



# ConSol Software GmbH ConSol CM Administrator Manual

Version 6.10.5.4

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# A - Introduction

This section provides general information about the content and structure of this manual as well as an introduction to ConSol CM.

This chapter discusses the following:

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# A.1 ConSol CM for Business Process Management

ConSol CM is a **customer centric business process management system**. Using ConSol CM you can control and steer business processes with a strong focus on human communication and interaction, e.g. user help desk, customer service processes, marketing and sales, or ordering processes. Basically, every process that is in operation in a company can be modeled and brought to life with ConSol CM.

Using ConSol CM you can handle all components which are relevant in business processes to represent and control your company's processes in an optimal way. ConSol CM is used in various different industries and branches ranging from insurances and banks over fashion designing companies to producers of ticket vending machines or car washes. The flexible process designing mechanism and workflow engine provide a perfect basis for the modeling and controlling of business processes of different kinds.

# A.2 List of Manuals

ConSol CM provides documentation for several groups of users. The following documents are available:

### Administrator Manual

A detailed manual for CM administrators about the ConSol CM configuration using the Admin Tool.

### • Process Designer Manual

A guideline for workflow developers about the graphical user interface of the Process Designer and how to program workflow scripts.

### Operations Manual

A description of the ConSol CM infrastructure, the server integration into IT environments and the operation of the CM system, for IT administrators and operators.

### • Setup Manual

A technical description for ConSol CM setup in different IT environments. For expert CM administrators.

### User Manual

An introduction to the ConSol CM Web Client for end users.

### • System Requirements

List of all requirements that have to be met to install ConSol CM, for IT administrators and CM administrators. Published for each ConSol CM version.

### • Technical Release Notes

Technical information about the new ConSol CM features. For CM administrators and key users. Published for each ConSol CM version.

# A.3 This Book's Structure

First, some basic principles of ConSol CM are explained to provide the theoretical background you need to become a CM administrator.

• In the **Introduction**, you will learn how ConSol CM is used in Business Process Management and you will get to know some basic principles of the application. Furthermore, you will learn how to start the main administration application for CM, the Admin Tool.

The following sections explain the features and functionality of the Admin Tool.

#### Access and Roles

In this section the basic principle and configuration concerning access permissions are explained. For example, you will learn how to define roles, assign roles to engineers (the users of the CM Web Client), and configure views (the to do lists in the system).

#### Ticket Data Model and GUI Design

Here, the set-up of the ticket data model and the placement of the data fields in the Web Client (GUI) are covered. For example, you will learn how to define the data fields which are required by a certain process and how to build different types of lists.

### Customer Data Model

This section describes the setup of the data models for different customer groups and the respective designer GUIs. The representation of customer groups in CM is based on *FlexCDM*, the Flexible Customer Data Model. For example, you will learn how to define one set of data fields for the customer group *Reseller* and another data model for the customer group *Direct Customers*. Furthermore, Customer Relations and Customer Actions are explained, two components which help you use CM as a CRM system.

#### Global Configuration

In this section some general configurations are explained. For example, you will learn about Queue Management, a queue being one of the core components of ConSol CM. Furthermore, working with business calendars and projects is explained.

#### • Expert

This is the part of the book which is targeted at CM administrators who are responsible for advanced CM system configuration. You might want to work together with your CM consultant to change system settings. This section covers topics like

- preparing the CM system for reporting
- ConSol CM services
- configuration of the search module
- the Task Execution Framework (TEF)
- e-mail configuration
- import and export of configurations
- template management
- working with system properties

- working with Admin Tool scripts
- license management
- deployment of scenarios

#### • Add-Ons

In this section, the three CM add-ons are explained. A CM add-on is a CM module for which a separate license has to be purchased. The following add-ons are available:

### CM.Resource Pool

In this section the set-up of the data model for the Resource Pool is explained. CM.Resource Pool is a distinct CM module which has to be licensed separately. If you have purchased this module, you can learn in this section how to represent different objects like IT assets, products, SLAs or other objects as CM resources. Besides the set-up of the data model, Resource Relations and Resource Actions are described.

### CM.Track

In this section, the customer portal, CM.Track, is explained. The versions V1 and V2 are available for CM.Track, they are treated in separate chapters.

CM.Phone

In this section, the ConSol CMCTI solution is explained.

• Appendix

Here, you find lists of all important terms that are used in the book (glossary), of all annotations (important for the GUI design), and system properties (important for the CM system management). Please see also the trademarks page.

