

Queue Maintenance User Guide
Release 14.3.0.0.0

Part No. F18720-01

May 2019

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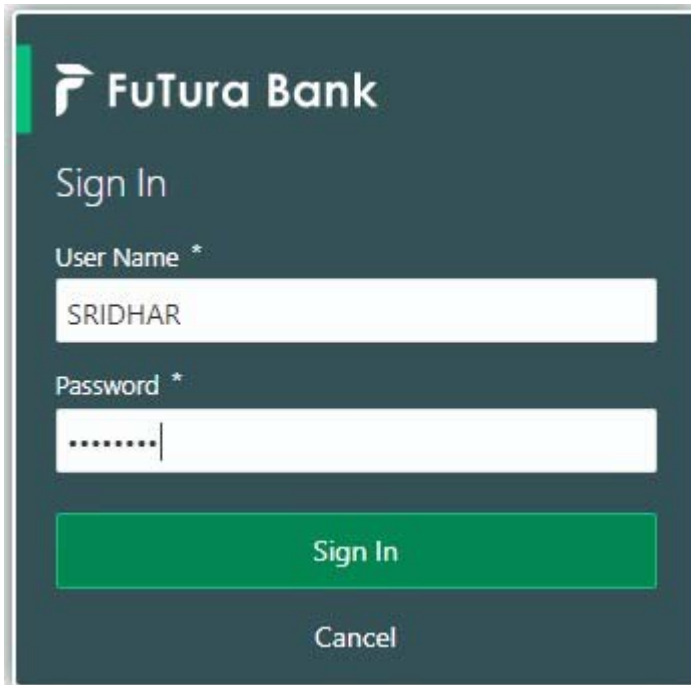
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Queue Maintenance

Queue Maintenance enables the user to set criteria for the queue of the tasks based on their status. In the subsequent steps, let's look at the details for creating a queue:

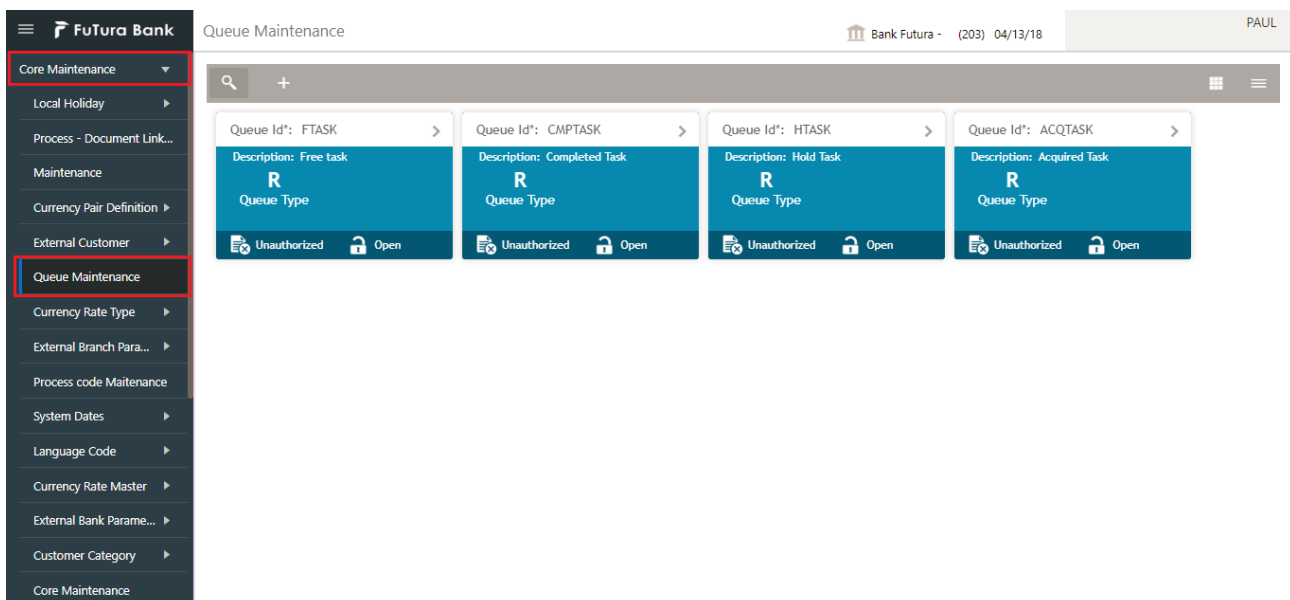
Create a Queue Criteria

1. Using the entitled login credentials for registration stage, login to the application.



The image shows the 'FuTura Bank' login interface. It features a dark blue header with the bank's logo and name. Below the header, the text 'Sign In' is displayed. There are two input fields: 'User Name *' with the text 'SRIDHAR' and 'Password *' with masked characters. A green 'Sign In' button and a 'Cancel' link are at the bottom.

2. Click **Core Maintenance > Queue Maintenance** on the left pane of the application.




The image shows the 'Queue Maintenance' application interface. On the left is a navigation menu with 'Core Maintenance' expanded, showing 'Queue Maintenance' selected. The main area displays a grid of queue cards. Each card has a 'Queue Id', a description, a 'Queue Type' (indicated by an 'R' icon), and status options 'Unauthorized' and 'Open'.

Queue Id	Description	Queue Type	Status
FTASK	Free task	R	Unauthorized, Open
CMPTASK	Completed Task	R	Unauthorized, Open
HTASK	Hold Task	R	Unauthorized, Open
ACQTASK	Acquired Task	R	Unauthorized, Open

3. Click **Plus** Icon to create a new queue criteria.

4. Provide queue criteria details based on the description provided in the following table:

Field	Description	Sample Values
Queue ID	Specify a unique ID for the queue.	ACQTASK
Description	Provide an appropriate description for the queue criteria.	Acquired Task

Field	Description	Sample Values
Queue Type	<p>Select the type of the task for which this queue criteria is applicable. Type of tasks available are as follows:</p> <ul style="list-style-type: none"> • Read only Task • Supervisor Task - This feature will be implemented in future release. • Free Task • Acquired Task • Completed Task 	Read only Task
Queue Criteria	Provide the details/rule of the queue criteria. This rule must be as an arithmetic expression with standard keys.	<pre>((STATUS = ASSIGNED AND ACQUIRED BY = CURRENT_U SER AND GROUPTASK = true) OR ((SUBSTATE IS NULL) OR (SUBSTATE IS NOTNULL AND SUBSTATE <> ESCALATED)) AND (STATUS = ASSIGNED AND GROUPTASK = false)))</pre>
Save	<p>Click Save to save the queue criteria.</p>  <p>Note</p> <p>By default the queue will be saved as unauthorized.</p>	

5. Once the queue is created, it will be displayed in the dashboard with the following details:

The screenshot shows the 'Queue Maintenance' dashboard in the FuTura Bank system. The dashboard has a sidebar menu on the left with various maintenance options. The main area displays four queue tiles in a grid. Each tile shows the Queue ID, Description, Queue Type (R), and status (Unauthorized and Open). The 'ACQTASK' tile is highlighted with a red border.

Queue Id*	Description	Queue Type	Unauthorized	Open
FTASK	Free task	R	Unauthorized	Open
CMPTASK	Completed Task	R	Unauthorized	Open
HTASK	Hold Task	R	Unauthorized	Open
ACQTASK	Acquired Task	R	Unauthorized	Open

- Queue tile displays the Queue ID, Description of the Queue and Queue type.
- Unauthorized - This provide the information whether this queue is authorized for another user or unauthorized.
- Open - Status of the queue which enables the user to use this queue if it is open.
- Search - Search the available queue criteria.
- Grid View - Display the queue criteria in grid view.
- List View - Display the queue criteria in list view.

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References

For more information on any related features, you can refer to the following documents:

- Getting Started User Guide
- Common Core User Guide

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