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

Posted By : Dipika Yedge

B319

Date & Time : 17-09-2018 11:24:AM

ICL/ OCL flag not showing | High

Hi,

Please check attached file where ICL/OCL flag shows blank.

 ICL OR OCL Not capture file 17 09 2018.xlsx

[Download](#)

Posted By : Sandeep Ghuge

B319

Date & Time : 17-09-2018 04:02:PM

Hello Bhavana,

Please update here

Posted By : Bhavana Pachpande

B319

Date & Time : 18-09-2018 08:28:AM

I have checked the case id : 104657153, it is showing rate capture using the test function. But when checking the case history there is no such capture. The icl/ocl flag has also nulled which was captured during case import.

Will check this in directly live test server first and then post here.

Posted By : Dipika Yedge

B319

Date & Time : 18-09-2018 10:59:AM

Okay.

Please update status ASAP.

Posted By : Bhavana Pachpande

B319

Date & Time : 18-09-2018 02:02:PM

Hi, as per telephonic discussion with Sandeep, we have checked that the template "Kotak Mahindra RL/PL RV" which had "Resi Pincode" updated on "2018-09-04 17:38:22" i.e is after the case id " 104657153" was closed or send to client on "2018-09-01 15:00:18".

As such during case close the emp rate and client and icl/ocl flag were not captured. But now when we are checking it with the test url , it is showing the rate.

Please use "Check Case Rate" to update the case rate.

Posted By : Dipika Yedge

B319

Date & Time : 31-10-2018 03:48:PM

Bug is closed.