# A.4 Layout Explanations

The following icons and colors are used to emphasize and highlight information:



# A.5 Legal Notice

Since we would like to provide a manual for you which helps you manage your CM system, but which also provides additional information about connected topics, we have inserted external links into the manual. In this way, you can get some background information about a topic if you like. This can help you better understand the required CM configuration. Despite careful review, we assume no liability for the content of those external links. The operators of sites linked to are exclusively responsible for their content.

# A.6 Gender Disclaimer

As far as possible, ConSol CM manuals are written gender-neutral and often address the user with "you". When the phrasing "The user .... he ..." is used, this is always to be considered to refer to both, the feminine as well as the masculine form.

# A.7 Copyright

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# A.8 Basic Principles of ConSol CM

# A.8.1 System Components from the Users', Admins' and Customers' Points of View

ConSol CM comprises different client applications. Depending on your roles and tasks in your company you will use one or more of those applications.

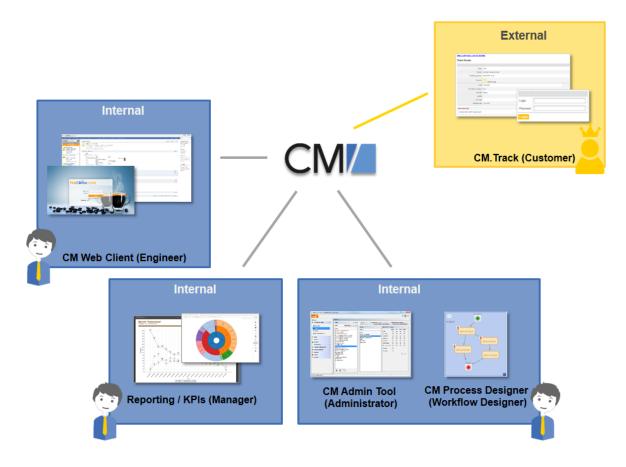


Figure 1: ConSol CM system components

• Web Client

The primary access point to the system for engineers, an engineer being the standard user of the system. Engineers work with tickets, customer data and resources.

Portal

CM.Track, the primary access to the system for (internal or external) customers. CM.Track is a distinct CM module which requires a separate license. With this module, you can offer portal access to the tickets for your customers. Moreover, your FAQs can be made available via the web.

### • Admin Tool

For all system configuration tasks. As an administrator, you will primarily work with this tool. This tool is used to define the system setup. All settings (apart from workflows) are configured using the Admin Tool, and access to it is restricted to admin users.

### • Process Designer

For the workflow design and implementation. As a workflow developer you will primarily work with the Process Designer. In this tool, all workflows are designed graphically as well as in Groovy code.

The default scope of delivery also includes a data warehouse (DWH) that allows reporting about the data of your tickets.

Furthermore, ConSol CM is not an isolated application but can be easily integrated into your company's IT infrastructure, e.g. using Web Services and/or an Enterprise Service Bus (ESB).

For a detailed explanation of the system components, described from a more technical point of view, please refer to the system administrator's section <u>Architecture of a CM-Only System</u>.

# A.9 Basic Technical Principles and Objects of ConSol CM

This chapter discusses the following:

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# A.9.1 Introduction

In order to work efficiently and correctly with ConSol CM, you have to have a profound knowledge of all components which make up a CM system. The following section will give you a first introduction into the basic CM components.

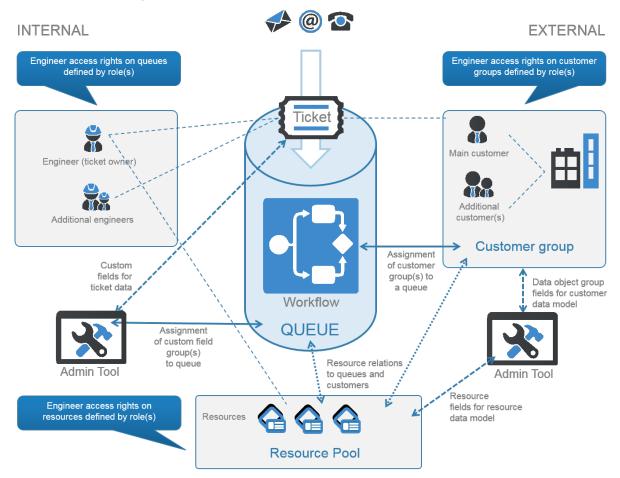


Figure 2: ConSol CM - Basic principles (with CM.Resource Pool)

# A.9.2 ConSol CM Dogma

In ConSol CM, there is a main *dogma*:

### ConSol CM DOGMA

**External** side: A ticket always has a **main customer**. This can be a contact or a company. **Internal** side: A ticket can have no or one main **engineer** who has to work on the ticket.

