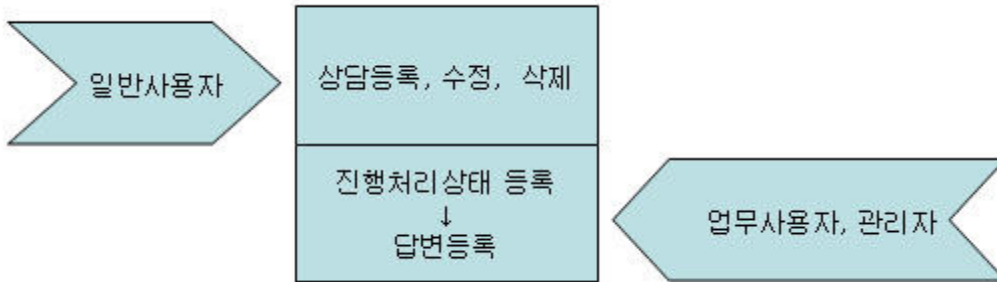


Consulting Management

Summary

This is the consulting history and process management function which the general user registers the consulting history and the manager registers the reply.

- Feature Flow



Description

Package Dependency

The consulting management package has direct functional dependency to the common package (cmm) of element technology and authorization management package. However, for executing without errors in component distribution, the distribution package should include format/date/calculation package.

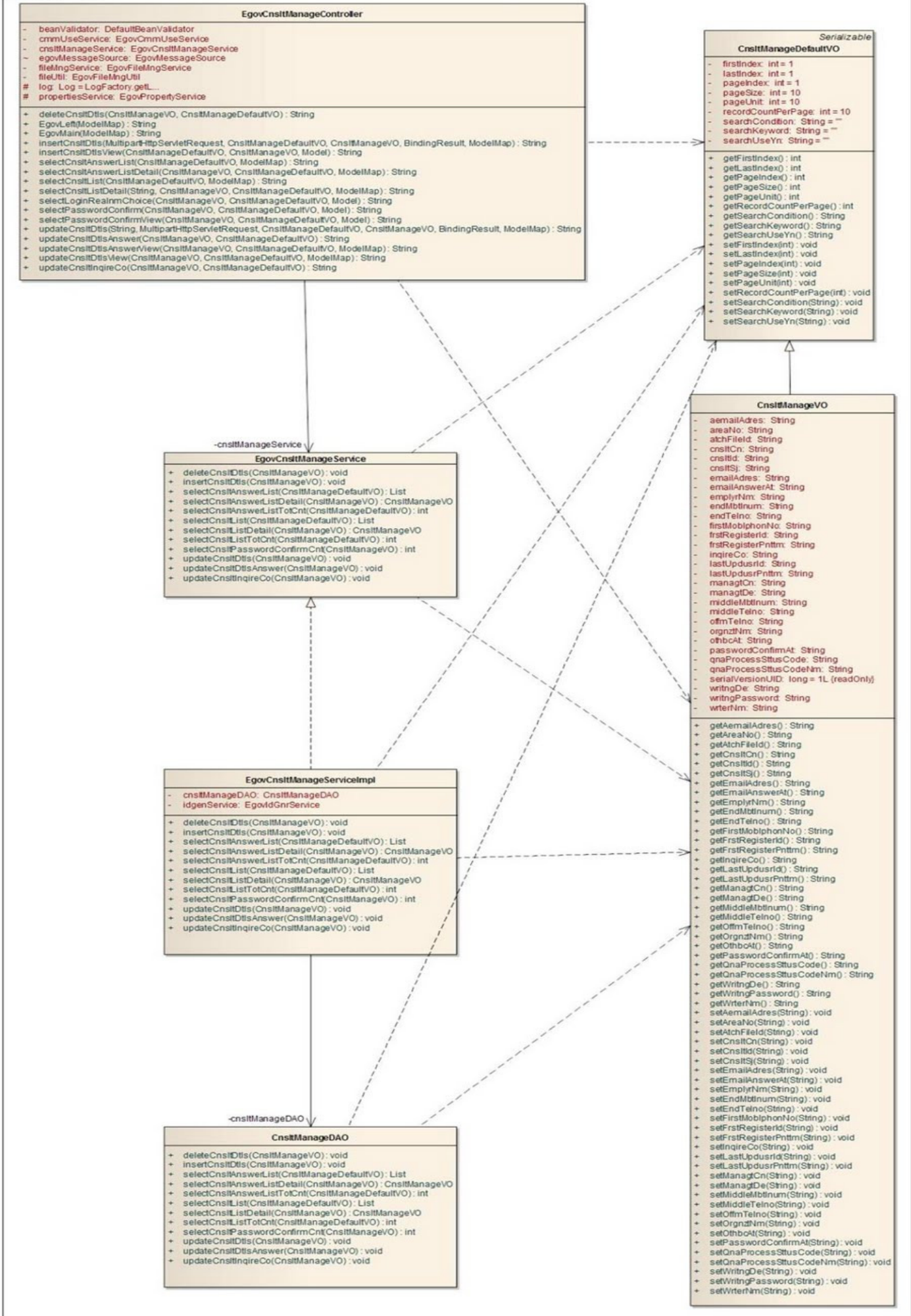
- Package Dependency: [User Support Package Dependency](#)

