

Business Process Document

Document 1	Title: Supervisor Role Process Document	
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Revision 0.1	Prepared By: Neelam Singh	Date Prepared: 22/4/2014
Effective Date:	Reviewed By:	Date Reviewed:

1. INTRODUCTION

1.1 Purpose of the functionality

To explain the process of Supervisor's role in the system. Queue owners are the supervisory roles users who have access to allocate or reallocate the task to users.

1.2 Responsibilities:

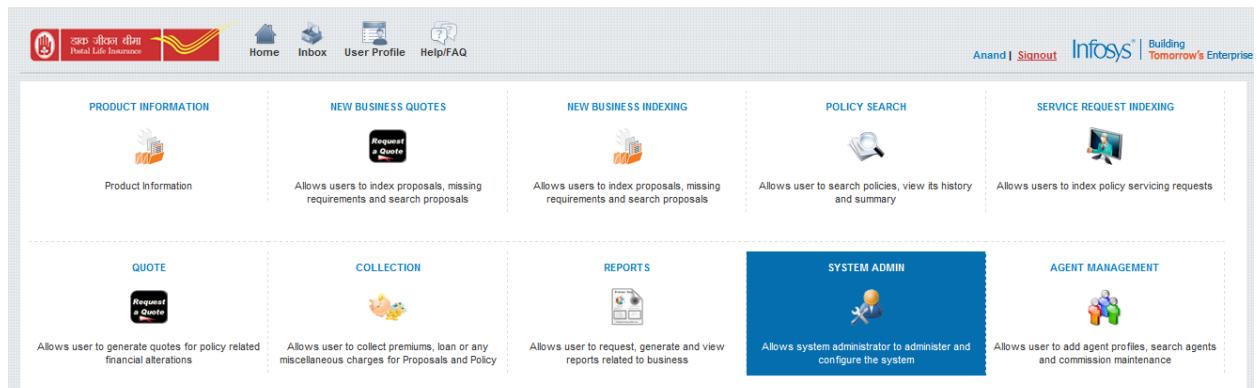
System Administrator
Queue Supervisors

2. PROCESS DESCRIPTION

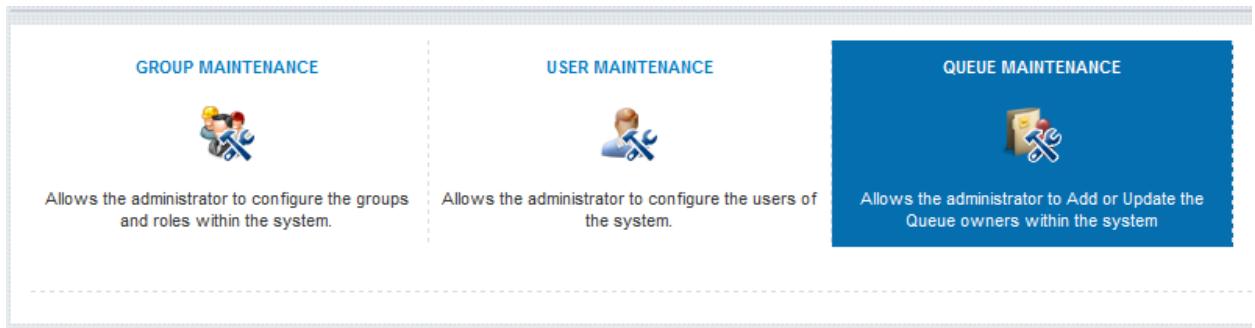
2.1 Process Detail

2.1.1 Create Supervisor role in the system

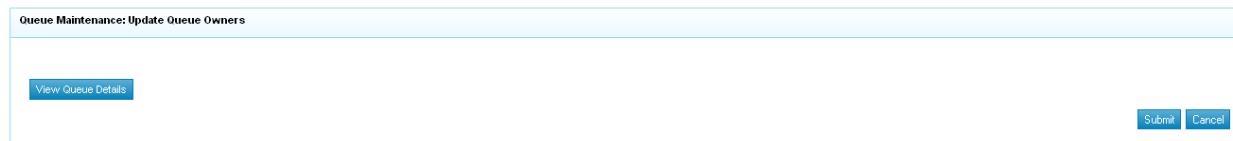
- Login as System administrator.
- Click on System admin Icon from the dashboard.



- Click on Queue Maintenance Icon.



