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Posted By : Dipika Yedge
Assigned To : (All Members)
 D231
Date & Time : 13-07-2021 02:22:PM
 (All Members) | Support Task

Hi Manas,

As discussed, Here are some small required points. It should be solved.

- 1) Digital Verification : Case id - 107326619
 - a) SMS send successfully but doesn't reach candidate (Santosh K Mobile #)
 - b) E Mail showing sending failed.
- 2) I would like to add a ***If negative*** AS field Case Details MIS . So i want to check some fields that are not used in any template design. Or share the field as you know it.

Field point to check

 - a) Service provider
 - b) Case Reject Reason
 - C) Dedupe found
 - d) Dedupe remark
 - e) Item seen in premises
 - f) salary Drawn
- 3) Even if the client is given the rights to the login ID, their login cases are not visible.

Login Id: santosh.pawar@efl.co.in
 Password. : Efl@12345
 Activity : RCU
Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
 D231
Date & Time : 13-07-2021 04:42:PM
 Hello mam,

As discussed , support related task will have high priority than current task ?

Also please add already done support related task in this thread.

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
 D231
Date & Time : 14-07-2021 01:55:PM
 Hello mam,

I have checked point no 1 : Digital Verification : Case id - 107326619

It is showing in log file as sms and email send successfully, also the link generated was open, but not submitted by the applicant.

Screenshot attached.

Please test it with you email or mobile number to check if the message is received.



Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 14-07-2021 01:57:PM

For point 2, please provide actual field name and not label name, check Field Master for reference.

Posted By : Dipika Yedge


Assigned To : Bhavana Pachpande


D231

Date & Time : 14-07-2021 04:44:PM

Hi manas,

As discussed, please check attached.

 lable name.xlsx

 Download

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 15-07-2021 08:40:AM

Hello mam,

For point 2, please download excel file for fields used in tbl_cases from below link.

<https://pms.resoftech.com/uploads/field-replace.csv>

Once done, let us know so that we can delete the file.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 15-07-2021 12:20:PM

Hi Manas,

2) I would like to add a **If negative** AS field Case Details MIS . So i want to check some fields that are not used in any template design. Or share the field as you know it.

Field point to check

- a) Service provider
- b) Case Reject Reason
- C) Dedupe found
- d) Dedupe remark
- e) Item seen in premises
- f) salary Drawn

Point 2 of the support task has been complete.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 15-07-2021 03:16:PM

ok mam, is point 1 also done ?

Will check point 3 and update here. Also for point 3 which cases ids are not showing please post here.

As i can see many cases in Verification List page.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 15-07-2021 04:56:PM

New task added as per sir Ganesh email for :

Point 4: Fe mobile app uninstall and no case data issue :

As discussed please check the below cases

Client	Product	Cass ID	Ref No.	VT	FE	FE Assign Status	Recd Date	Name	FE Contact #
Cars 24	Auto Loan	107328131	1000174798	RV	Mohan	Accept	13-07-2021	NAVJOT SINGH	9716904086
Cars 24	Auto Loan	107328129	1400186690	BV	Mohan	Accept	13-07-2021	Devendra Jha	
Cars 24	Auto Loan	107328124	1400186097	BV	Mohan	Accept	13-07-2021	Jyoti malik	
Cars 24	Auto Loan	107328118	1000174798	BV	Mohan	Accept	13-07-2021	NAVJOT SINGH	

Point 5 : Export taking time for Car 24 client for page 1 , as checked images were not present only link is showing.

Posted By : Dipika Yedde
Assigned To : Bhavana Pachpande
D231
Date & Time : 15-07-2021 05:53:PM
Hi Manas,

As discussed,

Export of Car24 client does not export bulk 110 cases on page number 1 but cases are exported in bulk on page no 2 and 3. Please check what may be issued.

Template name : Cars'24_AL_BV_CPV
and Cars'24_AL_RV_CPV

Activity name : CPV

Product Auto Loan

Error : File Not Found.
Posted By : Bhavana Pachpande
Assigned To : Dipika Yedde
D231
Date & Time : 16-07-2021 01:29:PM
Hello mam,

As discussed, we have checked issue is because of images in pdf not able to attach as they are missing.
Please use the upload deleted case image module to check for such case and reopen and delete the images not required.

Send to client again the images and then export to check.

Posted By : Dipika Yedde
Assigned To : Bhavana Pachpande
D231
Date & Time : 16-07-2021 04:35:PM
Hi Manas,

support task 3 point

kindly below case id

Verification type : ITR CPC

Case id : 107337813, 107337812

Their login ID does not export cases to the client.

Posted By : Dipika Yedde
Assigned To : Bhavana Pachpande
D231
Date & Time : 17-07-2021 12:18:PM

Hi Manas,

The first RES in the support task.

Hinduja Housing Finance cases could not be forwarded to the client in RCU's operations. After talking to Manas, the image of some of the cases went to the Dubai server, so St. was not becoming that client, so I deleted that image and uploaded the image back to the case and then those cases were given to the client.

Posted By : Dipika Yedde
Assigned To : Bhavana Pachpande
D231
Date & Time : 17-07-2021 12:37:PM
Hi Manas,

The second res in the support task.

The second page in the pdf report of Avocation Education Pvt Ltd in EBC Activity was coming up blank.

As he spoke to Manas, he has made some changes in Pdf, which has led to the removal of another blank page in the report.

Acitivity : EBC

Product Name: EBC check

Client Name: Avocation Education Services Pvt Ltd.

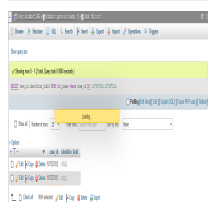
Thanks Manas,

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 19-07-2021 12:22:PM
Hello mam,

As we have checked for **point 3**, cases not visible to Client login as there is a logic where client login id must be mentioned in excel import for each row. The field that holds the value of client login id is **identifier_field**.

If the value is not present then it won't be shown in any list pages for that client login.

Please check attachment capture from table which shows that **identifier_field** is blank for both case id mentioned above.



Download

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 19-07-2021 05:10:PM
Hi Manas,

Support task point 3 is done.

Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
D231
Date & Time : 20-07-2021 08:04:AM
Hello mam,

Is **Point-4** and **Point-5** also done ?

Posted By : Dipika Yedge
Assigned To : Manas Dasgupta
D231
Date & Time : 20-07-2021 10:23:AM
Hi manas,

5 point is done

Posted By : Dipika Yedge
Assigned To : Manas Dasgupta
D231
Date & Time : 20-07-2021 12:21:PM
Hi Manas,

The name of the Employment Verification does not appear when the summary report that we download contains the data in order.

Activity: EBC

Client Name : Axis securities Ltd

Product name EBC Check

Summary Page Name : Axis securities Ltd.

Reference number : PAM/AXIS/SAM/0008

Please check and suggest

Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
D231

Date & Time : 20-07-2021 01:08:PM

ok mam, this will be added as **Point 6**, inorder to keep count.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta
D231

Date & Time : 20-07-2021 04:37:PM

Hi Manas,

As discussed,

Dear Customer, with reference to your application with @__123__@ for the Digital Verification Product, please click on the URL <https://pms.resoftech.com/se/yzsxquzss-FmfqX> and update all the required details and submit the documents.

Posted By : Manas Dasgupta

Assigned To : Ganesh Sawant
D231

Date & Time : 20-07-2021 04:37:PM

Hello sir,

As discussed for Digital Verification sms issue (**Point-1**), we are using below fixed format in coding :

Dear Customer, with reference to your application with *client_id* for the *product_id* Product, please click on the URL *unique_link* and update all the required details and submit the documents.

text : fields are replaced with actual values before sending sms.

