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Posted By : Navika Desai

D132

Date & Time : 09-01-2017 10:04:AM

Re-assign case

@Shimbi team

Please share the process flow designed for re-assign cases for Re-assign sub menu under Verification menu.

Posted By : Navika Desai

D132

Date & Time : 14-02-2017 05:52:PM

Awaited

Posted By : Rakhi Gaud

D132

Date & Time : 24-02-2017 01:15:PM

Please find process below -

Reassign Cases -

1. List- shows the list of hold cases(case status is 'Hold').
 2. Onclick on view page option,it shows details and reassign case option.
 3. Onclick on reassign option system add a new(fresh) case with the details of selected case.
- Removes all assignment(assign date and assign status) and verification(fe submit date) related details from new case, also add the details of parent case(hold_parent_case_id) for reference.

Posted By : Navika Desai

D132

Date & Time : 25-02-2017 10:08:AM

What happens to the original case that was hold?

Posted By : Rakhi Gaud

D132

Date & Time : 01-03-2017 02:27:PM

User can change the status of original case and can also do further operation.

Posted By : Navika Desai

D132

Date & Time : 01-03-2017 02:57:PM

The original case will remain to be as 'Hold'? User will have to do manually whatever he wants to, but nothing happens to the case automatically?

Posted By : Rakhi Gaud

D132

Date & Time : 01-03-2017 03:12:PM

If user closing new case and parent case is open or on hold then system automatically close original case also.

Posted By : Navika Desai

D132

Date & Time : 01-03-2017 03:15:PM

Question is closed.