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Posted By : Rakhi Gaud
D96
Date & Time : 22-04-2016 05:53:PM
FE/Tele Separate Operation.

We have done with changes related to this.
Uploaded and tested it on demo site.

Points to note down:
1. Setting(option) is given in Activity master to follow this operational flow.
2. Add label named as 'Calling Section' in template to visible Tele operation related fields.
3. Fresh case will be visible in Tele Assignment tray first.
4. Tele fixed appointment- case will be visible in FE Assignment tray.

Please verify and confirm.
Also find attached sheet of case visibility matrix in different trays with its status.

🗎 FE and Tele separate operation.xls
⬇ Download
Posted By : Navika Desai
D96
Date & Time : 25-04-2016 09:53:AM
'Calling section' not available, PFA the screen shot.

🗎 Telecalling.doc
⬇ Download
Posted By : Rakhi Gaud
D96
Date & Time : 25-04-2016 09:59:AM
Calling Section is not a field.

It is a label name.
No need to select field any field.
Just add label named as 'Calling Section' in template and make it editable to Tele.
Posted By : Navika Desai
D96
Date & Time : 25-04-2016 03:43:PM
Case not seen in case verification to Supervisor/telecaller.

Attached screen shot.

Request you to please show a demo of the process designed for better understanding.

[W] Telecalling.doc
[⤓ Download]
Posted By : Navika Desai
D96
Date & Time : 25-04-2016 03:46:PM
Case ID:
102082755

Myopsadmintest
admin@123

Mytele
admin@123

Posted By : Rakhi Gaud
D96
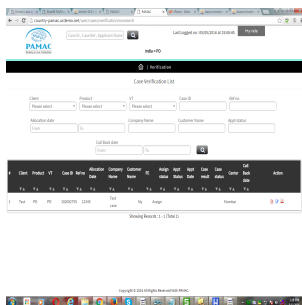**Date & Time :** 05-05-2016 03:30:PM
Hi Navika,

There was no view created in database for Activity "PD" and Page "Verification".
Edit and saved the Activity template of Activity "PD" and Page "Verification".
Now, the mentioned case is visible in verification list page.

Find attached screenshot.

[⤓ Download]
Posted By : Super Admin
D96
Date & Time : 09-05-2016 04:26:PM
Can we close this?
Posted By : Navika Desai
D96
Date & Time : 11-05-2016 04:07:PM

Queries:

1) What will be the process that the FE will have to follow to return the case to tele caller? which filed and what values?

2) For calling section of telecaller, can we have additional active/inactive fields basis the status selcted for appointment status. Like Appointment date and appointment time for 'appt fixed'

As mentioned earlier, please share the process that is designed for this and i shall check it accordingly.
Posted By : Navika Desai
D96
Date & Time : 20-05-2016 12:04:PM
awaiting revert
Posted By : Bhavana Pachpande
D96
Date & Time : 30-05-2016 09:38:AM
1) Reverting cases have the following option :

a) Should the case returned by Fe be shown in tele verification list with appointment already fixed
b) Should the case returned by Fe be shown in tele verification list with appointment fixed fields reset to null for fixing appointment again by tele.
c) Should the case revert back to tele assignment tray for reassignment.

Field : case_operation_status is used to maintain the flow of Fe/tele seperation process. Other fields will change according to the above mentioned option

2) No, for calling section it is fixed in view which is shown when calling section label is found in field master for that template.
Posted By : Navika Desai
D96
Date & Time : 30-05-2016 10:18:AM
1) the case should return by FE to tele **assignment** list for re assignment, with appointment status as 'Appt Deferred' ; with appointment date & appointment time reset to null

Please demo a test case logic and flow once for understanding.

Posted By : Bhavana Pachpande
D96
Date & Time : 30-05-2016 10:33:AM
1)For reverting case by FE what option should be provided in fe verification list i.e while editing the case in FE verification list. Should we have a label : Revert Case with check box Yes or two radio button Yes and No. Default it would be no.

2) Same change can happen in Supervisor side. If supervisor wants to revert the case should same process be followed. as FE reverting the case.