Example :

Dear Customer, with reference to your application with Avocation Educational Services Pvt Ltd for the Digital Verification Product, please click on the URL <https://pms.resoftech.com/se/yzswxttyq-5qRrA> and update all the required details and submit the documents.

In response form SMS gupshup api we are getting success. But sms are not send.

SMS Gupshup json response :

```
{ "8390213952": "success | 918390213952 | 4418673929866674237-509344216119810200"
}
```

Please ask them if there is issue in sms template, then why are they sending success in return. There should be error message returned in that case.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge
D231

Date & Time : 21-07-2021 03:53:PM

Working on Point-6 currently.

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge
D231

Date & Time : 22-07-2021 12:12:PM

Hello mam,

Point-6 done , please confirm.

Posted By : Ganesh Sawant

Assigned To : Manas Dasgupta
D231

Date & Time : 22-07-2021 03:11:PM

Hi Manas

As discuss please check the below details

Dear Customer, with reference to your application with @__123__@@__123__@ for the Digital Verification Product, please click on the URL@__123__@@__123__@ and update all the required details and submit the documents.

Posted By : Ganesh Sawant

Assigned To : Manas Dasgupta
D231

Date & Time : 22-07-2021 03:11:PM

Hi Manas

As discuss please check the below details

Dear Customer, with reference to your application with @__123__@@__123__@ for the Digital Verification Product, please click on the URL@__123__@@__123__@ and update all the required details and submit the documents.

Posted By : Bhavana Pachpande

Assigned To : Ganesh Sawant
D231

Date & Time : 22-07-2021 03:17:PM

Hello sir,

Here product name is also variable , as per our earlier format. New format above has product name fixed : **Digital Verification** .

Also URL has space between the link and text.

Final template should be like :

Dear Customer, with reference to your application with ****client_id**** for the ****product_id**** Product, please click on the URL ****unique_link**** and update all the required details and submit the documents.

For url part i.e **unique_link** : the domain name is variable but if you want to make it fix, then make 2 templates one for US server and another for India.

<https://pms.resoftech.com/se/> <- This is fixed till se/

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 22-07-2021 03:48:PM
Hi Manas,

Support task point 6 is done.

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 23-07-2021 05:12:PM
Hello mam,

Is point -1 done , sms related issue ?

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 29-07-2021 05:34:PM
Hi Manas,


Support task point 1 is done.


Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 30-07-2021 09:12:AM
ok thank you, any further tasks related to support can be added in this thread.
Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 30-07-2021 01:35:PM
Hi Manas,

As discussed, support task 7 point

The CPV team has given the wrong date while importing. By closing 94 such cases and sending them to the client, can the date be changed and how?..

Kindly refer attached .

 date issue1.xlsx

 Download

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 30-07-2021 01:46:PM
Hi Manas,

As discussed, support task point 8

Client Name : | Kotak Mahindra Bank

Acitivit : Audit

Product : | Agency Audit

Verification type : | Audit

This cases has not been FE rated as per pincodewise. please check out.

| 107314183
| 107359840
| 107359843
| 107359845

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231

Date & Time : 30-07-2021 03:26:PM

Hi Manas,

As discussed, support task point 7

Kindly refer attache require data



cpv cases.xls

Download

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 30-07-2021 04:56:PM

Hello mam,

Point-8 as discussed changes to be done in Emp Rate module and Point-7 query are done, please check and confirm.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 31-07-2021 09:25:PM

Hi manas,

Support task is 7 and 8 done.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 02-08-2021 01:28:PM

Hi Manas,

As discussed,

correct Fe Rate is 45/-

Kindly refer attached incorrect rate list. Please update correct fe rate.



Book14.xls

Download

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 02-08-2021 03:44:PM

leave this pont

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 03-08-2021 07:56:AM

ok mam, is it solved ?

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 03-08-2021 09:24:AM

yes

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 03-08-2021 09:28:AM

Hi Manas,

support task point 9

We have received PD data month of July but below mentioned case not showing in case details MIS.

Activity name: PD

Client Name: Aditya Birla Finance

Verification type: SV

Case id : 107302451

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 03-08-2021 10:30:AM

Hello mam,

For point -9 , i have checked it is not showing because of the field **service_provider** has value as 'Stop Check' this is checked in query for PD activity.

You can check case history for field value captured also.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 03-08-2021 04:40:PM
Hi Manas,

Support task point 10

Kindly refer attached mail.

As discussed below client , we are sharing the SMS for NC customers.

1. PNB MetLife
2. SOS CVI
3. Milaap
4. Bridge Fintech
5. VAYANA

Kindly refer the below snapshot for your reference, template of below clients

| TEMPLATE CONTENT

| Acknowledgement Received cheque from @__123__@__123__@onbehlf of @__123__@ Donor No@__123__@ Cheque No @__123__@ Amount @__123__@
Date @__123__@ Bank Name @__123__@ PAMAC Finserve Pvt Ltd Disclaimer It's an acknowledgement of collection done and not be considered as official receipt
Regards PAMFIN

| Dear Customer, Greeting for the day. !!!! We tried to call you but unable to reach. We need to confirm your appointment for @__123__@__123__@ cheque
collection. Kindly call back on below Number 022 24192385 - Regards PAMFIN

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 06-08-2021 12:01:PM
Hello mam,

As checked log file for case id : 107388922, after changes in Auto Sms/Email master for new templates, it showing error as below

error | 102 | Authentication failed due to invalid userId or password

We have update the new password for SMS gateway for Auto Sms/Email as per email received from Sir Ganesh and tested again. It is working.

Please check and confirm if Point-10 is done.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 09-08-2021 01:47:PM
Hi manas,

Support tak point is 11,

In bank statement cases, when the vendor closes, they are asked for a fe name select but the vendor's name does not appear in the list.

case id : | 107394937

Activity: RCU

Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
D231
Date & Time : 09-08-2021 02:33:PM
Hello mam,

Please check if vendor assignment is proper.

Posted By : Dipika Yedge
Assigned To : Manas Dasgupta
D231
Date & Time : 09-08-2021 04:21:PM
support task point 10 is done.
Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
D231
Date & Time : 10-08-2021 11:36:AM
Hello mam,

As i have checked the case id : 107394937 is already closed for Support task point is 11. Please check.

It shows on case history and database also. Screenshot attached.



↓ Download

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 18-08-2021 01:31:PM

Hello mam,

Is Support task point is 11 done ?

Also new support task point 12 : is added as per email from Sir Ganesh :

Hi Kailash

As discussed please shift the 2019-2020 data to Azure .

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 18-08-2021 03:29:PM

Support task point is 11 done

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 19-08-2021 12:36:PM

Hello mam,

2019 cases are backup and removed all.

Also as per call, for 2020 cases please clear the pending cases, and update here so that we can remove them all by created date and not send to client date.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 08-09-2021 02:49:PM

Hi Manas

As discussed,

Support task point 13.

not receiving sms for acknowledgement spc_dcr_appt

RES case ID: **107458497**

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 08-09-2021 05:03:PM

Hello mam,

As discussed email is send for issue, and response from sms gupshup as success but no sms received.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 09-09-2021 04:29:PM

Hi Manas,

As discussed.

Company logo required in PDF design.

