

# 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

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# IBM Case Manager 5.2: Customize & Extend the Features

- 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

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