



Software Robots - the Virtual Workforce

Blue Prism Learning

CONTROL ROOM AND QUEUE MANAGEMENT

VERSION: 1.0

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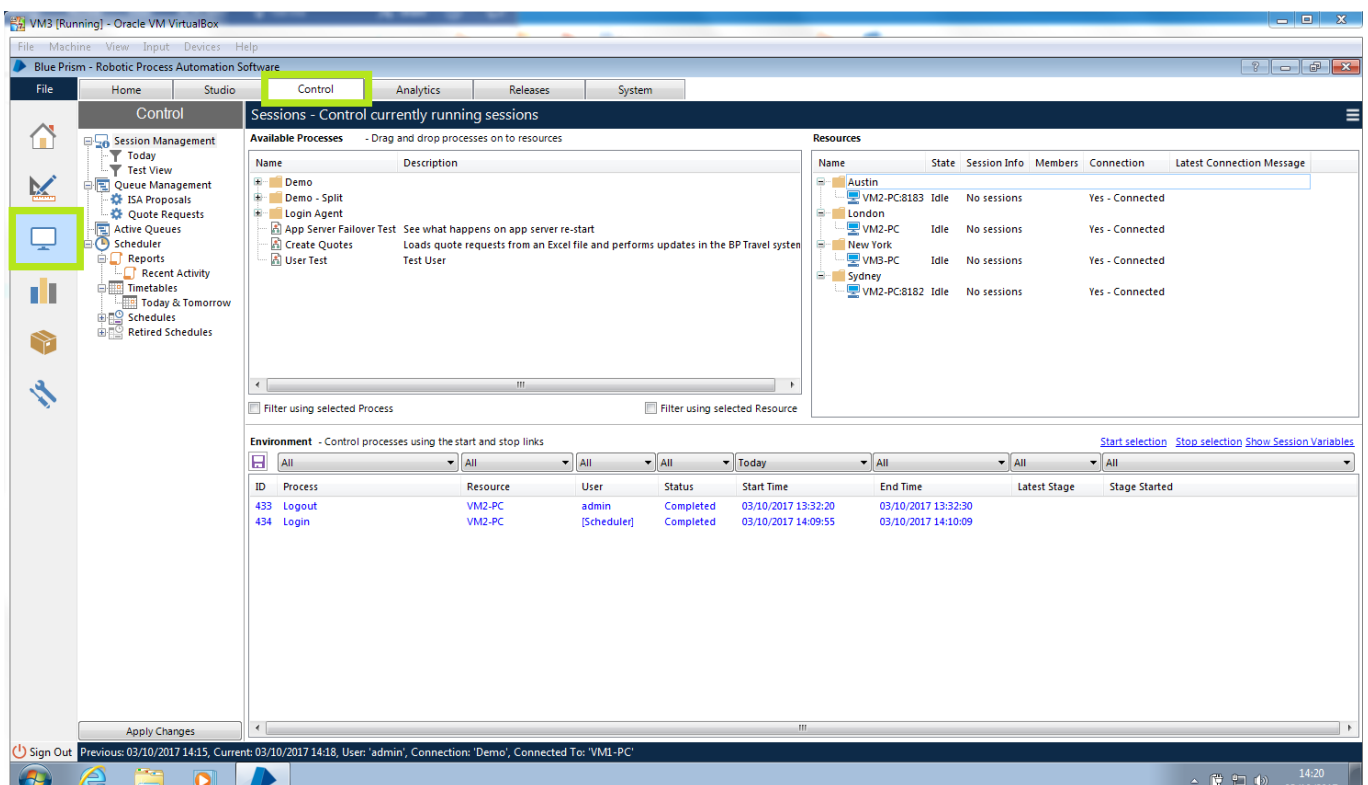
1. Introduction

This guide provides a high level overview of Control Room and Queue Management functionality.

2. Control Room

2.1. Navigation

- The Control Room area of Blue Prism allows processes to be started and stopped and their current status assessed.
- There are two entry points to the control room, accessed via the side bar or top menu.



2.2. Overview

- Control Room is the area of Blue Prism in which processes that have been designed, tested and deployed can be controlled in a real world environment.
- The 'environment' within Control Room displays processes, resources and sessions.
- A 'process' is defined as a business process previously designed and tested from Process Studio.
- A 'resource' is a unit which performs all, or part of a process and can be either human, or more commonly, machine.
- A 'session' represents a process which is currently assigned to a resource. It maintains a state (eg. Pending, Running, Completed)

2.3. Available Processes

Available Processes - Drag and drop processes on to resources

Name	Description
Demo	
NBS Demo	Demo Process
Demo - Split	
NBS DEMO - Get ...	Just the Get Work Bit
NBS DEMO - Proce...	Works the Queue part
Login Agent	
Change Password	Changes the password for the target resource, storing the new password back in
Check Logged In	Checks if the given resource is logged in or not. The state can be checked by look
Lock	Lock
Login	Logs into the target resource using the credential for the machine as specified in
Logout	Logs off the affected resource such that it returns to the login prompt
Unlock	
App Server Failover Test	See what happens on app server re-start

