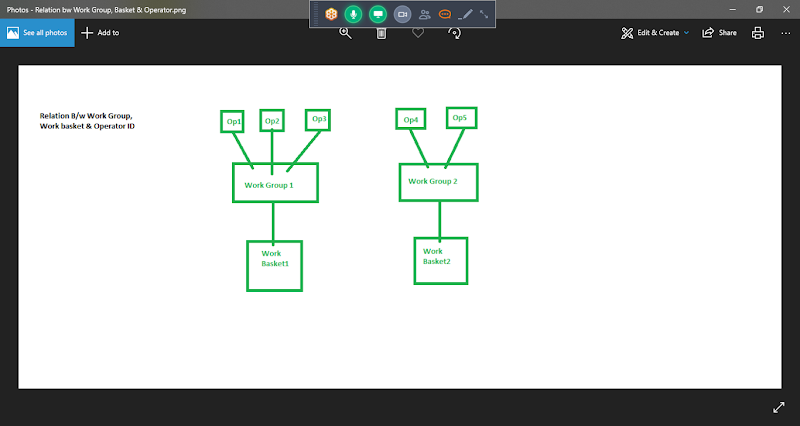
**Work Basket/Work Queue:**

**Routing to Work basket executes a Predefined activity: ToWorkBasket**

**When we route to Workbasket  data gets inserted to table: pc\_assign\_workbasket**

**Relation b/w Work Group, Work Queue & Operator:**



**Work Group1 = Team 1 ( Op1, Op2, Op3)**

**Work Group2 = Team2 ( Op4, Op5)**

**Working with Work Group & Work Basket**

**Work Group-> Team of Operators**

**Team1- 5 dev**

**Team2- 8 dev**

**Work Group-> Work Queue**

**Create Operators ( Manager Access) (2), Work Group(1) & Work Queue(1)**

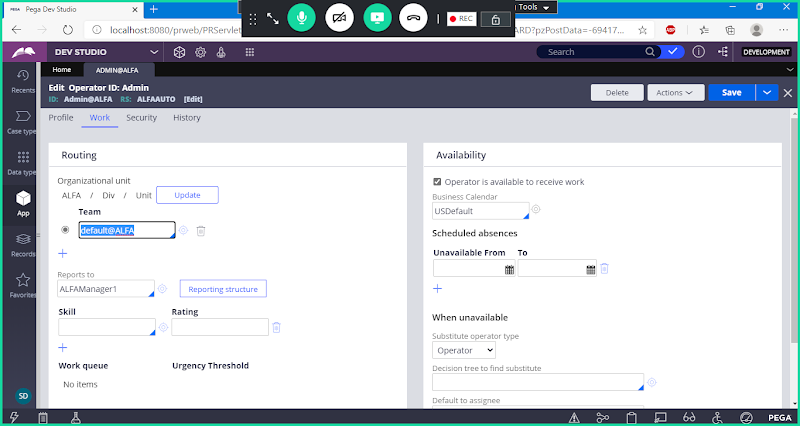
**- Define relation b/w Work Group & Work Queue & Work Queue & Work Group**

