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Bugs (PAMAC (Cloud Version))

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

Posted By : Navika Desai

B282

Date & Time : 13-02-2017 01:13:PM

Telecaller name not seen in export excel | High

for Dubai client Dubai First, telecaller name is not seen in excel export.

Dubai First

CC

CPV

BT

Template: Dubai Dubai First CC BV

Export template: Dubai First CC

Sample export attached.



casesData(1).zip

↓ Download

Posted By : Rakhi Gaud

B282

Date & Time : 13-02-2017 02:16:PM

Can you please share sample case ids ?

Posted By : Navika Desai

B282

Date & Time : 13-02-2017 02:55:PM

All cases for this client product.

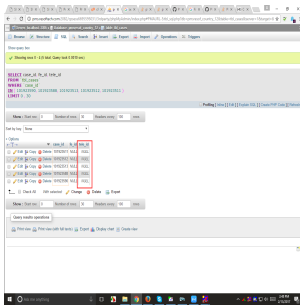
101923590, 101923588, 101923513, 101923512, 101923511

Posted By : Rakhi Gaud

B282

Date & Time : 13-02-2017 02:59:PM

PFA, There is no tele_id value available in field.



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Posted By : Navika Desai

B282

Date & Time : 13-02-2017 04:30:PM

Please resolve this today

Posted By : Bhavana Pachpande

B282

Date & Time : 13-02-2017 05:12:PM

I have commented the code for tele_id to go null when Supervisor/Others (not Fe/tele) submits the case. Changes were made both in demo and live server.

Posted By : Navika Desai

B282

Date & Time : 13-02-2017 05:22:PM

Is it resolved?

Posted By : Rakhi Gaud

B282

Date & Time : 13-02-2017 05:26:PM

yes.

Please check.

Posted By : Navika Desai

B282

Date & Time : 13-02-2017 05:56:PM

Will check with ops and confirm

Posted By : Navika Desai

B282

Date & Time : 14-02-2017 05:54:PM

Bug is closed.

Reply

Move to Change

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