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Discussions (PAMAC (Cloud Version))

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Posted By : Manas Dasgupta
D148
Date & Time : 06-09-2017 02:06:PM
Auto Email and SMS

As per discussion with Sir Kailash :

1) New module will be added for Email and SMS format for Super admin.
Super admin can modify message body in this module.

2) While editing case, Tele caller will be given a button as "Send Email/SMS". Based on case template, the email and sms will be sent to client.

In case if current template doesn't have email id or phone no. It won't work. If email id is present email will be sent, if mobile no is present then mobile no sms message will be sent.

3) Rest email/sms will be sent according to Field Name actions(Automatically/Manually) given in the Excel sheet (Attachment).

4) Email and Sms can be send by Tele only.

Query:

1) Will this change be for Country Dubai also ?

2) Please provide SMS "message format" , since their might be limitation of characters like 140 chars per sms. SMS format must be different from mail format as the no of characters sent must be reduced depending upon the sms gateway.

📗 SMS format of all client in RES.XLS
[⬇ Download]
Posted By : Navika Desai
D148
Date & Time : 06-09-2017 03:48:PM
Email and sms can be sent by tele or sup or ops admin This will kot be for dubai. Sms templates are preapproved formats in the sms gateway account. It can go over 160 characters Share timeline for development
Posted By : Manas Dasgupta
D148
Date & Time : 06-09-2017 07:18:PM
Sms templates are preapproved formats in the sms gateway account.

Reply :
Q1) Here in the sheet for message format is it for both email and sms ?
Q2) What are the preapproved sms formats ? Can you provide them.
Q3) Will SMS and email both go to client all the time for the "Field Name" : Manual button press| Assignment.

As per discussion with sir Kailash , it will take about 15 days till demo server.
Need to develop new master module for SMS/Email format.
Need to update local datatabse for template, client, product also.
Manual and auto assignment for sending messages has also to be done and tested with various condition designation wise case wise. Check it
Posted By : Navika Desai
D148
Date & Time : 08-09-2017 12:34:PM
Please start working on this from Monday, 11th Sep.
Posted By : Bhavana Pachpande
D148
Date & Time : 12-09-2017 05:28:PM
Query :
1) What is the use of "Type of Documents" in excel sheet given ? In some place in the columns is empty for "Type of Documents".

Will this be added in the email or sms format as an acknowledgement to customer to keep his documents ready.

2) Can you provide us the "SMS" formats we have to add them in the table as per the excel sheet.
Posted By : Manas Dasgupta
D148
Date & Time : 12-09-2017 06:02:PM
A flow has been attached in the text file below. Please check and suggest any updates if any.

📄 Auto SMS_Email flow.txt
⬇ Download
Posted By : Navika Desai
D148
Date & Time : 15-09-2017 11:32:AM
1) What is the use of "Type of Documents" in excel sheet given ? In some place in the columns is empty for "Type of Documents".
Please ignore this column.

2) SMS formats are already available in the excel provided.
Posted By : Bhavana Pachpande
D148
Date & Time : 15-09-2017 05:04:PM
So SMS and Email format are same right.
Posted By : Manas Dasgupta
D148
Date & Time : 18-09-2017 05:42:PM
Updated flow has been attached in the text file below. Please check and suggest any updates if any.

Updated points are added with *.

📄 Auto SMS_Email flow.txt
⬇ Download
Posted By : Bhavana Pachpande
D148
Date & Time : 19-09-2017 05:31:PM
Query :

1) Where will we take #appointment_date# from in the email/sms format, will it be added in the template or should we take it separately when sending Email or sms.
Posted By : Sandeep Ghuge
D148
Date & Time : 21-09-2017 04:30:PM
Hello Bhavana

Sample message for testing where available in smsgupshup account.

"Acknowledgement-
Received Cheque from 123123 On behalf of 123123

Policy No. 123

Cheque No. 123
Amount. 123
Date. 123
Bank Name 123123123

PAMAC Finserve Pvt. Ltd.

Disclaimer - It's an acknowledgement of collection done and not be considered as official receipt."
Posted By : Navika Desai
D148
Date & Time : 27-09-2017 11:32:AM
#appointment_date# will be from the template that is assigned for the case.

So SMS and Email format are same right.
reply: the format is SMS or email is mentioned in the excel.
Posted By : Manas Dasgupta
D148
Date & Time : 03-10-2017 05:46:PM
Changes are uploaded in demo server.
Posted By : Navika Desai
D148
Date & Time : 03-10-2017 05:49:PM
Manas,
Please document the changes, menu.
Posted By : Manas Dasgupta
D148
Date & Time : 04-10-2017 11:51:AM
Changes are documented in the txt file below.