**- For Each Operator Define the Work Group Relation**

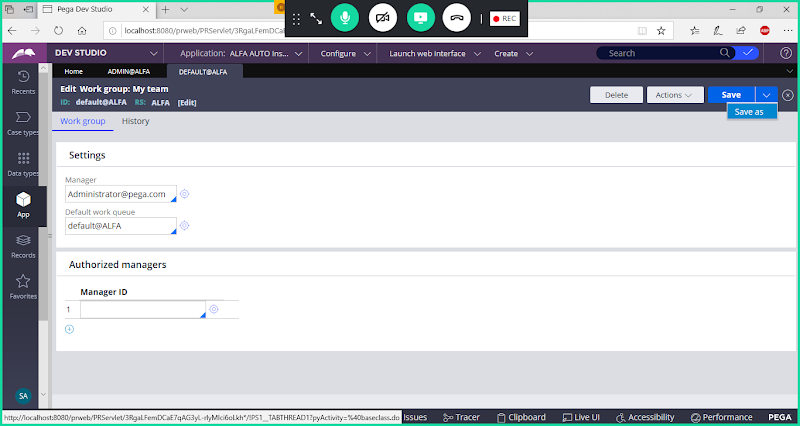
**-**

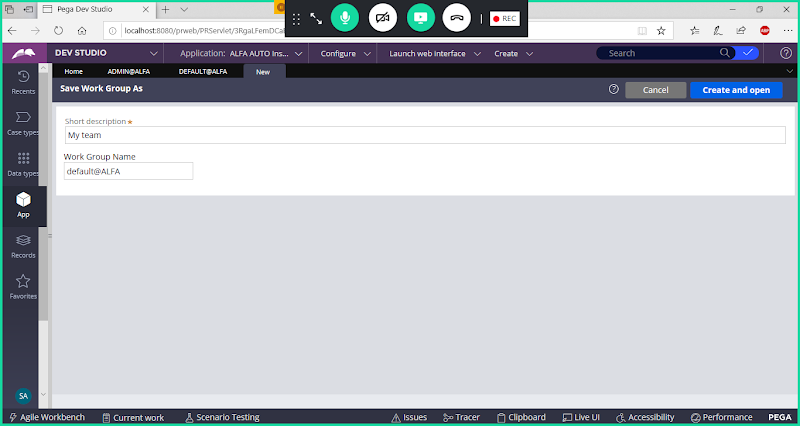
**First Create Work Group:**

**Open default work group from operator Rule form=>  Go to Work Tab:**

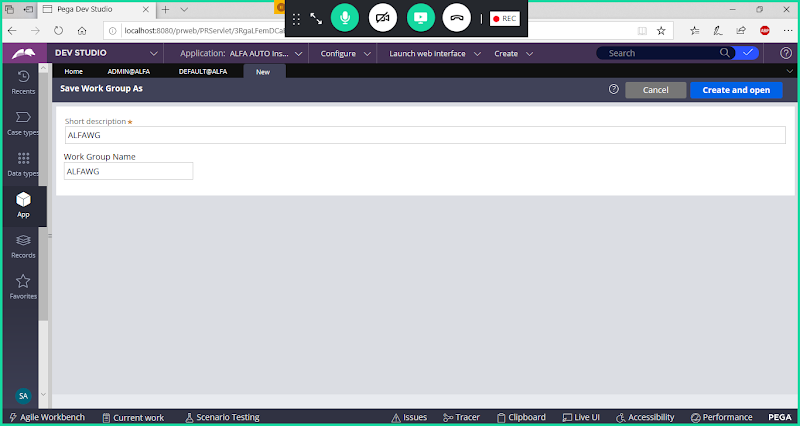


**Open Default Work Group & Use Save as ->**

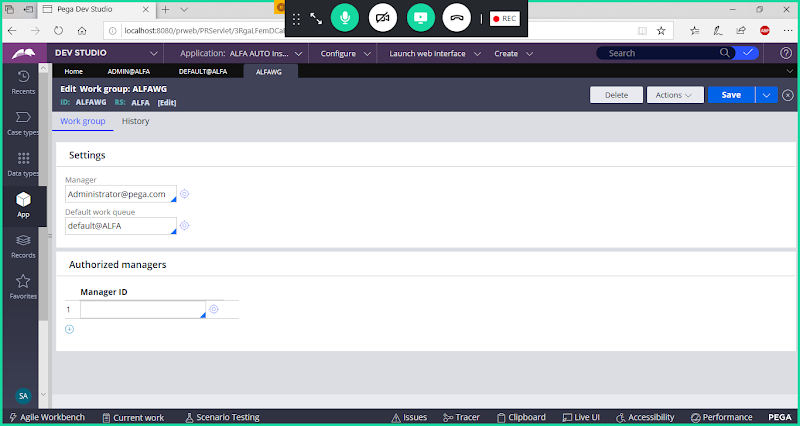




**Change Work Group Name**



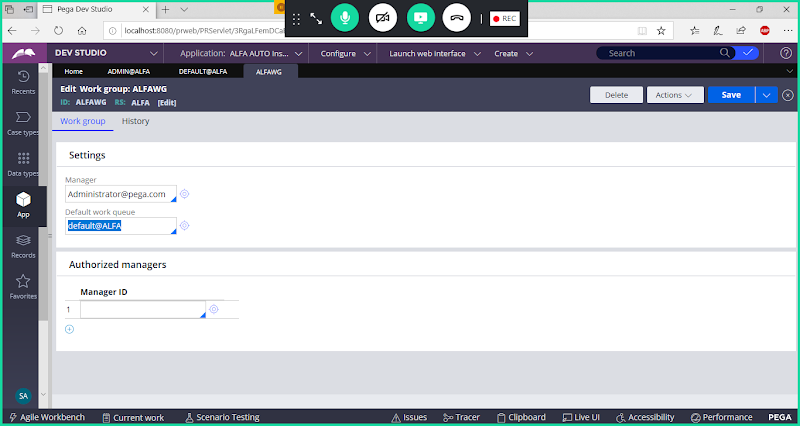
**Open**



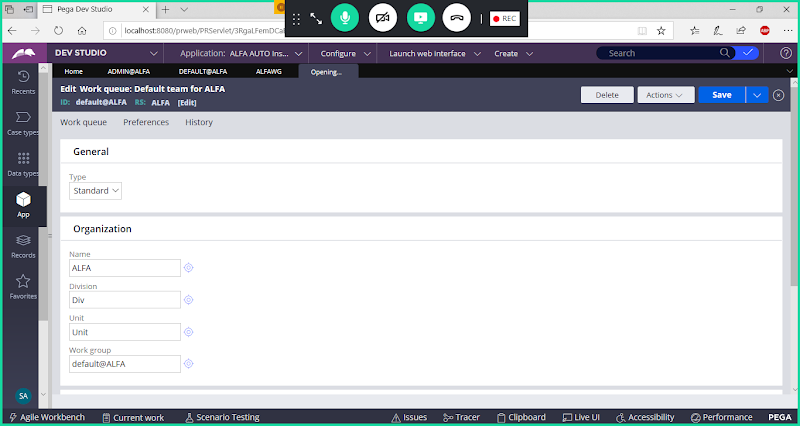
**Save Work Group**

**Create Work Queue from default Work queue:**

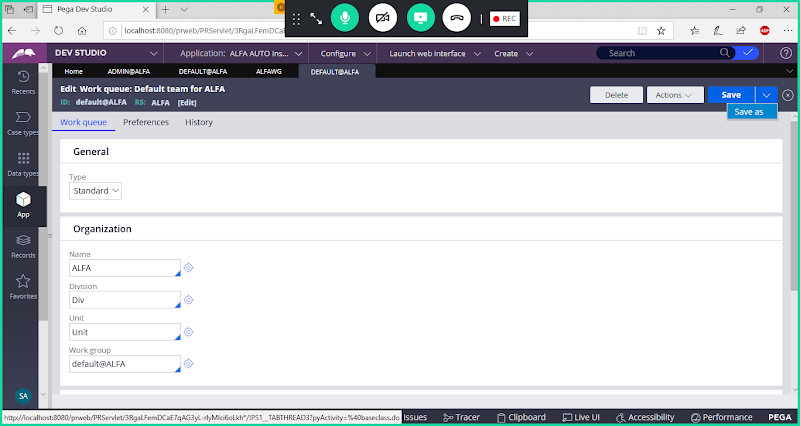
**From Above Work Group Rule form -> Open Default Work Queue**