Kindy refer attache company Logo and case id 107468280

Alredy logo pdf name: Aditya Birla Finance - CPV - RL - BT

Require logo pdf name : Refcheck Xperts - RV New

Activity : EBC



Xpert Conexions Group Company

[Download](#)

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 09-09-2021 05:04:PM

Hello mam,

As discussed please check Support task point 14 logo change and confirm if done.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 11-09-2021 10:36:AM

Support task point is 14 done

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 11-09-2021 10:37:AM

Hi Manas,

Support task point is 15.

Kindly refer attached Dubai pdf design .

This PDF Desgin topic needs to be discussed.

EDB Business NEW1.pdf

[Download](#)

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 15-09-2021 12:02:PM

Hi Manas,

As discussed,

kindly refer attached RCU August 21 case details MIS. We have highlighted the discrepancy columns with Yellow colour.

In some cases, the TAT is empty. Please check and confirm.

Activity: RCU

Client name and prodcut select all

Month : August

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 15-09-2021 02:49:PM

Hello mam,

As discussed for:

1) point-15, once logo is received please provide us the logo and the pdf template design name for Dubai, so that we can upload and let you know.

2) point 16 : RCU August 21 case details MIS tat, as we have checked randomly for case id 107378358, 107378364 these cases have been re-assigned and kept on hold.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 27-09-2021 09:47:AM

Hello mam,

Please let us know if point 15 and point 16 are done.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 28-09-2021 10:33:AM

Hi Manas,

Support task point is 13 close.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 28-09-2021 10:35:AM

Support task point is 15 close.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 29-09-2021 01:48:PM

Hello mam,

Any update on point 16.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 30-09-2021 05:40:PM

Point No 17

SMS not received for Case ID - 107522281 (Digital Verification)

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 01-10-2021 06:18:PM


Hi Manas,

Request your help as Samrudhi Jogale name is not seen in RES Fe Pay out MIS.

Please look into this on priority.

Activity : RCU, EBC, CPV

Kindly refer attached case details MIS.

 samruddhi jogale cases.xls

 Download

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 04-10-2021 08:04:AM

Hello mam,

Is point 17 done, also above task will be new point 18.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 04-10-2021 11:34:AM

Hello mam,

As discussed point 18 , fe dropdown in present in template as such the fe assigned field in case was changes during save. Also in vendor rate there is no rate given to fe 4412.

When changed rate is now capture as 35. Please let us know for which id rate is to be captured.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 04-10-2021 01:08:PM

Hi,

FE id 4412 rate should be apply to all case id.

Check the attached list for reference.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 04-10-2021 04:49:PM

Hello mam,

As discussed please check now 4412 is changed to Fe from Vendor manually using query.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 22-10-2021 12:16:PM

Point No 19-

No mobile field added in auto sms/email template message showing while saving the case.

Case ID- 107567165

Activity- DCR_Appt

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 22-10-2021 02:31:PM

Hello mam,

Changes for Point-19 are updated in live server, please check now.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 28-10-2021 05:24:PM

Point no- 20

Digital verification SMS not receiving.

Case ID- 107566768

Activity- EBC

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 28-10-2021 05:34:PM

Hello mam,

As discussed for **Point No-20** : we have tested by removing all dynamic part of the sms template and found the issue is with Client name characters length. Please reduce the client name character or increase in sms gup shup template, so that sms can be send again.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 01-11-2021 05:18:PM

Hello mam,

Please add new support task point here and update.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 08-11-2021 08:43:AM

Hello mam,

Please add new support task point here and update.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 10-11-2021 04:02:PM

Hello mam,

As discussed please set priority of task to be done next R110 or R109.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 24-11-2021 02:35:PM

Point No 21

Check employment MIS file and upload the same on live site.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 24-11-2021 02:36:PM

Point No 21

Check employment MIS file and upload the same on live site.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 24-11-2021 02:44:PM

Point No 22

While doing auto assign system shows below message

No FE has been selected.

Case ID 102085243

Country- Dubai

Activity- CPV

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 24-11-2021 02:45:PM

Point No 23

In ref to Bug no : B439 this point is added to support task and is closed"

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 24-11-2021 03:16:PM

Hello mam,

Point No 21,22,23 are closed , please confirm.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 24-11-2021 03:48:PM

Yes, Close.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

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

ok

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 06-12-2021 05:03:PM

Hello mam,

As per today's call new support task done : Point No 24 as Add new column product in case details mis and add new tat for HDFC Bank Limited, Retail Loan.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 16-12-2021 03:11:PM

Hi Manas,

AS discussed, Want to change the added date.

Case id : 107687130

Activity : Collection.

Added date : 14/12/2021

please confirm.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 16-12-2021 03:35:PM

Hello mam,

As discussed issue was in Activity template which has been corrected, fe and fe status was selected as date field for list page design.

Changes are done , please check now and confirm close of this point no 25.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 16-12-2021 05:20:PM

its done.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 20-12-2021 02:32:PM

Point No 26

Hi,

As discussed please delete below FE logins IDS

4543 to 4572

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge


D231


Date & Time : 20-12-2021 03:17:PM

Hello mam,

Support task no 26 is done, ids are removed permanently from India server employee table.

Attached backup sql queries for deleted ids.

 Employee-Delete-Backup-India-Support task.txt

 Download

Posted By : Dipika Yedge


Assigned To : Bhavana Pachpande


D231

Date & Time : 21-12-2021 03:46:PM

Point No 27,

Please change city limit of attached pincode.

 Copy of pincode_import.xls

 Download

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 21-12-2021 04:18:PM

Hello mam,

Support task no 27 is done, some pincode are new as such city limit cannot be updated. Please insert new ids mentioned in excel.

Attached backup sql queries for pincode master before update.

Error : File Not Found.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 22-12-2021 05:31:PM

Point No 28

Please mapp Activity as CPV for | 106377306 case id.

Posted By : Bhavana Pachpande

Assigned To : Prasad Gawade

D231

Date & Time : 29-12-2021 05:08:PM

Point No 29 : resolve Wamp setup issue in laptop.

As discussed with team issue is resolved today as such please mark this point as closed.

Posted By : Prasad Gawade

Assigned To : Bhavana Pachpande

D231

Date & Time : 30-12-2021 11:59:AM

yes issue resolved

Posted By : Bhavana Pachpande

Assigned To : Prasad Gawade

D231

Date & Time : 30-12-2021 04:28:PM

Point No 30 :

a) Clone project repo in local machine

b) KT for GIT (push, fetch, branch, branch history)

c) Resolve issue not able to setup DB in local machine from above share DB login details as such dump and share local DB.

d) KT for DB and Table views and share login details.

Posted By : Prasad Gawade

Assigned To : Bhavana Pachpande

D231

Date & Time : 30-12-2021 05:33:PM

all done

Posted By : Dipika Yedge

Assigned To : Prasad Gawade


D231

Date & Time : 05-01-2022 01:25:PM

Point No 31

Please delete attached rates from Employee rate master

 Cochin.xls

 Download


Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 05-01-2022 03:03:PM
ok mam,

As per excel shared for point no 31 , please confirm rates are deleted.
Backup file attached.

 tbl_mst_employeeerate - backup delete.zip
[Download](#)

Posted By : Bhavana Pachpande
Assigned To : Prasad Gawade
D231
Date & Time : 06-01-2022 05:46:PM
Support task Point No 32.

a) Masters and Cases code, how list, add/edit pages are generated.
b) Master Tables and meta tables.
c) R115 changes suggestion

Posted By : Prasad Gawade
Assigned To : Bhavana Pachpande
D231

Date & Time : 06-01-2022 06:22:PM
yes ma'am i've discussed above points with manas sir
Posted By : Dipika Yedge
Assigned To : Prasad Gawade
D231

Date & Time : 29-01-2022 12:42:PM
Hi,

Please assign below case to vendor id 4535

Case ID- 107691726
Activity - EBC
Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
D231
Date & Time : 01-02-2022 01:40:PM
Hello mam,

Support task Point No 33 : **Please assign below case to vendor id 4535** is done, please confirm as completed.

