PR 35215 – Queue Changes Phase 1

*Purpose:* To limit accounts showing in the queues to only those that are currently eligible to be called.

**Test Plan**

Test the FC Queues

* Confirm loans that have NOT been over 15 in the last 12 months, with at least 12 months’ worth of history, AND are currently past due are excluded from the queue – **FAIL- RETEST- FAIL**

**Regression Testing**

Test the FC Queue

* Confirm that there is access to Team, Portfolio, AND Individual FC queues – **PASS**
* Confirm that the work and display queue options are available- **PASS**
* Confirm that the queue option’s functionalities remain unchanged- **PASS**
* Confirm that loans that have been over 15 days past due in the past 12 months, AND are currently past due are in the queue - **PASS**
* Confirm that loans that have less than 12 months of payments, AND are currently past due are in the queue - **PASS**
* Confirm that loans that are NOT past due are excluded from the queue - **PASS**
* Test Loan Inquiry and confirm that a loan can be pulled up by all the various entry boxes- **PASS**
* Test in an Account and confirm the blocking programs are working correctly- **PASS**
* Test in an Account and confirm that the Front Screen is displayed correctly- **PASS**
* Test in an Account and confirm that contact numbers AND comments can be updated from the front screen- **PASS**
* Test in an Account and confirm that all menu options are available AND all menu options functionalities remain unchanged- **PASS**
* Confirm that Notes Entry is accessible (Enter) AND that the functionality remains unchanged- **PASS**
* Confirm all changes made while in an account are saved- **PASS**