Resources

Name	State	Session Info	Members	Connection	Latest Connection Message
Austin	Idle	No sessions		Yes - Connected	
VM2-PC:8183	Idle	No sessions		Yes - Connected	
London	Idle	No sessions		Yes - Connected	
VM2-PC	Idle	No sessions		Yes - Connected	
New York	Idle	No sessions		Yes - Connected	
VM3-PC	Idle	No sessions		Yes - Connected	
Sydney	Idle	No sessions		Yes - Connected	
VM2-PC:8182	Idle	No sessions		Yes - Connected	

Environment - Control processes using the start and stop links

ID	Process	Resource	User	Status	Start Time	End Time	Latest Stage	Stage Started
433	Logout	VM2-PC	admin	Completed	03/10/2017 13:32:20	03/10/2017 13:32:30		
434	Login	VM2-PC	[Scheduler]	Completed	03/10/2017 14:09:55	03/10/2017 14:10:09		

- Processes are not visible in the Control Room unless they have been 'published'
- The published state of a process can be viewed or set using the 'Publish this Process to Control Room' checkbox located in the properties of the Process Information stage on the Main Page of the process.

Process Information

Name: Login

Description: Logs into the target resource using the credential for the machine as specified in the environment variable "Login Format String"

Conditions | Information

Preconditions

Postconditions

☒ Publish this Process to Control Room

OK Cancel

2.4. Resources

Sessions - Control currently running sessions

Available Processes - Drag and drop processes on to resources

Name	Description
Create Orders	
Demo	
Demo - Split	
Login Agent	
App Server Failover Test	See what happens on app server re-start
Create Quotes	Loads quote requests from an Excel file and performs updates in the BP Travel system
Process Requests	Process Requests
User Test	Test User

☐ Filter using selected Process ☐ Filter using selected Resource

Resources

Name	State	Session Info	Members	Connection	Latest Connection Message
London					
VM2-PC-8184	Idle	No sessions		Yes - Connected	
VM2-PC-8185	Idle	No sessions		Yes - Connected	
VM2-PC-8187	Idle	No sessions		Yes - Connected	
New York					
VM2-PC-8186	Idle	No sessions		Yes - Connected	
VM2-PC-8188	Idle	No sessions		Yes - Connected	
VM2-PC-8189	Idle	No sessions		Yes - Connected	
Sydney					
VM2-PC-8190	Idle	No sessions		Yes - Connected	
VM3-PC	Idle	1 pending		Yes - Connected	
Austin			3	Yes - Connected	
VM2-PC	Idle	* 1 pending			
VM2-PC-8182	Idle	1 pending			
VM2-PC-8183	Idle	No sessions			

Environment - Control processes using the start and stop links

[Start selection](#) [Stop selection](#) [Show Session Variables](#)

ID	Process	Resource	User	Status	Start Time	End Time	Latest Stage	Stage Started
488	Process Requests	VM2-PC-8183	[Scheduler]	Completed	04/10/2017 10:38:44	04/10/2017 10:39:29		
489	Create Orders	VM2-PC-8190	[Scheduler]	Terminated	04/10/2017 10:41:10	04/10/2017 10:41:10		
490	Create Orders	VM2-PC	Controller	Completed	04/10/2017 10:43:37	04/10/2017 10:43:53		
497	Process Requests	VM2-PC-8190	Controller	Completed	04/10/2017 11:47:13	04/10/2017 11:47:37		
496	Process Requests	VM2-PC-8186	Controller	Completed	04/10/2017 11:47:21	04/10/2017 11:47:50		
495	Process Requests	VM2-PC-8189	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:10		
494	Process Requests	VM2-PC-8187	Controller	Completed	04/10/2017 11:47:41	04/10/2017 11:47:53		
493	Process Requests	VM2-PC-8185	Controller	Completed	04/10/2017 11:47:54	04/10/2017 11:48:02		
492	Process Requests	VM2-PC-8184	Controller	Completed	04/10/2017 11:48:01	04/10/2017 11:54:41		
498	Process Requests	VM2-PC	[Scheduler]	Completed	04/10/2017 12:04:02	04/10/2017 12:04:46		
499	Process Requests	VM2-PC-8182	[Scheduler]	Completed	04/10/2017 12:04:03	04/10/2017 12:04:47		
500	Process Requests	VM2-PC-8183	[Scheduler]	Completed	04/10/2017 12:04:04	04/10/2017 12:04:48		
501	Process Requests	VM2-PC-8188	Controller	Stopped	04/10/2017 12:05:40	04/10/2017 12:05:55		
503	Process Requests	VM2-PC-8188	Controller	Pending	04/10/2017 12:06:03			
502	Process Requests	VM2-PC-8189	Controller	Completed	04/10/2017 12:06:19	04/10/2017 12:08:22		

- The resources view shows a list of all resources, or PCs which are available as platforms on which to run business processes
- Hovering over a resource will display a tool tip of the resources current status.
- Right clicking on the resources view allows selection of viewing mode, with Large Icons, Small Icons, List and Details views available
- The right click menu also allows access to View Capabilities. This sub menu lists all of the business objects installed on the resource.
- Should you require a process to run on many resources, drag the mouse to create a rectangle over all the resources required as targets and then drag the highlighted resources over the process which is to be run
- On releasing the mouse button, an entry will be created in the environment view for each resource / process combination selected. Again, pending entries are checked in readiness for starting.