Posted By : Dipika Yedge
Assigned To : Manas Dasgupta
D231
Date & Time : 01-02-2022 04:02:PM
Point No. 33

Done
Posted By : Dipika Yedge
Assigned To : Manas Dasgupta
D231
Date & Time : 07-02-2022 04:07:PM
Point No 34

Dubai related
Add 1st_outcome,2nd_outcome & 3rd_outcome value in 1 column as Sub Status in case details MIS
Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
D231
Date & Time : 07-02-2022 04:35:PM
Hello mam,

Point No 34 done, please confirm.
Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
D231
Date & Time : 24-02-2022 05:27:PM
Hello mam,

Point 35 : Provide support to developer Prasad for **B442**, task.
Posted By : Dipika Yedge
Assigned To : Manas Dasgupta
D231
Date & Time : 24-02-2022 10:16:PM
Point No 34 Closed.

Point no 35

Google map error showing for case id 102099597.
Activity- CPV
Country- Dubai
Posted By : Manas Dasgupta
Assigned To : Dipika Yedge

D231

Date & Time : 25-02-2022 09:33:AM

Hello mam,

Above "**Google map error showing for case id 102099597.**" point no is **36**.

I have completed it yesterday please check and confirm point close.

Posted By : Dipika Yedge**Assigned To** : Manas Dasgupta

D231

Date & Time : 25-02-2022 03:23:PM

Point No 36 Closed.

Point No 37

Please delete Client rate master as we need update it categorywise.


Posted By : Bhavana Pachpande**Assigned To** : Dipika Yedge

D231

Date & Time : 25-02-2022 03:40:PM

Hello mam,

Point No 37 done, please check, backup of sql dump for client rate table is attached below.

 tbl_mst_clientrate-Live-India-Backup.txt[Download](#)**Posted By** : Dipika Yedge**Assigned To** : Bhavana Pachpande

D231

Date & Time : 02-03-2022 10:49:AM

Point No 37 Closed.

Point No 38

Please delete Client rate master as we need update it categorywise.


Posted By : Bhavana Pachpande**Assigned To** : Dipika Yedge

D231

Date & Time : 02-03-2022 10:51:AM

Hello mam,

Point No 38 done, please check, backup of sql dump for client rate table is attached below.

 live-India-tbl_mst_clientrate-newbak-2.txt[Download](#)**Posted By** : Dipika Yedge**Assigned To** : Bhavana Pachpande

D231

Date & Time : 03-03-2022 05:15:PM

Point No 38 close

Posted By : Manas Dasgupta**Assigned To** : Dipika Yedge

D231

Date & Time : 04-03-2022 05:07:PMSupport **Task no 39**, for B443 task, kt Prasad on import module of masters.**Posted By** : Dipika Yedge**Assigned To** : Manas Dasgupta

D231

Date & Time : 09-03-2022 04:40:PM

Task No 39 Close.

Task No 40.

While generating export excel report for 1st Feb to 28 Feb 2022, data is bifurcating in 2 excel sheet.

It should be in 1 excel sheet only, please check.

Posted By : Bhavana Pachpande**Assigned To** : Dipika Yedge

D231

Date & Time : 09-03-2022 05:12:PM

Hello mam,

Task No 40, changes are uploaded in demo and live server both, please check and confirm close.**Posted By** : Dipika Yedge**Assigned To** : Bhavana Pachpande

D231

Date & Time : 12-03-2022 12:48:PM

Task No 40 closed.

Posted By : Dipika Yedge**Assigned To** : Bhavana Pachpande

D231

Date & Time : 15-03-2022 09:44:AM
Task no 41.

Hi Manas,

Kindly refer attached EBC activity pdf report. It is showing google map on Saturday 12th March and it is not shown in today's report.

Activity : EBC Case id: 107929172

Regards, Kavita Lotekar

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 15-03-2022 09:49:AM
task no 41.

cases id issue

Case ID	Ref No	Applicants Name
107929167	PAM/TSF/SAM/0010	Ashish Maruti Dawane
107929170	PAM/TSF/SAM/0013	Shruti Shrikant Patil
107929171	PAM/TSF/SAM/0014	Ravin Mani
107929172	PAM/TSF/SAM/0015	G Guruprasad
107929173	PAM/TSF/SAM/0016	Chudasama Dilipkumar Haribhai
107929174	PAM/TSF/SAM/0017	Nili Siva Krishna
107929175	PAM/TSF/SAM/0018	Arpit Srivastava
107929176	PAM/TSF/SAM/0019	Rana Rahulbhai

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 15-03-2022 10:11:AM
Hello mam,


As checked with a random case id 107929172, the case has been moved to fe/tele assign as such all fe related fields are reset again. It is not an issue but a process.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 15-03-2022 04:57:PM
Hi Manas,

As discussed with Dipika,

kindly refer attached EBC activity cases.

Supervisor has wrongly assigned the case to FE after applicant submitted the case. After that Google map is visible in PDF.

 latitude or longtitde cases.xls

[Download](#)

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 16-03-2022 11:37:AM
Hello mam,

Task no 41. done, please check and confirm close.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231

Date & Time : 16-03-2022 04:32:PM
support task no 41 is closed.

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231

Date & Time : 24-03-2022 05:18:PM
ok noted.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231

Date & Time : 31-03-2022 11:14:AM

Point No 42

Please inactive RES login created through EasyHr API as people are no more working with us.

Check attached excel for reference.

Error : File Not Found.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 31-03-2022 02:27:PM

Hello mam,

Support task point no **42** is done, please check and confirm done.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 01-04-2022 12:20:PM

Point No 42 Closed.

Point No 43

Please change ref no & name_of_client field value of attached cases.

Error : File Not Found.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 01-04-2022 05:06:PM

Hello mam,

As discussed please provide us the excel data in following format in txt file.

UPDATE tbl_cases SET name_of_client=",ref_no=" WHERE case_id = " LIMIT 1;

Add values inside inverted commas. Attached sample.

 caseTableUpdateFormat.txt

[Download](#)

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 04-04-2022 05:34:PM

Hi Manas,

PFA

 caseTableUpdateFormat.txt

[Download](#)

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 05-04-2022 04:59:PM

Hello mam,

Point No 43 , is done please check and confirm.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 22-04-2022 10:42:AM

Point 43 closed

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 22-04-2022 04:35:PM

ok mam noted.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 17-06-2022 08:39:AM

Point No 44

Please delete Employee assignment table of Dubai

Posted By : Bhavana Pachpande


Assigned To : Dipika Yedge


D231

Date & Time : 17-06-2022 08:51:AM

Hello mam,

Point no 44, done. Please check now, also attached a backup copy for emp assign table dump

 tbl_mst_employeeassign-12.txt

 Download

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande
D231

Date & Time : 17-06-2022 05:33:PM

Hi Manas,

Point No 44 closed.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge
D231

Date & Time : 20-06-2022 02:36:PM

ok mam, noted.


