



MyProject

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

Discussions (PAMAC (Cloud Version))

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

Posted By : Bhavana Pachpande

D102

Date & Time : 17-06-2016 03:42:PM

Tele cases : (Point 71)

Tele Cases flow has been discussed and a flow is prepared in the attachment below. Please check and suggest changes if any.



Tele Calling (Point 71) CentralizedDesentralized.txt

↓ Download

Posted By : Navika Desai

D102

Date & Time : 18-06-2016 03:12:PM

The attached process is ok.

However the term centralised and decentralised are to be interchanged.

Like, Center updated in activity master is centralised module.

Posted By : Bhavana Pachpande

D102

Date & Time : 20-06-2016 09:30:AM

Changes for Centralised and De-centralised are updated in the flow, please check the attachment if updated flow is ok.



Tele Calling (Point 71) CentralizedDesentralized.txt

↓ Download

Posted By : Navika Desai

D102

Date & Time : 20-06-2016 01:32:PM

Any changes in the flow? please highlight

Posted By : Bhavana Pachpande

D102

Date & Time : 20-06-2016 02:00:PM

No changes only the terms Centralised and De-centralised were interchanged.

Posted By : Navika Desai

D102

Date & Time : 20-06-2016 02:45:PM

No changes, then no response required.

Posted By : Super Admin

D102

Date & Time : 21-06-2016 05:41:AM

If conclude then close

Posted By : Bhavana Pachpande

D102

Date & Time : 24-06-2016 04:12:PM

Point 71 is updated in country demo server. Please check.

If Supervisor is logged in while selecting centre in activity master, logout for session to get updated, otherwise Tele assignment list won't refresh.

For case belonging to Pune center.

Note : a) If say case appointment is (not-fixed)wip by Mumbai Tele, then case will remain in both Mumbai Tele (verification list)and Mumbai Supervisor (Tele assignment list).

b) When case appointment is (fixed) verified by Mumbai Tele then case will be removed from both Tele and Supervisor list and appear in Pune Supervisor Fe Assignment List.

Updated Flow is available in attachment below.

 Tele Calling (Point 71 Updated) CentralizedDesentralized.txt

 Download

Posted By : Navika Desai

D102

Date & Time : 27-06-2016 04:31:PM

will confirm tomorrow.


Posted By : Navika Desai

D102

Date & Time : 28-06-2016 06:16:PM

attached is the updated document.

Also, as discussed with Rakhi, for telecalling for tele verification cases, there has to be another flow.

 Tele cases.docx

 Download

Posted By : Kailash Kumawat

D102

Date & Time : 29-06-2016 04:54:PM

below is change in requirement.

Sub center selection to be provided if applicable

We ask to include sub-center during discussion but you refuse it.

Now you want to include this, This is a change with existing requirement and it will take 2 days additional, we shall not start this until pravin sir approve it as change in requirement.

We already approve layout it in excelsheet.

This type of change you always suggest during demo site testing and always time line extend and you blame on us and never see what changes your suggesting.

Posted By : Navika Desai

D102

Date & Time : 30-06-2016 10:11:AM

DO not include sub center.

Tele calling for tele verification was completely missed out from both ends, hence i have added it.

Layout of Point 71 was not shared in excel sheet.

Posted By : Super Admin

D102

Date & Time : 01-07-2016 07:30:AM

Well missed form both side! So layout was not share could have been pointed that time anyway move forward. Kailash have necessary changes done. Focus on correct development enough of this everyday Time line discussion.

Posted By : Navika Desai

D102

Date & Time : 07-07-2016 09:55:AM

Update?

Posted By : Bhavana Pachpande

D102

Date & Time : 08-07-2016 08:40:AM

We are currently working on Fe/Tele separation processs and Point 82 and 83 to put on live server. Necessary files and tables are prepared. We need to test it once as per the flow , since it was confirmed ok for demo server, we shall test only the flow process.

Point 71 changes are in hold for now.

Posted By : Super Admin

D102

Date & Time : 14-07-2016 10:14:AM

What is update?

Posted By : Kailash Kumawat

D102

Date & Time : 18-07-2016 06:26:PM

82 and 83 is on live, now doing point 84 and 18, after that will do **Point 71**.

