Enterprise Computing Solutions - Education Services

TRAINING OFFERING

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IBM Case Manager Essentials (V5.3.2)

CODE:	LENGTH:	PRICE:
F2909G	8 Hours	$300.00

Description

Contains PDF course guide, as well as a lab environment where students can work through demonstrations and exercises at their own pace.
This course is an introduction to IBM Case Manager, concepts, functions, and architecture. Participants use an IBM Case Manager system to practice the skills that are required by case workers to process cases and create runtime tasks.
If you are enrolling in a Self Paced Virtual Classroom or Web Based Training course, before you enroll, please review the Self-Paced Virtual Classes and Web-Based Training Classes on our Terms and Conditions page, as well as the system requirements, to ensure that your system meets the minimum requirements for this course. http://www.ibm.com/training/terms

Objectives

Describe the users of IBM Case Manager Identify components of IBM Case Manager Create and process a case Search for a case Review a case Add annotations and comments to a case Split a case Explore and identify the structure of a solution Add a custom task Add a quick task Identify IBM Case Manager integration options

Audience

This course is for solution architects, solution designers, administrators, product managers, or anyone who needs to learn the essentials of IBM Case Manager.

Prerequisites

None

Programme

Introduction to IBM Case Manager

- Describe the uses of IBM Case Manager
- Identify components of IBM Case Manager

Create and process a case

- Identify a case
- List the components of a case type
- Describe the IBM Case Manager Client
- Add a case and process a work item

Review a case

- Search for a case
- Review a case
- Add annotations and comments to a case
- Split a case

Structure of a solution

- Describe IBM Case Manager solutions and their assets
- Identify IBM Case Manager environments
- Explore the IBM Case Manager Builder Step Designer

Add runtime tasks

- Add a custom task
- Add a quick task

IBM Case Manager integration options

- Identify IBM Case Manager integration options

Session Dates

On request. Please Contact Us

Additional Information

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