

Task – Flow Chart



Task State and Statuses

Task State	Task Status	Description
Created (The task is in the initial or blocked state)	Pending	The task has been created but cannot be performed now, due to unfinished prerequisite or information is not yet available. Tasks that are known to be needed for the look can be created at the time of look creation and set to this status, if desired. Not all tasks will be known at look creation time, and some tasks may not be created until they are needed to be done.
	Ready	The task can now be started as all prerequisites and necessary information have been fulfilled.
	In Progress	The task has begun but not finished. This status was meant for someone to claim and start the task. This would allow cleaner metrics on task completion time.
	Failed	The task was started but was unable to be completed successfully.
Completed (The task had been finished. It is non-blocking, terminating state of a task)	Skipped	The task was claimed or assigned, but later determined to be unnecessary by the User/System. At some point in its lifecycle, the task was evaluated and found to failed.
	Passed	The task was completed successfully.
Canceled (The task was discontinued or terminated before it was completed. It is non-blocking, terminating state of a task)	Skipped	The task is claimed/assigned, and user/system decides the task is no longer needed. The task has not yet been evaluated as passed or failed at any point in its lifecycle.

Tasks collection

Attribute Name	Attribute Type	Description	Allowed Values
type	string	Has the type of task to be completed. Should be selected from a list and input controlled.	Follow-Up
			OSC Change Request
			Recruiting Needed
			Looker Schedule Look
			Looker Schedule Assist
			Invalid Look Information
			Contact Schedule Refused
			Expense Review
			QA
			Hover Inspection
			Look Schedule Review
			MVR Check
			Schedule Car Service
			Vacation Mode Reminder
Order Verify			
entity	object	Shows the relationships the task may have such as user object (<code>_id, displayName</code>) and/or look object (<code>_id, displayName</code>).	
state	string	Has the state of the task. Should be selected from a list and input controlled.	Created
status	string	Has the status of the task. Should be selected from a list and input controlled.	Completed
			Canceled
			Pending
			In Progress
			Ready
			Skipped
			Passed
description	string	Has the information pertinent to the task. May be a brief summary or details about how the task should be performed.	Failed
groupQueue	string	Holds the name of the internal (WeGoLook) assignment queue or group that the task is assigned to. Will be used for filtering and	Dispatch
			Customer Support
			Looker Support
			Client Support
			Quality Assurance
			Follow-Ups
			Account Management
			Order Intake
			Document Retrieval
			Vehicle Transport
Community			
CIS			
internal	boolean	Has value true, if the AssignedParty is an internal party, if not false.	
assignedParty	object	This can be an internal or external user or party that the task is assigned to. Differs from groupQueue, where groupQueue is always an internal group that should be monitoring and tracking the task and is responsible for oversight. This communicates who is responsible for the next task action if it is known. However, it could be null.	
createdAt	datetime	Normal timestamp, when a task is created.	
updatedAt	datetime	Normal timestamp, when a task is created and updated.	
createdBy	object	Contains the user object (<code>firstName</code>)	
updatedBy	object	Contains the user object (<code>_id, firstName, lastName, email</code>) of the user that created and/or updated the task.	
dueTime	datetime	Normal timestamp by which the task should be completed. Field is optional.	
history	array	Has objects that would list status change of tasks. Each array element contains the information of <code>createdAt, createdBy, status, assignedParty, groupQueue, dueTime</code> of the task changes	
links	array	Has objects which has elements <code>type, link</code> and <code>name</code> .	