Posted By : Bhavana Pachpande

D102

Date & Time : 21-07-2016 05:13:PM

Point 71 changes done and uploaded in country demo server for normal cases to be seen in both FE/Tele assignment tray for centralized in activity master. Testing pending.

Flow is updated in the attachment below , please check



Tele Calling (Point 71 Updated) CentralizedDesentralized.txt

↓ Download

Posted By : Navika Desai

D102

Date & Time : 22-07-2016 03:26:PM

Please complete the testing at your end and confirm.

Posted By : Bhavana Pachpande

D102

Date & Time : 25-07-2016 09:15:AM

Testing done in demo server. Please check.

With the following login details :

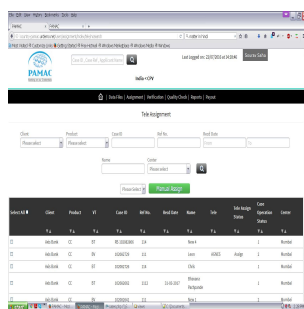
Employee id : P18150 (Kolkata Supervisor)

Password : shimbi2@1x

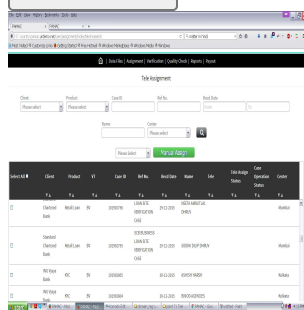
Tele id : P51233 (AGNES RAJ)

Password : admin@123

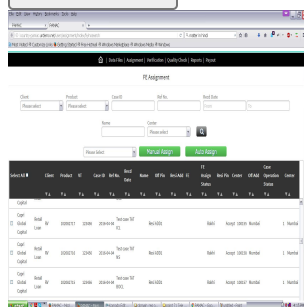
Below is the attached screen shot for Tele and Fe Assignment tray of Kolkata Supervisor(P18150). When cetralized Mumbai is selected in activity master.



↓ Download



↓ Download



↓ Download

Posted By : Kailash Kumawat

D102

Date & Time : 28-07-2016 02:45:PM

waiting to conclude this point.

Posted By : Super Admin

D102

Date & Time : 28-07-2016 02:54:PM

Navika, Please conclude and close

Posted By : Navika Desai

D102

Date & Time : 01-08-2016 04:37:PM

II) Case : 1 (Do you want to separate FE/Tele separation is checked in activity master)
this is ok

III) Case : 2 (Without Do you want to separate FE/Tele separation)

How will the system identify that the case is verified complete or not verified and verification is still WIP. Like if in 1st attempt the applicant is non contactable, here the tele will update the remarks and save. The case is saved by Tele, but is not verified, tele verification is still pending

Also what is the difference between point 3 & 4

Posted By : Super Admin

D102

Date & Time : 02-08-2016 03:16:AM

Kailash conclude ...

Posted By : Super Admin

D102

Date & Time : 02-08-2016 03:17:AM

Kailash conclude ...

Posted By : Bhavana Pachpande

D102

Date & Time : 02-08-2016 03:31:PM

Also what is the difference between point 3 & 4

3) Is for individual saving i.e when fe saves the case or tele saves the case.

4) It is also same as Point 3 , elaborating as when either of them verifies the case (Ex: Fe) then the case will be removed not only from FE case verification list , but also from Tele case verification list. That is if case is assigned to both of them at the same time. Since now we have two different fields for storing Tele and FE.

BUT if wip case will remain in both the FE/Tele Case Verification List.

How will the system identify that the case is verified complete or not verified and verification is still WIP. Like if in 1st attempt the applicant is non contactable, here the tele will update the remarks and save. The case is saved by Tele, but is not verified, tele verification is still pending

System can identify cases wip or verified bt tele from tele_assign_status. Tele verified cases will remain in fe/tele Assignment tray. Once when tele verifies the case it won't be available in any of the list.

Posted By : Super Admin

D102

Date & Time : 02-08-2016 03:36:PM

III) Case : 2 (Without Do you want to separate FE/Tele separation)

How will the system identify that the case is verified complete or not verified and verification is still WIP. Like if in 1st attempt the applicant is non contactable, here the tele will update the remarks and save. The case is saved by Tele, but is not verified, tele verification is still pending

Was not provided to us ...you know your business well we don't.
Business test cases, must be provided by you.
Its impossible for us to conclude it without this.

