

# SmartOps

QMT-Query Management Tool

Version 3.0

*“A highly effective end to end Work  
Management Tool”*

## USER GUIDE

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# Manual & SLA Reminder

Users can set manual reminder for certain emails to receive timely alerts in QMT. This will help users to complete their tasks without missing SLA.

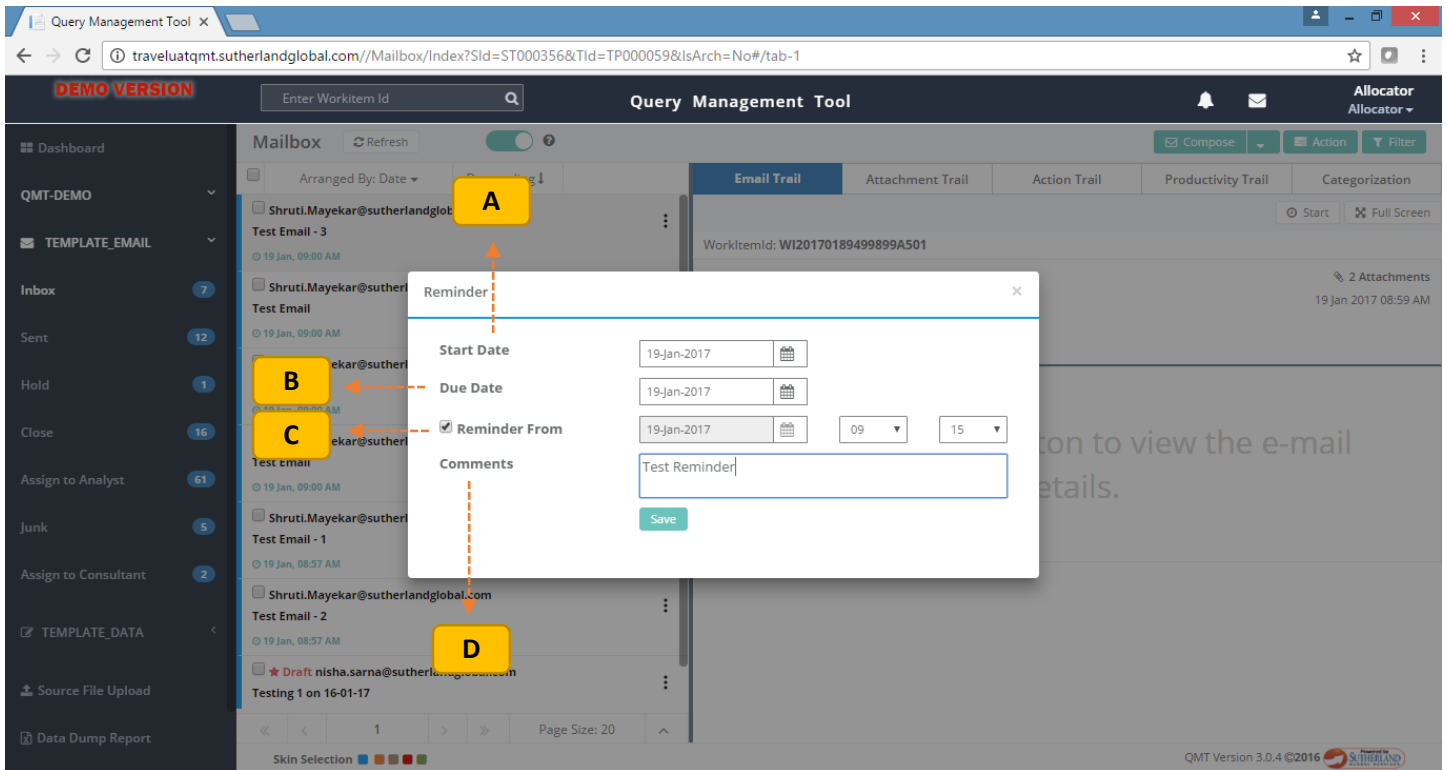
SLA reminder will help user to identify the emails which are nearing its SLA breach time. These reminders will be generated by system.

The screenshot displays the Query Management Tool (QMT) interface. The main area shows a mailbox with a list of emails. A red dashed box highlights the context menu for an email, with a yellow callout box 'B' pointing to the 'Add Reminder' option. Another yellow callout box 'A' points to the three-dot menu icon. The email details pane on the right shows the email content and a large watermark text: "Click on Start Button to view the e-mail details." The interface includes a sidebar with navigation options, a top navigation bar, and a footer with the QMT version and Sutherland logo.

## Steps to add a Reminder:

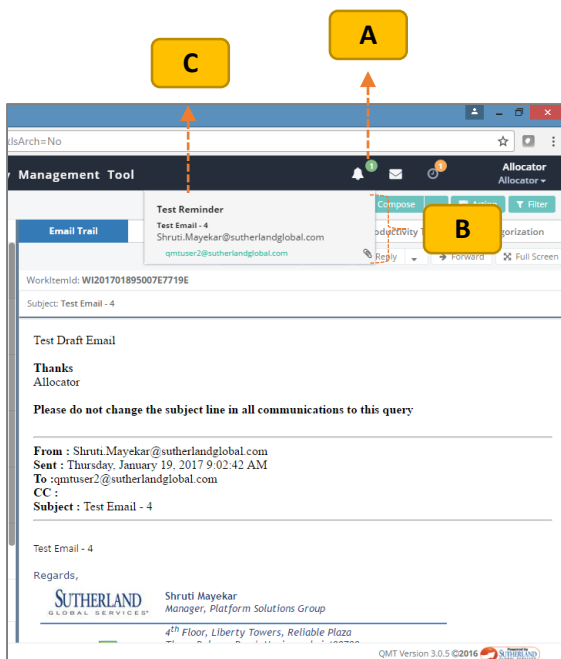
A - Click the marked icon

B - Select the option "Add Reminder"



### Steps to Set a Reminder:

- A - Set the Start Date
- B - Set the Due date
- C - Set the Reminder date and time
- D - Add comments



### Reminder Notification:

- A - The notification will be shown here
- B – On clicking icon, the detailed list will be populated
- C – Click on the details, to navigate to workitem

# Email Archival

Closed & Irrelevant emails can be archived so that only emails that are pending for action will be available under mailbox. This will help the user to view appropriate emails and also improve the performance.

The screenshot shows the 'Archive WorkItems' page in the Query Management Tool. The interface includes a sidebar with navigation options, a main content area with search filters, and a search results table. Callout boxes A through H highlight key UI elements:

- A**: Points to the 'Archive' tab in the sidebar.
- B**: Points to the 'Template' dropdown menu.
- C**: Points to the 'From Date' input field.
- D**: Points to the 'To Date' input field.
- E**: Points to the 'Search' button.
- F**: Points to the search results table.
- G**: Points to the 'Status' column header in the search results table.
- H**: Points to the 'Archive' button in the top right corner.

Status	Count
Assign to Analyst	51
Sent Allocator	5
Hold Analyst	1
Inbox Allocator	8
Junk Allocator	4
Inbox Analyst	1
Close Allocator	14

## Steps to Archive:

- A** – Select of the Archive tab to go to Archive Workitem page
- B** - Select the Template
- C** - Select From Date
- D** - Select To date
- E** - Click on Search Icon
- F** - The search result will be displayed here
- G** - Select the Status to be archived
- H** - Click on Archive button

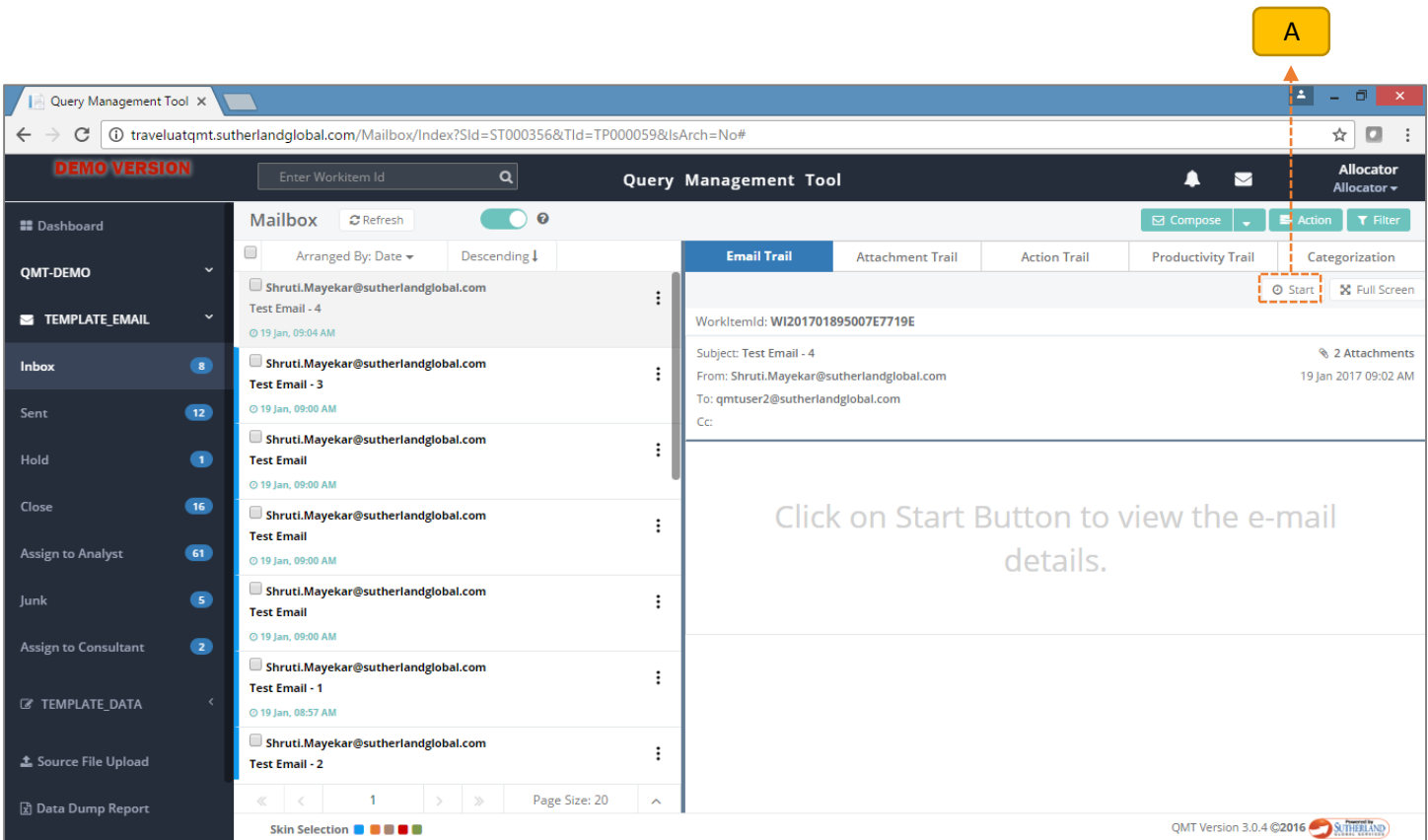
The screenshot displays the Query Management Tool interface. On the left sidebar, the 'Archived Records' tab is highlighted with a yellow box labeled 'A'. The main mailbox area shows a list of emails, with one selected and highlighted in grey, labeled 'C'. The right pane shows the details of the selected email, including the subject, sender, recipient, and attachments, labeled 'B'. The interface includes a search bar, navigation buttons, and a footer with the version number 'QMT Version 3.0.4 ©2016'.