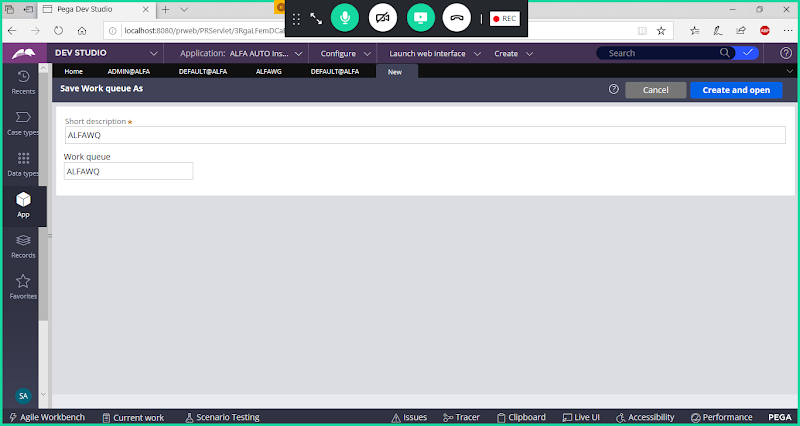
**Open Default Work Queue:**



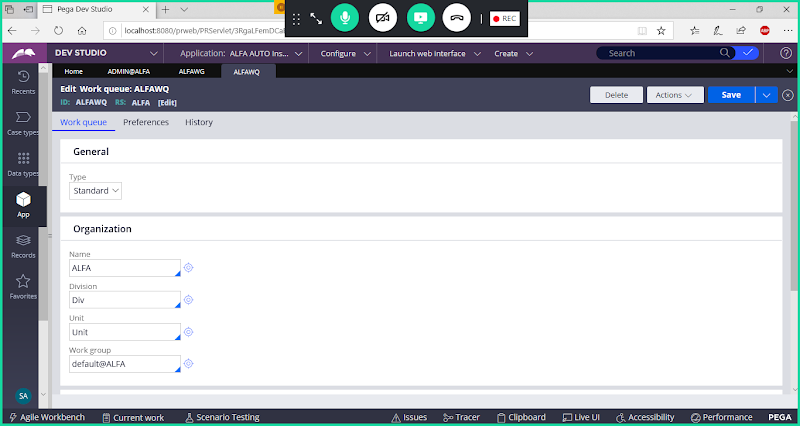
**Use saveas**



**Update Work Queue Name**

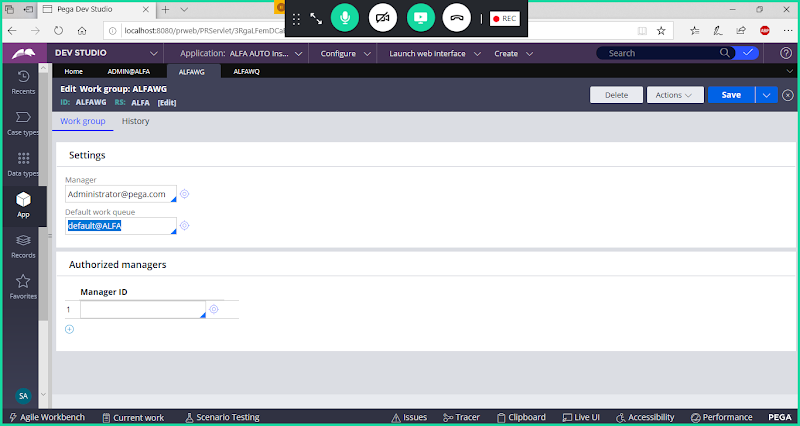


**open**

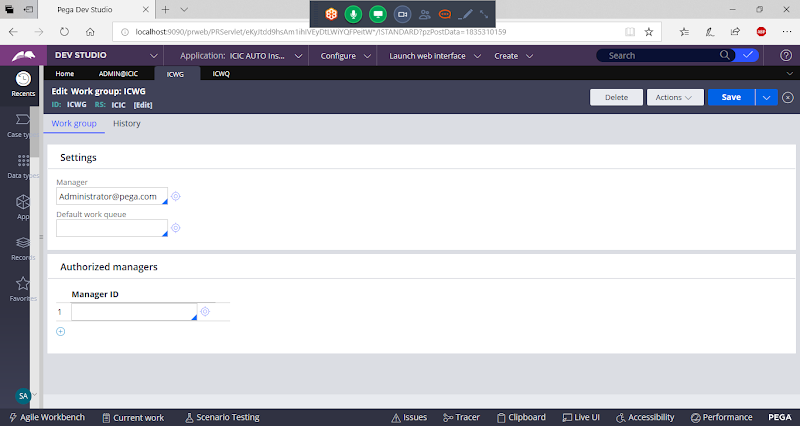


**Save Work Queue / Work Basket**

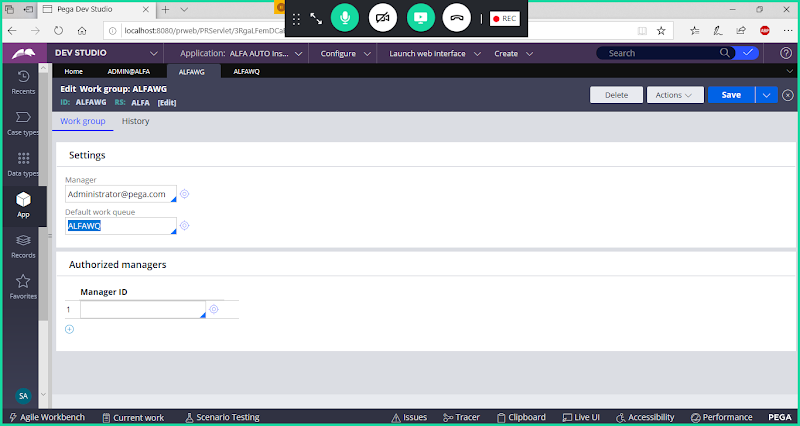
**Map Basket/Work Queue to WorkGroup**



**Delete Queue & Add New Work Queue**

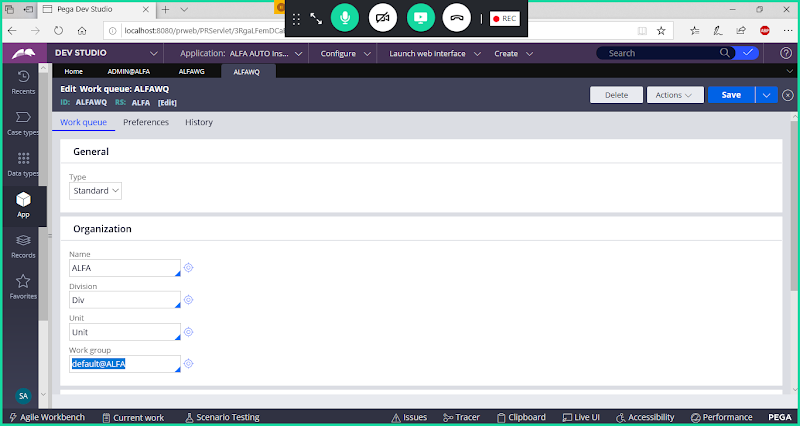


**Call  Work Queue name**

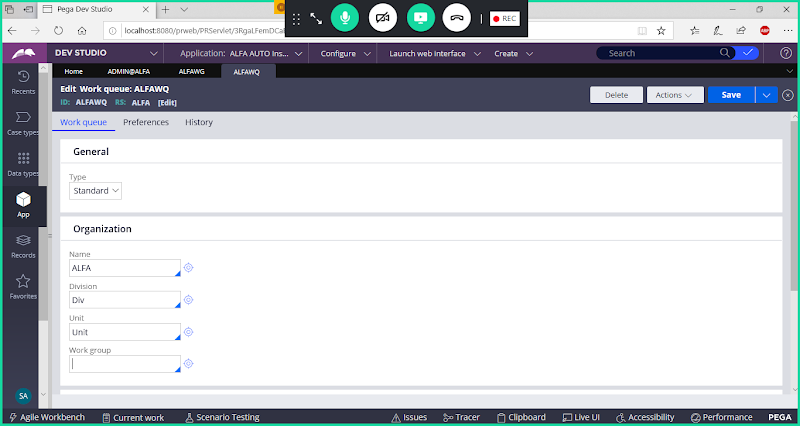


