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

Posted By : Dipika Yedge

B318

Date & Time : 28-08-2018 06:23:PM

Proper TAT not calculatated | Low

Hi,

Please check the attached daily TAT MIS, generated through supervisor's login.

TAT details not showing proper.

On some date count showing 0.

Posted By : Bhavana Pachpande

B318

Date & Time : 29-08-2018 08:30:AM

Hi,

Please share the sheet.

Posted By : Dipika Yedge

B318

Date & Time : 29-08-2018 10:04:AM

Please check



L&T Financial Service.xls

↓ Download

Posted By : Bhavana Pachpande

B318

Date & Time : 29-08-2018 12:38:PM

Hi,

I have checked,

Please use this test url to check tat for any case like that of case emp rate :

<https://testres.resoftech.com/check/checktat/104544664>

Here you can see the tat master created date is after the send to client date of case id. For this it captured "no tat" for the case and the values are 0.

Posted By : Dipika Yedge

B318

Date & Time : 29-08-2018 12:58:PM

Bug is closed.

Reply

Move to Change

Cancel