Related Source

Type	Source	Remarks
Controller	egovframework.com.uss.olp.cns.web.EgovCnsltManageController.java	Controller class for consulting management
Service	egovframework.com.uss.olp.cns.service.EgovCnsltManageService.java	Service interface for consulting management
ServiceImpl	egovframework.com.uss.olp.cns.service.impl.EgovCnsltManageServiceImpl.java	Service implementation class for consulting management
VO	egovframework.com.uss.olp.cns.service.CnsltManageVO.java	VO class for consulting management
VO	egovframework.com.uss.olp.cns.service.CnsltManageDefaultVO.java	SearchVO class for consulting management
DAO	egovframework.com.uss.olp.cns.service.imp.CnsltManageDAO.java	Data processing class for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltListInquire.jsp	List inquiry page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltDetailInquire.jsp	Detailed inquiry page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltDtIsRegist.jsp	Register page for consulting

		management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltDtIsUpdt.jsp	Revise page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltAnswerListInquire.jsp	Rely inquiry page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltAnswerDetailInquire.jsp	Detailed rely inquiry page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltDtIsAnswerRegist.jsp	Rely register page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltDtIsAnswerUpdt.jsp	Rely reviser page for consulting management
Query XML	resources/egovframework/sqlmap/com/uss/olp/cns/EgovCnsltManage_SQL_Mysql.xml	MySQL based QUERY XML for consulting management (register, inquiry, delete)
Query XML	resources/egovframework/sqlmap/com/uss/olp/cns/EgovCnsltManage_SQL_Oracle.xml	Oracle based QUERY XML for consulting management (register, inquiry, delete)
Query XML	resources/egovframework/sqlmap/com/uss/olp/cns/EgovCnsltManage_SQL_Tibero.xml	Tibero based QUERY XML for consulting management (register, inquiry, delete)
Query XML	resources/egovframework/sqlmap/com/uss/olp/cns/EgovCnsltManage_SQL_Altibase.xml	Altibase based QUERY XML for consulting management (register, inquiry, delete)
Validator Rule XML	resources/egovframework/validator/validator-rules.xml	XML that defined the validator rule
Validator XML	resources/egovframework/validator/com/uss/olp/cns/EgovCnsltManage.xml	Validator XML for consulting management
Message properties	resources/egovframework/message/com/message-common_ko_KR.properties	Message properties for consulting management
Idgen XML	resources/egovframework/spring/context-idgen.xml	Idgen XML for consulting registration

