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

Posted By : Dipika Yedge

Assigned To : (All Members)

B438 High

Date & Time : 23-11-2021 12:32:PM

Dipika Yedge | vendor Name not showing in report | High

Hi Manas,

Please check below case id, in case details MIS FE ID/Vendor ID column shows blank while the case is assigned and verified by the Vendor.

| 107590145
| 107590155
| 107590165
| 107590172
| 107590179
| 107590186
| 107590193
| 107590203
| 107590212
| 107590222

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

B438 High

Date & Time : 23-11-2021 04:36:PM

ok mam, will check this tomorrow and update here.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

B438 High

Date & Time : 24-11-2021 10:06:AM

Hello mam,

Please check if template design is proper if fe is present in template , also check case history as we can see vendor has submitted the case.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

B438 High

Date & Time : 24-11-2021 10:25:AM

Hello mam,

Let us know when you have time to discuss.

Posted By : Bhavana Pachpande

Assigned To : Bhavana Pachpande

B438 High

Date & Time : 24-11-2021 04:46:PM

Hello mam,

Please check above case ids , vendor name must show now.

Also we need to test the issue with sample case when cases are moved from fe to vendor.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

B438 High

Date & Time : 29-11-2021 03:34:PM

Hi,

As required.



Copy of Template-1.xls

Download

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

B438 High

Date & Time : 29-11-2021 04:22:PM

Hello mam,

We have added case history for moving cases and also added vendor id as null when moving cases from fe/vendor assignment tray.

This might have cause the issue for fe_id to be null and not vendor id for above cases.

Please check again with the same process as recorded in case history for above cases.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

B438 High

Date & Time : 30-11-2021 04:59:PM

Hello mam,

Please close if done.

Posted By : Dipika Yedge

B438

Date & Time : 30-11-2021 05:02:PM

Bug is closed.

Reply

Move to Change

Cancel