

'Tasks That Needs Review' Tab

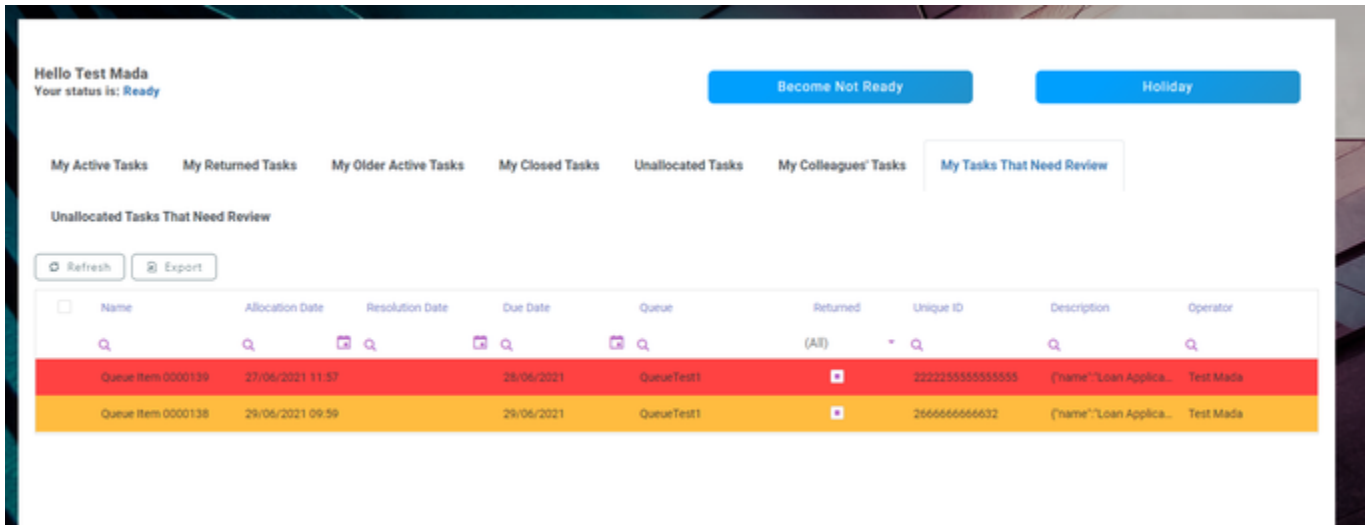
DevOps Package Name : CDM - Task Management

Display in review 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



There might be situations where for a certain competence level, the workload is so high that they would require help from operators with inferior competence level. The administrator has the option to set up a replacement competence level for a particular que. In case the maximum workload is reached for all operators in that queue, the operators in the replacement competence level will be available for task allocations in that queue. For example, if all the operators available with competence level 2 in the mortgage loan que have reached maximum workload, the replacement competence level will be available to accept new request in case there is one set by the admin.

Operators in the replacement competence levels have the possibility to review the request and approve/reject/request documents but in case of approval, the resolution will not be set to Approved and a new status shall be assigned named "Review". This new status will help create a new review task for the original competence level operators required in the queue and will allow them to simply review and approve, reject or request documents just like a normal task. This task is meant to ease the workload for certain competence levels in case the maximum workload is reached and is optional for the admin to configure if needed.

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_GetReviewQueuesView - is called from the view: displayReviewQueueItem(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 [Tasks That Needs Review](#)

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