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

Posted By : Dipika Yedge

C84

Date & Time : 13-03-2019 11:05:AM

TAT Client wise- India | High

Hi,

In TAT Client wise report Total no not matching with Within + Greater + Pending count

Login- Myopsadmintest

Password- pamac@feb

Search Criteria

Zone- West

Center- Mumbai

Client- Bank of Baroda

Added date- 1/3/19 to 12/3/19



TAT Client wise.xls

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Posted By : Super Admin

C84

Date & Time : 25-03-2019 08:29:AM

why this bug is open for so long?

Posted By : Jayant Singh

C84

Date & Time : 25-03-2019 09:49:AM

Hello Sir,

As I was working in **B361** which is now moved in **C80**.

It has also the same issue, There are few **NULL** values storing in **tbl_cases.case_tat_status**.which create a mismatch in **client wise Tat MIS**.i gave there two reasons which are responsible for **NULL** values.

Let me put those here too -

1. Due to the newly created module for direct send to client sore '**NULL**' in '**case_tat_status**'.

2.if we import case and assign to new case.them during closing this new case it stored tat value but for '**parent_case_id**' store '**NULL**'

Let me Discuss this with mamas sir so that i will be able to update the query here too.

Posted By : Jayant Singh

C84

Date & Time : 25-03-2019 09:51:AM

And One More Information about this is that it's not a Bug, It is a new change

Posted By : Dipika Yedge

C84

Date & Time : 25-03-2019 10:18:AM

Hi,

Wait!

Let me discuss this change with Ganesh Sir.

Posted By : Dipika Yedge

C84

Date & Time : 26-03-2019 12:29:PM

Hi,

As discussed with Ganesh Sir, please add one more column as **HOLD**.

And all hold cases count will be shown under above mentioned header.

Posted By : Jayant Singh

C84

Date & Time : 26-03-2019 03:27:PM

Hello sir/Mam,

in this task, I needed **TAT Value** which is missing due **Bulk Import module** and right now **Shaikh** is working on that. Until he completes that I can modify my changes. So i am going to inform him and when he will complete these requirements I'll change my code for output.

Till this task is on hold

SUM(IF(case_tat_status = 'no tat', 1, 0)) AS 'Hold',

.
.
.

ROUND((SUM(IF(case_tat_status = 'no tat', 1, 0)) / COUNT(tbl_cases.case_id)) * 100) AS '% Hold',

Posted By : Super Admin

C84

Date & Time : 27-03-2019 09:53:AM

This is NOT BUG moving to change requirement

Posted By : Jayant Singh

C84

Date & Time : 27-03-2019 09:59:AM

ok sir

Posted By : Jayant Singh

C84

Date & Time : 27-03-2019 09:59:AM

ok sir

Posted By : Jayant Singh

C84

Date & Time : 01-04-2019 11:29:AM

Hello Mam,

As per your requirement, I added that new column to show the value of TAT. And now you can test that total count is working proper or not. Until shaikhh uploaded TAT value you can see pre-stored TAT value in the column.

after the test, you can close this Change

```
SUM(IF(case_tat_status = 'no tat', 1, 0)) AS 'no tat',
SUM(CASE
  WHEN case_tat_status IS NULL THEN 1
  ELSE 0
END) AS 'Hold',
```

```
,
```

```
ROUND((SUM(IF(case_tat_status = 'no tat', 1, 0)) / COUNT(tbl_cases.case_id)) * 100) AS '% no tat',
ROUND((SUM(CASE
  WHEN case_tat_status IS NULL THEN 1
  ELSE 0
END) / COUNT(tbl_cases.case_id)) * 100) AS '% hold',
```

Posted By : Jayant Singh

C84

Date & Time : 02-04-2019 01:41:PM

- 1.) The case with activity, Product, and Client whose **TAT** is not defined in TAT Master will be stored in the database as value 'no tat'.
- 2.) parent-child case issue and bulk import will be in 'hold'.

Now if you got your desired column field please close this change.

Posted By : Dipika Yedge

C84

Date & Time : 03-04-2019 06:28:PM

Change Requirement is closed.