### A.9.3 Engineers

The engineers represent the *internal* side of the CM system. All users of the Web Client are called engineers, regardless of their function within the company. The engineers work on the tickets to carry out the tasks defined in the business process. Every ticket can only be assigned to *one engineer*, who is currently responsible for the ticket. But a ticket may have any number of *additional engineers*, who all have an *engineer function* representing a specific task within the process.

All engineers have an engineer account consisting of a user name and password, which they use to log in to the Web Client. The engineers' access permissions are managed using roles. The roles, which contain access permissions for queues, customers, and resources, are defined in the Admin Tool and assigned to the engineers.

Please see the section about Engineer Administration for details.

## A.9.4 Customers

With *FlexCDM*, the Flexible Customer Data Model, ConSol CM provides a data model which can define contact and company data in various constellations. In this way, you can define very simple, one-level data models which only contain contact data (e.g., name, phone number, e-mail address, address) and complex, two-level models which contain contact data (e.g., name, phone number, e-mail address) and company data (e.g., address, zip code, company size). You can define different models within one system, you can configure relations between customers, and add activities to contacts and companies. Please refer to the Customer Data Model section, starting with chapter The CM Customer Data Model - FlexCDM, for details about all components of *FlexCDM*.

Each CM system uses customized customer groups and data models. Therefore, the available customer groups, hierarchical levels for customer objects, data fields, relations, and activities depend on the individual configuration of your CM system.

## A.9.5 Tickets

The ticket is the request of the customer which the engineers work on. This can be an incident, a service case, or any other request. For each request, a ticket is created. The engineers work on the ticket, which means that they carry out the necessary steps as defined in the business process. The progress, including internal and external communication, is documented in the ticket. The business process can involve several engineers and different teams. When the request is solved, the ticket is closed. Closed tickets are not lost, but they represent a powerful archive and knowledge base.

In ConSol CM there are the following rules for tickets:

- A ticket *must have* one main customer. Every ticket can have only *one* main customer. It does *not need to have* additional customers, but it *can* have *any number* of additional customers. The customer represents the **external** side of a ticket.
- A ticket *does not have to* be assigned to an engineer, but if it is, it can only be assigned to *one* engineer at a time. A ticket does *not have to have* additional engineers, but it *can* have *any number* of additional engineers. Assigning a ticket to an engineer can be done manually or automatically. The engineers represent the **internal** side of a ticket.

- A ticket always has a name, often called *ticket number*, a subject, and a ticket icon. The ticket icon shows the current scope of the ticket and can have a color indicating the value of a given data field. Every ticket also has an ID that is used internally and cannot be seen by the user.
- The ticket header always shows the current queue and scope, assigned engineer, and creation date of a ticket.
- The ticket icon in the Web Client can have (and in most cases does have) a color that represents a certain value of a list. Often the priority is used, e.g., high priority tickets are displayed in red, medium tickets in orange, and low priority tickets in yellow.

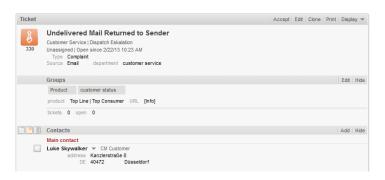


Figure 3: Ticket in the ConSol CM Web Client

It depends on the configuration of your ConSol CM system if a ticket is called *ticket* within your system. Tickets might be called *ticket*, *case*, *call*, *task*, or similar in your Web Client. Each queue can have its own term to refer to tickets. In this manual, tickets will always be called tickets for your convenience.

Each CM system uses customized ticket data. Therefore, the available fields, relations, and activities depend on the individual configuration of your CM system.

### A.9.6 Resources

Resources can be used to manage objects which are related to the business process. Possible use cases are IT assets, SLAs, products or newsletters. All resources are saved in **CM.Resource Pool**, a separate CM module. The administrator defines the resource model, i.e., the resource types, resource data fields, the hierarchy of the resources, and the possible relations to tickets, customers, and other resources

An engineer with the required permissions can create resources and link them to existing tickets, customers, and other resources. For example, you can link a computer to an incident ticket concerning this computer or to the customer who uses it.

Please see the section about CM.Resource Pool in the Add-on section for details about this topic.

### A.9.7 Queues

The queue is the **core component** of ConSol CM administration. It contains thematically related tickets which should be handled in the same way and follow the same business process. Every queue has exactly one **workflow**, which implements the desired process. The ticket data fields needed for the process are assigned to the queue. In addition, the access permissions, which are granted to the engineers via roles, are based on queues.