- Click on View Queue details

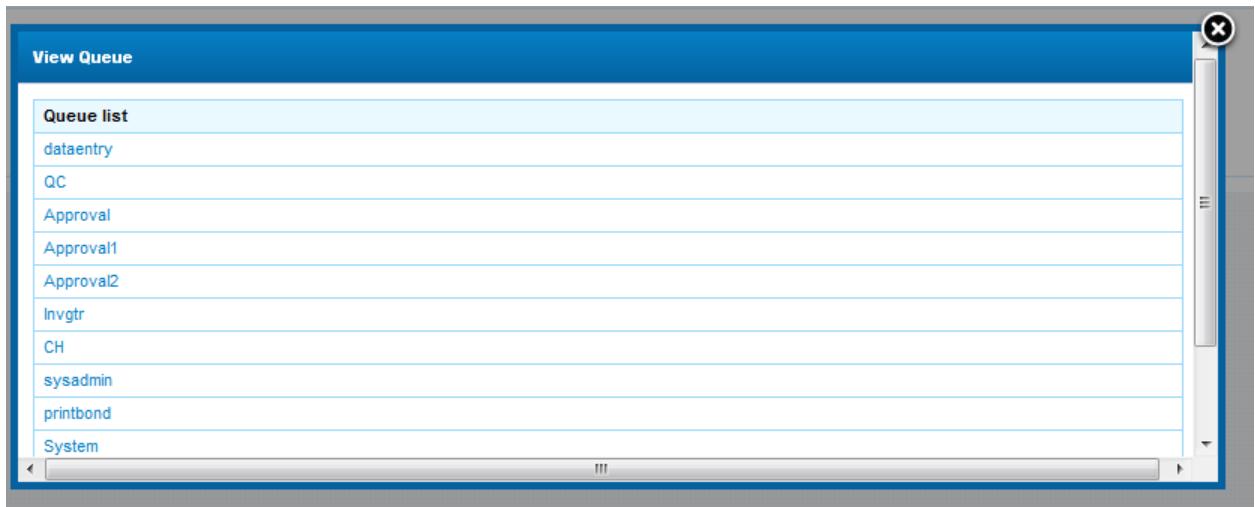


Queue Maintenance: Update Queue Owners

View Queue Details

Submit **Cancel**

List will appear of all the queues maintained in the system.



View Queue

Queue list

- dataentry
- QC
- Approval
- Approval1
- Approval2
- Invgr
- CH
- sysadmin
- printbond
- System

- Select the queue whose supervisor needs to added.

Queue Maintenance: Update Queue Owners

[View Queue Details](#)

Queue Description : Data Entry Queue

Showing 1 to 10 of 171 entries

Select	User List in dataentry queue
<input type="checkbox"/>	jayaselvan73
<input type="checkbox"/>	raghavendra_rao
<input type="checkbox"/>	nuthan_vl
<input type="checkbox"/>	sachin_gupta
<input type="checkbox"/>	dhananjay_jha
<input type="checkbox"/>	prabhu_s
<input type="checkbox"/>	Dhananjaya_T
<input type="checkbox"/>	hosamani_lk
<input type="checkbox"/>	kulkarni_dh
<input type="checkbox"/>	ananda_kh

Search:

Add Remove

Show 10 entries Previous Next

Queue Owner list for dataentry queue

Showing 1 to 9 of 9 entries

Select	User List
<input type="checkbox"/>	super_sysadmin
<input type="checkbox"/>	jimil_devi
<input type="checkbox"/>	sandeep_kumar
<input type="checkbox"/>	anil_kumar
<input type="checkbox"/>	pranjal_saikia
<input type="checkbox"/>	sudhir_kumar
<input type="checkbox"/>	kunal_verma
<input type="checkbox"/>	wilfred_kar
<input type="checkbox"/>	pd_sharma

Search:

Show 10 entries Previous Next

Select the user whom a supervisor role needs to be given.

Queue Maintenance: Update Queue Owners

[View Queue Details](#)

Queue Description : Data Entry Queue

Showing 1 to 10 of 171 entries

Select	User List in dataentry queue
<input checked="" type="checkbox"/>	jayaselvan73
<input type="checkbox"/>	raghavendra_rao
<input type="checkbox"/>	nuthan_vl
<input type="checkbox"/>	sachin_gupta
<input type="checkbox"/>	dhananjay_jha
<input type="checkbox"/>	prabhu_s
<input type="checkbox"/>	Dhananjaya_T
<input type="checkbox"/>	hosamani_lk
<input type="checkbox"/>	kulkarni_dh
<input type="checkbox"/>	ananda_kh

Search:

Add Remove

Show 10 entries Previous Next

Queue Owner list for dataentry queue

Showing 1 to 9 of 9 entries

Select	User List
<input type="checkbox"/>	super_sysadmin
<input type="checkbox"/>	jimil_devi
<input type="checkbox"/>	sandeep_kumar
<input type="checkbox"/>	anil_kumar
<input type="checkbox"/>	pranjal_saikia
<input type="checkbox"/>	sudhir_kumar
<input type="checkbox"/>	kunal_verma
<input type="checkbox"/>	wilfred_kar
<input type="checkbox"/>	pd_sharma

Search:

Show 10 entries Previous Next

Add that user as an owner of the queue(i.e. supervisor)

Queue Maintenance: Update Queue Owners

[View Queue Details](#)

