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Posted By : Rakhi Gaud
D58
Date & Time : 01-04-2015 07:27:PM
TAT Calculation list query

Hi,

I have tried to optimize the query for retrieving records for TAT calculation.
There is a condition which is taking too much time to execute i.e.
"all cases having same parent case should be closed(done send to client) excepting hold cases".
Including this condition query taking time about 27 seconds and excluding only this condition it taking only about 2-3 seconds.
So, my question is that we need this condition?
Please reply ASAP.

Thanks,
Rakhi
Posted By : Rakhi Gaud
D58
Date & Time : 20-05-2015 12:10:PM
While optimizing code for TAT list , raised one query about which cases have to be show in a list.
Consider there are 4 cases of same parent case, currently system shows all 4 in TAT list if all cases are closed(done send to client).
If any of them is not closed then none of them will be visible in TAT list.
I have query about hold cases. If any of them has been put on 'Hold' then above logic will same or we need to check extra condition for 'Hold' cases.

Please reply ASAP.

Thanks,

Rakhi
Posted By : Rakhi Gaud
D58
Date & Time : 20-05-2015 01:03:PM
Question is closed.

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