This will be an additionl change in the FE/Tele seperation process ....
Posted By : Navika Desai
D96
Date & Time : 30-05-2016 10:40:AM
1) Under appointment status, you can add an option 'Appt Deferred' on selecting that the case will be reverted back to tele assignment tray. No additional options/labels required

2) Since this is additional and was not discussed earlier, this is not to be done.

Posted By : Super Admin
D96
Date & Time : 15-06-2016 07:10:PM
ShimBi team, conclusion, update?
Posted By : Bhavana Pachpande
D96
Date & Time : 16-06-2016 08:29:AM
For point 82 and 83 , If supervisor or FE fixes appointment then tele id will be null and tele_assign_status will be WIP or Verifed according to appointment fixed or not fixed by FE/Supervisor. tele_submit_date will also be updated .

Changes have been uploaded in country demo. Please check.
Posted By : Navika Desai
D96
Date & Time : 16-06-2016 05:28:PM
Will test and confirm
Posted By : Super Admin
D96
Date & Time : 16-06-2016 07:09:PM
If matter is resolved and on live server please close thread.
Posted By : Bhavana Pachpande
D96
Date & Time : 17-06-2016 04:14:PM
As per discussed a FE/Tele seperation flow has been created and provided in the attachment below.. Please check and confirm. Changes are uploaded in demo server.

📄 FE_Tele Seperation flow.txt
[⤓ Download]
Posted By : Navika Desai
D96
Date & Time : 18-06-2016 04:05:PM
attached is the updated document.

For point 82 and 83 , If supervisor or FE fixes appointment then tele id will be null and tele_assign_status will be WIP or Verifed according to appointment fixed or not fixed by FE/Supervisor. tele_submit_date will also be updated .
- Tele_assign_status is coming ok for sup verified/WIP cases. But sup edited cases (WIP or verified) are not seen in FE assignment nor in tele assignment list

---

📄 FE_Tele Seperation flow_updated.docx
[⤓ Download]
Posted By : Bhavana Pachpande
D96
Date & Time : 20-06-2016 09:18:AM
But sup edited cases (WIP or verified) are not seen in FE assignment nor in tele assignment list :

Can you Please provide the case id for which Sup while editing the case and fixing/Wip the appointment is not working.

Some queries regarding Comment :N2:

a)If FE/Others adds/edits the case, and fixes appointment do you want appointment table to get updated
to have record who has fixed or WIP the case appointment.

b) In order to show if case is verified or wip in FE assignment tray of Supervisor do you want Fe assign_status to get updated to Verified / Wip.

c) If case of wip where will the case be shown : FE assignment Tray or Tele Assignment Tray , since case is not yet verified .

Note : We can show case in FE-Assignment tray only when case is verified that is case appointment fixed.
If wip the case will appear in Tele assignment tray and no entry will go in case appointment table.

Attachment available for the updated document.

W FE_Tele Seperation flow_updated.docx
⤓ Download
Posted By : Navika Desai
D96
Date & Time : 20-06-2016 01:42:PM
Case ID: 102082826, 102082825

N1:

Which setting in designation?

Reply : Designation Master : Do you want to show only assigned cases?

Comment: Tele assignment tray has to show all cases that are eligible for tele assignment, how does this relate to the query?

N2
a) This was discussed with Rakhi and is not to be done as it will take time
b) How will fe_assign status get updated if only appointment is fixed or not fixed? what is the correlation?
c) wip cases to be shown in tele tray as it moves to fe assignment tray only after it gets verified. This is a part of process discussed already

Note: this is what was discussed, then why the same and similar queries around it?

Highlight if there are any changes made in the attachment.
Posted By : Bhavana Pachpande
D96
Date & Time : 20-06-2016 05:58:PM
Changes made in the FE/Tele seperation flow are highlighted.

b) How will fe_assign status get updated if only appointment is fixed or not fixed? what is the correlation :

When case appointment is fixed by Fe himself or (not fixed)wip by fe , just like tele_assign_status gets updated wip or verified is the same to be done with FE (assign status).

