

Operator Replacement

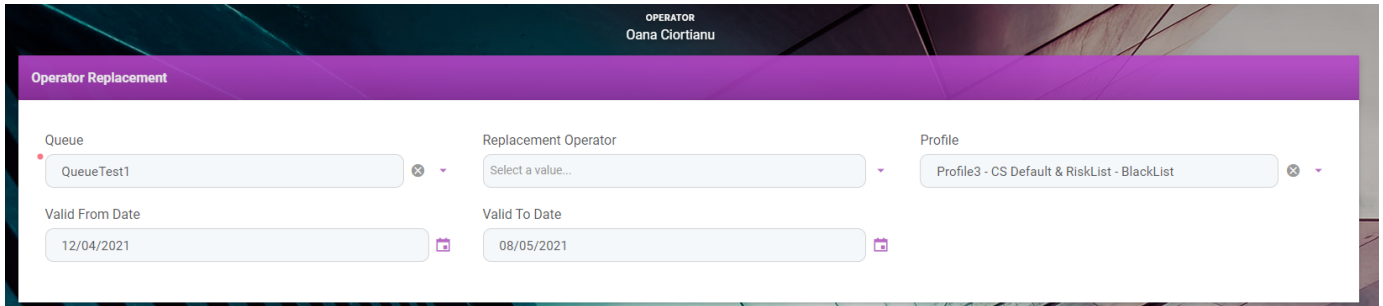
DevOps Package Name : CDM - Task Management

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

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 Operator will be seen in the headers section (only on edit mode) because this form is opened from Operator form and cannot be changed

In order to edit or add a new replacement for an operator, the admin has to fill in the form above.

- Queue - the queue for which the replacement will be available
- Replacement Operator - the replacement operator has to be selected from this list
- Profile - the profile selected for the replacement
- Valid from date - can be used to define when the replacement will start to be active
- Valid to date - can be used to define when the replacement will expire

Both of the "Valid from fields" are optional, not inputting them will set the replacement to active undefinedly.

3. Steps of the business component

4. Banking Control Panel Parameters used for the business component

None

5. Database model

- FTOS_CMB_OperatorReplacement

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

- Queue - Required
- One of the two are mandatory : ReplacementOperator / OperatorProfile

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