INSURANCE TECHNOLOGIES

Review Queue Access and Permissions

FIRELIGHT BASE

FireLight®

Platform

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Table of Contents

iConnect 213738 Design Approach - Review Queue Access and Permissions

Project Overview

This enhancement will allow for a user to have more granularity in the selection of function for each review queue per role code. Within FireLight currently, a user can select one permission for multiple queues for a given role code. With this enhancement, a user can now select multiple queues, but also have different permissions set up for each queue. For instance, if I had an Admin Role code, and within my queue 1, I could also for a supervisory role, and be able to unlock all of the activities within that queue. However, within my queue 2, I could only have viewing rights, so this would be set to a read only permission.

This will give a user greater flexibility within the review queues under each role code.

Impacts:

Pre-existing set permissions and queues for each role code - Each client will need to verify that previous set permissions and queues are set correctly from 2.17.

"Disable Email Action Emails" and "Enable Manual Queue Move" will stay global permissions, and cannot be changed per queue

Review Queue and Review Queue Access tabs have been combine

1   Move Existing Flags to New Column

All existing flags that are currently in the review queue columns will need to be moved to this new column called Flags.

Acceptance Criteria

- Any review Queue flags will need to be moved to this new column titled Flags. These will include the following:
- Disable All Actions but Unlock (which is now named Unlock Only), Can Unlock All, Read Only
- Recall Rejection is a new flag created from story 11505, it will not be converted over.
- Manual Queue Move is a global flag which will apply to all queues
- Disable Email Action Notifications is a global flag which will apply to all queues
- Queues will be enabled based on selection from the Review Queue Access in previous versions.

- If a queue is not selected from previous versions, it will not be selected in the Review Queue tab in 2.18
- If a queue is not selected, then the permissions below will be disabled

2 Converting Code for User Groups within the Review Queue

We need the ability to switch from looking at the user groups options, to looking at the groups queue option instead. This will involve some code clean up.

Acceptance Criteria

- Code cleanup will involve the focus to be on the groups queue option instead of the user groups options.

3 Add New Column into the OSJ Queue Group Table

A new column needs to be added to the OSJ Queue group table called Flags. This will encompass all of the flags needing to move for the Review Queue.

Acceptance Criteria

- A new column will be displayed on the OSJ Queue Group Table called Flags

4 Admin UI: Combine Review Queue and Review Queue Access tabs

Instead of having the Review Queue and Review Queue Access tabs separated, we will want to combine these two tabs to allow for the current functionality and queue access to be seen under the same tab. This will allow for better definition of each queue, and what is allowed within that queue.

Acceptance Criteria

- Review Queue Access tab will be removed from the Groups Tab
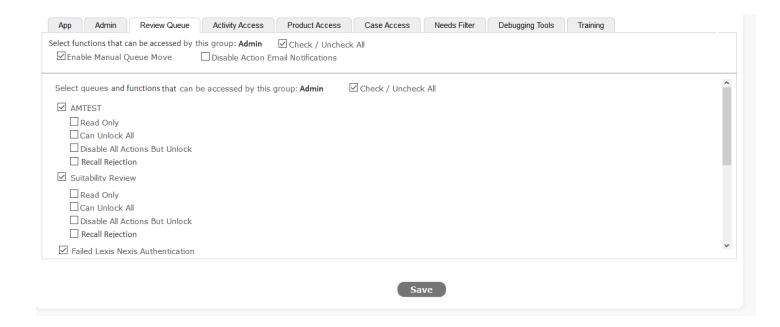- Review Queue Access features will be moved to the Review Queue tab

5 Admin UI: Review Queue tab will show functions underneath each queue

Once the Review queue and Review Queue Access tabs are combined, we'll want to move some of the existing functionality underneath each queue to allow for better definition of each function and each queue.

At the top of the tab, we will leave global functions so they can operate as they do today: Enable Manual Queue Move, and Disable Action Email Notifications. These need to stay at the global level in order to not cause confusion for the reviewer.

Below the global functions will list out each queue (These should be separated by a line). If the queue is selected, then the functions listed below will appear. (If check all is selected, all queues will be selected, but the functions will still need to be selected manually)

The columns will also need to be removed, allowing for all queues to be displayed on the left hand side, and this screen will need to be scrollable.

The goal of this enhancement is to allow the user to have different access to each queue. For example, if an admin branch role wanted to be able to unlock queue 1, but needed to only view what was in queue 2, then they could select "Can unlock all" in Queue 1, and "Read Only" in Queue 2.

Acceptance Criteria

- Under Review Queue Tab, "Enable Manual Queue Move" and "Disable Action Email Notifications" will stay at a global level, and will function as they do today.
- Read Only, Can Unlock All, and Disable All Actions But Unlock (Unlock Only) will be added below each queue, where they can be selected when a queue is checked. These will not show unless a queue is checked
- If Check all is selected in the Queue section, then all the queues will be selected, but the functions will still need to be selected individually
- The column view that was displayed before will be removed, and each queue and function will show on the left hand side.
- The page will be scrollable if multiple queues are listed