

Job Queue
User Guide

SmartOffice®



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Introduction

The Job Queue manages asynchronous processes in the system. These processes are managed through the creation of agents to establish the parameters of the jobs initiated by various workflows in the system. These agents, called Job Agents, can be created at either the System Office Level or the Local Office Level. The Data Validation Job Agent is only available in the System Office due to the nature of its operation. A user must have specific rights to add, modify, or delete agents and different rights to view jobs that were created. Information about the specific types of Job Agents and their uses will be detailed in this document.

Creating these job agents provides the ability to set and forget these procedures. In other words, the configuration is performed once in the UI and then the other users in the system can take advantage of these capabilities. It also enables the users to run processes, such as Data Validation or large print jobs during off-peak system times to prevent slow down of the system for intensive operations.

Job Queue Menu and Access

Three separate components comprise the Job Queue. A user may have rights to view/modify all, some, or none of these elements. Depending on other rights they are assigned, they may have the ability to use one or more of the agents. Security for the Job Queue components, as with the other parts of the SmartOffice® system, is highly customizable.

A user assigned the right of Job Queue Agent Maintenance has the ability to add, modify and delete Job Agents. This user can also view agents created in the System Office. Job Agents created in a specific office are not available to lower offices in a hierarchy. The only agents that are available to other offices are those created in the System Office. The Job Queue is not part of the hierarchy in an Enterprise system.

A user assigned the right of Created Jobs Maintenance can view jobs that they created in their local office. A user with this right has the ability to add, modify and delete jobs that they created. No user has the ability to affect the jobs created by other users in the office.

When an office is created, a SmartOffice Printer Queue is automatically created. An admin user in the office must assign one user the responsibility to manage this Job Agent for the other users. Otherwise, any correspondence sent to the Printer Queue from this office could become lost. It is very important to assign one user in the office this responsibility or to delete this entry from the Job Agents Summary.

Config.xml Requirements

If a SmartOffice server is set up to only have the SmartOffice Printer Queue enabled and no other agents, then the default settings for the Config.xml file need not be changed. If a SmartOffice server will utilize one or more of the other agents, then the Job Scanner section of the Config.xml file must have its status set to **On**. The other component that can be modified is the Interval setting. The interval is measured in minutes and the default of 1 is how often the Job Scanner checks for jobs needing to be processed.

```
<jobscanner>
  <status>on</status>
  <oneInstance>>false</oneInstance>
  <interval>1</interval>
</jobscanner>
```

Job Agents Summary

If a Job Agent is to be shared by all the offices in the system, then it must be added in the System Office. Due to the processing nature of the Data Validation job agent, it is only available for addition at the System Office level. Unless a Corporate Home Office wants to make available a system level SmartOffice Printer Queue to handle all printing needs for all users, then this agent should be removed from the System Office.

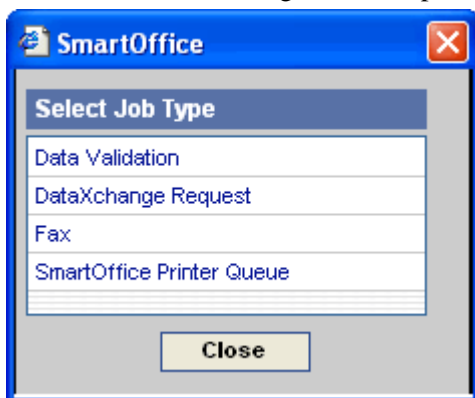
When a user assigned the rights to access the Job Agents menu item selects this option, the Job Agents Summary displays.

<input type="checkbox"/>	Job Type	Name	Description	Status
<input type="checkbox"/>	Fax	fax	Default fax agent	Offline
<input type="checkbox"/>	Data Validation	validate	Default Data Validation Agent	Waiting
<input type="checkbox"/>	DataXchange Request	dataxchange		Waiting
<input type="checkbox"/>	Fax	Office Fax		Waiting
<input type="checkbox"/>	SmartOffice Printer Queue	Local Office		Waiting

This user has the rights to add, modify, or delete any agents that exist in the local office. The ability to view the parameters of agents created in the System Office is also available to this user. Each of the Job Agents has a different set of requirements for proper setup. Please note that a default Fax Agent is present on the spreadsheet with a status of Offline. This is because a System level Fax Agent must be present for the other Local Fax Agents to function properly and it should not be removed from the System Office.

Job Agents Setup

When a user with the rights to Job Agent Maintenance accesses this area of the system and selects the **Add** button, a dialog box will open enabling them to select a job agent type.