For example, there is one queue for the user help desk with the *User Help Desk* workflow and data fields like *Customer Service Level, Device that does not work,* or *Priority*. Every incident ticket passes through this *User Help Desk* process. Another queue is the *Marketing and Sales* queue where fields like *probability of contract conclusion, next appointment*, or *budget* [\$] are defined.

Therefore, the queue determines:

- how its tickets look like (ticket data fields)
- whose tickets it manages (customer groups)
- how its tickets are processed (workflow)
- who can work on the tickets (permissions)

Queues often reflect the organizational structure of the company. For example, there can be one queue for each department, as each department has its own processes. A ticket can be passed from one queue to another. In this case it adapts to the new queue, i.e., it receives the data fields of the new queue and only engineers with permissions for the new queue can work on it.

### A.9.8 Workflows

A workflow is designed and created by a CM workflow developer using the ConSol CM Process Designer. It implements the business process which is executed in the Web Client. The workflow consists of several steps, which are called *activities*. There are *manual* activities, which are performed by the engineers, and *automatic* activities, which are performed by the system. The activities are arranged in *scopes* to illustrate the status of a ticket. The *intelligence* of the process, like conditions, decisions, escalations, reminders, automatically sent e-mails, or other actions, is also defined in the workflow. You can implement process chains or a hierarchical process structure by linking several workflows.

As an engineer, you will not work with the workflow itself, but you will see the current scope of the ticket (ticket icon and scope name in the basic ticket data) and the workflow activities which are available for the ticket at its current position. In this way, you always have a good overview of the current status of the ticket.

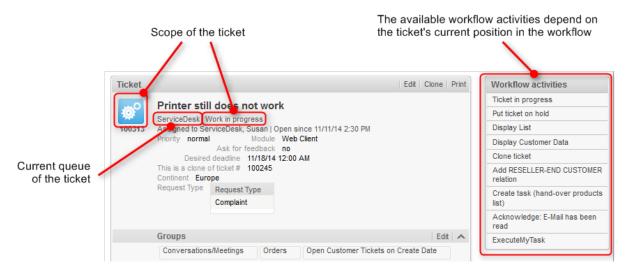


Figure 4: Queue, scope, and workflow in a ticket

As an administrator, you might work with the ConSol CM Process Designer to model the business processes of your company. A process can be represented by one or more workflows.

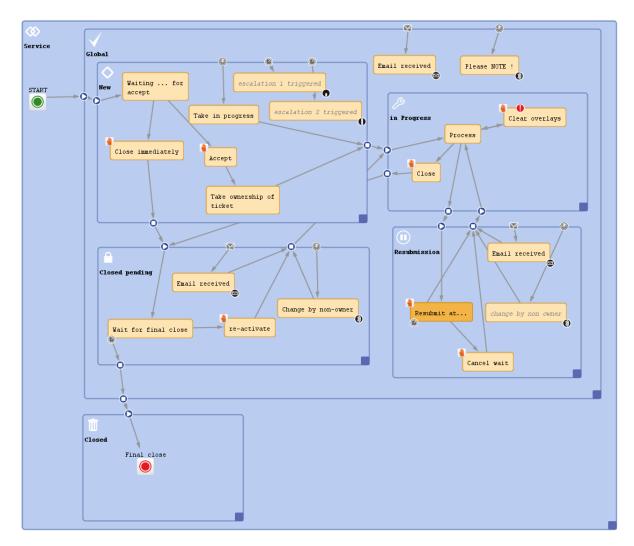


Figure 5: Process Designer: Example of a service workflow

Since we often deal with process chains rather than with single processes, in ConSol CM such process chains can be designed by defining a certain order for the processes. You can work with simple process chains or with a hierarchical structure.

For example, a ticket starts in an entry pool, is directed to the 1st level team, who pass it on to the 2nd level network team. Or a sales ticket starts as a customer request, becomes a lead, which eventually gets more serious and becomes an opportunity. Once the customer has signed the contract, an order ticket is created which generates so-called child tickets for the internal tasks up to billing. When all child tickets are closed, the parent ticket can be closed as well.

The intelligence of the process, like escalations, reminders, automatic generation of e-mails, or other actions during the process, is also defined in the workflow using Groovy scripts.

Please refer to the ConSol CM Process Designer Manual for a detailed introduction to process design and modeling using the ConSol CM Process Designer.

## A.9.9 The CM Action Framework

In addition to workflow activities, which are activities executed during a certain step of a business process, activities, here called actions, can also be triggered from other objects:

Customer Actions (Data Object Actions) are actions which are executed based on the customer object, i.e., for a contact or for a company. In this way, you can, for example, implement a company action which updates your company-specific sales figures every night.