2.5. Environment

Sessions - Control currently running sessions

Available Processes - Drag and drop processes on to resources

Name	Description
Create Orders	
Demo	
Demo - Split	
Login Agent	
App Server Failover Test	See what happens on app server re-start
Create Quotes	Loads quote requests from an Excel file and performs updates in the BP Travel system
Process Requests	Process Requesters
User Test	Test User

☐ Filter using selected Process ☐ Filter using selected Resource

Resources

Name	State	Session Info	Members	Connection	Latest Connection Message
London					
VM2-PC:8184	Idle	No sessions		Yes - Connected	
VM2-PC:8185	Idle	No sessions		Yes - Connected	
VM2-PC:8187	Idle	No sessions		Yes - Connected	
New York					
VM2-PC:8186	Idle	No sessions		Yes - Connected	
VM2-PC:8188	Idle	No sessions		Yes - Connected	
VM2-PC:8189	Idle	No sessions		Yes - Connected	
Sydney					
Austin			3	Yes - Connected	

Environment - Control processes using the start and stop links

[Start selection](#) [Stop selection](#) [Show Session Variables](#)

ID	Process	Resource	User	Status	Start Time	End Time	Latest Stage	Stage Started
488	Process Requests	VM2-PC:8183	[Scheduler]	Completed	04/10/2017 10:38:44	04/10/2017 10:39:29		
489	Create Orders	VM2-PC:8190	[Scheduler]	Terminated	04/10/2017 10:41:10	04/10/2017 10:41:10		
490	Create Orders	VM2-PC	Controller	Completed	04/10/2017 10:43:37	04/10/2017 10:43:53		
497	Process Requests	VM2-PC:8190	Controller	Completed	04/10/2017 11:47:13	04/10/2017 11:47:37		
496	Process Requests	VM2-PC:8186	Controller	Completed	04/10/2017 11:47:21	04/10/2017 11:47:50		
495	Process Requests	VM2-PC:8189	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:10		
494	Process Requests	VM2-PC:8187	Controller	Completed	04/10/2017 11:47:41	04/10/2017 11:47:53		
493	Process Requests	VM2-PC:8185	Controller	Completed	04/10/2017 11:47:54	04/10/2017 11:48:02		
492	Process Requests	VM2-PC:8184	Controller	Completed	04/10/2017 11:48:01	04/10/2017 11:54:41		
498	Process Requests	VM2-PC	[Scheduler]	Completed	04/10/2017 12:04:02	04/10/2017 12:04:46		
499	Process Requests	VM2-PC:8182	[Scheduler]	Completed	04/10/2017 12:04:03	04/10/2017 12:04:47		
500	Process Requests	VM2-PC:8183	[Scheduler]	Completed	04/10/2017 12:04:04	04/10/2017 12:04:48		
501	Process Requests	VM2-PC:8188	Controller	Stopped	04/10/2017 12:05:40	04/10/2017 12:05:55		
503	Process Requests	VM2-PC:8188	Controller	Pending	04/10/2017 12:06:03			
502	Process Requests	VM2-PC:8189	Controller	Completed	04/10/2017 12:06:19	04/10/2017 12:08:22		
504	Process Requests	VM2-PC:8186	Controller	Running	04/10/2017 12:09:01		Customer Search	04/10/2017 12:12:03

- The environment view shows all process / resource combinations in effect.
- The status column indicates whether the processes are running, stopped, or pending - ie selected but not started.
- To change the status of a process, or processes, select the combinations required and select the Start Processes or Stop Processes links.

2.6. Operations

Creating a Session Manually

- In order to start a new session, drag a process onto the required resource, or drag a resource onto the required process. This will create a 'Pending' session

TIP: To quickly run one process on several resources, select several resources by dragging the mouse and drag the entire selection over a single process.

- Pending sessions appear in the list view in the lower half of the window and are coloured orange.

