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

Posted By : Dipika Yedge

C80

Date & Time : 28-01-2019 03:16:PM

Dubai Issue | High

Hi,

1) Total Count is not matching with With in TAT, Greater than & Pending in Daily TAT MIS of UAE country.

2) Case detail MIS & Daily TAT MIS count not matching

Login- Dubaiopsdmin

Search criteria- 1st to 28th Jan 2018 (Added Date) for both reports

Activity- CPV

Daily TAT MIS.xls

[Download](#)

Posted By : Super Admin

C80

Date & Time : 15-02-2019 10:22:AM

is this issue resolved?

Posted By : Jayant Singh

C80

Date & Time : 15-02-2019 11:03:AM

Let me Test this once

Posted By : Jayant Singh

C80

Date & Time : 15-02-2019 12:08:PM

That new module who move the cases direct send to the client without TAT is not used in this.T here is something else.

I have a few tasks in priority after this I will be able to solve this issue.

Posted By : Dipika Yedge

C80

Date & Time : 26-02-2019 06:30:PM

Hi,

Please share the tentative days.

Posted By : Jayant Singh

C80

Date & Time : 28-02-2019 11:01:AM

this task will start on Monday 04/03/2019. I am working with another task and not allowed to work another till the weekend.

Posted By : Jayant Singh

C80

Date & Time : 05-03-2019 10:01:AM

let me work on this today...

Posted By : Jayant Singh

C80

Date & Time : 06-03-2019 09:59:AM

Please once explain this issue on the call.

Posted By : Jayant Singh

C80

Date & Time : 07-03-2019 11:10:AM

Ping me please if you get free Dipika Mam

Posted By : Super Admin
C80
Date & Time : 10-03-2019 09:10:AM
Should we consider this as resolved?
Please try to conclude issue sooner than later

Posted By : Jayant Singh
C80
Date & Time : 12-03-2019 09:24:AM

Hello Sir,
in this task, we needed some information from Dipika mam. She was in leave that's why till she came back we are on hold.

Posted By : Jayant Singh
C80
Date & Time : 12-03-2019 03:09:PM
I uploaded the query in demo server which also modifies the changes with the query in live server. If All Working proper please close the Bug.

Here the old and new query file attached for further use.

 Daily TAT MIS.zip
[Download](#)

Posted By : Dipika Yedge
C80
Date & Time : 12-03-2019 03:22:PM
Hi,

As discussed,

1) Total Count is not matching with With in TAT, Greater than & Pending in Daily TAT MIS of UAE country. - Resolved

But still the count is not matching with Case detail MIS

Posted By : Super Admin
C80
Date & Time : 13-03-2019 08:16:AM
Team please get this to conclusion
Posted By : Jayant Singh
C80

Date & Time : 13-03-2019 11:09:AM
As I checked there are changes for the total which was previously done for India. I make that same changes for UAE but now this match problems which we just found is also available in previous change.
So that's why I have to check in query and code both places. Give me a little time so that I could find the proper resolution for this.

Posted By : Jayant Singh
C80
Date & Time : 14-03-2019 12:25:PM
Hello Mam,
Changes for India and Dubai both are updated. Please test this one more time and inform us if something more needed in this.

Here the old and new query file attached for further use.

 Case Details MIS.zip
[Download](#)

Posted By : Super Admin
C80
Date & Time : 20-03-2019 08:45:AM
Please update us to proceed
Posted By : Jayant Singh
C80
Date & Time : 22-03-2019 03:19:PM

Hello sir,
As I found that in DAILY TAT MIS and CASE DETAILS MIS both have similarity in data. In DAILY TAT MIS, there is one column 'total nu' which fetch the value from 'tbl_cases'
in this table there is a column 'case_tat_status' which contains field value as 'within', 'outside', 'no tat', 'NULL'

I fixed all those queries but after this, I found that 'NULL' in 'tbl_cases' is not valid so I debug the flow to find the new issue where I got this-

1. Due to newly created module for direct send to client sore 'NULL' in 'case_tat_status'.
2. if we import case and assign to new case. then during closing this new case it stored tat value but for 'parent_case_id' store 'NULL'

Few Discussion remaining to complete so till I am updating the query for India where null contain fields will display in newly added **hold** column inside **DAILY TAT MIS**.

And one more most important these updates are not a Bug so i am moving this into change and after getting confirmation from manas sir we will close this BUG.

Posted By : Jayant Singh
C80
Date & Time : 26-03-2019 03:24:PM

Hello sir/Mam,

in this task, I needed **TAT Value** which is missing due **Bulk Import module** and right now **Shaikh** is working on that. Until he completes that I can modify my changes. So i am going to inform him and when he will complete these requirements I'll change my code for output.

Till this task is on hold

Posted By : Jayant Singh

C80

Date & Time : 02-04-2019 10:09:AM

hello, mam could you please tell me you need in this change. I could do it but I don't know what to do here.

Posted By : Super Admin

C80

Date & Time : 04-04-2019 08:39:AM

updates please

Posted By : Dipika Yedge

C80

Date & Time : 05-04-2019 10:28:AM

Hi,

Have checked both reports.

Count are matching.

Posted By : Dipika Yedge

C80

Date & Time : 05-04-2019 10:28:AM

Change Requirement is closed.