Posted By : Dipika Yedge


Assigned To : Bhavana Pachpande
D231

Date & Time : 27-06-2022 04:52:PM

Point No 45

Please change center and sub center id of attached list

 Dubai case id list.xls

 Download

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge
D231

Date & Time : 27-06-2022 05:35:PM

Hello mam,

Point 45: Case id center and sub-center are forcefully updated in live server for Dubai as per excel sheet provided.

Please check now.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande
D231

Date & Time : 28-06-2022 05:17:PM

Point No 45 closed.

Point No 46.

- 1) Please delete emp rate master- Dubai
- 2) Please delete client rate master- Dubai
- 3) Please update center sub center of attached case id- Dubai

 Book1.xls

 Download

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge
D231

Date & Time : 28-06-2022 05:18:PM

Hello mam,

Point No 46, changes done, please check and confirm.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande
D231

Date & Time : 29-06-2022 05:01:PM

Point No 46 close.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge
D231

Date & Time : 30-06-2022 12:45:PM

ok mam noted.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande
D231

Date & Time : 14-07-2022 10:56:AM

Point No 47.

Below case has been wrongly assign to applicant after verified from FE.

Case ID- 108311884

Activity- CPV

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge
D231

Date & Time : 18-07-2022 12:26:PM

Hello mam,


Point No 47, changes done, please check and confirm.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 26-07-2022 04:26:PM
Point No 47 Close.

Point No 48

Please update sub center of attached case ID- Dubai

 Book1.xls

 Download

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 26-07-2022 04:40:PM
Hello mam,

Point No 48, changes done, please check and confirm.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 26-07-2022 04:41:PM
Point No 48 closed
Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 28-07-2022 05:29:PM
Point No 49

Case ID 106744184 & 107212236 not showing in case verification.

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 28-07-2022 05:34:PM
Hello mam,


Point No **49**, changes done, please check and confirm.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 01-08-2022 01:22:PM
Point No 49 Close.

Point No 50

Please update sub center of attached case ID- Dubai

 Book2.xls

 Download

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 01-08-2022 02:17:PM
Hello mam,

Point No **50** , changes done, please check and confirm.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 01-08-2022 05:50:PM
Point No 50 closed.

Point No 51

While importing cases for YAP client system shows error as Zone is compulsory

Country- Dubai
Activity- CPV
Client- YAP
Product- Account Opening CPV
Posted By : Bhavana Pachpande
Assigned To : Bhavana Pachpande
D231
Date & Time : 02-08-2022 03:10:PM
Hello mam,

Point No **51** , issue found in import design where **client_id** was added for import excel, please remove the order value from field to remove Zone validation error while import.

Confirm if done.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 02-08-2022 03:42:PM

Point No 51 closed

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 09-08-2022 03:44:PM

Support task 52

Hi Manas,

Please delete below templete from RES.

Templete Name

Kotak Mahindra Bank_Employment 2_EBC

Kotak Mahindra Bank_Employment_EBC

Kotak Mahindra Bank_Pre Hiring_Resi_EBC

Kotak Mahindra Bank_Pre Hiring_Summary_EBC

Import Name

Kotak Mahindra Bank_Pre Hiring_EBC

Kotak Mahindra Bank_Pre Hiring_Summary_EBC

PDF Name

Kotak Mahindra Bank_Employment 2_EBC

Kotak Mahindra Bank_Employment_EBC

Kotak Mahindra Bank_Pre Hiring_Resi_EBC

Kotak Mahindra Bank_Pre Hiring_Summary_EBC

Regards,

Kavita lotekar

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge


D231


Date & Time : 09-08-2022 03:50:PM

Hello mam,

Point No 52 , checked code for delete validation issue of template design and also provided the list of cases needed permanent delete to remove validation by checking live db from backend, please check now and confirm if able to delete the templates.

File attached.

 remove cases -tbl_cases.csv

 Download

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 09-08-2022 04:07:PM

ok done point no 52 closed.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 21-09-2022 12:57:PM

Point no 53

Hi Manas,

The case history should also show the client's case status when the sent to the client is captured.

Regards,

Kavita Lotekar

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 22-09-2022 05:22:PM

Hello mam,

Changes are updated in demo server, please check and confirm before update in live server.

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 27-09-2022 05:52:PM

Hello mam,

Changes are updated in live server, please check and confirm.

Posted By : Dipika Yedge**Assigned To** : Manas Dasgupta

D231

Date & Time : 20-10-2022 04:36:PM

Hi,

Please delete below cases

Client Name	Product	Case ID	Verification Type
HDFC Bank Limited	Liability	107751847	RV
HDFC Bank Limited	Liability	107767080	RV
HDFC Bank Limited	KYC	108389478	Residence Verification
HDFC Bank Limited	KYC	108484959	Residence Verification
HDFC Bank Limited	KYC	108485013	Residence Verification
HDFC Bank Limited	KYC	108492585	Residence Verification
HDFC Bank Limited	KYC	108503471	Residence Verification
HDFC Bank Limited	KYC	108514905	Residence Verification
HDFC Bank Limited	KYC	108531859	Residence Verification
HDFC Bank Limited	KYC	108531860	Business Verification
HDFC Bank Limited	KYC	108531895	Residence Verification

Below cases are not showing in case verification.

Bank of Baroda	CC	108550071	RV
----------------	----	-----------	----

Bank of Baroda	CC	108550277	RV
----------------	----	-----------	----

Posted By : Bhavana Pachpande**Assigned To** : Dipika Yedge

D231

Date & Time : 20-10-2022 05:06:PMok done **point no 54** , cases are deleted permanently for KYC, please confirm close.**Posted By** : Dipika Yedge**Assigned To** : Bhavana Pachpande

D231

Date & Time : 21-10-2022 04:43:PM

point no 55

Please change the given case id manually in the center.

Center	Pinocde	Case ID
Patna	831003	108630632
Bhubaneshwar	753010	108651134

Posted By : Bhavana Pachpande**Assigned To** : Dipika Yedge

D231

Date & Time : 21-10-2022 04:53:PM

Hello mam,

ok done **point no 55**, changes done from backend for India server.**Posted By** : Dipika Yedge**Assigned To** : Bhavana Pachpande

D231

Date & Time : 21-10-2022 05:04:PM

point no 55 closed.

Posted By : Prasad Gawade**Assigned To** : Dipika Yedge

D231

Date & Time : 31-10-2022 04:55:PM**Point no 56.**

Pdf file not getting uploaded from RES mobile app.

Following are the case id's :

108685236**108676563**

Necessary actions taken.

Please reply if resolved.

Posted By : Prasad Gawade**Assigned To** : Dipika Yedge

D231

Date & Time : 31-10-2022 05:51:PM

Point no 56 closed.

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 02-11-2022 10:06:AM
Hello mam,

yes Point no 56 is resolved as marked closed.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 02-11-2022 04:49:PM
point no 57

As discussed please find below the case ID and let we know why Google latlong is not getting capured in the report

- 108695960
- 108695963

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 03-11-2022 08:45:AM
Hello mam,

As discussed point no 57 issue is from google as OVER_QUERY_LIMIT

Getting following message in browser console :

"Geocoding Service: You have exceeded your daily request quota for this API. If you did not set a custom daily request quota, verify your project has an active billing account: <http://g.co/dev/maps-no-account>"

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 07-11-2022 01:39:PM
Point No 57 closed.

