failed

QC functionality not checked completely as error faced.

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**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 29-09-2016 11:47:AM
Currently i am working on deletion Point 58, i shall check the issues today.

Web Issues (refer screen shot):
- Case verification page has check box on left and right, it has to be at one side only

Reply :
If case delete right is not assigned to the User from Assign Men, checkboxes doesn't appear on the right side Under Action, as such we have provided checkbox on left side, which can be used to Forcefully assign cases to Fe without Tele appt fixing.
**Posted By :** Navika Desai
D123

**Date & Time :** 29-09-2016 11:52:AM
I agree to what you say regarding check boxes, but from a presentation perspective, that is not correct.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 29-09-2016 11:55:AM
Ok , i shall make changes but it will take atleast half a day to make changes and test again and upload changes in demo too. As because same checkbox will be used to delete and assign cases, we have to change the functionality to some extent.
**Posted By :** Sandeep Ghuge
D123
**Date & Time :** 29-09-2016 12:34:PM
QC template  download issue has been solved and will rectify as discussed.


**Posted By :** Navika Desai
D123
**Date & Time :** 29-09-2016 01:15:PM
QC template download issue resolved.


QC mobile functionality tested okay.
Normal case - 102084018
Fe/tele - 102084021, 22, 23
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 29-09-2016 05:04:PM
Web Issues (refer screen shot):
-1) Case verification page has check box on left and right, it has to be at one side only
-2)  FE assign status shown as 'accept' after submission of case with reschedule as no
-3)  Date of reschedule is incorrect in the calling section

Reply :
1) I shall make changes tomorrow for this point.

2) Changes made in webservice and updated. : Tested with Case id : 102082989 (Re-schedule Status : NO)

3) Changes made in webservice and updated.Tested with
a)Case id : 102084017 with (Re-schedule Status : Yes) and Date of Reschedule(30-09-2016) and b)Case id : 102084020 with (Re-schedule Status : Yes) and Date of Reschedule(empty)

Screen Shot attached.
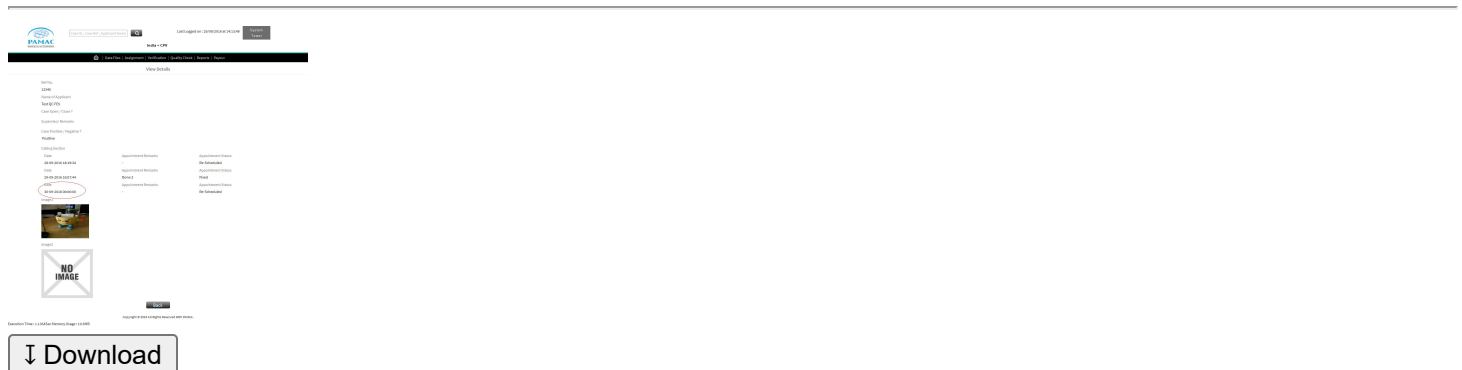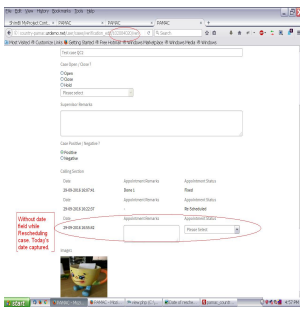
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**Posted By :** Navika Desai
D123
**Date & Time :** 30-09-2016 11:20:AM
2) and 3) tested with cases as below:
- 102084024 - Mytele assign-Mytele verified-FE assign Test FE-Resched yes with date-FE status null-calling section not seen-FE assign Test-resched no without date-Festatus verified-calling section not seen
- 102084025 - Case verification FE assign Test FE-resched no with date-FE status verified-calling section not seen
- 102084026 - Ops admin appt WIP-Myteleassign-Mytele appt fixed-Fe assign Rakhi-resched yes without date-FE status null-calling section seen (date as per FE submit date)-case verif FE assign Rakhi-Resched yes with date-calling section not seen
- 102084027 - Ops admin appt fixed-Fe assign Rakhi-resched no witout date-FE status verified-calling section not seen


FE assign status is shown proper as per above testing. Date correct for FE resched without date (102084026).
**For fe reschedule yes with date and for FE resched no calling section is not seen**
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 30-09-2016 02:01:PM
1) If FE Reschedule : Yes and Date Field : NULL : Calling Section will be visible to (assigned)Tele and Supervisor/Others. [Fe-Reschedule view won't be seen to Supervisor].