## Steps to UnArchive:

- A – Click on the Archived Records tab to view the archived data.
- B – Select the emails to be unarchived.
- C – Click to UnArchive button.

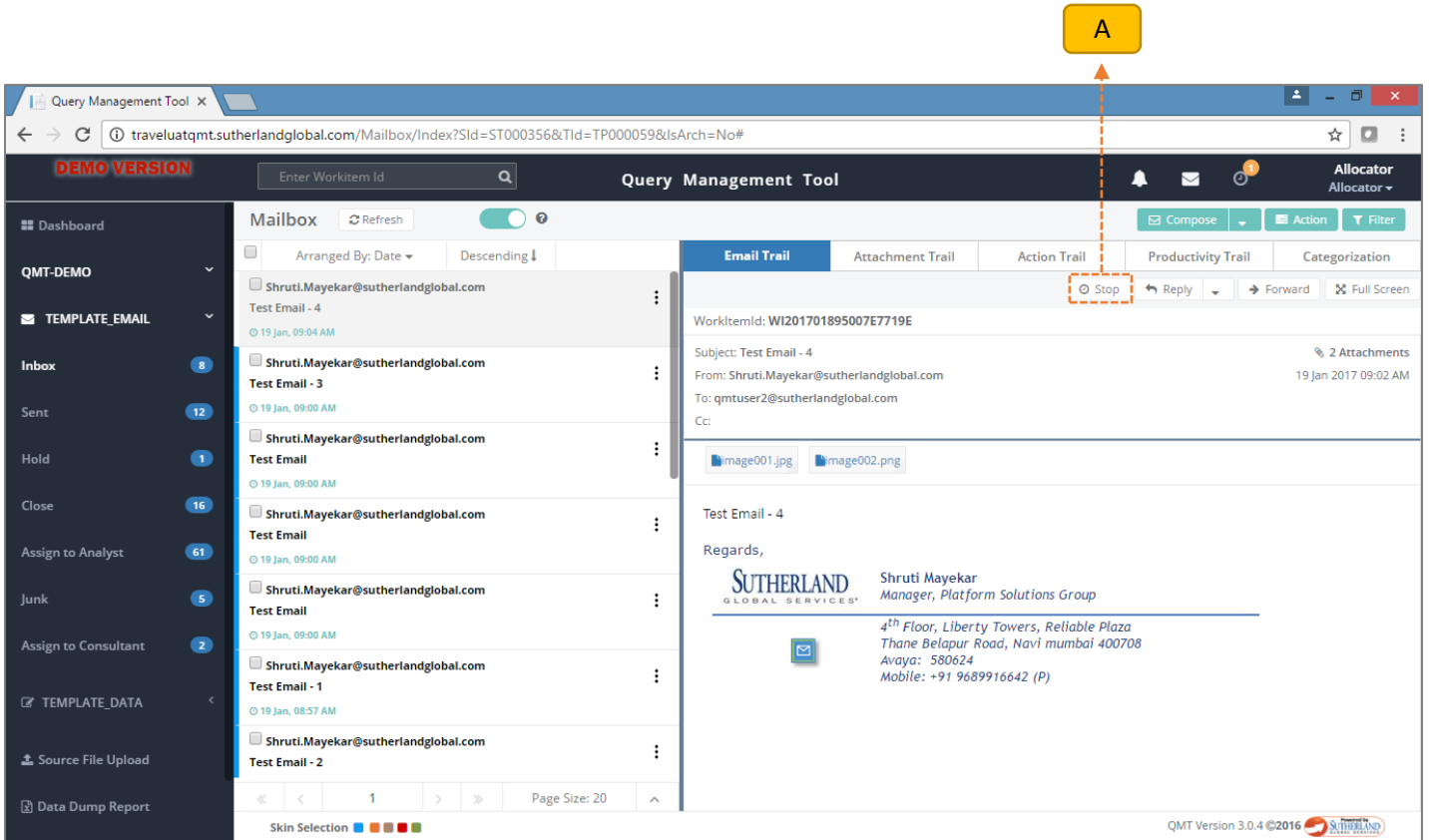
# Productivity Tracking

Users will have an option to start & stop while working on an email. This will help in identifying the actual time spent on a request and also gather average time taken by a user to work on email requests.



## Steps to Start a Productivity Tracking:

A – Click on Start button.



## Steps to Stop a Productivity Tracking:

A – Click on Stop button.



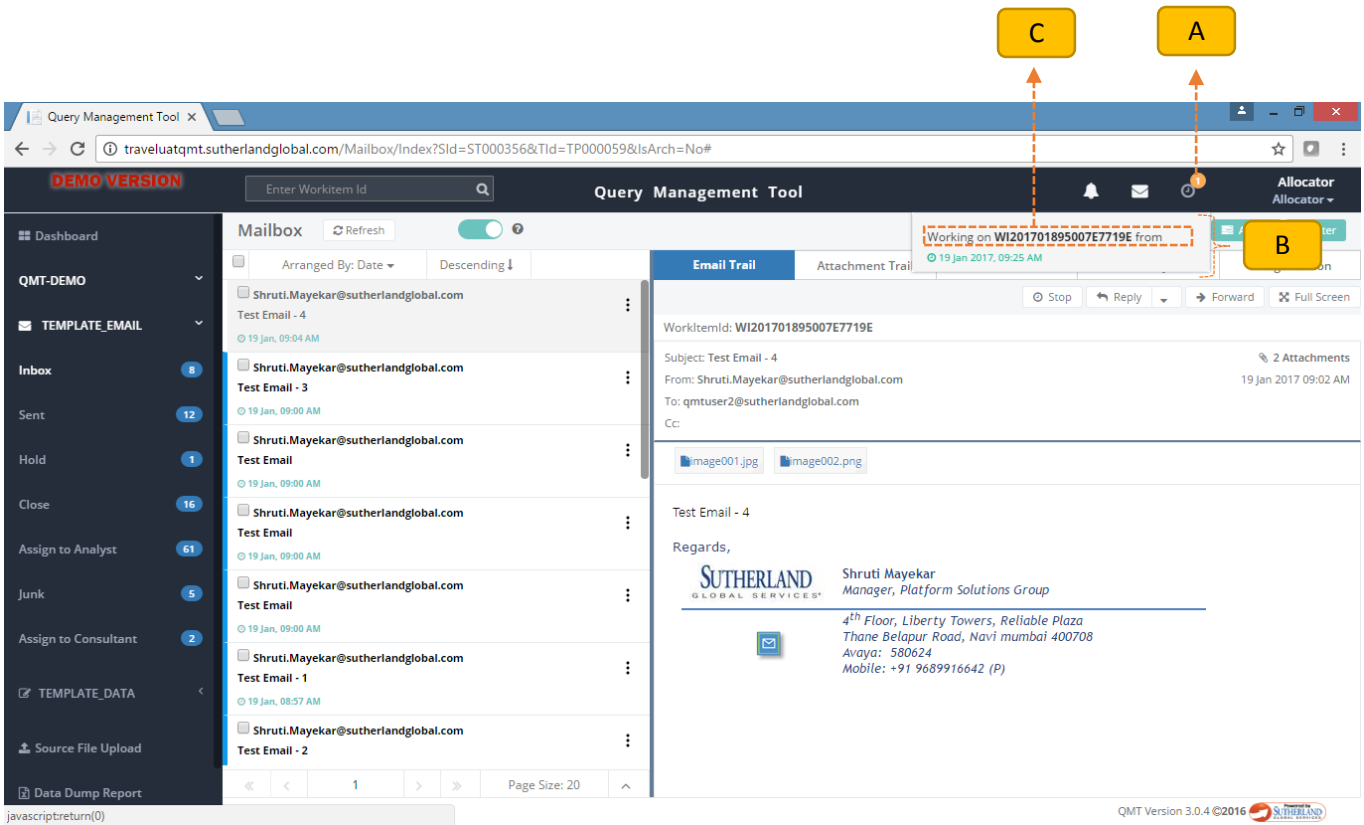
The screenshot shows the Query Management Tool interface. The 'Productivity Trail' tab is selected and highlighted with a red dashed box and a yellow box labeled 'A'. Below this, a table displays productivity trail details for a specific WorkItem. The table has columns for Status, User, Role, Created Date, Start Date/Time, End Date/Time, Net Time, and Total Time. The data row shows 'Inbox Allocator' with a net time of 1 minute and a total time of 0 days 0 hours 22 minutes. A yellow box labeled 'B' points to this table.