**Save Work Group**

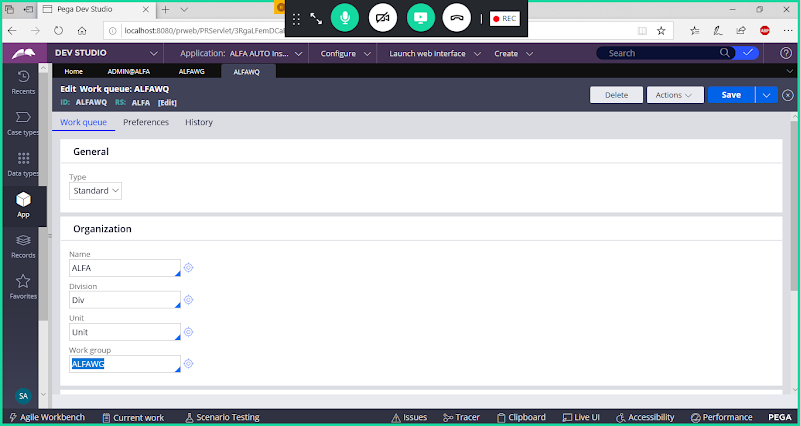
**Map Work Group to Work Queue:**



**Remove Default WOrk Group Name**



**Add Work Group Name**

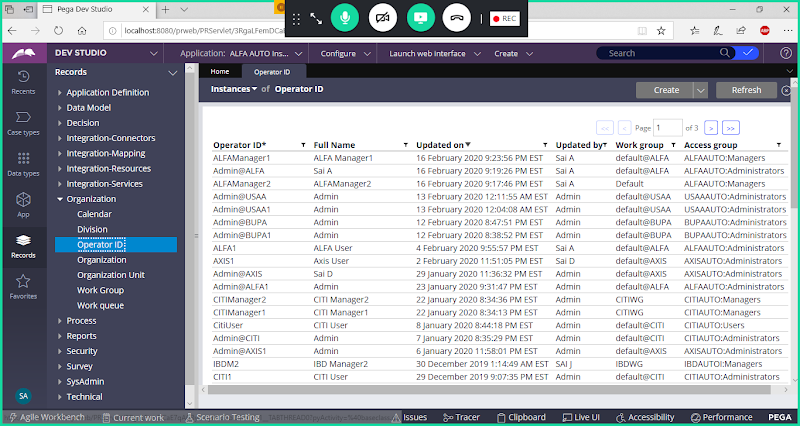


**Save Work Queue**

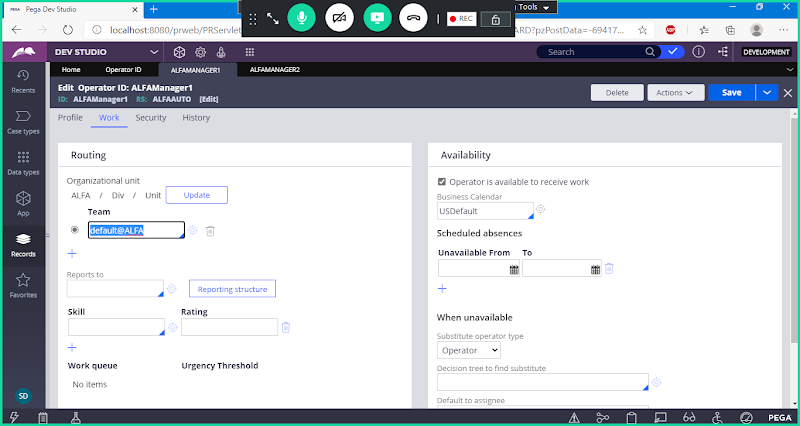
**Open Existing Manager Operator id's & Assign Work Group:**

**Open Manager ID: ALFAManager1 & ALFAManager2**

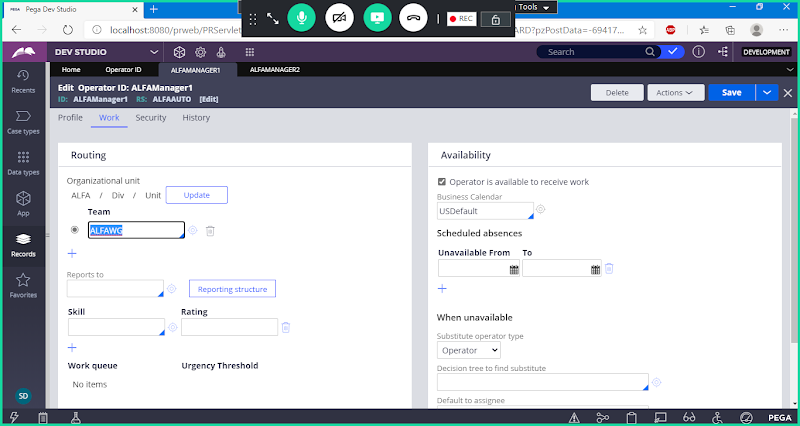
**To Open Manager Id's Go to Records Explorer-> Organization-> Operator ID**



