

IBM Case Manager 5.2: Customize & Extend the Features

Course code: F217G

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

Who is the course for

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.

What we teach you

Customize the Case Manager Client User Interface

Use Scripts to Customize Case Manager Client

Develop Custom Widgets

Implement External Data Services (EDS)

Required skills

- 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

Course outline

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

GOPAS Praha

Kodaňská 1441/46
101 00 Praha 10
Tel.: +420 234 064 900-3
info@gopas.cz

GOPAS Brno

Nové sady 996/25
602 00 Brno
Tel.: +420 542 422 111
info@gopas.cz

GOPAS Bratislava

Dr. Vladimíra Clementisa 10
Bratislava, 821 02
Tel.: +421 248 282 701-2
info@gopas.sk



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- 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

GOPAS Praha

Kodaňská 1441/46
101 00 Praha 10
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info@gopas.sk



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