BDEx Release Notes

R4.3 — Last update: Jun 09, 2020

Basis Technologies

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1. BDEx Release 4.3

1.1. Enhancement Detail

Release 4.3 includes the following new features:

Ability to defer cases

Ability to Log in/out of BDEx

Enhancements to Get Work

Skill Matrix for Get Work

Enhancements to the Productivity Report

C4C Integration has been enabled

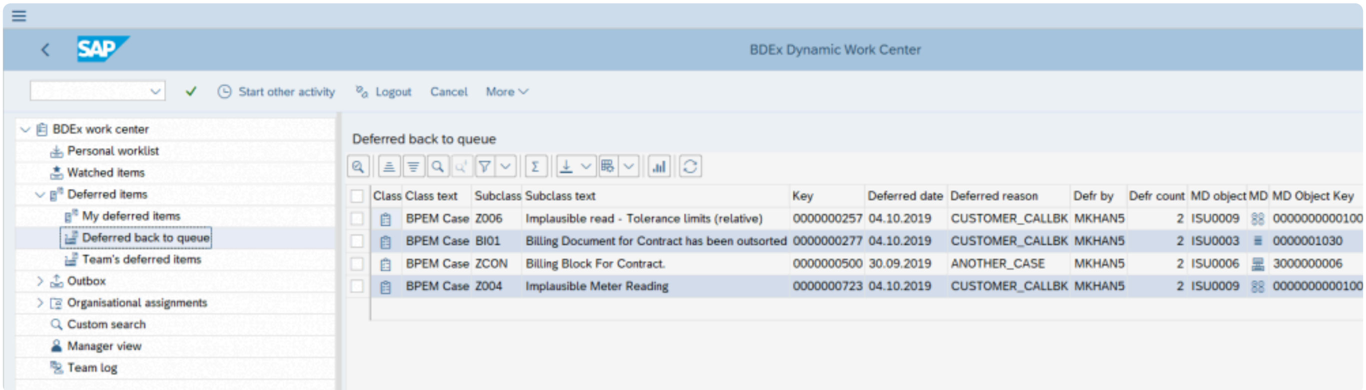
See the release note for more details:

Release Note v4.3

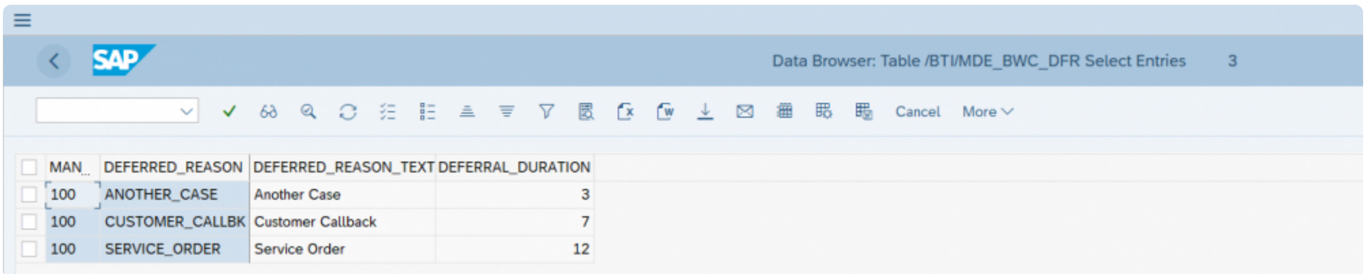
1.1.1. Defer Cases

Standard SAP does not allow users to pend or put cases on hold and quite often this is a necessary task when further action is needed before the case can be completed. Now you can do this in BDEx. The ability to defer cases to a future date has been added as an action available in the Customer Centric Hub and the Dynamic Work Center.

Cases can be deferred for the same user to review or deferred back into the work queue. The users can see their deferred cases and the managers can view cases deferred back to the queue and items deferred by their team. This means the user can attempt to resolve the case, add the deferral if they are waiting on further action to a specified date and once reached the case will automatically appear back into the user's work list for review.

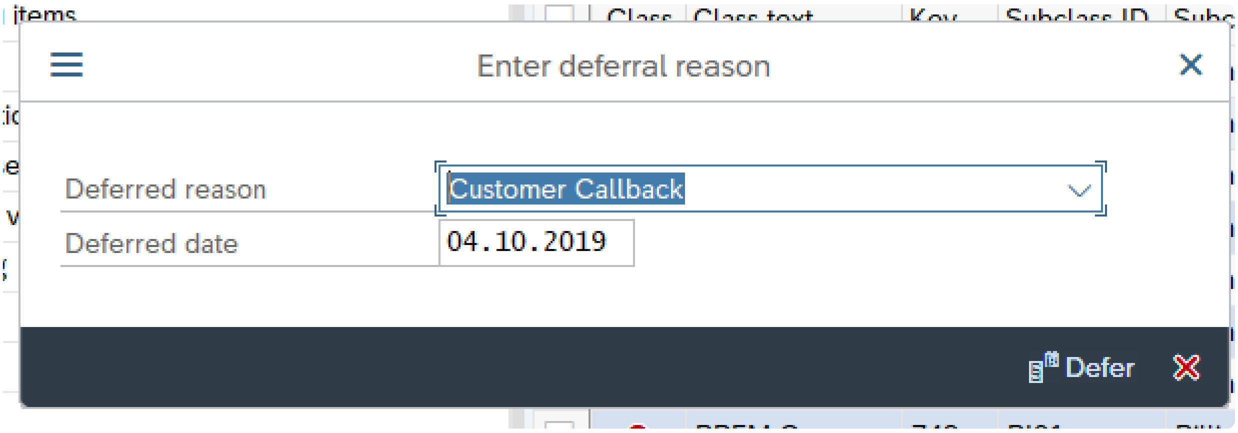


Deferral reasons are configured with a default period which can be adjusted by the user. This way, the business can control the reasons why you can use defer and the maximum hold periods for these.

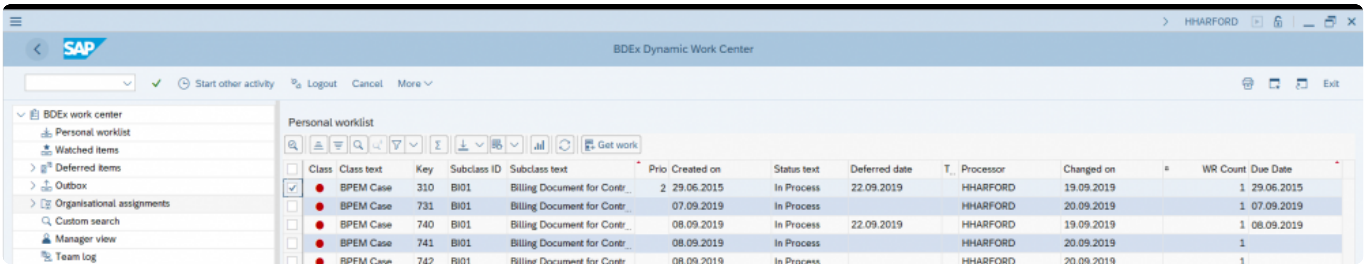


Cases can be deferred using a right click action from the personal worklist. Managers can defer cases which are in the queue and using custom search Giving managers the ability to override and move the cases as they see fit.

When the user selects to defer a case, they are prompted to add a deferral reason. When the deferral reason is selected the date, period is automatically populated.



Immediately the case is removed from the user's personal worklist and the user can continue to work other cases. Once the deferred date is passed the case will return into the queue or the users Personal Worklist. A job has been provided to remove cases from defer.



A maximum deferral date can be added to the options to ensure the user doesn't defer a case too far into the future.

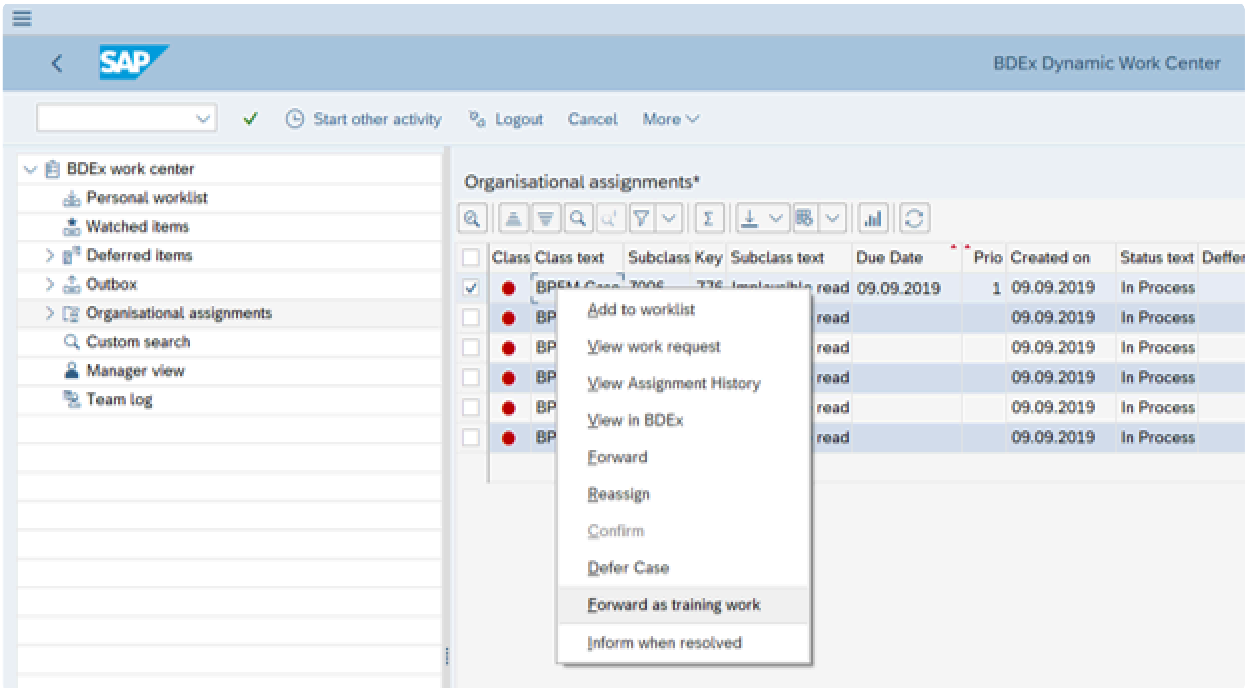
Please review the post implementation instructions to understand how to set up and activate this functionality.

[General Configuration to Activate Features]
[Configuration for Defer Cases]
[Batch Job for Defer Cases]

1.1.2. Allocate Work as Training

A new action has been added to forward work as training. This is useful to allocate work to users learning to work cases. Training work is shown / counted separately in the productivity report which ensures user productivity statistics are not negatively impacted while training.

Managers can right click ‘forward as training work’. This will set a training flag and enable managers to assign and track progress of training cases.

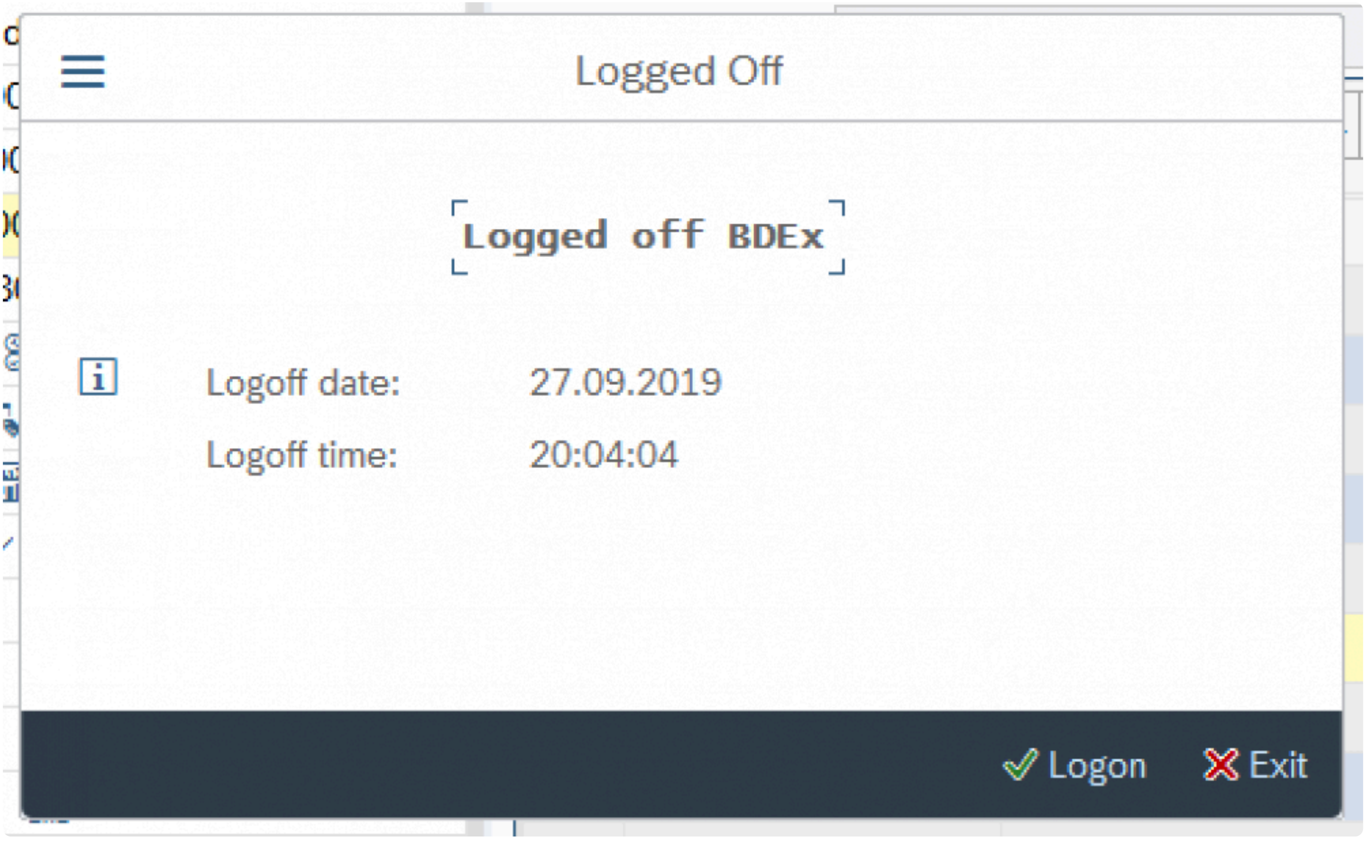


Please review the post implementation instructions to understand how to set up and activate this functionality.

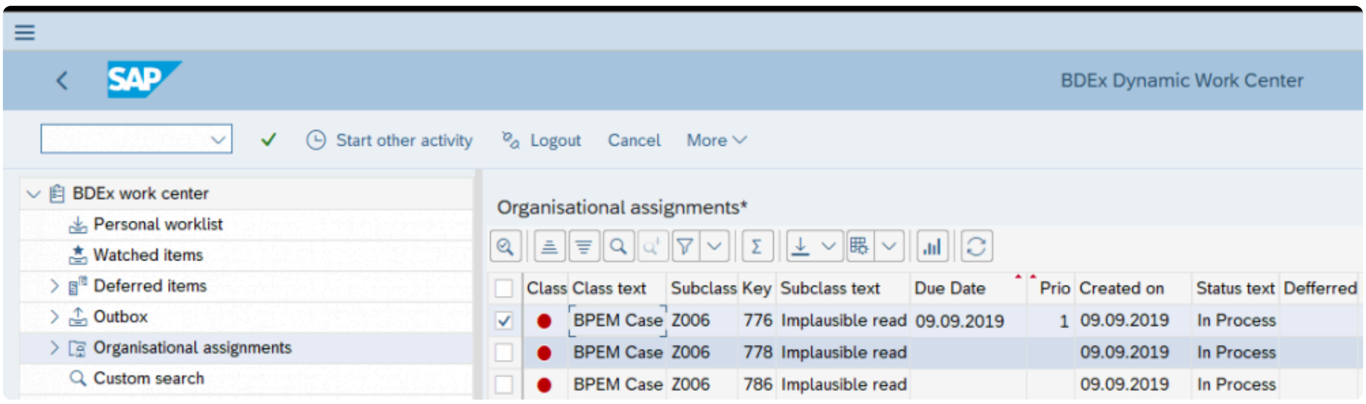
[General Configuration to Activate Features]

1.1.3. Log In / Out BDEx

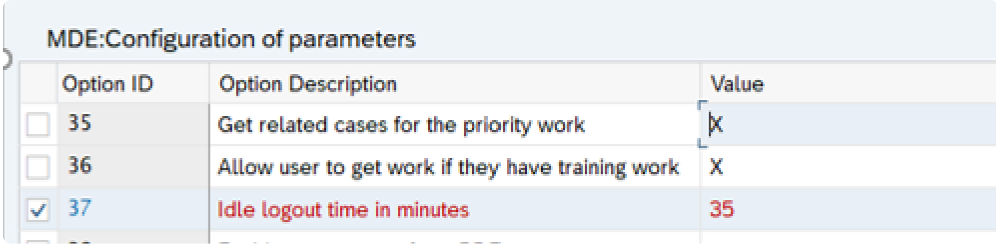
SAP has no concept of log out. You are either in the system or not. This makes it difficult to understand how long a user has been active and working.
A new option logs on to BDEx and out of BDEx is now available. Users are prompted to login to BDEx when they launch the Dynamic Work Center or Customer Centric Hub.



A log out button has been added to the screen to enable the user to log out of BDEx.