Status	User	Role	Created Date	Start Date/Time	End Date/Time	Net Time	Total Time
Inbox Allocator	Allocator	Allocator	19/01/2017	19/01/2017 09:25:09	19/01/2017 09:26:36	1minutes	0 days 0 hours 22minutes

### Steps to View Productivity Trail:

A – Click on Productivity tab for trail details

B – Detailed productivity trail will be shown here



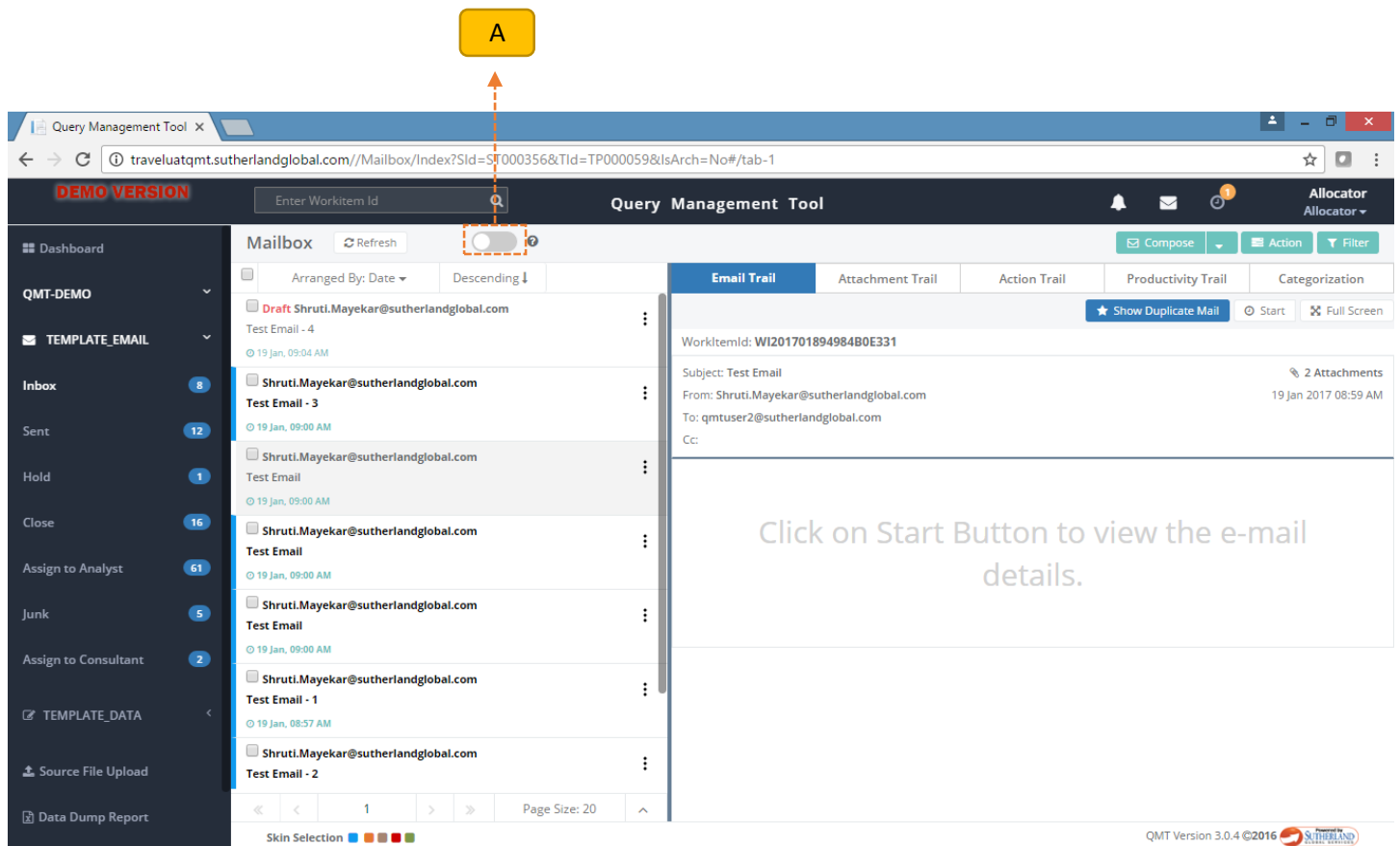
## Productivity Notification:

- A – The notification of emails whose productivity is in stored mode will be shown here
- B – On clicking icon, the detailed list will be populated
- C – Click on the details, to navigate to workitem

# Work Offline

These feature will enable user to take actions on email without refreshing the mailbox. The action taken by user in offline mode will be synchronize once user switches the view to Online again.

User can also click on Refresh button to get the real time workitem count & workitem list while continue to work in offline mode.

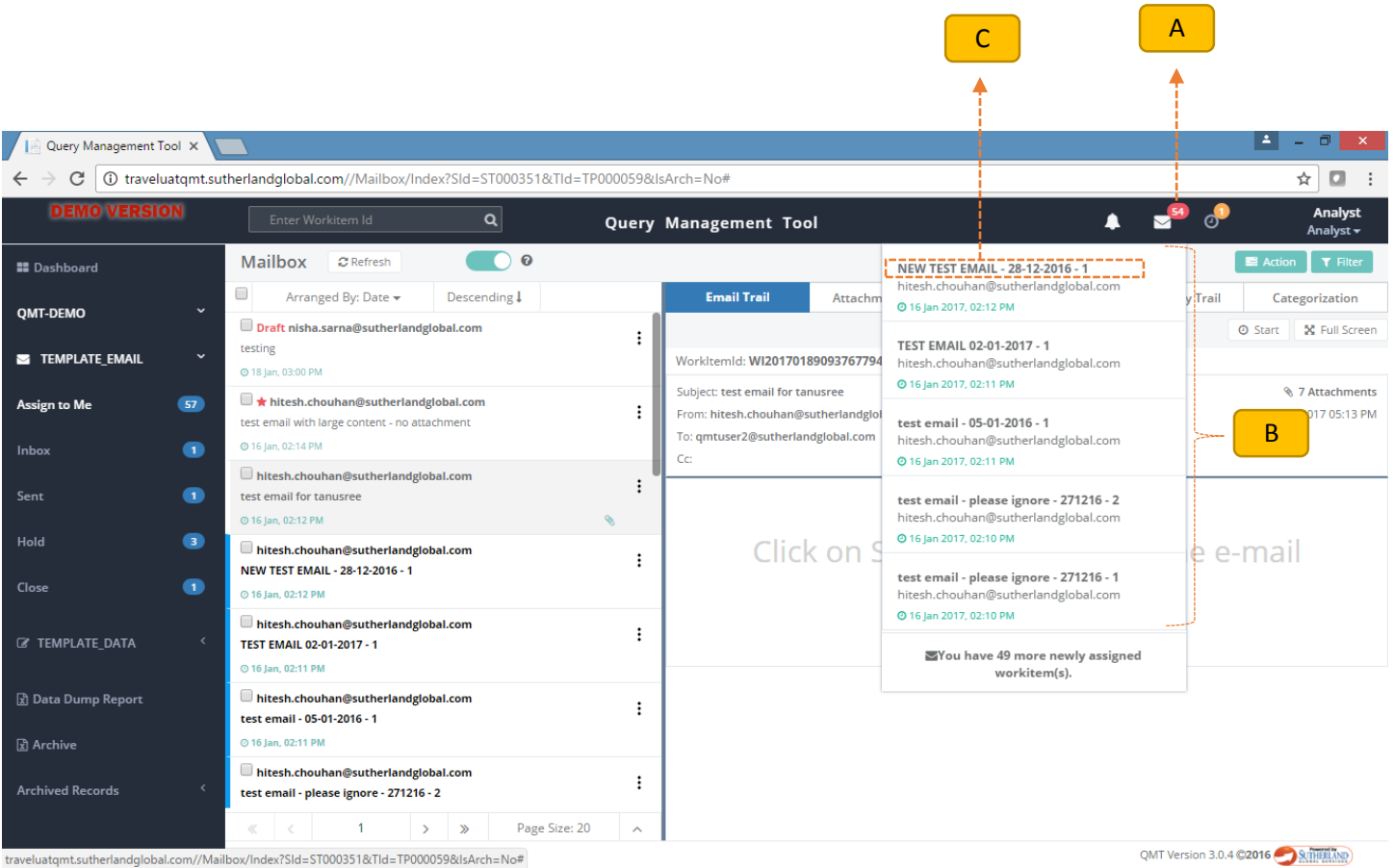


## Steps to Work in Offline Mode:

**A** – Click on the switch to toggle between online & offline mode.

# Email Notification on UI

All new emails can be notified on screen so that users can work on such cases.



