

Competence Level

DevOps Package Name : CDM - Task Management

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

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 the 'Competence Level' configuration page. It has a header bar with the title 'Competence Level'. Below the header, there are three input fields: 'Name' (containing 'L1 - QueueAllocateT1 - Mortgage'), 'Queue' (empty), and 'Level' (containing '1'). There is a 'Replacement Competence Level' dropdown menu with the text 'Select a value...'. Below this is a section titled 'COMPETENCE LEVEL FILTERS' with four buttons: '+ Insert', 'X Delete', 'Export', and 'Refresh'. At the bottom, there is a table with a search bar and a filter rule: 'RequestedLoanAmount >= 0 - 100000'.

Competence levels can be created to define different competence needs in a certain queue. For example, in a queue for personal loans analysis, there might be a need to assign loans that are between 0 - 30k EURO for a certain group of user and above 30K to a higher competence level operator. In this section, the admin can define rules to configure different competence levels for a queue.

To create a competence level, we need to define the following:

Name - the competence value name

Queue - the queue for this specific competence level

Level - you can define a level for this competence level, for example, 0-30K can be level 1 and >30K can be level 2

Replacement competence level - this feature will allow the admin to configure a replacement competence level in case there are no available operators for the original competence level. If defined, this feature will allow operators set in the replacement competence level to receive tasks from this competence level. Tasks that are reviewed by operators from the replacement competence level will be marked as such and after they are done, a review task will be created and allocated for the operators in the original competence level. the review tasks can be seen in the distinct tab from the dashboard '[Tasks That Needs Review](#)' Tab .

Competence level filters

Competence level can be defined using the following filters:

| |
|---------------------|
| BusinessStatus |
| Customer Segment |
| Date |
| Date interval |
| Filter_DateInterval |
| Numeric |
| ProductType |
| RequestedLoanAmount |
| Skill |

You can add/delete or edit filters in the Filter menu

[Filter](#)

3. Steps of the business component

4. Banking Control Panel Parameters used for the business component

None

5. Database model

- FTOS_CMB_CompetenceLevel

6. Libraries used and why

None

7. Server Scripts

None

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

None

15. Style Sheets used and where

None