Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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IBM Case Manager 5.2 - Customize and Extend the Features

CODE:	LENGTH:	PRICE:
F217G	24 Hours (3 days)	€1,015.00

Description

This course explores different options for customizing and extending the features of IBM Case Manager including developing widgets.

Objectives

Customize the Case Manager Client User Interface

- Customize the banner and the login page
- Associate a custom icon for a MIME type
- Modify labels in the IBM Case Manager Client
- Create a Viewer Map for PDF files
- View the Microsoft Word documents in the FileNet Viewer
- Edit the existing help topics
- Create a help plug-in
- Customize the toolbar to implement actions
- Add a custom action as a menu item

Use Scripts to Customize Case Manager Client

- Use Script Adapter to customize the Case client
- Create a toolbar button to start a task
- Dynamically add a choice list to a case property
- Validate the data based on a step response
- Create a case custom workbench page
  - Configure your system for the workbench page
  - Add a Script Adapter to filter In-baskets
  - Add a Script Adapter to filter cases

Develop Custom Widgets

- Create an IBM Content Navigator plug-in project in Eclipse
- Create catalog and widget definition JSON files
- Implement a custom widget (Custom search)
- Build and register the widget package
- Test the custom widget
- Create a Java project in Eclipse for a widget package
- Implement toolbar and menu for your widget
- Define widget properties, and add event handling for your widget
- Build and deploy the widget package with an EAR file
- Troubleshoot
- Update an existing widgets package with new widgets (Custom case comment widget as an example)
- Uninstall a custom widget package in IBM Case Manager

Implement External Data Services (EDS)

- Check the sample EDS configuration
- Change the field status dynamically for a property
- Add an external choice list with EDS
- Create dependent choice lists with EDS
- Implement case property validation

- Prefill an initial value for a case property
- Set the case property field status as required
- Appendix: Steps to set up the sample External Data Service

Audience

This intermediate course is for anyone who needs to know the IBM Case Manager customization and developers who are responsible for:

- Customizing and extending the IBM Case Manager features by developing widgets
- Building a customized user interface for IBM Case Manager

Prerequisites

You should have:

- Intermediate level expertise in the following technologies:
  - Java
  - Dojo
  - JavaScript
  - JSON
  - HyperText Markup Language (HTML 5)
  - Cascading Style Sheets (CSS3)

- Experience with Eclipse IDE for developing applications
- Familiarity with deploying applications in WebSphere Application Server
- Familiarity with Case Management concepts

Recommended prerequisite courses:

- IBM Case Manager 5.2 Introduction to Case Manager (F215G)
- IBM Case Manager 5.2: Build a Case Manager Solution (F212G)
- IBM Content Navigator 2.0.2: Plug-ins and External Data Services (F122G)

Programme

Customize the Case Manager Client User Interface

- Customize the Case Manager Client appearance
- Customize the Banner appearance
- Customize the login page
- Change Icons for the client
- Modify the labels in the Case Manager Client
- Specify Viewers for File Types
- Viewer Maps
- Add custom help topics
- Creating a help plug-in
- Toolbar widgets

Use Scripts to Customize Case Manager Client

- IBM Case Manager Development Architecture
- IBM Case Manager API toolkits
- IBM Content Navigator APIs
- IBM Case Manager JavaScript API
- Collaborative editing of objects
- Script Adapter widget
- Adding discretionary tasks
- IBM Case Manager classes and events for adding tasks
- Adding a choice list to a case property
- IBM Case Manager classes for adding a choice list
- Data Validation based on a step response
- Case custom workbench pages
- Filter In-basket SA - Script Adapter widget
- Filter Search SA - Script Adapter widget

- Tips for the labs and lab overview

Develop Custom Widgets

- Custom widget development overview
- Developing case management applications
- Creating a custom page widget and actions package
- IBM Content Navigator plug-in for the custom widget package
- Setting up the development environment for plug-ins
- Create registry files for the custom widget package
- Catalog JSON file
- Page widget definition JSON file
- IBM Case Manager custom page widget development
- Implementing a page widget
- Files used to implement a page widget
- Contents in a custom page widget package
- Options for widget package deployment and registration
- Folder structure for the custom widget project
- Implement toolbar and menu for your widget
- Build and deploy a widget as an EAR file
- Widget package structure
- Custom case comment widget
- Update an existing widget package with new widgets

Implement External Data Services (EDS)

- Case data from an external data source
- Sample external data service
- Java code in the sample EDS service
- External Data Configuration in the sample

Appendix

- Start and Stop System Components
- Debugging and troubleshooting
- Additional Information and links

Session Dates

Date	Location	Time Zone	Language	Type	Guaranteed	PRICE
28 Mar 2024			English	Self Paced Training		€1,015.00

Additional Information

This training is also available as onsite training. Please contact us to find out more.