

'My Closed Tasks' Tab

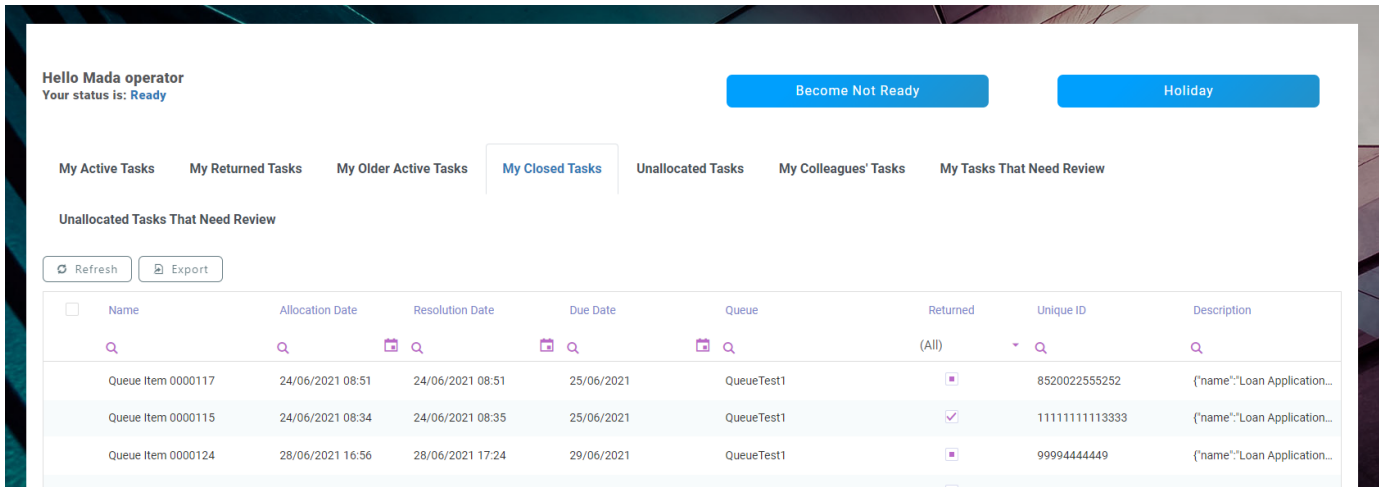
DevOps Package Name : CDM - Task Management

Display Tasks with Closed Status allocated cu current operator ID

1. Prerequisites for using business component

Common Data Model Installed

2. Print screens and Business Description and few words for where you can use it



3. Steps of the business component

4. Banking Control Panel Parameters used for the business component

None

5. Database model

FTOS_CMB_QueueItem

FTOS_CMB_Operator

FTOS_CMB_OperatorXQueue

FTOS_CMB_Queue

FTOS_CMB_QueuePriority

FTOS_CMB_CompetenceLevel

6. Libraries used and why

Server Script Library - FTOS_CMB_TaskManagementHelper

7. Server Scripts

FTOS_CMB_GetOperatorInfo - returns information about the Operator

- Input:
System User ID from systemuser entity - systemUserId
- Output:

Status Operator from FTOS_CMB_Operator - BusinessStatus

Status ID Operator from FTOS_CMB_Operator - BusinessStatusId

Status Operator from FTOS_CMB_Operator - BusinessStatusLabel

HasHoliday from FTOS_CMB_Operator - HasHoliday: false

Operator ID from FTOS_CMB_Operator - ID

Operator last allocation date from FTOS_CMB_Operator - LastAllocationDate

Operator Name from FTOS_CMB_Operator - Name

FTOS_CMB_GetClosedQueuesView - is called from the view: displayClosedQueueItem([FTOS_CMB_QueueItem](#)). Change the data source of the view, composing a dynamic fetch. Returns the records that are displayed in the grid on the ['My Closed Tasks' Tab](#)

8. Stored Procedures

None

9. Filtered fields

None

10. Validations and Actions performed with Field Options

None

11. Actions called by the component , why and where

None

12. Processors called by the component , why and where

None

13. Validations to go forward

None

14. Actions triggered by Row Double Click

Opent the record form in edit mode. The link is generated using the attributes: recordId, mainEntityId and mainFormId from FTOS_CMB_QueueItem

15. Style Sheets used and where

FTOS_CMB_QueueStylesheet