**Open Both Id's & Go to Work Tab**

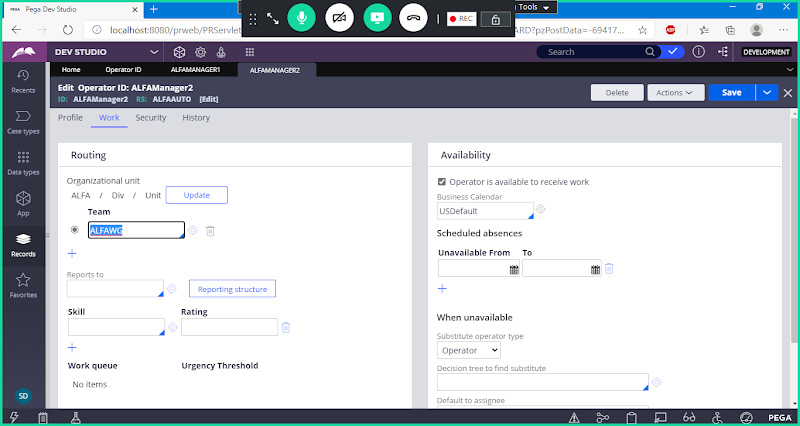


**Remove default Work Group & add new work group name**



**Now Save Operator ID**

**Do Same thing for 2nd ManagerID**

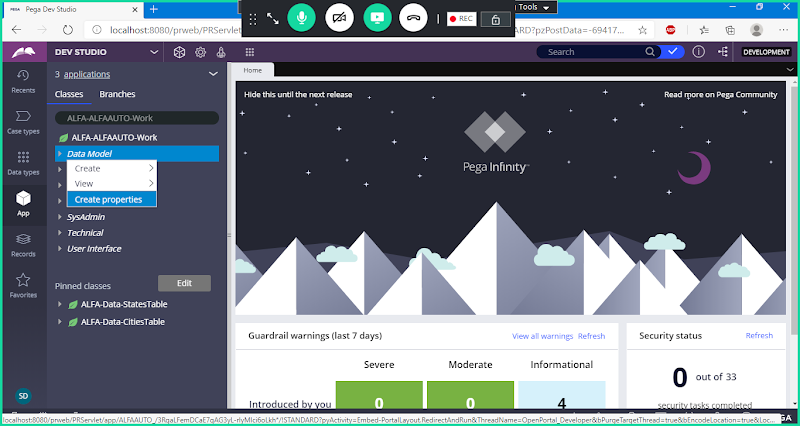


**Save Operator ID**

**===============**

**Req: Add New assignment to capture loss details of vehicle**

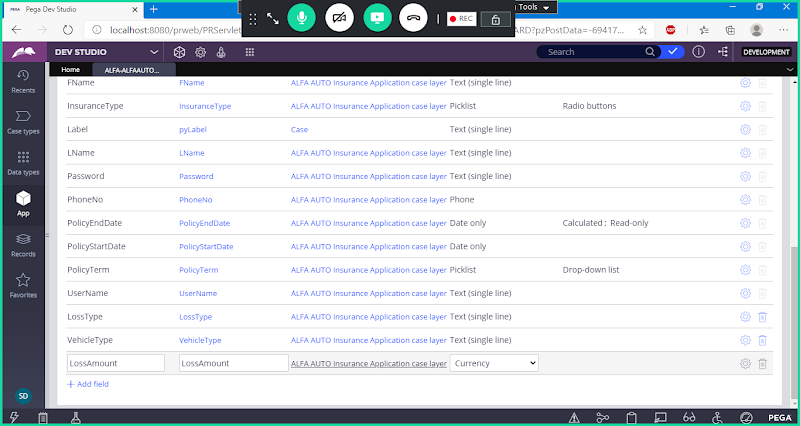
**Create Single Value Properties:**



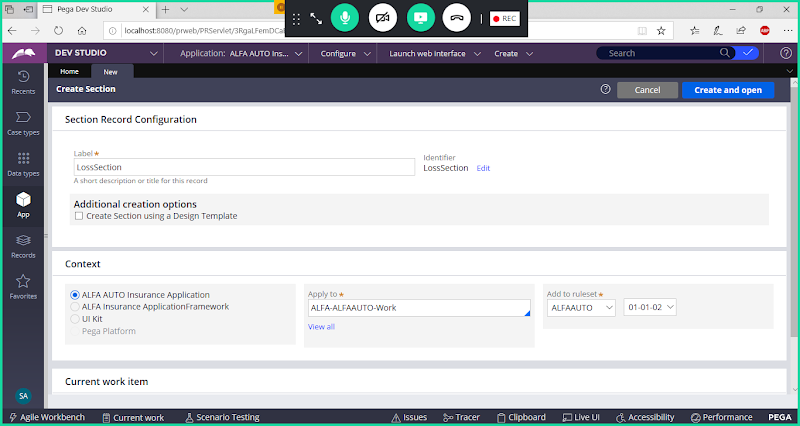
**Loss Type**

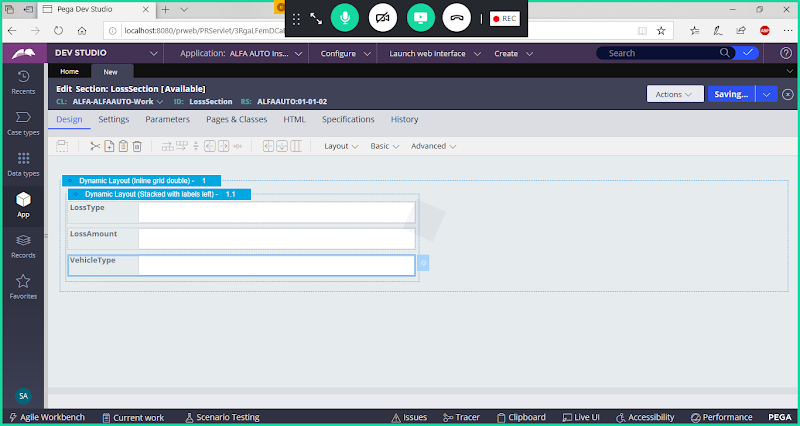
