## PROGRAM DEFINITION

|  |
| --- |
|  |
| * Program untuk menambahkan SLA Category dan SLA Call Type |

## RELATED TABLES

|  |  |
| --- | --- |
|  | **Access** |
| * PMM\_SLA\_CATEGORY * PMM\_SLA\_CALL\_TYPE | * RW * RW |

## ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg mempunyai akses ke program |  |

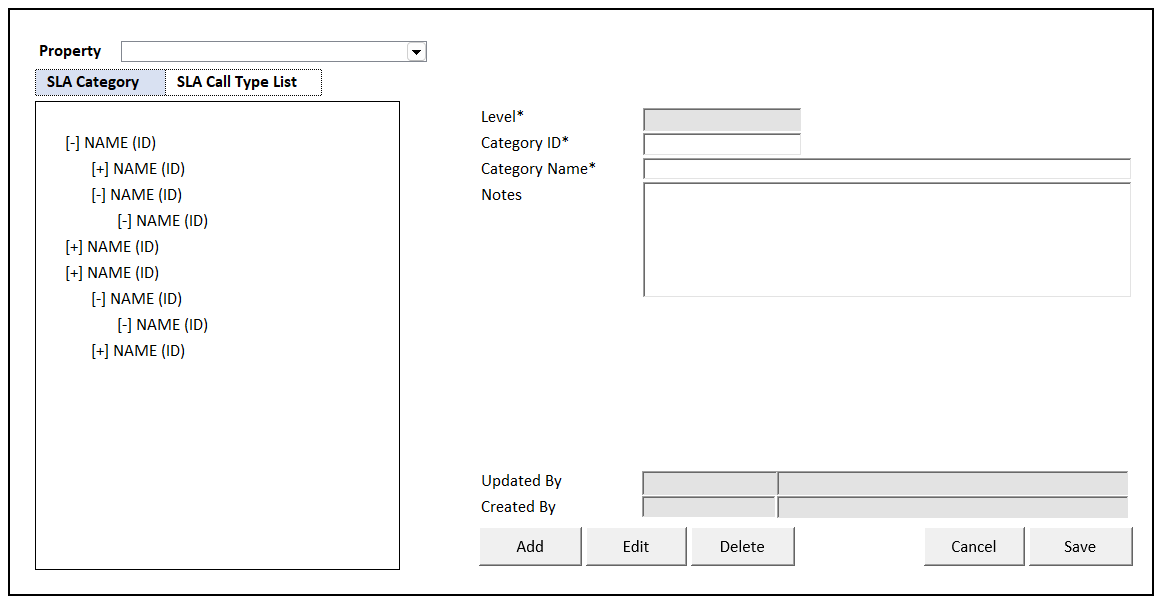
## INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Set VAR\_COMPANY\_ID = Login User’s Company ID * Set VAR\_USER\_ID = Login User ID * Set VAR\_LANGUAGE\_ID = Login User’s Language ID * Jalankan RSP\_GS\_GET\_PROPERTY\_LIST dengan parameter, simpan hasil ke VAR\_SELECTED\_PROPERTY   + VAR\_COMPANY\_ID   + VAR\_LANGUAGE\_ID * Jalankan RSP\_PM\_GET\_SLA\_CATEGORY dengan parameter, simpan hasil ke VAR\_SELECTED\_CATEGORY dan VAR\_SELECTED\_LEVEL   + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID |  |

## TAB SLA CATEGORY

### USER INTERFACE

#### INITIAL VERSION



### TAB DEFINITION

|  |  |  |
| --- | --- | --- |
| **Tab Name** | **Action** | **Enabled** |
| SLA Category | Go to TAB SLA CATEGORY  Jalankan **Load SLA Category** | * + NOT on CRUD Mode |
| SLA Call Type List | Go to TAB SLA CALL TYPE LIST  Jalankan **Load SLA Call Type List** | * + NOT on CRUD Mode   + VAR\_SELECTED\_CATEGORY is not EMPTY |

### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Add | Jalankan ADD NEW PROCESS | * + NOT on CRUD Mode   + VAR\_SELECTED\_CATEGORY is not EMPTY |
| Edit | Jalankan EDIT PROCESS | * + NOT on CRUD Mode   + VAR\_SELECTED\_CATEGORY is not EMPTY   + VAR\_SELECTED\_LEVEL > 0 |
| Delete | Jalankan DELETE PROCESS | * + NOT on CRUD Mode   + VAR\_SELECTED\_CATEGORY is not EMPTY   + VAR\_SELECTED\_LEVEL > 0 |
| Cancel | Go to DISPLAY PROCESS | * + On CRUD Mode |
| Save | Jalankan SAVE & VALIDATION PROCESS | * + On CRUD Mode |

### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
|  |  |

### DISPLAY PROCESS

#### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| Property | CPROPERTY\_ID | Combobox  Isi combobox dengan RSP\_GS\_GET\_PROPERTY\_LIST dengan parameter   * VAR\_COMPANY\_ID * VAR\_USER\_ID   Set ValueField = CPROPERTY\_ID  Set TextField = CPROPERTY\_NAME  Simpan hasil ke VAR\_SELECTED\_PROPERTY | On Value Changed,  IF Active Tab = ‘SLA Category’  **Load SLA Category**  Jalankan RSP\_PM\_GET\_SLA\_CATEGORY dengan parameter:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID |
| **SLA Category Tree View** |  |  |  |
| SLA Category | CCATEGORY\_NAME (CCATEGORY\_ID) | Tree View  **Load SLA Category**  Isi tree view dengan RSP\_PM\_GET\_SLA\_CATEGORY dengan parameter,   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID   Simpan hasil ke VAR\_SELECTED\_CATEGORY dan VAR\_SELECTED\_LEVEL | On Value Changed   * + Reset Display Form |
| **Display Form** |  | **Data:** VAR\_SELECTED\_CATEGORY |  |
| Level | ILEVEL | Textbox, Disabled, Required |  |
| Category ID | CCATEGORY\_ID | Textbox, Disabled, Required |  |
| Category Name | CCATEGORY\_NAME | Textbox, Disabled, Required |  |
| Parent Category ID | CPARENT\_CATEGORY\_ID | Hidden |  |
| Notes | CNOTES | Textbox, Disabled |  |
| Updated By | CUPDATE\_BY | Textbox, Disabled |  |
|  | DUPDATE\_DATE | DateTimePicker, Disabled |  |
| Created By | CCREATE\_BY | Textbox, Disabled |  |
|  | DCREATE\_DATE | DateTimePicker, Disabled |  |

### ADD NEW PROCESS

#### ACTION

|  |
| --- |
|  |
| * Set **VAR\_SAVE\_MODE** = ‘ADD’ * Set Display Form value:   + Set **ILEVEL** = VAR\_SELECTED\_CATEGORY.ILEVEL + 1   + Set **CPARENT\_CATEGORY\_ID** = VAR\_SELECTED\_CATEGORY.CCATEGORY\_ID * Enabled Fields: ‘Category ID’, ‘Category Name’, ‘Notes’ * Set focus to column: ‘Category ID’ |
| * Proses:   + ‘Save’ 🡪 Go To SAVE & VALIDATION PROCESS   + ‘Cancel’ 🡪 Go To DISPLAY PROCESS |

### EDIT PROCESS

#### ACTION

|  |
| --- |
|  |
| * Set **VAR\_SAVE\_MODE** = ‘EDIT’ * Set Display Form value: VAR\_SELECTED\_CATEGORY * Enabled Fields: ‘Category Name’, ‘Notes’ * Set focus to column: ‘Category Name’ |
| * Proses:   + ‘Save’ 🡪 Go To SAVE & VALIDATION PROCESS   + ‘Cancel’ 🡪 Go To DISPLAY PROCESS |

### DELETE PROCESS

#### ACTION

|  |
| --- |
|  |
| * Set **VAR\_SAVE\_MODE** = ‘DELETE’ |
| * **Delete SLA Process**   Jalankan RSP\_PM\_MAINTAIN\_SLA\_CATEGORY dengan parameter,  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID  @CCATEGORY\_ID = ‘Category ID’  @CCATEGORY\_NAME = ‘Category Name’  @CPARENT\_CATEGORY\_ID = ‘Parent Category ID’  @ILEVEL = ‘Level’  @CNOTES = ‘Notes’  @CACTION = ‘DELETE’  @CUSER\_ID = VAR\_USER\_ID |