This point won't be required since no data will be saved in case appointment table when anyone other than Tele or Supervisor adds/edits case.

Case ID: 102082826, 102082825 : Are now available in Case Verification List. While Editing cases by Supervisor , tele_assigned_staus was properly updated but case_operation status was overwritten as 5, considering case as submitted. This issue has been resolved by fixing Supervisor designation id while editing case for fixing/wip case appointment.

Case ID: 102082826, 102082825 case_operation_status have been manually reset for testing.

c) Wip cases to be shown in tele tray as it moves to fe assignment tray only after it gets verified. This is a part of process discussed already.

For anyone other than Tele and Supervisor it was ok but when anyone else other than them wip the case while adding new case was not known where to show in listing. Code has been modified and updated in demo server.

Note :

1) For anyone other than Tele and Supervisor case appointment table won't be updated. Rest will follow directly the case operation status value.

2)While editing any case if Fe fixes/wip the case no entry will go to case appointment table.

3) Inorder to avoid further complication Calling Section must not be given to Fe. For this **Appt re-sched from FE : (Point 84) will be helpful.**

W FE_Tele Seperation flow_updated.docx
[↓ Download]
Posted By : Navika Desai
D96
Date & Time : 21-06-2016 10:06:AM
I do not know what is case appointment table and how it is applicable here. hence notes 1 & 2 are not understood.
In ideal situation appointment WIP/verified will be done by tele / sup only, but we need to consider a global perspective here. Hence calling section will not be given to FE.

However appointment can be WIP or verified by any designation.
Posted By : Super Admin
D96
Date & Time : 22-06-2016 04:51:AM
Please close this with proper understanding and get on development ASAP
Posted By : Bhavana Pachpande
D96
Date & Time : 22-06-2016 03:04:PM
Coding is done as per where Tele and Sup can only perform appointment WIP/verified. Other than them no one can. So it is hardcoded.
Posted By : Navika Desai
D96
Date & Time : 22-06-2016 04:40:PM
what response is expected here?
Posted By : Super Admin
D96
Date & Time : 23-06-2016 06:00:AM
I think this is related to point 82 and 83 uploaded on demo, so if it is ok, can we go live? Or is it already on live ?
Posted By : Bhavana Pachpande
D96
Date & Time : 23-06-2016 12:29:PM

Point 82 and 83 changes are in country demo only.

Date & Time : 21-Jun-2016
In ideal situation appointment WIP/verified will be done by tele / sup only, but we need to consider a global perspective here. Hence calling section will not be given to FE.

However appointment can be WIP or verified by any designation.

Reply :
We have made changes for appointment can be WIP or verified by any designation. But except FE.

Problem is for FE fixing/wip the case while editing the same case himself.

Example : Say FE has the right for Calling section.

Case 1 : While editing case by FE.

a)Do you want separate tele operation? is checked in activity master,
b) Case 1012342 is added by the Supervisor, it will appear in Tele assignment tray.
c) We cannot assign directly Case 1012342 to Fe because it has to go through FE/Tele seperation process,
   since Do you want separate tele operation? is checked in activity master.
d) Now :
     i) Tele has the right for Calling section :
      So Tele can fixes/wip the case appointment.
      1) Fixes the case appointment : Case 1012342 will appear in Fe Assignment Tray. (case_operation_status = 3)
      2) Wip the case appointmenmt : Case 1012342 will still remain in Tele Assignment Tray. (case_operation_status = 2)
     ii) Tele doesn't have the rignt for Calling section :
      So Tele cannot fixes/wip the case appointment he can only submit the case.
      1) Case 1012342 won't be available in FE assignment tray. (case_operation_status = 2)
      2) Case 1012342 will be available in TELE assignment tray. (case_operation_status = 2)

  Note 1a: Reason Fe cannot have right to Calling Section for Fix/wip case appointment :

  Here, if you want the case appointment to be fixed/wip by FE we need to hardcode that
  Whenever Tele submits the case, case_operation_status will change to 3 (irrespective of Do you want separate tele operation? is checked or not in activity master)
  so that it can be available for Fe assignment tray. Reason, case_operation_status is used to keep track of FE/Tele seperation case flow.
  This field is used to check which cases are to be shown in Fe assignemt tray or Tele assignment tray.

