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## Discussions (PAMAC (Cloud Version))

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**Posted By :** Navika Desai

D90

**Date & Time :** 15-02-2016 04:07:PM

TAT Calculation changes

Hi,

We have designed coding for calculation of TAT that will consider - weekly off, holiday, TAT master (considering TAT, client working hours and case creation cut off time), type of Pincode (ICL,OCL,etc).

Below the is the summary of changes and supporting files attached:

Sr.No	Description	Changes	To
1	Weekly off	sun,mon,tues,wed,thur,fri,satu	Sunday,Monday,Tuesday,Wednesday,Friday,Saturday
2	Weekly off	initially there were only two record in the weekly table now there are 3 record 1-sunday for india and 2&3 friday and saturday for dubai	Attachment of table is sent
3	Tat master	A New Column is use client_start_time	Attachment of table is sent
4	Tat master meta	Meta data is changed	Attachment of table is sent
5	report.php	in user section,file name report.php some code lines need to change to achieve the report and line no are 272,273,321	Attachment of file is sent

Please check and confirm if this is ok and implement this on demo for testing.

[Download](#)

**Posted By :** Navika Desai

D90

**Date & Time :** 03-03-2016 11:39:AM

Please update as discussed in meeting

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 21-03-2016 11:31:AM

Hi,

I have discuss it with Sandeep and Navika.

Following are the changes which I understood :

1. Change in TAT master -

a.change the options values for field "Weekly Off Day" that will be Sunday, Monday, Tuesday, Wednesday, Friday, Saturday.

b. Add 2 new options one for client start time and another for TAT start time(case creation cut off time).

client start time - There will be 2 dropdowns to select hours and minutes.

TAT start time(case creation cut off time) - There will be 2 dropdowns to select hours and minutes.

Note : system will consider seconds as '00' with above values.

2. Change in TAT calculation:

Currently system calculates TAT from created date time to send to client date time.

Now the change is system first check created time with client start time,

if it is less than client start time then it will calculate TAT between created date time and send to client time(as per current method).

if it is greater than client start time then it will consider next day of created date with TAT start time(case creation cut off time) and calculate the TAT between this date time and send to client date time.

3. Type of Pincode (ICL,OCL,etc).

Not getting the link of pincode category change with TAT calculation, please elaborate more.

4. in user section,file name report.php some code lines need to change to achieve the report and line no are 272,273,321

- It is not possible to calculate TAT at the time of report export. It will increase sever load.

Please let me know that is it ok? or anything I understood is wrong.

Now, we are starting with the change in TAT master(at admin side).

**Posted By :** Navika Desai

D90

**Date & Time :** 22-03-2016 07:19:PM

1. a. ok

b. ok

2.

Now the change is system first check created time with client start time,

if it is less than client start time then it will calculate TAT between **Client start time** and send to client time.

if it is greater than client start time then:

Option I: it is less than TAT start time(case creation cut off time) it will consider created time and sent to client time

Option II: it is more than TAT start time (case creation cut off time) it will consider Client start time for the next working day to send to client time

3. 2 more types of pincode to be added - BOCL, N/S (non serviceable)

the TAT for the case (24/48/72 hrs, etc) will be calculated basis the type of pincode. For eg: For Axis CPV CC TAT for ICL is 24, OCL-48,BOCL-72. The case has an BOCL pincode (as per pincode master), then the TAT applicable for the case will be 72 hours. If there is no pincode in a case or if the mentioned pincode is not available in pincode master, then the OCL TAT for the client, activity,product should be considered.

4. When do you suggest the TAT for the case be calculated? At the time of send to client?

Would it be possible that as a standard process, TAT be calculated at Send to client, however if required, we can have an option for calculating TAT at the time of exporting a report?

**Posted By :** Bhavana Pachpande

D90

**Date & Time :** 31-03-2016 04:12:PM

Hi Navika,

Done the changes in TAT calculation module as per discussed above.

