

# Queue Type

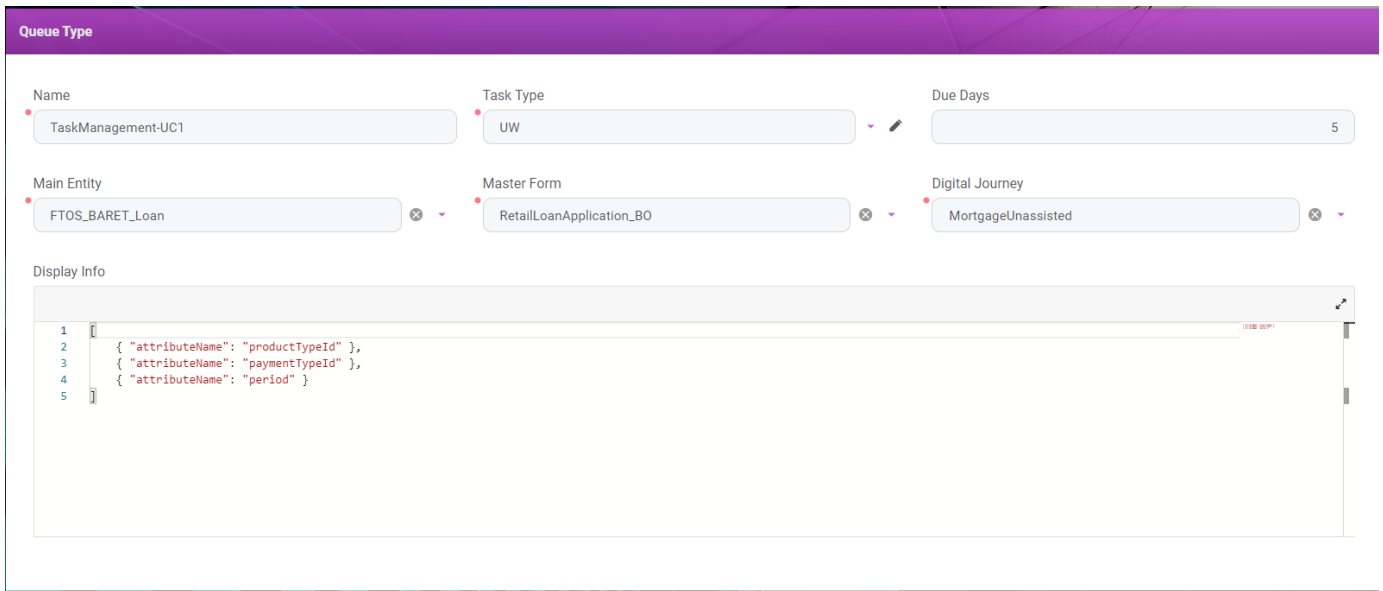
**DevOps Package Name** : CDM - Task Management

This Form was created in order to have an overview and access to configure the QueueType.

## 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 screenshot shows a web form titled "Queue Type" with a purple header. The form contains several input fields and a code editor. The fields are: Name (TaskManagement-UC1), Task Type (UW), Due Days (5), Main Entity (FTOS\_BARET\_Loan), Master Form (RetailLoanApplication\_BO), and Digital Journey (MortgageUnassisted). Below these fields is a "Display Info" section with a code editor containing the following JSON:

```
1 [
2   { "attributeName": "productId" },
3   { "attributeName": "paymentTypeId" },
4   { "attributeName": "period" }
5 ]
```

In order to create a queue, a queue type must first be created. Queue types can be created for data retrieved from an entity, a data form, or for a certain digital journey linked to a specific banking product. For example, if you have multiple banking products defined, like a credit card and a mortgage loan, you can create queues for each of these individually and assign them to certain operators.

To create a Queue Type, you need to fill in the information bellow:

- Name - the name you want your queue type to have
- Task Type - the type of task you want to set for that Queue Type, by default you can choose Compliance and UW but you can also create different tasks by clicking on the pencil next to the Task Type button
- Due Days - the number of days until the deadline of the task
- Main Entity - the entity for the tasks assigned in this queue type
- Master Form - the master form for the main entity selected above
- Digital Journey - The Digital Journey you want set for this queue type

## 3. Steps of the business component

## 4. Banking Control Panel Parameters used for the business component

None

## 5. Database model

- FTOS\_CMB\_QueueType

## 6. Libraries used and why

- FTOS\_CMB\_TaskManagementHelper - Used to validate Display Info

## 7. Server Scripts

- FTOS\_CMB\_QueueType\_BeforeUpdate
- FTOS\_CMB\_QueueType\_BeforeInsert

Both of the scripts :

## 8. Stored Procedures

None

## 9. Filtered fields

- MainForm is filtered by MainEntity by the key entityId. It will display only the forms of the MainEntity selected.

## 10. Validations and Actions performed with Field Options

- Name - Required
- TaskType - Required
- MainEntity - Required
- Master Form - Required

## 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

- An error with the message `Display info format is incorrect!` will thrown, in case the format is wrong.
- An error with the message `One or more attributes are not included in master entity!` will thrown, in case the format is wrong.

## 14. Actions triggered by Row Double Click

None

## 15. Style Sheets used and where

None