
IBM Case Manager 5.2: Customize & Extend the Features

Duration: 3 Days **Course Code: F217G**

Overview:

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

Target Audience:

This intermediate course is for 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 Anyone who needs to know the IBM Case Manager customization.

Objectives:

- Customize the Case Manager Client User Interface
- Create catalog and widget definition JSON files
- Customize the banner and the login page
- Implement a custom widget (Custom search)
- Associate a custom icon for a MIME type
- Build and register the widget package
- Modify labels in the IBM Case Manager Client
- Test the custom widget
- Create a Viewer Map for PDF files
- Create a Java project in Eclipse for a widget package
- View the Microsoft Word documents in the FileNet Viewer
- Implement toolbar and menu for your widget
- Edit the existing help topics
- Define widget properties, and add event handling for your widget
- Create a help plug-in
- Build and deploy the widget package with an EAR file
- Customize the toolbar to implement actions
- Troubleshoot
- Add a custom action as a menu item
- Update an existing widgets package with new widgets (Custom case comment widget as an example)
- Use Scripts to Customize Case Manager Client
- Uninstall a custom widget package in IBM Case Manager
- Use Script Adapter to customize the Case client
- Implement External Data Services (EDS)

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- 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
-
-
- 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
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Prerequisites:

- 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:
 - F215 - IBM Case Manager 5.2 Introduction to Case Manager
 - F212 - IBM Case Manager 5.2: Build a Case Manager Solution
 - F120 - IBM Content Navigator 2.0.2: Customize and Extend the Features

Content:

- Customize the Case Manager Client appearance
 - IBM Case Manager Development Architecture
 - Custom widget development overview
 - Case data from an external data source
 - Start and Stop System Components
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 - 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
 - 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)
- Sample external data service
- Java code in the sample EDS service
- External Data Configuration in the sample
- Appendix
- Debugging and troubleshooting
- Additional Information and links

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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