



# MyProject

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## Bugs (PAMAC (Cloud Version))

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

**Posted By :** Rahul

B178

**Date & Time :** 16-06-2015 03:58:PM

Dubai Issue | Emergency

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Date: 16<sup>th</sup> June 15.

FE has done the said case today at 9 am UAE time, case was submitted post gathering all the data from client place with photos. After some time the same case was reflecting again and again in him case assignment tray. And all the data capture is no more available in system.

Below are the required details for Simby guys,

FE Name – Deepak – D00038

Password – deepak@123

Bank – Citi Bank

Case id - 128334

Pls investigate as such issues are faced at-least once or twice in a week.

**Posted By :** Rakhi Gaud

B178

**Date & Time :** 18-06-2015 10:12:AM

As per telephonic discussion.

I have investigated this issue.

I found that there are 4 cases available into the system of same 'App ID - 128334'

| Case ID      | Ref No(App ID) | Applicant's Name | FE     | Assign status | Case Status | Created Date        |
|--------------|----------------|------------------|--------|---------------|-------------|---------------------|
| 1) 101709052 | 128334         | ISHIQA MULTANI   | Afsal  | Verified      | Close       | 2015-06-09 06:48:56 |
| 2) 101710578 | 128334         | ISHIQA MULTANI   | Afsal  | Assign        | Close       | 2015-06-13 09:49:42 |
| 3) 101710900 | 128334         | ISHIQA MULTANI   | Afsal  | Assign        | Close       | 2015-06-14 11:16:46 |
| 4) 101711422 | 128334         | ISHIQA MULTANI   | Deepak | Accept        | Close       | 2015-06-16 06:46:04 |

In above list 3rd case has been reopened and assigned to new FE(Deepak Achutan)

Please refer case id instead of reference number(application id) because in this issue application id are duplicated 3 times so please check with case-id.

we found that FE is doing supervisor's role but some functionalities are designed for supervisor only and for FE only.

like FE will see only his/her assign cases not as per area.

but supervisor will see his/her area cases(as per PMS proceed criteria) no need to assign cases to him.

In designation master we provide one setting("Do you want to show alert on update case") which means when FE save the case, fe\_submit\_date add(fe verification date) and fe\_assign\_status change to verified and cases move from case verification list to rater list.

but this process is not followed by Dubai team.

they are checking only case verification, and close case there and send ot client(export)(means they are ignoring rater process).

it may effect in some reports or MIS

**Posted By :** Super Admin

B178

**Date & Time :** 11-09-2015 06:51:AM

Can we close this?

**Posted By :** Navika Desai

B178

**Date & Time :** 11-09-2015 09:50:AM

hi,

Please close.

**Posted By :** Super Admin

B178

**Date & Time :** 19-10-2015 12:29:PM

Bug is closed.