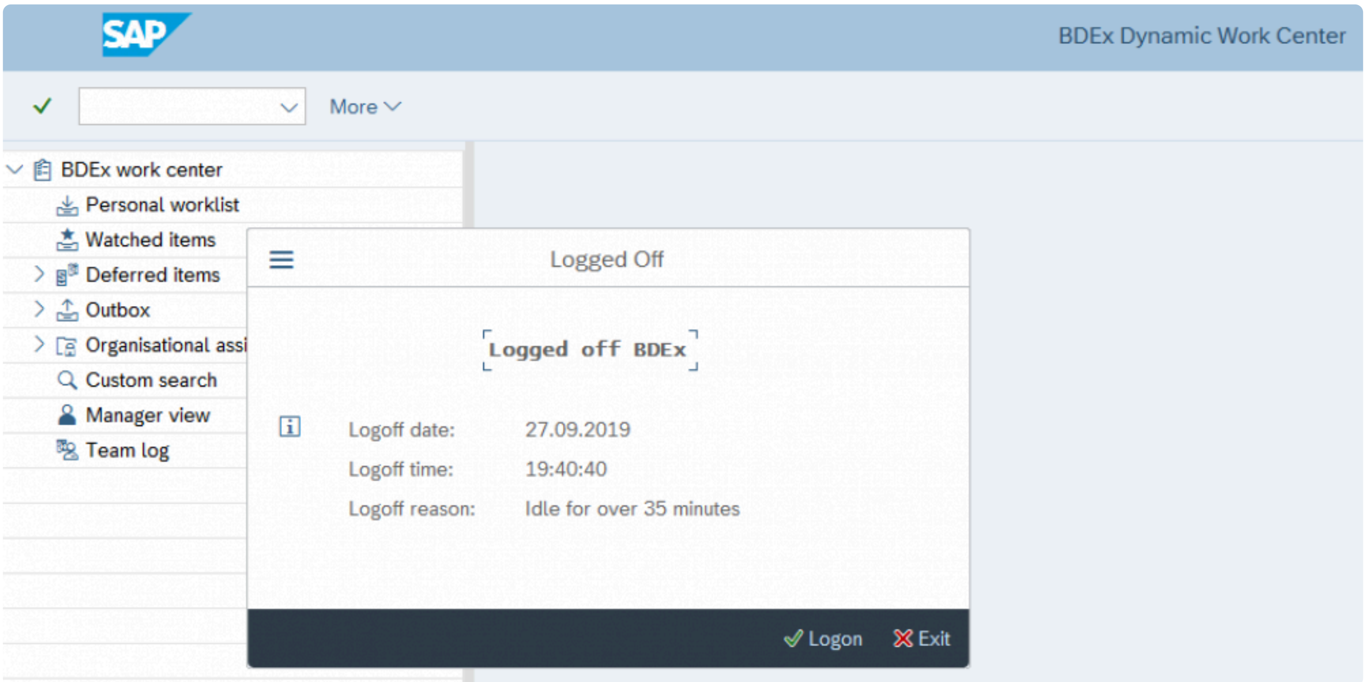
An option has been added to automatically logout users if they have been idle in the system over the maximum idle time.



MDE:Configuration of parameters

	Option ID	Option Description	Value
☐	35	Get related cases for the priority work	X
☐	36	Allow user to get work if they have training work	X
☑	37	Idle logout time in minutes	35

If the user is idle over the maximum time the user will be automatically logged out and will have to log back into BDEx by clicking on the logon prompt.



This data is recorded in the activity log to enable the Productivity Report to calculate the users total log on time in the BDEx system. Now the report can accurately calculate the users shift times and see how long they have been working in BDEx.

To use the log out idle functionality a job is required to be scheduled in batch, program name: /BTI/MDE_LOGOUT_USERS. This job should be scheduled as frequently as the log out idle time to ensure the system can pick up the idle users and log them out effectively i.e. if the log out idle time is 20 minutes the batch job should be ran every 20 minutes. If you run the job less frequently then that will increase the idle time.

Please review the post implementation instructions to understand how to set up and activate this functionality.

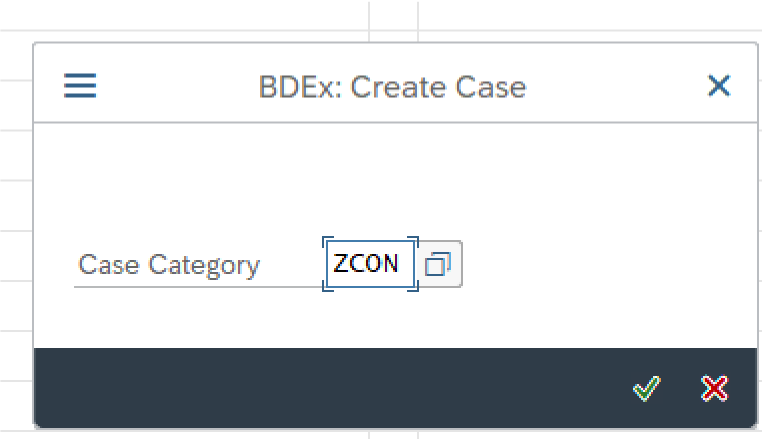
General Configuration to Activate Features

[Batch Job for Log In/Out]

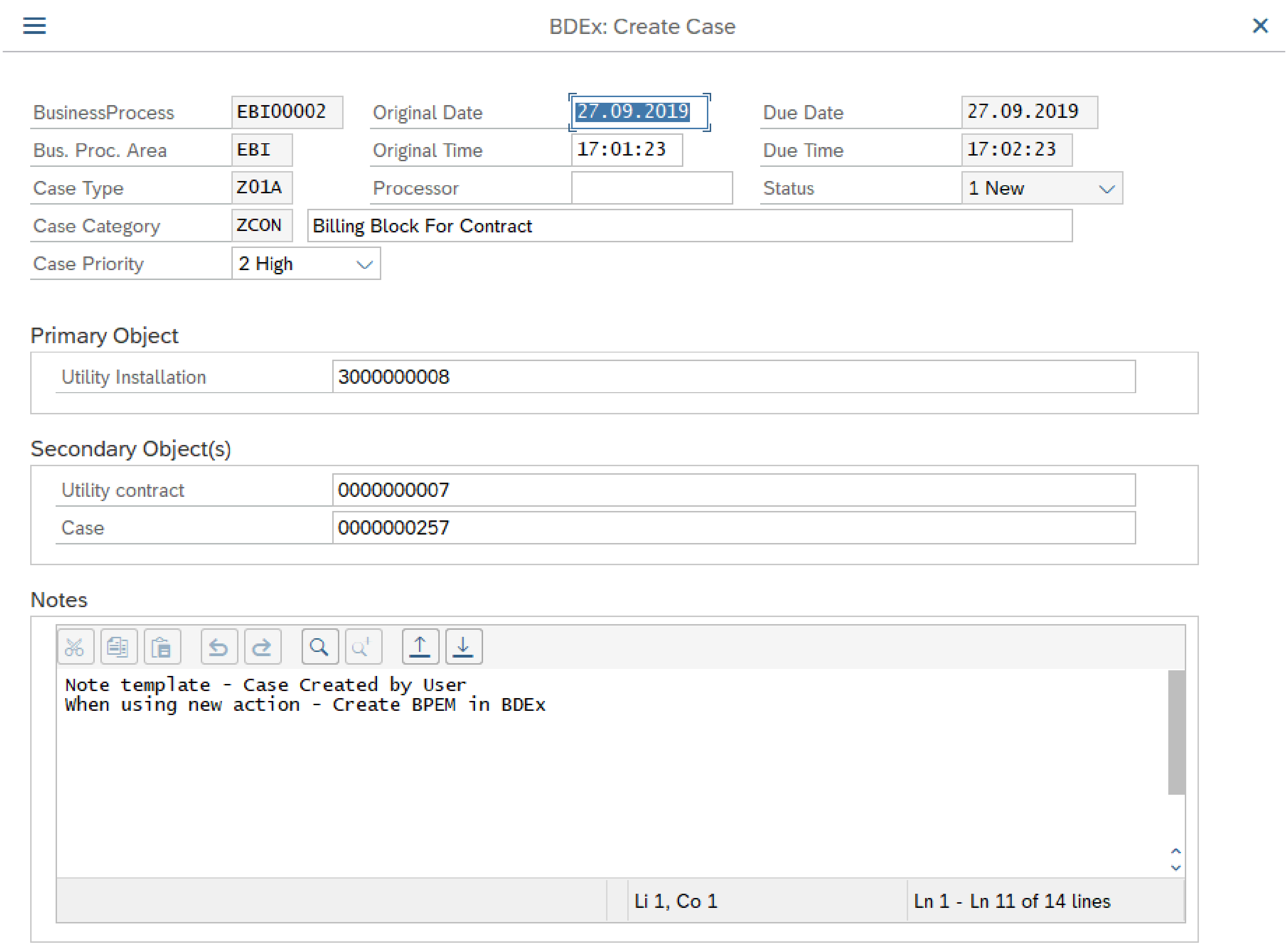
1.1.4. Create a Case from BDEx

Standard SAP transaction EMMAC1 is difficult to use if you are unfamiliar with it. How do you make sure the right objects are added into case? How do you check the users are creating the right cases? You can set up the case creation from within your Customer Relationship Management system whereby you are using CRM or C4C however, this means logging into a new system from outside of the back office.

BDEx has a new action to enable a user to create a case from BDEx. This launches a pop-up whereby the user can select the appropriate case categories from a pre-configured list.

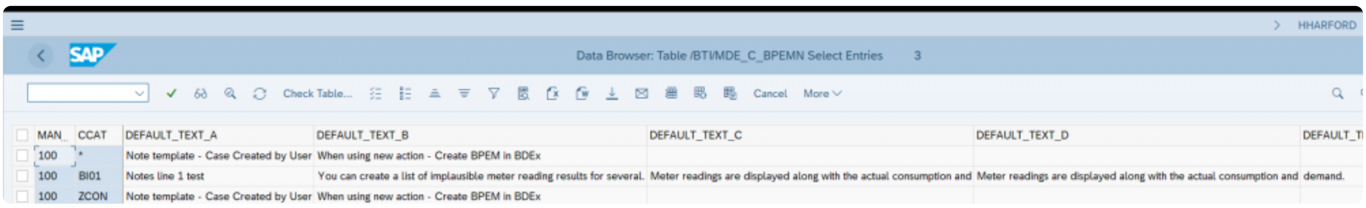


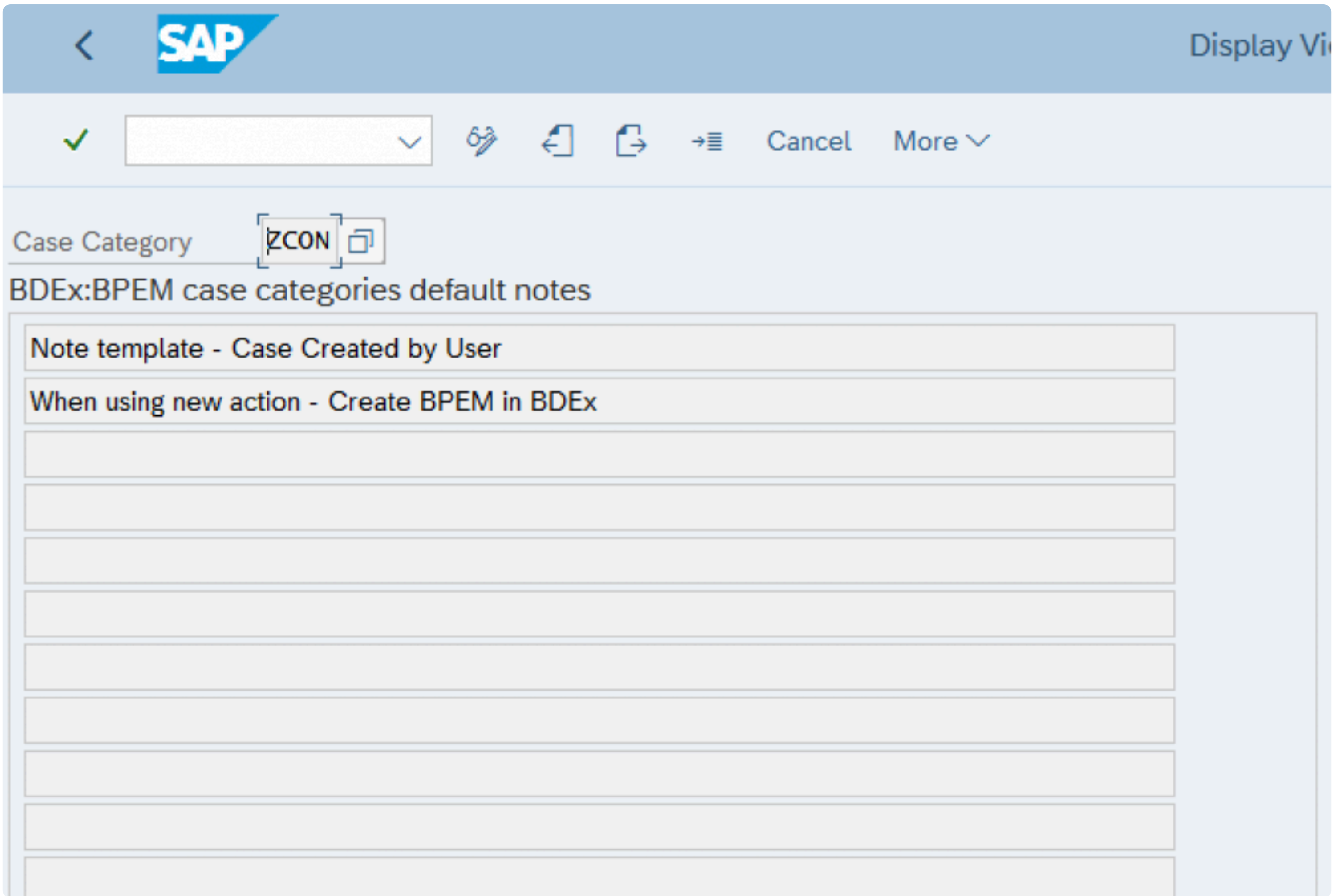
Once the case category is selected the primary/secondary objects are selected from the configuration of the case and the objects will be populated automatically if BDEx has the data references available . Preventing the user from remembering what objects to add and memorizing the correct elements and object types to be added.



If a case is created from another case – the source case number is added to retain visibility.

Template notes can be configured for the case category.





Text from the template is prefilled and presented and users can then make changes as required.

Please review the post implementation instructions to understand how to set up and activate this functionality.

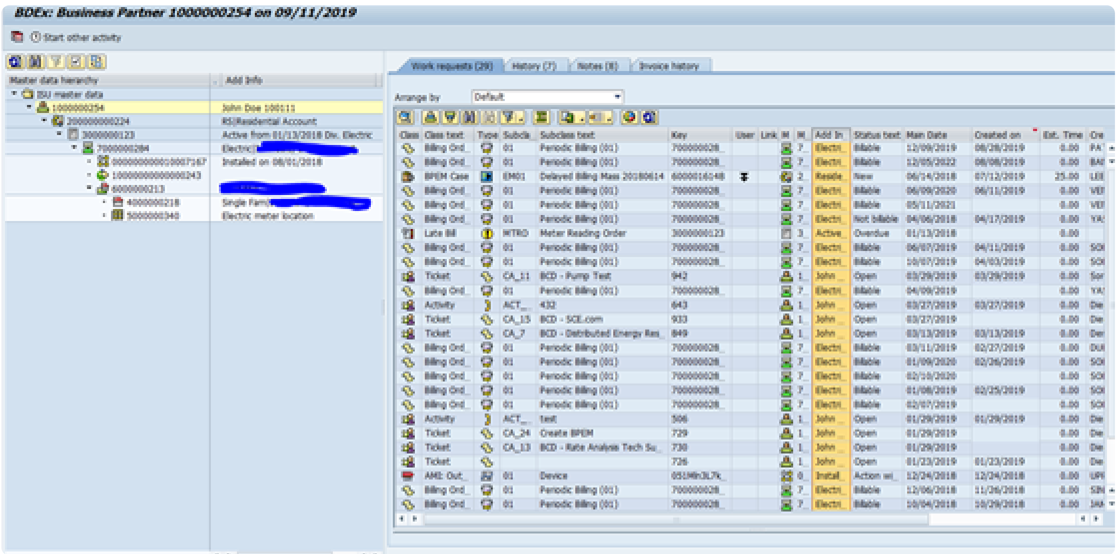
[General Configuration to Activate Features](#)
[Configuration for Create Case](#)

1.1.5. C4C Integration in BDEx

C4C is the new front-end system SAP have developed to improve the end user experience. In this system both tickets and activities can be created to record customer interactions or create hand offs between teams in the front-end system. Back office has no visibility to this in standard SAP they will need to log into the front-end system and look for the specific customer to see if any work/notes are relevant to their work. This is time consuming and requires training on multiple systems.

Therefore, BDEx has been developed to integrate with these systems and display both Tickets and Phone Call activities within the Customer Centric Hub.

These items will be displayed just as any other work request you can see in BDEx. Reducing the need for extra training. Helping your users make informed decisions and providing all the information they need to do their job.



The activities and tickets are extracted real time using the history filter in the BDEx Profiles. The notes are displayed in the notes tab to enable the users to see all the interactions in one place.

