

Introduction

Queues and subqueues are designed to collect tasks so they can be sorted and distributed to workers by type of task and action required.

Tasks are channeled into the queues and subqueues by the system according to the following task parameters:

- Task Owner ID
- Task Work Goal Period
- Task Search Criteria
- Subqueue Type

This procedure explains how to assign tasks parameters to a queue and subqueue.

Add Queue/Subqueue Definition Record

1. At the **MAIN MENU** (J0X01), select **COMMON MODULES**.
2. Press Enter.

The **SUBSYSTEM LEVEL COMMON MODULES** screen (J0X06) is displayed.

1. Select **QUEUE MANAGEMENT**.
2. Press Enter.

The **SUBSYSTEM LEVEL QUEUE MANAGEMENT** screen (J0X02) is displayed.

1. Enter **A** (Add) in the **MODE** field and **TX5Z** (Queue/Subqueue Definition) in the **TRANSACTION ID** field.
2. Press Enter.

The **QUEUE/SUBQUEUE DEFINITION SEARCH** screen (TXX60) is displayed.

1. In the **QUEUE** field, enter the ID of the queue being added.
2. In the **SUBQUEUE** field, enter the ID of the subqueue being added.
3. Press Enter.

The **MAINTAIN QUEUE/SUBQUEUE DEFINITION** screen (TXX63) is displayed.

The following message is displayed at the bottom of the screen: **01021 ADD NECESSARY DATA AND PRESS ENTER.**

The **QUEUE** field displays the queue ID entered on the search screen.

1. In the **FULL NAME** field, enter the full name of the queue. *This is a required field.*

2. In the **SHORT NAME** field, enter the short name of the queue. *This is a required field.*
 3. In the **OWNER** field, enter the ID of the person who owns the queue. This is usually the department manager. The user ID must be defined as a supervisor on transaction TX41 (Supervisor Maintenance). *This is a required field.*
 4. In the **WORK GOAL PERIOD** field, enter the maximum number of days a task may be in this queue. If a task must be completed in the same day it is created, enter **000**. *This is a required field.*
 5. The **REFRESH IND** field is not in use at this time. Enter **N** (No) in this field. *This is a required field.*
 6. In the **TASK AUTO ASGN IND** field, enter **Y** (Yes) or **N** (No) to indicate whether tasks in this queue should be distributed automatically among the workers in the queue pool. *This is a required field.*
 7. In the **TASK CNTRL NUM TYP CDE** (Task Control Number Type Code) field, enter a code that indicates the data that is used as the unique identifier for each task in the queue. Press F1=HELP for a list of valid codes. *This is a required field.*
 8. In the **SEARCH FIELD 1: TYPE** field, enter a code that indicates which item in a task record should be used as the first search criterion. Press F1=HELP for a list of valid codes.
 9. In the **SEARCH FIELD 1: SORT** field, enter a code that indicates the order in which the task records should be sorted. Press F1=HELP for a list of valid codes.
 10. In the **SEARCH FIELD 2: TYPE** field, enter a code that indicates which item in a task record should be used as the second search criterion. Press F1=HELP for a list of valid codes.
 11. In the **SEARCH FIELD 2: SORT** field, enter a code that indicates the order in which the task records should be sorted. Press F1=HELP for a list of valid codes.
 12. In the **BATCH ONLY IND** field, enter **Y** (Yes) or **N** (No) to indicate whether this queue is worked by a nightly batch process. *This is a required field.*
 13. In the **BATCH PROGRAM ID** field, enter the ID of the program that will process this queue during the nightly batch process. *This field is required if the **BATCH ONLY IND** field is **Y** (Yes).*
 14. In the **TASK MESSAGE HEADER 1** field, enter the first line of text that should appear in the record.
 15. In the **TASK MESSAGE HEADER 2** field, enter the second line of text that should appear in the record.
- The **SUBQUEUE** field displays the subqueue ID entered on the search screen.
16. In the **FULL NAME** field, enter the full name of the subqueue. *This is a required field.*
 17. In the **SHORT NAME** field, enter the short name of the subqueue. *This is a required field.*
 18. In the **SUPERVISOR** field, enter the ID of the supervisor responsible for this subqueue. *This is a required field.*

