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Bugs (PAMAC (Cloud Version))

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

Posted By : Ganesh Sawant
B271
Date & Time : 08-11-2016 03:35:PM
Pamcal ADCB client issue | High

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t has escalated by Dubai team that details are captured in the RES but same is not reflecting into the tracker.

Please refer the attached excel points highlighted in yellow are captured but does not reflect in to the softcopy tracker

Kindly check and let we know what all details are captured against these headers highlighted in yellow

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[x] Pamcal ADCB client issue.xlsx
⬇ Download

Posted By : Rakhi Gaud
B271
Date & Time : 21-11-2016 09:27:AM
What is mean by softcopy tracker?
Attached sheet is result of which MIS(report)?
Posted By : Ganesh Sawant
B271
Date & Time : 21-11-2016 01:22:PM
It is not reflecting in Billing MIS Report
Posted By : Rakhi Gaud

B271
Date & Time : 23-11-2016 12:11:PM
Hi,

I have checked 'Billing MIS', searched cases of client 'ADCB' between date from 15-Sep-2016 to 17-Sep-2016. There is no issue found.
System showing values in export excel as per query written for that MIS report.
PFA of report.

I think mentioned cases are of verification type 'BV', so that fields related to 'RV' are blank in sheet.
Supervisor column is blank because system check last modified id(employee id) for that case and also the designation of that employee. If his designation is supervisor only then supervisor column shows his name otherwise it shows blank.

Please verify.

📊 ADCB.xls
[↓ Download]
Posted By : Ganesh Sawant
B271
Date & Time : 23-11-2016 02:47:PM
Hi Rakhi,

Please check Supervisor remark is not reflecting in any case. Secondly in few case result and client rate not reflecting in the billing MIS.
Posted By : Rakhi Gaud
B271
Date & Time : 24-11-2016 02:38:PM
ok
Posted By : Rakhi Gaud
B271
Date & Time : 24-11-2016 04:19:PM
Hello Sir,

1. I have checked it for supervisor remarks, checked it in database directly.
Field is blank for all cases, attaching screenshot of it.
2. Client rate not captured in some cases -
Checked client rate added date and cases close date in database.
Found that client rate have been added after closing cases, and system captures employee rate and client rate at the time of closing case(by supervisor).
To verify this also added one test case(case id-101918518), system captured client rate properly in that case.
Attaching screenshot.

Please verify.

🗜 B271.zip
[↓ Download]
Posted By : Navika Desai
B271
Date & Time : 03-01-2017 09:47:AM

Ganesh Sir,
1) Supervisor remarks - not enetered by users, hence blank.
2) Rate - as discussed, updated after the case closed, hence mismatch.

These are not technical bugs, hence request you to please close.
Posted By : Ganesh Sawant
B271
Date & Time : 03-01-2017 02:16:PM
Bug is closed.

Reply | Move to Change | Cancel