

Task Management

The Task Management component is designed to provide the tools necessary to organize allocation, prioritization and oversight for workflows that operate with tasks.

The Task Management has two major components:

- The Task Management Dashboard - this is the work environment for operators where they can view, review and submit resolutions for the tasks.
- The Task Management Admin Menu - this is the menu where admins can configure operators, ques, profiles, competence level and filters to define the allocation process.

Task Management Role

To access the "Task Management" module you must create a user with the role "Task Management Role".
"Task Management Role" import XMLs are in the "SecurityRole Data Import Templates" folder

Data Import Templates for security role:

- FTOS_SecurityRole_00.SecurityRole import file
- FTOS_SecurityRoleItem_01.SecurityRoleItem.xlsx import file
- FTOS_Endpoints_Roles_02.FTOS_EndPoints.xlsx import file

After import, this role can be assigned to each user.

Is Authorized	<input checked="" type="checkbox"/>
Email	<input type="text"/>
Phone Number	<input type="text"/>
Display Name	<input type="text" value="Task Management User"/>
Picture	<input type="button" value="Add file"/> or Drop file here
System User Type	<input type="text" value="Back Office"/>
Portal	<input type="text"/>
Preferred Communication Channel	<input type="text"/>

SECURITY ROLES

<input type="checkbox"/>	Name
	Task Management Role