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Posted By : Ganesh Sawant

R30

Date & Time : 16-05-2018 12:14:PM

Pincode and FE payouts

Hi Kailash

As discussed over phone yesterday we have below new requirement.

1. We will create the field in the template as Pincode updation - Yes / No, if Yes there it will allow to update the pincode. While generating the FE payout this new pincode should be match with rate master / pincode master and amount should be calculate accordingly.
2. We have noticed that in the tele calling server date and time to be considered as date and time of the calling / updation.

Posted By : Bhavana Pachpande

R30

Date & Time : 16-05-2018 02:02:PM

Hello sir,

As per discussion with Sandeep over phone,

Point 1) :

- a) We can add a new field in template as label "Visited Pincode" and check it as "Fe Assign Pincode".
- b) This pincode field will be used by Fe to enter the actual pincode he has visited.
- c) Rest of the pincodes like "Resi Pincode", "Office Pincode" , we have to remove the "Fe Assign Pincode" from

template design.

- d) Now during import of case , "Visited Pincode" field will be entered by Supervisor. When auto assign this field will be used to automatically assign Fe the case.
- e) In mobile app we can check this field "Visited Pincode" and show empty value to Fe. This field will be required to Fe. We can add a new label in mobile , "Assigned Pincode", this will show the value of pincode present in "Visited Pincode" while captured during import.
- f) When Fe visits any pincode other the one actually assigned to him. Then he would just enter that visited pincode in "Visited Pincode" field and submit the case.
- g) This will update the case pincode value used for "Fe Assign" and thus employee rate will be calculated for this pincode.

We have to check this process in demo server first, before implementing on live.

Point 2) Date and time to be considered as system captured during Tele update for tele calling, how will system know which field is used to capture date time from system, since fields are dynamic coming from template design.

Query 1) Are their any fixed fields for tele which will require system capture datetime.

- 2) We can add a new checkbox in template design to add fields which will show default datetime non editable and also capture the datetime from system when submitted by any user.
This will be a new change in current flow.

Posted By : Ganesh Sawant

R30

Date & Time : 23-05-2018 11:05:AM

Hi Bhavana

We think requirement is download to you properly. Please let me have your landline or cell # to discuss on the requirement.

Posted By : Bhavana Pachpande

R30

Date & Time : 23-05-2018 02:26:PM

Hello sir,

You can call on office landline no : 02026632255 to discuss.

Posted By : Bhavana Pachpande

R30

Date & Time : 23-05-2018 04:28:PM

As per telephonic discussion with Sandeep, following process is decided :

1) Web application Change :: **Template Design :**

- a) A new checkbox will appear as "**Visited Pincode**".
- b) If "**Visited Pincode**" is checked then the field for that template will be used as rate calculation.

- c) If user checks "**Visited Pincode**", then "**FE Assignment Pincode**" checkbox will be disabled and the value won't be considered and vice versa.
Meaning a field can be either "**Visited Pincode**" or "**FE Assignment Pincode**" but not both at the same time.
- d) No two or more different fields must contain "**Visited Pincode**" or "**FE Assignment Pincode**" as checked. If done so it will not show proper result.

Note : As you have mentioned "**Pincode updation**" in template design, we can rename it to "**Visited Pincode**" for more clearance.

2) Mobile app change and webservice changes.

- a) When case template is downloaded for assigned cases to FE, we will add an extra index to the template array for field which has "**Visited Pincode**" checked as '**field_visited_pincode**' and set its value as 1.
Similarly, for the field which has "**FE Assignment Pincode**" checked, it will be '**field_pincode_assign**' and set its value as 1.

This flag will be used in mobile app to show FE his assigned Pincode and also, if he selects from the dropdown(**Assigned pincode Correct**) as "No" then the "**Visited Pincode**" field will be shown to FE.

Note : Both "**Visited Pincode**" and "**Assigned pincode Correct**" fields must be present in the template and "**Assigned pincode Correct**" must always be required for FE.
If selected "No" then "**Visited Pincode**" will be shown and it will be required for FE also.

3) Web application Change :: Case Verification List :: Case edit

- a) In case verification list when case is edited, if mentioned in template design for that case then "**Assigned pincode Correct**" will appear.
By default "**Visited Pincode**" will be hidden and on select "No" the "**Visited Pincode**" will appear.
Same as mobile app changes.
This will be as per template design and field editable to.

4) Web application Change :: Trigger Case Close ::

- i) When case is closed, emprate and clientrate are calculated.
Now we will check if value is present in "**Visited Pincode**" field then its value will be used for rate capture and if "**Visited Pincode**" is empty then it will use "**FE Assignment Pincode**" field.
1st Priority will be : "**Visited Pincode**" then "**FE Assignment Pincode**".

This rate capture will affect newly added cases only, not the old cases already present in the system which are already closed.

Please check above process, before development can start. If confirmed we can start tomorrow.
Changes will take 8 days for web-application till demo server.

Posted By : Bhavana Pachpande
R30

Date & Time : 24-05-2018 04:39:PM

2. We have noticed that in the tele calling server date and time to be considered as date and time of the calling / updation. :: 16-May-2018 12:14:42

Reply :

As per telephonic discussion with Sandeep, following process is decided :

1) Web application Change :: **Template Design** :

- a) A new checkbox will appear as "**System capture Date or Datetime**".
- b) If "**System capture Date or Datetime**" is checked for any field in the template design, then the field will appear in case edit as non-editable and will display current date or datetime depending on the field type.

