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Posted By : Rakhi Gaud

D115

Date & Time : 20-07-2016 05:25:PM

Point no.8(Cases activity log)

Hi,

Done with the changes. Uploaded it on demo site.

Created one table 'tbl_case_history' to save activity as a log.

Did changes in all modules having case related activities including RSIL and KOTAK APIs.

At admin side added an option(in main menu) named as 'Case History'.

On search by case id it will show the list of log(activities).

@Sandeep : Did changes in webservice pamac_webservice_tv15.php only for testing purpose.

@Navika : Please let us know, how many days old log we have to keep?.We need to create cron job for this.

Action names used as given below :

import/manual add new case

fe/tele assign

verification/supervisor edit

send to client

reopen

re-assign

re-do

fe unauthorize

fe accept/reject

fe submit

Kotak API case received

Kotak API case sent

RSIL case received
RSIL case accept
RSIL case sent
Case Delete
Autoassign case after verification
Move cases
Update QC Case
QC assign
QC tray assign

Please verify and confirm.

Posted By : Rakhi Gaud

D115

Date & Time : 21-07-2016 02:52:PM

Removed the log for 'RSIL case received' activity because it save the case in temporary table and it may cause conflict in case ids.

Done with the testing of possible activities.

There was error in sending case to RSIL API(at their end i think demo webservice is not working).

Rest is tested ok.

@Sandeep : I have checked case accpet/reject activity, in function 'accept_case_ack()', fe id is not available in POST array, currently it save the log without fe id but fe id the record is meaningless.

So, can you please do change in this function to send fe in POST array.

Please verify the changes at your end.

Posted By : Super Admin

D115

Date & Time : 25-07-2016 09:37:AM

Sandeep what is update?

Posted By : Kailash Kumawat

D115

Date & Time : 25-07-2016 11:51:AM

Testing and Confirmation is pending from PAMAC side.

Posted By : Rakhi Gaud

D115

Date & Time : 25-07-2016 12:06:PM

Hi Sandeep,

Did changes in webservice pamac_webservice_tv15.php(on demo site) in function accept_case_act() for fe id in POST array and passed it to function used to save log.

Please send fe id at index 'fe_id' in POST array like \$_POST['fe_id'] to function accept_case_act().

Posted By : Navika Desai


D115

Date & Time : 27-07-2016 12:27:PM

@Navika : Please let us know, how many days old log we have to keep?.We need to create cron job for this. response already provided in task list

This menu is not to be added under main menu.

Tried searching the case: 102082773 not shown, pfa screen shot.

 Case history.docx

↓ Download

Posted By : Kailash Kumawat

D115

Date & Time : 28-07-2016 02:44:PM

Not possible to keep record till case exist on live site because of below reason.

- 1) you don't have policy to move cases from live to archive(as per D100 you need cases forever)
 - 2) cases log will be huge data and it is not possible to store more than 1 month record.
- it will move to archive separately from case data.

Case id 102082773 : This is old case. Changes are not applicable for old closed cases.

created date : 2016-05-16 15:32:13

send to client date : 2016-05-19 17:52:26

Please check cases which updated after 20-Jul-2016.

example : 102082911

Posted By : Navika Desai

D115

Date & Time : 28-07-2016 04:33:PM

Retaining case log till the case exist was the basic requirement and hence mentioned at initial level.

If this cannot be done then there is no point in implementing this.

Posted By : Navika Desai


D115

Date & Time : 01-08-2016 01:59:PM

With regards to testing of the developed module, below is my feedback:

- 1) IDs that show numbers in case history should show values as super admin does not have access to IDs master. (activity_id, zone_id, template_id, assign_emp_id, etc.)

New case added today - 102083007, Unable to test end to end history as the case is seen in case verification, but not seen in FE assignment tray. Attached screen shots.

 D115 - Case history-2.docx

↓ Download

Posted By : Super Admin

D115

Date & Time : 02-08-2016 03:27:AM

Kailash, respond with your view and conclude ...