Resource Actions are actions which are executed based on a resource, i.e., on an object in the CM.Resource Pool. In this way, you could offer an action in the Web Client where the engineer can have a list with all customers for a certain newsletter.

Search Actions are actions which can be executed based on a result of a Detailed Search. In this way you can, for example, trigger an e-mail to all customers of a list of tickets which you have retrieved using the search interface.

All actions can be either executed manually or automatically. Manual actions are offered in the Web Client like workflow activities. Automatic actions run in the background without any engineer activity being involved.

### A.9.10 The Task Execution Framework

The Task Execution Framework (TEF) stores and executes long-running tasks which should not be linked to any specific activity. For example, TEF tasks can be very helpful for import scripts.

## A.9.11 Accessing Objects in ConSol CM

In ConSol CM, the different objects (tickets, customers and resources) form a network. The objects are connected, e.g. a ticket is always linked to one or more customers. The connections which exist between the current object and other objects in ConSol CM are displayed on the object's page, where you can directly access the linked objects.

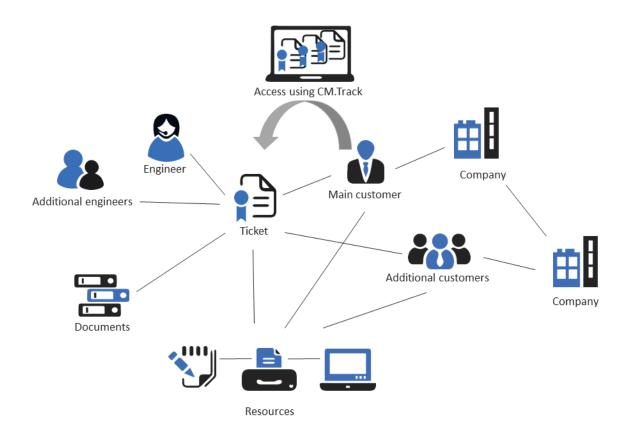


Figure 6: Network of ConSol CM objects

Since the ConSol CM Web Client always provides menus or links to open the objects which are related to another object, you, as a CM engineer, can move within the network easily, thus working efficiently with customer, ticket, and resource data. Once you have opened an object (e.g. a ticket), you can move from one related object (e.g. the main customer of the ticket) to other related objects (e.g. the company of the main customer or a resource which is related to the ticket or the customer). No further search is required.

An example use case could be:

- 1. A customer calls you and asks for a certain case, but he cannot remember the ticket number. He wants to know which SLA is used for the printer which caused the problems treated in the ticket. Is it possible to change the contract?
- 2. You start the quick search and look for the customer's name and the term 'printer', you find ticket #0815 and open it.
- 3. You check the related resources at the ticket and find printer #4711.
- 4. You check the SLA, a resource, related to the printer and open it. The comment in the SLA says "can be changed within two weeks". Now you have to know all other possible SLAs for this company.

- 5. You check the company relation of the resource (the printer #4711) and open the company page.
- 6. The company has three more SLA resources (i.e., resource relations on the company page) for printers. You discuss with the customer which one would be the best for this case. The customer wants to have a new SLA for the printer.
- 7. Since this change has to be approved by both sides, an SLA-change-ticket is required: you create a new ticket directly from the company page ...

This short example shows how easy an engineer can access all components for a certain case or service request. If customer-customer relations are managed using CM, the CRM (customer relationship management) component is even stronger.

# A.9.12 ConSol CM from a System Administrator's Point of View

ConSol CM is a Java EE application which runs in a standard application server. The data is stored in a relational database. ConSol CM connects to an e-mail server to retrieve incoming e-mails and sends e-mails using an SMTP server. Please refer to the *ConSol CM Operations Manual* for a detailed explanation of all aspects concerning running ConSol CM in an IT environment. A first introduction is provided in section *System Overview* in this manual.

A detailed list of supported operation systems, application servers, database systems, and other systems, as well as storage and CPU requirements is given in the current System Requirements.

# A.10 Starting the Admin Tool

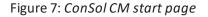
This chapter discusses the following:

A.10.1 Login	31
A.10.2 Troubleshooting: When the Admin Tool Does Not Start	33

### A.10.1 Login

Most of the ConSol CM system is administrated using a Java Web Start application, called *Admin Tool*, which is provided on the main web page of the CM application server system. To start the Admin Tool you can either use the link on the page or you can store the *jnlp* file locally and start it there. Java Web Start is part of each standard JRE.

