
IBM Case Manager 5.2: Customize & Extend the Features

Duration: 30 Days **Course Code: F217G** **Delivery Method: Elearning (Self-paced)**

Overview:

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

e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

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 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

- 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

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 Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK