



# MyProject

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## Changes (PAMAC (Cloud Version))

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

**Posted By :** Dipika Yedge

C68

**Date & Time :** 28-01-2019 12:09:PM

Add Tele Not Assigned Cases | Emergency

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Hi,

In Not Assigned sub menu only FE's cases are showing.

Require Tele cases also on the same page.

**Posted By :** Jayant Singh

C68

**Date & Time :** 28-01-2019 12:22:PM

ok mam, Let me work on This

**Posted By :** Jayant Singh

C68

**Date & Time :** 29-01-2019 10:28:AM

please give me that case\_id to test.

**Posted By :** Dipika Yedge

C68

**Date & Time :** 29-01-2019 02:32:PM

Hi Jayanat as discussed with Kailas Sir below are the logins id's

Emp ID	Emp Name
P58013	Tushar Shinde

P62642	Rohit Kadam
P64507	Rahul Tari
P64858	Deepak Katore
P64310	Anita Desai

**Posted By :** Jayant Singh

C68

**Date & Time :** 29-01-2019 05:42:PM

C68 : Add Tele Not Assigned Cases

Due to this change we complete a few steps to resolve which are -

1. We worked to find how data display in manual assign dropdown, which we found that when we select that from submenu then we have to select a designation. And from their data comes in this manual assign dropdown.

2. we worked to change the query for enabling the tele to Display that data in the list But there was nothing in that query because it also comes from submenu. we can see this here  
( SELECT \* FROM (tbl\_mst\_submenu) WHERE `submenu\_url` LIKE

'%user/assignment/not\_assign/nosearch%')

3. we tried to assign both fe and tele data from Employee assignment to few employees so that only they become able to see both data. But throwing our structure this is not allowed so we could not do this with these employees.

( P58013 , P62642 , P64507 , P64858 , P64310)

4. then we tried to create a new designation field which will contain fe and tele both data so that if we select this from submenu, it will show us both data at the same time. But this is very long and complicated to complete.

5. So, at last, we found another way to solve this where we will create another submenu with different page name(URL) and for this, we create another function for this. now for fe we select fe designation and for tele we select another submenu with tele designation. And we will get both of them.

NOTE: Work is still on testing we will change if we get an error during work.

**Posted By :** Dipika Yedge

C68

**Date & Time :** 30-01-2019 04:49:PM

Its done.

Case are showing in Tele not assigned tray, please upload the changes on live server,

**Posted By :** Jayant Singh

C68

**Date & Time :** 30-01-2019 05:42:PM

- 1.) After that process in 'manual assign' dropdown, data was showing properly but in list page, there was some data showing.
- 2.) to divide the data we update the code and I put there if else condition which is working dynamically according to the submenu.
- 3.) In 'Not Assign Fe' page we have fe\_id = NULL and in 'Not Assign Tele' we have tele\_id = Null.
- 4.) after this we get different - different data for 'Not Assign Fe' and 'Not Assign Tele'.
- 5.) updated in the country demo but again during testing we got an error for not displaying data in the list.
- 6.) Problem solved there was two Verification Type, By mistake, we forget to check in the submenu.
- 7.) Now it is on the test server with proper working and process is on testing for live.

**Posted By :** Dipika Yedge

C68

**Date & Time :** 31-01-2019 12:17:PM

Hi,

Have checked on Test server, all tele not assigned cases are showing.

Please upload the changes on live server.

**Posted By :** Jayant Singh

C68

**Date & Time :** 31-01-2019 12:28:PM

Update in live completed By Manas Sir. Please check there and inform us after the test. You can close this change if all work well.

**Posted By :** Dipika Yedge

C68

**Date & Time :** 31-01-2019 04:16:PM

Hi,

Cases are not showing Not assigned tele

Case ID- 105243298

**Posted By :** Jayant Singh

C68

**Date & Time :** 31-01-2019 06:07:PM

105243298 is not showing because there is a field 'case\_operational\_status'. Which store 1 during case import. And list page was allowed only for 3.

We complete few changes on the test server to solve you can check there now. And that case Id is showing properly.

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D96

( case\_operation\_status = "3" ) -

Appointment fixed by TELE cases will be shown only

1. case\_operation\_status is used to maintain the flow of Fe/tele separation process.
2. Other fields will change according to the above-mentioned option.
3. if case\_operation status will be 5, then we will consider case as submitted.
4. It is used in listing purpose also.

1 = Case added in the system will be shown only

2 = Appointment fixed by TELE cases will be shown only

**Posted By :** Dipika Yedge

C68

**Date & Time :** 01-02-2019 04:23:PM

Hi,

For below case id Tele name not showing in report  
 Client- Tata Capital Financial Services Ltd  
 Product- PD  
 Activity- PD  
 VT- RC, TW PDD  
 Date range- 1/1/2019 to 1/2/2019

Check below case id

Product Name	Verification Type	Case ID	Case Open / Close ?	Case Positive / Negative ?	Tele	received date	Supervisor Remarks
Invoice Updation	TW PDD	105199303	Close	Positive			
Invoice Updation	TW PDD	105221515	Close	Positive		1/28/2019 9:33	
Invoice Updation	TW PDD	105222963	Hold	Positive		1/28/2019 12:10	
Invoice Updation	TW PDD	105239363	Close	Positive		1/31/2019	
Invoice Updation	TW PDD	105239821	Close	Positive		1/31/2019	

**Posted By :** Jayant Singh

C68

**Date & Time :** 14-02-2019 11:55:AM

Please explain this issue clearly.

**Posted By :** Dipika Yedge

C68

**Date & Time :** 14-02-2019 12:18:PM

Hi,

Please check attached custom report TCFSL\_PDD report for PD activity

 Custom Report\_TCFSL PDD.xls

 Download

**Posted By :** Jayant Singh

C68

**Date & Time :** 14-02-2019 04:24:PM

Did not understand, we have to discuss once again

**Posted By :** Dipika Yedge

C68

**Date & Time :** 14-02-2019 04:37:PM

Hi,

Please check above attached report.

Tele name not showing in report.

**Posted By :** Dipika Yedge

C68

**Date & Time :** 14-02-2019 05:52:PM

Change Requirement is closed.

  