Class Diagram



ID Generation

ID Generation related DDL and DML

- To utilize ID Generation Service, **CNSLT_ID** is added to the Sequence storage table, COMTECOPSEQ.

```
CREATE TABLE COMTECOPSEQ ( table_name varchar(16) NOT NULL,  
                           next_id DECIMAL(30) NOT NULL,  
                           PRIMARY KEY (table_name));
```

```
INSERT INTO COMTECOPSEQ VALUES('CNSLT_ID','0');
```

ID Generation Configuration (context-idgen.xml)

```
<bean name="egovCnsltManageIdGnrService"  
      class="egovframework.rte.fdl.idgnr.impl.EgovTableIdGnrService"  
      destroy-method="destroy">  
  <property name="dataSource" ref="egov.dataSource" />  
  <property name="strategy" ref="cnsltManageStrategy" />  
  <property name="blockSize" value="10"/>  
  <property name="table" value="COMTECOPSEQ"/>  
  <property name="tableName" value="CNSLT_ID"/>  
</bean>  
  
<bean name="cnsltManageStrategy"  
      class="egovframework.rte.fdl.idgnr.impl.strategy.EgovIdGnrStrategyImpl">  
  <property name="prefix" value="CNSLT_" />  
  <property name="cipers" value="14" />  
  <property name="fillChar" value="0" />  
</bean>
```

Related Table

Table Name	Table Name(English)	Note
Consulting history	COMTNCNSLTLIST	Manages consulting list and consulting reply list(reply content, reply date).

Related Function

The consulting management function is classified into **consulting list inquiry, detailed consulting inquiry and consulting history revise** for users, and **consulting reply list inquiry, detailed consulting reply inquiry, and consulting history reply revise** for managers.

Consulting List Inquiry

Business Rule

It can inquire list with condition, move to consulting register screen by clicking register to process the registration.

Related Code

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
List inquiry	/uss/olp/cns/CnsltListInquire.do	selectCnsltList	"CnsltManageDAO.selectCnsltList",
	/uss/olp/cns/CnsltListInquire.do	selectCnsltListTotCnt	"CnsltManageDAO.selectCnsltListTotCnt"

Consulting list is accessed 10 items per page, paging occurs per 10 pages. Search options are applied to author name, and consulting title.

To change search range per page, update pageUnit, pageSize in context-properties.xml file.(This setting will be applied to the whole common service)

상담목록 조회 --선택하세요-- 조회 등록

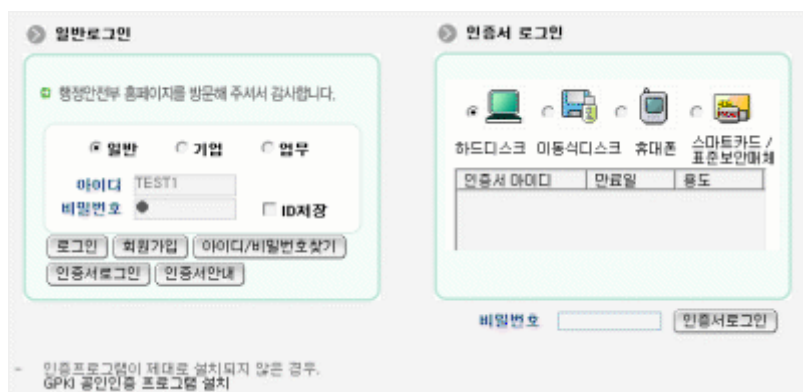
순번	상담제목	작성자	작성일자	진행상태	조회수
1	패스워드 테스트	박상수	2009-04-28	접수대기	16
2	수정테스트	박상수	2009-04-29	접수대기	5
3	상담이란	외로운녀석	2009-04-14	접수대기	11
4	상담 테스트	박상수	2009-04-17	접수대기	7
5	비밀번호	434343	2009-04-14	접수대기	2
6	밸리데이션 테스트	박상수	2009-04-17	완료	18
7	밸리데이션	박상수	2009-04-22	접수대기	1
8	마무리 테스트2	박상수	2009-04-20	완료	3
9	거주자우선주차제에 대한..	김기수	2009-04-13	접수	16
10	20mm 도로공사에 대하여 추가 질문	박정규	2009-04-13	완료	12