### SAVE & VALIDATION PROCESS

#### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
| Category ID | Empty | Please fill Category ID! |
| Category Name | Empty | Please fill Category Name! |
|  |  |  |

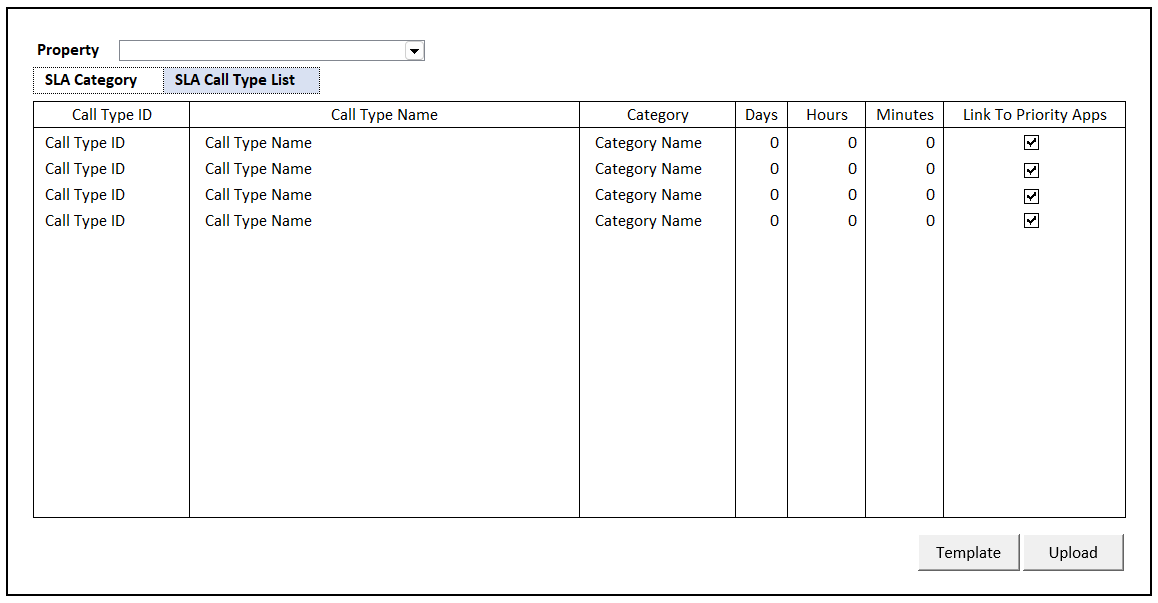
#### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan Save SLA CATEGORY  IF Failed, stay on Add/Edit Process   * **Save SLA Category**   Jalankan RSP\_PM\_MAINTAIN\_SLA\_CATEGORY dengan parameter,  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID  @CCATEGORY\_ID = ‘Category ID’  @CCATEGORY\_NAME = ‘Category Name’  @CPARENT\_CATEGORY\_ID = ‘Parent Category ID’  @ILEVEL = ‘Level’  @CNOTES = ‘Notes’  @CACTION = VAR\_SAVE\_MODE  @CUSER\_ID = VAR\_USER\_ID |
| * Go to DISPLAY PROCESS |

## TAB SLA CALL TYPE LIST

### USER INTERFACE

#### INITIAL VERSION



### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Template | Jalankan DOWNLOAD TEMPLATE PROCESS | * + NOT on CRUD Mode |
| Upload | Jalankan UPLOAD PROCESS | * + NOT on CRUD Mode |

### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * **Load SLA Call Type List**   Jalankan RSP\_PM\_GET\_SLA\_CALL\_TYPE\_LIST dengan parameter, simpan hasil ke VAR\_SLA\_CALL\_TYPE\_LIST   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID |  |