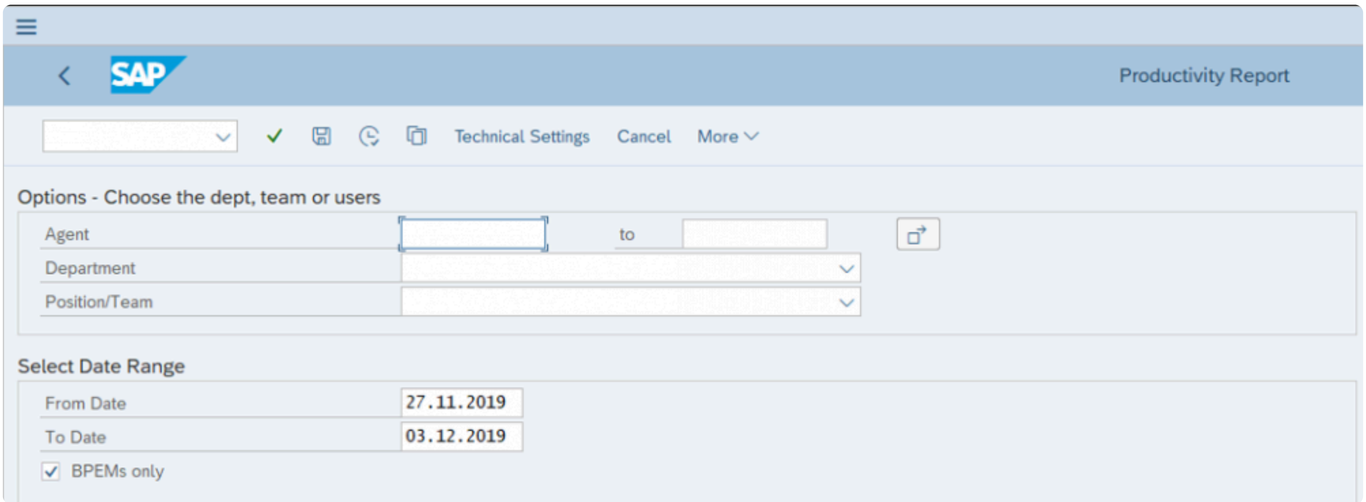
These can be switched off at the Profile level if decided C4C data should not be displayed.

Please contact Basis Technologies to understand the activation process and integrations required for this functionality.

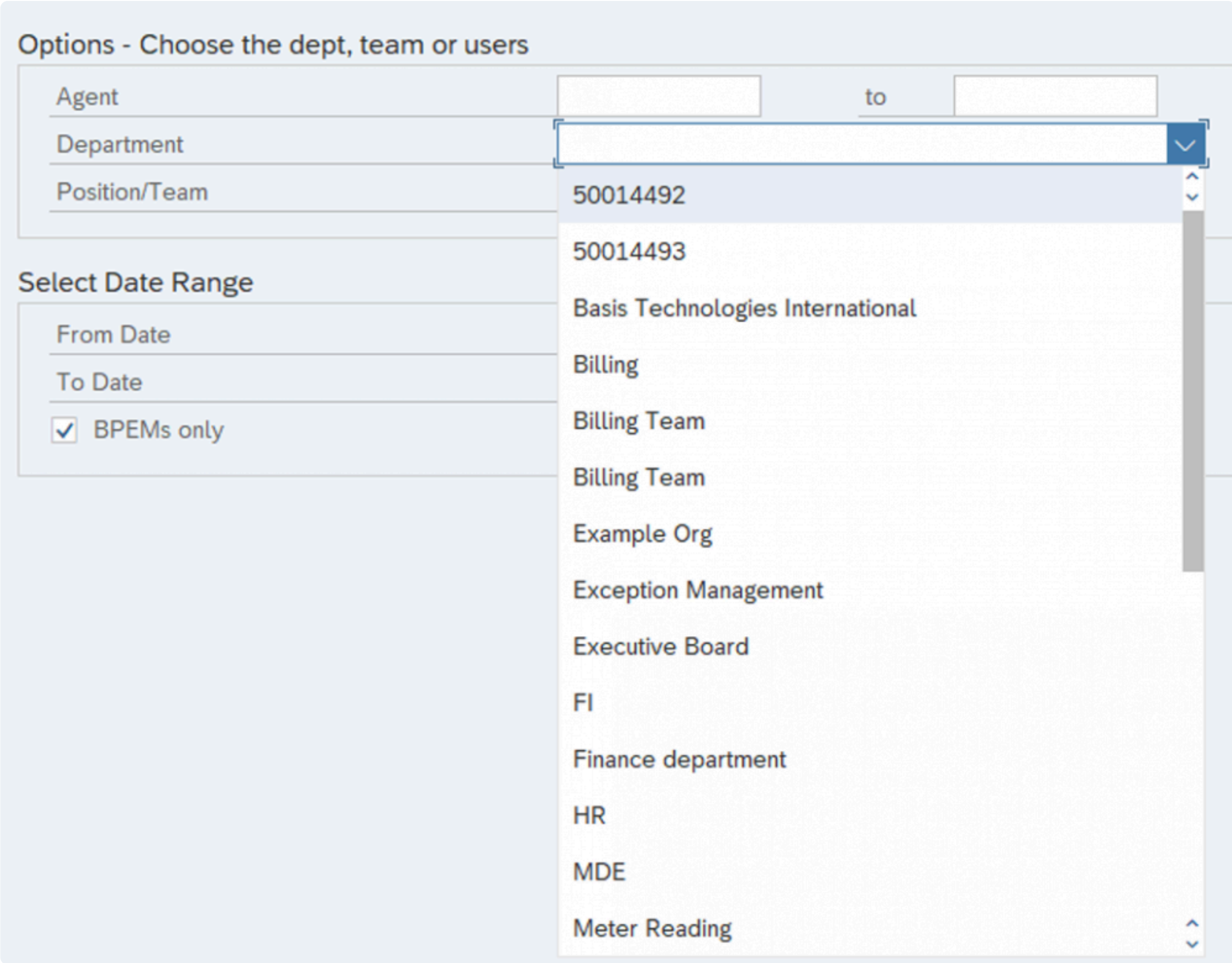
1.1.6. Productivity Report Updates

Changes have been made to the productivity report to ensure clearer reporting and enable more accurate times and statistics.

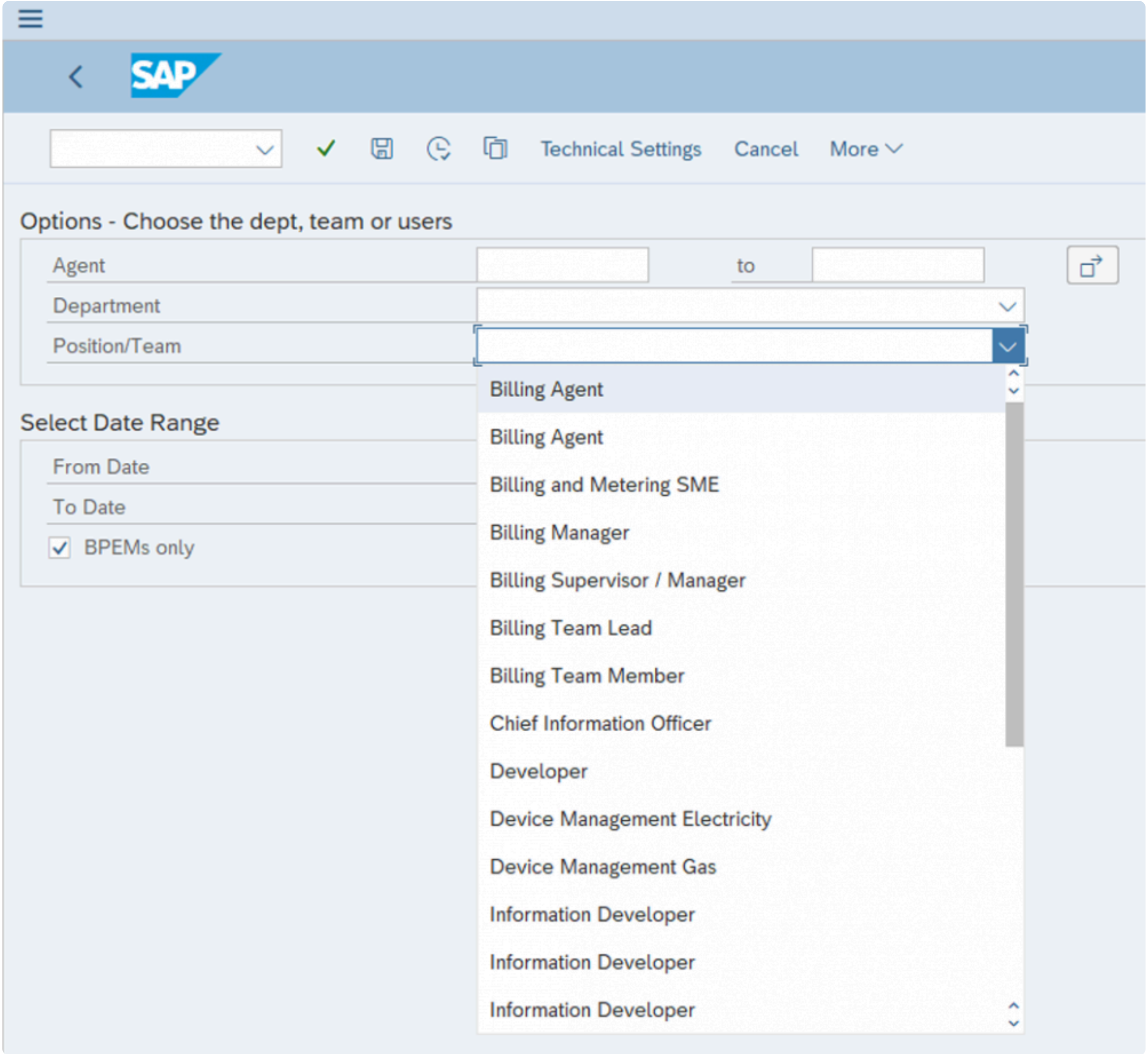
The selection screen has been updated to enable to choose a organizational unit or position instead of only choosing from a range of agent IDs.



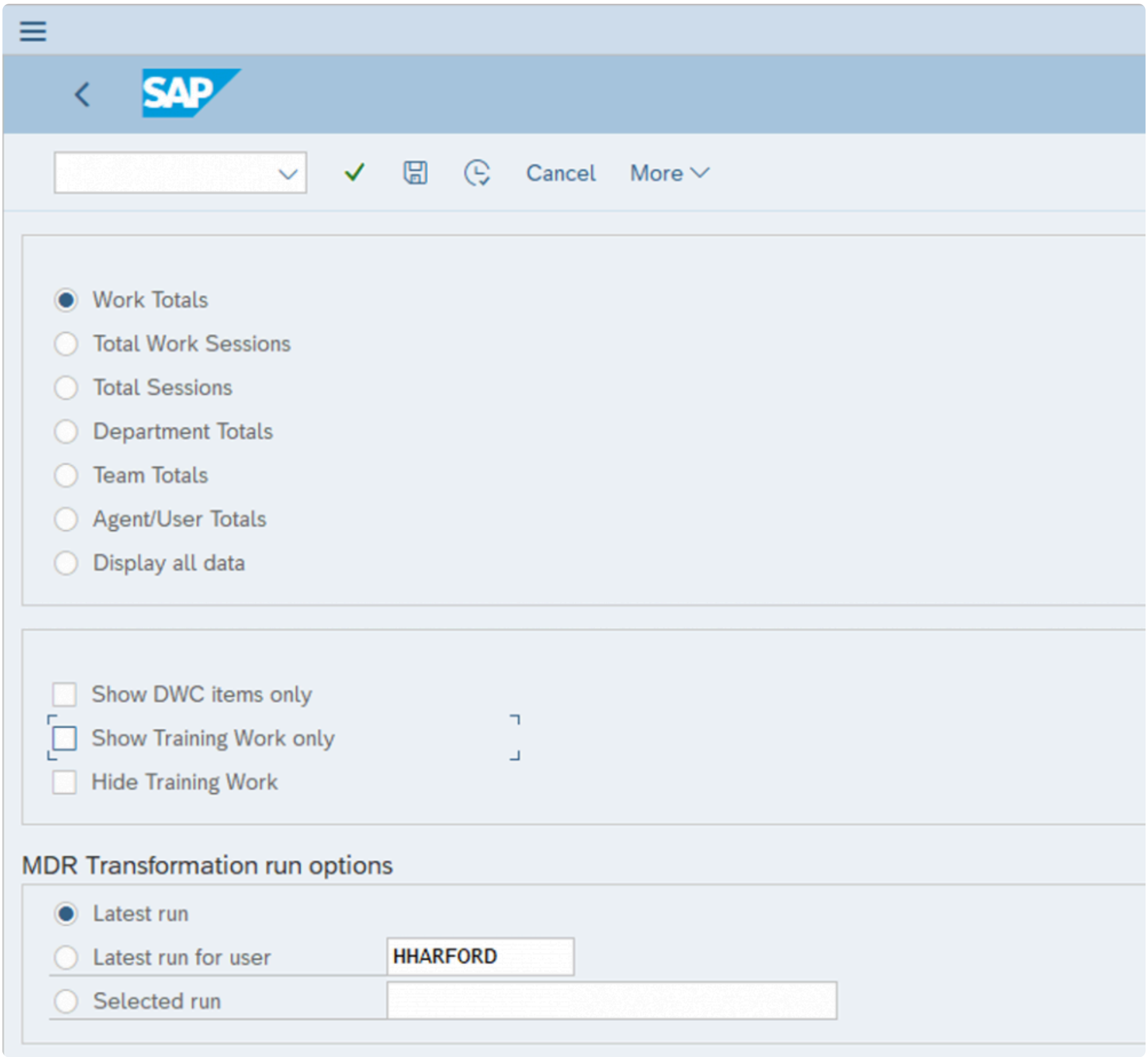
The department drop down selects a single organization unit to select from. If an entry is chosen, the report will select all agents related to the organizational unit and any associated objects under this.



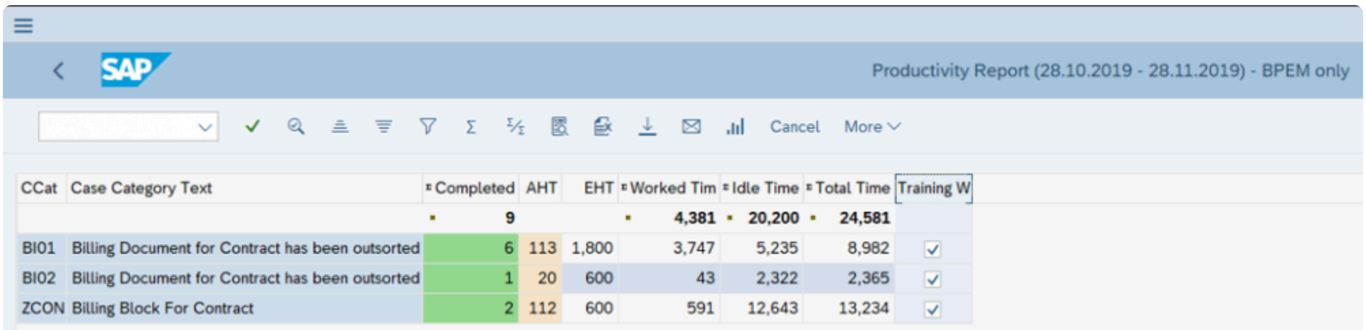
The position/team drop down enables the report to be run for the specific agents assigned to that position.



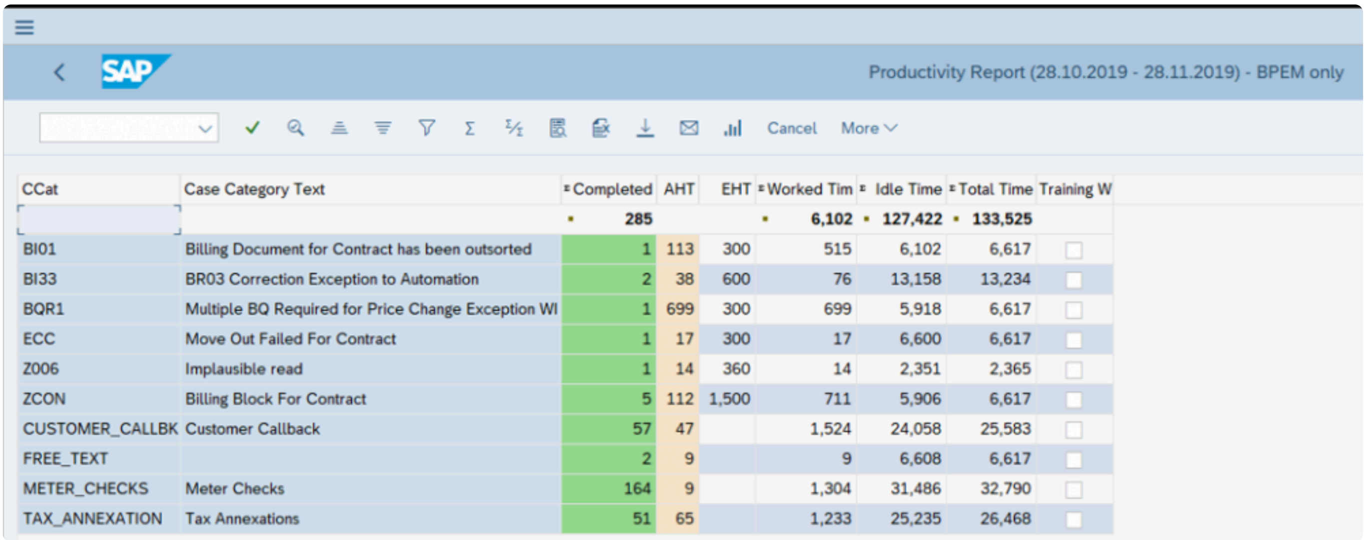
The transformation program selection screen has also been updated with new filter options:



Show training work only
This filters cases without the training flag set.