2) If FE Reschedule : Yes and Date Field : NOT NULL :
a) Calling Section will be visible to Supervisor.
b)  Fe-Reschedule view will be seen to Supervisor and FE(assigned)

3) Case Once verified by Tele or Supervisor/Ops himself or Assigned to Fe : Re-schedule view will appear to Fe and Sup/Ops.

I have checked all the conditions and Case Ids: 102084024, 102084025: Calling Section is shown (Sup/Ops)

Case Id : 102084026(Re-scheduled),102084027(appt Fixed) : Both Re-schedule and Calling Section is shown(Sup/OPs)

-1) Case verification page has check box on left and right, it has to be at one side only :
Changes are made and updated for this point also.
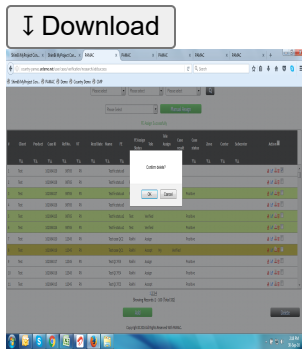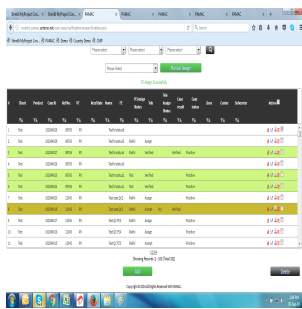
**Posted By :** Navika Desai
D123
**Date & Time :** 30-09-2016 02:20:PM
Calling section seen now for all the 4 cases.

Reschedule mobile app, FE assign status and flow tested okay.

For the check box on right, FE assignment tested okay. But on case selection, Delete button is not working.

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**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 30-09-2016 03:23:PM
I have checked it's working now.
**Posted By :** Navika Desai
D123
**Date & Time :** 30-09-2016 03:24:PM
tested okay.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 30-09-2016 03:33:PM
So can we start preparing files for all this points in live mirror copy (18, 84, 42, 71, 86 & 87).

It will take atleast 4 days to prepare all files. Plus 1 day full testing.
**Posted By :** Navika Desai
D123
**Date & Time :** 30-09-2016 03:45:PM
Yes pls.
Ensure all points are tested end to end.
Also, once the points are uploaded on live, do not enable the functionality or menu for any of these points. I mean you can change all the coding, but where the front end has to be selected manually, do not select that.

My viewes for each points:
18 - Independent module, hence will not function unless users go and QC a case from QC menu
84 - this will be applicable only once the calling section is added to the template and FE/tele separation enable from activity master. till then the current process will follow.
42 - this can create a bit problem unless verif calling section is added to template. So once uploaded on live, the template changes will have to be done for this point.
71 - this will not work unless center is added in the activity master for calling, till then the current process will follow
86 - related to point 42, can create problem unless verif calling section is added. Hence will have to do template

changes for this point
87 - this will be applicable only when we select fe/tele separate from activity master, till then current process flow will follow

So lets keep point 42 at last.

Sandeep to do the testing as well.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 30-09-2016 04:23:PM
18 - Independent module, hence will not function unless users go and QC a case from QC menu

Reply This is ok , we shall add all the codes and functionality. But for testing we need to assign the menu to Supervisor inorder to check. Is it ok.

84 - this will be applicable only once the calling section is added to the template and FE/tele separation enable from activity master. till then the current process will follow.
Reply :
Yes : Then again we have to use a new activity or testing activity to test in live.

42 - this can create a bit problem unless verif calling section is added to template. So once uploaded on live, the template changes will have to be done for this point.
Reply :
So lets keep point 42 at last.  This point will be added after 71 ,86 ,87. But will effect immediately.
Case verified by FE/Tele side will be seen only in Case Verification List. Please inform Operation team about this.

Point 86 and 87 will go before point 71.

When all these changes are made in local and tested in the order mentioned will upload all changes at once. and then test again with test data.

Shall inform to do testing as well.

**Posted By :** Navika Desai
D123
**Date & Time :** 30-09-2016 05:07:PM
18 - Menu assign for testing is okay
84 - we already have a test activity on live - ACTIVITY_TEST

**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 12-10-2016 10:38:AM
We shall update Point (18, 84, 42, 71, 86 & 87) on 17th OCT 2016 in live server Pamac, as discussed with Navika over skype.

For webservice related changes we have File : qc_live.php. Either we can upload this files directly in live server or Sandeep can tell us which webservice file will he be using for Mobile App, so that we can upload that file. Please check and reply.
**Posted By :** Sandeep Ghuge
D123
**Date & Time :** 12-10-2016 06:37:PM
As discussed with Bhavana,Tomorrow Bhavana and me will update web-service's changes on demo site.
**Posted By :** Navika Desai

D123

**Date & Time :** 13-10-2016 09:25:PM

Why demo again? I suppose demo is tested already.