Uploaded on demo site.

Please verify it and let us know if any issue occurs.

Note-

1. System will set TAT as NULL and TAT flag as 'No TAT' if the given pincode exists in system but according to its city limit if there is no TAT(blank in old records) available.

2. System will not consider above conditions for old records in TAT master. You should have to update all the records at least once.

**Posted By :** Navika Desai

D90

**Date & Time :** 01-04-2016 05:31:PM

None of the above changes are seen on country demo or demo site.

Screen shots attached.



TAT.zip

↓ Download

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 04-04-2016 10:48:AM

Sorry, There was changes of admin side has been uploaded but the same not reflected in json file for meta records(which we have created in optimisation).

Please verify it now.

**Posted By :** Navika Desai

D90

**Date & Time :** 04-04-2016 03:13:PM

Hi,

Just FYI-

Testing of TAT calculation completely will take atleast a week to check for all scenarios and test cases.

Would like to understand, whether the changes will be reflected in all the below TAT MIS:

- i. TAT Center wise
- ii. TAT Client wise
- iii. Check wise TAT

## iv. Case wise TAT

Found one error while updating records,

- 1) When I try to add multiple pincodes (file name '*Add Multiple Pincodes*'), error screen shot attached.

---

 TAT.zip

↓ Download

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 04-04-2016 04:28:PM

Resolved the issue.

Please verify it.

**Posted By :** Navika Desai

D90

**Date & Time :** 04-04-2016 04:48:PM

The mentioned issue has been resolved.

**Posted By :** Kailash Kumawat

D90

**Date & Time :** 07-04-2016 11:25:AM

testing is completed on demo?

can we move to live?

**Posted By :** Navika Desai

D90


**Date & Time :** 07-04-2016 04:23:PM

The report was not ok,

please check attached TAT report, incorrect highlighted.

I am yet to test holiday and weekly off. As already mentioned, it will take around a week for testing.

---

 TAT test.xlsx

↓ Download

**Posted By :** Super Admin

D90

**Date & Time :** 11-04-2016 09:27:AM

Rakhi please check and Navika, please tell us exact date

**Posted By :** Navika Desai

D90

**Date & Time :** 11-04-2016 10:12:AM

The basic calculation itself was incorrect as posted above, I really doubt whether further testing would yield any results.

However, Testing for Holiday & weekly off TAT calculation will be done by Friday,15-Apr.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 13-04-2016 08:33:AM

Working on it.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 13-04-2016 04:16:PM

Hi Navika,

I have checked above case by creating new function which gives details of TAT calculation.  
And listed out the results of cases mentioned in sheet.  
Find attachment of it.

Found that there is no template field selected for pincode assignment.  
Because of this in each case of RV and BV, system considering OCL TAT.

Please verify.

---

 Demosite TAT verification.xls

[Download](#)

**Posted By :** Super Admin

D90

**Date & Time :** 18-04-2016 06:46:AM

Navika, Can you please update or close this thread if resolved

**Posted By :** Navika Desai

D90

**Date & Time :** 18-04-2016 11:37:AM

I shall confirm on testing by Wednesday.

**Posted By :** Navika Desai

D90

**Date & Time :** 20-04-2016 11:44:AM

TAT for highlighted cases in attached sheet is incorrect.

---

 TAT report.xlsx

[Download](#)

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 22-04-2016 10:32:AM

Hi Navika,

I have checked the code and found one condition for pincode was missing.

Now I have added it.

Please verify now.

Do you want the highlighted cases visible in send to client tray for testing?

If yes then let know I will do it manually.

**Posted By :** Navika Desai

D90

**Date & Time :** 22-04-2016 11:22:AM

Yes, please.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 22-04-2016 12:22:PM

Did the change.

102082666

102082667

102082668

102082670

102082671

102082672

102082686  
102082687  
102082688

Above cases are visible in send to client tray.  
Please verify.

