



**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
17 May 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.](#)