**Posted By :** Bhavana Pachpande

D123

**Date & Time :** 14-10-2016 08:25:AM

We have to test in demo because, all fields and tables are not yet updated in live server, the webservice file as mentioned by sandeep is different than the one we used in demo, we have merged the common functions now, we need to test it once more before uploading the webservice in live directly.

**Posted By :** Navika Desai

D123

**Date & Time :** 14-10-2016 04:51:PM

Sandeep & Bhavana - Ensure thorough testing of all aspects.

Bhavana - Also let me know if this will lead to any change in upload date of 17 Oct

**Posted By :** Navika Desai

D123

**Date & Time :** 17-10-2016 11:09:AM

as discussed with Rakhi, please let me know once these changes are uploaded on live. As we need to make template changes for the same.

Sandeep - Please ensure mobile application is also closed asap.

**Posted By :** Bhavana Pachpande

D123

**Date & Time :** 17-10-2016 03:31:PM

We have uploaded files in live server for Points (18, 84, 42, 71, 86 & 87). QC template changes have been made for both country and CPV activity. Assigned to OPS admin.

Webservice, changes testing is going on.

**Posted By :** Bhavana Pachpande

D123

**Date & Time :** 17-10-2016 06:14:PM

We have reverted all files and QC menu are disabled old QC menu is restored as discussed with Rakhi ,Navika and Sir Kailash.

**Posted By :** Navika Desai

D123

**Date & Time :** 17-10-2016 11:28:PM

Thanks. Will update further soon on this.

**Posted By :** Bhavana Pachpande

D123

**Date & Time :** 18-10-2016 08:50:AM

Please let us know which points to put on live and which not, it will again take time to test in local mirror copy of live server. Will this effect same in country demo server.

Also for next two points in task list as per schedule : Point 5(Restrict the user from multiple login) and 6 ( FE activity track in single table) when will Sandeep start working on it. Please let us know if any assistance is required.

**Posted By :** Sandeep Ghuge

D123

**Date & Time :** 18-10-2016 04:19:PM

According to Task list I am working on another task thats why I will start work on both the points as per scheduled.

**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 20-10-2016 08:58:AM
Should we put these points(18, 84, 42, 71, 86 & 87) hold for now to go in live, please confirm and let us know as soon as possible.

If we delay it will be time consuming to put these points on live later on cause we are at  present moment maintaining 4 copies local (copy of demo),demo server,local(copy of live) and live server.

If some of these points from among(18, 84, 42, 71, 86 & 87)  are not to be put on live, make note and let us know we will have to prepare files in local(copy of live) again and test before going live.

**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 21-10-2016 04:34:PM
Can we upload 18 , 84, 86 & 87 together with this point (deletion ) as webservice and mobile app code has been modified according to it already. Once it is done for delete flag also and confirmed we can upload all these point live, leaving point 71 and 42, which as discussed with Rakhi were causing issue in country Dubai. This will also add additional days to prepare and test files again.

For Point 71 and 42 we can modify the code to check country wise, that means Point 71 and 42 won't be applicable to dubai country. Please let us know your suggestions too, as it will take time to make all these changes and additional days will be added in task list.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 03-11-2016 09:17:AM
New Changes as per discussion (Point 42), 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
D123
**Date & Time :** 03-11-2016 11:54:AM
For point 42 as per discussion  above two sub points are right , please make changes on demo site.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 03-11-2016 02:51:PM
Changes are made in demo site for Point 42 ,please check.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 04-11-2016 04:09:PM
Please update if Point 42 changes can go live. We have to put  point (18, 84, 42, 71, 86 , 87, 58[deletion]) live on  9th-Nov-2016.

You can check Task List for update date in live (for Engineer 2)

---

x Date_Task List-05-Apr - 04.11_updated_latest.xlsx
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**Posted By :** Sandeep Ghuge
D123
**Date & Time :** 07-11-2016 03:42:PM
Point 42 is working properly on demo site, please make changes also on online site.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 09-11-2016 10:00:AM
Changes are updated in live site for point (18, 84, 42, 71, 86 , 87, 58[deletion]). Please check. Also for webservice, Sandeep we shall test in "api_live_2_1_test.php" as per your post in discussion : D124 '07-Nov-2016 16:07:30'.

Please let  us know when can we close all the points.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 18-11-2016 03:35:PM
Is this point tested can we close this point.
**Posted By :** Navika Desai
D123
**Date & Time :** 09-01-2017 05:03:PM
Point 86 & 87 tested okay on live.

Issues in Point 71 (D102) & 84 (D101) have been added under respective discussion
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 11-01-2017 10:43:AM
Can we close this points then Point 86 & 87.

I will check issue in Point 71 (D102) & 84 (D101).
**Posted By :** Navika Desai
D123
**Date & Time :** 11-01-2017 11:23:AM
Point 86 & 87 can be closed.
**Posted By :** Bhavana Pachpande
D123
**Date & Time :** 11-01-2017 12:13:PM
Question is closed.

[ Reply ] [ Cancel ]