Point No 58

As discussed, please update attached cases



d.xls

↓ Download

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 07-11-2022 02:03:PM
Hello mam,

Point No 58 is done, please check and confirm close.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 10-11-2022 01:35:PM
Hi,

While closing below digital verification case error showing as Please assign case to FE or Tele.
Case is submitted by Applicant

Case ID- 108704170
Activity- EBC
Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 11-11-2022 03:03:PM
Point No 60

Not able to edit field in any template design.

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 11-11-2022 03:33:PM
Point No 60 :

Htaccess was blocking the iframe request, it is excluded now. Please check if working and confirm close.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 11-11-2022 03:41:PM

Hi,

Yes, it's working.

Point No 60 close.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 16-11-2022 06:25:PM

point no 61

Below 2 case id delete in RES. these case do not come from tele assignment to Fe assignment, because of that the case cannot be deleted in RES.

| 106831666

| 107239490

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 16-11-2022 06:30:PM

point no 62

Case not getting submitted through FE mobile app.

case id - 108704618

image file name - 11_108704618_image6.jpg

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 16-11-2022 06:31:PM

point no 62 closed, case reassigned.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 17-11-2022 01:25:PM

Hello mam,

point no 61 please confirm done, as discussed please use menu "**Move Cases FE/Vendor Assignment**" from next time for such issue.

Cases are soft deleted.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 17-11-2022 01:26:PM

point no 61 closed

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 23-11-2022 12:14:PM

Hi,

Google map is corrupt for below case iD

Case ID- 102164748,102165572

Activity- CPV

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 29-11-2022 04:42:PM

Hi,

Point No 62

Dubai FE not able to logged i.

Invalid ID password msg showing on screen.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 02-01-2023 06:17:PM

Point No 62 Closesd.

Point No 63

Please delete Collection FE Rate from Employee Rate

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 02-01-2023 07:03:PM

Hello maam,

Done, please check and confirm.

Posted By : Dipika Yedge

Assigned To : Prasad Gawade

D231

Date & Time : 05-01-2023 01:33:PM

Hi,

Point No 63 Closed.

Point No 64

Please delete Client rate and TAT master.

Posted By : Dipika Yedge

Assigned To : Prasad Gawade

D231

Date & Time : 05-01-2023 01:42:PM

Point No 65

Please add 1st_outcome, 2nd_outcome, 3rd_outcome, 4th_outcome fields under Sub Status Column in case detail MIS- Dubai

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 06-01-2023 05:43:PM

Point no 66

Check case not getting displayed in case verification list RES dubai.

case id - 1021653578

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 06-01-2023 05:44:PM

Point no 67

Check import error for team space client

Cleint- Team space

Activity- EBC

Product- EBC Checj new

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 11-01-2023 06:14:PM

Point no 67 closed.

Point no 68.

Following case id not visible in RES dubai

case id - 102160079.

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 13-01-2023 11:45:AM

Point no 68.

Image showing in black color in view as well as in pdf.

Case id - 108945854

image - 11_108945854_image1.jpg

(note - **save as** in paint and re upload in server)

done.

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 13-01-2023 11:45:AM

Point no 69.

Image showing in black color in view as well as in pdf.

Case id - 108945854

image - 11_108945854_image1.jpg

(note - **save as** in paint and re upload in server)

done.

Posted By : Dipika Yedge

Assigned To : Prasad Gawade

D231

Date & Time : 23-01-2023 04:02:PM

Hi,

Please soft delete cases for below client

Country- Dubai

Activity- CPV
Client- ADCB
Added Date - 1st Jan 2016 to 31st July 2022
Posted By : Prasad Gawade
Assigned To : Dipika Yedge
D231
Date & Time : 24-01-2023 10:21:AM
Hello maam,

Please close above point if done.
Posted By : Prasad Gawade
Assigned To : Dipika Yedge
D231
Date & Time : 27-01-2023 12:34:PM
Hello maam,

Any update on this point. We have to keep cases(soft deleted) as it is OR revert the changes.
Posted By : Dipika Yedge
Assigned To : Prasad Gawade
D231
Date & Time : 27-01-2023 03:53:PM
Hi,

Point No 70 closed.

Point No 71
Checkbox not showing for below client

Client- RAK
Product- Document collection
Vt- BV
Posted By : Prasad Gawade
Assigned To : Dipika Yedge
D231
Date & Time : 28-01-2023 10:58:AM
Hello maam,

Is this point done ?
Posted By : Dipika Yedge
Assigned To : Prasad Gawade
D231
Date & Time : 01-02-2023 02:35:PM
Point No 71 Closed.

Point No 72.

Hi Prasad,

As discussed. attached QC cases were wrongly assigned to FE instead of Tele.

Please do the necessary changes so that all cases should reflect in QC Tele Assignment tray

 File.xls

Download

Posted By : Prasad Gawade
Assigned To : Dipika Yedge
D231
Date & Time : 02-02-2023 11:57:AM
Hello maam,

As discussed with ganesh sir D257 is on high priority.
So working on that task.

Hello,

Point no. 73
As discussed with ajit sir reset password for below username:
V47242.
Waiting for confirmation.
Posted By : Prasad Gawade
Assigned To : Dipika Yedge
D231
Date & Time : 03-02-2023 03:05:PM
Hello,

As discussed point no. 73 closed.

Point no. 74
Check below case id's (case status not updated and field executive submit not reflected properly in RES)
109037415
109056986

Cases resend by field executive.
Done verified

Point No. 74 closed
Posted By : Prasad Gawade
Assigned To : Dipika Yedge
D231
Date & Time : 03-02-2023 03:42:PM
Point no. 75

Reset password for below field executive.
emp code - P18195-1

Point no. 75 closed.

Posted By : Prasad Gawade
Assigned To : Dipika Yedge
D231
Date & Time : 03-02-2023 03:46:PM
Point no. 76

Zip and upload text file for monthly images list provided by azure on demo server and provide link to dipika maam.

Posted By : Super Admin
Assigned To : Manas Dasgupta
D231
Date & Time : 06-02-2023 08:32:AM
What he mean?
Manas do you have Idea?
Posted By : Prasad Gawade
Assigned To : Super Admin
D231
Date & Time : 07-02-2023 11:05:AM
Hello sir,

This is regarding point no. 76

Dipika maam sometimes need old cases images, so for this purpose maam require images name for the given case id's to get those images, below text file(in zip format) provided in link contains list of the images names.

https://country-pamac.urdemo.net/uploads/app_apk/monthlylist.zip

Maam provides image name and we give required images from images backup we have.

Posted By : Dipika Yedge
Assigned To : Prasad Gawade
D231
Date & Time : 08-02-2023 03:21:PM
point no 77

Please add tat slab 24 to 48 hrs in case details MIs.

Posted By : Prasad Gawade
Assigned To : Dipika Yedge
D231
Date & Time : 08-02-2023 05:11:PM
Hello maam,

Changes done, please check.
Posted By : Dipika Yedge
Assigned To : Prasad Gawade
D231
Date & Time : 10-02-2023 11:08:AM
point no 77 closed.
Posted By : Dipika Yedge
Assigned To : Prasad Gawade
D231
Date & Time : 15-02-2023 01:20:PM
Point No 78

Please add field 400 in case detail MIS under Company Name column

Posted By : Dipika Yedge
Assigned To : Prasad Gawade
D231
Date & Time : 16-02-2023 03:11:PM
Point No 79

Please delete below case ID

| 109119297
| 109119737
| 109119763

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 21-02-2023 01:37:PM
Point No 79

Hello mam, please check now cases are soft deleted using Supervisor Mytest id.

