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

Posted By : Navika Desai

B264

Date & Time : 20-08-2016 06:44:PM

Case not seen in send to client menu | High

the below cases are closed, however not seen in send to client menu.

The parent cases for them are also closed.

Please resolve.

102338731

102338747

102338782

102342434

Posted By : Rakhi Gaud

B264

Date & Time : 22-08-2016 10:16:AM

Checked all mentioned cases , following are the details:

Parent case : Child cases

102338731 : 102338731 - Close,102342435 - Hold,102345470 - NULL(blank)

102338747 : 102338747 - Close,102345571 - Hold

102338782 : 102338782 - Close,102342434 - Close,102345384 - Hold

Some child cases of same parent case are on hold or not closed.

Please verify.

Posted By : Navika Desai

B264

Date & Time : 22-08-2016 10:42:AM

How can we identify the linked child and parent case to a particular case ID?

Please help me with the fields, i shall add it in case details MIS. Will this be possible and feasible?

Posted By : Rakhi Gaud

B264

Date & Time : 22-08-2016 10:57:AM

Database field used for parent case id is : parent_case_id.

Yes this is feasible and already used in case details MIS : column name is 'Parent case ID'.

Posted By : Navika Desai

B264

Date & Time : 22-08-2016 11:03:AM

How do we know other child cases of the parent case? from the same MIS filter on the same parent case? right?

Posted By : Rakhi Gaud

B264

Date & Time : 22-08-2016 12:30:PM

Yes. We can add filter for this in MIS.

As per our discussion(on skype) removed the filter of this from Case Details MIS.

Posted By : Navika Desai

B264

Date & Time : 22-08-2016 01:17:PM

This is understood and closed. thanks.

Posted By : Navika Desai

B264

Date & Time : 22-08-2016 01:17:PM

Bug is closed.