### DISPLAY PROCESS

#### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| Property | CPROPERTY\_ID | Combobox  Isi combobox dengan RSP\_GS\_GET\_PROPERTY\_LIST dengan parameter   * VAR\_COMPANY\_ID * VAR\_USER\_ID   Set ValueField = CPROPERTY\_ID  Set TextField = CPROPERTY\_NAME  Simpan hasil ke VAR\_SELECTED\_PROPERTY | On Value Changed,  IF Active Tab = ‘SLA Call Type List’  **Load SLA Call Type List**  Jalankan RSP\_PM\_GET\_SLA\_CALL\_TYPE\_LIST dengan parameter:   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID |
| **SLA Call Type List Grid** |  | **Data:** VAR\_SLA\_CALL\_TYPE\_LIST | Allow:  ADD 🡪 Jalankan Add New Process  EDIT 🡪 Jalankan Edit Process  DELETE 🡪 Jalankan Delete Process |
| Call Type ID | CCALL\_TYPE\_ID | Textbox, Disabled, Required | Enabled: on ADD |
| Call Type Name | CCALL\_TYPE\_NAME | Textbox, Disabled, Required | Enabled: on ADD & EDIT |
| Category | CCATEGORY\_NAME | Lookup, Disabled, Required | Enabled: on ADD & EDIT  Go to 🡪LOOKUP PROCESS  On value changed, update:  CCATEGORY\_ID, CCATEGORY\_NAME |
| Category ID | CCATEGORY\_ID | Hidden |  |
| Days | IDAYS | NumericTextBox, Disabled | Enabled: on ADD & EDIT |
| Hours | IHOURS | NumericTextBox, Disabled | Enabled: on ADD & EDIT |
| Minutes | IMINUTES | NumericTextBox, Disabled | Enabled: on ADD & EDIT |
| Link To Priority Apps | LPRIORITY | Checkbox, Disabled | Enabled: on ADD & EDIT |

### ADD NEW PROCESS

#### ACTION

|  |
| --- |
|  |
| * Set **VAR\_SAVE\_MODE** = ‘ADD’ * Enabled Fields: ‘Call Type ID’, ‘Call Type Name’, ‘Category’, ‘Days, ‘Hours’, ‘Minutes’, ‘Link To Priority Apps’ * Set focus to column: ‘Call Type ID’ |
| * Proses:   + ‘Save’ 🡪 Go To SAVE & VALIDATION PROCESS   + ‘Cancel’ 🡪 Go To DISPLAY PROCESS |

### EDIT PROCESS

#### ACTION

|  |
| --- |
|  |
| * Set **VAR\_SAVE\_MODE** = ‘EDIT’ * Enabled Fields: ‘Call Type Name’, ‘Category’, ‘Days, ‘Hours’, ‘Minutes’, ‘Link To Priority Apps’ * Set focus to column: ‘Call Type Name’ |
| * Proses:   + ‘Save’ 🡪 Go To SAVE & VALIDATION PROCESS   + ‘Cancel’ 🡪 Go To DISPLAY PROCESS |

### DELETE PROCESS

#### ACTION

|  |
| --- |
|  |
| * Set **VAR\_SAVE\_MODE** = ‘DELETE’ |
| * **Delete Sla Call Type**   Jalankan RSP\_PM\_MAINTAIN\_SLA\_CALL\_TYPE dengan parameter,  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID  @CCALL\_TYPE\_ID = ‘Call Type ID’  @CCALL\_TYPE\_NAME = ‘Call Type Name’  @CCATEGORY\_ID = ‘Category ID’  @IDAYS = ‘Days’  @IHOURS = ‘Hours’  @IMINUTES = ‘Minutes’  @LPRIORITY = ‘Link To Priority Apps’  @CACTION = ‘DELETE’  @CUSER\_ID = VAR\_USER\_ID |

### SAVE & VALIDATION PROCESS

#### VALIDATION

|  |  |  |
| --- | --- | --- |
| **Field** | **Condition** | **Validation Message** |
| Call Type ID | Empty | Please fill Call Type ID! |
| Call Type Name | Empty | Please fill Call Type Name! |
| Category | Empty | Please fill Category! |
| Days | Value < 0 | Negative days value is not allowed! |
| Hours | Value < 0 | Negative hours value is not allowed! |
| Minutes | Value < 0 | Negative minutes value is not allowed! |

#### ACTION

|  |
| --- |
|  |
| * **Validate** (See VALIDATION table)   IF Success, jalankan Save SLA Call Type  IF Failed, stay on Add/Edit Process   * **Save SLA Call Type**   Jalankan RSP\_PM\_MAINTAIN\_SLA\_CALL\_TYPE dengan parameter,  @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID  @CCALL\_TYPE\_ID = ‘Call Type ID’  @CCALL\_TYPE\_NAME = ‘Call Type Name’  @CCATEGORY\_ID = ‘Category ID’  @IDAYS = ‘Days’  @IHOURS = ‘Hours’  @IMINUTES = ‘Minutes’  @LPRIORITY = ‘Link To Priority Apps’  @CACTION = VAR\_SAVE\_MODE  @CUSER\_ID = VAR\_USER\_ID |
| * Go to DISPLAY PROCESS |

