

# SAP Queue Manager Cloud Dispatcher

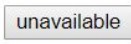
## Access Link

<https://week44i860745trial.hanatrial.ondemand.com/44/nw>

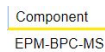
## Introduction

SAP Queue Manager Cloud Dispatcher (QMCD) is a web application that designed for improving Queue Manager's dispatching efficiency. QMCD is deployed and running on HANA Cloud Platform (HCP). It will be maintained by @Allen Qian and @Ahaan Saroch. The hyperlink for source code is attached below. You can also check QMCD Jam's link for latest information. Please ping me or send me the email if you have any concern or questions!

## Processing Instructions

1. Check RCC and **mark** down the engineers' availability once new QM get shifted  
⇒ Click  if it is *PI, Absent, Training, Admin Activities, Proj Work, Vacation...*
2. New incident comes...

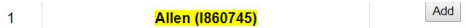
- a. Check component (i.e. NW, MS, SM, LOD ....)

⇒ 

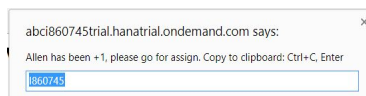
- b. Open QMCD's component link

⇒ 


- c. Press "Add" for *highlighted* engineer

⇒ 

- d. Copy (ctrl + c) and Enter

⇒ 

- e. Paste the i-number to BCP

⇒ 

- f. End
- 3. **Repeat 2 when new incident comes.**

## Features by Design

- Auto recommend the next processor
- Smart-sorting on AVG Q-DAY
- Maintain engineers' availabilities of RCC
- Easy to use and maintain

## What's New

### 2017/10/28 -- version 1.1.0

- Bug fixes on numbers display
- Rearrange availability option location
- Update to week 44 availability
- Fix web visiting counter incorrectly increasing issue

### Earlier versions

- New features development
- Remove outdated functionalities
- Stability testing

## General Question

If you have the following exception...

Persistence operation failed with reason: Connection to database server lost; check server and network status [System error: Connection reset]

That's because the SAP HANA database is closed automatically. Please ping/email me so that I can re-start the database.

## Special Thanks

*@SAP EPM-BPC team, @Peter Tan, and other persons who gave suggestions.*

## Jam Page

Check this out for latest news!

[https://jam4.sapjam.com/groups/2q5wOSoZAcklwnQbaKpWjm/overview\\_page/cVzp4F9MwFcUfwyTZEDFj](https://jam4.sapjam.com/groups/2q5wOSoZAcklwnQbaKpWjm/overview_page/cVzp4F9MwFcUfwyTZEDFj)

## Resource

All the source code is published on @Allen Qian GitHub

([https://github.com/qianyilun/QueueManager\\_Web.git](https://github.com/qianyilun/QueueManager_Web.git)). Go for clone and commit your new ideas! Please help our web application be more user-friendly and stable.