IBM Case Manager Essentials (V5.3.2)

Duration: 1 Day   Course Code: F2900G

Overview:

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.

Target Audience:

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

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

Prerequisites:

None

Content:

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

Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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