Posted By : Kailash Kumawat

D115

Date & Time : 02-08-2016 02:57:PM

initial requirement was to show case id with action and user who perform the action and time b when he/she perform the action.

We additionally give you feature to see what data is submitted by user. it is a row data store in database. It will take additional time to replace master id with values. Please allot additional time for it.

About archive log data it is up to you. if you need log till case exists then ti will remain. In this case don't tell about system performance.

Posted By : Super Admin

D115

Date & Time : 02-08-2016 03:45:PM

Do you understand logs will chock your servers?
Only demand outmost necessary information in log.

Few things we added in log is for our investigation purpose such as activity_id, zone_id, template_id,assign_emp_id, not for you
over the period we will remove it

but if you want

>> 1) IDs that show numbers in case history should show values as super admin does not have access to IDs master.
(activity_id, zone_id, template_id,assign_emp_id, etc.)

Then ad to task sheet at bottom, but over the years it will just slow down system

Posted By : Navika Desai

D115

Date & Time : 02-08-2016 07:36:PM

Initial requirement which was discussed during 1st March meeting and I clearly remember was -
log for all activities of the case along with the details of who updated / edited what and when and at what stage.

This will be required for the system, hence please suggest a way out if the current developed module will choke the server.

Posted By : Rakhi Gaud

D115

Date & Time : 03-08-2016 12:31:PM

Hi Navika,

case id 102083007 - Now you can test end to end history of this case.

Posted By : Navika Desai

D115

Date & Time : 03-08-2016 01:36:PM

Thanks, I processed the case and checked.

FE accept & submit details are not coming in the log.

Posted By : Rakhi Gaud

D115

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

Which webservice apk you are using?

I did changes in pamac_webservice_tv15.php.

Posted By : Navika Desai

D115

Date & Time : 03-08-2016 06:43:PM

Checked with the mentioned web service, case ID 102083208 pfb concerns:

- 1) User name not seen for Fe accept/reject
- 2) Reopen/redo menu not working to check that as well

Posted By : Rakhi Gaud

D115

Date & Time : 08-08-2016 10:40:AM

- 1) User name not seen for Fe accept/reject
- We need to do one change in mobile app for this.
alerady asked in my post of 25-Jul-2016 12:06:42.

- 2) Reopen/redo menu not working to check that as well
- Working on it, will confirm.

Posted By : Rakhi Gaud

D115

Date & Time : 16-08-2016 10:54:AM

2) Reopen/redo menu not working to check that as well

- Found one change while testing it again.

In Re-assign, QC and Redo modules system add new case with new case id and in activity log it add new record with new case id.

Now, did some changes in code to save the records in activity log table for both case ids(old and new case ids).

Added extra action names in activity log :

Re-assign(Add New case)

QC(Add New Case)

Redo(Add New Case)

Please verify.

Posted By : Navika Desai

D115

Date & Time : 16-08-2016 06:32:PM

2) Send to client case not seen in re-open/redo menu 102083528 (attached screen shot)

3) details of initial upload is not a part of case history.



History.docx

Download

Posted By : Rakhi Gaud

D115

Date & Time : 17-08-2016 08:32:AM

2) Send to client case not seen in re-open/redo menu 102083528 (attached screen shot)

- View was not properly created for this page.

Edit and saved the activity template of this page. Please verify now.

3) details of initial upload is not a part of case history.

- Please elaborate more. Need any change or its only for information.

Posted By : Navika Desai

D115

Date & Time : 17-08-2016 01:11:PM

3) If a case is imported in the system, case history starts from the first activity after import (assign, edit, etc).

History should also have the details of who imported the case, when and what all details. That is "import/ add newcase/etc" should also be an activity in case history.

102083528

4) after 17-08-2016 12:47:59 Ops admin Test fe/tele assign case status was hold this is not captured.

5) Redo is showing all the fields even if not applicable to the template. Should it be this way?