	ConSol*CM6 - Start Page							
	ConSol*CM6 Web Client							
	This is the main part of the ConSol <sup>®</sup> CM6 Application for the most users. The web client is the user interface for working with tickets and contacts. It is optimized for context based working an shaped to the demands of specific business domain.							
	Please use the following link to get into the web client. You might want to bookmark this:							
	http://cm6doku-cm1.int.consol.de:8380/cm-client							
	Please ensure following system requirements: Web browser Firefox 24 Extended Support Release (ESR) or Microsoft IE8 or IE9, 1 GHz Processor, 2 GB RAM, screen resolution of 1280 pixel in width							
	ConSol*CM6 Admin Tool							
lick here to	The Admin Tool is for administration of all central configuration like users, queues, custom fields and more. It is based on Java Web Start Technology to enable an offsite administration of th ConSol*CM6 Server.							
start the Admin Tool	Following the link should be enough to start the Admin Tool: <ul> <li>http://cm6doku-cm1.int.consol.de:8380/admin/cm-admin-tool.jnlp</li> </ul>							
	On some systems you may need to start Java Web Start from the command line:							
	• javaws http://cm6doku-cm1.int.consol.de:8380/admin/cm-admin-tool.jnlp							
	Please ensure following system requirements: Java Runtime Environment 7 update 51 (this includes Java Web Start), 1 GHz Processor, 2 GB RAM, screen resolution of 1280 pixel in width							
	ConSol*CM6 Process Designer							
	The Process Designer is for editing process definitions used by the ConSol®CM6 Server. The activities available in the Web Client, the status of ticket and all automatic processes are defined graphical workflows made with this designer. The designer and thus the workflows are focused on business needs; you will be able to understand them without much technical knowledge.							
	Following the link should be enough to start the Process Designer:							
	http://cm6doku-cm1.int.consol.de:8380/workflow/master.jnlp							
	Same as for Admin Tool, needed in seldom circumstances:							
	• javaws http://cm6doku-cm1.int.consol.de:8380/workflow/master.jnlp							
	Same system requirements as for Admin Tool.							



After clicking on *Admin Tool.jnlp*, the *jnlp* file is downloaded, the Admin Tool is started, and the login window is displayed (for details see the <u>Troubleshooting: When the Admin Tool Does Not Start</u> section):

📔 CM6 Admin Logir	n @ cm6-demo.int.conso 📧
😣 Username required	i. 🗧 📁
Username	
Password	
	OK Cancel

Figure 8: ConSol CM Admin Tool - Login window

Enter your login data to get access to the Admin Tool functions. An initial user name and password are assigned during system set-up. Further admin users can be configured later on in the Admin Tool.

After you have logged in successfully, the start page of the Admin Tool appears:

CM6 Admin-Tool @ cm6doku-cm1.int.consol.de								
C								
Γ	<b>A</b> Home		*	A Home				
:	Access and Ro	oles 🛞		Welcome, !				
	Lists	۲		Server Connection	Release Version	Java VM Version		
	Tickets	۲		cm6doku-cm1.int.conse	6.10.2.0	1.7.0_76		
	Customers	۲			01101210	1110_70		
	Resources	۲						
	📄 Global Configu							
1	🕥 Data Warehou							
	Services	8						
	E-Mail	8						
	🕫 System	۲						
1								
			÷					
	<u>.</u>							
_			_					

Figure 9: ConSol CM Admin Tool - Start page

# A.10.2 Troubleshooting: When the Admin Tool Does Not Start

### A.10.2.1 Correct Process

If everything is set up properly, clicking on the Admin Tool hyperlink leads to the following:

- In a pop-up window, you are prompted as to whether you would like to open the *jnlp* file *Java* (*TM*) Web Start Launcher should be offered as default application for that or to download the *jnlp* file to your system.
   Confirm with Open with Java (*TM*) Web Start Launcher.
- 2. The download of the Admin Tool *jnlp* file is started. During this process, the ConSol CM logo is displayed.
- 3. Java Web Start starts the Admin Tool. In a pop-up window the *Verifying application* message is displayed.
- 4. If the Java Web Console is activated, the console is opened and you can follow the download's progress.
- 5. The Admin Tool GUI is displayed with the login window in the foreground.

