

Queue Maintenance User Guide  
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# Contents

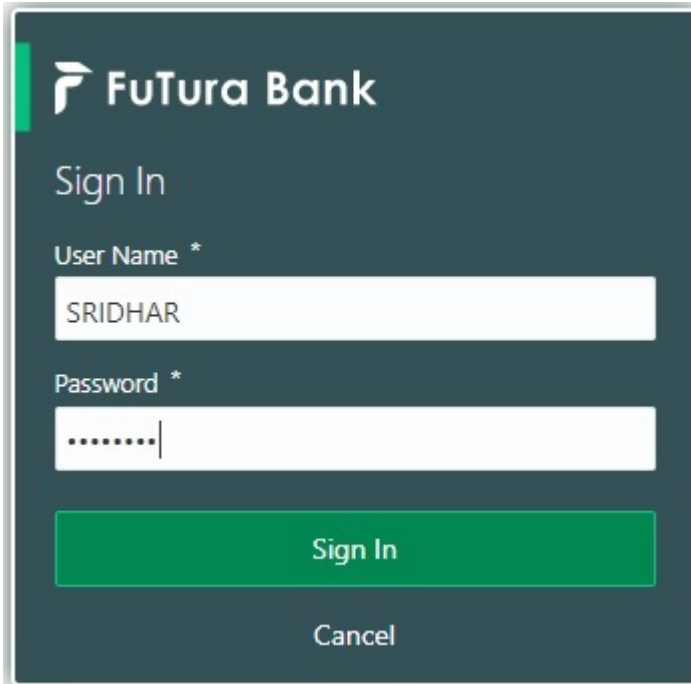
- Queue Maintenance .....4**
  - Create a Queue Criteria ..... 4
- Reference and Feedback .....9**
  - References ..... 9
  - Documentation Accessibility ..... 9
  - Feedback and Support..... 9

# Queue Maintenance

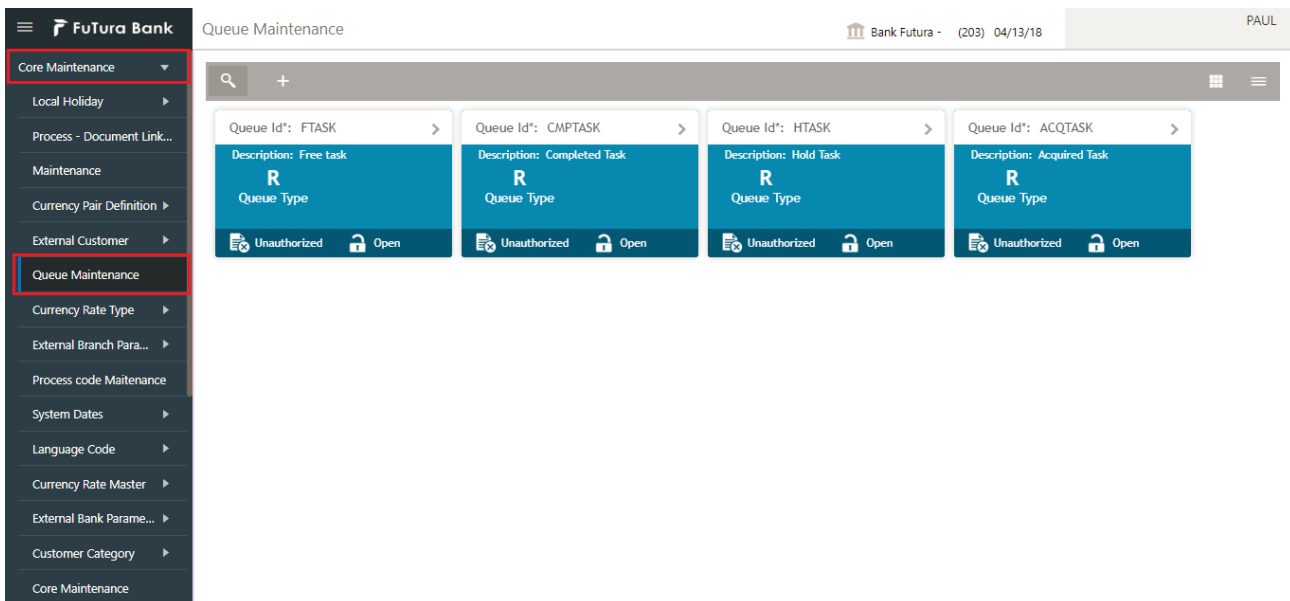
Queue Maintenance enables the user to set criteria for the queue of the tasks based on their status. In the subsequent steps, let's look at the details for creating a queue:

## Create a Queue Criteria

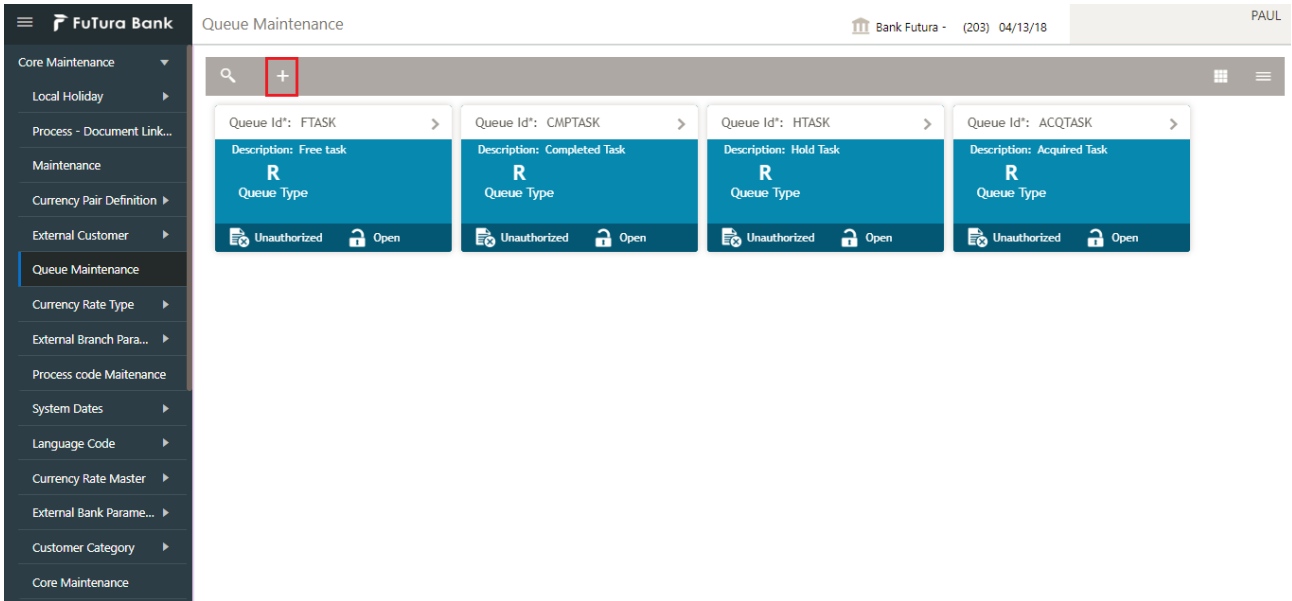
1. Using the entitled login credentials for registration stage, login to the application.



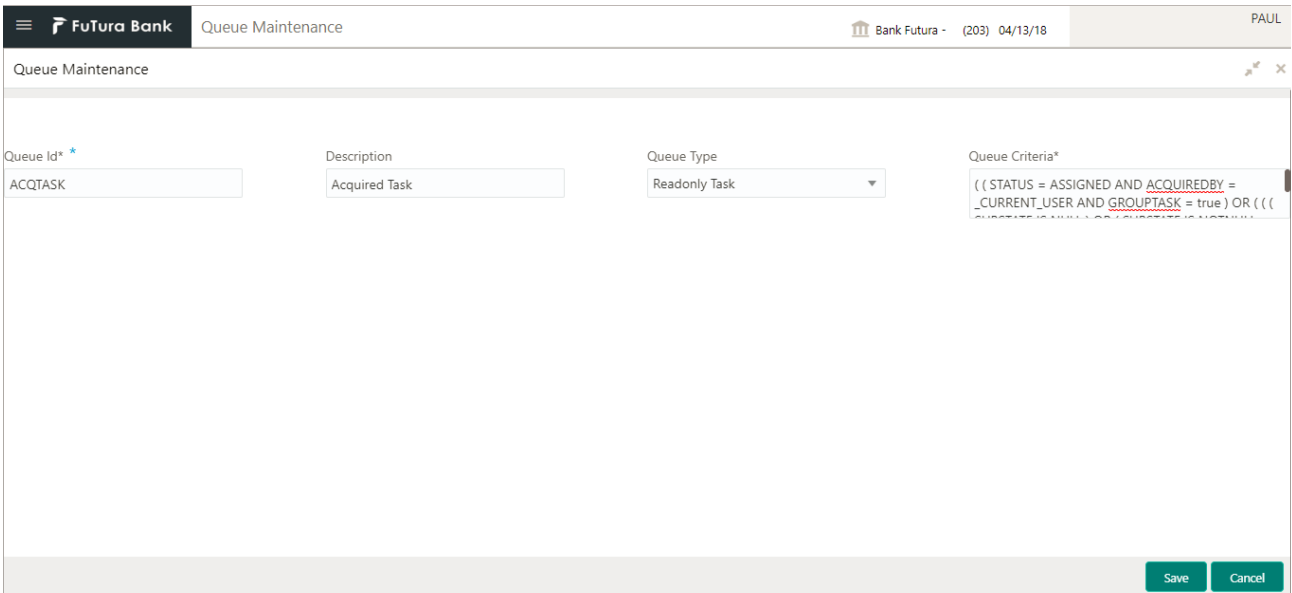
2. Click **Core Maintenance > Queue Maintenance** on the left pane of the application.




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"> <li>• Read only Task</li> <li>• Supervisor Task - This feature will be implemented in future release.</li> <li>• Free Task</li> <li>• Acquired Task</li> <li>• Completed Task</li> </ul>	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 ACQUIREDBY = _CURRENT_U SER AND GROUPTASK = true ) OR (( SUBSTATE IS NULL ) OR ( SUBSTATE IS NOTNULL AND SUBSTATE &lt;&gt; ESCALATED ) ) AND ( STATUS = ASSIGNED AND GROUPTASK = false )))</pre>
Save	<p>Click <b>Save</b> to save the queue criteria.</p> <div style="text-align: center;">  <p><b>Note</b></p> <p>By default the queue will be saved as unauthorized.</p> </div>	

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 Oracle Fusion Middleware environment. The dashboard displays a grid of four queue tiles. The first three tiles are for 'Free task', 'Completed Task', and 'Hold Task'. The fourth tile, for 'Acquired Task', is highlighted with a red border. Each tile displays the Queue ID, Description, Queue Type (R), and status (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

- 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.

## Q

Queue Maintenance .....	4
Create a Queue Criteria .....	4



### 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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