
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 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
 - 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
 - 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
 - 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)
 - 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

Content:

Customize the Case Manager Client User Interface

- Customize the Case Manager Client appearance
- 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
- Toolbar widgets

Use Scripts to Customize Case Manager Client

- IBM Case Manager Development Architecture
- 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

- Custom widget development overview
- 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)

- Case data from an external data source
- Sample external data service
- Java code in the sample EDS service
- External Data Configuration in the sample

Appendix

- Start and Stop System Components
- Debugging and troubleshooting
- Additional Information and links

Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

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