6) new case ID after redo is not shown.

7) Sequence and serial no should match. Eg: Sr 1 is latest activity and last sr no is the first activity. 1st activity should be serial numbered 1.

Posted By : Kailash Kumawat

D115

Date & Time : 19-08-2016 02:39:PM

3) I think import is working ,with who imported and by when and list of fields updated with import action. if not then Rakhi will rectify on next week.

4) If cases status is not changed in database then will not show in log, application is showing only those fields which are changed by that action.

- 5) log is showing fields which are updated in database, it is not related with template, in redo whole record copy so showing all fields.
- 6) ok, we can show new case id after redo, but actions related with new case id will show on different log
- 7) current sequence is showing latest activity on top. because normally you will see which who did what action recently with that case. But if you need old action on top then we can do it. Please confirm again , do you need old action on top?

Posted By : Navika Desai

D115

Date & Time : 19-08-2016 03:40:PM

- 3) Its not working, hence mentioned. Print screen attached.
- 4) Case status was changed from open to hold, but still not shown. hence highlighted
- 5) Okay
- 6) Okay, please do so
- 7) first action on top and latest action below



Import details.docx

Download

Posted By : Rakhi Gaud

D115

Date & Time : 24-08-2016 11:21:AM

- 3) Its not working, hence mentioned. Print screen attached.
- Please check now.

- 4) Case status was changed from open to hold, but still not shown. hence highlighted
- System updates case status in history table only when it(case status) get updated in cases table.

- 6) Okay, please do so
- Done.Please check.

- 7) first action on top and latest action below
- Done.Please check.

Posted By : Navika Desai

D115

Date & Time : 24-08-2016 12:17:PM

- 3) Tested okay
- 4) Tested okay
- 6) What field shows the new case ID for re-do cases? Orig case ID - 102083843, redo case ID - 102083845. Not shown in activity log
- 7) Tested okay

Pending - web service change, which i will discuss with Sandeep.

Query 1- What functionality have we made for integrated client - Kotak & RSIL? As you have mentioned above that you revert RSIL changes.

Query 2- What is the plan for - Retaining case log till the case exist was the basic requirement and hence mentioned at initial level?

Posted By : Rakhi Gaud

D115

Date & Time : 25-08-2016 09:08:AM

- 6) What field shows the new case ID for re-do cases? Orig case ID - 102083843, redo case ID - 102083845. Not shown in activity log
- New case id for redo cases will not show in redo activity log record of original case, creates new log record for new case id with action name 'Redo(Add New Case)'.

Query 1- What functionality have we made for integrated client - Kotak & RSIL? As you have mentioned above that you revert RSIL changes.

- Only added the code related to log functionality in existing API code.

Query 2- What is the plan for - Retaining case log till the case exist was the basic requirement and hence mentioned at initial level?

- Will observe the size of log table for 1 month and then decide where we can move that table.

Posted By : Navika Desai

D115

Date & Time : 25-08-2016 10:50:AM

6) Refer to Kailash's post on 19 Aug, new case ID was shown with the original case, however the activity details of the new case will be shown in the new case.

Query1- meaning? will integrated cases activity show in activity log?

Posted By : Rakhi Gaud

D115

Date & Time : 25-08-2016 11:50:AM

Query1- meaning? will integrated cases activity show in activity log?

- Yes.It will show activity log for integrated cases also.

Please refer my first post for Action name.

Posted By : Navika Desai

D115

Date & Time : 25-08-2016 01:16:PM

And what about point 6)?

Posted By : Rakhi Gaud

D115

Date & Time : 25-08-2016 02:02:PM

6) ok, we can show new case id after redo, but actions related with new case id will show on different log

- It means if case 102083843 in original case and after redo, system create new case 102083845. Then system will show all actions related to new case id in new log.

Previously at the time of redo, system creating log for only redo action(for original case only) where at the same time new case id get created but there was no log for new case.

We did this change.

Now system create 2 log records at the time of redo case.

