



Control Brief

Queue Manager Modification – Identifying Cashier Tickets

Version 1.0

June 2013

Presented by:
Discovery Technologies



Overview

<i>Project Name:</i>	Queue Manager Modification (Identifying Cashier Tickets)
<i>Requested By</i>	Ava Dixon (Manager – Customer Service)
<i>Authorized By</i>	Audrey Flowers-Clarke (Vice President - Operations)
<i>Description:</i>	Determine the clients that have been placed in the Queue for cashier purposes.
<i>Platform:</i>	ECRIS
<i>Change Control Ref No:</i>	ECCB0001
<i>Quoted Delivery Date:</i>	June 19, 2013

Statement of Business Requirement

In the Get Visitor Information form within the Queue Manager function of the Customer Service Centre Portal, implement a checkbox for Cashiers that will default the Reason field to Cashier.

I. Business Benefits

The modification will allow for easier capture of information concerning customers who interact with the cashier. This change will Implement the standardization of the data value used to identify cashier transactions and reduce the variations of how the value “Cashier” can be entered.

II. Changes in Service Functionality

Controls in the form will need to be altered for this mode of data capture to be achieved.

Statement of Work

I. Form Modification

A new control (a checkbox) will be added. Added a checkbox field in the Details View that captures the customer information form. The checkbox was then converted into a Template Field to allow the customization of functionality.

II. Functionality Modification

Once the checkbox is selected the Reason text box should be cleared and disabled (grayed out) and its value set to Cashier.

If the checkbox is deselected then the field is reset.

III. Testing

Once the changes are made in a test page, the Cashier checkbox and Reason field are tested. After implementation, the procedure of adding a client seeking a Cashier to the

queue is executed. Thus, the checkbox functionality should be verified; that it defaults the Reason to Cashier and that the textbox is read-only. Additionally, it is necessary to ensure that the client is successfully added to the queue.

Implementation Tasks and Effort

Work Package Summary

Task	Owner	Effort (hours)
Scoping and Planning	Dtech Team	0.5
Development & Implementation	OJ & DD	2
Documentation & Testing	DB	1
Sign Off	DB	
Total		3.5