From next you must provide us test case, based on which we can test development.

Posted By : Navika Desai

D102

Date & Time : 02-08-2016 07:46:PM

Sir, then how did we design the flow? Considering what field and what value of the field for movement?

This was explained during the discussion as well. If so, then why do we have an incorrect/incomplete flow designed?

Posted By : Navika Desai

D102

Date & Time : 02-08-2016 07:47:PM

Bhavana,

Tele assign status is auto updated/captured, are we planning to keep it editable?

Posted By : Bhavana Pachpande

D102

Date & Time : 04-08-2016 02:22:PM

Tele assign status is auto updated as "Verified" when Calling section is not present.

If calling section is present it will update as selected in dropdown : Fixed/Not-Fixed => Verified/Wip. Only in this case it is editable i.e when calling section is present.

Posted By : Navika Desai

D102

Date & Time : 04-08-2016 03:06:PM

Did we discuss on this, as this is not a part of agreed flow of FE/Tele separate operation.

Ideally if telecalling is not done, then the tele assign status has to be blank instead of verified. If the status shows as 'Verified' for non telecalling cases, then that is in correct as it reflects wrong data.

please discuss if required.

Also, point 3&4 as i understand is - if any one or both FE and/or tele verifies the case, then the case is removed from both Fe & Tele assignment list of Pune Sup & verification List of Pune FE & Tele. But it will remain in FE/Tele assignment of Mumbai Sup, case verification list of Mumbai Sup & case verification list of Pune Sup. Is this what you meant?

Posted By : Bhavana Pachpande

D102

Date & Time : 04-08-2016 03:50:PM

Tele assign status is auto updated as "Verified" when Calling section is not present.

Reply :

1) Only when Tele himself verifies the case or Supervisor verifies the case tele_assign_status is updated as "Verified" not when Fe verifies the case. How will we know that tele has verified the case , as because before assign_status field was used to capture case verified by tele or FE. Now we are using two different field as such inorder to know whether tele has verified the case or fe we need to update tele_assign_status when tele submits the case.

For SUP since we don't have any extra field for assign status ,as such tele_assign status is used. But no tele_id is present. Thus we can understand that SUP has verified the case.

Also, point 3&4 as i understand is - if any one or both FE and/or tele verifies the case, then the case is removed from both Fe & Tele assignment list of Pune Sup & verification List of Pune FE & Tele. But it will remain in FE/Tele assignment of Mumbai Sup, case verification list of Mumbai Sup & case verification list of Pune Sup. Is this what you meant?

Reply : But it will remain in FE/Tele assignment of Mumbai Sup, case verification list of Mumbai Sup & case verification list of Pune Sup. : Here it will be remove from Pune Supervisor Case Verification List Also.

Posted By : Navika Desai

D102

Date & Time : 04-08-2016 04:49:PM

when calling section is not present, let the tele_assign_status be null instead of verified. Is that a major change?

So Mumbai Sup can again assign to FE / Tele as per point 3 & 4?

Posted By : Bhavana Pachpande

D102

Date & Time : 05-08-2016 08:40:AM

Change of tele_assign_status has already gone live. Will have to change everywhere, it will take a full day, to update all changes in local,demo and live. And also will have to test after making these changes , as because tele_assign_status is checked during listing also.

Query: If we make this change, then will tele_submit_date be updated when tele/sup submits the case or will we have to keep it blank also. Will need atleast one field to know that tele/Sup has submitted the case.

So Mumbai Sup can again assign to FE / Tele as per point 3 & 4?

Reply : According to discussion No. : D116 Point 42 (Verification is complete : Fe/Tele),

As mentioned in task list for Point 42 : Only the cases pending for assignment are to be shown in the FE assignment & Tele assignment tray. Rest details to be shown in case verification tray.

So once verification is done by FE/Tele case cannot be re-assigned.

Posted By : Navika Desai

D102

Date & Time : 05-08-2016 12:12:PM

Process has to be - if telecalling is not done, then the tele assign status should be null.

This should have been asked, discussed and confirmed earlier. Tele assign status as verified without calling is not correct even logically or operationally.

