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# **IBM Case Manager 5.2: Customize & Extend the Features**

Duration: 3 Days Course Code: F217G Delivery Method: Maatwerk

#### Overview:

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

#### Maatwerk

Global Knowledge biedt zowel standaard- als maatwerkcursussen die zijn afgestemd op uw wensen en die als besloten cursus op uw eigen locatie of onze locatie gevolgd kunnen worden.

#### **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:**

Customize the Case Manager Client User Interface	Create catalog and widget definition JSON files
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Customize the banner and the login page	Implement a custom widget (Custom search)
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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
• · · · · · · · · · · · · · · · · · · ·	<ul> <li>•</li> </ul>
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
• · · · · · · · · · · · · · · · · · · ·	<ul> <li>•</li> </ul>
Customize the toolbar to implement actions	Troubleshoot
• · · · · · · · · · · · · · · · · · · ·	• · · · · · · · · · · · · · · · · · · ·
Add a custom action as a menu item	<ul> <li>Update an existing widgets package with new widgets (Custom case comment widget as an example)</li> </ul>
	•

- 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

#### 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

- 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

### Content:

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- IBM Case Manager Development Architecture
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## Further Information:

For More information, or to book your course, please call us on 030 - 60 89 444

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