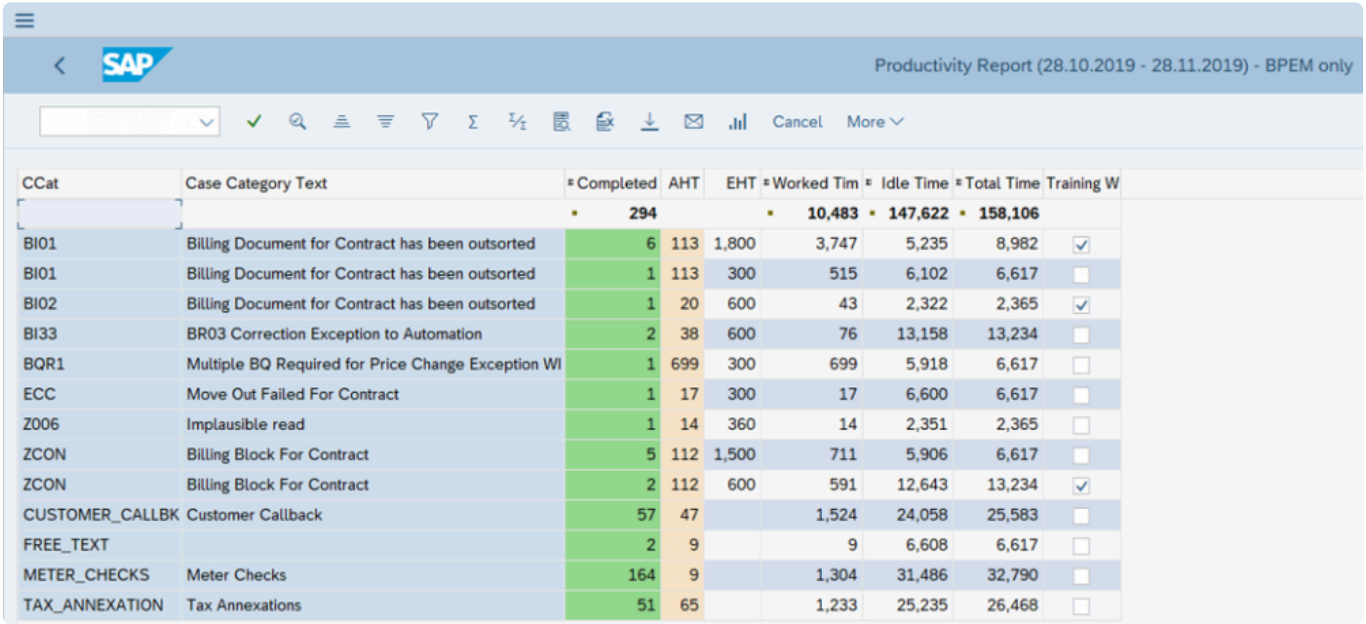


Hide training work:
Any cases with the training flag will be hidden.



CCat	Case Category Text	Completed	AHT	EHT	Worked Tim	Idle Time	Total Time	Training W
		285			6,102	127,422	133,525	
BI01	Billing Document for Contract has been outsorted	1	113	300	515	6,102	6,617	☐
BI33	BR03 Correction Exception to Automation	2	38	600	76	13,158	13,234	☐
BQR1	Multiple BQ Required for Price Change Exception WI	1	699	300	699	5,918	6,617	☐
ECC	Move Out Failed For Contract	1	17	300	17	6,600	6,617	☐
Z006	Implausible read	1	14	360	14	2,351	2,365	☐
ZCON	Billing Block For Contract	5	112	1,500	711	5,906	6,617	☐
CUSTOMER_CALLBK	Customer Callback	57	47		1,524	24,058	25,583	☐
FREE_TEXT		2	9		9	6,608	6,617	☐
METER_CHECKS	Meter Checks	164	9		1,304	31,486	32,790	☐
TAX_ANNEXATION	Tax Annexations	51	65		1,233	25,235	26,468	☐

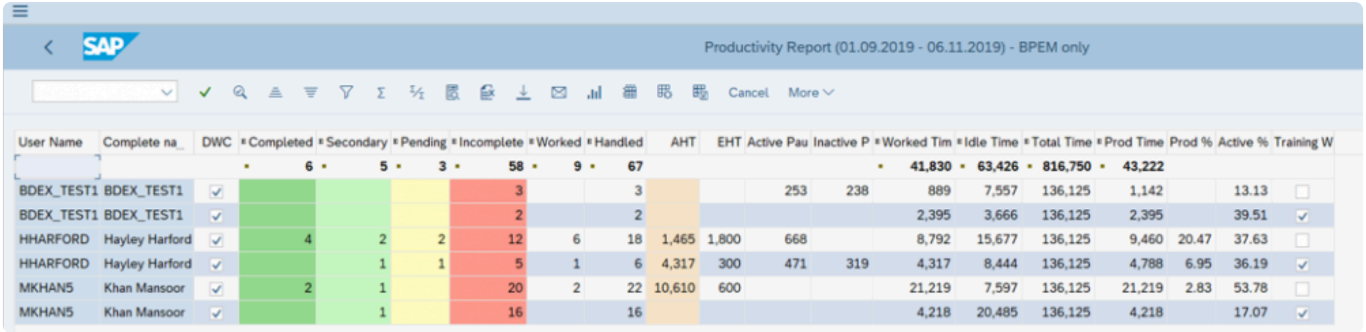
If neither option is set all the cases will be displayed, both training and not training work.



CCat	Case Category Text	Completed	AHT	EHT	Worked Tim	Idle Time	Total Time	Training W
		294			10,483	147,622	158,106	
BI01	Billing Document for Contract has been outsorted	6	113	1,800	3,747	5,235	8,982	☑
BI01	Billing Document for Contract has been outsorted	1	113	300	515	6,102	6,617	☐
BI02	Billing Document for Contract has been outsorted	1	20	600	43	2,322	2,365	☑
BI33	BR03 Correction Exception to Automation	2	38	600	76	13,158	13,234	☐
BQR1	Multiple BQ Required for Price Change Exception WI	1	699	300	699	5,918	6,617	☐
ECC	Move Out Failed For Contract	1	17	300	17	6,600	6,617	☐
Z006	Implausible read	1	14	360	14	2,351	2,365	☐
ZCON	Billing Block For Contract	5	112	1,500	711	5,906	6,617	☐
ZCON	Billing Block For Contract	2	112	600	591	12,643	13,234	☑
CUSTOMER_CALLBK	Customer Callback	57	47		1,524	24,058	25,583	☐
FREE_TEXT		2	9		9	6,608	6,617	☐
METER_CHECKS	Meter Checks	164	9		1,304	31,486	32,790	☐
TAX_ANNEXATION	Tax Annexations	51	65		1,233	25,235	26,468	☐

The productivity report has been updated to include additional fields.

- Active pause
- Inactive pause
- Worked time
- Logged on time (Total Time)
- Idle time
- Active %
- Training Work


Productivity Report (01.09.2019 - 06.11.2019) - BPEM only

Cancel More

User Name	Complete na_	DWC	Completed	Secondary	Pending	Incomplete	Worked	Handled	AHT	EHT	Active Pau	Inactive P	Worked Tim	Idle Time	Total Time	Prod Time	Prod %	Active %	Training W
			6	5	3	58	9	67					41,830	63,426	816,750	43,222			
BDEX_TEST1	BDEX_TEST1	✓				3		3			253	238	889	7,557	136,125	1,142		13.13	
BDEX_TEST1	BDEX_TEST1	✓				2		2					2,395	3,666	136,125	2,395		39.51	✓
HHARFORD	Hayley Harford	✓	4	2	2	12	6	18	1,465	1,800	668		8,792	15,677	136,125	9,460	20.47	37.63	
HHARFORD	Hayley Harford	✓		1	1	5	1	6	4,317	300	471	319	4,317	8,444	136,125	4,788	6.95	36.19	✓
MKHAN5	Khan Mansoor	✓	2	1		20	2	22	10,610	600			21,219	7,597	136,125	21,219	2.83	53.78	
MKHAN5	Khan Mansoor	✓		1		16		16					4,218	20,485	136,125	4,218		17.07	✓

Calculations of data

Active and Inactive Pause Time

The active and inactive pause time will be calculated by the pause reasons.

Pause reasons can be configured as either active or inactive pause time.

When adding inactive pause reasons, the Action ID should start OFFLINE*, for active pause reasons the Action ID should start with ACTIVE*.

ACTIONID	FCODE	MENUTEXT
ACTIVE001	ACTIVE001	Working On Important Things
OFFLINE001	OFFLINE001	Meeting
OFFLINE002	OFFLINE002	Lunch break
OFFLINE003	OFFLINE003	Restroom break
OFFLINE004	OFFLINE004	Training

Active pause time will contribute towards the user productive time.

Total Time

Total time in the report has been changed to calculate the total log in time. This is derived by getting all the LOG* actions from the activity log for the date period and looking at each users' logs. The delta is calculated between the log out and log on times and aggregated to get the total log in time for the user. This time is then divided equally across the entries in the report for that user to provide a log on time for each line in the productivity report.

Worked Time

Time spent actively working on cases is classified as worked time.

Active %

The active % is calculated by the productive time divided by the log on time * 100. This will indicate the amount of time the user has spent carrying out value add activities.

Training Work
Training work flag has been added to distinguish between work completed vs training work completed.

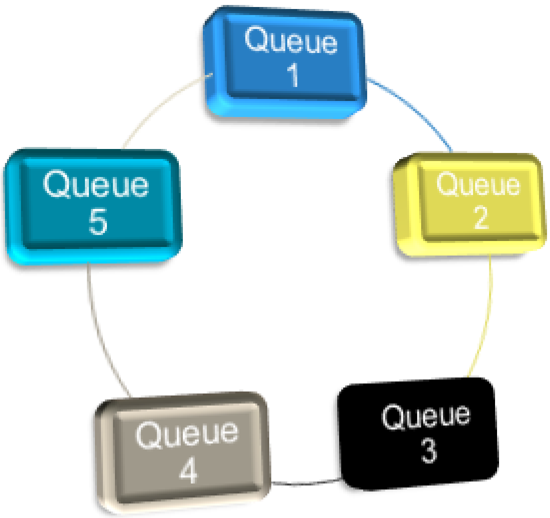
Productive Time
This is total of worked time and active pause time.

Productive %
This has not changed. This is calculated by the estimated handle time divided by the worked time and * 100 to convert into a percentage.

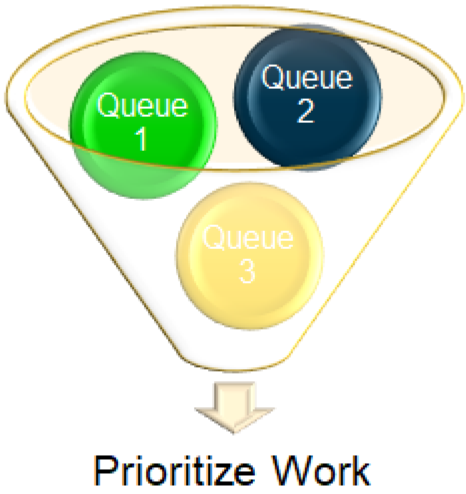
Idle Time
This is calculated by total time – productive time. To derive the idle time, we are looking at how long the user is logged on and how long of the log on time was spent working productively.
Training Work
If cases are assigned to users as training, then worked (actions are carried out for the case) the flag will be set in the report.

1.1.7. Get Work Options

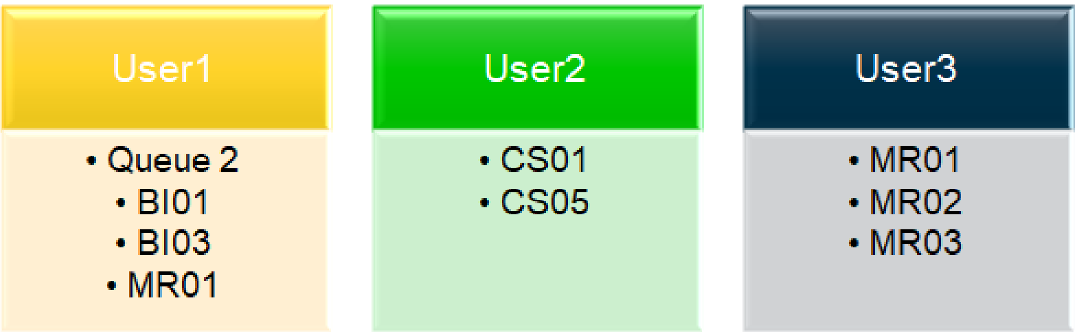
Get work has been updated to enable different work methods to be selected by the BDEx options. Users can now get work by a primary work queue then by other queues if no work is found.



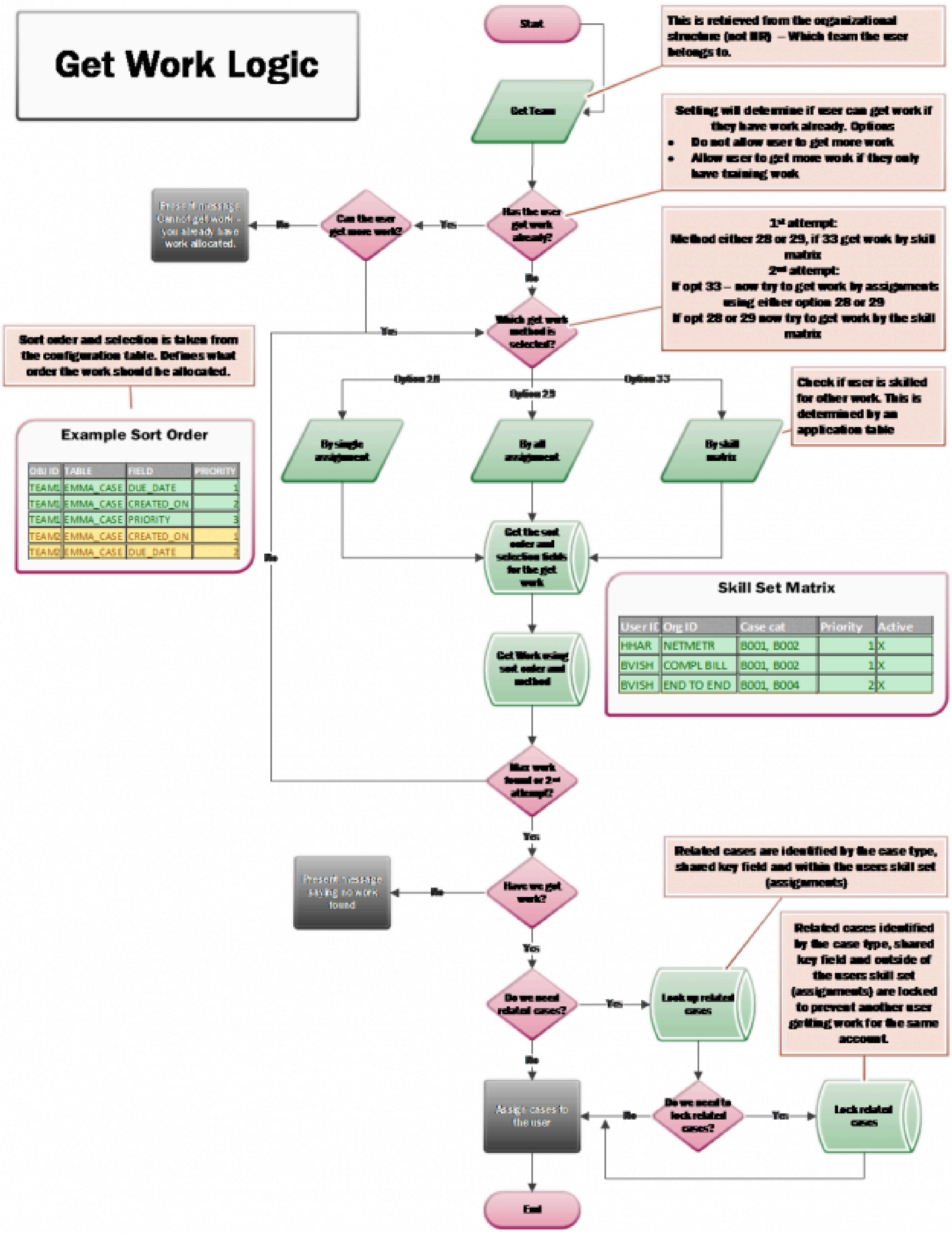
Another option is to get all the work from multiple queues and then determine the priority work that should be assigned to the user.



BDEx has added the ability to get work using the skill matrix which means if the user is not assigned to an organizational structure, automatic work allocation can still be used.



Related work within the user's skill set can be assigned to a user if this option is enabled. This will enable a user to work via a holistic customer approach rather than working cases in silos.
Cases related to the assigned work that are not within the user's skill set can be locked from automatic assignment to ensure users within the same department are not working the same customer at the same time.
Work allocation priorities can be added for the teams/work queues to ensure the right work is assigned to the right team. These priorities can be updated real time to enable the operations to determine how the work is allocated according to their business needs.



OBJ ID	TABLE	FIELD	PRIORITY
TEAM1	EMMA_CASE	DUE_DATE	1
TEAM1	EMMA_CASE	CREATED_ON	2
TEAM1	EMMA_CASE	PRIORITY	3
TEAM2	EMMA_CASE	CREATED_ON	1
TEAM2	EMMA_CASE	DUE_DATE	2

User ID	Org ID	Case cat	Priority	Active
HHAR	NETMETR	B001, B002	1	X
BVISH	COMPL BILL	B001, B002	1	X
BVISH	END TO END	B001, B004	2	X

Please review the post implementation instructions to understand how to set up and activate this functionality.

General Configuration to Activate Features
Updates needed for Get Work

1.1.7.1. Priorities

Priorities can be determined for work queues in order to establish what sort order should be used when multiple cases exist but we only want to assign a few top priority cases to the user.
The priorities can be added for any specific fields available in the Dynamic Work Center table /BTI/MDE_BWC_WRH.
You can add priorities for an organizational unit, position or user level.