If it has gone live, it has to be changed on live as well.

Reply for query: for calling section cases - tele_submit_date will be updated once tele/sup verifies the case. For no calling section cases - tele_submit_date will be updated only when tele verifies the case. It was discussed with Rakhi regarding calling section to be of 2 types, one for appointment fixing and one for tele verification cases.

I suggest we have a call - U, me.,Rakhi, Kailash (if required) to discuss the processes and flows regarding tele/FE. All the points, for clarity.

Lets have a complete discussion regarding the pending, closed and under discussion tasks around Tele process. We can then have a stream line approach, so that we do not have patches in functionality and coding as per the individual tasks.

Discuss with both and let me know the time for the call.

Posted By : Navika Desai

D102

Date & Time : 10-08-2016 11:07:AM

This is the revised process not considering the points that are on hold--

III) Case : 2 (Without Do you want to seperate FE/Tele seperation)

- this is ok as shared by Bhavana on 21-Jul

Here. the only change would be... without tele verification (case submitted by Tele) the tele assign status cannot be verified, it has to be null. Without calling section and without fe/tele separate operation.. the tele assign status will be verified only when tele submits the case.

Posted By : Bhavana Pachpande

D102

Date & Time : 10-08-2016 11:48:AM

Changes related to tele_assign_status as discussed in skype are made . Please check.

For normal case , without calling section if case is verified by Supervisor, no fields related to tele will be updated.

Posted By : Navika Desai

D102

Date & Time : 10-08-2016 04:44:PM

this function is checked along with point 42 D116:

Without tele submit, tele assign status is not showing verified now.

i) For cases with calling section and without Fe/tele separate,

- tele WIP case remains in tele case verification, Sup tele assignment, Sup FE assignment, Sup case verification.
- tele Verified case gets removed from tele case verification, Sup tele assignment, Sup FE assignment and remains in Sup case verification
- FE verified case gets removed from FE case verification, Sup tele assignment, Sup FE assignment and remains in Sup case verification

ii) For cases with calling section and with FE/tele separate, the flow is already discussed, designed and updated on live right?

iii) For cases without calling section and without FE/tele separate (no option for tele WIP)

- on tele submit (Tele verified), case gets removed from tele case verification, Sup tele assignment, Sup FE assignment and remains in Sup case verification
- FE verified case gets removed from FE case verification, Sup tele assignment, Sup FE assignment and remains in Sup case verification

Anything else pending for confirmation?

Posted By : Bhavana Pachpande

D102

Date & Time : 11-08-2016 09:32:AM

ii) For cases with calling section and with FE/tele separate, the flow is already discussed, designed and updated on live right?

Reply :
Yes

Other Points are ok.

So Is **(Point 71)** confirmed.

Posted By : Navika Desai

D102

Date & Time : 11-08-2016 11:09:AM

Same response as point 42, this cannot go live unless tele verification functionality without calling section is completely developed.

Posted By : Bhavana Pachpande

D102

Date & Time : 11-08-2016 11:25:AM

So should we put this point on hold too.

Posted By : Navika Desai

D102

Date & Time : 11-08-2016 11:39:AM

Yes

Posted By : Bhavana Pachpande

D102

Date & Time : 11-08-2016 11:59:AM

Question is on Hold.

Posted By : Kailash Kumawat

D102

Date & Time : 16-09-2016 11:43:AM

By when we can go live?

Posted By : Navika Desai

D102

Date & Time : 16-09-2016 12:17:PM

I had given the date of around 20 Sep for mobile application changes for QC and re-sched.

After that.

Posted By : Kailash Kumawat

D102

Date & Time : 22-09-2016 09:35:AM

what is the closure date from pamac side?

for this point nothing pending from shimbi.

Posted By : Kailash Kumawat

D102

Date & Time : 27-09-2016 01:00:PM

waiting for closure from pamac side..

Posted By : Navika Desai

D102

Date & Time : 27-09-2016 01:30:PM

Kailash, please refer the relevant discussion, closing of this point is already being discussed.

Posted By : Kailash Kumawat

D102

Date & Time : 09-11-2016 10:14:AM

It is uploaded today on live.

waiting reply from pamac

Posted By : Bhavana Pachpande

D102

Date & Time : 18-11-2016 03:36:PM

Is this point tested can we close this point.

