

Queue Maintenance User Guide
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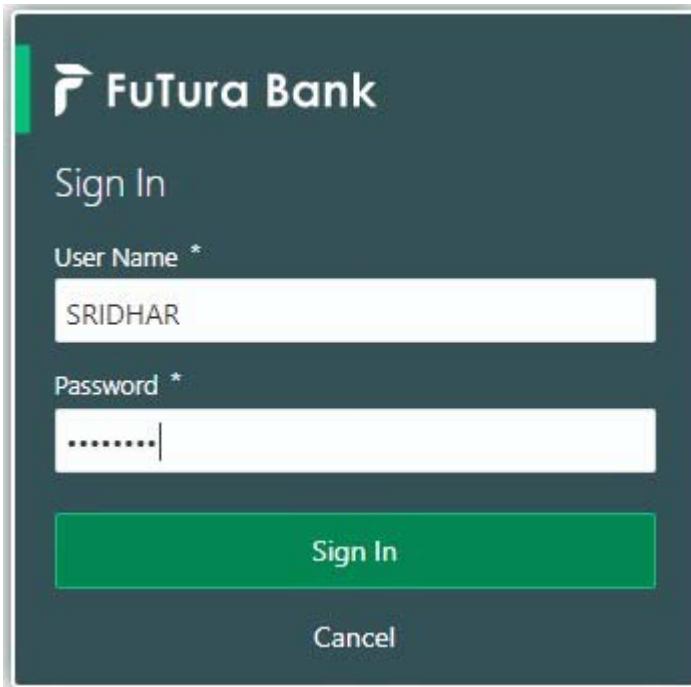
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Queue Maintenance

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:

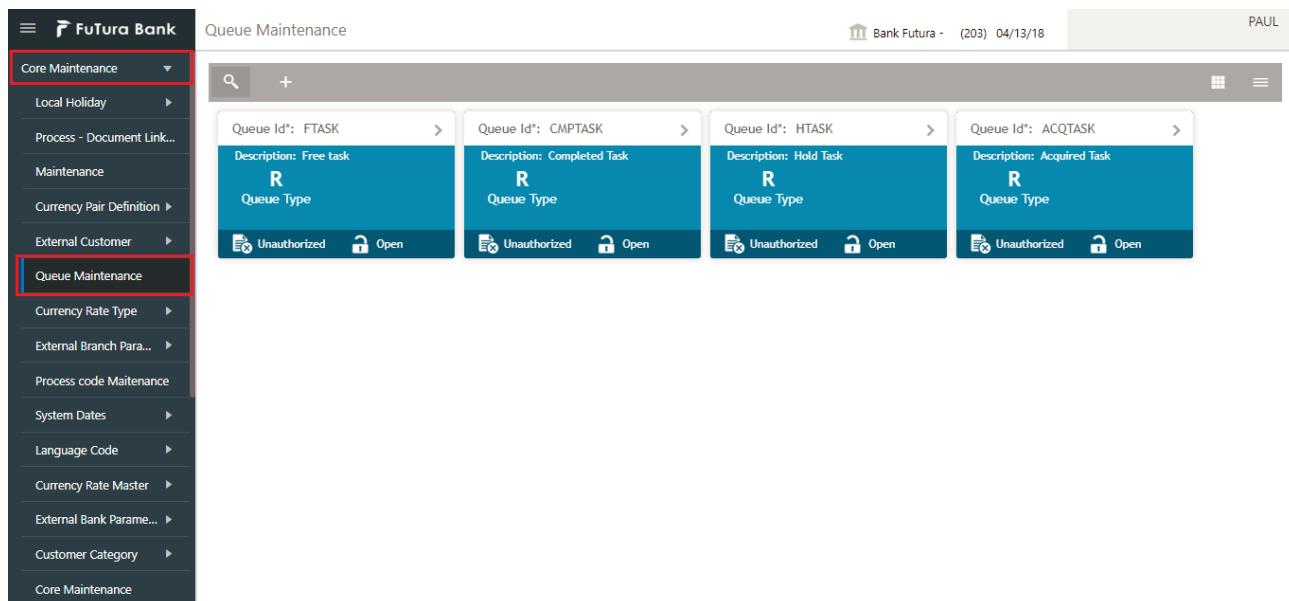
Create a Queue Criteria

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



The image shows the sign-in page for the Futura Bank application. The header features the 'Futura Bank' logo and the word 'Sign In'. Below the header, there are two input fields: 'User Name *' containing 'SRIDHAR' and 'Password *' containing a masked password. At the bottom of the page are two buttons: a large green 'Sign In' button and a smaller 'Cancel' button.