2) Web application Change :: **Case add , edit** :

- a) When case is added or edited in the system , the "**System capture Date or Datetime**" flag will be checked for the field and will display current date or datetime depending on the field type.

Query ::

- b) Would this change be for import using excel sheet also ?

In import if any field is present which has "**System capture Date or Datetime**" checked then it will discard the import value entered by user and enter the system date or datetime as per the field type.

But if any wrong field like product_id ,vt or any other field which has "int" as field

type and also has "**System capture Date or Datetime**" checked in template design by mistake then it may throw database error on insert for date value in int field.

2) Mobile app change and webservice changes.

- a) When case template is downloaded for assigned cases to FE, we will add an extra index to the template array for field which has "**System capture Date or Datetime**" checked as '**field_system_date**' and set its value as 1.

Note :: This will be for both field types date and datetime.

This flag will be used in mobile app to show FE non-editable date or datetime value. And will be submitted via post for update in case table.

Please check above process, before development can start.

Posted By : Bhavana Pachpande

R30

Date & Time : 31-05-2018 04:47:PM

As per new discussion with Sir Kailash following points are noted. Please check.

1) Fe visited Pincode :: Mobile app changes only

- a) We will use an existing field from cases table which is not used any more for storing "previous assigned pincode".

- b) FE will see a new label under the Fe assigned pincode field as "Update visited pincode here if any".

- c) Here FE will update the visited pincode , if visited pincode is different from assigned pincode.

- d) In webservice we will check if visited pincode field is updated or not. If it is updated then the old pincode will be moved to the "previous assigned pincode" field.

- e) Supervisor can know by checking this "previous assigned pincode" field that whether FE has update the FE assigned pincode or not. If the field is empty then it will mean that FE has visited the assigned pincode otherwise

if value is present then it will mean that he has visited another pincode.

2) Mobile No to contact by FE :: Web and Mobile both changes

a) A new module will be added in masters as "Mobile No to contact by FE" or suggest name if any, it will contain list,add,edit,delete functionality.

b) This new module will be used to add case combination fields as ::
Zone, Centre, Sub-Centre, Client, Activity, Product, VT, Contact Person Name, Mobile No.

c) On mobile app this new module table will be queried to find out the matching case belonging to the combination added, to find out the Contact Person Name and mobile no.
This name and mobile no will be displayed as Label in mobile to FE for every case edit.

Query :

a1) Will there exist duplicate entry for same combination in this new module "Mobile No to contact by FE" ?

3) Remove Duplicate Employee Rate and Client Rate entry from Employee Rate table and Client Rate table.

a) We shall take a backup of the table first. Please remove the duplicate entries once done.

4) Download Case failed in Mobile App ::

a) Suggestion :: Please check particularly that mobile where the case download is failed. There can be issue with app version and mobile android version or so.

Posted By : Bhavana Pachpande

R30

Date & Time : 05-07-2018 03:06:PM

As per discussion with Sir Kailash and Sandeep following flow has been prepared for Tele datetime system capture. Please check and confirm before development can start.
It will take 8 days to develop till demo server.



Process Tele system capture date.txt

↓ Download

Posted By : Bhavana Pachpande

R30

Date & Time : 13-07-2018 11:38:AM

As per telephonic discussion with Sandeep, need more discussion for System Capture Date or Datetime, because of an issue found in which all datetime value for "**System Capture Datetime**" are captured even if tele did not set the 2nd or 3rd call.

Posted By : Bhavana Pachpande

R30

Date & Time : 03-08-2018 04:37:PM

Process :

1) New checkbox will appear in Template design as "**FE Visited Pincode**"

2) On check "**Fe Visited Pincode**", "**FE Assignment Pincode**" will be de-activated i.e a field can be either

used for visited pincode or fe assign pincode.
This field will be required.

- 3) Now another field(say Select field) can be used to hide show the "**Fe Visited Pincode**". This field will be required.
- 4) Now in mobile app when Fe fills the form then , if he has visited another pincode other than the one assigned to him, then he will select the dropdown and enter the visited pincode value in the newly appeared field.
- 5) On case close by Supervisor , system will check if visited pincode field is empty or not, if not empty rate will be captured based on that pincode.
- 6) In case verification edit , validation for Visited pincode to match pincode master is also added.

Point 1 : Fe visited pincode changes are uploaded on demo server and live test server.

Posted By : Bhavana Pachpande

R30

Date & Time : 06-08-2018 08:47:AM

Changes are updated in live server for Fe visited pincode. It will reflect for both country India and Dubai.

Please check and confirm.

Posted By : Bhavana Pachpande

R30

Date & Time : 27-08-2018 09:08:AM

Hello,

Point 2 changes for Tele calling System capture date, datetime and time are uploaded in country demo server.
Please check.

Process is attached, please check.



Process Tele system capture date-new.txt

↓ Download

Posted By : Sandeep Ghuge

R30

Date & Time : 28-08-2018 01:09:PM

Hello Bhavana,

I tested on the demo site, as per our discussion and mentioned the point It's working fine. We forwarded this point for UAT purpose to the concerned person.

Now we are waiting for his reply.

Posted By : Bhavana Pachpande

R30

Date & Time : 06-09-2018 05:08:PM

System capture date and datetime are updated in live server, please check.

Posted By : Bhavana Pachpande

R30

Date & Time : 15-11-2018 03:02:PM

Hello,

If tested in live server can we close this point ?

Posted By : Ganesh Sawant

R30

Date & Time : 18-12-2018 02:57:PM

Closed

Posted By : Ganesh Sawant

R30

Date & Time : 18-12-2018 02:58:PM

Requirement is closed.