Step1

ConSol*CM6 - Start Page		Conset				
ConSol*CM6 Web Client						
This is the main part of the ConSol®CM6 Application for the most users. The web clent	t is the user interface for working with tickets and contacts. It is optimized for con	text based working and shaped to the demands of specific business domain.				
Please use the following link to get into the web client. You might want to bookmark the	his:					
http://cm6doku-cm1.int.consol.de:8080/cm-clent	Opening cm-admin-tool jnlp					
Please ensure following system requirements: Web browser Firefox 24 Extended Supp		ution of 1280 pixel in width				
ConSol*CM6 Admin Tool	🗟 cm-admin-tool.jnlp					
The Admin Tool is for administration of all central configuration like users, queues, cust	which is: JNLP File (4.8 KB) from: http://cm6doku-cm1int.consol.de:8080	dministration of the ConSol®CM6 Server.				
Following the link should be enough to start the Admin Tool:	What should Firefox do with this file?					
http://cm6doku-cm1.int.consol.de:8080/admin/cm-admin-tool.jnip	Qpen with Java(TM) Web Start Launcher (default)					
On some systems you may need to start Java Web Start from the command line:	🔿 Şəve File					
<ul> <li>javaws http://cm6doku-cm1.int.consol.de:8080/admin/cm-admin-tool.jnlp</li> </ul>	Do this gutomatically for files like this from now on.					
Please ensure following system requirements: Java Runtime Environment 6 or 7 (this		xel in width				
ConSol*CM6 Process Designer	OK Cancel					
The Process Designer is for editing process definitions used by the ConSuPCM6 Server. The activities available in the Web Clent, the status of ticket and all automatic processes are defined by graphical workflows made with this designer. The designer and thus the workflows are focused on business needs; you all be able to understand them without much technical involvidey.						
Following the link should be enough to start the Process Designer:						
http://cm6doku-cm1.int.corsol.de:8080/workflow/master.jnip						
Same as for Admin Tool, needed in seldom circumstances:						
<ul> <li>javaws http://cm6doku-cm1.int.consol.de:8080/workflow/master.jnip</li> </ul>						
Same system requirements as for Admin Tool.						
www.MuleSoft.com Powered by Mule. MuleSoft is Open for Integration. Copyright (c	) 2003-2009 MuleSoft Inc.					

### Step2

ConSol*CM6 - Start Page	CM6
ConSol*CM6 Web Client	
This is the main part of the Con50PO/6 Application for the most users. The web clerit is the user interface for working with tickets and contacts. It is optimized for context based working and shaped to the demands of specific business domain.	
Please use the following link to get into the web clent. You might want to bookmark this:	
thtp://cm6doku-cm1.et.consolde:808/i/cm-dent	
Pease ensure following system requirements: Web browser Firefox 24 Extended Support Release (ESR) or Microsoft IE8 or IE9, 1 GHz Processor, 2 GB RAM, screen resolution of 1280 pixel in width	
ConSol*CM6 Admin Tool	
The Admin Tool is for administration of all central configuration like users, queues, custom fields and more. It is based on Java Web Start Technology to enable an offsite administration of the Confish OH6 Server.	
Following the link should be enough to start the Admin Tool:	
trap://m6doku.cml.kt.consol.de/8080/admin/cm-admin-tool.jnp     ConSol®	
Cn some systems you may need to start. Java Web Start from the command line:	
• javans http://cm6doku-cm1.int.coreside:8880/admin/cm-admin-tool.jnp	
Please ensure following system requirements: Sava Runtime Environment 6 or 7 (this includes Java Web Sta	
ConSol*CM6 Process Designer	
The Process Designer is for editing process definitions used by the CortSdPCM6 Server. The activities available in the Web Client, the status of ticket and all automatic processes are defined by graphical workflows made with this designer. The designer and thus the workflows you will be able to understand them without much technical knowledge.	s are focused on business needs;
Following the Ink should be enough to start the Process Designer:	
http://emidoiku.cml.ikt.consol.de.5080/workflow/imaster_jmp	
Same as for Admin Tool, needed in seldom circumstances:	
javans http://mtidoku-mti.int.consol.de=8000/workflow/master.jnjp	
Same system requirements as for Admin Tool.	
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Figure 10: ConSol CM Admin Tool - Start: Steps 1 and 2

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### ConSol CM Administrator Manual (Version 6.10.5.4) - A - Introduction

