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

Posted By : Sandeep Ghuge

C54

Date & Time : 19-06-2018 11:46:AM

Tele calling Section | High

Existing process :

In Tele calling section when Tele select **Tele Sub status** as "Appointment fix" the only remove from Tele caller's verification tray.

Required:

Now If tele select the **Tele status** as "Return" then also case is removed from Tele's case verification tray.

Posted By : Bhavana Pachpande

C54

Date & Time : 20-06-2018 04:42:PM

As per skype post :

- 1) Cases on verification list of Tele dependes on Tele calling section's Appointment status.
- 2) If i select Fixed then only remove from case verification tray.
- 3) So can you add one more dropdown option i.e. Returned, on select returned case will remove from Case verification tray.

Query : For other 2 selection :: Fixed and Not Fixed the case will not remove from tele case verification tray ?

Need more discussion on "Returned" flag functionality. Since it is conflicting with "Fixed" flag functionality.

Appointment "Fix" by tele means "Verified", "Not Fixed" means "WIP" work in progress but what about "Returned".

Posted By : Super Admin

C54

Date & Time : 15-11-2018 10:16:AM

Can we close this?

Posted By : Sandeep Ghuge

C54

Date & Time : 15-11-2018 11:10:AM

Hello Bhavana,

I discuss with concern person , he is okay with if Tele select **Tele Status** as "Return" then mark as "Verified" for tele.

Posted By : Bhavana Pachpande

C54

Date & Time : 15-11-2018 03:54:PM

Hi,

As per our telephonic discussion we will add a variable in language file containing arrays of activity ids, which will be checked during adding extra where condition in list for case verification tray for Tele Status (appointment_status) [not related to Calling Section] to be returned.

Please Verify the following cases in Case Verification List for Tele::

- 1) If Tele Status "Returned" and Appointment Status (Related to Calling Section) is "Not Fixed" then case will remove from tele tray.
- 2) If Tele Status "Returned" and Appointment Status (Related to Calling Section) is "Fixed" then case will remove from tele tray.
- 3) If Tele Status is not "Returned" (any) and Appointment Status (Related to Calling Section) is "Fixed" then case will remove from tele tray.
- 4) If Tele Status is not "Returned" (any) and Appointment Status (Related to Calling Section) is "Not-Fixed" then case will remain in tele tray.

This will be for particular activity ids only not all as per mentioned in language file. Is it ok.

Posted By : Sandeep Ghuge

C54

Date & Time : 15-11-2018 04:20:PM

Hello Bhavana,

Yes , right please make this changes.

Posted By : Bhavana Pachpande

C54

Date & Time : 16-11-2018 03:22:PM

Changes are updated in Live test server. Please check and confirm.

Also check the Case verification list for Tele when "Fe tele separation Process" is present and in case of "Normal Flow".

Posted By : Bhavana Pachpande

C54

Date & Time : 19-11-2018 04:23:PM

Changes are uploaded in live server, please check and close.

Posted By : Sandeep Ghuge

C54

Date & Time : 05-12-2018 05:11:PM

Change Requirement is closed.