Sessions - Control currently running sessions

Available Processes - Drag and drop processes on to resources

Name	Description
Create Orders	
Demo	
Demo - Split	
Login Agent	
App Server Failover Test	See what happens on app server re-start
Create Quotes	Loads quote requests from an Excel file and performs updates in the BP Travel system
Process Requests	Process Requests
User Test	Test User

☐ Filter using selected Process ☐ Filter using selected Resource

Resources

Name	State	Session Info	Members	Connection	Latest Connection Message
London					
VM2-PC:8184	Idle	No sessions		Yes - Connected	
VM2-PC:8185	Idle	No sessions		Yes - Connected	
VM2-PC:8187	Idle	No sessions		Yes - Connected	
New York					
VM2-PC:8186	Idle	No sessions		Yes - Connected	
VM2-PC:8188	Idle	No sessions		Yes - Connected	
VM2-PC:8189	Idle	No sessions		Yes - Connected	
Sydney					
VM2-PC:8190	Idle	No sessions		Yes - Connected	
VM3-PC	Idle	1 pending	3	Yes - Connected	
Austin					
VM2-PC	Idle	* 1 pending		Yes - Connected	
VM2-PC:8182	Idle	1 pending		Yes - Connected	
VM2-PC:8183	Idle	No sessions		Yes - Connected	

Environment - Control processes using the start and stop links

[Start selection](#) [Stop selection](#) [Show Session Vari](#)

ID	Process	Resource	User	Status	Start Time	End Time	Latest Stage	Stage Started
489	Create Orders	VM2-PC:8190	[Scheduler]	Terminated	04/10/2017 10:41:10	04/10/2017 10:41:10		
490	Create Orders	VM2-PC	Controller	Completed	04/10/2017 10:43:37	04/10/2017 10:43:53		
497	Process Requests	VM2-PC:8190	Controller	Completed	04/10/2017 11:47:13	04/10/2017 11:47:37		
496	Process Requests	VM2-PC:8186	Controller	Completed	04/10/2017 11:47:21	04/10/2017 11:47:50		
495	Process Requests	VM2-PC:8189	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:10		
494	Process Requests	VM2-PC:8187	Controller	Completed	04/10/2017 11:47:41	04/10/2017 11:47:53		
493	Process Requests	VM2-PC:8185	Controller	Completed	04/10/2017 11:47:54	04/10/2017 11:48:02		
492	Process Requests	VM2-PC:8184	Controller	Completed	04/10/2017 11:48:01	04/10/2017 11:54:41		
498	Process Requests	VM2-PC	[Scheduler]	Completed	04/10/2017 12:04:02	04/10/2017 12:04:46		
499	Process Requests	VM2-PC:8182	[Scheduler]	Completed	04/10/2017 12:04:03	04/10/2017 12:04:47		
500	Process Requests	VM2-PC:8183	[Scheduler]	Completed	04/10/2017 12:04:04	04/10/2017 12:04:48		
501	Process Requests	VM2-PC:8188	Controller	Stopped	04/10/2017 12:05:40	04/10/2017 12:05:55		
503	Process Requests	VM2-PC:8188	Controller	Pending	04/10/2017 12:06:03			
502	Process Requests	VM2-PC:8189	Controller	Completed	04/10/2017 12:06:19	04/10/2017 12:08:22		
504	Process Requests	VM2-PC:8186	Controller	Completed	04/10/2017 12:09:01	04/10/2017 12:15:05		
505	Process Requests	VM2-PC:8190	Controller	Pending	04/10/2017 12:18:40			

Starting a Session

- To start pending sessions, select all desired sessions (using the control key to select more than one session) and click the Start Selection link, or right-click the selection and choose Start.

Filter using selected Process Filter using selected Resource

Environment - Control processes using the start and stop links

[Start selection](#) [Stop selection](#) [Show Session V](#)

ID	Process	Resource	User	Status	Start Time	End Time	Latest Stage	Stage Started
487	Process Requests	VM2-PC8182	[Scheduled]	Completed	04/10/2017 10:38:43	04/10/2017 10:39:28		
486	Process Requests	VM2-PC	[Scheduled]	Completed	04/10/2017 10:38:43	04/10/2017 10:39:28		
488	Process Requests	VM2-PC8183	[Scheduled]	Completed	04/10/2017 10:38:44	04/10/2017 10:39:29		
489	Create Orders	VM2-PC8190	[Scheduled]	Terminated	04/10/2017 10:41:10	04/10/2017 10:41:10		
490	Create Orders	VM2-PC	Controller	Completed	04/10/2017 10:43:37	04/10/2017 10:43:53		
497	Process Requests	VM2-PC8190	Controller	Completed	04/10/2017 11:47:15	04/10/2017 11:47:21		
496	Process Requests	VM2-PC8186	Controller	Completed	04/10/2017 11:47:21	04/10/2017 11:47:30		
495	Process Requests	VM2-PC8189	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:47:41		
494	Process Requests	VM2-PC8187	Controller	Completed	04/10/2017 11:47:41	04/10/2017 11:47:54		
493	Process Requests	VM2-PC8185	Controller	Completed	04/10/2017 11:47:54	04/10/2017 11:48:01		
492	Process Requests	VM2-PC8184	Controller	Completed	04/10/2017 11:48:01	04/10/2017 12:04:02		
498	Process Requests	VM2-PC	[Scheduled]	Completed	04/10/2017 12:04:02	04/10/2017 12:04:03		
499	Process Requests	VM2-PC8182	[Scheduled]	Completed	04/10/2017 12:04:03	04/10/2017 12:04:04		
500	Process Requests	VM2-PC8183	[Scheduled]	Completed	04/10/2017 12:04:04	04/10/2017 12:05:40		
501	Process Requests	VM2-PC8188	Controller	Stopped	04/10/2017 12:05:40	04/10/2017 12:06:03		
502	Process Requests	VM2-PC8189	Controller	Pending	04/10/2017 12:06:03	04/10/2017 12:06:22		
504	Process Requests	VM2-PC8186	Controller	Completed	04/10/2017 12:09:01	04/10/2017 12:15:05		
505	Process Requests	VM2-PC8190	Controller	Pending	04/10/2017 12:15:40			