**Posted By :** Navika Desai

D90

**Date & Time :** 22-04-2016 01:12:PM

TAT Changes have been tested ok on demo, will confirm when this is to be uploaded on Live.

**Posted By :** Super Admin

D90

**Date & Time :** 23-04-2016 03:40:PM

pls confirm ASAP so we can close the matter

**Posted By :** Navika Desai

D90

**Date & Time :** 27-04-2016 01:25:PM

One change is to be made on demo for TAT calculation - If there is no pincode in a case or if the mentioned pincode is not available in pincode master, then the ICL TAT for the client, activity,product should be considered. Earlier it was OCL TAT as mentioned in my post dated 22-Mar.

Confirm once done.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 27-04-2016 04:18:PM

Done above changes.

Please verify.

**Posted By :** Super Admin

D90

**Date & Time :** 09-05-2016 04:32:PM

Why its taking so long?

We have decided 3 days feedback cycle?

Lets be answerable on both sides

Siddharth

**Posted By :** Navika Desai

D90

**Date & Time :** 18-05-2016 10:11:AM

RES team has tested, this is with operations team for testing.

This is critical from operations & performance monitoring perspective, hence we dont want any loop holes or testing missout.

We shall close it asap, tentatively by next week.

**Posted By :** Navika Desai

D90

**Date & Time :** 25-05-2016 02:30:PM

Operations team have shared their feedback, please check the incorrect TAT for he attached highlighted cases.

Please check.



TAT report.xlsx

↓ Download

**Posted By : Rakhi Gaud**

D90

**Date & Time : 26-05-2016 05:04:PM**

Ok. I will check.

**Posted By : Navika Desai**

D90

**Date & Time : 01-06-2016 02:47:PM**

awaiting response.

**Posted By : Rakhi Gaud**

D90

**Date & Time : 08-06-2016 12:12:PM**

Not worked yet because of other priority tasks.

**Posted By : Super Admin**

D90

**Date & Time : 15-06-2016 07:13:PM**

Navika, should we push to do it now? Or it can wait?

**Posted By : Navika Desai**

D90

**Date & Time : 16-06-2016 05:30:PM**

The error share is to be resolved.

This is kind of urgent.

**Posted By : Super Admin**

D90

**Date & Time : 16-06-2016 07:03:PM**

If it is urgent sure we will look into it but it may slightly effect on task sheet... Just got your reference Rakhi, update me on this ...

**Posted By : Rakhi Gaud**

D90

**Date & Time : 17-06-2016 11:23:AM**

Sir I will try to clear it today and update.

**Posted By : Super Admin**

D90

**Date & Time : 17-06-2016 06:06:PM**

Update?

**Posted By : Rakhi Gaud**

D90

**Date & Time : 22-06-2016 12:12:PM**

Sorry sir, I was busy in other priority tasks.

I will clear it soon and update.

**Posted By : Super Admin**

D90

**Date & Time : 24-06-2016 05:05:AM**

Update?

**Posted By : Rakhi Gaud**

D90

**Date & Time : 24-06-2016 08:43:AM**

No Update.

**Posted By : Navika Desai**

D90

**Date & Time : 01-07-2016 10:12:AM**

Please help here.

**Posted By : Kailash Kumawat**

D90

**Date & Time :** 01-07-2016 10:24:AM

Rakhi is busy with point 20 and bhavana is busy with point 84.

**Posted By :** Navika Desai

D90

**Date & Time :** 01-07-2016 10:30:AM

When have we scheduled to work on this?

**Posted By :** Super Admin

D90

**Date & Time :** 05-07-2016 04:33:AM

Kailash provide tentative date

**Posted By :** Navika Desai

D90

**Date & Time :** 11-07-2016 04:43:PM

Please update.

**Posted By :** Super Admin

D90

**Date & Time :** 14-07-2016 10:21:AM

What is update here?