## New Email Notifications:

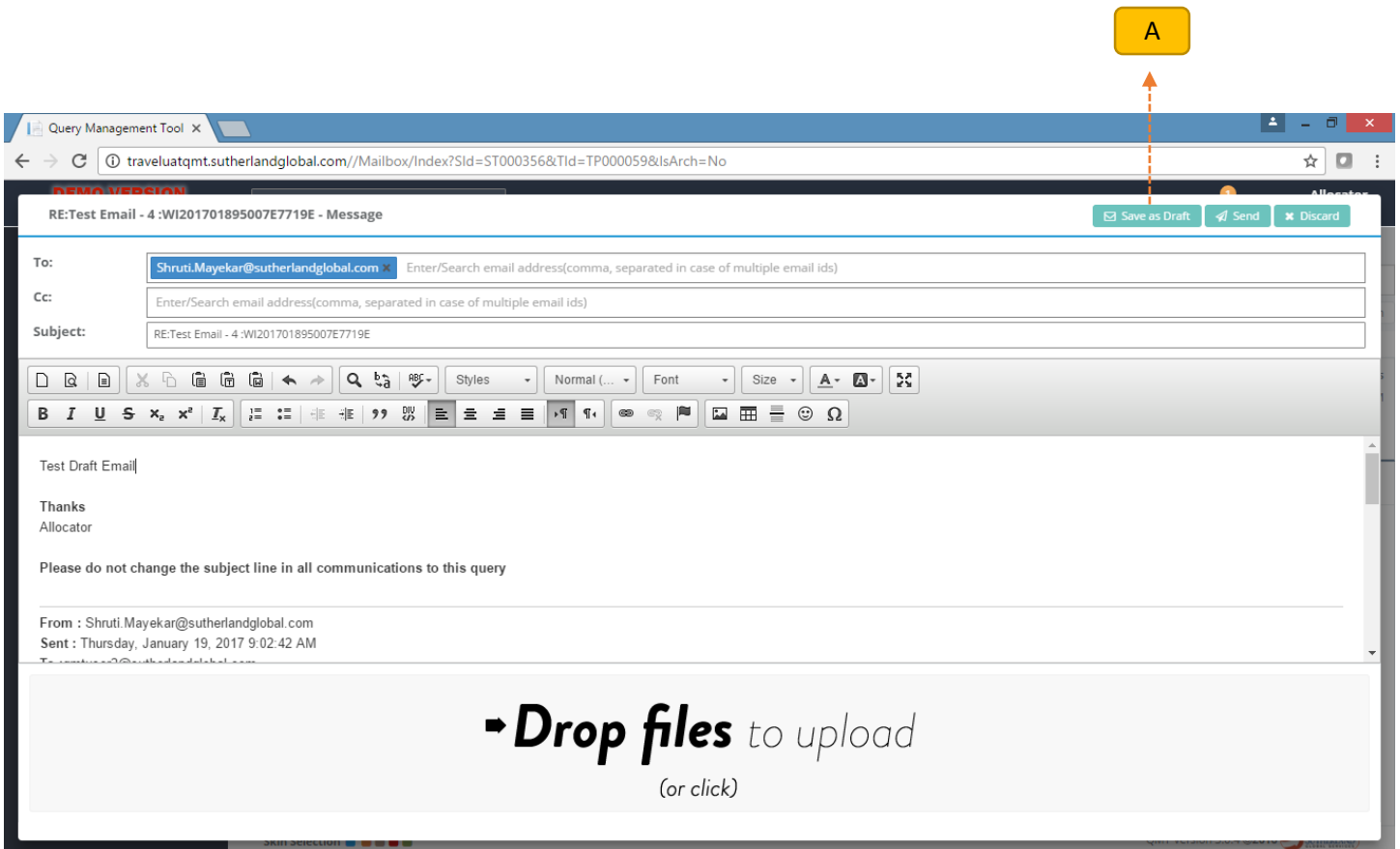
A – New email notification with an incremental / decremented counter is displayed here

B – On clicking icon, the detailed list will be populated

C – Click on the details, to navigate to workitem.

## Save As Draft

An email for which an investigation / work is in progress can be captured as saved as draft so that the details gathered / completed will be stored in QMT and the user can continue to add more details before finally replying to the email.



### Steps to create Draft:

A – Click on this button to save as draft

A

The screenshot displays the 'Query Management Tool' interface. At the top, a browser window shows the URL 'traveluatqmt.sutherlandglobal.com//Mailbox/Index?Sid=ST000356&Tid=TP000059&IsArch=No'. The application header includes 'DEMO VERSION', a search bar for 'Enter Workitem Id', and the title 'Query Management Tool'. On the right, there are notification icons and the user's role 'Allocator'. The left sidebar contains navigation options like 'Dashboard', 'QMT-DEMO', 'TEMPLATE\_EMAIL', 'Inbox', 'Sent', 'Hold', 'Close', 'Assign to Analyst', 'Junk', 'Assign to Consultant', 'TEMPLATE\_DATA', 'Source File Upload', and 'Data Dump Report'. The main area is titled 'Mailbox' and shows a list of emails. The top email is a draft from 'Shruti.Mayekar@sutherlandglobal.com' with the subject 'Test Email - 4', dated '19 Jan, 09:04 AM'. This draft is highlighted with a red dashed box, and a yellow box with the letter 'A' is positioned above it with an arrow pointing to the draft icon. The right pane shows the details of the selected email, including the workitem ID 'WIZ01701895007E7719E', subject 'Test Email - 4', and a body containing a 'Test Draft Email' and a 'Thanks Allocator' message. The email body also includes a request: 'Please do not change the subject line in all communications to this query'. The footer of the email shows the sender's name 'Shruti Mayekar' and title 'Manager, Platform Solutions Group' from 'SUTHERLAND GLOBAL SERVICES'. The bottom right corner of the application shows 'QMT Version 3.0.5 ©2016' and the Sutherland logo.

### Draft Notification:

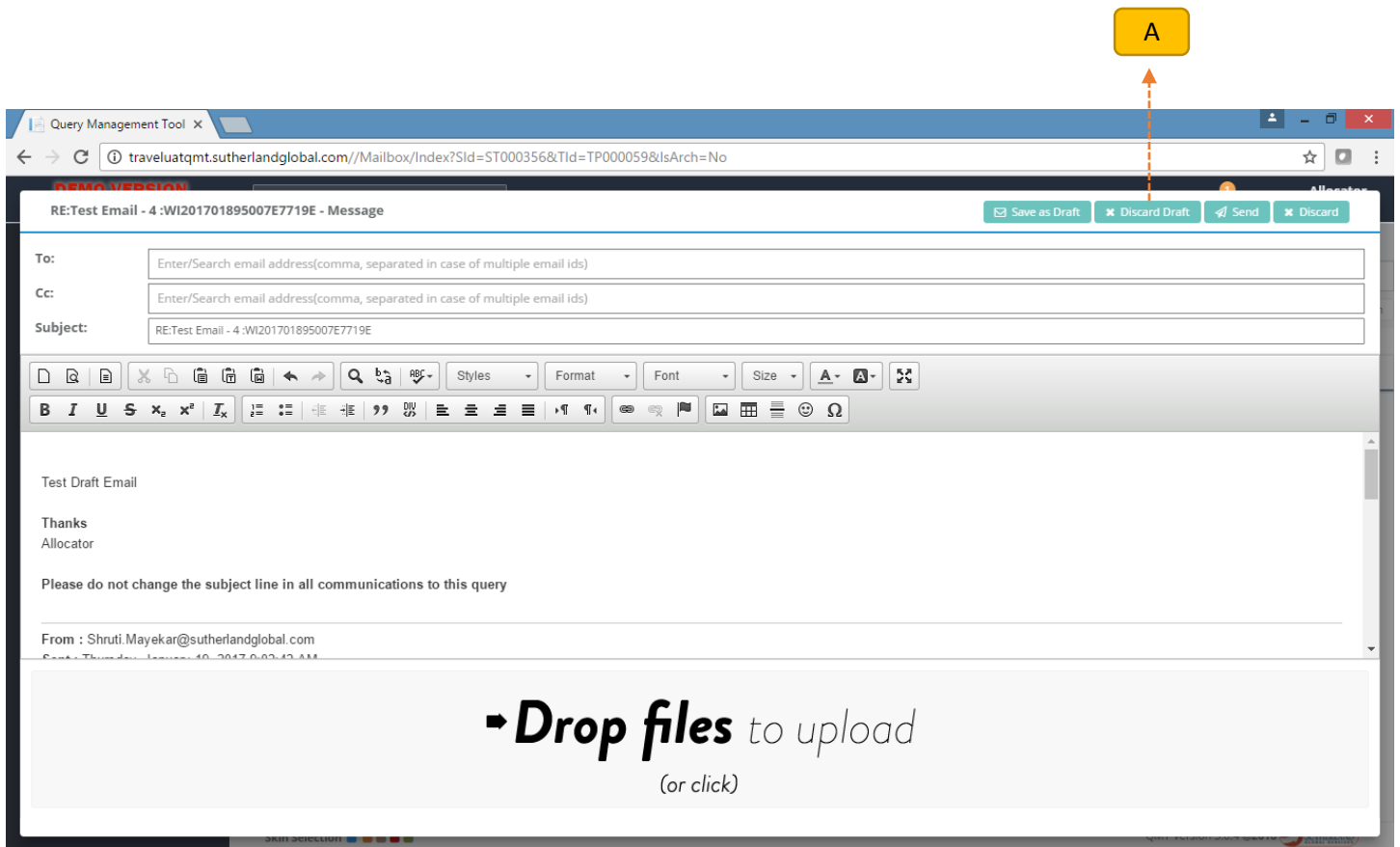
A – Notification can be viewed here

The screenshot displays the Query Management Tool (QMT) interface. On the left is a sidebar with a 'Dashboard' and a 'PROCESS 1-CLIENT 1' section containing various mailbox folders (MailBox 1-6, Inbox, Assigned to Analyst, Closed, Processed Emails Analyst, Junk, ReOpen, Sent, Hold). The main area shows an 'Email Trail' for a specific workitem (WI201612309253D12B58). The trail includes a 'DRAFT' tab, which is highlighted by a yellow callout box labeled 'A'. Below the trail, the content of the draft email is shown, including a subject line 'TEST MAIL KINDLY IGNORE - 7.30', a 'Thanks Admin' message, and a warning: 'Please do not change the subject line in all communications to this query'. A second yellow callout box labeled 'B' points to the 'DRAFT' tab in the email content view. The interface also features a search bar, navigation buttons, and a footer with 'QMT Version 3.0.12 ©2016 Sutherland'.

