# Case Report.

eucariota

Client
**ProTrucks**

Report
**N° 53452**

Date
**10-06-24**

Status
**Completed**

Good afternoon team,

We are sharing a report on the incident reported by Juan Pérez.

The purpose of this report is to document the review efforts, the most probable causes, and suggestions to reduce the likelihood of recurrence.

We remain available for comments and to organize a call if more details are needed.

Best regards.

## Reported Problem

When updating the expense data associated with events in a Power BI report, no information is displayed.

## People Involved in the Case

Juan Pérez
Sebastián Shaffer
Héctor Martinez

## Dataverse Review

We generated a backup of the environment on 13-06-2024 to analyze the differences between both databases.
No differences were found except for the changes made from the date of the backup to today.
We validated that no code fragment or business rule was altering the data.

## Dynamics Forms Review

Although it is not part of this problem, we detected that the ABC column in the form is of type integer, while the costs can be entered as decimals individually, causing rounding.
There are two ABC columns, one of which is not in use.

## BI Review

Sebastián had a call with Juan to verify the situation from the BI perspective, focusing on investigating why the total expenses appeared blank or empty.
They meticulously reviewed the formulas and table data, and also explored the Power Query queries to ensure that no columns or filtered values had changed.
The data was updated and reviewed, identifying possible new columns.
However, although there were new columns, they concluded that these did not affect the cost formulas.
The dataset was updated again, and the data in Dynamics was compared, verifying that they were the same in a sample.
There is a doubt about whether the data is being correctly loaded into Dynamics, so Carla will verify this issue with Héctor.

## Probable Causes

Juan mentions that Sebastián might be saving cost data in the Contracts table.
Using deprecated columns from Events to search for costs.
Failure to update the BI report.

## Suggestions

We observed some fields that are deprecated, have not been used for a long time, and can be confusing, e.g., FIELD01.
Unify the ABC columns into a single float type column to represent the actual cost values, including decimals.
If you encounter issues with data in Power BI, we recommend saving a copy of the file at that moment for a more detailed analysis.
And/or check the rows in table format in the data section.

### Attached Documents

Solution Diagram.pdf

Image Support.pdf

### Juan Pérez

Business Applications Specialist
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