Start
Immediate Stop
Request Stop
Delete
View Process
Startup Parameters
View Log

Stopping a Session

- To "immediately" stop a running session, or a set of sessions, select all desired sessions (using the control key to select more than one session) and click the Stop Selection link, or right-click the selection and choose Immediate Stop.

Environment - Control processes using the start and stop links

Start selection Stop selection

ID	Process	Resource	User	Status	Start Time	End Time	Latest Stage	Stage Started
487	Process Requests	VM2-PC8182	[Scheduler]	Completed	04/10/2017 10:38:43	04/10/2017 10:39:28		
486	Process Requests	VM2-PC	[Scheduler]	Completed	04/10/2017 10:38:43	04/10/2017 10:39:28		
488	Process Requests	VM2-PC8183	[Scheduler]	Completed	04/10/2017 10:38:44	04/10/2017 10:39:29		
489	Create Orders	VM2-PC8190	[Scheduler]	Terminated	04/10/2017 10:41:10	04/10/2017 10:41:10		
490	Create Orders	VM2-PC	Controller	Completed	04/10/2017 10:43:37	04/10/2017 10:43:53		
497	Process Requests	VM2-PC8190	Controller	Completed	04/10/2017 11:47:13	04/10/2017 11:47:37		
496	Process Requests	VM2-PC8186	Controller	Completed	04/10/2017 11:47:21	04/10/2017 11:47:50		
495	Process Requests	VM2-PC8189	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:10		
494	Process Requests	VM2-PC8187	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:47:53		
493	Process Requests	VM2-PC8185	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
492	Process Requests	VM2-PC8184	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
498	Process Requests	VM2-PC	[Scheduler]	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
499	Process Requests	VM2-PC8182	[Scheduler]	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
500	Process Requests	VM2-PC8183	[Scheduler]	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
501	Process Requests	VM2-PC8188	Controller	Stopped	04/10/2017 11:47:30	04/10/2017 11:48:02		
502	Process Requests	VM2-PC8189	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
504	Process Requests	VM2-PC8186	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
505	Process Requests	VM2-PC8190	Controller	Pending	04/10/2017 11:47:30	04/10/2017 11:48:02		
503	Process Requests	VM2-PC8188	Controller	Running	04/10/2017 11:47:30	04/10/2017 11:48:02		

Start Request Stop Delete View Process Startup Parameters View Log

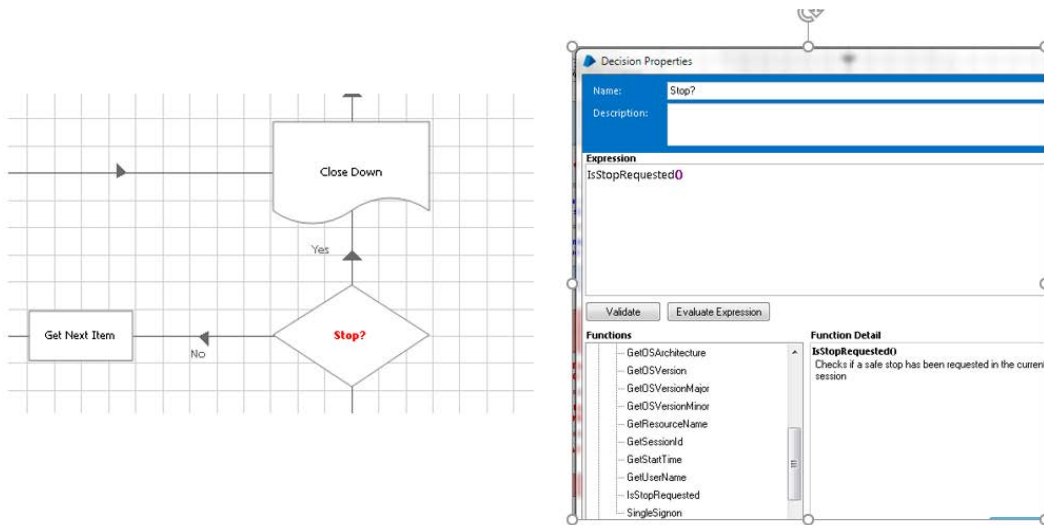
- To request a "safe" stop in a running session or set of sessions, select all desired sessions (using the control key to select more than one session), then right-click the selection and choose Request Stop.
- A flag is set on the session that the running process can check using the IsStopRequested() environment function, allowing it to exit cleanly from its current operations.

