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Changes (PAMAC (Cloud Version))

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

Posted By : Navika Desai
C53
Date & Time : 28-07-2017 04:17:PM
Daily TAT MIS | High

Daily TAT MIS under Reports menu, on search as of now gives the count as per parent cases. As per the operations team, the count should be as per the actual individual case ID.

Example: The attached Daily TAT MIS shows 6 count for 1st July, however in case details MIS the count is 8. Hence the Daily TAT MIS should also bifurcate the count of 8 as per the TAT.

Aditya Birla Finance
RCU
CFG
Added - 1st Jul 2017

📄 MIS.zip
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Posted By : Navika Desai
C53
Date & Time : 04-08-2017 10:54:AM
Update?
Posted By : Bhavana Pachpande
C53
Date & Time : 04-08-2017 11:41:AM
We are currently working on session idle time out after 10 min. Shall update this point once session idle time out is put on live.
Posted By : Navika Desai
C53
Date & Time : 04-08-2017 11:51:AM
This is urgent. please
Posted By : Navika Desai
C53
Date & Time : 09-08-2017 10:54:AM
Update?
Posted By : Bhavana Pachpande
C53
Date & Time : 09-08-2017 11:48:AM
Example: The attached Daily TAT MIS shows 6 count for 1st July, however in case details MIS the count is 8. Hence the Daily TAT MIS should also bifurcate the count of 8 as per the TAT.

Query :
Which count are we talking about for Daily TAT MIS and Case Details MIS.
Is it the total no of records fetched?
Posted By : Navika Desai
C53
Date & Time : 09-08-2017 12:44:PM
Yes. call if any query
Posted By : Navika Desai
C53
Date & Time : 12-08-2017 05:53:PM
This is very urgent
Posted By : Navika Desai
C53
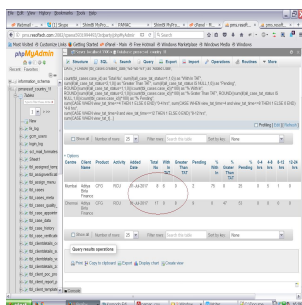**Date & Time :** 14-08-2017 01:59:PM
Bhavana,

Hope you are working on this as Manas is on sick leave. This is very urgent as mentioned multiple times.
Posted By : Manas Dasgupta

C53
Date & Time : 14-08-2017 05:03:PM
Screenshot attached for the count. Please check.

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Posted By : Navika Desai
C53
Date & Time : 14-08-2017 05:04:PM
what is the screen shot? are the changes done?
Posted By : Bhavana Pachpande
C53
Date & Time : 16-08-2017 04:58:PM
The case count as shown in Total no is as per individual cases and not parent case id.
Posted By : Navika Desai
C53
Date & Time : 16-08-2017 05:06:PM
One entire day taken for this revert?

Why there is mismatch in count in case details MIS and daily TAT MIS. I suppose this can be better explained on call.
Posted By : Navika Desai
C53
Date & Time : 17-08-2017 10:25:AM
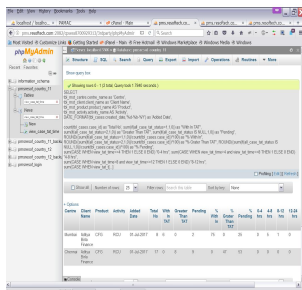This needs to be resolved and closed today.

Call and discuss if required.
Posted By : Bhavana Pachpande
C53
Date & Time : 17-08-2017 02:50:PM
I have check the query for mismatch in count in case details MIS and daily TAT MIS. Please check the screenshot, the count for case details MIS is 25 and that of Daily TAT is also 25 not : 17 + 8 cases

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Posted By : Navika Desai
C53
Date & Time : 17-08-2017 03:22:PM
I am still getting mismatch in counts.

Daily TAT MIS & Case details MIS for the same search criteria is attached. There is difference in numbers. Please check urgently.

Activity : CPV
West
Mumbai
Wadala
Client: All
Product: All

📄 MIS.zip
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Posted By : Bhavana Pachpande
C53
Date & Time : 17-08-2017 05:39:PM
Changes are uploaded in live server. Please check.
Posted By : Navika Desai
C53
Date & Time : 18-08-2017 02:54:PM
Mismatch in count of pending cases

Attached reports.