19. In the **SUBQUEUE TYPE** field, enter a code that indicates whether the subqueue is automated or requires work performed by a user (manual). Press F1=HELP for a list of valid codes. **A** (Automatic) may be entered only if the **REFRESH IND** field contains **Y** (Yes). *This is a required field.*

20. Press Enter.

The following message is displayed at the bottom of the screen: **01004 RECORD SUCCESSFULLY ADDED.**

The **OWNER** field is updated with the name of the user entered in this field.

The **TASK CNTRL NUM TYP CDE**, **SEARCH FIELD 1 TYPE** and **SORT**, **SEARCH FIELD 2 TYPE** and **SORT**, **SUBQUEUE**, **SUPERVISOR** and **SUBQUEUE TYPE** fields are updated with the code description text.

Change and View Queue/Subqueue Definition Record

1. At the **MAIN MENU** (J0X01), select **COMMON MODULES**.

2. Press Enter.

The **SUBSYSTEM LEVEL COMMON MODULES** screen (J0X06) is displayed.

1. Select **QUEUE MANAGEMENT**.

2. Press Enter.

The **SUBSYSTEM LEVEL QUEUE MANAGEMENT** screen (J0X02) is displayed.

1. Enter **C** (Change) or **I** (Inquiry) in the **MODE** field and **TX5Z** (Queue/Subqueue Definition) in the **TRANSACTION ID** field.

NOTE: Change mode is used in this example.

2. Press Enter.

The **QUEUE/SUBQUEUE DEFINITION SEARCH** screen (TXX60) is displayed.

1. In the **QUEUE** field, enter the ID of the queue. A wildcard may be used to narrow the search by entering the first known characters followed by an asterisk (*).

2. In the **SUBQUEUE** field, enter the ID of the subqueue. A wildcard may be used to narrow the search by entering the first known characters followed by an asterisk (*).

3. Press Enter.

The **QUEUE SELECTION** screen (TXX61) is displayed.

1. In the **SELECTION** field, enter the number that corresponds to the desired queue.

2. Press Enter.

The **SUBQUEUE SELECTION** screen (TXX62) is displayed.

1. In the **SELECTION** field, enter the number that corresponds to the desired subqueue.

2. Press Enter.

The **MAINTAIN QUEUE/SUBQUEUE DEFINITION** screen (TXX63) is displayed.

The following message is displayed at the bottom of the screen: **01022 MAKE DESIRED DATA CHANGES AND PRESS ENTER.**

The **QUEUE** field displays the queue ID entered on the search screen.

The **FULL NAME** field displays the full name of the queue. *This is a required field.*

The **SHORT NAME** field displays the short name of the queue. *This is a required field.*

The **OWNER** field displays the ID of the person who is responsible for the queue. This is usually the department manager. The user ID must be defined as a supervisor on transaction TX41 (Supervisor Maintenance). *This is a required field.*

The **WORK GOAL PERIOD** field displays the maximum number of days a task may be in this queue. If a task must be completed in the same day it is created, enter **000**. *This is a required field.*

The **REFRESH IND** field is protected in Change mode and cannot be updated by the user.

The **TASK AUTO ASGN IND** field displays **Y** (Yes) or **N** (No) to indicate whether tasks in this queue should be distributed automatically among the workers in the queue pool. *This is a required field.*

The **TASK CNTRL NUM TYP CDE** (Task Control Number Type Code) field is protected in Change mode and cannot be updated by the user.

The **SEARCH FIELD 1: TYPE** field is protected in Change mode and cannot be updated by the user.