Environment - Control processes using the start and stop links

Start selection Stop selection

ID	Process	Resource	User	Status	Start Time	End Time	Latest Stage	SL
487	Process Requests	VM2-PC8182	[Scheduler]	Completed	04/10/2017 10:38:43	04/10/2017 10:39:28		
486	Process Requests	VM2-PC	[Scheduler]	Completed	04/10/2017 10:38:43	04/10/2017 10:39:28		
488	Process Requests	VM2-PC8183	[Scheduler]	Completed	04/10/2017 10:38:44	04/10/2017 10:39:29		
489	Create Orders	VM2-PC8190	[Scheduler]	Terminated	04/10/2017 10:41:10	04/10/2017 10:41:10		
490	Create Orders	VM2-PC	Controller	Completed	04/10/2017 10:43:37	04/10/2017 10:43:53		
497	Process Requests	VM2-PC8190	Controller	Completed	04/10/2017 11:47:13	04/10/2017 11:47:37		
496	Process Requests	VM2-PC8186	Controller	Completed	04/10/2017 11:47:21	04/10/2017 11:47:50		
495	Process Requests	VM2-PC8189	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:10		
494	Process Requests	VM2-PC8187	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:47:53		
493	Process Requests	VM2-PC8185	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
492	Process Requests	VM2-PC8184	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
498	Process Requests	VM2-PC	[Scheduler]	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
499	Process Requests	VM2-PC8182	[Scheduler]	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
500	Process Requests	VM2-PC8183	[Scheduler]	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
501	Process Requests	VM2-PC8188	Controller	Stopped	04/10/2017 11:47:30	04/10/2017 11:48:02		
502	Process Requests	VM2-PC8189	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
504	Process Requests	VM2-PC8186	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:02		
505	Process Requests	VM2-PC8190	Controller	Pending	04/10/2017 11:47:30	04/10/2017 11:48:02		
503	Process Requests	VM2-PC8188	Controller	Running	04/10/2017 11:47:30	04/10/2017 11:48:02		

Start Request Stop Delete View Process Startup Parameters View Log



Session Variables

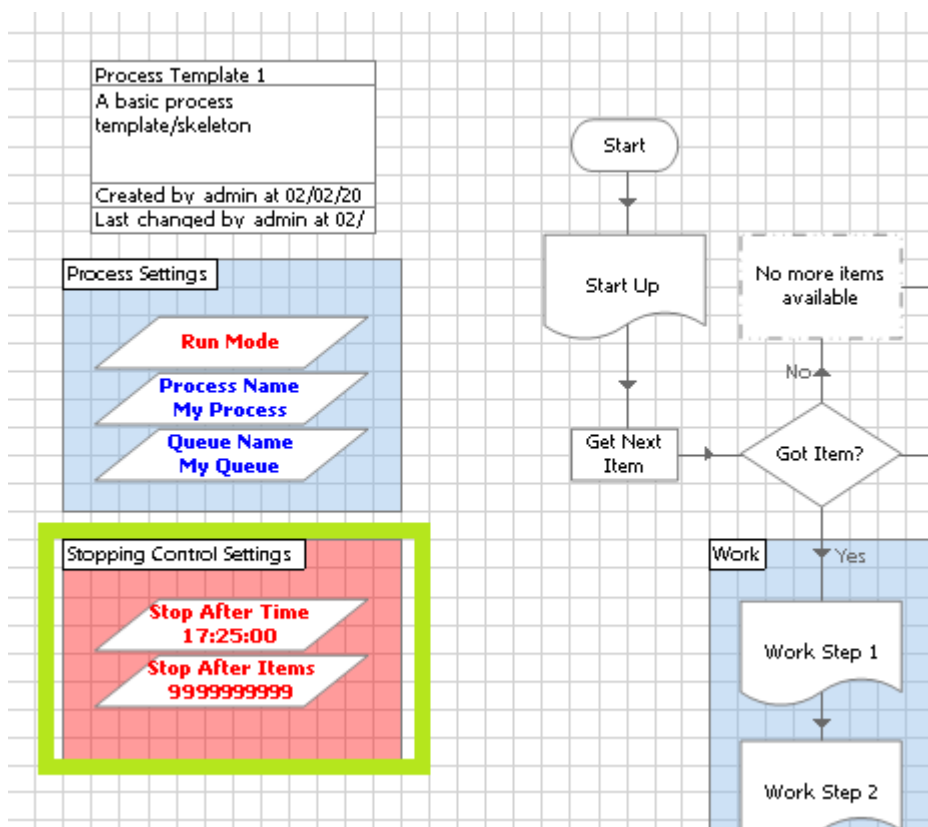
- Session Variables are exposed outside the diagram, and as the name suggests, are applicable to sessions, i.e. running Processes

