Application overview
GASMS

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Document: Application overview
Pega Platform 8.23.2

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Introduction

This document has been auto generated from the Pega platform, using information captured within the platform. It provides an overview of the model and a snapshot of the application. The document can be used to both describe what has been designed and what has been built, depending on when the document has been generated. During the life of an application, several different versions of this document will be produced.

Application overview

GASMS

Case types

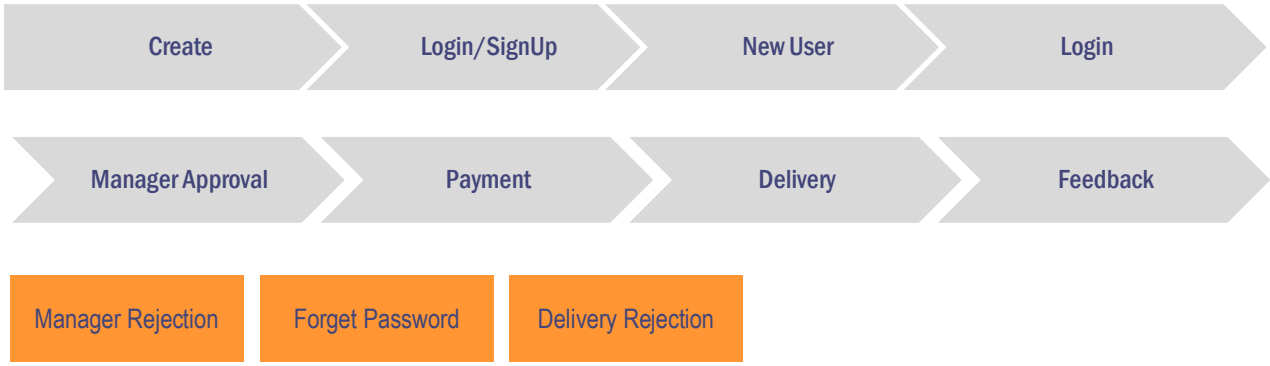
3 Case types

A case type is a visual representation of your business process, and a template for work that you can reuse for multiple instances of your business process. By creating a case type, you define the ultimate goal of a business process, the path that the case must follow to a resolution, the people who are involved in processing the case, and the data that the case requires.

Below are the list of standard Case types available for GASMS.

1. Booking Cylinder

Booking Cylinder



Case wide optional actions:

- Edit details
- Change stage
- Reopen

Child Case types:

- Feedback Form

Stage: **Create** in Booking Cylinder

Processes associated:

- Create

Stage: **Login/SignUp** in Booking Cylinder

Status associated:

- Open

Processes associated:

- Login/SignUp

Stage: **New User** in Booking Cylinder

Status associated:

- New
- Open

Processes associated:

- New User

Stage will be skipped when:

(Type Of Customer is equal to "Registered Customer")

Stage: **Login** in Booking Cylinder

Status associated:

- Open

Processes associated:

- Login

Stage: **Manager Approval** in Booking Cylinder

Status associated:

- Resolved-Rejected

Processes associated:

- Manager Approval

Stage: **Payment** in Booking Cylinder

Status associated:

- Pending-Payment

Processes associated:

- Payment

Stage: **Delivery** in Booking Cylinder

Status associated:

- Resolved-Rejected

Processes associated:

- Delivery

Stage: **Feedback** in Booking Cylinder

Status associated:

- Resolved-Completed

Processes associated:

- Feedback

Alternate stage: **Manager Rejection** in Booking Cylinder

Status associated:

- Completed
- Resolved-Completed

Processes associated:

- Manager Rejection

Alternate stage: **Forget Password** in Booking Cylinder

Status associated:

- Completed

Processes associated:

- Forget Password

Alternate stage: **Delivery Rejection** in Booking Cylinder

Status associated:

- Completed
- Resolved-Completed

Processes associated:

- Delivery Rejection

2. Feedback Form

GASMS Feedback Form

Case wide optional actions:

- Edit details
- Change stage
- Reopen

Parent Case types:

- Booking Cylinder

Stage: **Create** in Feedback Form

Stage: **Questionnaire** in Feedback Form

Processes associated:

- AdministerSurvey

Stage: **Complete** in Feedback Form

Status associated:

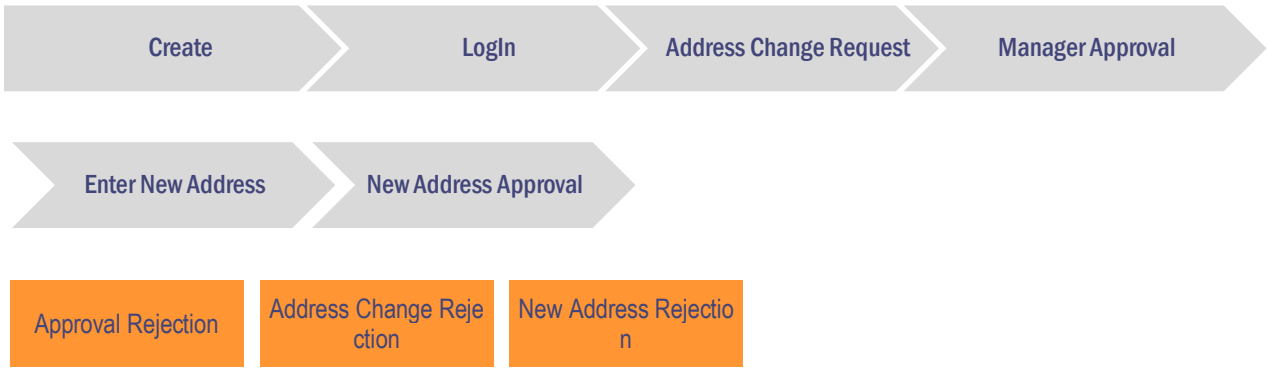
- Resolved-Completed

Processes associated:

- Resolve Survey

3. Other Services

Other Services



Case wide optional actions:

- Edit details
- Change stage
- Reopen

Stage: **Create** in Other Services

Stage: **LogIn** in Other Services

Status associated:

- Open

Processes associated:

- LogIn

Stage: **Address Change Request** in Other Services

Processes associated:

- Address Change Request

Stage: **Manager Approval** in Other Services

Status associated:

- Pending-Approval
- Resolved-Rejected

Processes associated:

- Manager Approval

Stage: **Enter New Address** in Other Services

Processes associated:

- Enter New Address

Stage: **New Address Approval** in Other Services

Status associated:

- Pending-Approval
- Resolved-Rejected

Processes associated:

- New Address Approval

Alternate stage: **Approval Rejection** in Other Services

Status associated:

- Resolved-Completed

Alternate stage: **Address Change Rejection** in Other Services

Status associated:

- Completed
- Resolved-Completed

Processes associated:

- Address Change Rejection

Alternate stage: **New Address Rejection** in Other Services

Status associated:

- Completed
- Resolved-Completed

Processes associated:

- New Address Rejection

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Data model

2 Data objects

GASMS uses various data objects to manage different set of information in the application. You can simplify your data structure for easier reuse across the user interface using data objects. Some of the data objects expect data to be sourced from an external system of record. The following section provides the list of data objects used in the GASMS and their systems of record.

1. Customer Details

Customer Details

Systems of record:

Pega Database

Referenced by	References
• Booking Cylinder • Other Services	*None*

2. Distributors/Agencies

Distributors/Agencies

Systems of record:

Pega Database

Referenced by	References
• Booking Cylinder • Other Services	*None*

3 Case types

A case type is a visual representation of your business process, and a template for work that you can reuse for multiple instances of your business process. By creating a case type, you define the ultimate goal of a business process, the path that the case must follow to a resolution, the people who are involved in processing the case, and the data that the case requires.

Below are the list of standard Case types available for GASMS.

1. Booking Cylinder
Booking Cylinder

Referenced by	References
None	• Customer Details • Distributors/Agencies • Feedback Form

2. Other Services
Other Services

Referenced by	References
None	• Customer Details • Distributors/Agencies

3. Feedback Form
GASMS Feedback Form

Referenced by	References
• Booking Cylinder	*None*

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Personas

In Pega, a Persona refers to a group of realistic users that have the same role, needs, skill sets, behaviors, and work objectives. Personas can be grouped into 'Access Groups' that determine their level of user permissions and access authorities. In Pega, you can create as many personas as you like, and use them as reference for building access groups in your application.

1. Users

Users

Number of users: 0

Pages for this persona: Adhoc Cases, Administration, Booking Cylinder, Configuration, Dashboard, Dashboards, Dashboard tab of Case Manager portal, Documents, Explore Data, GASMS Feedback Form, Home, My Work, Other Services, Pulse, Reports, Spaces, Tags, Teams

Portals	Pages
User Portal	Home, Dashboard, Spaces, Reports, Configuration, Explore Data

User Portal (Default)	Home, Dashboard, Spaces, Reports, Configuration, Explore Data

Channels

Channels are a means of communication that customers can use to interact with a company. These communications can be outbound (allowing you to send out messages to customers) or inbound (allowing customers to contact you or otherwise respond to your brand).

The application design includes the following channels:

1. User Portal (Portal)

Default employee-facing portal for Cosmos Rules applications. Use the Interfaces landing page to edit this portal and add/remove pages.

2. User Portal (Portal)

Default employee-facing portal for Cosmos Rules applications. Use the Interfaces landing page to edit this portal and add/remove pages.

Personas	Pages
Users	Home, Dashboard, Spaces, Reports, Configuration, Explore Data

3. User Portal (Portal)

Default employee-facing portal for Cosmos Rules applications. Use the Interfaces landing page to edit this portal and add/remove pages.

4. User Portal (Portal)

Default employee-facing portal for Cosmos Rules applications. Use the Interfaces landing page to edit this portal and add/remove pages.

Personas using this channel as default: Users

Personas	Pages
Users	Home, Dashboard, Spaces, Reports, Configuration, Explore Data

5. User Mobile App (Mobile)

application

6. Pega API (Pega API)

APIs are a set of REST services exposed by the application, including the Pega API - a set of built-in REST services for Pega applications