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



The image shows the 'Queue Maintenance' screen within the Futura Bank application. The left sidebar has a 'Core Maintenance' dropdown menu with several options: Local Holiday, Process - Document Link..., Maintenance, Currency Pair Definition, External Customer, Queue Maintenance (which is highlighted with a red box), Currency Rate Type, External Branch Para..., Process code Maintenance, System Dates, Language Code, Currency Rate Master, External Bank Param..., Customer Category, and Core Maintenance. The main content area is titled 'Queue Maintenance' and shows four items in a grid: 1. Queue Id: FTASK, Description: Free task, Queue Type: R, Status: Unauthorized, Action: Open. 2. Queue Id: CMPTASK, Description: Completed Task, Queue Type: R, Status: Unauthorized, Action: Open. 3. Queue Id: HTASK, Description: Hold Task, Queue Type: R, Status: Unauthorized, Action: Open. 4. Queue Id: ACQTASK, Description: Acquired Task, Queue Type: R, Status: Unauthorized, Action: Open. The top right corner shows the user 'PAUL' and the date '04/13/18'.

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

The screenshot shows the 'Queue Maintenance' screen in the 'Futura Bank' application. The left sidebar contains a navigation menu with items like 'Core Maintenance', 'Local Holiday', 'Process - Document Link...', 'Maintenance', 'Currency Pair Definition', 'External Customer', 'Queue Maintenance' (which is selected and highlighted in blue), 'Currency Rate Type', 'External Branch Param...', 'Process code Maintenance', 'System Dates', 'Language Code', 'Currency Rate Master', 'External Bank Param...', 'Customer Category', and 'Core Maintenance'. The main area displays a grid of four queue criteria. Each row has a 'Queue Id' (FTASK, CMPTASK, HTASK, ACQTASK), a 'Description' (Free task, Completed Task, Hold Task, Acquired Task), a 'Queue Type' (R), and status indicators (Unauthorized, Open). A red box highlights the '+' icon in the top left corner of the grid header.

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

The screenshot shows the 'Queue Maintenance' dialog box. It has fields for 'Queue Id*' (ACQTASK), 'Description' (Acquired Task), 'Queue Type' (Readonly Task), and 'Queue Criteria*' (containing the expression: `((STATUS = ASSIGNED AND ACQUIREDBY = '_CURRENT_USER AND GROUPTASK = true) OR (((`)). The dialog also has 'Save' and 'Cancel' buttons at the bottom.

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	<p>Provide the details/rule of the queue criteria. This rule must be as an arithmetic expression with standard keys.</p>	$ \begin{aligned} & ((\text{STATUS} = \text{ASSIGNED} \text{ AND } \text{ACQUIREDBY} = \text{CURRENT_USER} \text{ AND } \text{GROUPTASK} = \text{true}) \text{ OR } ((\text{SUBSTATE} \text{ IS } \text{NULL}) \text{ OR } (\text{SUBSTATE} \text{ IS } \text{NOTNULL} \text{ AND } \text{SUBSTATE} \leftrightarrow \text{ESCALATED})) \text{ AND } (\text{STATUS} = \text{ASSIGNED} \text{ AND } \text{GROUPTASK} = \text{false})) \end{aligned} $
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 for 'Futura Bank'. The left sidebar contains a navigation menu with 'Queue Maintenance' selected. The main area displays four queue tiles. The fourth tile, 'ACQTASK', is highlighted with a red box. Each tile provides the following information:

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

- 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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Reference and Feedback

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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