📄 Auto SMS_Email Changes.txt
⬇ Download
Posted By : Sandeep Ghuge

D148
Date & Time : 04-10-2017 04:49:PM
We tested on demo site ,Please check following points :

1) In email from name should be blank ,no need of client name
2) Email and SMS should be send with updated value with respective field.
3) Email and SMS should send for with respective multiple value. Multiple value can identify by separated by "," comma.
4) In Email/SMS Template if email not check and In case-form if we click on "Send Email" then showing "Email send successfully ".
5) Email/SMS Template should be depended on Client,Activity, Product,VT .
6) Add one more action Acknowledgment with column name and column value (This will used in web-service).

Posted By : Bhavana Pachpande
D148
Date & Time : 05-10-2017 08:11:AM
Shall upload all changes in demo server once done in local by
12-10-2017 (Thursday).
Posted By : Manas Dasgupta
D148
Date & Time : 06-10-2017 05:19:PM
Multiple email and mobile changes are uploaded in demo server. Please check.
Posted By : Manas Dasgupta
D148
Date & Time : 07-10-2017 01:08:PM
Changes are uploaded in live server. Please check.
Posted By : Navika Desai
D148
Date & Time : 10-10-2017 05:59:PM
Issues in initial development:

1) SMS static - Incorrect development
2) Acknowledgement email/sms - Incomplete development
3) Email not checked then email still sent - Incorrect development
4) Appt fix & non contactable same email template - Incorrect development
5) Client name in sender name (axis) - Incorrect development
6) Email & contact number separator (,) & space? - Incomplete development (not clarified earlier by either ops team or developer)
7) Save command on manual 'send' - Logical understanding gap
8) SMS testing could not be done - Not provided
Posted By : Manas Dasgupta
D148
Date & Time : 11-10-2017 12:09:PM
Acknowledgement is added in Label name dropdown and uploaded on live.
Today we shall update webservice and check in demo and then upload on live server.
Posted By : Manas Dasgupta
D148
Date & Time : 11-10-2017 06:55:PM
Webservice changes for Auto SMS/Email are updated in live and demo server. Please check.
Posted By : Manas Dasgupta
D148
Date & Time : 18-10-2017 04:57:PM
5) Email/SMS Template should be depended on Client,Activity, Product,VT .

Changes are uploaded in demo server. Please check.

a) Label Name dropdown in Case edit will depend upon Email/SMS Template Client and Activity.
b) Client and Activity are required while adding/editing record in Email/SMS Template.
Posted By : Sandeep Ghuge
D148
Date & Time : 23-10-2017 04:51:PM
Please update above changes on online site.
Posted By : Manas Dasgupta
D148
Date & Time : 23-10-2017 05:47:PM
Changes are uploaded on live site. Please check.
Posted By : Navika Desai
D148
Date & Time : 24-10-2017 01:46:PM
Please calculate the days worked on this point and share with me, engineer one and engineer 2 with bifurcation.
Posted By : Bhavana Pachpande
D148
Date & Time : 26-10-2017 09:29:AM
Please refer daily update.
Posted By : Navika Desai
D148
Date & Time : 01-11-2017 12:38:PM
Shared timeline was 15 days till demo, as per daily report, engineers working on this task is as below:
Fulldays - Bhavana:19 days, Manas: 10 days
Less than full days - Bhavana: 3, Manas: 10 days

Please justifiy & clarifiy
Posted By : Bhavana Pachpande

D148
Date & Time : 03-11-2017 12:42:PM
Please see excelsheet.
Most of the time delay happen because of multiple copies of development.
on local we have 2 copies
1) local copy
2) live mirror copy

on server we have 3 copies
3) demo copy
4) live mirror copy
5) live copy

process of development is below
first do in deveelopment in demo copy and test then upload on demo server and test it.
then pamac team test. once you confirm we need to do changes in local mirror copy and test.
then upload on live mirror copy on server and test.
then upload on live and test.
It is taking double work for an engineer and taking double time for each functionality to go live.

It will be good if we have only 3 copies,
1) local copy
2) demo copy on server(mirror of live)
3) live copy on server
This will reduce deployment time.

I have checked and prepared a sheet .

Sheet is attached for working days.

_____

x auto-sms days.xlsx
⬇ Download
Posted By : Navika Desai
D148
Date & Time : 04-11-2017 03:12:PM
If the development was complete and bug free at the first time, then the multiple times testing and upload could have been avoided.
This means that the development was not properly tested before operations testing. This has always been an issue.

