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Changes (PAMAC (Cloud Version))

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

Posted By : Dipika Yedge

C92

Date & Time : 25-05-2019 04:47:PM

Change in tele calling process | High

Hi Manas,

As discussed,

- 1) If supervisor close the cases then only case should be removed from Tele caller's tray.
- 2) If the case status is Open/Hold the case should remain in tele caller tray.

Posted By : Bhavana Pachpande

C92

Date & Time : 05-06-2019 12:47:PM

Hello mam,

Since it is a change in the current flow, a thorough testing must be done once changes are uploaded in live server.

Posted By : Bhavana Pachpande

C92

Date & Time : 05-06-2019 03:50:PM

Hello,

Changes are uploaded in country demo server. Please check and confirm before upload in live server.

Posted By : Dipika Yedge

C92

Date & Time : 08-06-2019 11:57:AM

Hi,

We are not able to test above changes as we dont have tele caller login for Demo URL.

Posted By : Bhavana Pachpande

C92

Date & Time : 10-06-2019 09:11:AM

Hello,

Please check changes in live server then, i have pushed changes.

Posted By : Dipika Yedge

C92

Date & Time : 12-06-2019 04:09:PM

hi,

Still the issue is same.

Case is- 105632171

Posted By : Bhavana Pachpande

C92

Date & Time : 13-06-2019 11:01:AM

Hello,

As discussed changes are removed for Supervisor verify the case then remove tele id. Please check now.

Posted By : Dipika Yedge

C92

Date & Time : 24-06-2019 12:13:PM

Change Requirement is closed.