Aditya Birla Finance, Aditya Birla housing finance, RCU activity all products:
West<Mumbai. Added date: 18 Aug to 18 Aug.
Pending cases in :
Casedetails MIS - 87
Daily TAT MIS: 544
Pending MIS: 87

📄 MIS2.zip

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Posted By : Manas Dasgupta
C53
Date & Time : 18-08-2017 06:35:PM
Query is updated for Within TAT and Outside TAT for individual cases also. Please check.
Posted By : Navika Desai
C53
Date & Time : 21-08-2017 03:00:PM
Count mismatch when search with tat start date in search option.

Attached with tat date and without

📄 Daily TAT MIS.zip

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Posted By : Navika Desai
C53
Date & Time : 01-09-2017 05:25:PM
update?
Posted By : Bhavana Pachpande
C53
Date & Time : 04-09-2017 08:13:AM
As discussed over skype changes to capture tat_start_time as case_created_date are uploaded in demo server. Please check before we upload changes in live server.
Posted By : Navika Desai
C53
Date & Time : 05-09-2017 10:42:AM
Did not understand.
Posted By : Manas Dasgupta
C53
Date & Time : 06-09-2017 08:34:AM
As per discussion over skype ,
(can it capture while adding cases and then can update while doing send to client? on: 21st Aug)

"tat_start_time" was added in case table to capture send_to_client start time.

Count mismatch when search with "tat start date" in search option.
Now here we have "tat start date" as NULL for cases whose send_to_client was not done as such count was mismatched (with and without tat start date) in search.
Posted By : Navika Desai
C53
Date & Time : 06-09-2017 12:40:PM
Please upload on live
Posted By : Manas Dasgupta
C53
Date & Time : 07-09-2017 12:12:PM
Did you check in demo server first.
Posted By : Navika Desai
C53
Date & Time : 15-09-2017 11:28:AM
I do not have data on demo to check.

You can upload on live mirror if required.
Posted By : Sandeep Ghuge
C53
Date & Time : 25-09-2017 07:26:PM
1st Issue=
Count mismatch in Case Detail and Daily TAT in Mortgage Loan (product) and KYC (product).

2nd Issue=
HDFC-LIbility one time count not showing proper in Daily TAT MIS.

1) With selected Product showing 5 rows.
    With No select any product showing 2 rows.
2) TAT start date not showing in MIS.
3) Count mis match.

For more information please check attachment

📄 Issue.zip

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Posted By : Navika Desai
C53
Date & Time : 03-10-2017 11:10:AM

Update?
Posted By : Manas Dasgupta
C53
Date & Time : 25-10-2017 02:03:PM
As discussed with sir Sandeep, tat_start_date will capture calculated tat date for case according to created date when case is added to the system.

No other data calculated during tat like pincode wise ICL, OCL, ect will be calculated or saved.
Posted By : Navika Desai
C53
Date & Time : 25-10-2017 02:10:PM
okay

How will it show in TAT mis then?

Posted By : Bhavana Pachpande
C53
Date & Time : 10-11-2017 02:47:PM
How will it show in TAT mis then?

Reply : tat_start_time won't show null when TAT mis is generated.
Posted By : Navika Desai
C53
Date & Time : 10-11-2017 03:11:PM
TAT start date is null for attached cases.

---

x Tat start date blank.xlsx
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Posted By : Manas Dasgupta
C53
Date & Time : 13-11-2017 10:25:AM
Need to check.

Query : What is the search criteria and whose login ?
Ex : Zone,center,sub-center,client,activity,product,vt , Added Date from | to and Tat start date From | To if any.

Posted By : Navika Desai
C53
Date & Time : 13-11-2017 04:28:PM
How does search criteria affect the TAT start date?
Myopsadmintest
admin@123

CPV
West
Mumbai
Wadala

Added date - 1st Nov to 10th Nov
Posted By : Sandeep Ghuge
C53
Date & Time : 13-11-2017 05:42:PM
TAT start date is null for attached cases.

---

x TAT START DATE NOT UPDATE(1).xlsx
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Posted By : Navika Desai
C53
Date & Time : 15-11-2017 09:53:AM
Update?
Posted By : Bhavana Pachpande
C53
Date & Time : 16-11-2017 04:56:PM
I have checked some random case id as per the given sheet. The cases have no tat saved in case table as such tat_stat_time is null.