## Steps to view content of draft email:

**A** – Click here to view the email list

**B** – Click on the DRAFT tab to view the email content



### Steps to discard Draft:

A – Click on this button to discard the draft



# Compose / Reply using pre-defined templates

Templates can be created for standard replies so that the user doesn't need to type the same reply every time instead can select the right template while replying. This will reduce the time in replying to an email and also increase the productivity of the user.

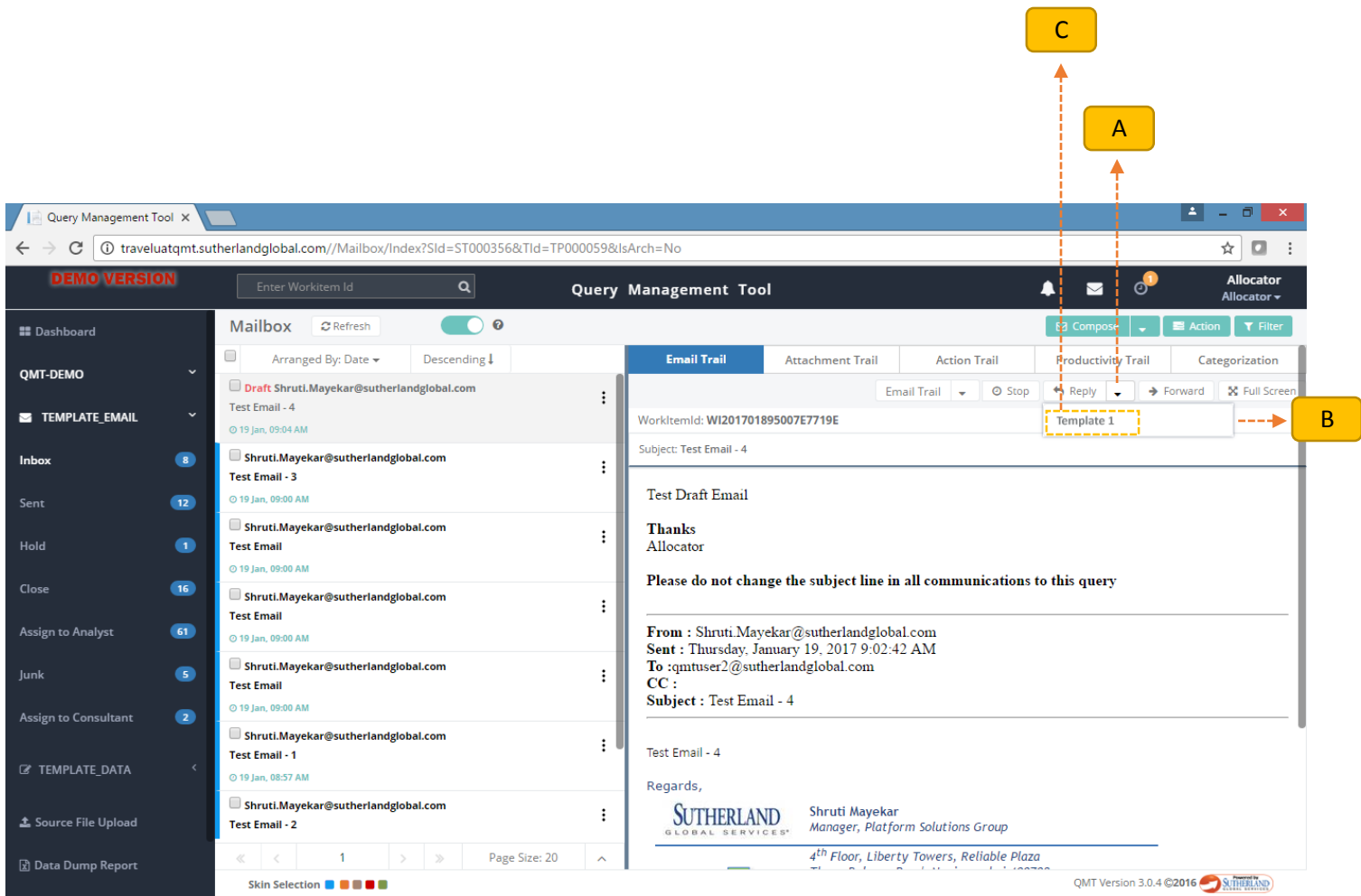
The screenshot displays the 'Query Management Tool' interface. On the left is a navigation sidebar with options like 'Dashboard', 'QMT-DEMO', 'TEMPLATE\_EMAIL', 'Inbox', 'Sent', 'Hold', 'Close', 'Assign to Analyst', 'Junk', 'Assign to Consultant', 'TEMPLATE\_DATA', 'Source File Upload', and 'Data Dump Report'. The main area shows a 'Mailbox' view with a list of emails. The right pane shows an email detail view for 'Test Email - 4' with a subject of 'Test Email - 4' and a body containing 'Test Draft Email', 'Thanks Allocator', and a warning not to change the subject line. The email header includes 'From : Shruti.Mayekar@sutherlandglobal.com', 'Sent : Thursday, January 19, 2017 9:02:42 AM', 'To : qmtuser2@sutherlandglobal.com', and 'Subject : Test Email - 4'. The signature block identifies 'Shruti Mayekar, Manager, Platform Solutions Group' at 'Sutherland Global Services'. A 'Compose' dropdown menu is open, showing 'Template 1' and 'Template 2'. Callout 'A' points to the dropdown arrow, 'B' points to the template list, and 'C' points to 'Template 1'.

## Compose using Pre-defined templates:

**A** – Click on the arrow icon to view the pre-defined template list

**B** – List of the pre-defined templates

**C** – Select the template name to send email



### Reply Using Pre-defined templates:

A – Click on the arrow icon to view the pre-defined template list

B – List of the pre-defined templates

C – Select the template name to send email

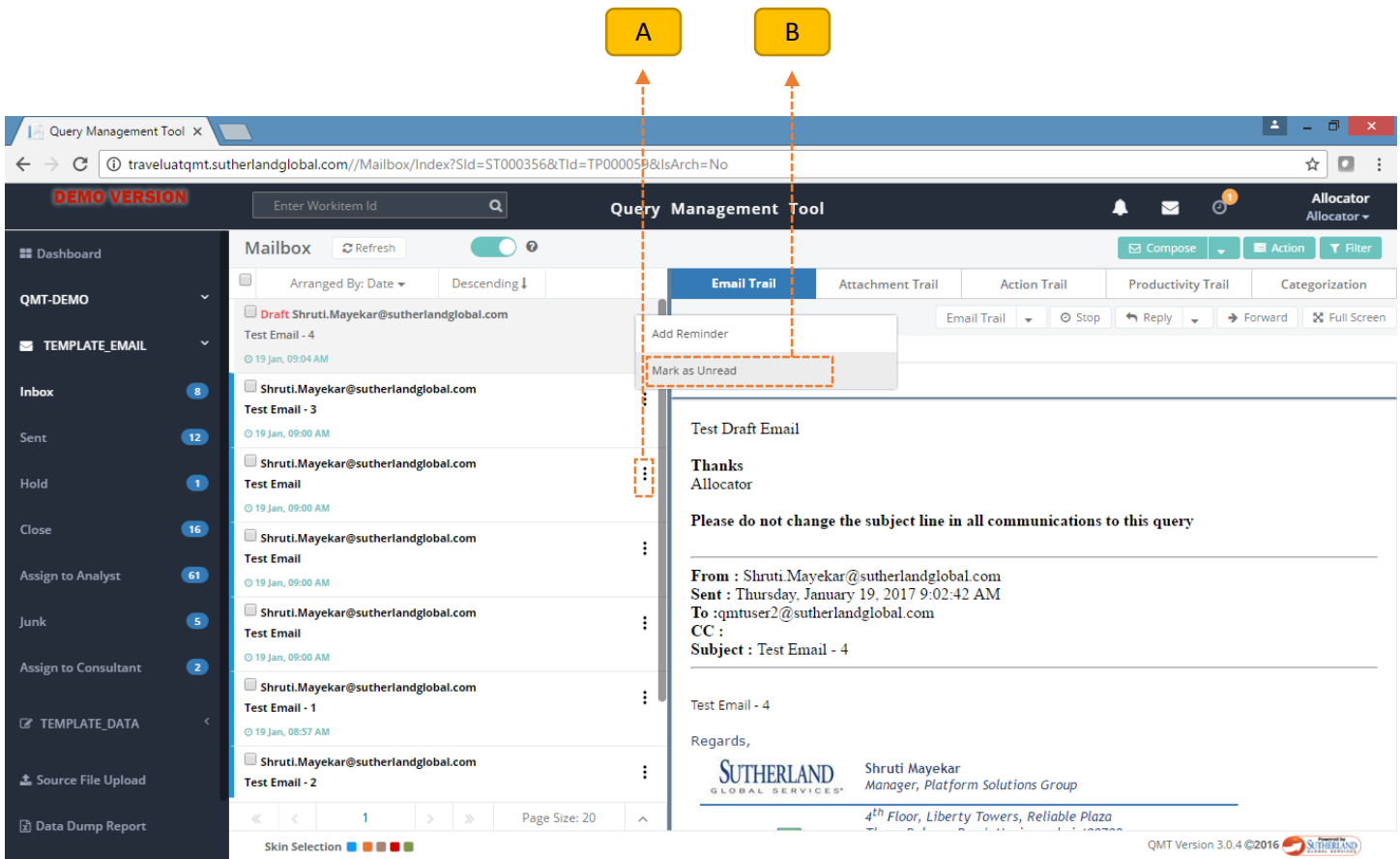
# Unread E-mail Notification

Newly arrived emails will be highlighted in the unread notification area so that users are aware of new emails and can take appropriate action.