Ideally the process has to be, complete development & testing on local. Then upload on test environment & testing. Then live upload & testing.
Posted By : Sandeep Ghuge
D148
Date & Time : 13-11-2017 05:45:PM
Hello Team,
As per discussion please replace client_poc module separation "+" with ",".
Posted By : Bhavana Pachpande
D148
Date & Time : 14-11-2017 04:43:PM
Changes are done and uploaded in demo server for Client Poc.
Comma separated email ids are to be considered while importing excel sheet now.

Also as discussed, constants are used for separation string in both Client Poc and Auto sms/email fields.

Please check.
Posted By : Navika Desai
D148
Date & Time : 17-11-2017 06:05:PM
Sandeep, is this tested?
Posted By : Manas Dasgupta
D148
Date & Time : 24-11-2017 08:04:AM
Is it tested. Can we close this point ?
Posted By : Sandeep Ghuge
D148
Date & Time : 30-11-2017 12:42:PM
For testing done following action

1) Set Template email id field to "identifier_field" for Non contactable action.
2) Import the case Axis Bank BV with two Client POC="axis1@axis.com,axis2@axis.com"
3) Edit the case for and try to send email showing "Email id not found."

As per our discussion Please check it .
Posted By : Manas Dasgupta
D148
Date & Time : 01-12-2017 12:10:PM

Changes are made and updated on demo server. Please check.

a) identifier_field if added in Auto Sms/Email template, will be used to send email.
b) identifier_field must contain actual email ids saved in case table meaning while import email id must be mentioned in client poc field.
c) identifier_field added in Auto Sms/Email template won't be used to get email id of employee from employee table. The identifier field must itself contain email ids.

Note : If email-id from "email" field of employee is needed to send email then current coding uploaded in demo has to be changed.

Please verify if changes are ok.
Posted By : Sandeep Ghuge
D148
Date & Time : 18-12-2017 05:16:PM
Hi,
For case id 103691627 "Appointment fix" SMS not send because of Mobile no.'s field value not getting while sending SMS.
Template Detail

Indialends Pvt Ltd	Indialends Pvt Ltd	DCR_Appt	Personal Loan	Document pickup	Appointment Fix

Please check it.
Posted By : Sandeep Ghuge
D148
Date & Time : 27-12-2017 07:08:PM
Please update on it. This is on urgent basis.
Posted By : Navika Desai
D148
Date & Time : 27-12-2017 07:16:PM
Reason for no response? We cannot keep following up
Posted By : Bhavana Pachpande
D148
Date & Time : 28-12-2017 10:44:AM

fixed the issue with send sms module, uploaded changes to demo site.

Sandeep sir, please check and verify.

Posted By : Navika Desai
D148
Date & Time : 28-12-2017 11:04:AM
What was the issue? why was the issue?
Posted By : Sandeep Ghuge
D148
Date & Time : 29-12-2017 12:20:PM
Can you upload on online , on demo site its working fine .
As per discussion you can test on case id 103691627 (DCR_Appt).
Posted By : Bhavana Pachpande
D148
Date & Time : 29-12-2017 01:07:PM
Ok, I am uploading the changes on live site, will notify you once completed.
Posted By : Bhavana Pachpande
D148
Date & Time : 29-12-2017 01:20:PM

Changes are uploaded to file /../application/controllers/user/cases.php at line 6013-6014.

Cant find the case by its id for testing, can you please send me a link
for case edit page ?

Posted By : Sandeep Ghuge
D148
Date & Time : 29-12-2017 03:24:PM
Please find the below link for edit the case .
Login with
id=Myopsadmintest , Password=admin@123
https://pms.resoftech.com/user/cases/verification_edit/103691627/verification

Posted By : Bhavana Pachpande
D148
Date & Time : 29-12-2017 03:33:PM

Tested SMS using above link, its working properly.

Posted By : Navika Desai
D148
Date & Time : 01-01-2018 04:04:PM
Awaiting reply on my post dated:
Date & Time : 28-Dec-2017 11:04:14
Posted By : Bhavana Pachpande
D148
Date & Time : 02-01-2018 09:47:AM

What was the issue?
=> The issue was with the additional phone number field used in the template,
as there is no phone number filed in form, it was causing the problem.

Why was the issue?
=> Null condition was not tested.

Posted By : Navika Desai
D148
Date & Time : 08-01-2018 09:43:AM
Sandeep, can we close this?
Posted By : Sandeep Ghuge
D148
Date & Time : 08-01-2018 01:43:PM
Yes this issue is solved . We can close this Discussion.
Posted By : Kailash Kumawat
D148
Date & Time : 11-01-2018 04:22:PM
Question is closed.
Reply   Cancel