**CBH Ticket Breakdown**

Assuming that we already have following table structures with us for Agent, Facility and Shift

Agent – AgentId, Name

Facility – FacilityId, Name

Shift – ShiftId, AgentId, Facilityid, duration

Assumptions:

* One agent can work with multiple facilities.
* Custom agent id will be alphanumeric values with max length 10.
* We have facility admin panel to allow facility to add any customization for them.
* One facility can give only one custom id to the agent. They can modify or remove it anytime if they want.
* In case if facility does not give custom id to the agent, the report will display the agent id.
* If the report is displaying customid the the id will have “cu-“ prefix in the report so that facility can differentiate between agent id and custom agent it. We are displaying agentid if custom agentid is NULL or not given.
* We will add setting “AllowCustomAgent” for a facility who opts for custom agent id. If true, then only facility will see the screen to add custom agent id.

**Ticket 1:**

Create a table CustomAgent with following columns:

If we want same Custom Agent name for all Facility then only add Column to Agent table

1. Facilityid – facilityid who will add customid for agent,
2. Data type – same as facility table
3. Part of primary key
4. Agentid – agentid for which facility will add customid
5. Data type – same as facility table
6. Part of primary key
7. Customid - id which facility would like to give to agent
8. Unique
9. Not null
10. Varchar(10)

Facilityid and Agentid will be composite key in the table.

**Ticket 2:**

Create a UI screen for facility in which they can select agent and give some customid to the agent.

Load all agents who works for that facility in the combo box.

Add one text box to allow facility to type the values for custom agent id. This will be a required field allowing max 10 characters long alphanumeric values. No special characters are allowed.

Provide one “Save” button in the UI screen.

**Ticket 3:**

When a facility clicks on save button on UI screen –

* it will insert a new record in CustomAgent table if not already present.
* If facilityid and agentid already present, update values for customagentid
* If a facility wants to remove the values, they can delete a particular record.

Facilityid will be the one who is logged in

Agentid will be selected agent from the combo box

CustomAgentId will be the value given in CustomAgentid in the textbox.

**Ticket 4:**

Modify the report generation to consider customagentid.

When we generate a report for facility, check if “AllowCustomAgent” is true then check if customAgent table has any customagent value present for that facility and agent, if yes retrieve that value otherwise provide agentid in the report. If we are retrieving customagentid values then add “cu-“ prefix in the agentid column of the report so that facility will know that we are displaying custom agent id to them.

If “AllowCustomAgent” if false, always show agentid to the facility. Facilities who do not opt for custom id will always be able to see agent id.