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Bugs (PAMAC (Cloud Version))

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Posted By : Ganesh Sawant
B309
Date & Time : 23-04-2018 11:13:AM
FE Payout Issue | Emergency

Hi Kailash

Please make note that we have noticed that in the FE payout module of the RES is not calculating the FE payout properly.

Refer the attached vertical wise excel which shows that Pincode added in the master , assigned to FE, employee rate added and all the other activities are conducted but when Billing MIS generated it does not show any FE rate in the same.

Request you to please look into the matter and resolve the FE payout related issues as we have decided that all the payouts should be generated to RES only.

Regard,

Ganesh Sawant

📎 FE payout issues.zip
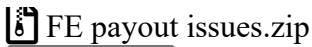
⬇ Download

Posted By : Manas Dasgupta
B309
Date & Time : 24-04-2018 12:10:PM
Dear Sir,

Please find explanation of your queries below :

1) Cases on hold doesn't calculate employee rate or client rate.

Solution : Please open the case again and then close it. It will capture proper employee rate and client rate.

2) If Fe submits the case and Case Status option is given to him, then it will not capture employee rate or client rate as their is no such functionality for Fe to close the case.

Process is Fe submit the case, Supervisor will verify and put his remarks and close the case (then employee rate and client rate will capture properly in the system).
The process was not followed for given cases.

Solution : Need to remove Case status field editable to Fe from such templates.
Screen shot attached. Template Name : Aditya Birla Finance - CPV - RL - RV NEW
Example Case id : 104105073

If your operation requires Fe to close the case then we need to create a new **module** where supervisor can calculate Employee rate and Client rate after send to client. Is it ok ?

3) Also when we close the parent case which has been put on hold and reassigned as new case , then here no employee rate or client rate is calculated for old case which is in hold status.
So when new case is send to client then calculation will be proper for new case but for hold cases their will be no calculation but both cases will be send to client.

Thanks
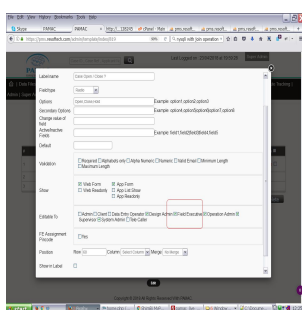
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Posted By : Ganesh Sawant
B309
Date & Time : 24-04-2018 05:24:PM

Please check the feedback as below

point # 1 is okay as far cases status is hold

Point #2 Please check the cases has been closed by the Supervisor and marked send to client but still rate not reflecting in the MIS.

Point # 3 okay
Posted By : Manas Dasgupta
B309
Date & Time : 24-04-2018 05:27:PM
Hello sir,

For point #2 can you please provide some case ids to check the rate.

Thanks
Posted By : Ganesh Sawant
B309
Date & Time : 24-04-2018 07:09:PM
Please check the attachment and filter the cases to check the issue

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📄 FE payout issues.zip
⬇ Download
Posted By : Ganesh Sawant
B309
Date & Time : 24-04-2018 07:14:PM
Further please check attachment which shows the flat rate of Rs. 35/- in all the cases. Earlier it was showing the rate as per the rate master. Seems to be an issue post yesterday. Please check

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📄 CPV RES Pin code data 21st to 24th April 2018.zip
⬇ Download
Posted By : Manas Dasgupta
B309
Date & Time : 25-04-2018 12:39:PM
Hello sir,

I have checked some of the case id as given in the sheet for rate not captured.

As per observation following points are noted :

1) Example : case id : 104128223 has pincode 110010, but when i have checked the

Employee Rate master for pincode 110010, then the combination of (Region,Centre,Sub-Centre,Activity,VT) for which the pincode is added does not match with the case value (Region,Centre,Sub-Centre,Activity,VT) .

No Client rate pincodewise entry found for the case 104128223 pincode.

For checking any case id, what rate should be capture actually, please use the following URL, after logging into your system and proceeding to Country India. Copy the URL and paste it in browser another tab.

URL : https://pms.resoftech.com/user/checkrate/setClientEmpRates/your_caseid_here

Example : https://pms.resoftech.com/user/checkrate/setClientEmpRates/104128223

2) For some case id like : 104143477
 If you check this URL after login and proceed to Country India:
https://pms.resoftech.com/user/checkrate/setClientEmpRates/104143477

The template "Aditya Birla Finance - CPV - RL - RV NEW" used in this case has pincode filed as "pincode_name" which has no value in the case submitted.

As such no Employee rate and Client Rate is captured.

Solution : Please correct these changes and close the case again for Rate capture.

3) If any new Employee Rate or Client Rate is added before the case was closed, then the updated employee rate or client rate won't be capture in the closed case as the case was closed before the new added rates.

Solution : In such case please do not send to client the case, edit the case and close it again by Supervisor to capture the updated rates.

Posted By : Ganesh Sawant
B309
Date & Time : 07-05-2018 11:12:AM

Hi Kailash

Please check almost 34785 cases which shows FE rate as 35/- . This issue has occurred post last week issue in April 2018.

Kindly check and resolved the same.

