

'My Active Tasks' Tab

DevOps Package Name : CDM - Task Management

Display allocated tasks to current operator. Ordered by queue allocation and based on the set queue priority(FTOS_CMB_QueuePriority)

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

Hello Oana Ciortianu
Your status is: Ready

Become Not Ready

Holiday

My Active Tasks

My Returned Tasks

My Older Active Tasks

My Closed Tasks

Unallocated Tasks

My Colleagues' Tasks

My Tasks That Need Review

Unallocated Tasks That Need Review

Refresh

Export

<input type="checkbox"/>	Name	Allocation Date	Resolution Date	Due Date	Queue	Returned	Unique ID	Description	Operator
<input type="checkbox"/>	Q	Q	Q	Q	Q	(All)	Q	Q	Q
	Queue Item 0000596	15/06/2021 12:02			TaskManagement-UC1	<input type="checkbox"/>	5f66d217-b347-415b-8fe0-e1...	('productType':'Mortgage',...	Oana Ciortianu
	Queue Item 0000595	15/06/2021 12:01			TaskManagement-UC1	<input type="checkbox"/>	5f66d217-b347-415b-8fe0-e1...	('productType':'Mortgage',...	Oana Ciortianu
	Queue Item 0000599	16/06/2021 16:04		15/06/2021	TaskManagement-UC1	<input type="checkbox"/>	5f66d217-b347-415b-8fe0-e1...	('productType':'Mortgage',...	Oana Ciortianu
	Queue Item 0000601	17/06/2021 09:33		16/06/2021	TaskManagement-UC1	<input type="checkbox"/>	5f66d217-b347-415b-8fe0-e1...	('productType':'Mortgage',...	Oana Ciortianu
	Queue Item 0000600	16/06/2021 16:05		16/06/2021	TaskManagement-UC1	<input type="checkbox"/>	5f66d217-b347-415b-8fe0-e1...	('productType':'Mortgage',...	Oana Ciortianu
	Queue Item 0000602	17/06/2021 09:34		17/06/2021	TaskManagement-UC1	<input type="checkbox"/>	5f66d217-b347-415b-8fe0-e1...	('productType':'Mortgage',...	Oana Ciortianu
	Queue Item 0000605	18/06/2021 09:35		17/06/2021	TaskManagement-UC1	<input type="checkbox"/>	5f66d217-b347-415b-8fe0-e1...	('productType':'Mortgage',...	Oana Ciortianu
	Queue Item 0000606	18/06/2021 09:35		18/06/2021	TaskManagement-UC1	<input type="checkbox"/>	5f66d217-b347-415b-8fe0-e1...	('productType':'Mortgage',...	Oana Ciortianu
	Queue Item 0000598	16/06/2021 14:49		19/06/2021	TaskManagement-UC1	<input type="checkbox"/>	5f66d217-b347-415b-8fe0-e1...	('productType':'Mortgage',...	Oana Ciortianu
	Queue Item 0000603	17/06/2021 10:26		21/06/2021	TaskManagement-UC1	<input type="checkbox"/>	5f66d217-b347-415b-8fe0-e1...	('productType':'Mortgage',...	Oana Ciortianu

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The My Active tasks will serve as the main tab for operators from where they can pick-up tasks that are allocated to them. the tasks found here can be either from the automatic distribution or manually assigned from admin.

The rows are colored based on two criteria: red - the ones which already passed the due date and orange tasks with the deadline for today. In order to change the colors you will need to change the rgba from stylesheet 'FTOS_CMB_TaskManagemenDashboardStylesheet' on css classes:

```
.taskManagementWidget .dx-row.dx-data-row.dx-column-lines.DeadlineNow{
  background: #ffa500bf;
}
.taskManagementWidget .dx-row.dx-data-row.dx-column-lines.DeadlinePassed{
  background: #ff0000bd;
}
```

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_QueueType

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_GetActiveQueuesView - is called from the view: displayActiveQueueItem(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 Active 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

Open 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