

'Unallocated Tasks' Tab

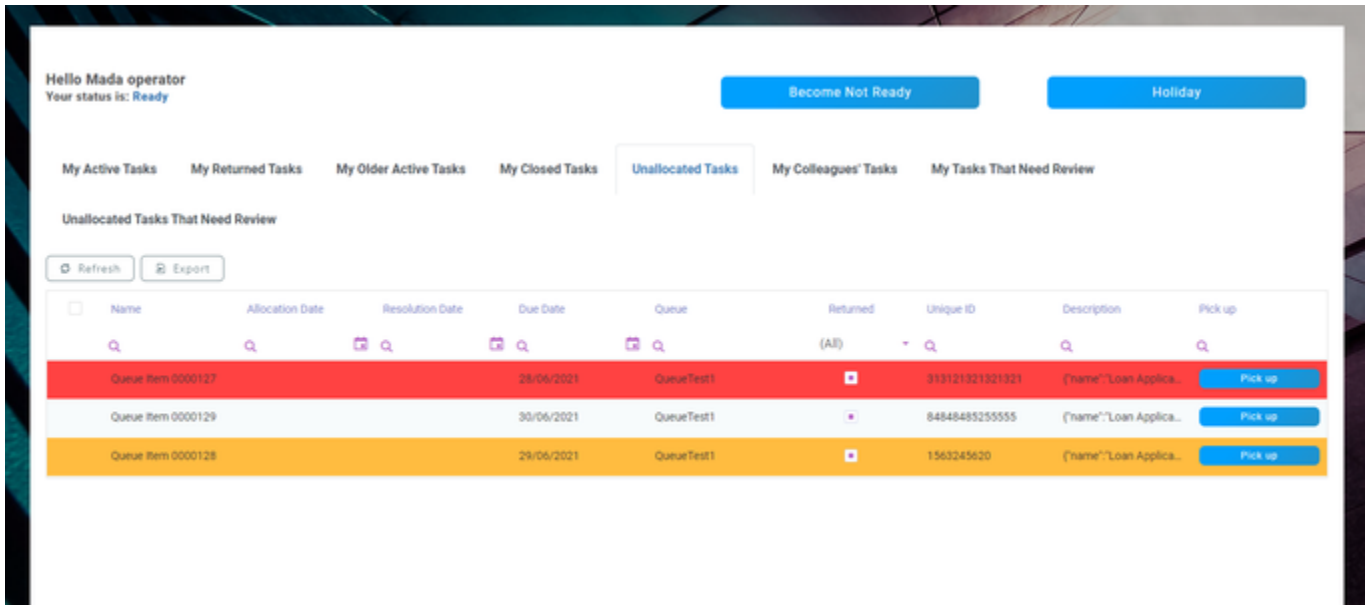
DevOps Package Name : CDM - Task Management

Display unallocated tasks with New Status. Operator can pick up a task - allocate a Task to current operator ID

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



Unallocated Tasks That Need Review

Name	Allocation Date	Resolution Date	Due Date	Queue	Returned	Unique ID	Description	Pick up
Queue Item 0000127			28/06/2021	QueueTest1		919121321321321	{'name':'Loan Applica...	Pick up
Queue Item 0000129			30/06/2021	QueueTest1		84848485255555	{'name':'Loan Applica...	Pick up
Queue Item 0000128			29/06/2021	QueueTest1		1563245620	{'name':'Loan Applica...	Pick up

This view will help operators to pick up tasks that were not allocated automatically. In case the settings for allocation can't determine an available operator to handle the task, it will remain unallocated and be presented here. Any operator that has the necessary competence level for this task will be able to pick up the task in this view. This is a manual allocation and will override any workload limitations the current operator has set by the admin.

A pick up button is available in the last column and gives the option to allocate the task for that user.

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_CompetenceLevel

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_GetUnallocatedQueuesView - is called from the view: `displayUnallocatedRequests(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 ['Unallocated Tasks' Tab](#)

FTOS_CMB_PickUpQueue - Allocate a Task to current operator ID

- If the task is unallocated - script will update task on current line(`operatorId = current operatorId`) and change the status to Allocated.
- If the task is allocated to my colleagues which are in holiday. The script will change the status from Allocated to ClosedReallocated to actual task and create a new line in FTOS_CMB_QueueItem and put the new Operator on `operatorId` attribute, status Allocated.

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