📄 Book1.zip
[↓ Download]
Posted By : Bhavana Pachpande
B309
Date & Time : 07-05-2018 05:16:PM
I have checked with the test URL :
Example:
http://pms.resoftech.com/user/checkrate/setClientEmpRates/104196661

It is showing 35 their also.
Posted By : Ganesh Sawant
B309
Date & Time : 08-05-2018 12:12:PM

Hi Bhavana

Please check with Kailash, rate can not be Rs.35/- for 34785 cases. Some issue in the data

Posted By : Bhavana Pachpande

B309
Date & Time : 08-05-2018 12:16:PM
Hello sir,

I will check more case ids for the Employee Rate as per the given excel sheet and let you know.
Posted By : Bhavana Pachpande
B309
Date & Time : 08-05-2018 02:47:PM
Hello Sir,

I have checked with some case ids by importing them from live in local server.
When i close these cases the Employee Rate was captured properly as per employee rate present in local.

Query : Was their any entry in employee rate with value 35 set globally for activity CPV and then removed after the case was closed. As such system must have captured the old rate value 35 and now after removing the entry it is showing properly.

Solution :
a)For Current list of cases ids as given in excel sheet we can run a script to update the current emp rate present in the system.

b) As per discussion with Sir Kailash we will add a case history for Rate capture also, so that we know exactly what rate was captured at time of case close.

c) Also we can add a module to update the Emp rate,Client Rate manually for Superadmin. Where Superadmin will type the case id and their rate will be updated in the system.

Please let us know which is to be done first.
Posted By : Ganesh Sawant
B309
Date & Time : 09-05-2018 10:40:AM

Hi Bhavana

Seems to be some gap in understanding

Refer the attached excel which may help to understand query. We have updated the rate in the Employee rate master for CPV RV activity as 22 however the billing MIS shows rate of Rs. 35

Similarly for RCU activity rate is updated in master as 25 but Billing MIS shows rate as 35

We have just shared the sample query whereas for the 34785 records there is such mismatch.

If required you may refer the old backup of 22nd April 2018 and check issue problem has occurred post 23rd April 2018 onwards.

Please get this sorted out at the earliest

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x Difference in Master and Billing MIS rate.xls

⤓ Download

Posted By : Bhavana Pachpande
B309
Date & Time : 09-05-2018 11:27:AM
Hello sir,

The rate captured in case table for any case id is used in **"Billing MIS"**. In the case table itself the rate is captured as 35 for the excel sheet case ids given.

The following URL is used to check your case id what rate should be actually captured by the system, it does not save the rate for the case, it just shows it:
http://pms.resoftech.com/user/checkrate/setClientEmpRates/case_id_here

Point 2) As per discussion with Sir Kailash a case history for Rate capture also is added now in live server, so that we know exactly what rate was captured at time of case close and what query was executed for employee rate and client rate.

Possibility:
If rate was captured as 35 for some cases, it can be possible that for the matched case rate parameters their was a rate 35 added to the employee rate before all those cases were closed and then the rate was again deleted later. So now when we check the case using the test URL :
http://pms.resoftech.com/user/checkrate/setClientEmpRates/case_id_here

it is showing us the correct value.

Solution 1 : We have added a case history now while case edit for Employee Rate and Client Rate capture. So if this issue occurs again we will know which employee master rate was exactly used and why.
Also we have updated the condition for Employee rate capture in frontmodel.php, where as checked in local server : for condition no : 13,25,37,73 : queries were fired again.
Please check for new cases if rate is captured properly now.

Solution 2 : For the case ids whose **"Billing MIS"** shows wrong rate as 35, please give us only those case ids, we shall run a script to update the correct rate in case table for those cases.

Posted By : Ganesh Sawant
B309
Date & Time : 09-05-2018 11:59:AM

Not convince with your clarification, how rate can be 35 standard irrespective of vertical (activity i.e. CPV/ RCU/ DCR etc) and type of verification.

Some how seems proper root cause analysis to be done.

Hope we will get the solution for this issue at the earliest.

Posted By : Bhavana Pachpande
B309
Date & Time : 16-05-2018 04:55:PM

Hello sir,

As per the cases mentioned in Book1.zip, for cases where rate 35 or invalid rate has captured or no rate is captured by system we have created a script to check the case history.

Excel sheet for RCU cases with invalid template pincode field name is attached.
Please ask Sandeep to check and correct those template pincode fields.

But reason for rate capturing as 35 for those invalid template case is still not known. The rate should be empty for those case but not 35.

The only possibility can be
Possibility :
If rate was captured as 35 for some cases, it can be possible that for the matched case rate parameters their was a rate 35 added to the employee rate before all those cases were closed and then the rate was again deleted later.
So now when we check the case using the test URL :
http://pms.resoftech.com/user/checkrate/setClientEmpRates/case_id_here

Now as a precaution we have also added new case history entry to actually know the reason why rate 35 was captured by the system.
So , that we know exactly what the issue is.

📄 rcu_case_invalid.xlsx
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Posted By : Kailash Kumawat
B309
Date & Time : 18-06-2018 09:26:AM
Bug is closed.
Reply | Move to Change | Cancel