

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:

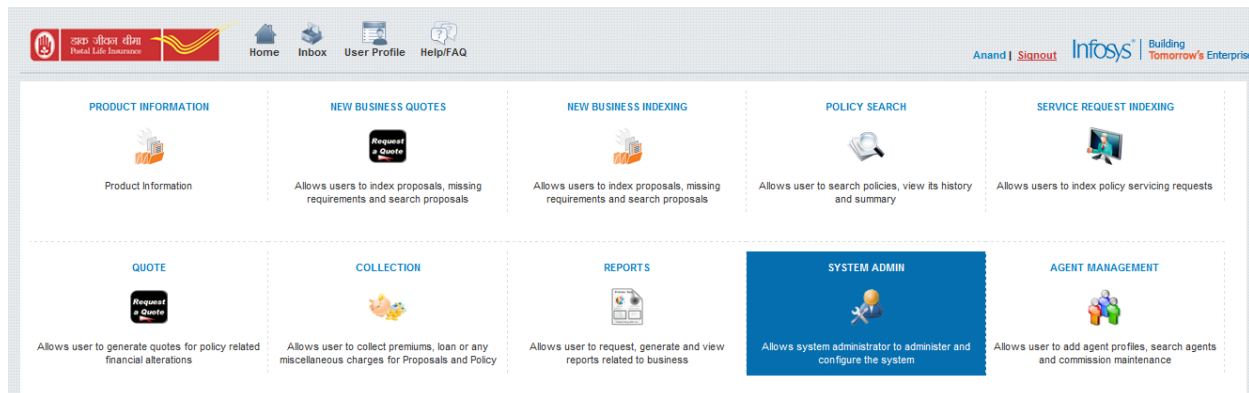
System Administrator
Queue Supervisors

2. PROCESS DESCRIPTION

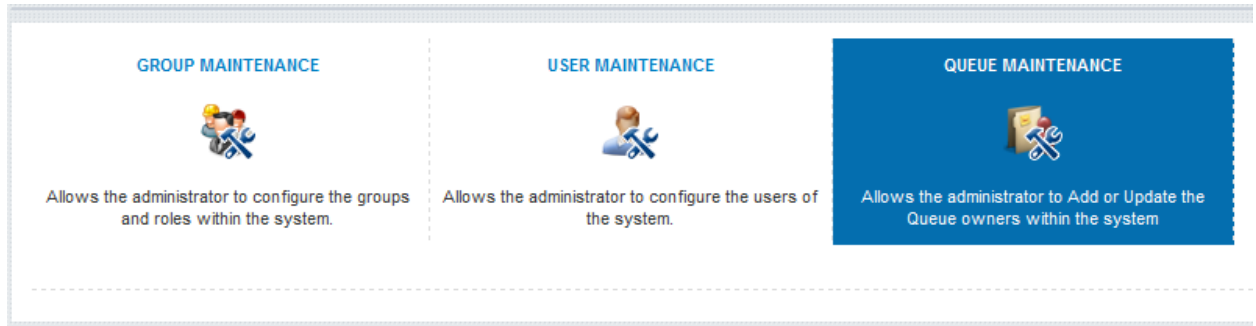
2.1 Process Detail

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 Search:

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_ik
<input type="checkbox"/>	kulkarni_dh
<input type="checkbox"/>	ananda_kh

Show entries [Previous](#) [Next](#)

[Add](#) [Remove](#)

Showing 1 to 9 of 9 entries Search:

Select	User List
<input type="checkbox"/>	super_sysadmin
<input type="checkbox"/>	jilmi_devi
<input type="checkbox"/>	sandeep_kumar
<input type="checkbox"/>	ani_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

Show 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 Search:

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_ik
<input type="checkbox"/>	kulkarni_dh
<input type="checkbox"/>	ananda_kh

Show entries [Previous](#) [Next](#)

[Add](#) [Remove](#)

Showing 1 to 9 of 9 entries Search:

Select	User List
<input type="checkbox"/>	super_sysadmin
<input type="checkbox"/>	jilmi_devi
<input type="checkbox"/>	sandeep_kumar
<input type="checkbox"/>	ani_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

Show 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 Search:

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_ik
<input type="checkbox"/>	kulkarni_dh
<input type="checkbox"/>	ananda_kh
<input type="checkbox"/>	bvr_setty

Show entries [Previous](#) [Next](#)

[Add](#) [Remove](#)

Showing 1 to 10 of 10 entries Search:

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

Show entries [Previous](#) [Next](#)

- Click on the submit button.

Queue Maintenance: Update Queue Owners

■ Queue is updated

[View Queue Details](#)

[Submit](#) [Cancel](#)

- 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.

Request Queue: Data Entry Queue Status: Pending Request Type: Select

Stage Date Range: Ticket Id / Proposal Number: Policy Number: Search

User Info: Select Operation Center: Pondicherry HO (TN-PH080100000) Product: Select

Inbox Result Task Count Proceed Reserve UnReserve Allocate

No Service Request found for the defined criteria

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

Request Queue: Data Entry Queue Status: Reserved Request Type: Select

Stage Date Range: Ticket Id / Proposal Number: Policy Number: Search

User Info: Select Operation Center: Pondicherry HO (TN-PH080100000) Product: Select

Inbox Result Task Count Proceed Reserve UnReserve Allocate

10 items found, displaying all items

Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed By	Office	Actions
N-AEA0000000082		N-AEA0000000082	Proposal	Reserved	Thu Mar 13 15:19:29 IST 2014	jayaseelan73	josephine85	PONDICHERY	
N-EAP0000000083		N-EAP0000000083	Proposal	Reserved	Thu Mar 13 15:53:15 IST 2014	josephine85	josephine85	PONDICHERY	
N-EAP0000000091								PONDICHERY	
PSMAC0000000222	134102							PONDICHERY	
PSSUR0000000238	133143							VILLIANUR	
PSMAC0000000308	129625							PONDICHERY	
PSMAC0000000382	133922							PONDICHERY	
PSMAC0000000427	131682							PONDICHERY	
PSMAC0000000434	130709	TN-87106-P		Claim	Reserved	Mon Apr 07 00:00:00 IST 2014	murugan69	josephine85	PONDICHERY
PSLON0000000445	129342	TN-204241-US		Reserved	Reserved	Mon Apr 07 00:00:00 IST 2014	vjayakumar89	josephine85	PONDICHERY

Allocate

Allocate To User: vjayakumar89

Submit

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