If a user is assigned in the org structure and they have priorities set at multiple levels the order of precedence is:

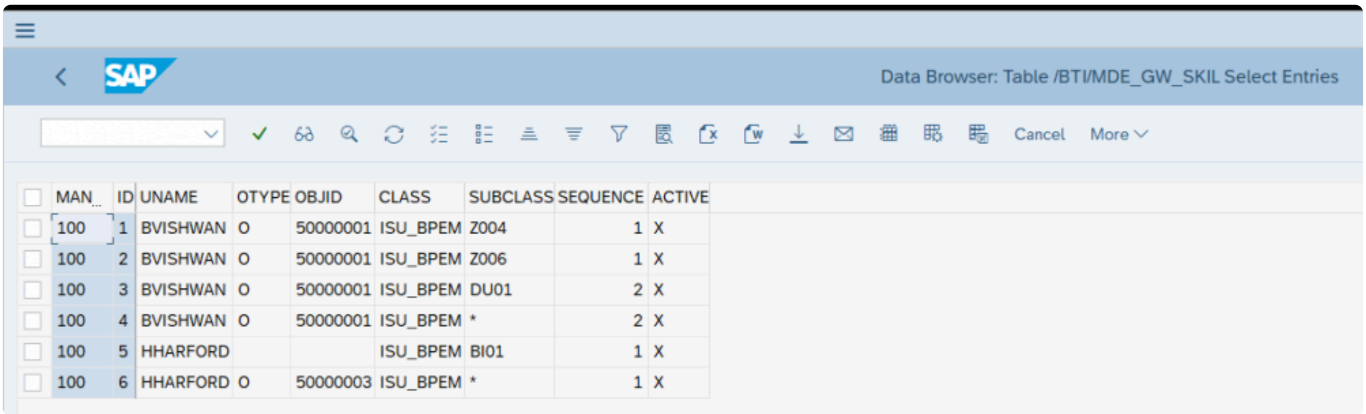
- Priorities set to position.
- If no position then the system will check if you have priorities for the organisational unit.
- If no organizational unit then the system will check if the user has priorities assigned directly.

See release 4.5 for how to maintain and update priorities.

Notes to consider:
These field values must make sense to be able to sort the data ascending (i.e. a date, time, numerical field would be the most appropriate).
Fields containing text such as name would be sorted alphabetically only. Fields that are X or blank would always prioritise the data by values with flag set.
If the value can ever be blank it is not recommended to use this field – if you have a high volume of work (with the flag set) you may find the blank values never get assigned.

1.1.7.2. Skill Matrix

The skill matrix enables work queues to be set up to define the users work queues. These can either be set as the users primary or secondary queues to be used for work allocation. This means if the user doesn't have any assignments in an organizational structure get work can still be used to automatically allocate work.



MAN..	ID	UNAME	OTYPE	OBJID	CLASS	SUBCLASS	SEQUENCE	ACTIVE
100	1	BVISHWAN	O	50000001	ISU_BPEM	Z004	1	X
100	2	BVISHWAN	O	50000001	ISU_BPEM	Z006	1	X
100	3	BVISHWAN	O	50000001	ISU_BPEM	DU01	2	X
100	4	BVISHWAN	O	50000001	ISU_BPEM	*	2	X
100	5	HHARFORD			ISU_BPEM	BI01	1	X
100	6	HHARFORD	O	50000003	ISU_BPEM	*	1	X

Users can be added to the skill matrix by a work queue and or for a specific set of case categories.

The sequence determines which entry in the skill matrix takes priority.
If you assign the same sequence to multiple records these entries will all be treated with the same importance and the user will receive the work based off of the priorities determined for the user and get the top priority work.

For example
User BVISHWAN has 4 entries in the skill matrix.
Both case categories Z004 and Z006 must be routed to position 50000001 (work queue) and both of these entries have the same sequence.
Therefore BVISHWAN will receive either Z004 or Z006 cases (order is determined by the priority not the case category).

If there are no Z004 or Z006 cases routed to 50000001 work queue then BVISHWAN will receive DU01 or * (all other case categories) routed to 50000001 work queues.
Again the order of the cases will be based on the priorities set for BVISHWAN, see more detail in topic Priorities for how these work.

HHARFORD however, will receive either BO01 (routed to any work queue as the assignment is blank) or any case category routed to 50000003 position.
The priority order will determine in which order those cases are assigned.

1.2. Installation & Upgrade Procedure

Outlines the installation process for the release and all manual steps required to activate/allow any features to work.

1.2.1. Transport

Sequence	Transport ID	Description:	Transport Request Type	Target System
1	B2	BDEx Release 4.3	Transport of Copies	IS-U

1.2.2. Implementation Instruction

Please apply the transport request to the relevant IS-U systems and complete in-house testing.

Once tested the patch should be imported into your systems via the change and release process.

1.2.3. Post implementation Instruction

For existing BDEx Customers
All the new features have been delivered deactivated to ensure minimal disruption to your teams. Therefore, some configurations and jobs maybe required depending on which features you decide to use.

1.2.4. General Configuration to Activate Features

1) /BTI/MDE_C_OPT

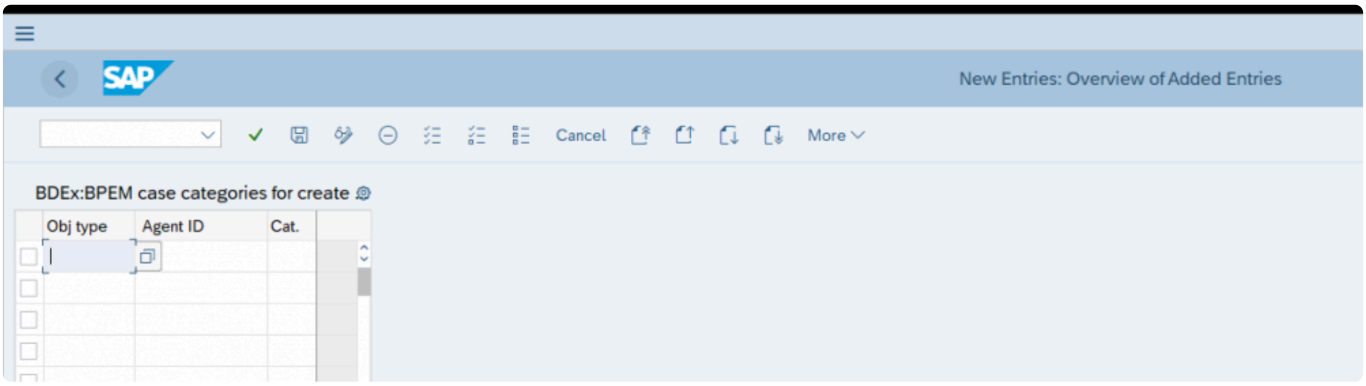
New options have been created and the customer should switch on the appropriate functionality:

Option ID	Description	Comments
28	Get work by Priorities	X to activate
29	Get work by Priorities for all Assignments	X to activate (takes priority over option 28)
30	Enable Deferral	X to activate
31	Maximum deferral days	Enter value in days
32	Enable Logout Option	X to activate
33	Get work – Get Primary work by Skill Matrix	X to activate
34	If user has work already prevent Get Work	X to activate
35	Get related cases for the priority work	X to activate (also need to add the field name from table /BTI/ MDE_BWC_WRH that determines how to find the related work.
36	Allow user to get work if they have training work	X to activate (takes priority over option 34)
37	Idle logout time in minutes	Enter number
38	Enable create case from BDEx	X to activate

1.2.5. Configuration for Create Case

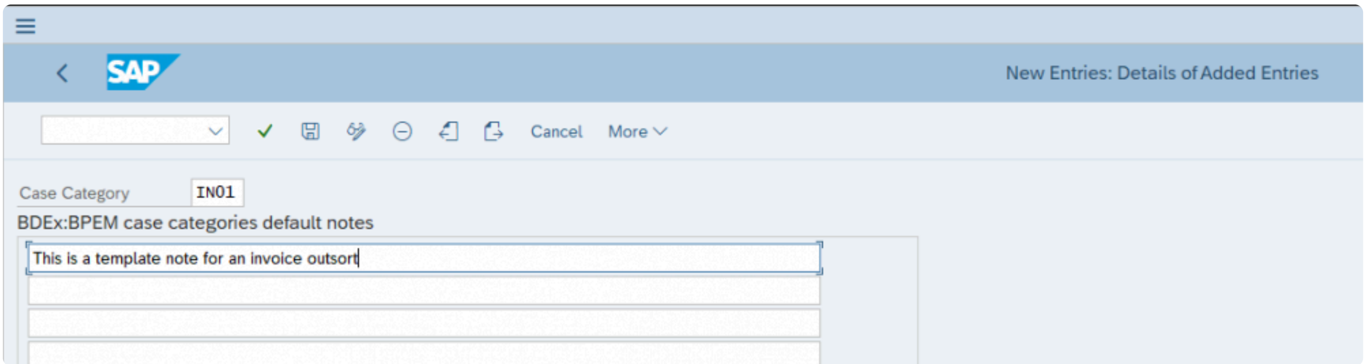
1) /BTI/MDE_C_BPEMC

This table controls what manual cases a user can trigger from the Create Case action in BDEx. Object types [O] organizational unit, [S] position or [US] user can be used to define which case categories the users assigned to that object can create.



2) /BTI/MDE_C_BPEMN

Template notes can be added at the case category level to automatically populate when a new case is created using the Create Case action in BDEx.



3) /BTI/MDE_C_ACT

To enable the click action in BDEx an entry must exist in the Action Header table.

Entry details must be entered as follows:

Action ID = CREATECASE

Function Code = CREATECASE

Reference to = /BTI/MDE_CL_MD_OBJECT_BASE

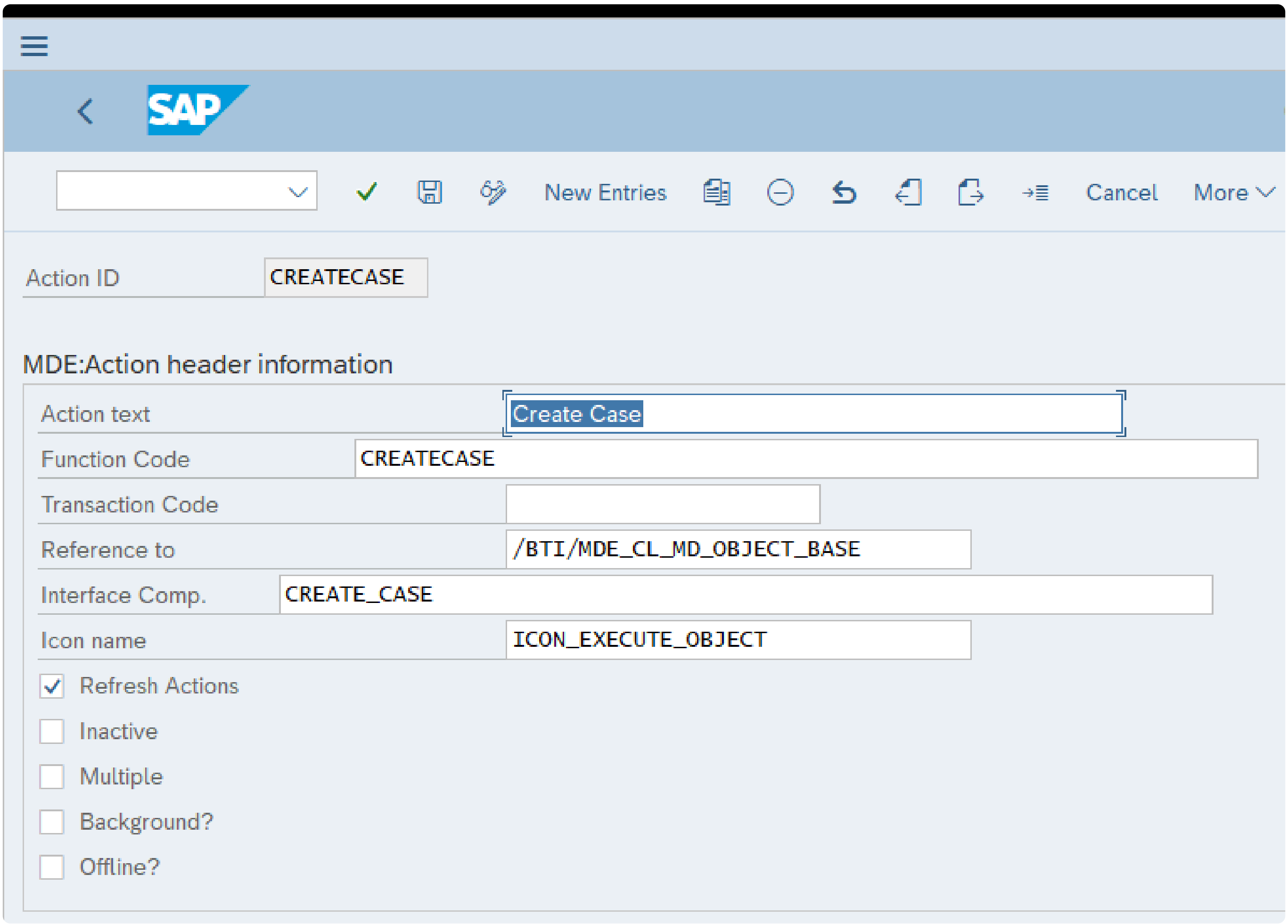
Interface Comp. = CREATE_CASE

Icon Name = ICON_EXECUTE_OBJECT

Refresh Actions = Checked

Inactive = Not checked

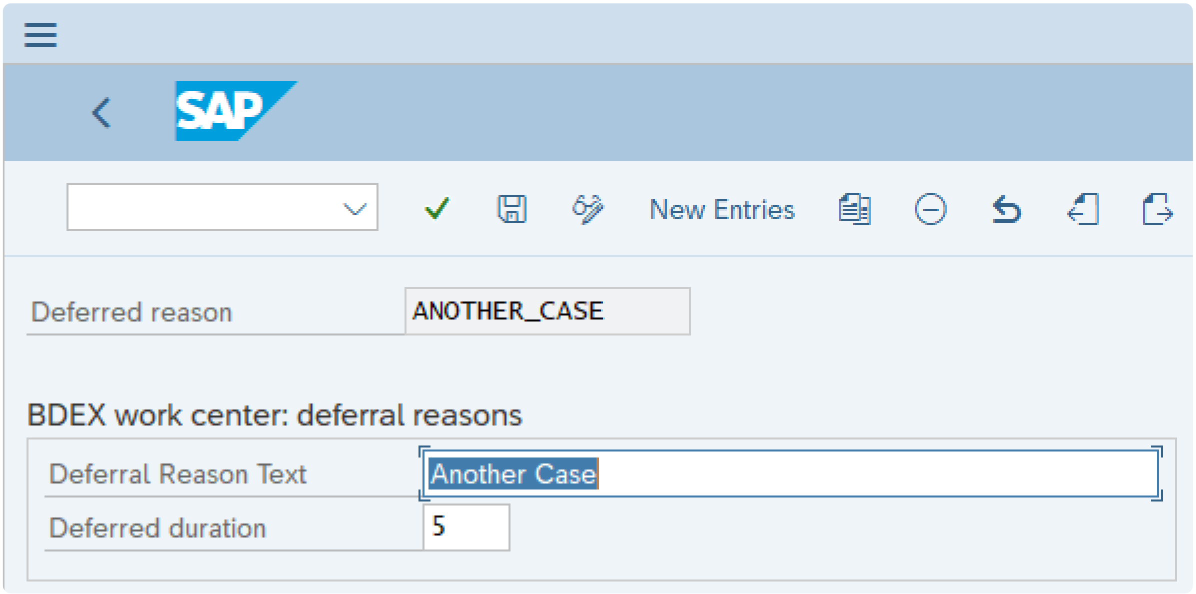
Multiple = Not checked
Background = Not checked
Offline? = Not checked



1.2.6. Configuration for Defer Cases

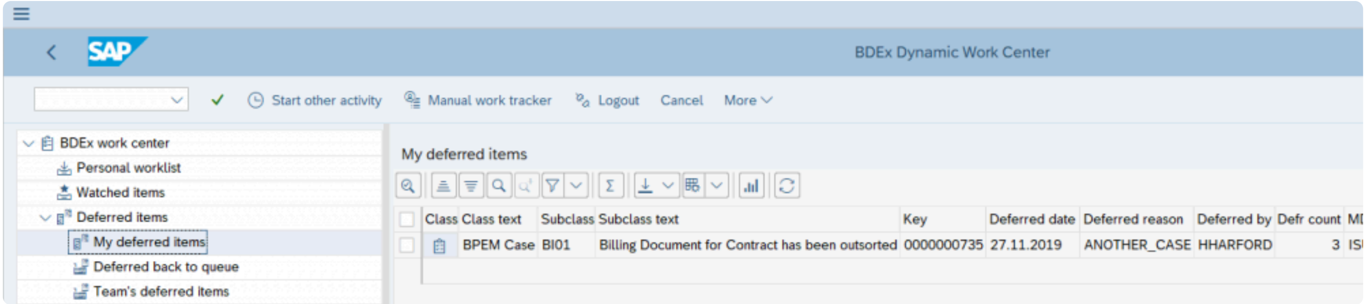
Configuration tables need to be updated to activate the actions and define the deferral reasons.
1) /BTI/MDE_C_DEFR
This table records the deferral reasons and the automatic deferral duration which will be automatically populated for the user once the deferral reason is selected.
This table will be delivered empty and must be maintained.