1. For original case id with action name 're-do'. Now field for new case id.

2. For new case id with action name 'Redo(Add New Case)'.

Did same for other modules too where system create new case id.

Please refer my post of 16-Aug-2016 10:54:24.

Posted By : Rakhi Gaud

D115

Date & Time : 25-08-2016 03:07:PM

Sorry, action QC(Add New Case) is not valid as per new development changes in QC module.

Posted By : Rakhi Gaud

D115

Date & Time : 25-08-2016 04:52:PM

6) ok, we can show new case id after redo, but actions related with new case id will show on different log

- Done.Please verify.

Added new case id in action name as per given below.

Case Reassign : 'Re-assign - New case id'

Case Redo : 'Redo - New case id'

Posted By : Navika Desai

D115

Date & Time : 26-08-2016 12:50:PM

Case activity log tested okay on demo.

Except mobile app changes.

Posted By : Rakhi Gaud

D115

Date & Time : 26-08-2016 01:49:PM

Ok.

Please give us a deadline for mobile app changes.

Posted By : Navika Desai

D115

Date & Time : 26-08-2016 01:51:PM

I will discuss with sandeep and share by tomorrow. For this one and the other 2 pending for mobile (QC & re-sched)

Posted By : Navika Desai

D115

Date & Time : 30-08-2016 04:39:PM

Point 8-

Mobile application changes made as suggested in web service for testing and tested okay on demo.

Case activity log tested okay on demo for web and app.

Posted By : Rakhi Gaud

D115

Date & Time : 31-08-2016 09:01:AM

When we can upload this on live site?

Posted By : Navika Desai

D115

Date & Time : 31-08-2016 01:39:PM

Web changes can be uploaded next week or later, however:

- not in thursday, fri
- to be uploaded in first half of the day, to resolve issues faced if any
- not to be uploaded during month end (20-30/31)

Web service changes -

share the updated web service with the change highlighted. We shall implement it when the mobile application is ready for the same.

Posted By : Rakhi Gaud

D115

Date & Time : 06-09-2016 05:08:PM

We will upload this change on 07-09-2016(tomorrow) .

Posted By : Navika Desai

D115

Date & Time : 07-09-2016 01:49:PM

Is this done/?

Posted By : Rakhi Gaud

D115

Date & Time : 07-09-2016 03:06:PM

As per our skype discussion, will upload this by tomorrow morning.

Posted By : Rakhi Gaud

D115

Date & Time : 08-09-2016 10:15:AM

Uploaded the changes related to this on live site.

Checked the normal process(add/edit/assign/close/send to client) of case by adding two test cases :
102404043,102404105 on live site.

As per discussion with Sandeep, did changes in below webservises :

1. api_live.php
2. api_live_2_0.php
3. api_live_2_0_test.php

Please find attachment of above files.

Please verify the changes.



webservice changes.zip

↓ Download

Posted By : Navika Desai

D115

Date & Time : 08-09-2016 04:56:PM

The sequence was incorrect which has been corrected now after discussion with Rakhi on skype.

Testing of other changes in progress.

Posted By : Navika Desai

D115

Date & Time : 09-09-2016 07:13:PM

This has been tested okay on live.

Posted By : Rakhi Gaud

D115

Date & Time : 12-09-2016 09:42:AM

May I close this?

Posted By : Navika Desai

D115

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

Yes please you may.

Posted By : Rakhi Gaud

D115

Date & Time : 12-09-2016 12:22:PM

Question is closed.

Posted By : Navika Desai

D115

Date & Time : 12-09-2016 04:06:PM

Missed one point, please move the 'Case History' menu under Super admin Menu and close.

Posted By : Rakhi Gaud

D115

Date & Time : 16-09-2016 01:40:PM

move the 'Case History' menu under Super admin Menu

- Done

Posted By : Rakhi Gaud

D115

Date & Time : 16-09-2016 01:40:PM

Question is closed.

Reply

Cancel