Key:

Async process

Start → Check if cases in HSM (sql script 1)

Cases in HSM?
- no → End
- yes → Run CaseDistributionJob_i

(int) distribution_id

distribution subsets

Run CaseDistributionJob_i → gather break down of distribution subsets (sql script 2)

gather break down of distribution subsets (sql script 2) → for each subset

distribution cases

for each subset → Gather Cases

Gather Cases

Initiate distribution part 1 → Create AuditLog entry

Initiate distribution part 1 → DIstribute Cases

Initiate distribution part 1 → Wait for all elements of part 1 to complete

Wait for all elements of part 1 to complete → Initiate distribution part 2

Initiate distribution part 2 → Update AuditLog Entry

Initiate distribution part 2 → Update Disposition Cose

update distribution job status in HSM → send status email

send status email → Send Call centre schedule file (if applicable) → End