Posted By : Bhavana Pachpande

D102

Date & Time : 09-12-2016 04:39:PM

As per Discussion with Rakhi and Sandeep , I have tested Point 71 for country Dubai login.

No issue found as per flow.

Posted By : Sandeep Ghuge

D102

Date & Time : 09-12-2016 04:43:PM

Thank you Bhavana ,

We will give you confirmation after UAT done by DUBAI team and Mumbai (CPV) team.

Posted By : Navika Desai

D102

Date & Time : 09-01-2017 04:52:PM

Centralised calling functionality:

I) With FE/Tele separation (Activity_Test)

Imported cases are not moved to selected center Delhi. Case ID - 102665604,102665603,102665602

II) Without FE/tele separate (Site visit)

Imported cases are not moved to selected center Delhi. Case ID - 102665626,102665625,102665624

Delhi Sup ID:

Testsup1

pamac@123

Posted By : Bhavana Pachpande

D102

Date & Time : 11-01-2017 03:30:PM

I) With FE/Tele separation (Activity_Test)

case	: center_id	Center Name
102665602	: 51	Bangalore
102665603	: 16	Mumbai
102665604	: 17	Pune

Login : Delhi Sup ID:

These cases doesn't belong to center Delhi.

I) With FE/Tele separation (Activity_Test)

case	: center_id	Center Name
102665626	: 51	Bangalore
102665625	: 16	Mumbai
102665624	: 17	Pune

Login : Delhi Sup ID:

These cases doesn't belong to center Delhi.

I have to check the query first for this in local live server and demo server also.

Posted By : Navika Desai

D102

Date & Time : 11-01-2017 05:00:PM

I know the cases dont belong to Delhi. But these are the cases with center as Delhi for telecalling selected in activity master.

Then ideally these cases should be seen in Delhi tray for calling activity.

Posted By : Bhavana Pachpande

D102

Date & Time : 18-01-2017 03:27:PM

As per discussion with Rakhi, Change to be done :

Other center cases are to be shown in Tele assignment tray to centralized Center Supervisor by using top most matches of activity,client,product and vt of that centralized center.

Also the centralized center must be assigned to that Supervisor.

Posted By : Navika Desai

D102

Date & Time : 18-01-2017 04:05:PM

what was the earlier coding? was it not that way?

Posted By : Bhavana Pachpande

D102

Date & Time : 18-01-2017 04:11:PM

For current coding, centralized center cases are seen to other centers Supervisor.

This was already checked and confirmed on demo.

Posted By : Navika Desai

D102

Date & Time : 18-01-2017 04:17:PM

Refer the initial document for tele, it clearly says what was required.

And testing was done as per the agreed discussion on demo.

I am surprised why was the same not replicated on live. I mean this functionality was tested okay on demo and not okay on live. Why?

Posted By : Bhavana Pachpande

D102

Date & Time : 18-01-2017 04:31:PM

Demo and Live functionality for this point are same no changes were done. Please check the same in demo the way you proceed in live.

Posted By : Navika Desai

D102

Date & Time : 18-01-2017 04:43:PM

Please focus on resolving the issue at hand.

Posted By : Bhavana Pachpande

D102

Date & Time : 20-01-2017 01:06:PM

I have uploaded changes in demo server please check.

Case ID-102084176

Import by Mytest in Mumbai center- Seen to Jaipur Sup in tele assign (not in case verification)-Tele assign by Jaipur Sup-Jaipur tele verif (fixed)-Removed from Jaipur tele assign-Mum sup fe assign-Mum fe submitted(resched yes without date)-case seen in tele assign Jaipur & Mum-Tele assign by Jaipur Sup-Jai tele verif (fixed)-Mum FE assign-Mum fe submitted(resched with date)-case seen in FE assign Mumbai(not seen in tele/fe assign Jaipur)-Mum FE submit

Testing process : EBC:

Case ID-102084178

Import by Mytest in Mumbai center-Seen to Jalandhar in tele assign (not in case verification) –Case assign to mumbai fe by Mumbai sup-Case assigned to Mumbai tele by Mumbai sup-Case verif by Mum tele (case still seen in FE tray)



