

'My Returned Tasks' Tab

DevOps Package Name : CDM - Task Management

Display returned allocated tasks to current operator (isReturned = true). 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

Name	Allocation Date	Resolution Date	Due Date	Queue	Returned	Unique ID	Description
Queue Item 0000126	28/06/2021 17:32		27/06/2021	QueueTest1	✓	99994444449	(name)"Loan Application...
Queue Item 0000125	28/06/2021 17:23		28/06/2021	QueueTest1	✓	8888888777888	(name)"Loan Application...

This view helps to operator to filter task that are returning to him for different reasons.

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_GetReturnedRequestsView - is called from the view: `displayReturnedRequests(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 Returned 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