Fields explained:
Deferral Reason = Short code for the deferral reason
Deferral Reason Text = This is the text that will be displayed to the user
Deferred Duration = Determines the date the case will automatically be deferred to

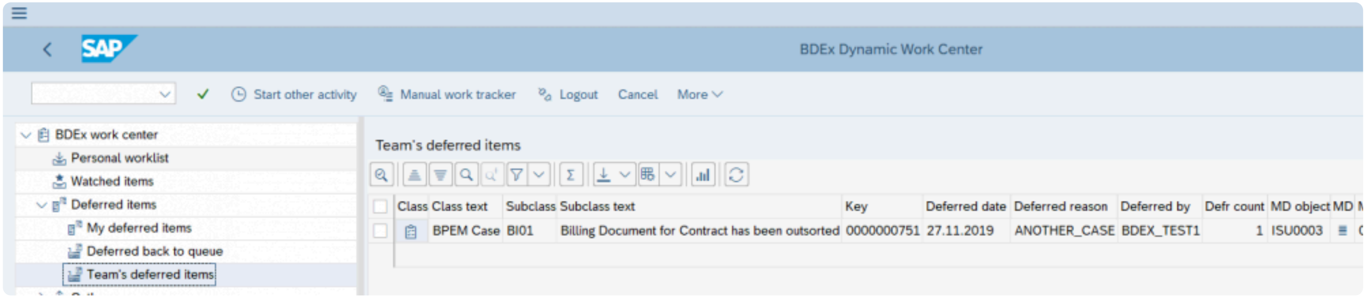


2) /BTI/MDE_C_ACT
The actions available in the click actions must be activated in this table.
The following actions are available to be used in Defer Cases:

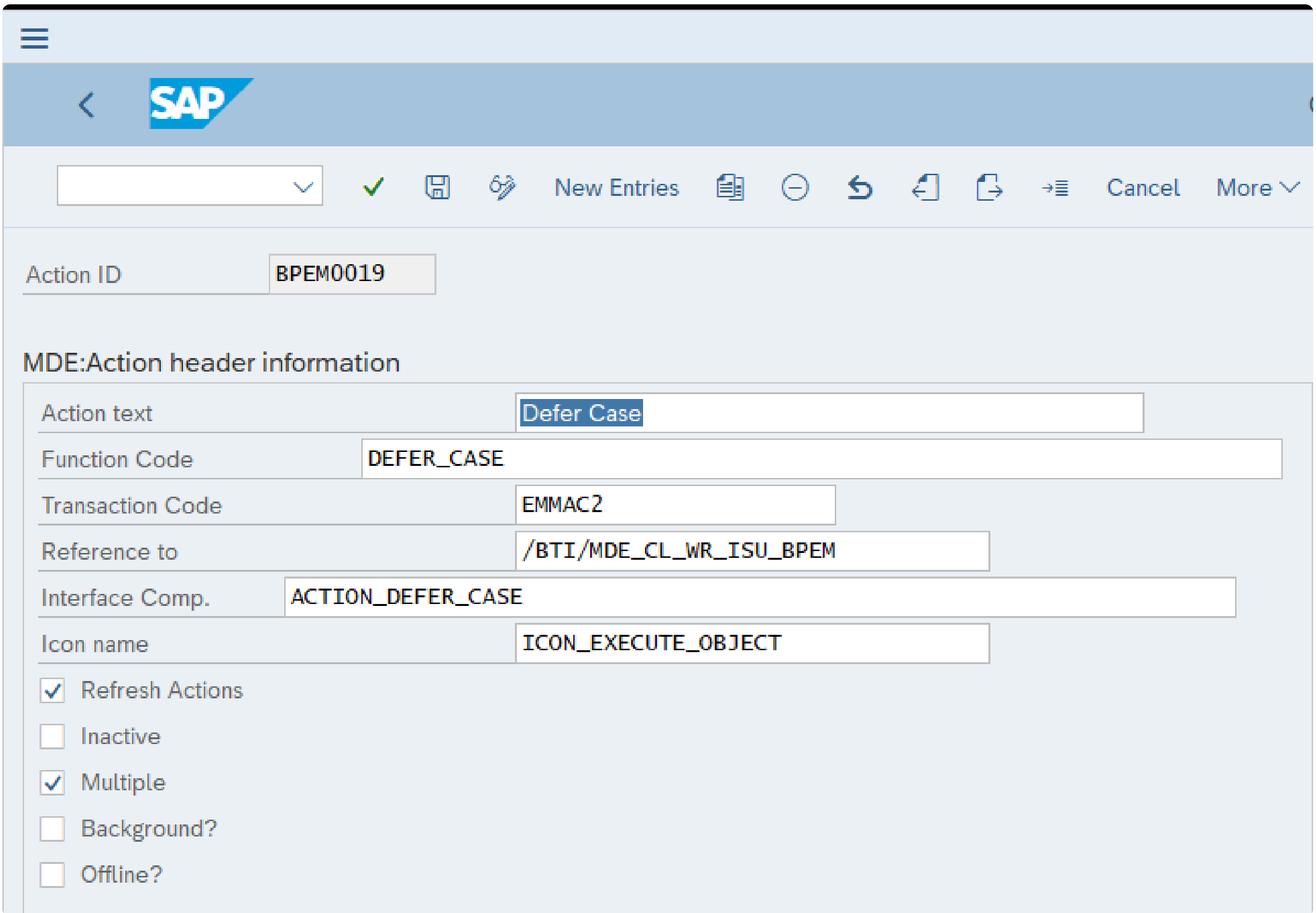
Action ID: BPEM0019 – Defer Case
This enables the user to defer a case to a future date for review. Once executed the case will be removed from the Personal Worklist and added to the Defer Case folder, however the user will remain as the processor of the case. The deferral reason, date and defer counter will be updated in the Work Request Header table.



The user's manager can view deferred cases that are still on deferred in the Team's deferred items folder .

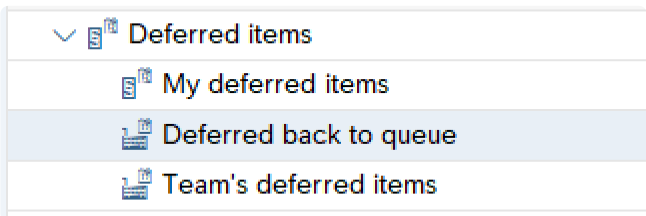


The user's manager can view deferred cases that are still on deferred in the Team's deferred items folder .

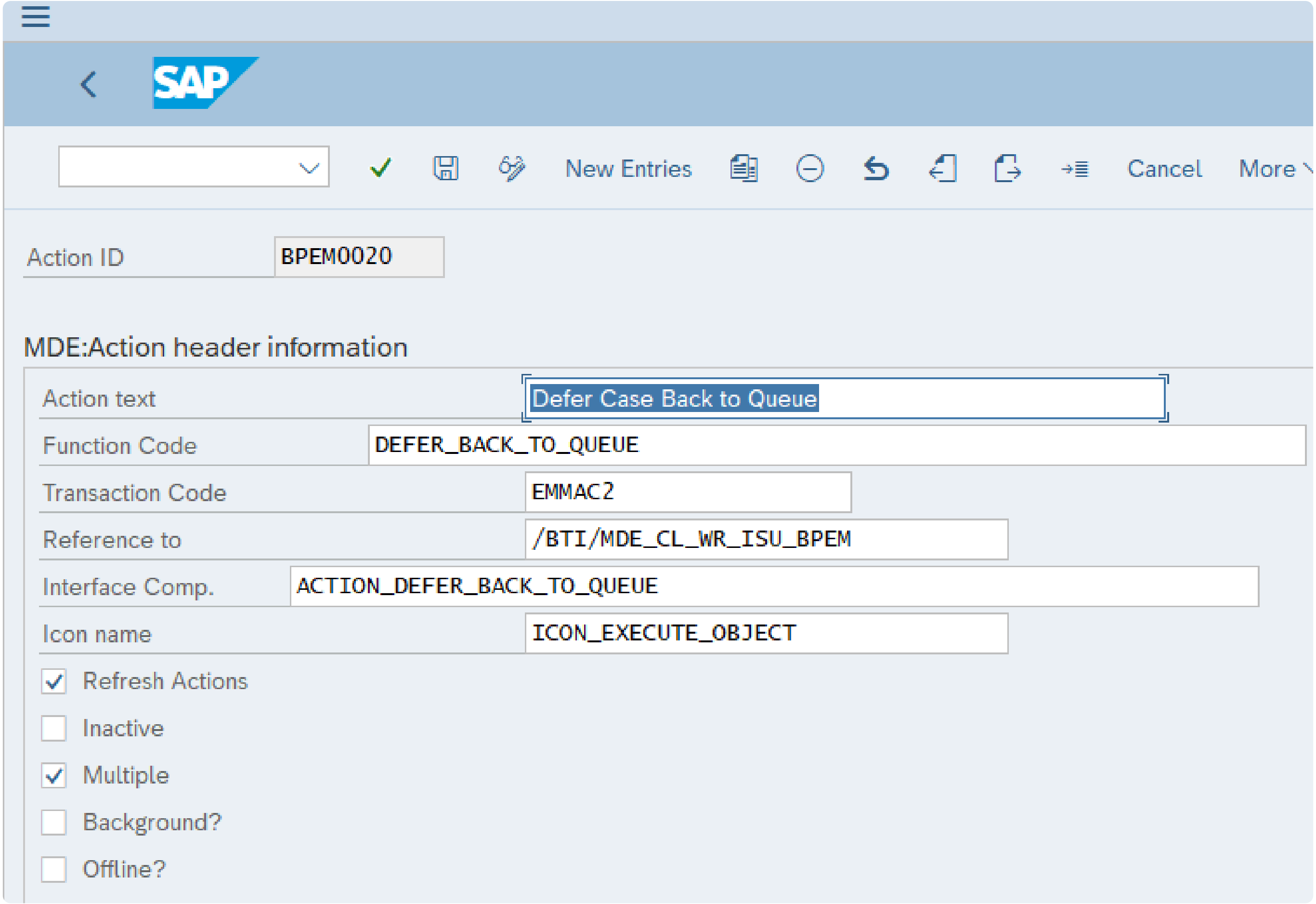


Action ID: BPEM0020 – Defer Case back to queue

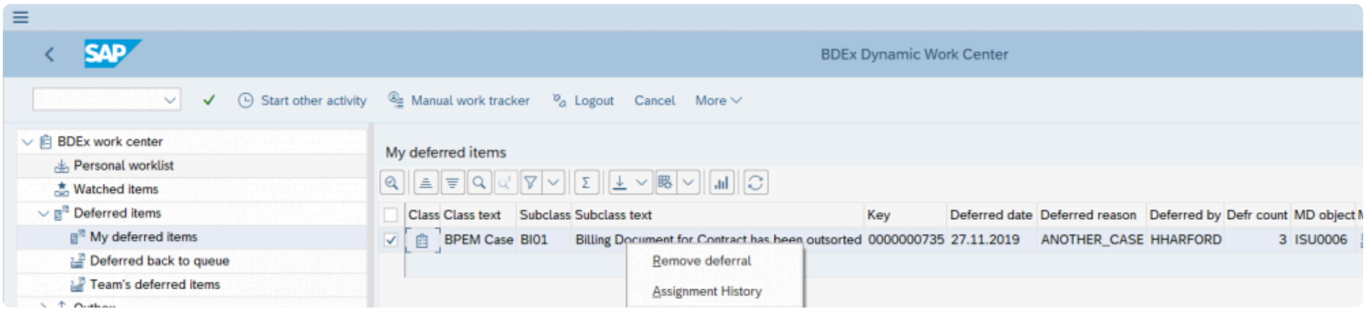
This action enables the user to defer the case and at the same time put the case back into the queue. This will remove the user as the processor of the case and add the case into the Deferred back to queue folder in the Dynamic Work Center. The deferral reason, date and defer counter will be updated in the Work Request Header table. Only the user's Manager can view the Deferred back to queue folder.



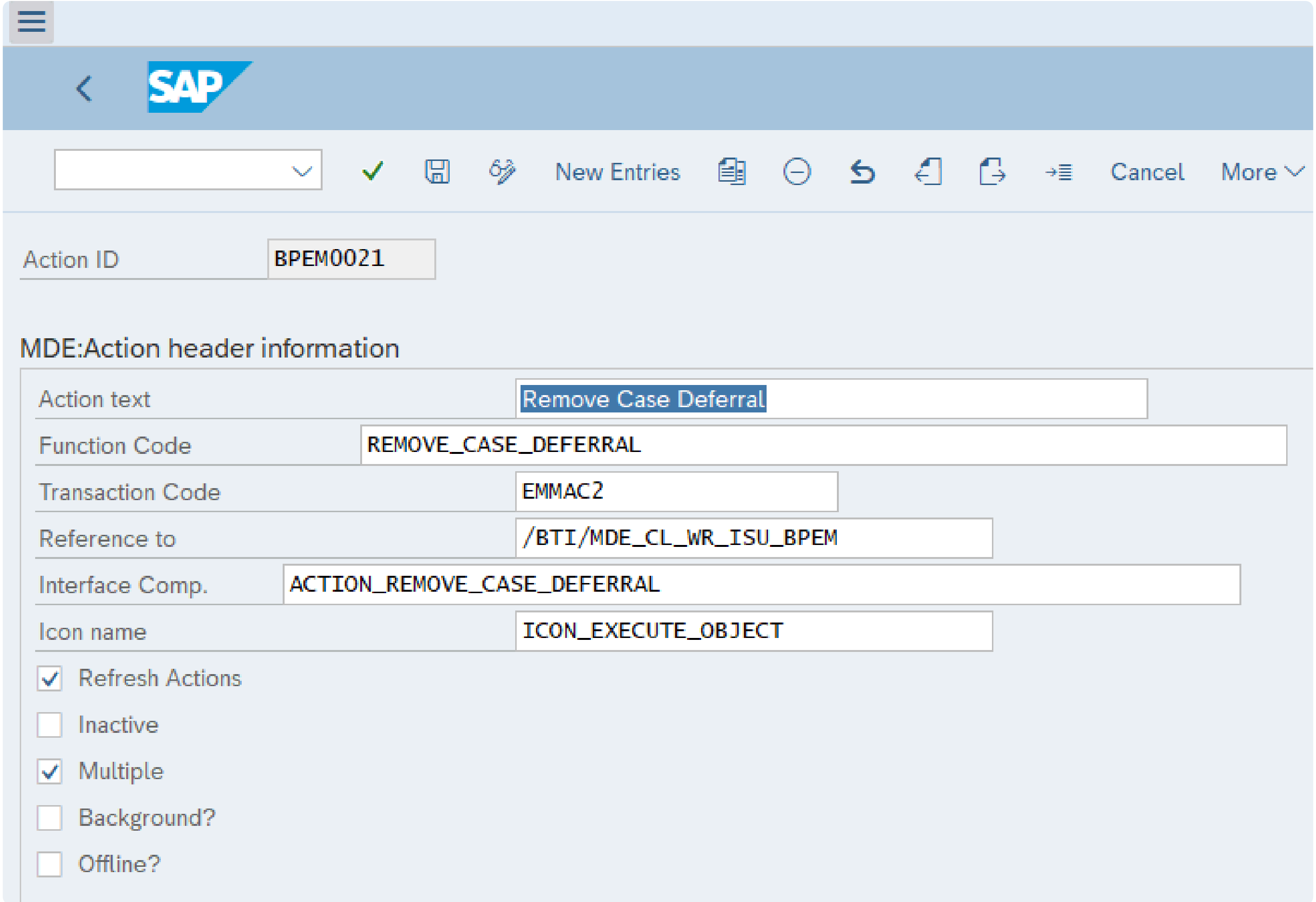
Once the deferral date is reached the case will go back into the work list and be ready for prioritization when a user (belonging to that queue) clicks on 'Get Work'. If multiple is selected, more than one case can be deferred and put into the queue at a time. All cases will be given the same deferral reason and date.



Action ID: BPEM0021 – Remove Case Deferral
This action will only be available if the case is in any of the deferral folders (meaning the case has a deferred reason and a deferral date in the future) and the deferral indicator is set.



