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**Enterprise Computing Solutions - Education Services**

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# IBM Case Manager 5.2: Solution Building

| CODE: | DURÉE: | PRIX H.T.: |
|---|---|---|
| F248G | 24 Hours (3 Jours) | €1,950.00 |

## Description

Learn about Case Manager and solution design. Then you build a solution from the beginning, including case types, document types, roles, tasks, and steps. Finally, you learn how to customize the client display by wiring widgets and customizing property views.

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## Objectifs

- Introduction to IBM Case Manager
  - Describe the uses of Case Manager.
  - Identify components of Case Manager.
  - Create and process a case.
  - Explore and identify parts of a solution.
  - Develop a methodology for representing a business problem as a Case Manager.
  - Add a custom task to a case.
- Build a Case Manager Solution
  - Create Properties and Document Types.
  - Create Roles and In-baskets.
  - Create a Case Type and Task.
  - Create a Workflow.
  - Deploy and Test a Solution.
  - Use Preconditions and Sets.
  - Use Business Rules.
  - Use Process Designer Integration Capabilities.
- Customize the Client Display
  - Create Custom Pages.
  - Work with Widgets.
  - Wire Events.
  - Customize Property Views.

## Audience

Solution builders build Case Manager solutions and their responsibilities include:
o Working with Case Manager Builder to build solutions.
o Working in a development environment to build, deploy, and test solutions

## Prérequis

- Familiarity with FileNet Content Manager.
- Ability to use IBM Content Navigator for navigating object stores, working with content.

## Programme

1. Unit 1. Introduction to IBM Case Manager
   1. Introduction to IBM Case Manager
   2. Process a Case
   3. Review a case
   4. Structure of a Solution
   5. Design Principles
   6. Create a Custom Task
   7. Overview of Add-on Functions
2. Unit 2. Build a Case Manager Solution
   1. Create Properties and Document Types
   2. Create Roles and In-baskets
   3. Create a Case Type and Task
   4. Create a Workflow
   5. Deploy and Test a Solution
   6. Use Preconditions and Sets
   7. Use Business Rules
   8. Use Process Designer Integration Capabilities
3. Unit 3.Customize the Client Display
   1. Create Custom Pages
   2. Work with Widgets
   3. Wire Events
   4. Customize Properties Views

## Dates de session

Sur demande. Merci de nous contacter

## Informations
## Complémentaires

Cette formation est également disponible sous forme de formation sur site. Veuillez nous contacter pour en savoir plus.