The screenshot displays the Query Management Tool (QMT) interface. On the left sidebar, the 'Inbox' folder is highlighted with a blue bar, and a yellow callout box labeled 'A' points to this bar. The main content area shows a list of emails, with the top one being a draft from Shruti.Mayekar@sutherlandglobal.com. The right pane shows the details of the selected email, including the subject 'Test Email - 4', the sender 'Shruti.Mayekar@sutherlandglobal.com', and the body text: 'Test Draft Email', 'Thanks Allocator', and 'Please do not change the subject line in all communications to this query'. The footer of the email body includes the Sutherland Global Services logo and contact information for Shruti Mayekar, Manager, Platform Solutions Group, located at 4th Floor, Liberty Towers, Reliable Plaza.

## Mail Unread Notification:

A – Blue highlighted strip on the left of the Workitem indicates as Unread.



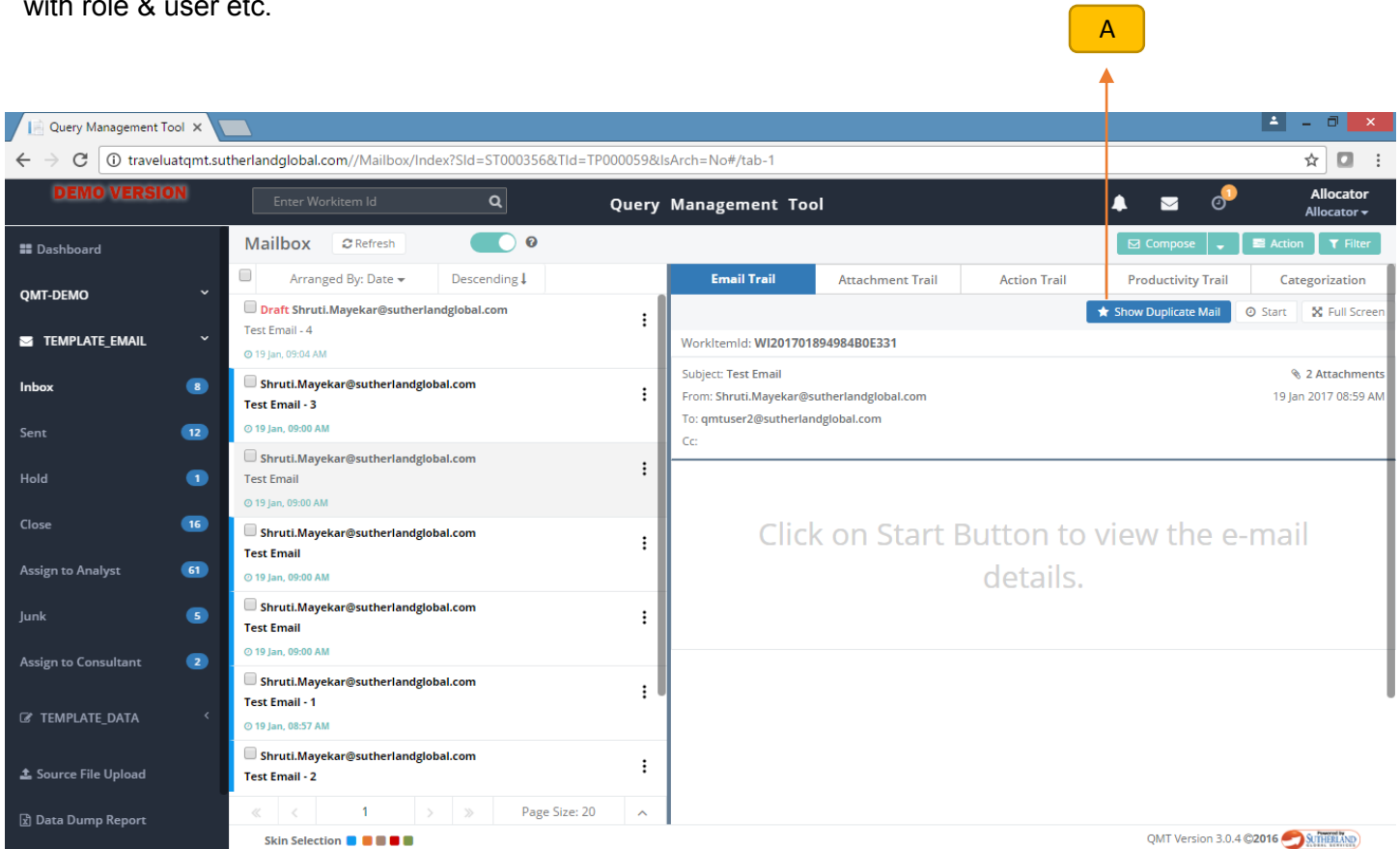
### Steps to Mark email as Unread:

A – Click on the icon.

B – Click on the Mark as Unread

# Duplicate Email Notification

Email with similar subject line but with different workitem id will be flagged as duplicate emails. User will get a notification against each email along with the details of similar workitem id like its current status, pending with role & user etc.



## Duplicate Email Notification:

A – Click on the button to view duplicate emails.

**Mail Details**

WorkItem Id	Status Name	Subject	Mail From	Mail To	Role Name	User Name	Received Date
WI20170189296D6397FB	Close Allocator	Test Email	tanusree.saha@sutherlandglobal.com	qmtuser2@sutherlandglobal.com	Allocator		16 Jan 2017, 03:06 PM
WI2017018929751B0C93	Close Allocator	Test Email	tanusree.saha@sutherlandglobal.com	qmtuser2@sutherlandglobal.com	Allocator		16 Jan 2017, 03:06 PM
WI20170189298E805E14	Close Allocator	Test Email	tanusree.saha@sutherlandglobal.com	qmtuser2@sutherlandglobal.com	Allocator		16 Jan 2017, 03:06 PM
WI201701892994948925	Close Allocator	Test Email	tanusree.saha@sutherlandglobal.com	qmtuser2@sutherlandglobal.com	Allocator		16 Jan 2017, 03:06 PM
WI2017018930294D65AF	Close Allocator	Test Email	tanusree.saha@sutherlandglobal.com	qmtuser2@sutherlandglobal.com	Allocator		16 Jan 2017, 03:06 PM
WI20170189496EEF4461	Inbox Allocator	Test Email	Shruti.Mayekar@sutherlandglobal.com	qmtuser2@sutherlandglobal.com	Allocator		19 Jan 2017, 09:00 AM
WI20170189497205D7D7	Inbox Allocator	Test Email	Shruti.Mayekar@sutherlandglobal.com	qmtuser2@sutherlandglobal.com	Allocator		19 Jan 2017, 08:59 AM
WI20170189498480E331	Inbox Allocator	Test Email	Shruti.Mayekar@sutherlandglobal.com	qmtuser2@sutherlandglobal.com	Allocator		19 Jan 2017, 08:59 AM
WI20160567689396F8B3	Sent Analyst	Test Email	Shruti.Mayekar@sutherlandglobal.com	qmtuser2@sutherlandglobal.com	External Role		20 May 2016, 04:40 PM
WI201701892956DE3D53	Inbox Analyst	Test Email	tanusree.saha@sutherlandglobal.com	qmtuser2@sutherlandglobal.com	Analyst	Analyst	16 Jan 2017, 03:07 PM

**Duplicate Email Details:**

**A** – Email details will be show here

**B** – Click here to close the pop-up

# Sorting of Data in Re-Assignment

User can sort the data while re-assigning. By default system will sort the data on SLA

The screenshot shows the 'Query Management Tool' interface. At the top, there's a navigation bar with 'Admin Administrator' and a search bar. Below that, the 'Workitem Reassignment' section is visible, featuring several dropdown menus for 'Template', 'Select', 'Role', 'User', and 'Reassign'. The 'Reassign' dropdown is currently set to 'Assign To'. Below these filters is a 'Search Results' table with the following columns: Template, Work Item Id, Last Action By, Last Action On, SLA, and Status. A yellow box labeled 'A' is positioned above the 'SLA' column header, with a dashed orange arrow pointing to it.

