IBM Case Manager 5.2: Customize & Extend the Features

Duration: 3 Days Course Code: F217G Delivery Method: Virtual Learning

Overview:

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

Virtueel en Klassikaal™

Virtueel en Klassikaal™ is een eenvoudig leerconcept en biedt een flexibele oplossing voor het volgen van een klassikale training. Met Virtueel en Klassikaal™ kunt u zelf beslissen of u een klassikale training virtueel (vanuit huis of kantoor)of fysiek op locatie wilt volgen. De keuze is aan u! Cursisten die virtueel deelnemen aan de training ontvangen voor aanvang van de training alle benodigde informatie om de training te kunnen volgen.

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
- Customize the banner and the login page
- Associate a custom icon for a MIME type
- Modify labels in the IBM Case Manager Client
- Create a Viewer Map for PDF files
- View the Microsoft Word documents in the FileNet Viewer
- Edit the existing help topics
- Create a help plug-in
- Customize the toolbar to implement actions
- Add a custom action as a menu item
- Create catalog and widget definition JSON files
- Implement a custom widget (Custom search)
- Build and register the widget package
- Test the custom widget
- Create a Java project in Eclipse for a widget package
- Implement toolbar and menu for your widget
- Define widget properties, and add event handling for your widget
- Build and deploy the widget package with an EAR file
- Troubleshoot
- 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

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

- Customize the Banner appearance
- Customize the login page
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- Modify the labels in the Case Manager Client
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- Viewer Maps
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- Filter Search SA - Script Adapter widget
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- 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)

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- External Data Configuration in the sample

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