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

Posted By : Rahul Naik
B97
Date & Time : 23-07-2014 05:26:PM
Case Verification | Low

Once the case is Closed than it doesnot shows in "Case Verification" bucket
Posted By : Rakhi Gaud
B97
Date & Time : 23-07-2014 08:11:PM
As per discussion with you and Kailash sir, we have decided that
case should be visible in case verification list and fe assignment list while TAT calculate status is null means TAT is not calculated for that case.

Thanks,
Rakhi
Posted By : Super Admin
B97
Date & Time : 24-07-2014 09:24:AM
Rahul, Rakhi and Kailash should come to gather and reconfirm understanding and then i required make necessary changes.
Posted By : Rahul Naik
B97
Date & Time : 24-07-2014 10:49:AM
New Case:

- When any new cases are uploaded or added in the system. It must be shows in New Case Menu and FE Assignment.
- Doesn't shows in Case Verification or other menu.
- User have Status facilities "VIEW,UPDATE, DELETE"

FE Assignment:

- Uploaded or Add new case are shows in FE Assignment Menu.
- It has facilities to assign the cases to FE or re-assign functionality.
- Doesn't shows in Case Verification or other menu.

Case Verification:

- This menu is used to verify the cases.
- When we assign cases to FE, all cases are reviewed in field and verified data is send back to main server system
- Once we receive the cases from field than it can't shows in FE Assignment and New Case Menu

Case Updation:

- This menu should be shows only for Supervisor
- Shows are all Open Cases and Closed Cases
- If Supervisor Close the case than it doesn't shows in FE Assignment and Case Verification Menu
- If case is open than it can show in FE Assignment.

Case Re-Open: Once the TAT Calculation done and Client want to recheck the same case the Case Re-Open functionality we can use.

Posted By : Rakhi Gaud
B97
Date & Time : 24-07-2014 05:48:PM
As per discussed with Kailash sir following are the cases for list:
1) In Case verification and FE Assignment list:
  - show cases which are open(case_status should be 'open' or null).
  after closing case(changing its status to close from case verification   option), case will not visible in Fe assignment list.

2) Case updation list:
  - show cases which dont have calculated TAT(tat_calculate_status should be   null).
3) Case Re-open:
  - show cases which have calculated TAT(tat_calculate_status should not null).
3) Export :
  - show cases which have calculated TAT(tat_calculate_status should not null).

Thanks,
Rakhi
Posted By : Super Admin
B97
Date & Time : 25-07-2014 08:49:AM
Looking forward to closer of issue ... Is there now one opinion on this?

Posted By : Rahul Naik
B97
Date & Time : 25-07-2014 09:41:AM
Yes....Your understanding is correct
Posted By : Super Admin
B97
Date & Time : 25-07-2014 10:22:AM
I hope to see resolution in a day
Posted By : Rahul Naik
B97
Date & Time : 28-07-2014 09:39:AM
Yes this is done i am checking this with Different Templates......Once the complete flow satisfy than i we will close
Posted By : Rahul Naik
B97
Date & Time : 28-07-2014 09:47:AM
Bug is closed.

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