**Posted By :** Navika Desai

D90

**Date & Time :** 18-07-2016 06:52:PM

Awaited.

**Posted By :** Kailash Kumawat

D90

**Date & Time :** 20-07-2016 02:10:PM

busy on other points because no window given by pamac for bugs and hold points.

Focusing on clear excelpoint otherwise new email will come from pamac side about pending points. and ask about delay clarification.

Hope we can start this point on next month.

**Posted By :** Navika Desai

D90

**Date & Time :** 20-07-2016 03:37:PM

It has been discussed earlier and re-iterated over and over again.

Bugs, pending items (including API) which are not closed, cancelled or hold will have to be closed. Items that were in progress were already added in the task list.

This was discussed between Pravin Sir and Sid Sir.

**Posted By :** Super Admin

D90

**Date & Time :** 25-07-2016 09:56:AM

We are doing every thing possible in available resources and and time.

Please help us go live all July points in July so we can focus on this also.

We need your cooperation to fulfil your priorities. Which are set by you.

**Posted By :** Navika Desai

D90

**Date & Time :** 27-07-2016 12:46:PM

Just to close your July list, i cannot have points pending that are critical to operations.

Task list has timelines till March 2017, will you not take up anything else till then?

Please let me know upfront if this cannot be done before the task list is completed.



**Posted By :** Bhavana Pachpande

D90

**Date & Time :** 05-08-2016 07:05:PM

Please provide test cases for checking TAT calculation.

**Posted By :** Navika Desai

D90

**Date & Time :** 08-08-2016 10:43:AM

Refer my post of 25th May in this discussion.

What test cases are required? Module was developed, however the TAT for few cases was not proper.

Let me know if anything else is required.

**Posted By :** Navika Desai

D90

**Date & Time :** 18-08-2016 03:01:PM

Update

**Posted By :** Navika Desai

D90

**Date & Time :** 07-09-2016 11:25:AM

This has been delayed for real long.

when can we expect closing this?

**Posted By :** Kailash Kumawat

D90

**Date & Time :** 16-09-2016 11:48:AM

doing other task, RSIL, client billing, R6(Usable & non-usable fields). After this we do it,

**Posted By :** Navika Desai

D90

**Date & Time :** 16-09-2016 12:19:PM

Pending since 3 months.

Please include the date of closure for this in the update of task list that is to be shared by Bhavana.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 22-09-2016 09:59:AM

Working on it from yesterday(21/09/2016).

I have checked it and found only that TAT time is in negative value which is not correct if it is negative it should be convert to 0 value.

In other calculation not found any issue.

Discussed same with you(Navika on skype) but not understood the issue.

Need to discuss it more.

**Posted By :** Navika Desai

D90

**Date & Time :** 22-09-2016 11:22:AM

I ll check with ops andconfirm.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 23-09-2016 02:38:PM

Hi Navika,

I have resolved the issue of negative value in TAT.

Please verify once and confirm with ops team that is there any issue exist or not.

**Posted By :** Navika Desai

D90

**Date & Time :** 23-09-2016 05:12:PM

Thanks. will check and confirm.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 27-09-2016 10:41:AM

Is there any update?

**Posted By :** Navika Desai

D90

**Date & Time :** 27-09-2016 11:02:AM

I have checked and found no issue, need to await ops confirmation.

Its a month end, hence response expected in OCT.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 27-09-2016 11:13:AM

Okay.

Can we have the expected date?

**Posted By :** Navika Desai

D90

**Date & Time :** 27-09-2016 11:18:AM

Probably by 10 Oct, i ll try and expedite it.

I hope we have utilized few days for other tasks as 5 days were allocated for this and we have not done any development for this.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 27-09-2016 11:37:AM

Yes we have utilised allocated days for other tasks.

You can see it in daily reports.

