

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

Duration: 30 Days    Course Code: F217G    Delivery Method: e-Learning

### Overview:

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

e-Learning

Zelfstudie cursus via internet in uw eigen tempo. E-Learning biedt u de mogelijkheid om te leren wanneer en waar u wilt. Het cursusmateriaal wordt online aangeboden, zodat het altijd en overal beschikbaar is.

### 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
- 
- 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
- 
- 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
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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
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## 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
  
  - 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
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  - Use Scripts to Customize Case Manager Client
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  - IBM Content Navigator APIs
  - IBM Case Manager JavaScript API
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  - 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
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  - Case custom workbench pages
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  - Filter Search SA - Script Adapter widget
  - Tips for the labs and lab overview
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  - External Data Configuration in the sample

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  - Add custom help topics
  - Creating a help plug-in
  - Toolbar widgets
  - Use Scripts to Customize Case Manager Client
  - 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

- 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

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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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