### DOWNLOAD TEMPLATE PROCESS

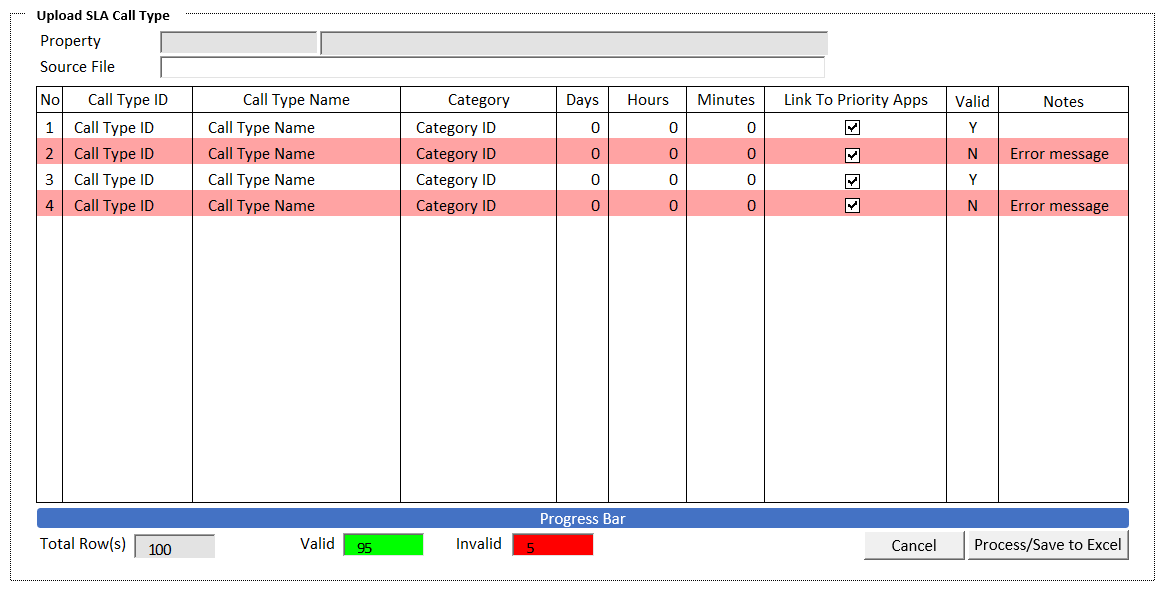
#### ACTION

|  |
| --- |
|  |
| * Download SLA Call Type List File from Server   Download Filename: ‘SLACallTypeListTemplate.xlsx   * Tampilkan file directory untuk proses **Save As Download** oleh user |
|  |

### UPLOAD PROCESS

#### USER INTERFACE

#### INITIAL VERSION



#### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Cancel | Jalankan CANCEL PROCESS |  |
| Process | Jalankan PROCESS | * + XLSX File Load Successfully   + VAR\_TOTAL\_ROWS > 0 |
| Save to Excel | Jalankan SAVE TO EXCEL PROCESS | * + Handled Error found in PROCESS |

#### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_PROPERTY\_ID | VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID from TAB SLA CALL TYPE LIST |
| PARAM\_PROPERTY\_NAME | VAR\_SELECTED\_PROPERTY.CPROPERTY\_NAME from TAB SLA CALL TYPE LIST |
|  |  |

#### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

#### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * Set **VAR\_SOURCE\_FILE** = ‘’ * Set **VAR\_TOTAL\_ROWS** = 0 * Set **VAR\_VALID\_ROWS** = 0 * Set **VAR\_INVALID\_ROWS** = 0 * Set Focus pada Source File Input |  |

