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Bugs (PAMAC (Cloud Version))

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

Posted By : Navika Desai
B175
Date & Time : 03-06-2015 10:30:AM
Numbers in MIS are incorrect | High

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hi,

the numbers under the columns for the below mentioned MIS are incorrect:
Center Wise TAT MIS Report (major count is under pending cases, which is wrong. Also the numbers and % dont match)
Cleint Wise TAT MIS Report (same as above)
Billing MIS Report (amount calculation is incorrect)

reports for mismatched numbers are attached.

📄 Reports.zip
⬇ Download
Posted By : Rakhi Gaud
B175
Date & Time : 05-06-2015 02:53:PM
Hi,

Report showing wrong count because, in some cases ICL/OCL flag did not set but client rate is available.
Client rate sets according to the assigned region and ICL/OCL flag sets according to Pincode given in case.
Both the values sets at the time of import case or add case manually.
There is possibility if pincode not available at the time of import case but client rate is available to that assigned region then ICL/OCL flag remains blank.

To avoid this can we set pincode field as a mandatory field in client rate master?
Please verify and confirm.

Thanks,
Rakhi

Posted By : Rakhi Gaud
B175
Date & Time : 09-06-2015 11:38:AM
About TAT MIS:
Logic behind counting cases:
Within cases - If TAT calculation is done for all cases of same parent having TAT status 'Within'.
Outside cases - If TAT calculation is done for all cases of same parent and any one of them having TAT status 'Outside'.
Pending cases - Case is not close(not done send to client).

If case is closed but TAT calculation is remained then that case will not count in any of above column.

Thanks,
Rakhi
Posted By : Rakhi Gaud
B175
Date & Time : 11-06-2015 10:45:AM
Please confirm about 'Billing MIS'.
Posted By : Rakhi Gaud
B175
Date & Time : 19-06-2015 10:13:AM
Please confirm about Billing MIS, need to close this point.
Posted By : Navika Desai
B175
Date & Time : 23-06-2015 04:20:PM
Discussed with Rakhi and Kailash.

Sumary below:
Pincode is not a mandatory field.

Hence, billing to be captured as below:
option a. numeric pincode mentioned for pincode in case and rate master, then value captured accordingly
option b. "ICL" or "OCL" mentioned for pincode in case; in rate master one amount for ICL and one mount for OCL, then value captured accordingly
option c. no numeric pincode or 'ICL/OCL' mentioned for pincode in case, i.e., pincode field is blank, the rate master will have a amount value for verification type without pincode, then this value to be captured.

Further, for adding employee rate please include one additional field FE name with check box for selecting multiple FEs. This will be required in case the amount varies for each FE.
Posted By : Super Admin
B175
Date & Time : 11-09-2015 06:50:AM
Can we close this?

Posted By : Navika Desai
B175
Date & Time : 11-09-2015 09:57:AM
Hi,

The numbers in MIS are still incorrect.

hence cant close
Posted By : Navika Desai
B175
Date & Time : 16-11-2015 09:49:AM
Bug is closed.

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