Key Points

- Session Variables are specific to that instance of the Process
- If 2 instances of the same process are running at the same time, they will both have the same Session Variables but the Session Variables may have different values
- Session Variables need no set up in System Manager
- Data Items exposed as Session Variables are writable
- Session Variables can be viewed and modified from the Control Room

Creating Session Variables

- Session Variables are defined during the process build in Process Studio
- The example below is taken from the Blue Prism Process Template to illustrate the 'Stop After Time' and 'Stop After Items' Session Variables
- All Session Variables should be documented in a handover document to the Process Controllers (e.g. the Operational Handbook in the Blue Prism 'vanilla' methodology)



Controlling Session Variables

- When a process is running you can see the Session Variables and the Values set by highlighting the appropriate session and selecting Show Session Variables

Environment - Control processes using the start and stop links

Start selection Stop selection Show Session Variables

ID	Process	Resource	User	Status	Start Time	End Time	Latest Stage	Stage Started
490	Create Orders	VM2-PC	Controller	Completed	04/10/2017 10:43:37	04/10/2017 10:43:53		
497	Process Requests	VM2-PC:8190	Controller	Completed	04/10/2017 11:47:13	04/10/2017 11:47:37		
496	Process Requests	VM2-PC:8186	Controller	Completed	04/10/2017 11:47:21	04/10/2017 11:47:50		
495	Process Requests	VM2-PC:8189	Controller	Completed	04/10/2017 11:47:30	04/10/2017 11:48:10		
494	Process Requests	VM2-PC:8187	Controller	Completed	04/10/2017 11:47:41	04/10/2017 11:47:53		
493	Process Requests	VM2-PC:8185	Controller	Completed	04/10/2017 11:47:54	04/10/2017 11:48:02		
492	Process Requests	VM2-PC:8184	Controller	Completed	04/10/2017 11:48:01	04/10/2017 11:54:41		
498	Process Requests	VM2-PC	[Scheduler]	Completed	04/10/2017 12:04:02	04/10/2017 12:04:46		
499	Process Requests	VM2-PC:8182	[Scheduler]	Completed	04/10/2017 12:04:03	04/10/2017 12:04:47		
500	Process Requests	VM2-PC:8183	[Scheduler]	Completed	04/10/2017 12:04:04	04/10/2017 12:04:48		
501	Process Requests	VM2-PC:8188	Controller	Stopped	04/10/2017 12:05:40	04/10/2017 12:05:55		
502	Process Requests	VM2-PC:8189	Controller	Completed	04/10/2017 12:06:19	04/10/2017 12:08:22		
504	Process Requests	VM2-PC:8186	Controller	Completed	04/10/2017 12:09:01	04/10/2017 12:15:05		
505	Process Requests	VM2-PC:8190	Controller	Pending	04/10/2017 12:18:40			
503	Process Requests	VM2-PC:8188	Controller	Completed	04/10/2017 12:33:34	04/10/2017 12:34:56		
506	Process Requests	VM2-PC:8184	admin	Running	04/10/2017 14:04:09		Customer Search	04/10/2017 14:10:00

- To change a value select it and right click > Edit Value

Environment - Control processes using the start and stop links

All All All All Today

ID	Process	Resource	User	Status	Start Time
500	Process Requests	VM2-PC:8183	[Scheduler]	Completed	04/10/2017
501	Process Requests	VM2-PC:8188	Controller	Stopped	04/10/2017
502	Process Requests	VM2-PC:8189	Controller	Completed	04/10/2017
504	Process Requests	VM2-PC:8186	Controller	Completed	04/10/2017
505	Process Requests	VM2-PC:8190	Controller	Pending	04/10/2017
503	Process Requests	VM2-PC:8188	Controller	Completed	04/10/2017
506	Process Requests	VM2-PC:8184	admin	Running	04/10/2017

ID	Name	Type	Value	Description
506	Stop Af...	Number	9999999999	
506	Stop Af...	Time	18:00:00	
506	Termin...	Flag	False	

Edit Value

- Once modified the value of the Session Variable will change within the running session.

- The top half of the page lists the queues that have been configured within the environment.
- The name of the queue is listed along with its status and some statistics regarding the items within the queue.

Queues - Configure work queues

3 queues (Running: 3, Paused: 0)

Queue Name	Status	Worked	Pending	Referred	Total	Average Case Duration	Total Case Duration
▶ ISA Proposals	Running	396	3	556	955	00:02.000	40:59.000
▶ Orders	Running	15	0	0	15	00:04.000	01:01.000
▶ Quote Requests	Running	0	0	0	0	00:00.000	00:00.000

- A queue's contents can be viewed by selecting the desired queue in the list - only one queue's contents is displayed at one time, even if multiple queues are selected.