Tele-testing.docx

Download

Posted By : Bhavana Pachpande

D102

Date & Time : 01-02-2017 12:23:PM

1)

Testing process : Activity_test:

Case ID-102084176

Import by Mytest in Mumbai center- Seen to Jaipur Sup in tele assign (not in case verification)-Tele assign by Jaipur Sup-Jaipur tele verif (fixed)-Removed from Jaipur tele assign-Mum sup fe assign-Mum fe submitted(resched yes without date)-case seen in tele assign Jaipur & Mum-Tele assign by Jaipur Sup-Jai tele verif (fixed)-Mum FE assign-Mum fe submitted(resched with date)-case seen in FE assign Mumbai(not seen in tele/fe assign Jaipur)-Mum FE submit

Reply : This is ok

2)

Testing process : EBC:

Case ID-102084178

Import by Mytest in Mumbai center-Seen to Jalandhar in tele assign (not in case verification) –Case assign to mumbai fe by Mumbai sup-Case assigned to Mumbai tele by Mumbai sup-Case verif by Mum tele (case still seen in FE tray)

Reply :

Import by Mytest in Mumbai center-Seen to Jalandhar

Won't it be Jaipur. (as center for centralized is Jaipur for activity ECB as you mentioned at the top)

=====

As per the docx file :

1) Case not seen in case verification, but seen in Tele assignment for Testsup456 (Jaipur sup)

2) Case not seen in case verification, but seen in Tele assignment for Testsup123 (Jalandhar sup)

For centralized case is seen only in Tele Assignment Tray of Supervisor of the centralized center. Centralized center Supervisor can only assign cases to Tele.

3) Case submitted by tele (verified) is seen under FE case verification tray

Can you tell me the process you followed for this.

Posted By : Navika Desai

D102

Date & Time : 02-02-2017 12:01:PM

Query a): Did this happen during Fe/Tele Separation process for that activity?

Reply - I have not changed the selection of Fe/tele separate. It was kept as i have mentioned in my post.

For centralized case is seen only in Tele Assignment Tray of Supervisor of the centralized center. Centralized center Supervisor can only assign cases to Tele.

-okay

3) Case submitted by tele (verified) is seen under FE case verification tray

Can you tell me the process you followed for this.

- process is mentioned above already.

Posted By : Bhavana Pachpande

D102

Date & Time : 02-02-2017 12:10:PM

2)

Testing process : EBC:

Case ID-102084178

Import by Mytest in Mumbai center-Seen to Jalandhar in tele assign (not in case verification) –Case assign to mumbai fe by Mumbai sup-Case assigned to Mumbai tele by Mumbai sup-Case verif by Mum tele (case still seen in FE tray)

Reply :

Import by Mytest in Mumbai center-Seen to Jalandhar

Won't it be Jaipur. (as center for centralized is Jaipur for activity ECB as you mentioned at the top)

Posted By : Navika Desai

D102

Date & Time : 02-02-2017 12:15:PM

Yes Jaipur.

Its typing miss out.

Posted By : Bhavana Pachpande

D102

Date & Time : 02-02-2017 03:07:PM

2)

Testing process : EBC:

Case ID-102084178

Import by Mytest in Mumbai center-Seen to Jalandhar in tele assign (not in case verification) –Case assign to mumbai fe by Mumbai sup-Case assigned to Mumbai tele by Mumbai sup-Case verif by Mum tele (case still seen in FE tray)

Reply :

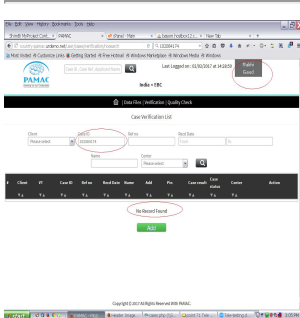
I have checked with the same flow Case id : 102084174,

The case doesn't remain in Fe tray after Tele verification at the end.

Screenshot attached.

The screenshot that you have attached shows ACTIVITY_TEST for Case ID-102084178 whereas you have tested the case using activity EBC.

There must be a mixup while taking the screenshot.



Download

Posted By : Navika Desai
D102

Date & Time : 06-02-2017 10:49:AM
Apologies.