Posted By : Navika Desai
C53
Date & Time : 16-11-2017 05:26:PM
reason?
Posted By : Navika Desai
C53
Date & Time : 17-11-2017 12:37:PM
One reply of the end of the day is not what we expect.

Please fasten the process.. This ha to be resolved TODAY.

Kailash, please ensure.
Posted By : Bhavana Pachpande
C53
Date & Time : 17-11-2017 05:14:PM
Tested some case id as per the sheet with following url in live server:

http://pms.resoftech.com/check/checktat/case_id_here

Next working day was returning empty date only next working time was captured. Issue is corrected in the script and updated in live server.

Posted By : Navika Desai
C53
Date & Time : 17-11-2017 06:05:PM
Will it show proper data for old / existing cases or only for newly added cases?

Posted By : Sandeep Ghuge
C53
Date & Time : 18-11-2017 03:41:PM
Hello Bhavana,
Confirmation will depended on 18-11-2017 to 21-11-2017 days data.

Posted By : Sandeep Ghuge
C53
Date & Time : 22-11-2017 02:51:PM
Hello Bhavana,

I check report "Case detail MIS",
Login id:demo@shim-bi.com
Searching criteria from 19-11-2017 to 22-11-2017.
We found some case id which not updated "tat_start_time". Please check attachment for more information.

Error : File Not Found.
Posted By : Bhavana Pachpande
C53
Date & Time : 24-11-2017 08:54:AM
I have tested it with URL in live : http://pms.resoftech.com/check/checktat/case_id_here

As per discussion changes are made and updated in live for no tat to capture tat_start_time. Please check.
Posted By : Sandeep Ghuge
C53
Date & Time : 01-12-2017 11:50:AM
Hello Bhavana ,

Please check below operation we will update created_date_time and tat_start_time for below operation.

Index	Operation	FE assign	New case created	created_date_time	tat_start_time
1	Fresh case	Yes	Yes	Import date time	As per logic of Tat calculation
2	Re-assign	Yes	Yes	Time of Reassign time	As per logic of Tat calculation
3	Re-open	No	No	Import date time	As per logic of Tat calculation
4	Re-do	Yes	Yes	Time of Redo time	As per logic of Tat calculation

Posted By : Bhavana Pachpande
C53
Date & Time : 02-01-2018 02:51:PM
For Case Re-Open will "**tat_start_time**" be updated again as per tat logic.

Query :
Here "**tat_start_time**" was captured for that case when added to the system for the first time. So now when that case is set for redo do we have to update the "**tat_start_time**" again based on the case "**created_date**" or should we leave it with the old "**tat_start_time**" captured.
Posted By : Sandeep Ghuge
C53
Date & Time : 17-01-2018 05:20:PM
Hello Bhavana,

1) For Case Re-Open will " **tat_start_time** " be updated again as per tat logic
Ans=If "**tat_start_time**" not calculated then here have to calculate "tat_start_time" on the basis of created_date_time.
2) **Query** :
Ans= For **Re-do** created_date_time will be time of Redo (Because this operation creates new case id) and its tat_start_time is calculated on the basis of child's created_date_time

Posted By : Bhavana Pachpande
C53
Date & Time : 18-01-2018 11:19:AM
1) if " **tat_start_time** " not calculated then here have to calculate "tat_start_time" on the basis of created_date_time.
Reply : Changes are done and updated in live server for Case Re-Open.

2) For **Re-do** created_date_time will be time of Redo (Because this operation creates new case id) and its tat_start_time is calculated on the basis of child's created_date_time

Reply : Yes, coding is done as per this condition.

Please check.
Posted By : Navika Desai
C53
Date & Time : 27-02-2018 12:46:PM
Why is this open?
Posted By : Bhavana Pachpande
C53
Date & Time : 27-02-2018 02:57:PM
Response pending from Sandeep for " **tat_start_time** " capture update.

Posted By : Navika Desai
C53
Date & Time : 27-02-2018 02:59:PM
@Sandeep - Please close in this week.
Posted By : Sandeep Ghuge
C53
Date & Time : 18-05-2018 03:02:PM
yes please close this point.
Posted By : Kailash Kumawat
C53
Date & Time : 20-06-2018 09:08:AM
Change Requirement is closed.

[Reply] [Move to Bug] [Cancel]