  For Fe Assignment Tray cases having case_operation_status 3 and 4 are shown.
  For TELE Assignment Tray cases having case_operation_status 1 and 2 are shown.

  If case_operation_status will change to 3 directly this will again null and void the Fe/tele seperation process.

  Note 1b : Reason Fe cannot have right to Calling Section for Fix/wip case appointment :

  Here,Lets consider the situation where we have hardcoded the system for case_operation_status to change to 3 whenever Tele Submits the case,
    a) Case 1012342 will be available in FE assignment tray. (case_operation_status = 3)
    b) Case is assigned to Fe . Now he fixes/wip the case, where will the case be listed now.
  What will happen to the Case 1012342 whose appointment is fixed by FE.

Remember case is already assigned to FE.

This will again prove the null and void of Fe/tele seperation process.

For Case 1 the case is moving in the following direction:

Supervisor > Tele > Fe.

Here there can be no backward flow. Example : Supervisor < Tele < Fe or Supervisor < Fe

Case 2 : While adding new case by FE.

a) If case is added by FE himself and Fe has the right for Calling Section, he can fix/wip the case while adding.
   Since case is not yet assigned to him it is ok.
b) Case appointment :
     a) Fixed by Fe : (case_operation_status = 3) : Fe Assignment Tray
     b) WIP by Fe   : (case_operation_status = 2) : Tele Assignment Tray

  **** Also we can store record in case_appointment_table while FE adds and fix/wip the case. ****

Here we can skip Tele verifying the case process since FE is behaving has Tele himself.

For Case 2 the case has skipped the following flow : Supervisor > Tele : and jumped directly in > FE.

c)Fixed : If Fe fixes the appointment and submits the case, system will consider the case has been verified as well as appointment fixed. Case will directly move to Case Verification list of Supervisor.

d)WIP   : If Fe WIP the appointment and submits the case, system will consider the case has not been verified but submitted by FE.
Case will directly move to Tele Assignment Tray of Supervisor .

Files have been uploaded in country demo please chk.

Posted By : Navika Desai
D96
Date & Time : 23-06-2016 03:32:PM
Agreed for FE not allowed to fix appointment.

Is any other point pending for clarification?
Posted By : Bhavana Pachpande
D96
Date & Time : 23-06-2016 04:03:PM
At the end this is updated :

c)Fixed : If Fe fixes the appointment and submits the case, system will consider the case has been verified as well as appointment fixed. " Case will directly move to Case Verification list of Supervisor."

It will be : Case will directly move to FE Assignment Tray of Supervisor. Since cases is added by FE. It will be assigned to himself.

Following changes are updated in demo. Please check and consider all posibilites while adding the case as well as editing the case.
Posted By : Navika Desai
D96
Date & Time : 23-06-2016 06:30:PM
This is not acceptable to the system , hence there should not be an option of appointment fixing visible to the FE
Posted By : Super Admin
D96
Date & Time : 24-06-2016 05:00:AM
Team go ahead and fix it quickly if you have doubts ask don't keep anything unclear
Posted By : Bhavana Pachpande
D96
Date & Time : 24-06-2016 11:18:AM
Appointment Fixing(Calling Section) by Fe has been removed, from add cases, edit cases and view cases. Please Check.
Posted By : Navika Desai
D96
Date & Time : 24-06-2016 06:26:PM
Is the entire process developed on demo?
If yes, then please share the final process flow and the changes made for documentation and testing.
Posted By : Super Admin
D96
Date & Time : 25-06-2016 06:24:AM
ShimBi team, please let them know what needed and conclude
Posted By : Bhavana Pachpande
D96
Date & Time : 27-06-2016 10:25:AM
Files are updated in demo for Point 82 and 83. FE/Tele Seperation flow including Point 82 and 83 is attached below. Please check.