Queue Description : Data Entry Queue

Showing 1 to 10 of 170 entries

Select	User List in dataentry queue
<input type="checkbox"/>	raghavendra_rao
<input type="checkbox"/>	nuthan_vl
<input type="checkbox"/>	sachin_gupta
<input type="checkbox"/>	dhananjay_jha
<input type="checkbox"/>	prabhu_s
<input type="checkbox"/>	Dhananjaya_T
<input type="checkbox"/>	hosamani_lk
<input type="checkbox"/>	kulkarni_dh
<input type="checkbox"/>	ananda_kh
<input type="checkbox"/>	bvr_setty

Search:

Add Remove

Show 10 entries Previous Next

Queue Owner list for dataentry queue

Showing 1 to 10 of 10 entries

Select	User List
<input type="checkbox"/>	super_sysadmin
<input type="checkbox"/>	jimil_devi
<input type="checkbox"/>	sandeep_kumar
<input type="checkbox"/>	anil_kumar
<input type="checkbox"/>	pranjal_saikia
<input type="checkbox"/>	sudhir_kumar
<input type="checkbox"/>	kunal_verma
<input type="checkbox"/>	wilfred_kar
<input type="checkbox"/>	pd_sharma
<input checked="" type="checkbox"/>	jayaselvan73

Search:

Show 10 entries Previous Next

- Click on the submit button.

Queue Maintenance: Update Queue Owners

■ Queue is updated

[View Queue Details](#)

- Supervisor role is successfully created.

2.1.2 Supervisor role access in the system

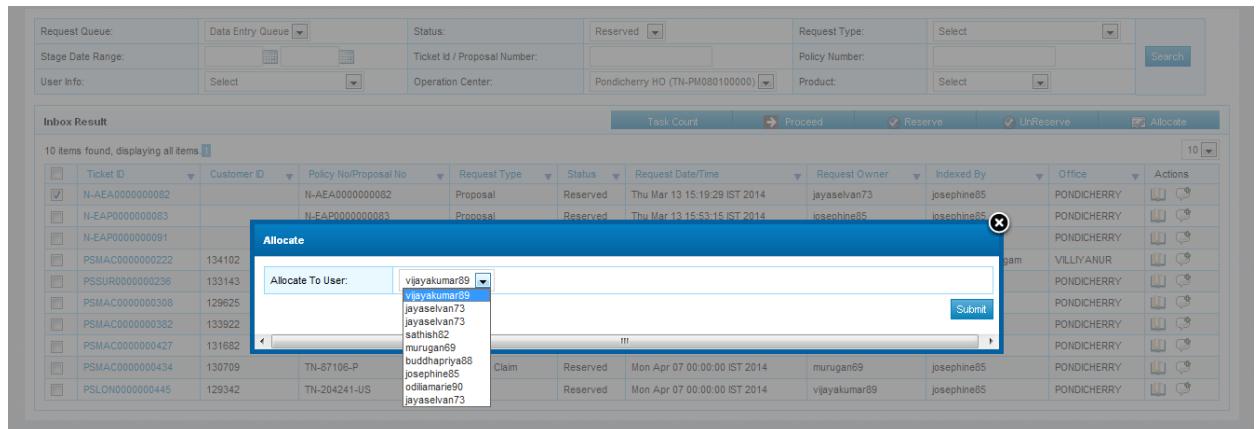
- Allocating the task to another user is the access provided to the user with supervisor access.

- Login with supervisor role.
- Click on the Inbox Icon.



The screenshot shows a search interface with fields for Request Queue (Data Entry Queue), Status (Pending), Request Type (Select), Stage Date Range, Ticket Id / Proposal Number, Policy Number, User Info (Select), Operation Center (Pondicherry HO (TN-PM080100000)), and Product (Select). Below the search bar is a button labeled 'Search'. Underneath the search bar is a toolbar with buttons for Task Count, Proceed, Reserve, UnReserve, and Allocate. A message at the bottom states: "No Service Request found for the defined criteria".

- Supervisor now has the Allocate button to assign the task to people of the same queue.



The screenshot shows a list of 10 items found, displaying all items. The columns include Ticket ID, Customer ID, Policy No/Proposal No, Request Type, Status, Request Date/Time, Request Owner, Indexed By, Office, and Actions. An 'Allocate' dialog box is overlaid on the screen, showing a dropdown menu for 'Allocate To User' with several options listed. The options include: vijayakumar89, vijayakumar89, jayaselvan73, jayaselvan73, sathish82, murugan89, buddhapravya88, josephine85, odilamarie90, and jayaselvan73. A 'Submit' button is visible in the bottom right corner of the dialog box.

3. INCIDENT HISTORY

Incident against which the document is shared (FDMS ticket no/ MeOps ticket no/Email attachment)	Brief description of the Incident	Document Shared date	Comments on the documented procedure from PLI users.

4. CHANGE HISTORY

Version	Date	Change Description
0.1	22/04/2014	Draft for review