

QueueItem

DevOps Package Name : CDM - Task Management

This Form was created in order to have an overview and access to configure the Queue Item.

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 fields on the queue item record are:

- Name - queue item ID
- Required competence level - the needed competence level to review the task. This is calculated automatically by the rules set for the allocation process but the admin can edit the required competence level in this area for specific items
- To review - this tick box marks the task is needing review from the original competence level in case it was reviewed by a replacing competence level operator
- Returned - this tick box marks if the task has returned to the original operator, in case there were additional documents/info needed to finalize the request.
- Operator - the current operator assigned to that task. The admin can use this field to manually set a different operator for that task.
- Operator Profile - the profile set for the designated operator
- Operator competence level - the competence level of the operator that has been assigned with the task
- Task date - the date and time the task was created
- Allocation date - the date and time the task was allocated to an operator
- Resolution date - the date and time of the last resolution set on the task
- Replacement operator - this field is filled in in case a replacement operator has been assigned with that task
- Previous Queue Items - this field will help identify previous tasks that were correlated to the current one. For example, if a task was sent back to the originator for further clarification using the request more documents function, when a new task is created, the Previous Queue Items will have the Name of the task related to filled in.

3. Steps of the business component

4. Banking Control Panel Parameters used for the business component

None

5. Database model

- FTOS_CMB_QueueItem

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

- Is Review- Read only
- Returned- Read only
- Task Date - Read only
- Allocation Date - Read only
- Resolution Date - Read only
- Replacement Operator - Read only
- In case the business status of the QueueItem is Closed, all the attributes are read only.

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