📄 FE_Tele Seperation (Plus Point 82, 83).txt
⬇ Download
Posted By : Navika Desai
D96
Date & Time : 27-06-2016 04:22:PM
Will confirm tomorrow.
Posted By : Navika Desai
D96
Date & Time : 28-06-2016 02:03:PM
Hi,

attached document with my responses. Yellow highlighted are tested ok.

Comments / screen shots provided for rest

🗜 FE_tele sep.zip
⬇ Download
Posted By : Bhavana Pachpande
D96
Date & Time : 28-06-2016 03:50:PM

New updates for Mobile app change. Sandeep please share your suggestion

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📄 Mobile App changes Point 18 , 84.txt

[⬇ Download]

Posted By : Super Admin
D96
Date & Time : 29-06-2016 04:17:AM
ASAP
Posted By : Navika Desai
D96
Date & Time : 29-06-2016 12:05:PM
Bhavana,

This is not related to point 18 & 84.

What changes in mobile app are required for fe/tele separation?
Posted By : Bhavana Pachpande
D96
Date & Time : 30-06-2016 11:08:AM
1) Mobile app was used to submit test case id :102082862 , as such case_operation_status was not updated.
Changes were made in webservice pamac_webservice_v15.php for submitting Fe case from mobile app, but api_live.php was used to submit case for mobile app.

api_live.php is updated.

2) As discussed Calling section validation will remain for both add/edit case for any personal.
   Calling section can me managed from template , to whom it will be assigned or not.

Changes are made and updated. Please check....
Posted By : Navika Desai
D96
Date & Time : 30-06-2016 12:55:PM
Changes tested ok on demo.

Will there be any issue or dependency in putting this on live?
Posted By : Bhavana Pachpande
D96
Date & Time : 30-06-2016 03:51:PM
This point has side-part of Fe/Tele seperation also. For case_operation_status in case table requires Fe/Tele seperation checkbox checked in activity master. Coding is done as per considering both Point 82 and 83 as well as fe/tele seperation process.

As discussed with Sir Kailash , before going for live, this point requires thorough testing, as becasuse it will be a major change in flow. We need to consider all possibilities that are considered in live operation. Plus calling section and seperate Fe/tele checkbox in activity master are not present in live. So once we start making changes in coding , we might require some time and test in live server also.

Please do a thorough testing in demo server for this point, consider checking and un-checking of fe/tele seperation in activity master while providing calling section in activity master.
Posted By : Super Admin
D96
Date & Time : 01-07-2016 07:17:AM
Better when you test write test cases what and how you tested. You know business scenarios better than us.

Posted By : Navika Desai
D96
Date & Time : 01-07-2016 10:11:AM
Sandeep, need your inputs as well here with regards to the dependency, please confirm.

Testing has been done on demo site considering actual operations use and shared process flow.
Agree that thorough testing will be required on live as well before adapting the change for live cases.

Shall confirm to put on live once Sandeep ratifies.

This will cover 82,83 & FE/tele separate process flow right? Just to ensure all are on the same page.

Posted By : Bhavana Pachpande
D96
Date & Time : 04-07-2016 08:42:AM
Yes. Point 82,83 and Fe/tele seperate process will be covered together.
Posted By : Sandeep Ghuge
D96
Date & Time : 04-07-2016 12:14:PM
Hello Madam,

For point 82,83 = There is no need to change in webservice and mobile application.

For Fe/Tele separate process = As per discussion with Bhavana, there is only need to update(change) in webservice , not in mobile application.

Posted By : Navika Desai
D96
Date & Time : 04-07-2016 12:29:PM
Bhavna - Please upload changes on live.

Sandeep - Please incorporate the necessary changes in web service.

The case operation status will be available only for FE/tele separate operation cases or all cases?
Posted By : Super Admin
D96
Date & Time : 05-07-2016 04:09:AM
Go live in first working hours to ensure testing during day
Posted By : Bhavana Pachpande
D96
Date & Time : 05-07-2016 08:52:AM
We are preparing all necessary files and required tables before going live, today. By tomorrow we shall upload all changes in live for Point 82 , 83 and Fe/tele seperation process.
Posted By : Bhavana Pachpande
D96
Date & Time : 06-07-2016 08:55:AM
Once we update files in live what will happen to ongoing cases. For fe/tele seperation process. Would it apply for them too.

