



## WA457 UNABLE TO CLAIM OR COMPLETE TASK

### INTAKE TASK

An issue has been discovered with Intake tasks that were generated prior to the system upgrade. At this time, workers are unable to Claim the Intake tasks and therefore cannot Complete them or Update the priority either. The following temporary workaround should be utilized until the issue has been resolved.

- Work the Intake request as normal. Any Intake requests completed should be tracked off system. A tracking spreadsheet should have been provided to you by your supervisor.
- Create a Process Application-Manual task for the appropriate queue and appropriate case number. Log the bad Intake task on the spreadsheet.
- At the end of each day, the tracking spreadsheet should be submitted to the KEES Help Desk via a ServiceNow Incident ticket. Please submit a new Incident each day.
- The KEES Help Desk will have the Intake tasks voided from the system to ensure no additional downstream tasks are produced.

Example:

Task	Queue	Received Date	Status	Actions
<a href="#">Intake</a>	Registration	08/01/2017	New	
<a href="#">Admin Role Update</a>	Administrative-CH	08/01/2017	New	<a href="#">Claim</a> <a href="#">Void</a>
<a href="#">Process Application - Manual</a>	Eligibility	08/01/2017	Assigned	<a href="#">Claim</a> <a href="#">Void</a>

## PROCESS APPLICATION TASK

An issue has been discovered with Process Application tasks that were generated prior to the system upgrade. At this time, workers are unable to Claim the Process Application tasks and therefore cannot Complete them either or pend them. The following temporary workaround should be utilized until the issue has been resolved.

- Work the Process Application task as normal. Any Process Application Tasks completed should be tracked off system. A tracking spreadsheet should have been provided to you by your supervisor.
- If you need to pend your Process Application task Manually create a Process Application-Manual task for the appropriate queue and appropriate case number. Only report the bad Process Application task on your spreadsheet.
- At the end of each day, the tracking spreadsheet should be submitted to the KEES Help Desk via a ServiceNow Incident ticket. Please submit a new Incident each day.
- The KEES Help Desk will have the Process Application tasks voided from the system to ensure no additional downstream tasks are produced

The Process Application task displays within the Task Portlet in this example:

Priority	Contact Type	Task	Rec'd Date	Status	Status Reason	Due Date	Queue	Wait Time	Work Time	Worker	Location	Review Due	Case Number	Case Name	App Id	Region	e-App Source
Expedited		ProcessApplication - 8846105	08/29/2017	New		09/03/2017	Eligibility	28:14				12/2016	12443191		1274358	KDHE Clearinghouse	Worker Portal

Buttons: Claim, Reassign, Complete, Release, Void

The Process Application task displays in the Task Management screen within the context of the case in this example:

Task	Queue	Received Date	Status	Actions
<a href="#">ProcessApplication</a>	Eligibility	08/09/2017	New	
<a href="#">Process Application - Manual</a>	E and D Eligibility	08/09/2017	New	<input type="button" value="Claim"/> <input type="button" value="Void"/>

## Document Change Log

Date	Version	Author	Change Description
8/29/2017	2.7	J. King	Initial draft completed
8/30/2017	2.7	C. Irvine	Revised

\*Update version/date in document footer.