**VehicleType**

**LossAmount**

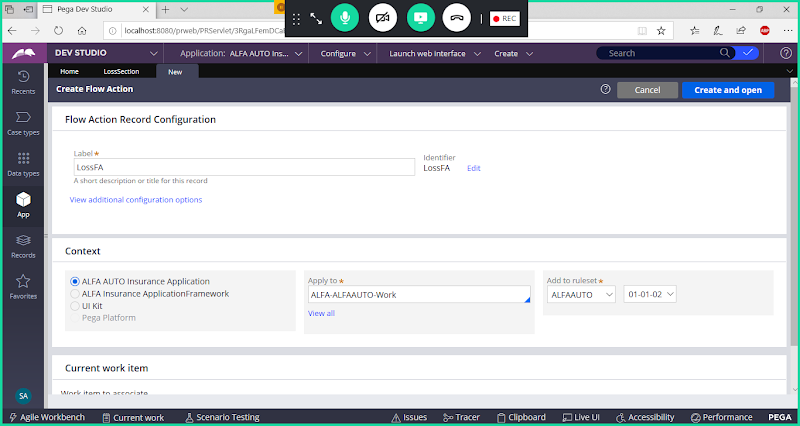


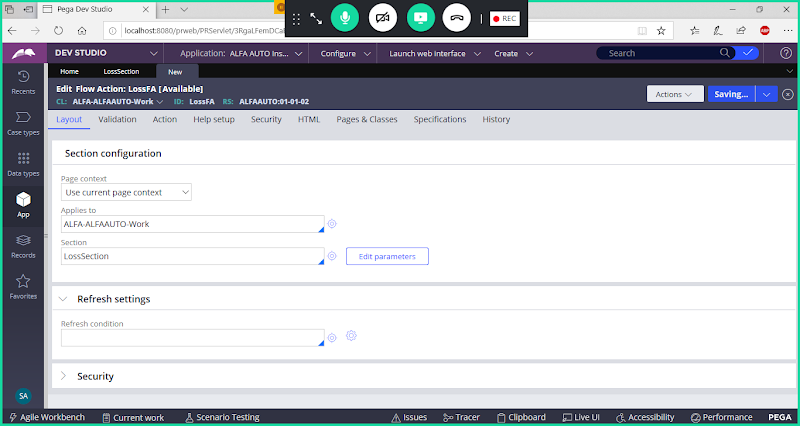
**Create Section:**





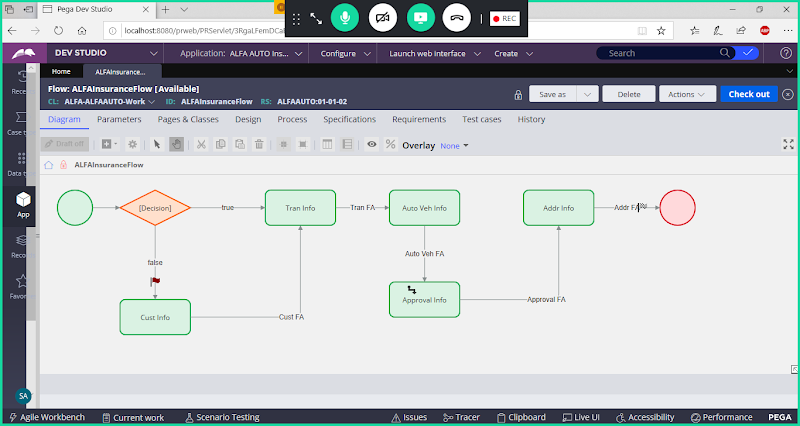
**Create Flowaction:**



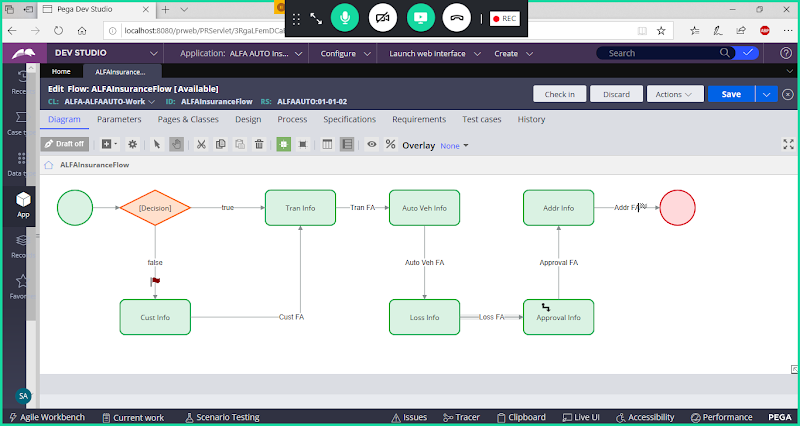


**Save**

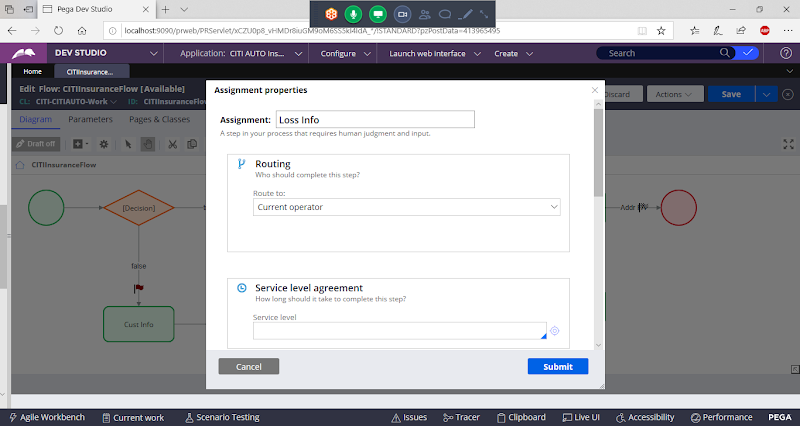
**Open Insurance Flow:**

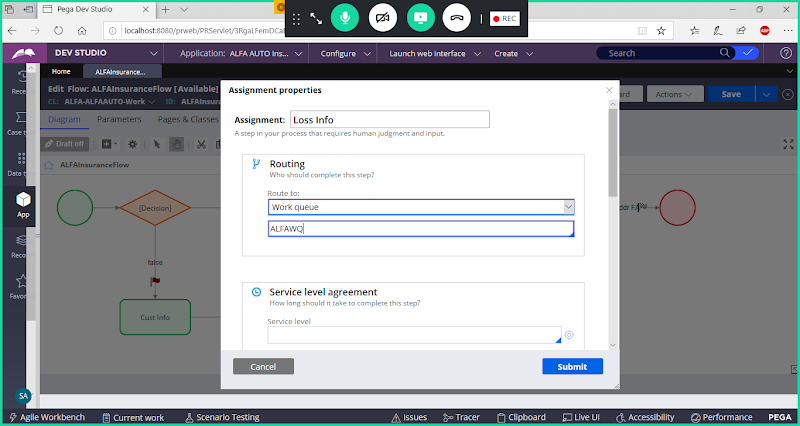


**Add New Assignment after Auto Details Assignment:**



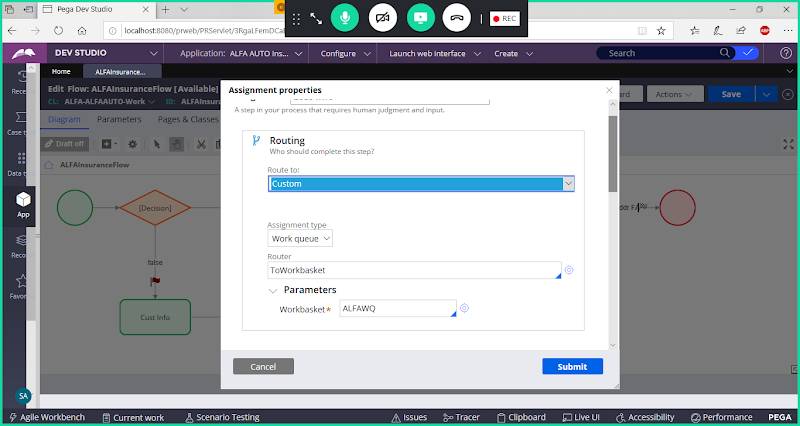
**Add Routing for Loss Details Assignment**