Posted By : Prasad Gawade
Assigned To : Bhavana Pachpande
D231
Date & Time : 23-02-2023 06:31:PM
Point 80.

Hello as discussed,
Some masters for EBC activity were not visible.
a) Employment HR Master
b) Online Education Check list
c) Fake University List
d) List of Problematic Universities
e) Fake IT Company List

Check **Assign activity menu** under **Menu**
select activity name and employee name give rights accordingly and save.

Please close this if done.

Posted By : Bhavana Pachpande
Assigned To : Dipika Yedge
D231
Date & Time : 27-02-2023 10:55:AM
Hello mam,

Please confirm point 80 as per above Prasad reply.

Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 28-02-2023 10:01:AM
Point No 80 closed
Posted By : Dipika Yedge
Assigned To : Bhavana Pachpande
D231
Date & Time : 28-02-2023 10:02:AM
Point No 81

Please delete Dubai Client rate master & Employee rate master

Posted By : Prasad Gawade
Assigned To : Dipika Yedge
D231
Date & Time : 28-02-2023 11:22:AM
Hello maam,

Done please check and close if done.

Posted By : Dipika Yedge
Assigned To : Prasad Gawade
D231
Date & Time : 02-03-2023 01:03:PM
Point No 81 closed
Posted By : Dipika Yedge
Assigned To : Prasad Gawade
D231
Date & Time : 02-03-2023 01:07:PM
Point No 82

Please add ' sign in pending MIS- Ref no column as done in case detail MIS for both country


Posted By : Prasad Gawade
Assigned To : Dipika Yedge
D231
Date & Time : 02-03-2023 01:24:PM
Hello maam,

Please check point no. 82 and close if done.

Posted By : Dipika Yedge
Assigned To : Prasad Gawade
D231
Date & Time : 02-03-2023 01:25:PM
Point No 82 closed
Posted By : Dipika Yedge
Assigned To : Manas Dasgupta
D231
Date & Time : 02-03-2023 03:04:PM

Hi Manas,

Please check attached list of RES logins and delete from the employee master and employee assignment master

 HDFC-Login deletion.xls

[Download](#)

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 02-03-2023 04:22:PM

Hello mam,

Will check this and prepare query and update here before making any changes.

Query:

Also are these employees used in any case for add, save, submit then there will be error in reports as join queries won't work after delete.

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 03-03-2023 12:10:PM

Hello maam,

As discussed with kailash sir,

The aforementioned task will be completed as soon as Manas sir returns back.

Posted By : Super Admin

Assigned To : Dipika Yedge

D231

Date & Time : 29-03-2023 09:15:AM

Please conclude this thread now

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 01-04-2023 11:08:AM

These employees have not created any cases.

Posted By : Dipika Yedge

Assigned To : Prasad Gawade

D231

Date & Time : 01-04-2023 11:10:AM

Hi,

Please delete below cases, its Bank URL cases we don't have rights to delete it.

109285647

109285882

109286034

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 14-04-2023 06:37:PM

Hello maam,

Is this cases still need to be deleted ?

109285647

109285882

109286034

Posted By : Prasad Gawade

Assigned To : Ganesh Sawant

D231

Date & Time : 14-04-2023 06:39:PM

Point no. 83

As discussed added "Field label name" for fields in case detail MIS.

Please let me know if done ?

Posted By : Dipika Yedge

Assigned To : Prasad Gawade

D231

Date & Time : 18-04-2023 04:32:PM

Point No 83 close.

Posted By : Dipika Yedge

Assigned To : Prasad Gawade

D231

Date & Time : 18-04-2023 04:34:PM

Hi,

HDFC logins and case id's not deleted

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 18-04-2023 05:17:PM

Hello maam,

As discussed mentioned cases soft deleted from system. Please check and confirm.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 18-04-2023 05:39:PM

Hello mam,

Point No 84, HDFC login relations are checked and employees are deleted as per excel provided.

Please confirm if done.

Posted By : Dipika Yedge

Assigned To : Bhavana Pachpande

D231

Date & Time : 18-04-2023 06:07:PM

Hi,

Employee Code deleted- Done

Case ID Deleted- Done

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 19-04-2023 11:52:AM

Point No 86

Please delete duplicate entries from employee assign

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 20-04-2023 01:13:PM

Point no. 87

As discussed with dipika maam and manas

Changed validation message for special characters in text box, text area.

Please close this point if done.

Posted By : Bhavana Pachpande

Assigned To : Dipika Yedge

D231

Date & Time : 20-04-2023 01:40:PM

Hello mam,

Point no 87 changes uploaded in demo and live server both for India and Dubai server, please check and confirm.

Posted By : Prasad Gawade

Assigned To : Bhavana Pachpande

D231


Date & Time : 28-04-2023 02:48:PM

Hello,

Point no. 88

Request you to upload attached pdf in RES

Path - uploads/hdfc_manual/hdfc_res_manual.pdf

 hdfc_res_manual.pdf

 Download

Posted By : Bhavana Pachpande

Assigned To : Prasad Gawade

D231

Date & Time : 28-04-2023 03:12:PM

Hello Prasad,

Point no 88 changes uploaded in demo and live server both for India and Dubai server, please check and confirm.

Posted By : Prasad Gawade

Assigned To : Bhavana Pachpande

D231

Date & Time : 28-04-2023 04:35:PM

Yes checked on both demo and live server pdf is properly showing.

point no. 88 closed

Posted By : Prasad Gawade

Assigned To : Dipika Yedge

D231

Date & Time : 05-05-2023 11:56:AM

Point no. 89

Below error shows for the case - **109445608**

Please assign the case to Tele or FE before closing the case.

Please close this if done.

Posted By : Dipika Yedde

Assigned To : Prasad Gawade

D231

Date & Time : 05-05-2023 11:58:AM

point no 89 closed.

Posted By : Dipika Yedde

Assigned To : Prasad Gawade

D231

Date & Time : 20-05-2023 10:47:AM

Point No 90

Please delete below HDFC-KYC Bank URL cases

109491181

109491182

109491183

Posted By : Prasad Gawade

Assigned To : Dipika Yedde

D231

Date & Time : 20-05-2023 11:05:AM

Hello maa,

Point no. 90 done, Backup taken and deleted from the table.

Please check

Posted By : Dipika Yedde

Assigned To : Manas Dasgupta

D231

Date & Time : 07-06-2023 03:41:PM

Point No 90 closed.

Point No 91

While editing P74047 ID in employee master it shows already exist but it is not reflecting in master.

Posted By : Manas Dasgupta

Assigned To : Dipika Yedde

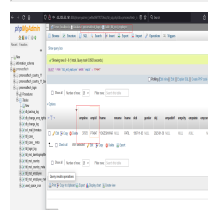
D231

Date & Time : 07-06-2023 05:44:PM

Hello mam,

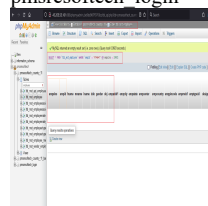
Point No 91 - Issue is found and resolved, new entry is done in employee table for live India, screenshot attached for missing employee table PK from database "pmsresoftech_country_11".

Please check now and confirm close.



Download

pmsresoftech_login



Download

pmsresoftech_country_11

Posted By : Dipika Yedde

Assigned To : Manas Dasgupta

D231

Date & Time : 08-06-2023 12:10:PM

Point no 91 closed

Posted By : Dipika Yedde

Assigned To : Manas Dasgupta

D231

Date & Time : 21-06-2023 04:09:PM

POINT NO 92

As discussed, digital verification url link not working.