Template	Work Item Id	Last Action By	Last Action On	SLA	Status
TEMPLATE 4	WI201611770703F1F1BD	Hitesh Chouhan	Oct 4 2016 4:20PM	Nov 4 2016 5:37PM	Assigned to Analyst
TEMPLATE 4	WI201611770740B8C98B	Hitesh Chouhan	Oct 4 2016 4:20PM	Nov 4 2016 5:39PM	Assigned to Analyst
TEMPLATE 4	WI201611770731296029	Hitesh Chouhan	Oct 4 2016 4:20PM	Nov 4 2016 5:39PM	Assigned to Analyst
TEMPLATE 4	WI2016117707891C3204	Hitesh Chouhan	Oct 4 2015 4:20PM	Nov 4 2016 5:41PM	Assigned to Analyst
TEMPLATE 4	WI20161177077E61584F	Hitesh Chouhan	Oct 4 2015 4:20PM	Nov 4 2016 5:41PM	Assigned to Analyst
TEMPLATE 4	WI20161177076F732899	Hitesh Chouhan	Oct 4 2015 4:20PM	Nov 4 2016 5:41PM	Assigned to Analyst
TEMPLATE 4	WI20161177075BB9E93C	Hitesh Chouhan	Oct 4 2016 4:20PM	Nov 4 2016 5:41PM	Assigned to Analyst
TEMPLATE 4	WI20161177151D9EB309	Hitesh Chouhan	Dec 4 2015 4:20PM	Nov 4 2016 7:55PM	Assigned to Analyst
TEMPLATE 4	WI20161177150EACF40A	Hitesh Chouhan	Dec 4 2015 4:20PM	Nov 4 2016 7:55PM	Assigned to Analyst
TEMPLATE 4	WI20161177156F4E27F5	Hitesh Chouhan	Jun 4 2016 4:20PM	Nov 4 2016 7:57PM	Assigned to Analyst
TEMPLATE 4	WI201611771541A2BBC9	Hitesh Chouhan	Jun 4 2016 4:20PM	Nov 4 2016 7:57PM	Assigned to Analyst

## Steps to Sort:

A – Click on the icon to sort the data in ascending / descending order.

# Data Dump Report

The data dump report can be generated as per workitem creation date / email trail date or Last action date.

The screenshot shows the 'Data Dump Report' configuration page in the Query Management Tool. The interface includes a sidebar with navigation options like Dashboard, QMT-DEMO, Source File Upload, Data Dump Report, Archive, Archived Records, and Reports. The main content area is titled 'Data Dump Report' and contains several form fields: 'Template' (set to 'All Emails'), 'From Date' (19-Jan-2017), 'To Date' (19-Jan-2017), 'Archive' (set to 'Yes'), and 'SelectionType' (set to 'Workitem Creation'). A search bar and 'Export to excel' button are also visible. A 'Data Dump Search Results' section is present but empty. Six yellow callout boxes labeled A through F are overlaid on the interface with dashed arrows pointing to specific elements: A points to the Template dropdown, B to the From Date field, C to the To Date field, D to the Data Dump Report menu item in the sidebar, E to the SelectionType dropdown, and F to the Search button.

## Steps to generate Report:

A – Select Template

B – Select From date

C – Select To Date

D – Select Archive (Yes – To include Archive Data, No – To exclude Archive Data, All – Both)

E – Select SelectionType (Workitem Creation – Derive the report as per the date when workitem is created in QMT, Email Trail Date – Derive the report as per the email communication done on a workitem, Last Action Date – Derive the report as per the last action taken by user)

F – Click on Search button



# Ageing Report

The ageing report can be generated by calculating aging in days / hours / minutes. The report can also be generated for multiple months.

The screenshot shows the 'Query Management Tool' interface. The main area contains filters for 'From Month' (January), 'From Year' (2017), 'To Month' (January), and 'To Year' (2017). The 'Template' is set to 'All Emails' and the 'Range' is 'Days'. A 'View Report' button is visible. Below the filters is a table with the following data:

TEMPLATE NAME	Pending with Role	Pending with User	< 1 Day	1 to 2 Days	3 to 5 Days	6 to 10 Days	11 to 20 Days	21 to 30 Days	> 30 Days	Grand Total
TEMPLATE_DATA										
Analyst			0	0	2	6	8	3	0	19
Consultant			0	0	0	4	0	0	0	4
Total			0	0	2	6	12	3	0	23
TEMPLATE_EMAIL										
Allocator			0	0	2	0	4	0	0	6
Analyst			0	0	17	30	24	3	0	74
Consultant			0	0	1	0	0	0	0	1
External Role			0	3	1	1	3	0	0	8
Total			0	3	21	31	31	3	0	89
Grand Total			0	3	23	37	43	6	0	112

## Steps to generate Report:

A – Select From Month

B – Select From Year

C – Select To Month

D – Select To Year

E – Select Template

F – Select Expand / Collapse

G – Select Range (Days – Aging calculated in days, Hours – Aging calculated in hours, Minutes – Aging calculated in minutes)

H – Click on View Report.

I – Report data will be displayed here.

# Productivity Trail Report

The aging report can be generated by calculating aging in days / hours / minutes. The report can also be generated for multiple months.

WORKITEM ID	Action Name	Action Trail ID	Actioned By Role	Assigned To ROLE	Assigned To USER	Actioned ON	SLA BREACH TIME	Productivity Status	Productivity USER	Productivity Role	Prod Start Time	Prod End Time	Net Time	Total Days
WI2017018905608E5D	Received	AT000001	External Role	Allocator		1/2/2017 4:04:20 PM		Inbox Allocator	Allocator	Allocator	1/2/2017 7:27:38 PM	1/2/2017 7:27:38 PM	0 D 0 H 0 mi 0 ss	
	Net Time												0 D 0 H 0 mi 0 ss	
	Total Time												0 D 3H 23mi 18ss	
	Assign	AT000002	Allocator	Analyst	Analyst	1/2/2017 7:27:38 PM	1/2/2017 7:27:38 PM						0 D 0 H 0 mi 0 ss	
	Net Time												0 D 0 H 0 mi 0 ss	
	Total Time												21D 20H 13mi 32ss	
WI2017018905895039C	Received	AT000001	External Role	Allocator		1/5/2017 10:37:20 AM		Inbox Allocator	Allocator	Allocator	1/9/2017 12:11:25 PM	1/9/2017 12:11:25 PM	0 D 0 H 0 mi 0 ss	
	Net Time												0 D 0 H 0 mi 0 ss	
	Total Time												4D 1H 34mi 5ss	
	Assign	AT000002	Allocator	Analyst	Analyst	1/9/2017 12:11:25 PM	1/9/2017 12:41:25 PM						0 D 0 H 0 mi 0 ss	
	Net Time												0 D 0 H 0 mi 0 ss	
	Total Time												15D 3H 29mi 45ss	
WI201701890638E239D	Sent	AT000001	Allocator	External Role		1/6/2017 10:35:23 AM							0 D 0 H 0 mi 0 ss	
	Net Time												0 D 0 H 0 mi 0 ss	
	Total Time												18D 5H 5mi 47ss	
WI20170189082AE33C5A	Received	AT000001	External Role	Allocator		1/9/2017 4:21:36 PM		Inbox Allocator	Allocator	Allocator	1/11/2017 6:15:42 PM	1/11/2017 6:15:42 PM	0 D 0 H 0 mi 0 ss	
	Net Time												0 D 0 H 0 mi 0 ss	
	Total Time												2D 1H 54mi 6ss	

## Steps to generate Report:

- A - Select Template ID
- B - Select Role
- C - Select User
- D - Select From Month
- E - Select From Year
- F - Select To Month
- G - Select To Year
- H - Click on View Report
- I - Report data will be displayed here

# Filter for Numeric Values in Categorization using Slider

Numeric categorization fields will be available as slider for filtering emails. This will help user to get the required output within a range.

The screenshot displays the Query Management Tool interface. On the left is a navigation sidebar with options like Dashboard, QMT-DEMO, TEMPLATE\_EMAIL, and various email folders. The main area shows a 'Mailbox' view with a list of test emails. A 'Filter' panel is open, showing 'Basic' and 'Advanced' tabs. Under the 'Advanced' tab, the 'AMOUNT' field is selected, and a slider is visible with a blue handle. A dashed red box highlights the slider and the 'From: 0 | To: 0' text. Two yellow callout boxes, 'A' and 'B', are positioned above the slider and search button respectively, with dashed red arrows pointing to them.

## Steps to filter data for numeric values:

**A** – Click on the slider icon to select the range

**B** – Click on search.

# Tab, Section & Group for Data Templates

Data to be displayed in multiple tabs. Each tab is divided into sections and each section is divided in groups. Each tab / section / group will be loaded individually which will result in user friendly data display and improved performance.

Cargo Claims

Save Submit

Acknowledgement
Gathering Information
Scrutiny of Documents
Settle the Claim

<b>AWB No.</b> 91094848283	<b>Claim File No.</b> OMC19790319	<b>Claim Received</b> 10/3/2016	<b>Planned Delivery Date</b> 1/3/2016
<b>Date of Delivery</b> 5/3/2016	<b>Formal Claim</b> GSA	<b>Claim Type</b> Delay	<b>Reason for Claim</b> Consignment Received on 5th March 2016 instead
<b>Timely Notified</b> Yes	<b>Claimant Name</b> Jawad Sultan	<b>Shipper Name</b> Blue Sky Travels and Tours	<b>Consignee Name</b> Rasima Travel
<b>Agent Name</b> Moon Travels LLC	<b>GKA</b> -	<b>Incident Place</b> Muscat	

Type of Cargo	MAWB No.	MAWB Pieces	HAWB No.	From	To	Air	FLT No.	FLT Date
General	91094848283		1250	MCT	BOM	OM	456	1/3/20
<b>Affected_Pieces</b> 5	<b>MAWB Grs Weight</b> 45	<b>MAWB Pieces</b> 6	<b>HAWB Grs Weight</b> 45					
<b>Affected Weight</b> 44	<b>MAWB Chr Weight</b> 45	<b>HAWB Pieces</b> 44	<b>HAWB Chr Weight</b> 45					
<b>Claim Currency</b> OMR	<b>MAWB Rate</b> 10		<b>HAWB Rate</b> 10					
<b>Claim Amount</b> 7550	<b>MAWB Other</b> 800		<b>HAWB Other</b> 800					
	<b>MAWB Total</b> 1250		<b>HAWB Total</b> 1250	<b>FLT Date Info</b> 6PCS/45KG Chocolates PER		<b>Origin Destination</b> MCT-BOM		

# Edit Workitem

The selected columns of workitem can be edited by user later. System will also maintain the edit trail for future reference.

