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

Posted By : Dipika Yedge

C79

Date & Time : 01-01-2019 01:52:PM

Daily TAT MIS | High

Hi,

Only 1 case showing in Daily TAT MIS

And in Case details MIS it is 508

Please check

Client-HSBC Bank

Product- Personal Loan

Posted By : Khamroddin Shaikh

C79

Date & Time : 01-01-2019 02:18:PM

H,

Please provide all selected values for both MIS , as i cant find it based on client and product only.

Posted By : Khamroddin Shaikh

C79

Date & Time : 01-01-2019 05:03:PM

Hi,

After checking on test server, it is found that there is query change for Daily TAT MIS and with reference B323 , Jayant made changes in query.

Posted By : Bhavana Pachpande

C79

Date & Time : 02-01-2019 02:47:PM

Jayant please reply.

Posted By : Jayant Singh

C79

Date & Time : 02-01-2019 02:51:PM

Hello,

As I checked, there was an update which I did for Daily TAT MIS in where condition, let me give some time to find the exact problem for data mismatch with Case Details MIS.

=====

AND (

 IF(case_tat_status = 'within', 1, 0)
 + IF(case_tat_status = 'outside', 1, 0)
 + CASE WHEN send_to_client_time IS NULL THEN 1 ELSE 0 END

) != 0

=====

Posted By : Jayant Singh

C79

Date & Time : 02-01-2019 03:37:PM

After Debugging,

- I found that in **Case Details MIS** there is a field **Tat_start_date**, where only one case has TAT generated so that in that field there is the **NULL** value
- The reason was, All other case was imported by a new module which did not calculate TAT, it just imports the case and moved to send to the client.
- These changes create the miss match between Daily Tat MIS and Case details MIS. we have to do an update on that module.

For some testing threw SANDEEP SIR, We put this on HOLD.

Posted By : Kailash Kumawat

C79

Date & Time : 14-01-2019 03:39:PM

Please conclude this.

Posted By : Dipika Yedge

C79

Date & Time : 05-02-2019 04:56:PM

Hi,

Required TAT details in all TAT reports for below client

| | | |
|-------------------|---------------|---------|
| Client | Product | VT |
| HSBC Bank | Personal Loan | RT & BT |
| HDFC Bank Limited | CC | RT & BT |

Posted By : Super Admin

C79

Date & Time : 15-02-2019 10:23:AM

why this information can not be retrieved by operation team?

why development team need to provide such support?

is this bug, no feature or lack of work manual?

Posted By : Jayant Singh

C79

Date & Time : 15-02-2019 11:01:AM

Hello sir,

In this Bug, there was a new module used which was developed by Shaikh for a new requirement where the case should be imported and move in to send to the client without TAT.

That is the reason where were mismatch shows.

I discuss about this with Sandeep sir, except reverting this module nothing else I could do in this which is not the right way.

And that is why still I am on waiting.

Posted By : Dipika Yedge

C79

Date & Time : 26-02-2019 06:31:PM

Hi,

Please share the tentative days.

Posted By : Jayant Singh

C79

Date & Time : 28-02-2019 10:46:AM

Please ask about this from Sandeep sir. According to his suggestion, I put this on hold.

Posted By : Dipika Yedge

C79

Date & Time : 28-02-2019 12:03:PM

Hi Jayant,

We want this TAT MIS on priority.

Discuss with sandeep and close this requirement ASAP.

Posted By : Jayant Singh

C79

Date & Time : 01-03-2019 12:34:PM

Hello Mam,

Please conclude this for Monday 03/03/2019 and also there are few more task on the pipeline.

So on moday, we will decide its priority.

Posted By : Sandeep Ghuge

C79

Date & Time : 01-03-2019 01:00:PM

Hi Jayant,

Ok we will discuss on Monday 03/03/2019.

Posted By : Jayant Singh

C79

Date & Time : 12-03-2019 09:31:AM

hello sir,

Please give me proper time to discuss about this.

Posted By : Sandeep Ghuge

C79

Date & Time : 12-03-2019 10:45:AM

HI Jayant ,

As discuss ,Please list out which paramters are updated while importing the cases.

Also list out which parameters are needed to display cases in TAT MIS.

@Dipika, Please share one sample import file with jayant for testing.

Posted By : Dipika Yedge

C79

Date & Time : 12-03-2019 12:05:PM

Hi,

Please find the attached import file for HDFC - CC

 HDFC CC New Temp RT.xls

↓ Download

Posted By : Jayant Singh

C79

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

As I finish B361 and B364 ill come back here to complete this please wait a little for this

Posted By : Khamroddin Shaikh

C79

Date & Time : 22-03-2019 12:46:PM

Hi,

Sandeep sir please provide which field and what value should be changed in following array created for direct send to client process.

Array

```
(
  [template_id] => 138
  [veriftype_id] => 12
  [ref_no] => 601255
  [received_date] => 2018-10-11 00:00:00
  [applicants_name] => Sachin Kumar ( Cogent E Services Pvt. Ltd. )
  [off_add1] => Cogent e services Pvt Ltd c 100, sector 63, Noida 201301 Pincode : 201301
  [off_add2] =>
  [off_add3] =>
  [off_land_mark] =>
  [off_city] => Delhi
  [off_pincode] => 201301
  [field11] =>
  [mobilenos] => 9891042064
  [tele_id] => 52
  [row_no] => 0
  [created_date] => 2018-10-11 15:54:35
  [modified_date] => 2018-10-11 15:54:35
  [created_id] => 131
  [modified_id] => 131
  [assign_emp_id] => 131
  [product_id] => 21
  [activity_id] => 13
  [country_id] => 11
  [zone_id] => 13
  [center_id] => 16
  [subcenter_id] => 11
  [client_id] => 48
  [case_type] => 0
  [case_result] =>
  [send_to_client_time] => 2018-10-11 15:54:35
  [all_case_close_by_sup] => 1
  [case_status] => Close
  [tele_assign_date] => 2018-10-11 15:54:35
  [tele_assigned_status] => Verified
  [tele_submit_date] => 2018-10-11 15:54:35
)
```

```
[case_close_time] => 2018-10-11 15:54:35  
[case_tat] =>  
[client_rate] =>  
[emp_rate] =>
```

)

Posted By : Khamroddin Shaikh

C79

Date & Time : 04-04-2019 12:57:PM

Hi,

As per discussion with Deepika mam and Manas direct send to client cases not imported:
after analyzing in application code it is found that,

1) Template id, Import template id was not added for the following templates in constants file of application.

2) Due to condition 1) system treated direct send to client import cases as normal cases

3) Tele id field for Direct STC contains alphanumerical string, but database stores only integer for tele_id field, for direct STC cases conversion from alphanumerical to numerical is present but for normal cases it is not, Hence imported cases are not inserted to the database.

Note: whenever a template and import template for direct send to client process is created, its id's must be added to the system constant file.

Already present Template id:936 Import template id:438

So as requested following Template and Import template ids are appended to system file

Template id: 985,986,987

Import Id :461,462,463

Posted By : Khamroddin Shaikh

C79

Date & Time : 04-04-2019 06:17:PM

Hi,

Please conclude this if working.

Posted By : Khamroddin Shaikh

C79

Date & Time : 05-04-2019 06:00:PM

Hi,

Please close if changes working properly.

Posted By : Dipika Yedge

C79

Date & Time : 05-04-2019 06:28:PM

Change Requirement is closed.