The **SEARCH FIELD 1: SORT** field displays a code that indicates the order in which the task records should be sorted. Press F1=HELP for a list of valid codes.

The **SEARCH FIELD 2: TYPE** field is protected in Change mode and cannot be updated by the user.

The **SEARCH FIELD 2: SORT** field displays a code that indicates the order in which the task records should be sorted. Press F1=HELP for a list of valid codes.

The **BATCH ONLY IND** field is protected in Change mode and cannot be updated by the user.

The **BATCH PROGRAM ID** field is protected in Change mode and cannot be updated by the user.

The **TASK MESSAGE HEADER 1** field displays the first line of text that should appear in the record.

The **TASK MESSAGE HEADER 2** field displays the second line of text that should appear in the record.

The **SUBQUEUE** field displays the subqueue ID entered on the search screen.

The **FULL NAME** field displays the full name of the subqueue. *This is a required field.*

The **SHORT NAME** field displays the short name of the subqueue. *This is a required field.*

The **SUPERVISOR** field displays the ID of the supervisor responsible for this subqueue. *This is a required field.*

The **SUBQUEUE TYPE** field displays a code that indicates whether the subqueue is automated or requires work performed by a user. Press F1=HELP for a list of valid codes. **A** (Automated) may be entered only if the **REFRESH IND** field contains **Y** (Yes). *This is a required field.*

1. Make the necessary data changes.
2. Press Enter.

The following message is displayed at the bottom of the screen: **01005 RECORD SUCCESSFULLY CHANGED.**

If changed, the **OWNER** field is updated with the name of the new user entered in this field.

If changed, the **SEARCH FIELD 1 SORT**, **SEARCH FIELD 2 SORT** and **SUBQUEUE**, **SUPERVISOR** fields are updated with the new code description text.

Delete Queue/Subqueue Definition Record

1. At the **MAIN MENU** (J0X01), select **COMMON MODULES**.
2. Press Enter.

The **SUBSYSTEM LEVEL COMMON MODULES** screen (J0X06) is displayed.

1. Select **QUEUE MANAGEMENT**.
2. Press Enter.

The **SUBSYSTEM LEVEL QUEUE MANAGEMENT** screen (J0X02) is displayed.

1. Enter **D** (Delete) in the **MODE** field and **TX5Z** (Queue/Subqueue Definition) in the **TRANSACTION ID** field.
2. Press Enter.

The **QUEUE/SUBQUEUE DEFINITION SEARCH** screen (TXX60) is displayed.

1. In the **QUEUE** field, enter the ID of the queue. A wildcard may be used to narrow the search by entering the first known characters followed by an asterisk (*).

2. In the **SUBQUEUE** field, enter the ID of the subqueue. A wildcard may be used to narrow the search by entering the first known characters followed by an asterisk (*).

3. Press Enter.

The **QUEUE SELECTION** screen (TXX61) is displayed.

1. In the **SELECTION** field, enter the number that corresponds to the desired queue.

2. Press Enter.

The **SUBQUEUE SELECTION** screen (TXX62) is displayed.

1. In the **SELECTION** field, enter the number that corresponds to the desired subqueue.

2. Press Enter.

The **MAINTAIN QUEUE/SUBQUEUE DEFINITION** screen (TXX63) is displayed.

The following message is displayed at the bottom of the screen: **01023 PRESS ENTER TO DELETE.**

1. Press Enter to delete the subqueue.

The following message is displayed at the bottom of the screen: **01006 RECORD SUCCESSFULLY DELETED.**

NOTE: A least one subqueue must exist for a queue. If only one subqueue exists, the record cannot be deleted.

Function Keys

In addition to the standard function keys, the following are specific to the **MAINTAIN QUEUE/SUBQUEUE DEFINITION** screen (TXX63).

F6=POOL	Accesses the QUEUE POOL ASSIGNMENT SEARCH screen (TXX65) to see which users are assigned to this queue/subqueue.
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