There is a typo here, testing for EBC & Activity_test is interchanged.

Putting the process again as i tested:

Testing data:

Activity_test – No separate FE/tele (not selected); Center Jalandhar
EBC – Separate FE/tele (selected); Center Jaipur

Activity_test users (password-pamac@123):

Testsup123-Jalandhar sup
Testtele123-Jalandhar tele
Testsup789-Mumbai sup
Testtele789-Mumbai tele

EBC users (password-pamac@123):

Testsup456-Jaipur sup
Testtele456-Jaipur tele
Testsup987-Mumbai sup
Testtele987-Mumbai tele

Issues have been underlined below

Testing process : EBC:

Case ID-102084176

Import by Mytest in Mumbai center- Seen to Jaipur Sup in tele assign (not in case verification)-Tele assign by

Jaipur Sup-Jaipur tele verif (fixed)-Removed from Jaipur tele assign-Mum sup fe assign-Mum fe submitted(resched yes without date)-case seen in tele assign Jaipur & Mum-Tele assign by Jaipur Sup-Jai tele verif (fixed)-Mum FE assign-Mum fe submitted(resched with date)-case seen in FE assign Mumbai(not seen in tele/fe assign Jaipur)-Mum FE submit

Testing process : Activity_test:

Case ID-102084178

Import by Mytest in Mumbai center-Seen to Jalandhar in tele assign (not in case verification) –Case assign to mumbai fe by Mumbai sup-Case assigned to Mumbai tele by Mumbai sup-Case verif by Mum tele (case still seen in FE tray)

Here ignore the part of case not seen to Calling location supervisor case verification, as this was agreed.

Posted By : Bhavana Pachpande

D102

Date & Time : 07-02-2017 10:07:AM

Testing process : Activity_test:

Case ID-102084178

Import by Mytest in Mumbai center-Seen to Jalandhar in tele assign (not in case verification) –Case assign to mumbai fe by Mumbai sup-Case assigned to Mumbai tele by Mumbai sup-Case verif by Mum tele (case still seen in FE tray)

Reply :

I have tested with the following case id : 102084184,

Case after Tele verification still remains in Fe Tray.

There was a new change as per Point 42 (Verification is complete) :

New changes as per discussion, please verify.

1) Case once submitted by Fe won't be removed from : Case Verification Tray of Fe, when Fe/Tele Separation process is unchecked or checked.

Case will be removed from Supervisor Fe Assignment Tray with or without Fe/tele separation.

2) In case of Tele verified the case once or(appt fixed) case will be removed from both Tele verification tray and Tele Assignment Tray of Supervisor. No changes here.

Here we didn't mention what will happen if Tele verifies the case, whether to remove the case or retain it in Fe case verification tray. (without fe/tele separation).

So should we remove the case or keep it ?

Posted By : Navika Desai

D102

Date & Time : 08-02-2017 10:01:AM

2) When will the case be removed from FE tray?

Posted By : Bhavana Pachpande

D102

Date & Time : 08-02-2017 11:08:AM

2) When will the case be removed from FE tray?

Reply : a) When case is soft deleted.
b) When case is send to client.

Posted By : Navika Desai

D102

Date & Time : 08-02-2017 11:35:AM

Then this is okay.

I suppose all the issues have been adresssed and closed.

If so, then please close this point.

Posted By : Bhavana Pachpande

D102

Date & Time : 08-02-2017 01:35:PM

We have to upload this changes on live ?

Posted By : Navika Desai

D102

Date & Time : 08-02-2017 01:41:PM

Yes please.

Posted By : Bhavana Pachpande

D102

Date & Time : 08-02-2017 04:56:PM

We shall upload changes on live server on 9th Feb 2017 .

Posted By : Navika Desai

D102

Date & Time : 08-02-2017 05:28:PM

Few changes of point 71 are already uploaded on live.

Please also consider those.

Posted By : Bhavana Pachpande

D102

Date & Time : 09-02-2017 01:54:PM

I have uploaded changes on live please verify.

Posted By : Navika Desai

D102

Date & Time : 10-02-2017 03:09:PM

Please close.

Posted By : Bhavana Pachpande

D102

Date & Time : 10-02-2017 04:32:PM

Question is closed.