



# MyProject

- [Dashboard](#)
- [My Projects](#)
- [Holiday List](#)
- [More Help](#)
- [R](#)
- [Ramakrishnan V](#)  
[Manage Profile](#) [Preference](#) [Change Password](#)  
[Logout](#)

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## Discussions (PAMAC (Cloud Version))

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[Home](#) [Requirements](#) [Discussions](#) [Documents](#) [Daily Updates](#) [Changes](#) [Bugs](#)

**Posted By :** Navika Desai

D144

**Date & Time :** 15-06-2017 04:59:PM

TAT start time

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which field stores TAT start time for a particular case?

**Posted By :** Bhavana Pachpande

D144

**Date & Time :** 15-06-2017 06:40:PM

There is no fixed field for storing TAT start time.

Normally tat calculate from case create date to send to client date.

but depends on various conditions like if case import after working hour then TAT starts from next day.

Subtracting holidays, weekly off.. etc

Total time taken is stored in minutes in case table under field name : case\_tat.

**Posted By :** Navika Desai

D144

**Date & Time :** 16-06-2017 09:37:AM

minutes in case\_tat field is actual TAT (after considering holiday, week off, etc?)

One question, will it be difficult to add TAT start time as a field?

**Posted By :** Bhavana Pachpande

D144

**Date & Time :** 16-06-2017 12:12:PM

minutes in case\_tat field is actual TAT (after considering holiday, week off, etc?)

**Reply :** yes TAT time.

One question, will it be difficult to add TAT start time as a field?

**Reply :** Yes it will take time to changes in code to get the start time because of the various conditions applied. Will have to check and test for the actual tat start time from all the applied condition.

**Posted By :** Navika Desai

D144

**Date & Time :** 16-06-2017 12:19:PM

Question is closed.

**Posted By :** Navika Desai

D144

**Date & Time :** 23-06-2017 11:22:AM

How much time will this change take?

Adding of Tat start time as a field in database. That is while import, the Tat start time will be identified and stored in the database as a field value.

**Posted By :** Bhavana Pachpande

D144

**Date & Time :** 23-06-2017 06:31:PM

2 days till demo server.

**Posted By :** Navika Desai

D144

**Date & Time :** 12-07-2017 12:55:PM

When can this be scheduled?

**Posted By :** Bhavana Pachpande

D144

**Date & Time :** 12-07-2017 02:38:PM

We will work on this from 18th July 2017. Need to check TAT bug : TAT incorrect on monday.

**Posted By :** Manas Dasgupta

D144

**Date & Time :** 20-07-2017 04:45:PM

I have uploaded changes in demo server. Please check.

New field created using field master as

Field name : "case\_tat\_status".

Field Label : Tat Start time,

Field type : datetime,

TAT start datetime is stored here during send to client.

**Posted By :** Navika Desai

D144

**Date & Time :** 21-07-2017 12:11:PM

What is the logic developed?

**Posted By :** Manas Dasgupta

D144

**Date & Time :** 25-07-2017 08:12:AM

During send to client, TAT start time is calculated under various condition, and the final tat start time used for TAT calculation is stored in case\_tbl against that case\_id, like other TAT data for that case.

**Posted By :** Navika Desai

D144

**Date & Time :** 25-07-2017 12:21:PM

how do i check the functionality of this field? can i add in MIS?

There are no recent cases in demo, please upload changes in live mirror.

**Posted By :** Manas Dasgupta

D144

**Date & Time :** 25-07-2017 01:53:PM

This field can be added in Report creation for any case "tat\_start\_time" to get the MIS.

Field name : "case\_tat\_status".is typing mistake, it is actually "tat\_start\_time" in case table.

Ok shall put on live tomorrow. Today i will but PDF attachment size restriction to be 1MB in demo, first.

**Posted By :** Bhavana Pachpande

D144

**Date & Time :** 26-07-2017 02:27:PM

TAT start time changes are uploaded on live server. Please check.

**Posted By :** Navika Desai

D144

**Date & Time :** 27-07-2017 03:14:PM

Live server or live mirror? Is this a front end field? can i add in MIS?

**Posted By :** Bhavana Pachpande

D144

**Date & Time :** 27-07-2017 03:28:PM

Changes are uploaded on : Live Server, pms.resoftech.com.

Yes you can add "tat\_start\_time" in MIS. But the query of the MIS i.e report creation must have tbl\_cases in it. This field is added via Field master. It can be shown in Activity Template also.

You can check in ACTIVITY\_TEST

**Posted By :** Navika Desai

D144

**Date & Time :** 27-07-2017 03:38:PM

Tested okay on live.

**Posted By :** Bhavana Pachpande

D144

**Date & Time :** 27-07-2017 03:56:PM

Can we close this point.

**Posted By :** Navika Desai

D144

**Date & Time :** 27-07-2017 04:12:PM

Question is closed.