#### DISPLAY PROCESS

#### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| Property | PARAM\_PROPERTY\_ID | Textbox, Disabled |  |
|  | PARAM\_PROPERTY\_NAME | Textbox, Disabled |  |
| Source File | VAR\_SOURCE\_FILE | FileInput  Simpan data ke **VAR\_UPLOAD\_LIST, VAR\_TOTAL\_ROWS** | Accepts: .xlsx (Microsoft Excel)  Read Excel dari SheetName ‘SLACallType’  IF VAR\_SOURCE\_FILE is not Excel File   * Show message “File Type must Microsoft Excel .xlsx!”   IF VAR\_SOURCE\_FILE is empty   * Show message “File is empty!” |
| **SLA Call Type List Upload Grid** |  | **Data:** VAR\_UPLOAD\_LIST / VAR\_RESULT | Allow: -  ReadOnly  If CVALID = ‘N’, RenderRow with background color ‘light red’ |
| No | INO | Textbox, Disabled |  |
| Call Type ID | CCALL\_TYPE\_ID | Textbox, Disabled, Required |  |
| Call Type Name | CCALL\_TYPE\_NAME | Textbox, Disabled, Required |  |
| Category | CCATEGORY\_ID | Textbox, Disabled, Required |  |
| Days | IDAYS | NumericTextBox, Disabled |  |
| Hours | IHOURS | NumericTextBox, Disabled |  |
| Minutes | IMINUTES | NumericTextBox, Disabled |  |
| Link To Priority Apps | LPRIORITY | Checkbox, Disabled |  |
| Valid | CVALID | Textbox, Disabled |  |
| Notes | CNOTES | Textbox, Disabled |  |
| **Footer** |  |  |  |
| Total Rows | VAR\_TOTAL\_ROWS | Textbox, Disabled |  |
| Valid | VAR\_VALID\_ROWS | Textbox, Disabled  Background Color: Green | Update after PROCESS |
| Invalid | VAR\_INVALID\_ROWS | Textbox, Disabled  Background Color: Red | Update after PROCESS |

#### CANCEL PROCESS

##### ACTION

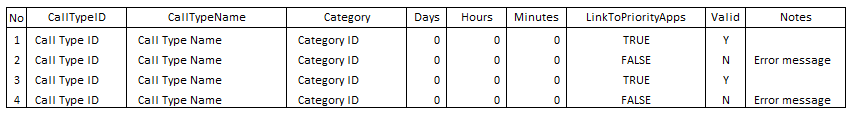
|  |
| --- |
|  |
| * Close this POPUP * Jalankan TAB SLA CALL TYPE’s DISPLAY PROCESS |
|  |

#### PROCESS

##### ACTION

|  |
| --- |
|  |
| * Set **Progess bar step** = 9 steps * Set **VAR\_KEY\_GUID** = New GUID * Set **VAR\_ERROR\_COUNT** = 0 * Reset Progress Bar |
| * Buat temporary table   CREATE TABLE #UPLOAD\_SLA(  NO INT NOT NULL  , CCOMPANY\_ID VARCHAR(8) NOT NULL  , CPROPERTY\_ID VARCHAR(20) NOT NULL  , CCALL\_TYPE\_ID VARCHAR(20) NOT NULL  , CCALL\_TYPE\_NAME NVARCHAR(100) NOT NULL  , CCATEGORY\_ID VARCHAR(20) NOT NULL  , IDAYS INT NOT NULL  , IHOURS INT NOT NULL  , IMINUTES INT NOT NULL  , LPRIOIRTY BIT NOT NULL  )   * Insert **VAR\_UPLOAD\_LIST** into #UPLOAD\_SLA * Jalankan RSP\_PM\_UPLOAD\_SLA\_PROCESS dengan parameter, simpan hasil ke **VAR\_RESULT**   @CCOMPANY\_ID = VAR\_COMPANY\_ID  @CPROPERTY\_ID = VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID  @CUSER\_ID = VAR\_USER\_ID  @CKEY\_GUID = VAR\_KEY\_GUID   * Set Upload Grid **DATA SOURCE** = **VAR\_RESULT** |
| * Go To ‘DISPLAY PROCESS’ |

