



# 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 widgetsBuilding a customized user interface for IBM Case Manager Anyone who needs to know the IBM Case Manager customization.

## **Objectives:**

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

- 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

### **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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## **Further Information:**

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