If you test the digital verification on the demo of EBC vertical, the URL link is working, but if you test it on the same client live server, the URL link is not working.

demo server case id: 109103113

Live server case id : 109626988

Client Name: Team Space Financial Services

Product Name: EBC CHECK NEW

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 21-06-2023 04:14:PM

Point No 93

As discussed,

If the vendor verified the new bank statement verification the payout does not appear in the vendor payout MIS.

Activity: RCU

VT: HDFC-BS

case id 109103112 / 109103111

Posted By : Ajit Kedare

Assigned To : Manas Dasgupta

D231

Date & Time : 22-06-2023 04:25:PM

POINT NO 92

Dear Manas,

please help with closing above point, as users are not able to work further on the cases.

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 22-06-2023 05:00:PM

Hello mam,

As discussed Point 92, issue is found it is caused from server side to restrict url with words **txt**, since the case id used for digital verification url had the word **txt** it was blocked.

I have made some changes in encryption and de-cryption of the case id send in DV link and pushed changes in demo server. Please check and confirm with new case id now before upload in live server.

Note: Once changes are pushed in live server, older DV link might not work if they contain the word txt as such new link must be generated again.

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 23-06-2023 02:19:PM

Hello mam,

Changes are updated in live server also, please check and confirm.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 23-06-2023 03:30:PM

Point No 92 & 93 closed

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 27-06-2023 03:59:PM

Point No 94

Please delete below Bank url cases

 HDFC.XLSX

[Download](#)

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 28-06-2023 04:56:PM

Hello mam,

Point 94: Please let us know what is to be done as **109447565** case id found in applicant cases : Digital Verification log ?

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 03-07-2023 03:18:PM

Point no 95.

Hi Manas,

Kindly below cases delete in RES.

Client name: HDFC BANK Limited.

Product id: KYC

Case id.
| 109295487
| 109295154
| 109290379
| 109158781

Posted By : Dharmendrakumar Vishwakarma

Assigned To : Manas Dasgupta

D231

Date & Time : 10-08-2023 12:10:PM

Hi Team,

Ramakrishnan sir facing some sissue in wampp server as per discussed with mans sir i updating on this ticket D239.

so Manas sir kindly connect with Ramakrishnan sir.

Posted By : Manas Dasgupta

Assigned To : Dharmendrakumar Vishwakarma

D231

Date & Time : 10-08-2023 01:15:PM

Hello Dharmendrakumar

Please confirm Point no 96, support for resolve wamp issue is closed.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 10-08-2023 02:55:PM

Point No 97.

1. Discussion done with Manas as Dubai FE was unable to download case- 1021704072

2. Discussion done with Manas and Megha regarding case reject reason.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 10-08-2023 03:20:PM

Point no 98

please check attached excel and confirm can we design report in given format



Sample tracker format.xlsx

Download

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 10-08-2023 03:56:PM

Hello mam,

For point 97, #2 below is the New URL to be called in the new apk to be build using live source code:

https://demopms.resoftech.com/webservice/api_live_2_3_live

This new webservice added is copy of live webservice with rejectMessage field name changes.

Posted By : Dharmendrakumar Vishwakarma

Assigned To : Manas Dasgupta

D231

Date & Time : 11-08-2023 12:34:PM

Yes point no 96 closed.

Posted By : Dharmendrakumar Vishwakarma

Assigned To : Manas Dasgupta

D231

Date & Time : 22-08-2023 04:08:PM

Hi sir

My all setup are done in my new PC but i am facing some issue to fetch code from live and demo (Git Issue).

& I don't have live database access so kindly give me access of live database.

Posted By : Manas Dasgupta

Assigned To : Dharmendrakumar Vishwakarma

D231

Date & Time : 28-08-2023 08:37:AM

Hello,

Please call or email yrhost for database access if new machine is setup, then i think you need VPN setup also without which you cannot connect to database.

For git setup, please set priority when to do so, as i am working on **D282**

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 29-08-2023 01:05:PM

Point No 97

Please delete below HDFC Bank cases

109875699

109903322

109902925

109902922

109880470

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 04-09-2023 06:02:PM

Hello mam,

Please set priority for point 97, also need to discuss as it comes often to delete such bank login related cases.

Query : Can we add some module for Supervisor or PAMAC admin to do that task instead of manually removing them from database from time to time ?

Posted By : Manas Dasgupta

Assigned To : Dharmendrakumar Vishwakarma

D231

Date & Time : 05-09-2023 05:36:PM

Hello,

Point No 98: some issue to fetch code from live and demo (Git Issue)

Reply: This is done today as per our anydesk session.

For db access as discussed please take permission from PAMAC and Sir Siddharth, Sir Kailash for user id and password of demo and live both India and Dubai server as required.

Also please confirm close of point 98.

Posted By : Dharmendrakumar Vishwakarma

Assigned To : Manas Dasgupta

D231

Date & Time : 08-09-2023 10:02:AM

Hi sir,

I exported demo database table to import on localhost databse (counpama_country_11) but in my localhost database and demo data are different kindly provide me solutions or any ideas?.

Posted By : Manas Dasgupta

Assigned To : Dharmendrakumar Vishwakarma

D231

Date & Time : 08-09-2023 10:04:AM

As discussed for above **Point no 99** support task , please set priority as i am working on D282.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 21-09-2023 01:33:PM

Point No 100

Hi Manas,


As discussed, Ganesh Sir has asked to see this work. Kindly manually add verification type to the indusind bank cases that I have sent.


Activity name : PD

Client Name: Indusind Bank

Product Name: Personal Loan

Verificatin type: PD Salaried (48)

 indusind bank cases.xls

 Download

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 21-09-2023 02:22:PM

Hello mam,


Point 100 changes are done for above share excel case id, VT is changed to PD Salaried for all. Please check and confirm.


Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 21-09-2023 04:37:PM
as discussed, FYA

 pending indusind bank cases.xls

 Download

Posted By : Manas Dasgupta

Assigned To : Dipika Yedge

D231

Date & Time : 21-09-2023 04:49:PM

Hello mam,

Point 100 new excel changes are done for above share excel case id, VT is changed to PD Salaried for all.

Also remaining 17 case id

(109671725,109671469,109617299,109606976,109597570,109597421,109587144,109550499,109532200,109408119,109396862,109298680,109298678,109247065,109100000) showing in search with empty VT are also done.

Please check and confirm.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 21-09-2023 04:58:PM

it is done. Point no 100 closed.

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 27-10-2023 09:21:AM

Point no 101

India- Please delete employee rate of corporate and door to door product

Corporate ID- 359

Door to door ID- 358

Posted By : Manas Dasgupta


Assigned To : Dipika Yedge

D231

Date & Time : 27-10-2023 09:38:AM


Hello mam,

Point no 101 changes are done, please check now. Backup of rate file attached.

 tbl_mst_employee rate- support task 101.csv

 Download

Deleted rates Excel

 tbl_mst_employee rate- deleted rates - support task 101-sql.txt

 Download

Deleted rates sql insert query

Posted By : Dipika Yedge

Assigned To : Manas Dasgupta

D231

Date & Time : 27-10-2023 10:06:AM

Point No 101 closed

Posted By : Dipika Yedge

Assigned To : (All Members)

D231

Date & Time : 27-10-2023 10:09:AM

Discussions is closed.

 Reply

 Cancel