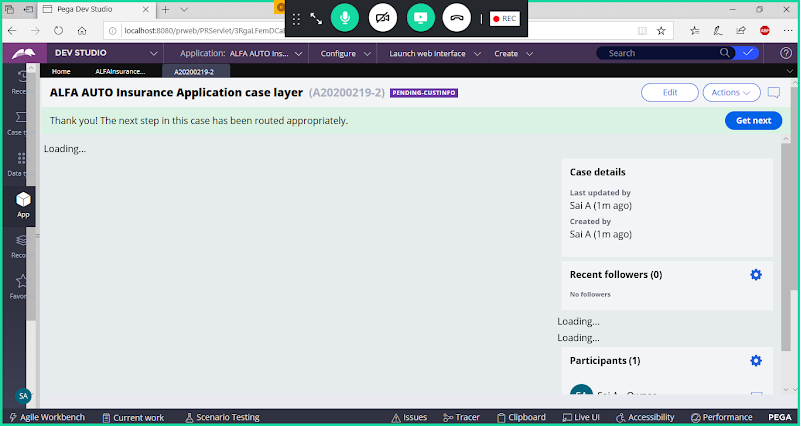
**or**

**Select Custom**

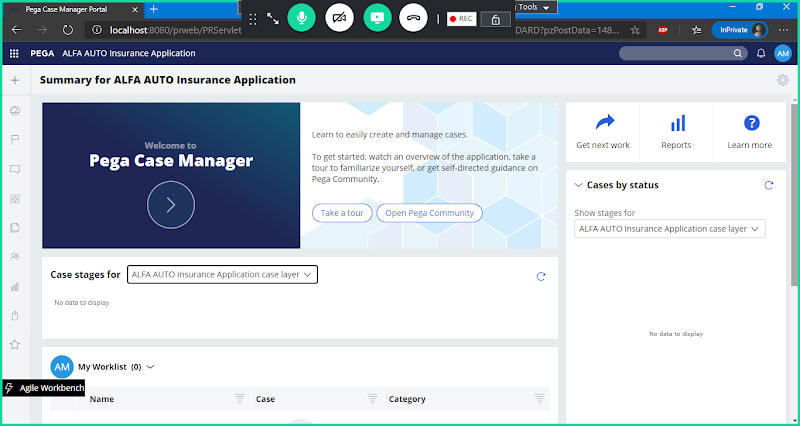


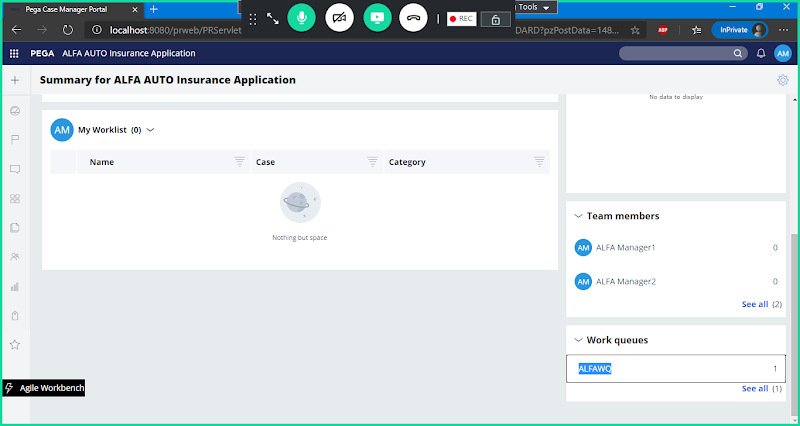
**Submit & Save Flow & Run the Flow**

**After Submitting Vehicle Details Loss Details from will be routed to Work Queue.**



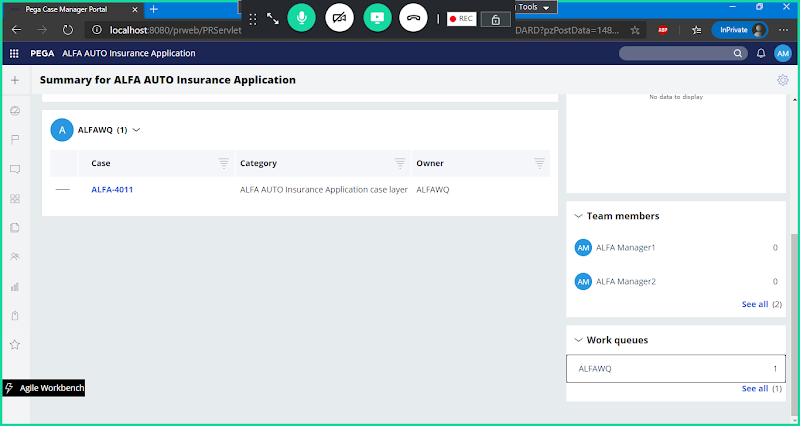
**Login Using  any one manager ID**



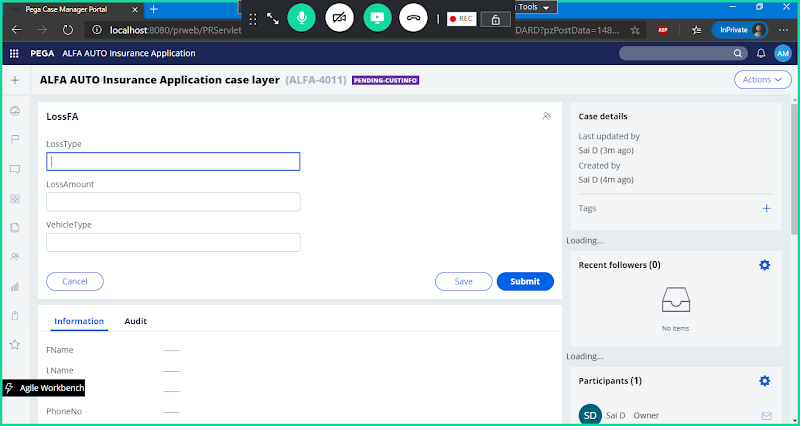


**Click on Your Work Queue**

**Other Team Members in Queue also can See the Same Work Item, but any one operator only can complete the Work Item with in the Team.**



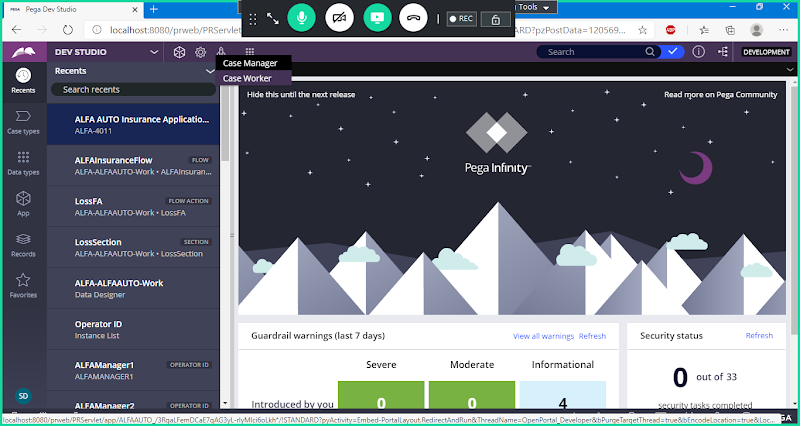
**Click on Work Item & Process**



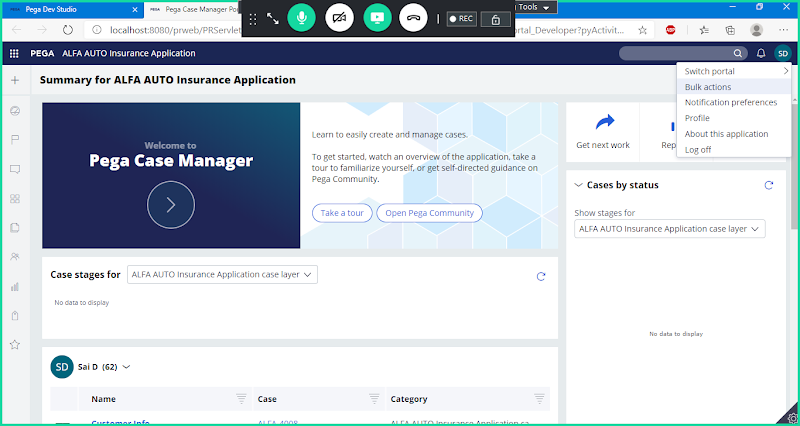
**Once we Submit workitem will be removed from the Work queue.**

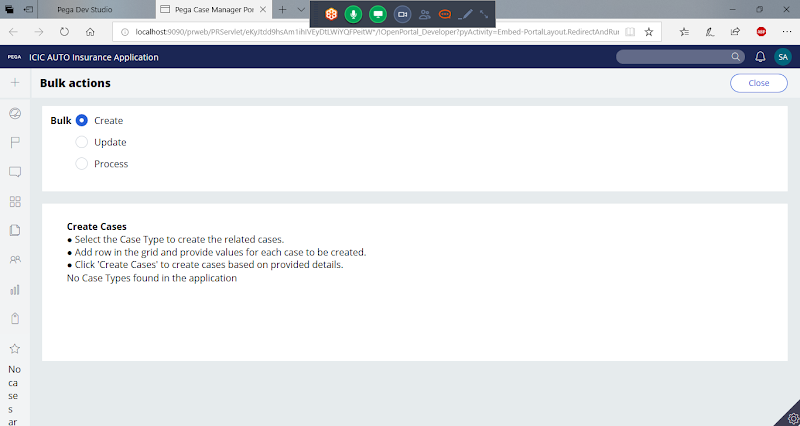
**Transferring or Rerouting Work Items:**

**Open Manager Portal from Launch  Web Interface:**

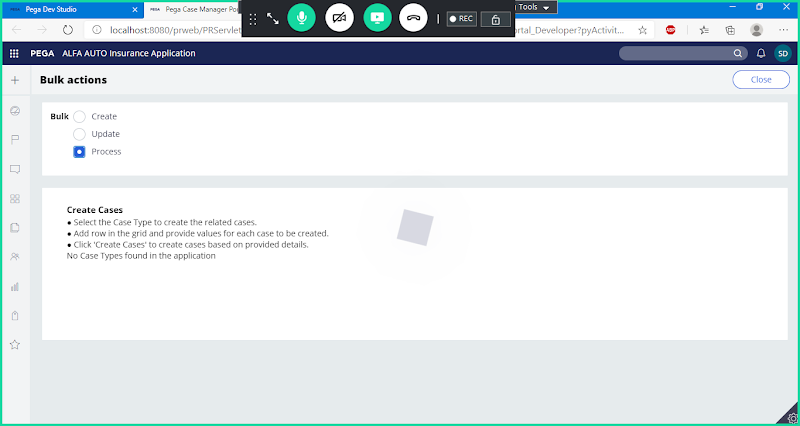


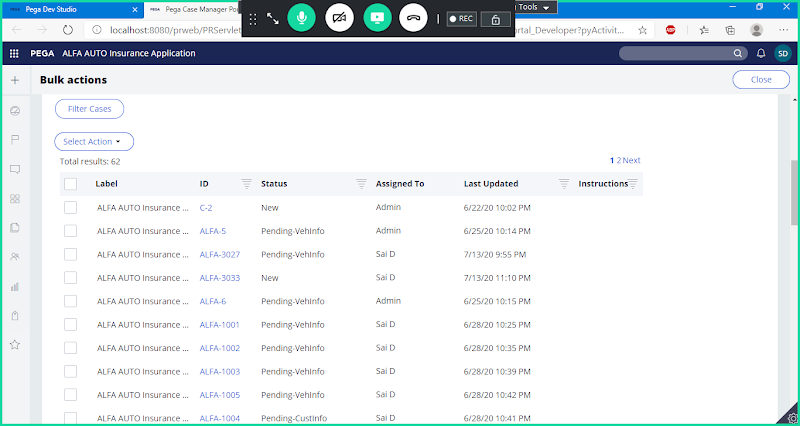
**Operator Menu-> Bulk Actions**



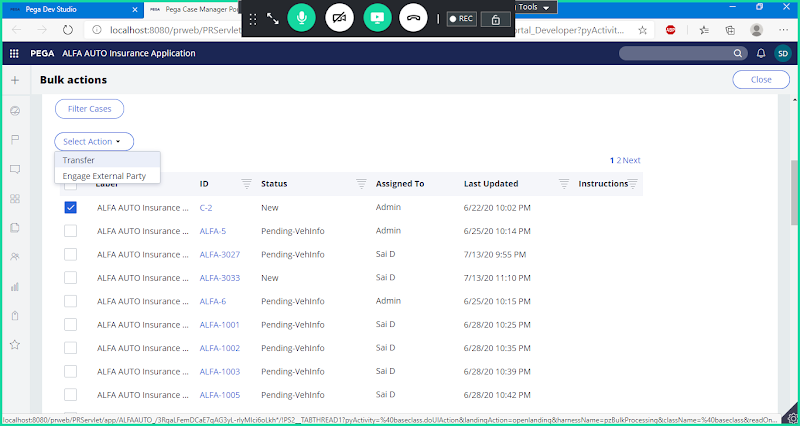


**Click on Process**

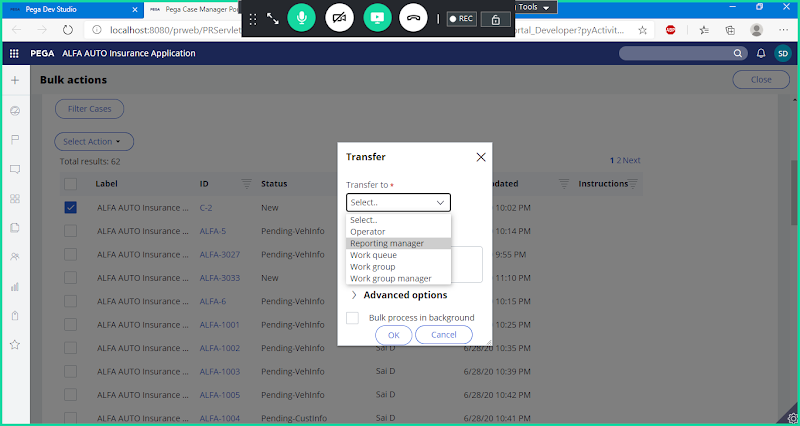




**Select Any one Work Item ->Click on Select Action**



**Select Transfer from Action Dropdown**



**Select Transfer**

**=======**