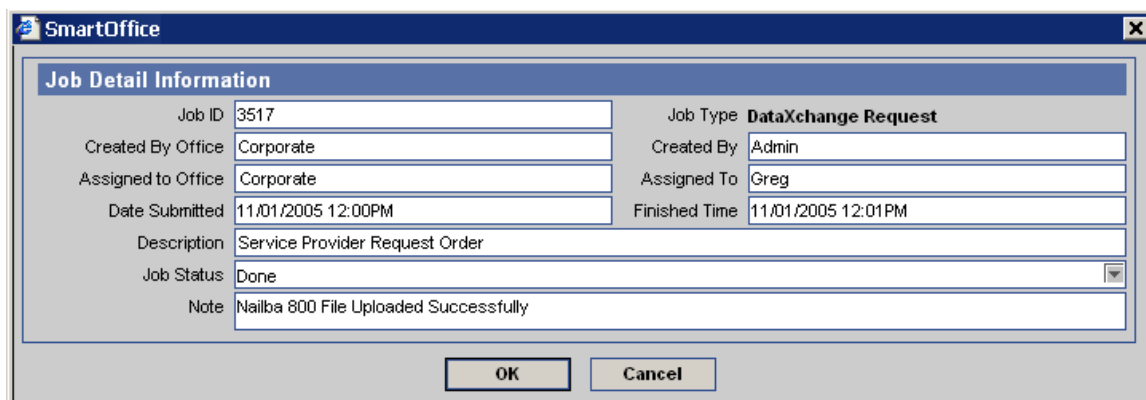
Data Validation is available only from the System Office. DataXchange Request, Fax and SmartOffice Printer Queue job agents can be added from all offices in the system. The status field for all Job Agents should be set to **Waiting** so that they can begin processing data when their workflow is accessed by the Job Scanner.

Data Validation

In the System Office, a default Data Validation job agent is automatically created and can be setup to process user initiated Local Office level validations. It is generally recommended that the Start and Stop times be established during off-peak server usage times. If users are to be restricted from processing Office Level validations, it is recommended that the status of the Data Validation job agent be set to **Offline** and that no users in the system be assigned the Access to Data Validation right.

DataXchange Request

This job agent is used in conjunction with Pending Case Service Provider requests for electronically downloaded data. The image below depicts the results of a successful data download.



Fax

SmartOffice supports two integrations with third-party vendors. The supported vendors are VillageFax and MaxEmail. These two services provide users with the ability to fax out of the system without any additional hardware or software expenditures. This ability is controlled by assigning the Faxing right to a user. Both of these vendors provide real time fax status updates, with the update for VillageFax being stored directly within the SmartOffice system. Account information for each of these two vendors is entered by a user with Job Agent Maintenance rights directly within the UI. Each vendor provides the necessary information that can be easily entered by the user with the proper rights. The required information is detailed in the following two images.

MaxEmail

Provider Information
MaxEmail requires the e-mail address that is registered with their service. Please leave the Username and Password fields blank. MaxEmail does not provide fax status updates to SmartOffice. Please verify the receipt of sent faxes through the standard e-mail confirmation provided by MaxEmail. To set up this service, either click the following link or paste it into the address bar of your browser: http://www.maxemail.com/fwd/welcome.cgi?r=eldata

VillageFax

Provider Information
VillageFax requires that the Username and Password fields be completed. The E-mail field is not used by this provider and can be left blank. To set up this service, either click the following link or paste it into the address bar of your browser: http://www.villagefax.net/

In addition to the Job Scanner changes in the Config.xml, some additional lines must be updated if either of the faxing solutions is to be enabled. The server must have a unique e-mail address assigned so that fax statuses can be received and properly updated in the system. The Fax Status Checker must be enabled and its interval in minutes must be designated.

```
<faxstatuschecker>  
  <status>on</status>  
  <oneInstance>>false</oneInstance>  
  <interval>1</interval>  
</faxstatuschecker>
```

SmartOffice Printer Queue

A SmartOffice Printer Queue is automatically created whenever an office is created. The primary reason for utilizing the SmartOffice Printer Queue is to provide the ability to print correspondence when a user is remote and not connected to a printer. This includes the ability to print Form Letters from any of the SmartOffice Mobile solutions. The SmartOffice Printer Queue can also be used to send large print jobs to the queue for printing at a later time.

If no user is to be assigned the task of maintaining the queue and packaging the requests, then the printer queue for this office should be deleted. Some offices have multiple printer queues with one being assigned to each of their specialized printers. Only one user can be assigned to each printer queue.

An Alert will be sent to the user assigned to perform printer queue maintenance when a new job is added. Only one line for printer queue maintenance can be active in the alerts system, so no new items will be added if an existing item is present and not marked as Done. The image below depicts both an Alert and information regarding initial details of an Active Print Job in the SmartOffice Printer Queue.



Further details of the requested print job are provided when the hyperlink for the job is selected. Any notations or special handling instructions can be reviewed. The user responsible for the specific SmartOffice Printer Queue can print one or all of the Pending jobs. When the jobs are completed, they are moved to the Inactive Print Jobs tab.

Created Jobs

A user assigned the Created Job Maintenance rights has the ability to view the status of jobs they created in the system. This user cannot view the status of jobs created by other users. The user can modify, complete or delete these jobs. The image below depicts the status of some jobs created by the user Daniel.

