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Posted By : Bhavana Pachpande
D122

Date & Time : 10-08-2016 11:57:AM

Point 57 : (Auto assign button for selected Cases: FE Assignment List)

Process :

- 1) The Auto assign button on the FE assignment page and other assignment pages, will auto assign only the selected cases.
- 2) If any selected cases is already assigned then it will be ignored.
- 3) The auto assignment submenu should auto assign all non assigned cases (as it is currently) No change.

Is this Ok.

Query : Autoassign button assigns Fe cases which are not assigned to anyone pincode wise. Now if any case is already assigned to any Fe(through manual assignment) and Supervisor selects that case for autoassignment will that case be forcefully assigned to the new Fe.

Posted By : Navika Desai
D122

Date & Time : 10-08-2016 03:00:PM

1) , 2) & 3) okay

Query:

Reply - answer for this is in point 2)

Posted By : Bhavana Pachpande
D122

Date & Time : 10-08-2016 03:35:PM

ok Point 2 is confirmed then.

Now if fe/tele separation process is active and Autoassign button is pressed, then only cases verified by tele but not assigned to any Fe will be eligible for pincode wise case assignment..

Posted By : Navika Desai

D122

Date & Time : 10-08-2016 04:47:PM

right.

Posted By : Bhavana Pachpande

D122

Date & Time : 11-08-2016 09:48:AM

Changes are updated in demo server for Point 57, please check.

Posted By : Navika Desai

D122

Date & Time : 11-08-2016 11:56:AM

Is the testing done from your end?

Posted By : Bhavana Pachpande

D122

Date & Time : 11-08-2016 12:04:PM

Yes

Posted By : Navika Desai

D122

Date & Time : 11-08-2016 12:23:PM

Tried assigning cases - 102083518, 102083517 with the auto assign button, unable.
screen shot attached.

FE assignment has been ticked yes in template design.

Pincodes mentioned in the cases have been mapped to FE.



D122.docx

↓ Download

Posted By : Bhavana Pachpande

D122

Date & Time : 11-08-2016 05:32:PM

Case Id : 102083517,102083518

Has Template : 1) Capri Global - RL - RV and 2) Capri Global - RL - BV

Corresponding : Pincode Fields are : 1) resi_pincode 2) off_pincode

Pincodes are : 1) 421001 2) 100100

Both Pincode : 421001 and 100100 have : India , West, Mumbai, Wadala assigned to them.

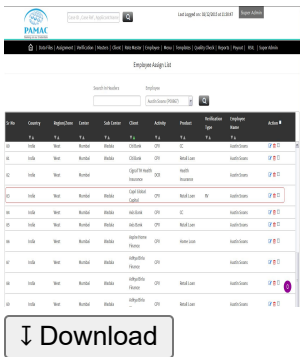
From Pincode mapping we have : Fe : Rakhi Gaud (100100) and Austin Soans (421001)

From Employee Assignment we have for employee : Rakhi Gaud only India and South Assigned

and : Austin Soans has India , West, Mumbai, Wadala. But There was no client , product and verification type assigned to him as seen in the selected case in Fe Assignment module. So no Fe for pincode was found.

I have assigned client , product and verification type including India , West, Mumbai, Wadala for Austin Soans.
Now autoassign worked properly.

Attachment given below for Employee assignment.



Employee Assignment List

Emp ID	Name	Designation	Location	Shift	Status
1	Navika Desai	Software Engineer	Chennai	Day	Active
2	Navika Desai	Software Engineer	Chennai	Night	Active
3	Navika Desai	Software Engineer	Chennai	Day	Active
4	Navika Desai	Software Engineer	Chennai	Night	Active
5	Navika Desai	Software Engineer	Chennai	Day	Active
6	Navika Desai	Software Engineer	Chennai	Night	Active
7	Navika Desai	Software Engineer	Chennai	Day	Active
8	Navika Desai	Software Engineer	Chennai	Night	Active
9	Navika Desai	Software Engineer	Chennai	Day	Active
10	Navika Desai	Software Engineer	Chennai	Night	Active

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Posted By : Navika Desai

D122

Date & Time : 11-08-2016 06:32:PM

Rakhi - We last discussed that exact employee assignment only in case multiple FEs are mapped to the same pincode.

Bhavana - Please share the both manual and auto FE assignment logic, conditions, functionality. There seems to be a difference in what is available and what is required/assumed to be available.

Posted By : Bhavana Pachpande

D122

Date & Time : 12-08-2016 11:00:AM

Time spent for preparing logic, conditions, functionality. (all conditions, functions were checked) 1hr : 30 min : 9:30AM to 11:00 AM

Please check the attachment below.

 Manual and Auto Assignment.txt

Download


Posted By : Navika Desai

D122

Date & Time : 13-08-2016 02:54:PM

Attached with my comments.

May i ask the reason for mentioning the time taken for preparing this?

 Manual and Auto Assignment.docx

Download


Posted By : Bhavana Pachpande

D122

Date & Time : 16-08-2016 02:55:PM

Attached with comments : Reply.

As per discussion with Sir Kailash Time spent for preparing any flow will also be added with task list days.

 Manual and Auto Assignment.docx

Download

Posted By : Navika Desai

D122

Date & Time : 16-08-2016 04:24:PM

Auto assignment through auto assign menu and auto assign button is tested okay on demo.

The document shared says VT assignment of the employee and that of the case also has to match. But when i did auto assignment, the employee assignment was without VT, still the case got assigned. This is okay, however this is not as per the shared document, hence mentioned.

With regards to the shared process,1) what about other resignation status?

Posted By : Bhavana Pachpande

D122


Date & Time : 17-08-2016 09:42:AM

1)Yes VT is not compulsory. **VT is not compulsory if present in both case and employee it matches otherwise not.**

2)With regards to the shared process,1) what about other resignation status?

Reply : Yes it is also checked as Status must be Yes.

This is updated in the document and attached.

 Manual and Auto Assignment.docx

 Download

Posted By : Navika Desai

D122

Date & Time : 17-08-2016 12:44:PM

NO response required here.

Posted By : Bhavana Pachpande

D122

Date & Time : 17-08-2016 02:20:PM

Is this Point required to go live too.

Posted By : Navika Desai

D122

Date & Time : 17-08-2016 03:42:PM

Yes, this can go live as per the schedule feasibility. But not on Thursday/Friday.

Posted By : Bhavana Pachpande

D122

Date & Time : 19-08-2016 03:51:PM

We shall prepare files and test on local server (mirror copy of Live server) and then make changes in live on (Mon)22-Aug-2016

Posted By : Navika Desai

D122

Date & Time : 19-08-2016 04:01:PM

Okay

Posted By : Bhavana Pachpande

D122

Date & Time : 22-08-2016 11:39:AM

Files are prepared, tested and updated in Live server, Please check.

Posted By : Navika Desai

D122

Date & Time : 22-08-2016 04:38:PM

Point 57 has been tested okay on live.

Auto assignment button and autoassignment menu.

Posted By : Bhavana Pachpande

D122

Date & Time : 22-08-2016 05:10:PM

So can we close this point.

Posted By : Navika Desai

D122

Date & Time : 22-08-2016 06:12:PM

Yes please

Posted By : Bhavana Pachpande

D122

Date & Time : 23-08-2016 08:12:AM

Question is closed.