



MyProject

- [Dashboard](#)
- [My Projects](#)
- [Holiday List](#)
- [More Help](#)
- [R](#)
- [Ramakrishnan V](#)
[Manage Profile](#) [Preference](#) [Change Password](#)
[Logout](#)

Changes (PAMAC (Cloud Version))

[Home](#) [Requirements](#) [Discussions](#) [Documents](#) [Daily Updates](#) [Changes](#) [Bugs](#)

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

Posted By : Dipika Yedge

C89

Date & Time : 09-04-2019 02:45:PM

Pending Count Mis match | Emergency

Hi,

pending Count of Pending MIS and Daily TAT MIS not matching

Login- Myopsadmintest

password- pamac@mar

Zone-West

Center- Mumbai

Activity- CPV

Added Date- 1/4/2019 to 9/4/2019

Posted By : Khamroddin Shaikh

C89

Date & Time : 09-04-2019 03:07:PM

Hi,

Let me check, can you provide name which MIS showing proper count.

Posted By : Dipika Yedge

C89

Date & Time : 09-04-2019 03:11:PM

Case detail MIS and Pending MIS count is proper.

Posted By : Khamroddin Shaikh

C89

Date & Time : 09-04-2019 05:05:PM

Hi,

Need to analyze query proper, after correction will post here.

Posted By : Khamroddin Shaikh

C89

Date & Time : 10-04-2019 12:35:PM

Hi,

Discussed with Manas sir added condition for daily tat MIS report

existing condition : set 1 for pending column if case_tat_status is null

new change: set 1 for pending column if case_tat_status is null and send_to_client_time is null.

Changes uploaded on countrydemo and live, please check and confirm changes are proper.

Posted By : Dipika Yedge

C89

Date & Time : 11-04-2019 06:22:PM

Hi,

new change: set 1 for pending column if case_tat_status is null and send_to_client_time is null.

As per new sent to client process if the case is reassigned,

When the child case gets closed and sent to client

system will auto update send to client date and time to parent case.

PS- Still the count is not proper.

Posted By : Khamroddin Shaikh

C89

Date & Time : 12-04-2019 11:11:AM

Hi,

As this condition is already added and rechecked report count is showing proper

Pending MIS: 709

Daily TAT MIS column pending: 709

added date range: 1 April- 11 April

J	K	L	M	N	O
101	45	0	56	0	44.55
74	17	0	57	0	22.97
			709		

Showing Records: 1 - 110 (Total 709)

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Posted By : Dipika Yedge

C89

Date & Time : 12-04-2019 12:01:PM

Yes,

We have checked now. Its showing proper.

Posted By : Dipika Yedge

C89

Date & Time : 12-04-2019 12:01:PM

Change Requirement is closed.

Posted By : Dipika Yedge

C89

Date & Time : 22-04-2019 12:28:PM

Hi,

Again there is issue in above reports.

Pending Count of Pending MIS and Daily TAT MIS not matching

Also please share the root cause, as we have checked and close this change.

Posted By : Khamroddin Shaikh

C89

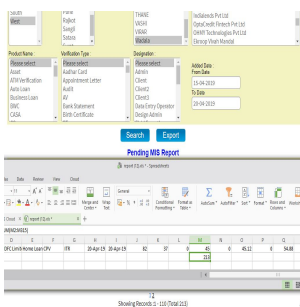
Date & Time : 22-04-2019 05:31:PM

Hi,

As checked again

it is showing proper count.

Since cases could be in progress so it was mismatching. Image is attached for reference about pending MIS count and Daily TAT MIS excel file sum.



↓ Download

Posted By : Jayant Singh

C89

Date & Time : 22-04-2019 05:46:PM

wait,

This is showing because still, I am working on Daily TAT MIS and Case Details MIS. there is still mismatch error between **total count** and **within + outside+ pending+ NO TAT** due to **case_tat_status**.

Posted By : Jayant Singh

C89

Date & Time : 22-04-2019 06:43:PM

added two more column for **case_status = hold** as hold and **%hold** in daily tat mis.

Posted By : Dipika Yedje

C89

Date & Time : 16-05-2019 01:01:PM

Hi

Need to discuss on this.

Posted By : Jayant Singh

C89

Date & Time : 01-06-2019 10:01:AM

Last time we removed that hold column from Daily TAT MIS and all count were showing properly in daily tat MIS, pending MIS and case details MIS.

TAT_CLIENT_WISE is on working ill inform to solve this here are you have to open as a new bug or change. Because this change ds'nt belong to this.

Posted By : Jayant Singh

C89

Date & Time : 01-06-2019 10:42:AM

In TAT_CLIENT_WISE there is a condition in group by :

```
tbl_cases.veriftype_id ,
DATE_FORMAT(tbl_cases.created_date, '%d-%b-%Y')
ORDER BY `Pending` ASC
```

And in Daily TAT MIS there is these are not available. But there is one condition **tbl_cases.branch_name** is available. That is why both reports are giving DIFF- 2 output

To keep both reports in sync we have to make those condition simillar to each other and this will be count as a new change in TAT_CLIENT_WISE.

Posted By : Jayant Singh

C89

Date & Time : 03-06-2019 03:49:PM

HELLO MAM,

After modification of query we have now equal total counts and total sum values. Please check attached file and allow us to change in live.

1.)ADD

```
SUM(IF(case_tat_status = 'within', 1, 0))
+ SUM(IF(case_tat_status = 'outside', 1, 0))
+ SUM(IF(case_tat_status = 'no tat', 1, 0))
+ SUM(IF(send_to_client_time IS NULL, 1, 0)) AS 'Total',
```

2.) REMOVED

```
SUM(CASE
  WHEN case_tat_status IS NULL THEN 1
  ELSE 0
END) AS 'Hold',
```

```
ROUND((SUM(CASE
  WHEN case_tat_status IS NULL THEN 1
  ELSE 0
END) / COUNT(tbl_cases.case_id)) * 100) AS '% hold',
```

3.) Make group by condition similar to DAILY TAT MIS

```
GROUP BY tbl_cases.center_id , tbl_cases.activity_id , tbl_cases.client_id , tbl_cases.product_id ,
tbl_cases.veriftype_id , DATE_FORMAT(tbl_cases.created_date, '%d-%b-%Y')
ORDER BY `Pending` ASC
```

4.) UPDATE

```
SUM(IF(case_tat_status = 'no tat', 1, 0)) AS 'No Tat',
ROUND((SUM(IF(case_tat_status = 'no tat', 1, 0)) / COUNT(tbl_cases.case_id)) * 100) AS '%No Tat',
```

 Reports.zip

[↓ Download](#)**Posted By :** Jayant Singh

C89

Date & Time : 03-06-2019 04:35:PM

Changes Are Updated on Live NOW..

Please Test from There and if all is OK, Close the change.

Posted By : Dipika Yedge

C89

Date & Time : 04-06-2019 06:07:PM

Change Requirement is closed.

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