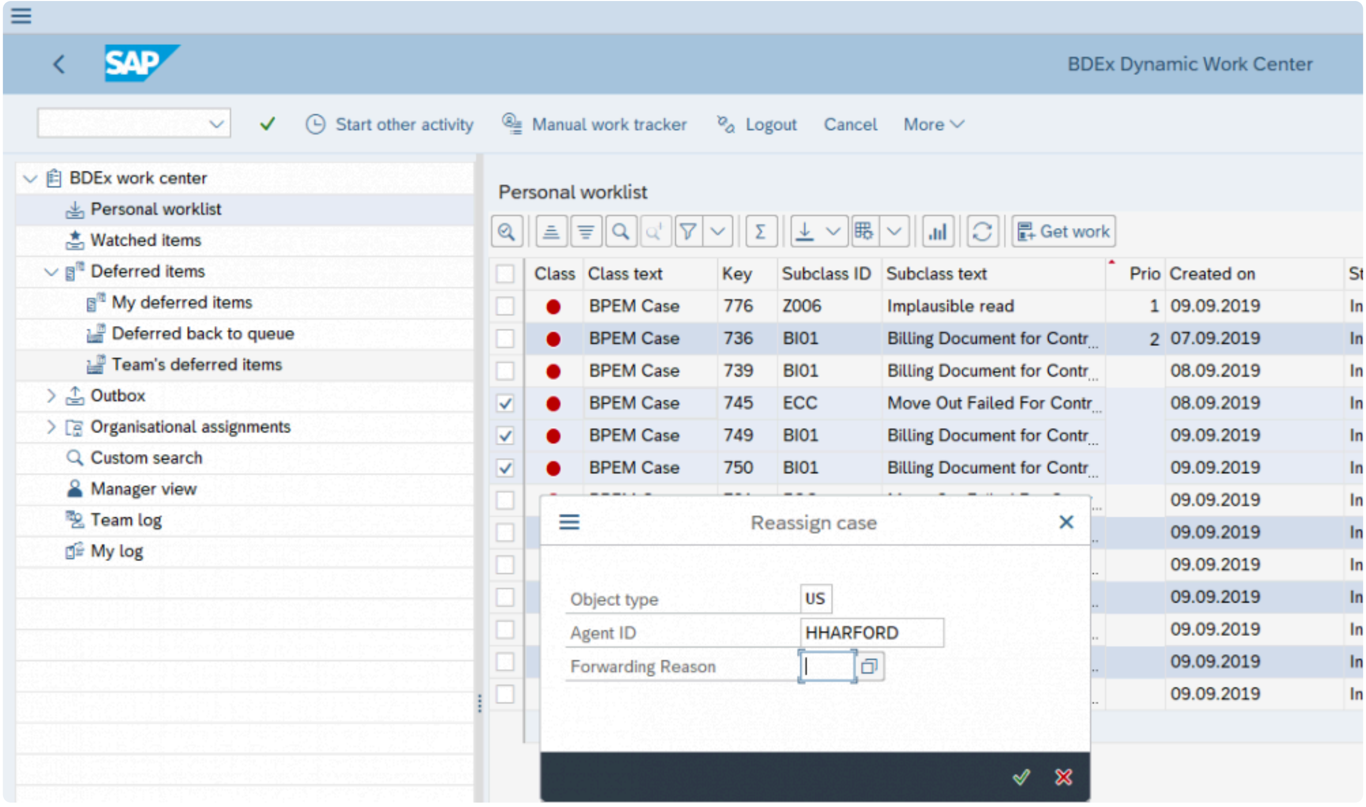
If this action is used the case will be put back into the Personal Worklist and the deferral date will be retained. If multiple is selected more than one case can be removed from deferral at the same time.



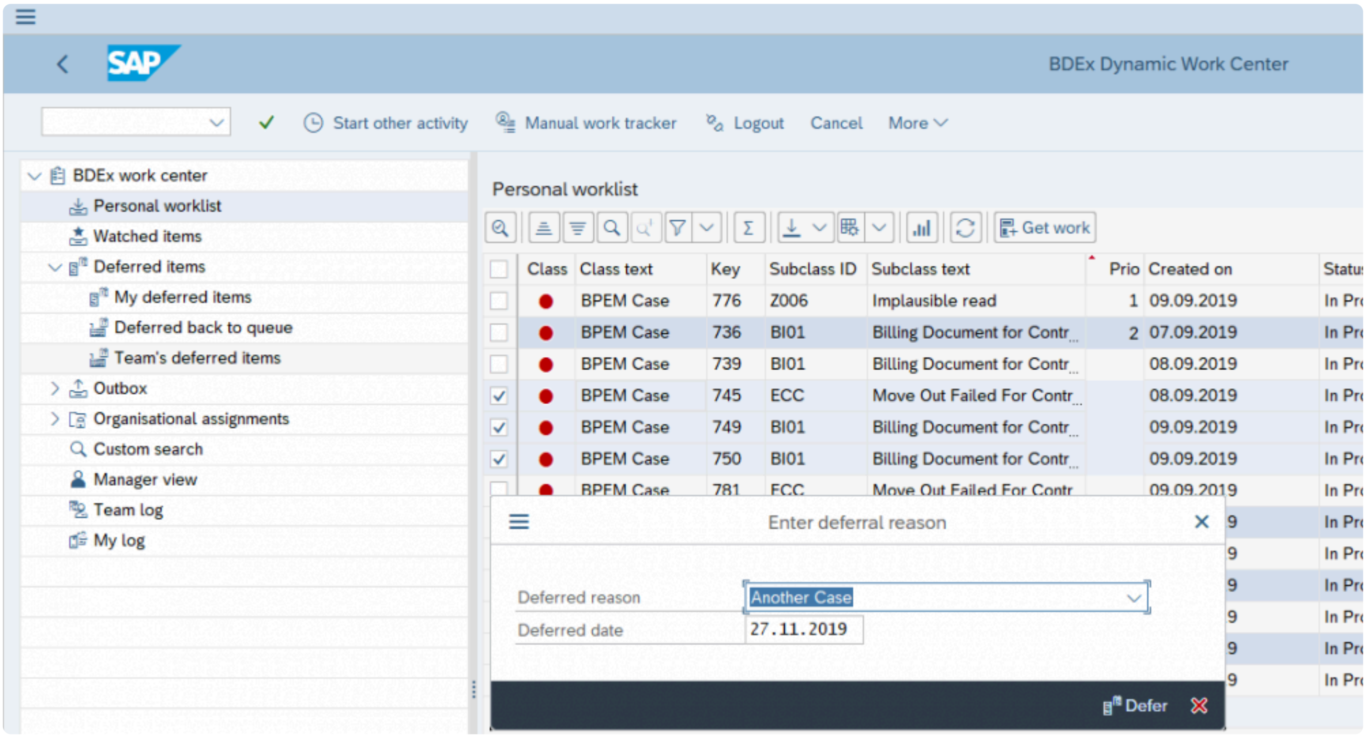
Action ID: BPEM0023 – Defer Case and Reassign

This action enables the user to add a deferral reason/date and remove themselves as the processor of the case. This time instead of sending the case into the queue it was routed from the user can select which queue the case should be added to when the deferral date is reached.

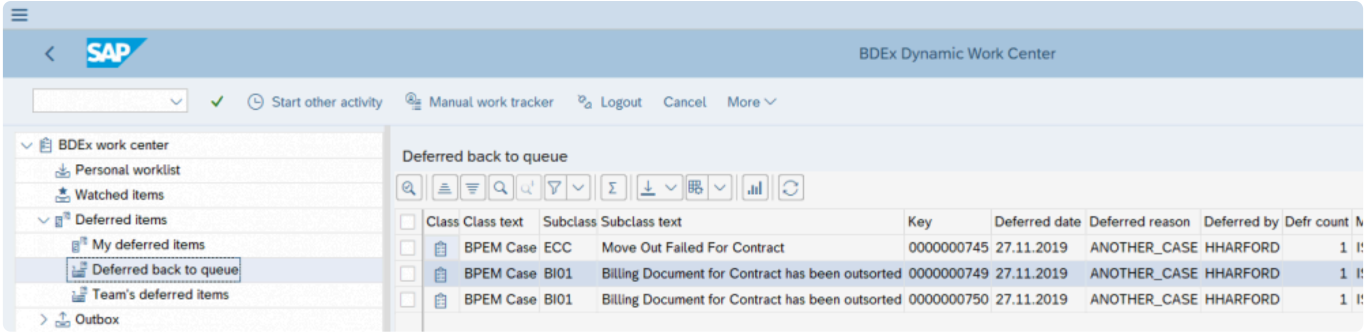
The user will be asked to select the object type and Agent ID the case needs to be routed too and the forwarding reason for changing the routing of the case. The forwarding reasons are pulled from the BPEM configuration option (EMMAC_CREACODE).



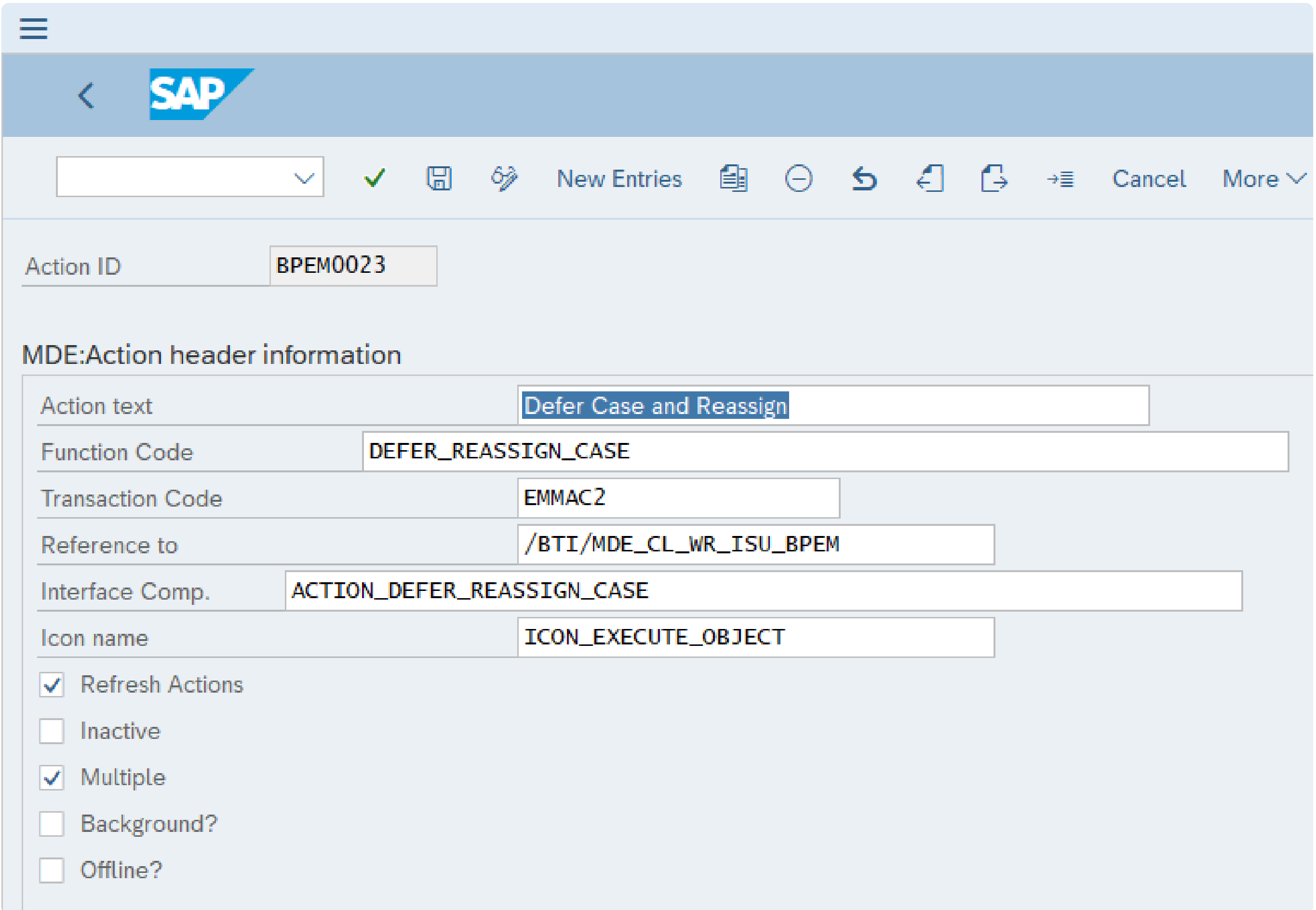
Once the reassign details are added the user will be prompted to input the deferral reason



Until the deferral date these cases can only be viewed by the user's Manager in the Deferred back to queue folder



If multiple is selected the user can action this on more than one case at a time however, all the cases will be updated with the same deferral reason and date and will be routed to the same queue.



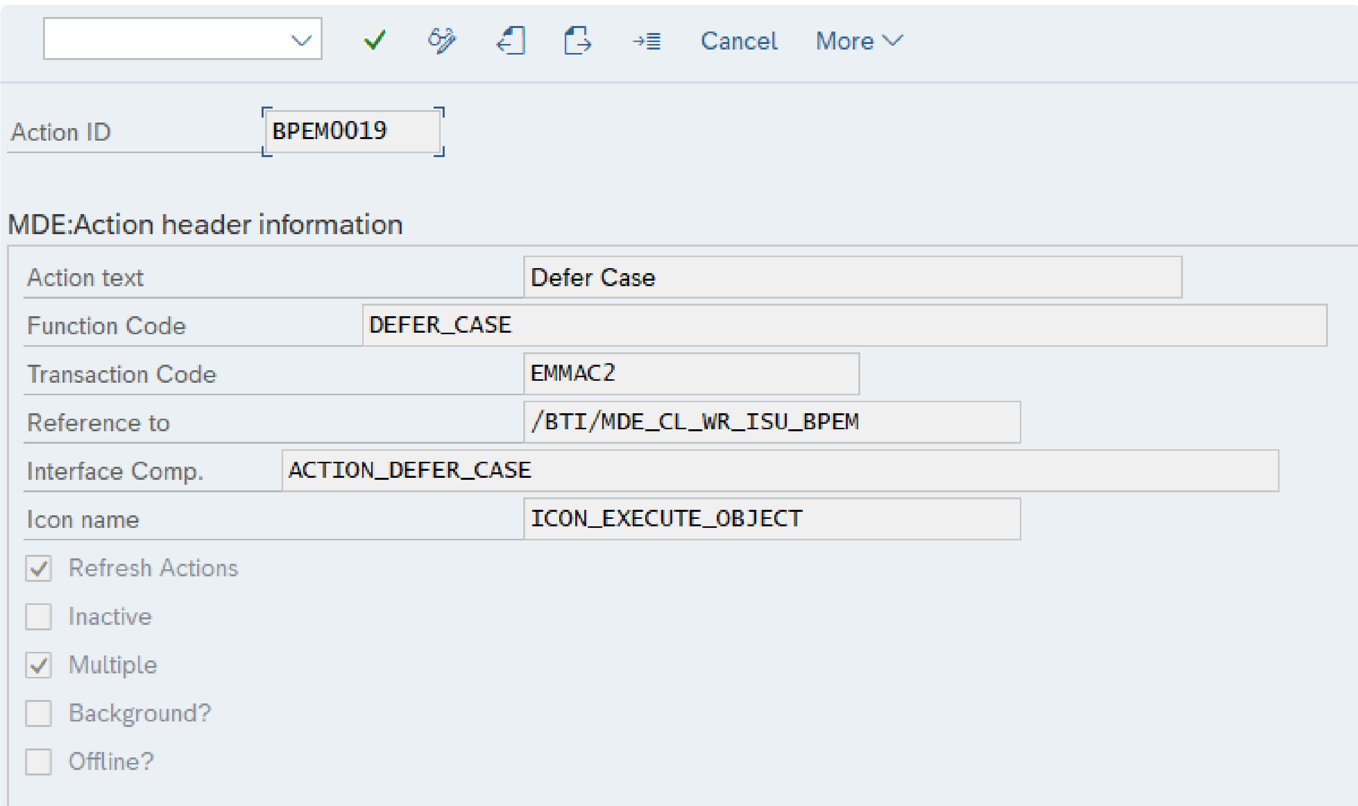
1.2.7. Right click actions for Defer case

Below mentioned Right click actions need to be configured in /BTI/MDE_C_ACT table.

These entries will activate right click actions for Defer cases in BDEx.

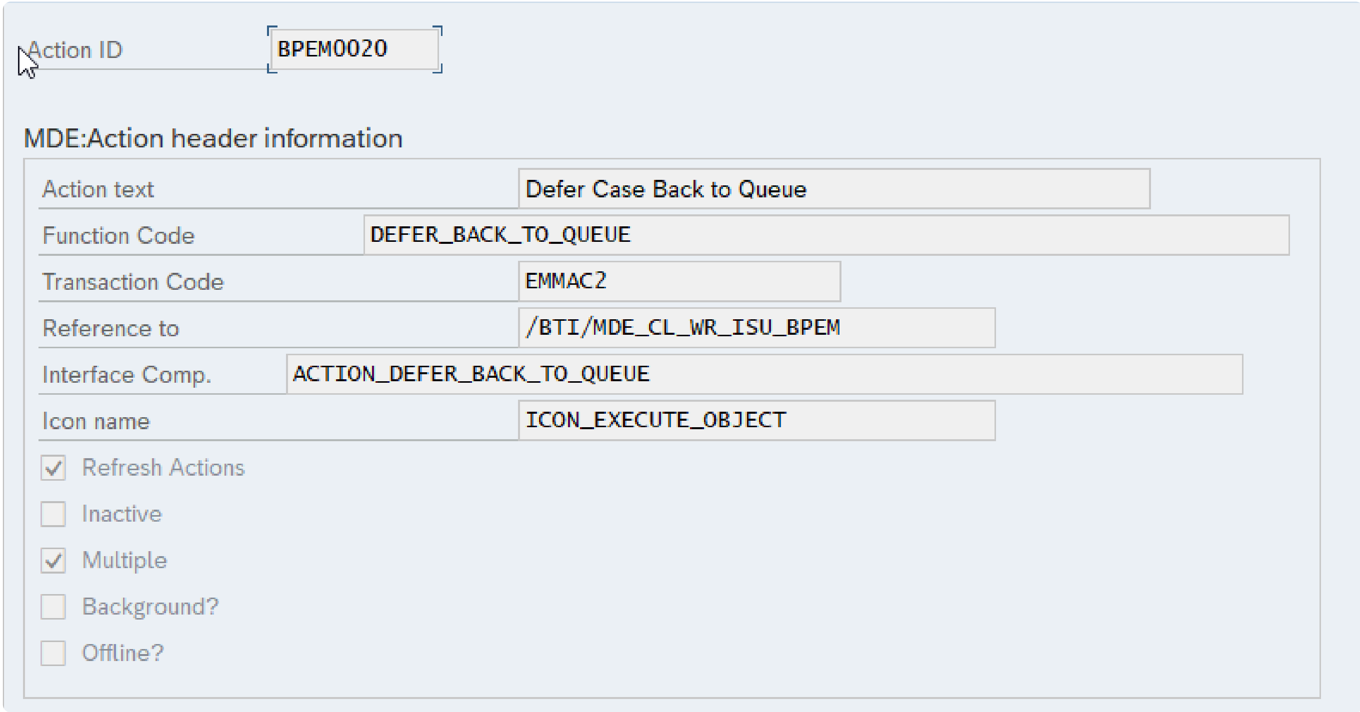
Entry details must be entered as follows:

Action ID = BPEM0019
Function Code = DEFER_CASE
Reference to = /BTI/MDE_CL_WR_ISU_BPEM
Transaction Code = EMMAC2
Interface Comp. = ACTION_DEFER_CASE
Icon Name = ICON_EXECUTE_OBJECT
Refresh Actions = Checked
Inactive = Checked
Multiple = Checked
Background = Not checked
Offline? = Not checked

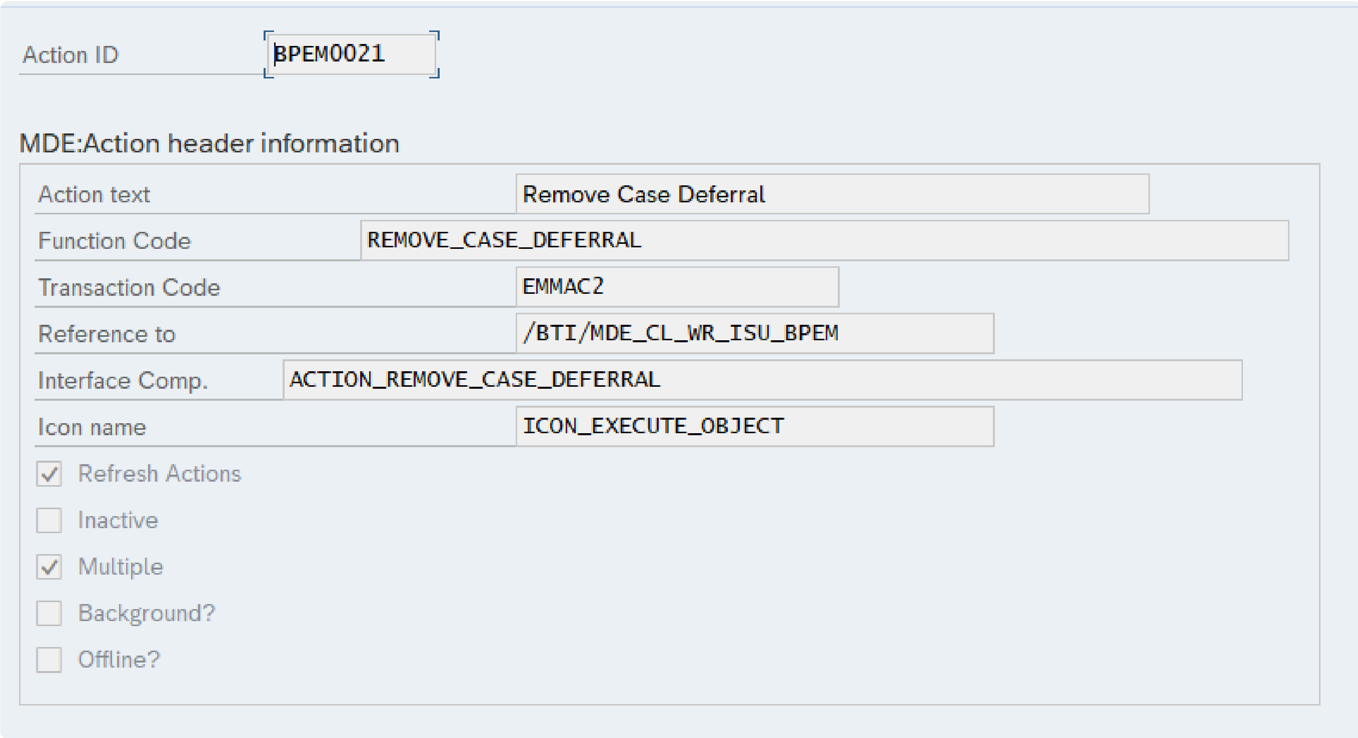


Action ID = BPEM0020

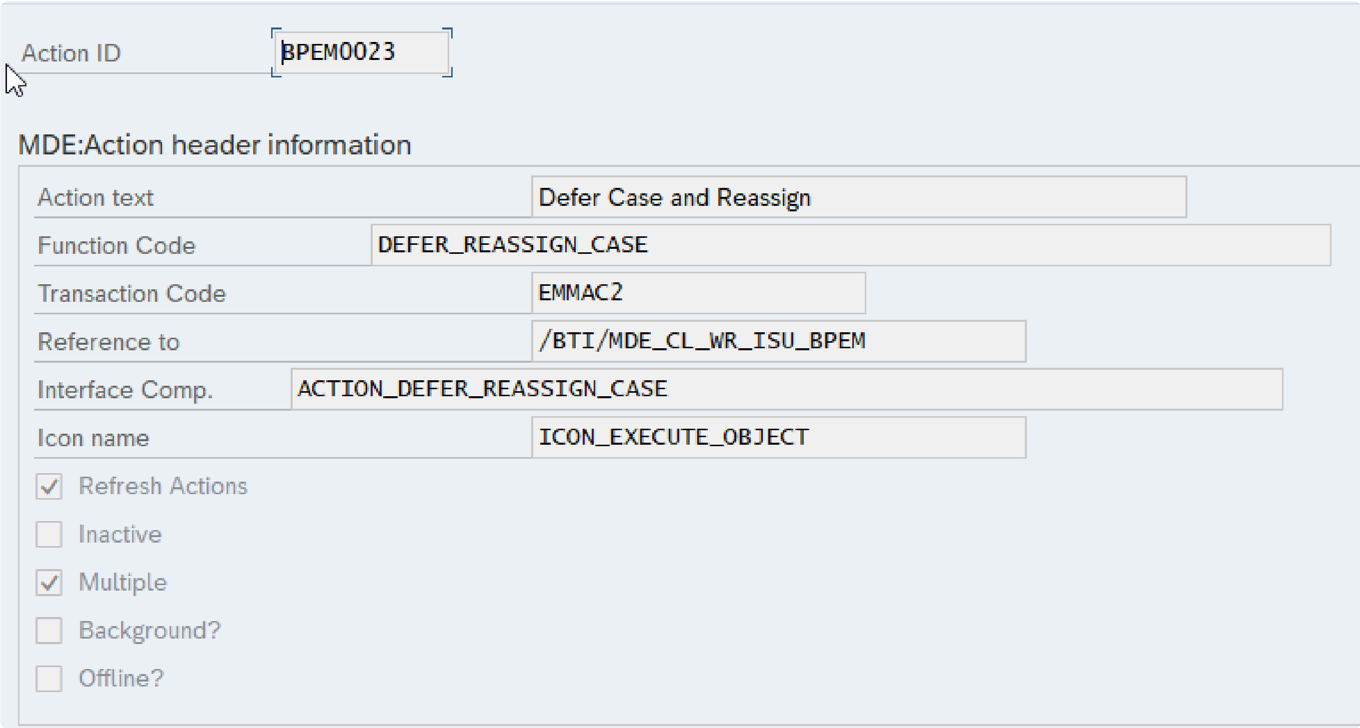
Function Code = DEFER_BACK_TO_QUEUE
Reference to = /BTI/MDE_CL_WR_ISU_BPEM
Transaction Code = EMMAC2
Interface Comp. = ACTION_DEFER_BACK_TO_QUEUE
Icon Name = ICON_EXECUTE_OBJECT
Refresh Actions = Checked
Inactive = Checked
Multiple = Checked
Background = Not checked
Offline? = Not checked



Action ID = BPEM0021
Function Code = REMOVE_CASE_DEFERRAL
Reference to = /BTI/MDE_CL_WR_ISU_BPEM
Transaction Code = EMMAC2
Interface Comp. = ACTION_REMOVE_CASE_DEFERRAL
Icon Name = ICON_EXECUTE_OBJECT
Refresh Actions = Checked
Inactive = Checked
Multiple = Checked
Background = Not checked
Offline? = Not checked



Action ID = BPEM0023
Function Code = DEFER_REASSIGN_CASE
Reference to = /BTI/MDE_CL_WR_ISU_BPEM
Transaction Code = EMMAC2
Interface Comp. = ACTION_DEFER_REASSIGN_CASE
Icon Name = ICON_EXECUTE_OBJECT
Refresh Actions = Checked
Inactive = Checked
Multiple = Checked
Background = Not checked
Offline? = Not checked



Action ID	BPEM0023

MDE:Action header information

Action text	Defer Case and Reassign
Function Code	DEFER_REASSIGN_CASE
Transaction Code	EMMAC2
Reference to	/BTI/MDE_CL_WR_ISU_BPEM
Interface Comp.	ACTION_DEFER_REASSIGN_CASE
Icon name	ICON_EXECUTE_OBJECT

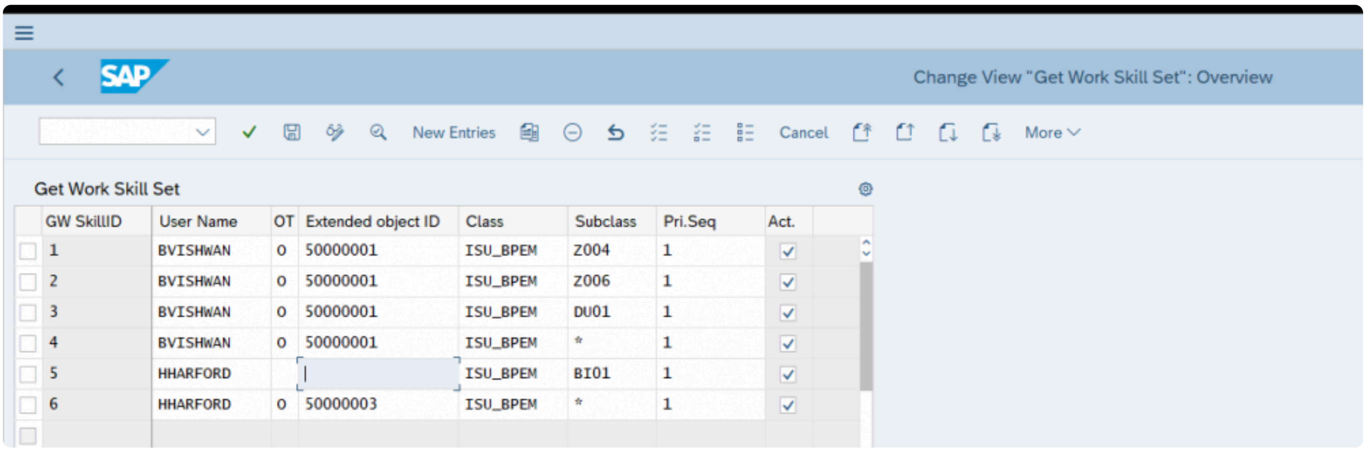
- [x] Refresh Actions
- [ ] Inactive
- [x] Multiple
- [ ] Background?
- [ ] Offline?

1.2.8. Updates needed for Get Work

Application tables should be updated with the get work priorities and skill matrix
1) /BTI/MDE_GW_SKIL

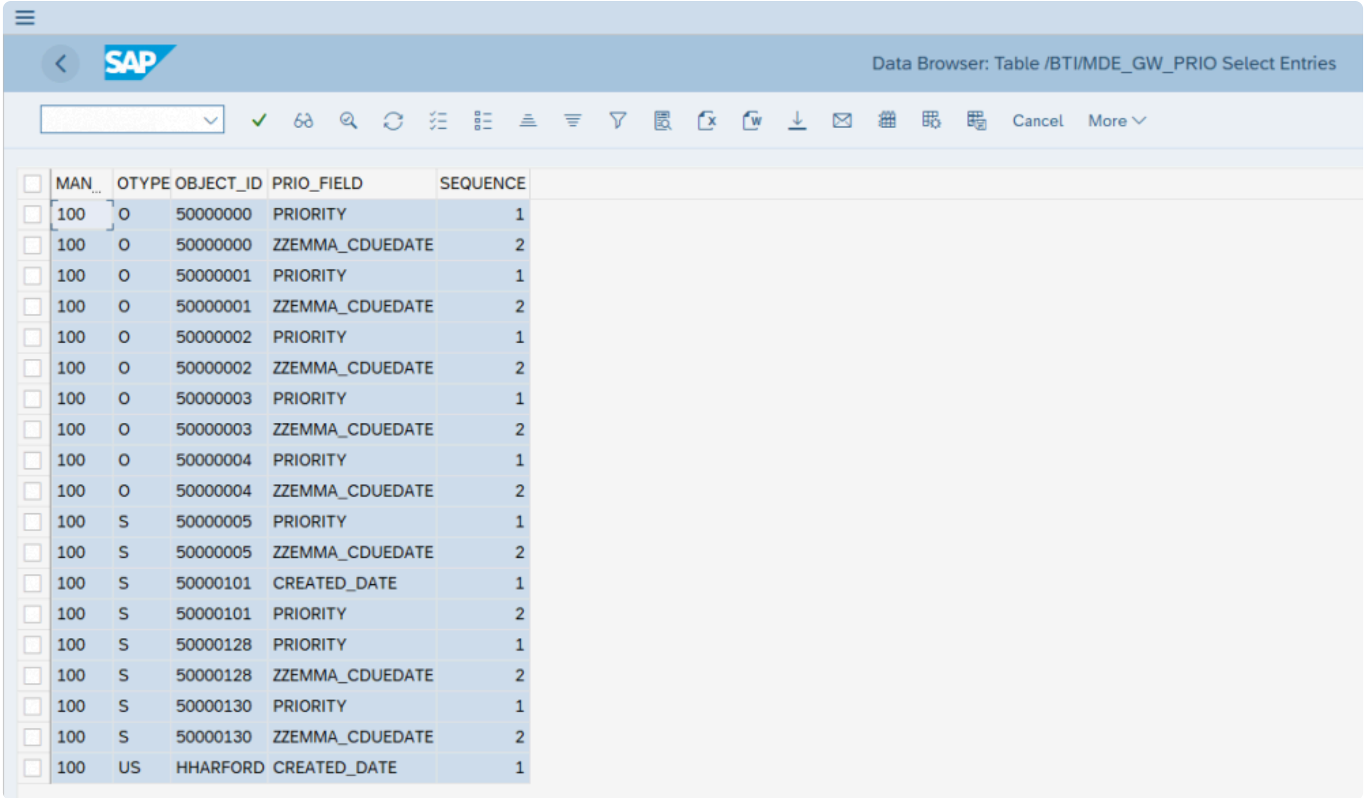
This records the skill matrix for the users. The user should be added and list the appropriate additional positions that the user is skilled to work. Or you can add the specific case categories for that org unit/ position, whereby a user is only skilled to work certain cases routed to that group. If you would prefer to ignore the routing via the processor rules you can assign case categories directly to the user and leave the org type and ID blank.

The sequence indicates the order which the entries will be used for ‘Get Work’. This will be checked sequentially using seq 1 first. If multiple entries are added with the same sequence ‘Get Work’ will look for all the cases relevant and assign by the priority rules.



GW SkillID	User Name	OT	Extended object ID	Class	Subclass	Pri.Seq	Act.
1	BVISHWAN	O	50000001	ISU_BPEM	Z004	1	✓
2	BVISHWAN	O	50000001	ISU_BPEM	Z006	1	✓
3	BVISHWAN	O	50000001	ISU_BPEM	DU01	1	✓
4	BVISHWAN	O	50000001	ISU_BPEM	*	1	✓
5	HHARFORD			ISU_BPEM	BI01	1	✓
6	HHARFORD	O	50000003	ISU_BPEM	*	1	✓

2) /BTI/MDE_GW_PRIO
This table records the sort order used to prioritize work allocation for ‘Get Work’.
Up to a maximum of 10 priorities can be added for each org type/ID. This table must be maintained to enable any of the new get work options to be used.
Suitable object types are:
O – organizational unit
S – Position
US – User



MAN..	OTYPE	OBJECT_ID	PRIO_FIELD	SEQUENCE
100	O	50000000	PRIORITY	1
100	O	50000000	ZZEMMA_CDUEDATE	2
100	O	50000001	PRIORITY	1
100	O	50000001	ZZEMMA_CDUEDATE	2
100	O	50000002	PRIORITY	1
100	O	50000002	ZZEMMA_CDUEDATE	2
100	O	50000003	PRIORITY	1
100	O	50000003	ZZEMMA_CDUEDATE	2
100	O	50000004	PRIORITY	1
100	O	50000004	ZZEMMA_CDUEDATE	2
100	S	50000005	PRIORITY	1
100	S	50000005	ZZEMMA_CDUEDATE	2
100	S	50000101	CREATED_DATE	1
100	S	50000101	PRIORITY	2
100	S	50000128	PRIORITY	1
100	S	50000128	ZZEMMA_CDUEDATE	2
100	S	50000130	PRIORITY	1
100	S	50000130	ZZEMMA_CDUEDATE	2
100	US	HHARFORD	CREATED_DATE	1

The priority field must be a field available in table /BTI/MDE_BWC_WRH there is an extension available to add new fields in the custom include (CI) if the field is not available in this table out of the box. See the Developers Cookbook to understand how to implement the CI.

1.2.9. Batch Job for Log Out

To use the log out idle functionality a job is required to be scheduled in batch, program name: /BTI/MDE_LOGOUT_USERS. This job should be scheduled as frequently as the log out idle time to ensure the system can pick up the idle users and log them out effectively i.e. if the log out idle time is 20 minutes the batch job should be ran every 20 minutes. If you run the job less frequently then that will increase the idle time.

1.2.10. Batch Job for Defer Cases

To use the defer cases functionality a job is required to be scheduled in batch, program name: /BTI/MDE_BWC_DEFERRAL_REMOVE. This job should be scheduled once a day to check if cases have reached the deferral date and put them back into the Personal Worklist or Queue ready to Get Work. If you do not run this job – cases will remain in the Defer folder.