Posted By : Bhavana Pachpande
D96

Date & Time : 06-07-2016 08:01:PM
Updated files are prepared for changes in live server. But for confirmation we need to set up live server application in local system in order to test for any bug or error.

Setup is done in local server with minimal data from case table for both country. Testing continued.
Posted By : Navika Desai
D96
Date & Time : 07-07-2016 09:56:AM
Awaiting response on :

The case operation status will be available only for FE/tele separate operation cases or all cases?
Posted By : Bhavana Pachpande
D96
Date & Time : 07-07-2016 10:41:AM
Case Operation Status will be available only for FE/tele separate operation cases.

For ongoing cases Fe/Tele seperation process won't work. It will work for only new cases added to the system after making necessary changes.
Posted By : Navika Desai
D96
Date & Time : 07-07-2016 03:28:PM
What is the schedule for upload on live for this?
Posted By : Bhavana Pachpande
D96
Date & Time : 08-07-2016 05:06:PM
Flow is updated in the attachment below.

Will update files and tables in live server on Monday (11th July 2016) in morning hours (starting from 8:00 AM).

📄 FETELE flow for live.txt
⬇ Download

Posted By : Bhavana Pachpande
D96
Date & Time : 12-07-2016 05:54:PM
After making changes for optimisation in query will update and test in live server tomorrow (13th July 2016 Wed) in morning hours (starting from 8:00 AM).
Posted By : Navika Desai
D96
Date & Time : 12-07-2016 06:11:PM
Please confirm once tested ok.
Posted By : Bhavana Pachpande
D96
Date & Time : 13-07-2016 09:26:AM
We have updated files and database in live server. We have created a new activity for testing purpose : ACTIVITY_TEST , Please don't use this activity for any of your operation unless our test is completed. As soon as test is completed we shall inform.

Posted By : Navika Desai
D96
Date & Time : 13-07-2016 05:14:PM
Awaiting confirmation on testing.
Posted By : Bhavana Pachpande

D96
Date & Time : 14-07-2016 08:11:AM
Testing done , please check.
Posted By : Navika Desai
D96
Date & Time : 16-07-2016 09:56:AM
Testing of point 82 & 83 has been done on live. Closed.
Posted By : Bhavana Pachpande
D96
Date & Time : 18-07-2016 08:33:AM
Is this confirmed for FE/Tele seperation also.
Posted By : Navika Desai
D96
Date & Time : 18-07-2016 10:49:AM
Yes.
Posted By : Rakhi Gaud
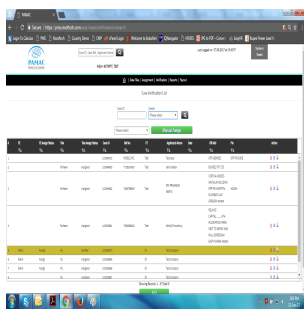D96
Date & Time : 18-07-2016 10:57:AM
Question is closed.
Posted By : Navika Desai
D96
Date & Time : 12-06-2017 07:04:PM
For supervisor login check box is not seen for selecting and assigning case.

⬇ Download
Posted By : Bhavana Pachpande
D96
Date & Time : 13-06-2017 02:52:PM
I have checked and updated . Checkbox are showing now in live copy.
Posted By : Navika Desai
D96
Date & Time : 13-06-2017 02:59:PM
what was the issue?
Posted By : Bhavana Pachpande
D96
Date & Time : 13-06-2017 04:40:PM
Same checkbox used for delete was used to assign case to FE. But since delete right was not given to Supervisor, checkbox were not enabled.
Posted By : Navika Desai
D96
Date & Time : 13-06-2017 05:32:PM
ok thanks.

Please close the discussion.
Posted By : Rakhi Gaud

D96
Date & Time : 14-06-2017 08:31:AM
Question is closed.

[Reply] [Cancel]