**Posted By :** Navika Desai

D90

**Date & Time :** 27-09-2016 01:23:PM

Great thanks.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 07-11-2016 08:52:AM

Hello Sandeep,

Can you please discuss this with OPS team and confirm?

**Posted By :** Kailash Kumawat

D90

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

waiting reply from pamac

**Posted By :** Sandeep Ghuge

D90


**Date & Time :** 09-11-2016 12:37:PM

ΟΠΣ τεαμ ρεπλψ ωιτη φολλοωινγ ποιντσ ανδ αλσο ωιτη ατταχημεμτ

- TAT shown as within even closed out of TAT.

- Case wise details doesn't show BV cases.

- Upload data is 3<sup>rd</sup> Nov 2016 where received date shown as 12/24/2014 0:00 – Demo TAT MIS.  
Please check it.

 Attachment.zip

↓ Download

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 10-11-2016 05:04:PM

Working on it.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 29-11-2016 04:38:PM

Hi Sandeep,

TAT shown as within even closed out of TAT

- I have checked this issue, and resolved it.

Can you please verify with your team?

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 05-12-2016 11:32:AM

Upload data is 3rd Nov 2016 where received date shown as 12/24/2014 0:00 – Demo TAT MIS.

- This issue have been resolved. Please verify with new cases.

**Posted By :** Rakhi Gaud

D90

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

Case wise details doesn't show BV cases.

- I have check Case wise TAT MIS query.

It shows record group by parent case.

And in send to client column shows maximum send to client date time(latest date) from cases having same parent case id.

In verification type column shows VT of first case added in cases table of that same parent case.

If you want to check individual cases then you can use 'Check Wise TAT' MIS.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 09-12-2016 04:44:PM

Checked case wise TAT MIS on demo site for Dubai cases.

Found one issue, that there was no parent case id in cases table in Dubai cases only.

And parent case id is required field to some flags which used in TAT MIS.

This happened because of some columns were missing in Dubai cases table.

Now I have added those fields and issue have been resolved.

Please verify by adding new cases.

**Posted By :** Navika Desai

D90

**Date & Time :** 05-01-2017 01:23:PM

Are all the highlighted issues resolved?

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 05-01-2017 05:08:PM

Yes.

**Posted By :** Navika Desai

D90

**Date & Time :** 09-01-2017 10:21:AM

Thanks.

I shall get an update from ops and confirm on testing.

**Posted By :** Navika Desai

D90

**Date & Time :** 16-01-2017 05:41:PM

Dubai team confirmed okay.

India team will confirm by this week.

I shall check post that and it can be deployed on live after my confirmation.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 30-01-2017 11:16:AM

Any update?

**Posted By :** Navika Desai

D90

**Date & Time :** 30-01-2017 11:18:AM

Will update by tomorrow

**Posted By :** Navika Desai

D90

**Date & Time :** 09-02-2017 11:17:AM

Please update TAT module on Live.

Can it be done on this Monday?

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 09-02-2017 03:41:PM

Yes, we can upload it on Monday.

Tomorrow, we will prepare files to upload as it is on live site.

**Posted By :** Navika Desai

D90

**Date & Time :** 09-02-2017 03:43:PM

Yes please. Thanks

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 13-02-2017 10:10:AM

Hi,

Uploaded the changes on live site.

Please verify and confirm below modules -

1. TAT Master
2. Pincode Master
3. Send to client
4. RSIL - Send to client cases

**Posted By :** Navika Desai

D90

**Date & Time :** 13-02-2017 10:28:AM

Please document the final agreed logic & process for TAT calculation

**Posted By :** Navika Desai

D90

**Date & Time :** 15-02-2017 12:46:PM

TAT master:

1) List view to have TAT (NS) also

TAT added properly

Pincode master:

2) upload error – BOCL, Non Serviceable unable to upload

Manual addition of BOC & NS pincode okay

TAT functionality testing pending.

Please document the final agreed logic & process for TAT calculation

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 16-02-2017 03:11:PM

PFA of TAT calculation logic and process.



