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

Posted By : Dipika Yedge
Assigned To : Manas Dasgupta
C181 High
Date & Time : 28-07-2023 02:12:PM
Dipika Yedge | TAT Start Date to FE Submit TAT- Case detail MIS | High

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Hi Manas,

Please check attached mail TAT Start Date to FE Submit TAT and TAT Start Date to FE Submit TAT Slab showing wrong data in case details MIS

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[x] TAT start Date Time to FE Submit DateTime.xls
[⬇ Download]
Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
C181 High
Date & Time : 28-07-2023 04:12:PM
Hello mam,

As discussed please move this to change as it is not related to bug.

The slab was showing wrong due to TAT master had case cut off time 15:30 and as such case tat start time was considered as next working day.

Will have to check and make changes in query to make comparison in date fields which to consider for calculating tat slab, case actual created datetime or new captured from TAT master had case cut off datetime.

Posted By : Ramakrishnan V
Assigned To : Dipika Yedge
C181 Medium
Date & Time : 10-08-2023 07:50:PM
Hi Dipika

I have gone through c181.

"The slab was showing wrong due to TAT master had case cut off time 15:30"

The question is why this case cut off time was set in TAT Master. What is the importance of this. Please clarify. How the earlier TAT Slab showing wrong data in case details MIS was not detected. If the cutoff time has critical importance then we should inform the concerned that this is the functionality that was contemplated (by any requirement document if any – I am not sure when this was developed).

Now the requirement to change (not have a cut off time) is what is wanted. Do we assume that if the case is received or added even at night say 9 pm then the start date of TAT should be 9 pm. I don't think so. As far as I know, (I had discussed this point quite a long time before) it was informed that any case that comes into the system after 15.30 hours would be considered for TAT as next day 09.30 am. This is because cases loaded after 15.30 may not get assigned the same day and starting TAT from any time say 5pm or 9 pm would be improper.

I therefore suggest, Ganesh ji, please ask whether the policy of Standard Cutoff time has been removed. If so then we have to change the code accordingly, else we have to explain to whosoever has raised the query that the decision to have a cutoff time was taken much earlier and hence the TAT MIS would show accordingly.

We need to get a clear Requirement or Change requirement in this regard. A one liner stating this is a bug or it is not a bug change it to Change is not the correct process.

Note: I will post this reply on the Change request no. C181 also.
Posted By : Dipika Yedge
Assigned To : Ramakrishnan V
C181 High
Date & Time : 11-08-2023 03:58:PM
Dear Sir,

As discussed today on call there is no issue in cut of time or any other.

TAT Start Date to FE submit TAT column are new added in case details MIS. It was not part of case details MIS earlier.

And change require for only for some cases where TAT start date is greater than FE submit date.

(For E.g. cases added on 9th August after cut off time, as per RES process TAT start date will be 10th Aug but FE submits the case on 9th Aug itself.)

Posted By : Ramakrishnan V
Assigned To : Dipika Yedge
C181 Low
Date & Time : 26-09-2023 03:57:PM
Hi dipika

If the issue is a NO issue and we have to do nothing on it, please close this ticker
Posted By : Dipika Yedge
Assigned To : Ramakrishnan V

C181 Medium
Date & Time : 26-09-2023 05:12:PM
Dear Ramki Sir,

This is a new requirement ops team wants new TAT slab (TAT start date to FE submit date) in case detail MIS
But we HOLD this task as it will slow down the report
Posted By : Dipika Yedge
Assigned To : Manas Dasgupta
C181 High
Date & Time : 21-11-2023 02:50:PM
Hi Manas,

Please add the TAT slab in CPV case detail MIS
Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
C181 High
Date & Time : 22-11-2023 04:38:PM
Hello mam,

Please share more details on tat slab logic which is to be added in the report query.
Posted By : Dharmendrakumar Vishwakarma
Assigned To : Dipika Yedge
C181 High
Date & Time : 28-11-2023 05:47:PM
Hi Ma'am ,

As per your suggestion I added logic in report Creation Query , kindly Check and confirm.
Reply | Move to Bug | Cancel