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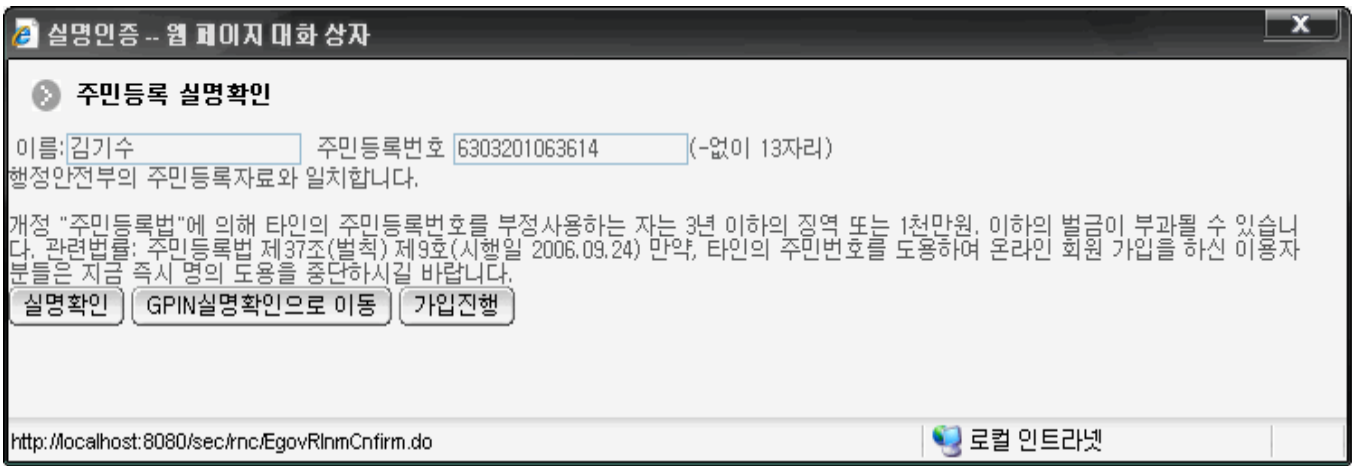
Once the Register button is clicked without login, login or real name validation selection screen will be activated.



Following screen will be displayed if login is selected.



Following screen will be displayed if real name validation is selected.



Inquiry: select search options and enter search text to search specific consulting item.

Register: click the Register button to register new consulting in **Consulting history registration** page.

Click List: Displays **Detailed consulting inquiry** page.

Detailed consulting inquiry

Business rule

This is a screen moved by clicking the list from the consulting list inquiry displaying detailed information on consulting.

Related codes

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
Detailed inquiry	/uss/olp/cns/CnsItDetailInquire.do	selectCnsItListDetail	"CnsItManageDAO.selectCnsItListDetail"
Delete	/uss/olp/cns/CnsItDtIsDelete.do	deleteCnsItDtIs	"CnsItManageDAO.deleteCnsItDtIs"

You can update, delete, list up consulting items in Detailed consulting inquiry page.

상담 상세조회

작성자명	김기수
전화	010-1231-332
휴대폰전화번호	010-32-323
이메일	freeho@hanmail.net <input checked="" type="checkbox"/> 이메일답변여부
작성일자	2009-04-29 11:38:48
조회횟수	19
처리상태	접수
상담제목	거주자우선주차제에 대한..
상담내용	거주자우선주차제에 대한 정의는 무엇인가요?
첨부파일 목록	

Click the Update or Delete button to update or delete current consulting history item after confirming author password.

작성비밀번호 확인 -- 웹 페이지 대화 상자

작성 비밀번호 확인

작성글 비밀번호 *

http://mocalhos 로컬 인트라넷

Update: displays update page for current consulting history.

Delete: alerts delete confirmation, and allows deletion of current consulting history.

List: displays **Consulting List Inquiry** page.

Consulting history registration

Business rule

This stores the basic information of the consulting management. The red star (*) on the right shows the mandatory item.