Queue Contents

- When you first look at a queue's contents, each item's position is not visible. The calculation can slow down the loading of the queue data, so it is only displayed on request.
- To show the position of each item within the queue, the 'Show Positions in Queue' link can be clicked

Queue Contents Clear Filters Show Positions in Queue									
All	All	All	All	All	All	All	All	All	All
	Item Key	Priority	Status	Tags	Resource	Attempt	Created		Last Upd
	400000004	0	New		VM3-PC_debug	1	04/10/2017 14:38:59		04/10/2017 14:3
✓	300000003	0	5262509		VM2-PC	1	04/10/2017 14:38:59		04/10/2017 14:3
▶	200000002	0	Exception	Exception: Invalid Dep	VM2-PC	2	04/10/2017 14:38:59		04/10/2017 14:3
▶	200000002	0	Exception	Exception: Invalid Dep	VM2-PC	1	04/10/2017 14:38:59		04/10/2017 14:3
✓	100000001	0	5262508		VM2-PC	1	04/10/2017 14:38:59		04/10/2017 14:3
...	666	0	New		VM2-PC	1	04/10/2017 14:38:59		04/10/2017 14:3
...	500000005	0	New		VM2-PC	1	04/10/2017 14:38:59		04/10/2017 14:3
▶	666	0	Exception	Exception: Invalid Cust	VM2-PC	2	04/10/2017 14:35:48		04/10/2017 14:3

- The position column can be rehidden by clicking on the 'Remove Positions Column' link which replaces the 'Show Positions' link when the position column is visible.

Queue Contents Clear Filters Remove Positions Column									
All	All	All	All	All	All	All	All	All	All
	Position	Item Key	Priority	Status	Tags	Resource	Attempt		
		400000004	0	New		VM3-PC_debug	1	0	
✓		300000003	0	5262509		VM2-PC	1	0	
▶		200000002	0	Exception	Exception: Invalid Dep	VM2-PC	2	0	
▶		200000002	0	Exception	Exception: Invalid Dep	VM2-PC	1	0	
✓		100000001	0	5262508		VM2-PC	1	0	
...	2	666	0	New		VM2-PC	1	0	
...	1	500000005	0	New		VM2-PC	1	0	
▶		666	0	Exception	Exception: Invalid Cust	VM2-PC	2	0	
▶		666	0	Exception	Exception: Invalid Cust	VM2-PC	1	0	
✓		500000005	0	9977458		VM2-PC	1	0	
▶		400000004	0	Exception	Exception: Invalid Pro	VM2-PC	2	0	
▶		400000004	0	Exception	Exception: Invalid Pro	VM2-PC	1	0	
▶		200000002	0	Exception	Exception: Invalid Dep	VM2-PC	2	0	

States

Pending / Deferred



- Items which are still to be worked have this state.
- The items are selected for working by the 'Get Next' action in the order specified by the position of the item.
- If an item is deferred, it will not be selected for working until the deferral date/time is reached.
- These items can be marked with an exception or a deferral date can be set on them.

Locked



- Items which have been selected for work and are still being worked are in this state.
- The locked state prevents them from being selected twice from the queue by more than one session
- Locked items can be unlocked within the list

Completed



- Completed work items have been worked successfully to completion and they require no further attention.
- Completed items can be deleted from the queue as required.

Exceptioned



- Exceptioned items have been selected for working, but have not been worked to completion.
- This may be due to a case being unsuitable for work by the process that worked it, or due to an error encountered in the session while working the case.
- Exceptioned items can be deleted or, if there are no pending or completed attempts, a new retry of the item can be forced

Pausing / Resuming Work Queues

- A Work Queue can be temporarily paused so that it will not release items at all. The Resume function reactivates the paused queue
- A queue can be paused or resumed by right-clicking them in this list and selecting Pause Selected Queue(s) or Resume Selected Queue(s) respectively.
- Pausing the queue has the effect of making the Get Next action on the Internal – Work Queues Business Object return nothing, as if the queue was empty.
- To pause a work queue, right click on the work queue you wish to pause in the top half of the screen and select 'Pause Selected Queue(s)'. Multiple work queues can be paused by highlighting all the queues you wish to pause.

Queues - Configure work queues

3 queues (Running: 3, Paused: 0)

Queue Name	Status	Worked	Pending	Referred	Total	Average Case Duration	Total Case Duration
ISA Proposals	Running	396	3	556	955	00:02.000	40:59.000
Orders	Running	15	0	0	15	00:04.000	01:01.000
Quote Requests	Running	0	0	0	0	00:00.000	00:00.000

Refresh View
Select All
Pause Selected Queue(s)
Resume Selected Queue(s)
Help

- To resume a queue, right click on the work queue you wish to resume in the top half of the screen and select 'Resume Selected Queue(s)'. Multiple work queues can be resumed by highlighting all the queues you wish to resume.

Queues - Configure work queues

3 queues (Running: 1, Paused: 2)

Queue Name	Status	Worked	Pending	Referred
ISA Proposals	Paused	396	3	556
Quote Requests	Paused	0	0	0
Orders	Running	15	0	0

Refresh View
Select All
Pause Selected Queue(s)
Resume Selected Queue(s)
Help