TAT Calculation Logic and Process.docx

↓ Download

**Posted By :** Navika Desai

D90

**Date & Time :** 16-02-2017 03:20:PM

Issues mentioned on 15 Feb are resolved?

**Posted By :** Navika Desai

D90

**Date & Time :** 16-02-2017 03:28:PM

Thanks for the process document.

One query regarding hold cases:

6. If case was put on hold previously then -

a. Fetch parent case details.

Check and consider TAT start date time same as given above.

Calculate time between TAT start date time and case hold date time of parent case.

Add this time in previously calculated time.

Here for example, case added on 16 feb 17 11:30:00 (client start time is 8 am and 16 feb is a working day), case is put on hold at 16 Feb 17 17:30:00. Case was open again on 17 Feb 17 13:30:00 and send to client done on 18 Feb 17 10:00:00. What will be the TAT in this case?

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 16-02-2017 03:58:PM

Issues mentioned on 15 Feb are resolved?

- Yes, issue is resolved.

Sorry I forgot to inform about this.

\*\*\*\*\*

Here for example, case added on 16 feb 17 11:30:00 (client start time is 8 am and 16 feb is a working day), case is put on hold at 16 Feb 17 17:30:00. Case was open again on 17 Feb 17 13:30:00 and send to client done on 18 Feb 17 10:00:00. What will be the TAT in this case?

- System will calculate time between 16 feb 17 11:30:00(because client start time is greater than created time) and case hold time 16 Feb 17 17:30:00.

Then system will calculate time for new case between 17 Feb 17 13:30:00 and send to client time 18 Feb 17 10:00:00.

And final TAT will be sum of both TAT calculated above.

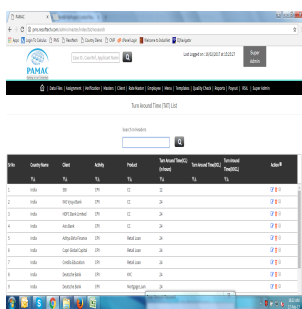
**Posted By : Navika Desai**

D90

**Date & Time :** 17-02-2017 10:26:AM

## Issues of 15 Feb

- 1) Not resolved - attached screen  
2) resolved.



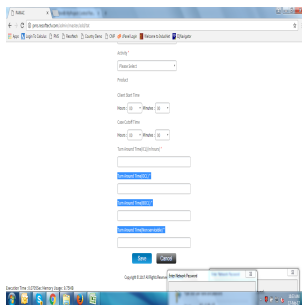
↓ Download

**Posted By : Navika Desai**

D90

**Date & Time : 17-02-2017 10:34:AM**

Please remove mandate from the highlighted in the attached screen.



↓ Download

**Posted By : Rakhi Gaud**

D90

**Date & Time :** 17-02-2017 11:02:AM

List view to have TAT (NS) also

- Done

Please remove mandate from the highlighted in the attached screen.

- Done

Resolved both points.

Please verify.

**Posted By :** Navika Desai

D90

**Date & Time :** 17-02-2017 11:57:AM

Above points done.

Will test TAT functionality on live and confirm by next week

**Posted By :** Navika Desai

D90

**Date & Time :** 21-02-2017 01:23:PM

Value put in Client start time & case cutoff time is not being saved.

**Posted By :** Rakhi Gaud

D90

**Date & Time :** 21-02-2017 02:19:PM

Can you please check it now?

Some line of code was missing in controller file.

**Posted By :** Navika Desai

D90

**Date & Time :** 21-02-2017 02:27:PM

Checked. Its proper.

**Posted By :** Navika Desai

D90

**Date & Time :** 08-03-2017 04:52:PM

Tested okay.

Need some additional changes but that will be discussed and shared under a new task.

**Posted By :** Navika Desai

D90

**Date & Time :** 08-03-2017 04:53:PM

Question is closed.