Related codes

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
Registration screen	/uss/olp/cns/CnsltDtIsRegistView.do	insertCnsltDtIsView	
Register	/uss/olp/cns/CnsltDtIsRegist.do	insertCnsltDtIs	"CnsltManageDAO.insertCnsltDtIs"

상담 등록

작성자명 * 김기수

작성 비밀번호 * ●

전화번호 * 032 - 212 - 0122

휴대폰전화번호 010 - 2550 - 0212

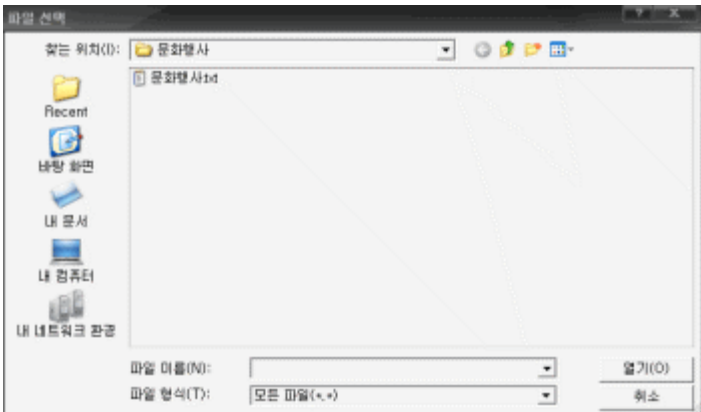
이메일 freeh@paran.com 이메일답변여부

상담제목 * 가로등 소등에 관한 질문

상담내용 * 가로등 소등이 제대로 되는거 같지 않습니다..

파일첨부

Click the Locate... button to add attachments (Maximum 3 files are allowed)



List: displays **Consulting list inquiry** page.

Save: stores new consulting history item with input values.

Consulting history revise

Business Rule

This stores the basic information of the consulting management. The red star (*) on the right shows the mandatory item.

Related Codes

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
Revision screen	/uss/olp/cns/CnsltDtIsUpdtView.do	updateCnsltDtIsView	"CnsltManageDAO.selectCnsltListDetail"
Revise	/uss/olp/cns/CnsltDtIsUpdt.do	updateCnsltDtIs	"CnsltManageDAO.updateCnsltDtIs"

상담내역 수정

작성자명 * 김기수

작성 비밀번호 * ●

전화번호 * 032 - 212 - 0122

휴대폰전화번호 010 - 2550 - 0212

이메일 freeh@hanmail.com 이메일답변여부

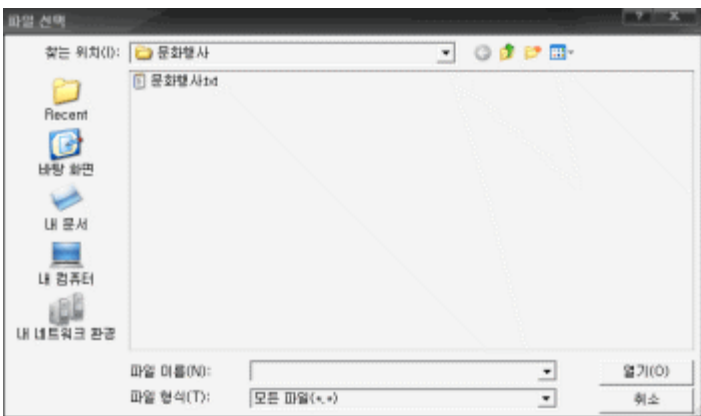
상담제목 * 가로등 소등에

상담내용 * 가로등 소등이 제대로 되는거 같지 않습니다..

첨부파일 목록 문화행사.txt [8882 byte]

파일첨부

Click the Locate... button to add attachments (Maximum 3 files are allowed).



Save: updates the consulting history item with modified values.

List: displays **Consulting list inquiry** page.

Consulting Reply List Inquiry

Business Rule

This is the function to manage replies for managers which enables to inquiry list with conditions, and move to registration screen by clicking the Register button.

