

Understanding how Unreviewed Assignments Work

Description

QA Unreviewed Assignments, list the records which have been assigned and have not been yet reviewed or updated by the Members. These records can be filtered, selected and can be re-assigned to the source from which they have been assigned. This is useful in cases when the object records although assigned to member have not been worked on and then allows to re-assign them back so that the required action can be taken.

These Unreviewed records can be filtered based on **Object, Source, Assignment**

Group and **Members**. User can also select records based on time i.e. how long have they been assigned and yet not reviewed. Once assigned back to Source, they can be re-assigned as Scheduler runs and they can be manually assigned. It should be noted the records are re-assigned to same source from which they get assigned.

List Unreviewed Assignments

1. Go to **QA Unreviewed Assignments | List Selection**

- **Object** - it allows to select object such as Lead or Case etc.
- **Source Queue or User** - source queue or user from which the records are being assigned to members. Individual as well as all sources can be selected and their data can be viewed
- **Assignment Group** - shows all the AGs created based on the **Object**. If Case is selected as object then **Assignment Group** will show all the AG whose object is Case. There is also an option to select all AGs.
- **Group Members** - lists down all the users who are member of the particular AG selected in **Assignment Group**. If **All Assignment Groups** is selected then it shows all the unique users who are members across all AGs.
- **[Object] Fields** - it allows to add selected object fields to view and only five fields can be added
- **Show Only Active Records** - it allows to list only **Active Records** which have not yet been reviewed
- Select time duration of assigned records in **minutes, hours** or **days**
- **Go** - lists down all records based on configuration

List Selection

Object: Source Queue: Assignment Group: Group Member:

Case Fields:

Show only active records (as defined in the Assignment Group that assigned the record)

List Case which were assigned by Q-Assign more than ago AND have not been reviewed (updated) since assignment.

Re-assign Back to Source

As you click **Go**, Unreviewed assignments will be listed. Re-assign them back to Source as follow:

1. Select single or multiple records you want to re-assign back to source queue or user.
2. Click **Re-assign Back to Source**.

<input type="button" value="Re-assign back to Source"/>					
Case assigned more than 1 hours ago AND not reviewed (updated) since assignment (13)					
<input type="checkbox"/>	Case Number	Owner	Assigned	Assignment Group	Hours Overdue
<input type="checkbox"/>	00001500	User 01	06/02/2017 15:48	Test Group 1	45
<input type="checkbox"/>	00001501	User 02	06/02/2017 15:48	Test Group 2	45
<input type="checkbox"/>	00001502	User 03	06/02/2017 15:48	Test Group 3	45

Please contact us at support@ortooapps.com for any questions.