

Operator X Queue

DevOps Package Name : CDM - Task Management

This Form was created in order to attach an Operator to a Queue.

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

The top screenshot shows the 'OperatorXQueue' form with the following fields: Operator (dropdown with 'Select a value...'), Competence Level (dropdown with 'Select a value...'), Last Allocation Date (text input), Max Active Item Allocation Number (text input), and Item Count (text input). The bottom screenshot shows the same form with 'A B C' selected for Operator, 'DefaultOnTaskManagement-UC1' selected for Competence Level, and '1,000' entered for Max Active Item Allocation Number. The header of the bottom screenshot is 'QUEUE TaskManagement-UC1'.

When you enter this form from Queue, field Queue is a header field (shown only on edit form)

In order to attach an operator to a queue, the following details must be inputted:

- Operator - a list of all the available operators - mandatory field
- Competence level - set the competence level for the operator in this queue
- Max Active items - can be used to limit the number of tasks an operator can receive from this queue

When you enter this form from Operator, field Operator will be a header field and the field Queue will be mandatory:

The screenshot shows the 'OperatorXQueue' form with the header 'OPERATOR A B C'. The fields are: Queue (dropdown with 'TaskManagement-UC1'), Competence Level (dropdown with 'DefaultOnTaskManagement-UC1'), Last Allocation Date (text input), Max Active Item Allocation Number (text input with '1,000'), and Item Count (text input).

3. Steps of the business component

4. Banking Control Panel Parameters used for the business component

None

5. Database model

- FTOS_CMB_OperatorXQueue

6. Libraries used and why

None

7. Server Scripts

None

8. Stored Procedures

None

9. Filtered fields

Competence Level will display only Competences linked to the current Queue.

10. Validations and Actions performed with Field Options

- Last Allocation Date filed is read only
- Item Count filed is read only

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

None

15. Style Sheets used and where

None