Related Codes

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
List inquiry	/uss/olp/cnm/CnsltAnswerListInquire.do	selectCnsltAnswerList	"CnsltManageDAO.selectCnsltAnswerList",

			"CnsltManageDAO.selectCnsltAnswerListTo
--	--	--	---

Consulting list is accessed 10 items per page, paging occurs per 10 pages. Search options are applied to author name, and progress status.

To change search range per page, update pageUnit, pageSize in context-properties.xml file.(This setting will be applied to the whole common service)

⊕ 상담답변목록 조회
--선택하세요-- ▾

조회

순번	상담제목	작성자	작성일자	진행상태	조회수
1	패스워드 테스트	박상수	2009-04-28	접수대기	16
2	수정테스트	박상수	2009-04-29	접수대기	5
3	상담이란	외로운녀석	2009-04-14	접수대기	11
4	상담 테스트	박상수	2009-04-17	접수대기	7
5	비밀번호	434343	2009-04-14	접수대기	2
6	밸리데이션 테스트	박상수	2009-04-17	완료	18
7	밸리데이션	박상수	2009-04-22	접수대기	1
8	마무리 테스트2	박상수	2009-04-20	완료	3
9	거주자우선주차제에 대한.	김기수	2009-04-29	접수	19
10	가로등 소등에 관한 질문	김기수	2009-04-29	접수대기	2

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Inquiry: select search options and enter search text to search specific consulting item.
 Click List: displays **Detailed consulting inquiry** page.

Detailed consulting reply inquiry

Business Rule

It shows the writer's information and detailed reply information for managers.

Related codes

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
Detailed inquiry	/uss/olp/cnm/CnsltAnswerDetailInquire.do	selectCnsltAnswerListDetail	"CnsltManageDAO.selectCnsltList

You can update consulting reply and list up consulting reply items in Detailed consulting reply inquiry page.

상담답변상세조회

작성자명	김기수
전화	032-212-0122
휴대폰전화번호	010-2550-0212
이메일	freeh@paran.com <input checked="" type="checkbox"/> 이메일답변여부
작성일자	2009-04-29 11:50:35
조회횟수	2
처리상태	완료
상담제목	가로등 소등에 관한 질문
상담내용	가로등 소등이 제대로 되는거 같지 않습니다..
답변내용	담당자가 부재중이라서...
담당부서	문화체육과
답변일자	2009-04-29 12:25:03
답변자	박상수
전화번호	
이메일	egov@mopas.go.kr

수정 목록

Update: displays update page.

Delete: alerts delete confirm message, and allows deletion of item.

List: displays **Detailed consulting reply list** page.

Consulting History Reply Revise

Business Rule

This stores consulting information. The writer information is for reference and only the reply on the bottom is available for input.

Related Code

Following table lists code types and configuration values in Consulting management.

Code Type	Code Type Name	Code ID	Code Name
COM028	Questions and Answers Status	1	Waiting for Acceptance
COM028	Questions and Answers Status	2	Accepted
COM028	Questions and Answers Status	3	Completed

You can add Questions and Answers status.

Related Screen and Implementation Manual

Action	URL	Controller method	QueryID
Revision screen	/uss/olp/cnm/CnsltDtIsAnswerUpdtView.do	updateCnsltDtIsAnswerView	
Revise	/uss/olp/cnm/CnsltDtIsAnswerUpdt.do	updateCnsltDtIsAnswer	"CnsltManageDAO.updateCnsltDtIsAnswer"

☞ 상담내역답변수정

작성자명	김기수
전화번호	032 - 212 - 0122
휴대폰전화번호	010 - 2550 - 0212
이메일	freeh@paran.com <input checked="" type="checkbox"/> 이메일답변여부
상담제목	가로등 소등에 관한 질문
상담내용	가로등 소등이 제대로 되는거 같지 않습니다..
진행처리상태	접수대기 ▼
답변내용 *	담당자가 부재중이서 그런거 같습니다...

Update: stores consulting item with modified information.

List: displays **Consulting history list** page.