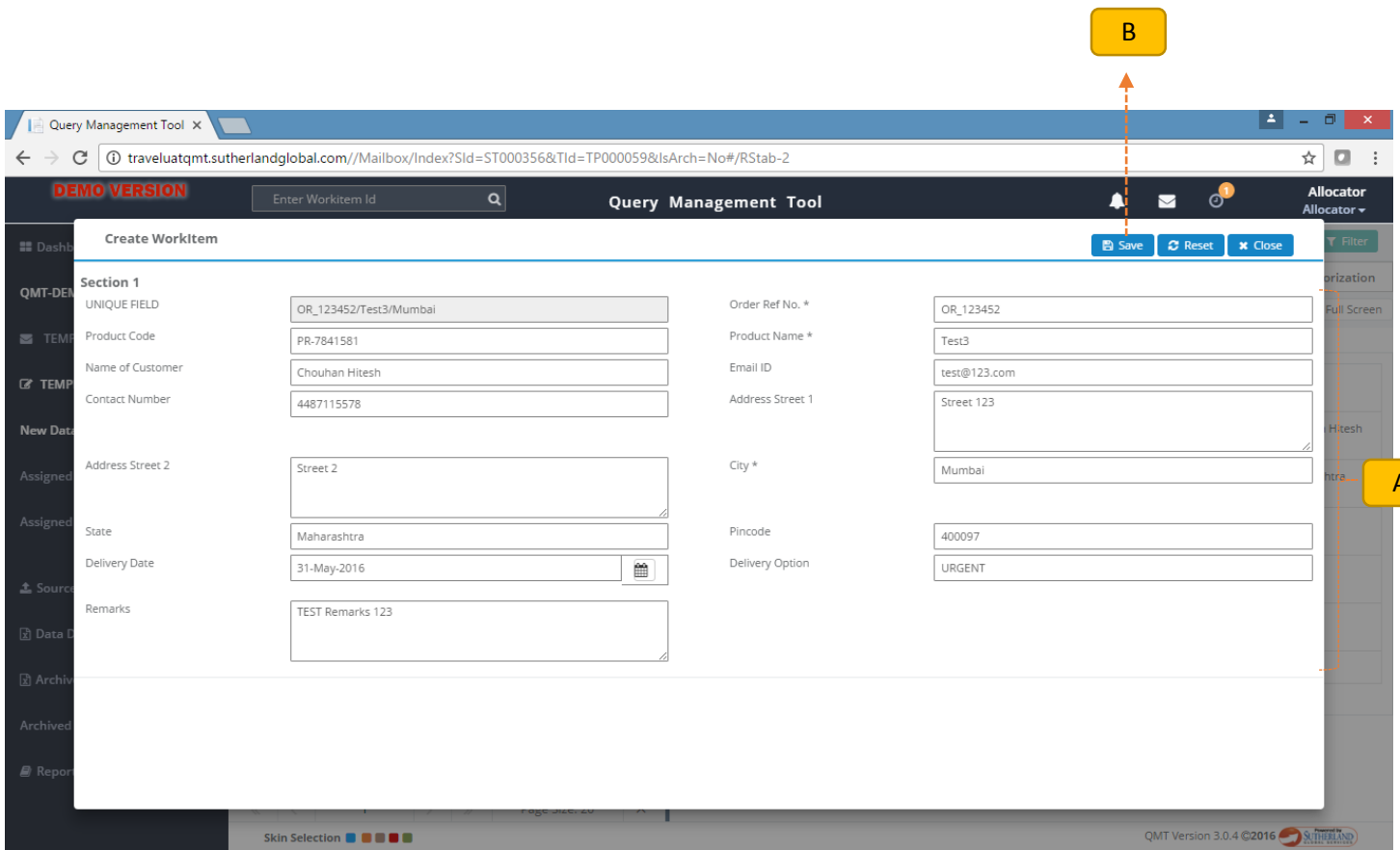
The screenshot displays the Query Management Tool interface. On the left is a navigation sidebar with options like Dashboard, QMT-DEMO, TEMPLATE\_EMAIL, TEMPLATE\_DATA, New Data, Assigned to Analyst, Assigned to Consultant, Source File Upload, Data Dump Report, Archive, Archived Records, and Reports. The main area is titled 'Mailbox' and shows a list of workitems. The selected workitem is expanded to show 'Workitem Details'. This panel includes tabs for Email Trail, Attachment Trail, Action Trail, Productivity Trail, and Categorization. Below these tabs is a table with the following data:

UNIQUE FIELD	OR_123452/Test3/Mumbai						
Order Ref No.	OR_123452	Product Code	PR-7841581	Product Name	Test3	Name of Customer	Chouhan Hitesh
Email ID	test@123.com	Contact Number	4487115578	City	Mumbai	State	Maharashtra
Pincode	400097	Delivery Date	May 31 2016 12:00AM	Delivery Option	URGENT		
Address Street 1	Street 123						
Address Street 2	Street 2						
Remarks	TEST Remarks 123						

A yellow box labeled 'A' is positioned above the 'Edit' button in the 'Workitem Details' panel, with a dashed red arrow pointing to it.

## Steps to edit Workitem:

A – Click on the button to edit the workitem details.



### Edit Workitem details:

A – Update the details

B – Click on save button

The screenshot shows the Query Management Tool interface. The top navigation bar includes 'DEMO VERSION', a search bar for 'Enter Workitem Id', and the title 'Query Management Tool'. The main content area is divided into a left sidebar with navigation options like 'Dashboard', 'QMT-DEMO', 'TEMPLATE\_EMAIL', 'TEMPLATE\_DATA', 'New Data', 'Assigned to Analyst', 'Assigned to Consultant', 'Source File Upload', 'Data Dump Report', 'Archive', 'Archived Records', and 'Reports'. The central 'Mailbox' view shows a list of workitems, with the selected one displaying 'Workitem Details'. The 'View History' button is highlighted with a red dashed box and a yellow callout 'A'.

UNIQUE FIELD	OR_123452/Test3/Mumbai						
Order Ref No.	OR_123452	Product Code	PR-7841581	Product Name	Test3	Name of Customer	Chouhan Hitesh
Email ID	test@123.com	Contact Number	4487115578	City	Mumbai	State	Maharashtra
Pincode	400097	Delivery Date	May 31 2016 12:00AM	Delivery Option	URGENT		
Address Street 1	Street 123						
Address Street 2	Street 2						
Remarks	TEST Remarks 123						

**View Edited Workitem History:**

**A** – Click on the button to view the history.

**DEMO VERSION** Query Management Tool

Enter Workitem Id

**Mailbox** Refresh

W201605677249BBD040  
OR\_123452/Test3/Mumbai  
25 May 2016, 10:58 AM

W201605677239D161CD  
OR123Mtot 3rd GenerationAdd  
25 May 2016, 10:25 AM

**Edit Workitem Trail** Close

Column Name	Column Values	Modified By	Modified On	Audit Type
Address Street 1	Street 1	UR000378	16 Jan 2017, 06:40 PM	U
Delivery Date	2016-04-30 00:00:00.000	UR000378	16 Jan 2017, 03:48 PM	U
Delivery Date	2016-05-31 00:00:00.000	UR000378	16 Jan 2017, 03:47 PM	U
Product Name	Test4	UR000378	16 Jan 2017, 03:26 PM	U
Product Name	Test3	UR000378	16 Jan 2017, 03:26 PM	U
Order Ref No.	OR1_123452	UR000378	16 Jan 2017, 02:10 PM	U
Order Ref No.	OR_123452	UR000378	16 Jan 2017, 02:09 PM	U
Order Ref No.	OR_123451	UR000378	16 Jan 2017, 02:02 PM	U
Product Name	Test2	UR000378	16 Jan 2017, 02:02 PM	U
Product Name	Test3	UR000378	16 Jan 2017, 01:48 PM	U
Order Ref No.	OR_12345	UR000378	16 Jan 2017, 01:46 PM	U
Product Name	TEST	UR000378	16 Jan 2017, 01:46 PM	U
Remarks	TEST Remarks	UR000378	16 Jan 2017, 01:42 PM	U
Order Ref No.	OR 12345			U

Product Name Test3 Name of Customer Chouhan Hitesh  
City Mumbai State Maharashtra  
URGENT

QMT Version 3.0.4 ©2016

**View Edit Workitem trail:**

**A** – Details of edited columns information will be shown here.

**B** – Click on the close button to close the view



## On Demand Mailbox Loading

Users having multiple mailbox access, all the status for every mailbox were loaded together. On Demand loading only loads a mailbox that is currently being viewed by the user.

## Rules to Auto Action Workitem (Phase1)

Rules can be created for every email that reaches QMT so that few manual interventions can be eliminated. Hence, users will working only on relevant emails resulting in improved productivity & TAT.

## Status based auto acknowledgment email

Auto acknowledgment can be sent to the sender on pre-configured statuses within the QMT. These email will give a fare idea to sender about the progress on the workitem

## Transaction Level SLA

SLA can also be set at transaction level along with the existing status level SLA. New reports on Transaction level SLA and existing reports to support both, Transaction & Status level SLA.

# Thank You

For any further queries/issues mail to: [PSG\\_QMT\\_HELPDESK@sutherlandglobal.com](mailto:PSG_QMT_HELPDESK@sutherlandglobal.com)