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Bugs (PAMAC (Cloud Version))

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

Posted By : Navika Desai

B209

Date & Time : 14-12-2015 10:34:AM

Check wise TAT MIS incorrect | High

Hi,

Please check the attachment of Check wise TAT MIS, here the TAT value of highlighted cases is incorrect.

Cases added on 10-Dec-15 and send to client done on 11-Dec & 12-Dec and showing outside TAT. 11th and 12th are weekly off for Dubai. Hence this is incorrect.

Further, i think the same logic would have been applied to other TAT MIS - TAT Center wise, TAT Client wise, Case wise TAT and Daily TAT MIS. Please check for these also, as i do not have the data (added date, send to client date, case ID etc) to cross check the gaps/errors in these MIS.

Please check and resolve.



Check wise TAT - Dubai - 01.12-14.12.xlsx

↓ Download

Posted By : Navika Desai

B209

Date & Time : 16-12-2015 10:32:AM

Please update.

Posted By : Rakhi Gaud

B209

Date & Time : 18-12-2015 09:56:AM

Issue have been resolved.

And uploaded on country-pamac.urdemo.net.
Please test it with all possibilities and confirm.

Thanks,

Rakhi

Posted By : Navika Desai

B209

Date & Time : 18-12-2015 12:13:PM

Hi,

I shall do the testing and confirm.

Meanwhile, please share the reason for the issue and the rectification action done.

Posted By : Rakhi Gaud

B209

Date & Time : 18-12-2015 12:32:PM

Previously we did not consider the scenario which was occurred in Dubai cases i.e. case created date is 10-12-2015 8:58:21 and case close time(send to client time) is 12-12-2015 8:46:15 where 12-12-2015 is weekly off day just coming after created day.

Now, we have changed the code considering above scenario and one more that if case created date and close date are same and it is holiday or weekly off day then it will set TAT time as 0.

Posted By : Navika Desai

B209

Date & Time : 24-12-2015 11:11:AM

Hi,

I have tested and there is still error.

I have updated weekly off as Tue, Wed on country demo, hence all the closed cases mentioned in the case details MIS should be within TAT.

I have highlighted the cases with incorrect TAT in the MIS.

Please check and resolve.



MIS.zip

↓ Download

Posted By : Navika Desai

B209

Date & Time : 28-12-2015 11:39:AM

Hi Rakhi,

As discussed on skype and email, there were further changes done to coding to rectify the mismatch.

I have tested the TAT calculation on on country demo and it is ok.

Please mention the rectification done in coding for resolution and upload the changes on India & Dubai Live.

Posted By : Rakhi Gaud

B209

Date & Time : 28-12-2015 11:54:AM

ok

Posted By : Rakhi Gaud

B209

Date & Time : 28-12-2015 12:21:PM

Hi Navika,

I have uploaded the changes on live site.

There was 2 test cases which was not satisfied in code -

1. case created date is 10-12-2015 8:58:21 and case close time(send to client time) is 12-12-2015 8:46:15 where 12-12-2015 is weekly off day just coming after created day.

2. Created date is holiday and send to client date is working day where created day is weekly off day.

Previously we resolved it but it satisfied first case only. Now, we have considered both the cases.

Please verify it.

Note : This change will affect only in new cases(which user will close from now).

Need to recalculate TAT for previous cases?

Posted By : Navika Desai

B209

Date & Time : 30-12-2015 01:17:PM

No. Old cases recalculation will not be required.

Posted By : Navika Desai

B209

Date & Time : 04-01-2016 03:42:PM

Bug is closed.