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Posted By : Navika Desai
D143
Date & Time : 25-05-2017 01:09:PM
Product_id editable

Query -
Example: For Aditya Birla Finance Ltd client - in template, i keep product_id field as editable and give values as CFG,CMG,LAP as options for select (these are the same values as in product master). Also, i assign same template to all the three products of Aditya Birla Finance.
I Import the case under LAP and then edit the value of field as CFG from case verification, will there be any system issue?
Posted By : Bhavana Pachpande
D143
Date & Time : 25-05-2017 02:15:PM
If you add product_id (Product Name) in your template , even though you use option it will fetch product name from product table. This has been hard coded inorder to avoid any error because of mismatched product ids.

In your case if you add product options as CFG,CMG,LAP for product_id field in template, then the id's will be CFG,CMG,LAP (these are characters instead of integers) which are different than the original id's of CFG,CMG,LAP as stored in product table. Ids of each product are stored as number not characters, but Product Name are in characters i.e CFG,CMG,LAP in product table. Product Ids are pointer to Product name which is used throughout the project.

As such it will be system issue showing wrong results or show nothing atoll because it won't be able to find any product id called CFG,CMG,LAP.
Posted By : Navika Desai
D143
Date & Time : 25-05-2017 03:13:PM
Question is closed.

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