#### SAVE TO EXCEL PROCESS



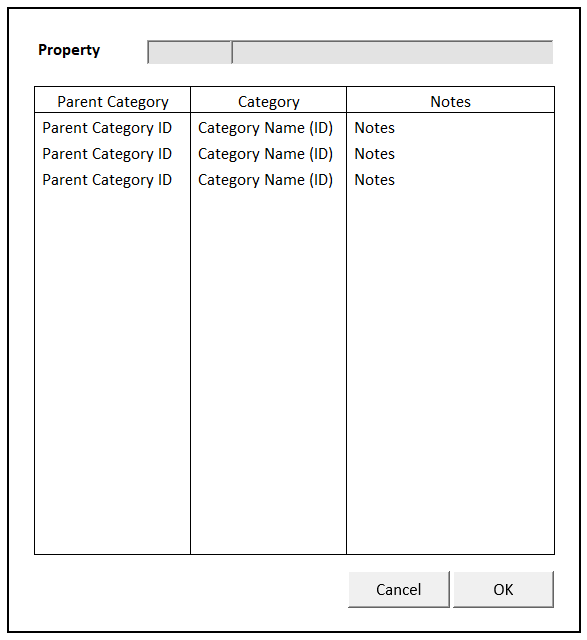
##### ACTION

|  |
| --- |
|  |
| * **Generate Template Process**   Buat template dengan detail sebagai berikut:  No  CallTypeID  CallTypeName  Category Days Hours Minutes LinkToPriorityApps  Valid Notes  Set Excel Sheet Name = ‘SLACallType’   * Create File Excel * Tampilkan file directory untuk proses **Save As Download** oleh user |
|  |

### LOOKUP PROCESS

#### USER INTERFACE

#### INITIAL VERSION



#### BUTTON DEFINITION

|  |  |  |
| --- | --- | --- |
| **Button Name** | **Action** | **Enabled** |
| Cancel | Jalankan CANCEL PROCESS |  |
| OK | Jalankan PROCESS |  |

#### INPUT PARAMETER

|  |  |
| --- | --- |
| **Parameter Name** | **Description** |
| PARAM\_PROPERTY\_ID | VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID from TAB SLA CALL TYPE LIST |
| PARAM\_PROPERTY\_NAME | VAR\_SELECTED\_PROPERTY.CPROPERTY\_NAME from TAB SLA CALL TYPE LIST |
|  |  |

#### ROLES

|  |  |
| --- | --- |
|  | **Test** |
| * User yg punya akses ke program |  |

#### INITIAL PROCESS

|  |  |
| --- | --- |
|  | **Test** |
| * Load data from Input Parameter * Set **VAR\_SELECTED\_CATEGORY** NULL * **Load Assing SLA Category**   Jalankan RSP\_PM\_GET\_ASSIGN\_SLA\_CATEGORY dengan parameter, simpan hasil ke VAR\_ASSIGN\_SLA\_CATEGORY\_LIST   * + VAR\_COMPANY\_ID   + VAR\_SELECTED\_PROPERTY.CPROPERTY\_ID |  |

#### DISPLAY PROCESS

#### FIELD DEFINITION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Field** | **Type** | **Validation** |
| Property | PARAM\_PROPERTY\_ID | Textbox, Disabled |  |
|  | PARAM\_PROPERTY\_NAME | Textbox, Disabled |  |
| **SLA Category Assign Grid** |  | **Data:** VAR\_ASSIGN\_SLA\_CATEGORY\_LIST  IF VAR\_ASSIGN\_SLA\_CATEGORY\_LIST is NULL   * Show message “Please Add SLA Category information first” | Allow: -  ReadOnly |
| Parent Category | CPARENT\_CATEGORY\_ID | Textbox, Disabled |  |
| Category | CCATEGORY\_ID (CCATEGORY\_NAME) | Textbox, Disabled |  |
| Notes | CNOTES | Textbox, Disabled |  |

#### CANCEL PROCESS

##### ACTION

|  |
| --- |
|  |
| * Close this POPUP * TAB SLA CALL TYPE’s GRID stay on CRUD MODE |
|  |

#### PROCESS

##### ACTION

|  |
| --- |
|  |
| * Close this POPUP * TAB SLA CALL TYPE’s GRID stay on CRUD MODE * Set TAB SLA CALL TYPE’s GRID   CCATEGORY\_ID = VAR\_SELECTED\_CATEGORY.CCATEGORY\_ID  CCATEGORY\_NAME = VAR\_SELECTED\_CATEGORY.CCATEGORY\_NAME |

# CR LIST

|  |  |  |
| --- | --- | --- |
| **CR** | **Description** | **Notes** |
|  |  |  |