### Step3

ConSol*CM6 - Start Page		Confect CM6
ConSol®CM6 Web Client		
This is the main part of the ConSol®CM6 Application for the most users. The web client is	the user interface for working with tickets and contacts. It is optimized for context based working and shaped to the demands of specific business domain.	
Please use the following link to get into the web clent. You might want to bookmark this		
http://cmidoku-cm1.int.consol.de:8080/cm-clent		
Please ensure following system requirements: Web browser Firefox 24 Extended Support	Release (ESR) or Microsoft IE8 or IE9, 1 GHz Processor, 2 G8 RAM, screen resolution of 1280 pixel in width	
ConSol*CM6 Admin Tool	Starting application	
The Admin Tool is for administration of all central configuration like users, queues, custon	Verifying application.	
Following the link should be enough to start the Admin Tool:		
<ul> <li>http://cm6doku-cm1.int.consol.de:8080/admin/cm-admin-tool.jnip</li> </ul>	Names CM6 Admin-Tool (http://cm6doku-cm1.i	
On some systems you may need to start Java Web Start from the command line: • Javaws http://cm6doku-cm1.int.consol.de:8080/admin/cm-admin-bol.3nb	Publisher: ConSol* Software GmbH	
Promotion installation of the second se	From: http:///on-admin-tool.jnjp	
ConSol*CM6 Process Designer	Cancel	
The Process Designer is for editing process definitions used by the ConSol®CM6 Server, you will be able to understand them without much technical knowledge.	Jows made with this designer. The designer	and thus the worldlows are focused on business needs;
Following the link should be enough to start the Process Designer:		
http://cm6doku-cm1.int.consol.de:8080/workflow/master.jnip		
Same as for Admin Tool, needed in seldom circumstances:		
<ul> <li>Javaws http://cm6doku-cm1.int.consol.de:8080/workflow/master.jnlp</li> </ul>		
Same system requirements as for Admin Tool.		
www.MuleSoft.com Powered by Mule. MuleSoft is Open for Integration. Copyright (c) 2	03-2009 MuleSoft Inc.	

### Step 4 (only if Java console is activated)

🛃 Java Console - CM6 Admin-Tool (http://om6doku-cm1.in., 😑 💷 🔛	Contract of the Contract of th
Match: selecting maxHeap: 1073741824	
Match: selecting InitHeap: 268435456 Match: digesting vinargs: rull	
Match: digested vmargs: [7/MParameters: isSecure: true, args: ] Match: 7/M args after accumulation: [7/MParameters: isSecure: true, ar	
Match: dgest LaunchDesc: http://cm6doku-cm1.int.consol.de:8080/adm	the user interface for working with tickets and contacts. It is optimized for context based working and shaped to the demands of specific business domain.
Match: digest properties: [-Ojnip.cmas.remote.url+http://cm6doku-cm1. Match: J/M args: [JVMParameters: isSecure: true, args: -Ojnip.cmas.rem	
Match: endTraversal Match: JVM args final: -Xmx1g -Xms256m -Djnip.cmas.remote.url=http:/	
Match: Running JREInfo Version match: 1.7.0.21 == 1.7.0.21 Match: Running JM args match: have: < Onlo.cmas.remote.url=http://	
SVGLoader: Could not identify tag 'switch'	nt Release (ESR) or Microsoft IE8 or IE9, 1 GHz Processor, 2 GB RAM, screen resolution of 1280 pixel in width
SVGLoader: Could not identify tag "foreignobject" SVGLoader: Could not identify tag "switch"	
SVGLoader: Could not identify tag 'foreignobject' E SVGLoader: Could not identify tag 'switch'	
SVGLoader: Could not identify tag 'foreignobject' 0 WIARN faultCommandRegistry  The command []PileBrowserDialogCommand@Se:	n fields and more. It is based on Java Wieb Start Technology to enable an offste administration of the ConSol®CH6 Server.
0 VIARN faultCommandRegistry  The command [[PileBrowserDalogCommand@3de	
x	
Clear Copy Close	
<ul> <li>javavis http://cm6doku-cm1.int.consol.de:8080/admin/cm-admin-bool.jnlp</li> </ul>	1
Please ensure following system requirements: Java Runtime Environment 6 or 7 (this a	ndudes Java Web Start), 1 GHz Processor, 2 GB RAM, screen resolution of 1280 pixel in width
ConSol*CM6 Process Designer	
The Process Designer is for editing process definitions used by the ConSol®CM6 Server you will be able to understand them without much technical knowledge.	. The activities available in the Web Clent, the status of ticket and all automatic processes are defined by graphical workflows made with this designer. The designer and thus the workflows are locused on business needs;
Following the link should be enough to start the Process Designer:	
http://cm6doku-cm1.int.consol.de:8080/workflow/master.jnip	
Same as for Admin Tool, needed in seldom circumstances:	
<ul> <li>javavis http://cm6doku-cm1.int.consol.de:8080/workflow/master.jnlp</li> </ul>	
Same system requirements as for Admin Tool.	
www.MuleSoft.com Powered by Mule. MuleSoft is Open for Integration. Copyright (c)	2003-2009 MuleSoft Inc.

Figure 11: ConSol CM Admin Tool - Start: Steps 3 and 4

ConSol*CM6 - Start Page							ConSol® CM6
ConSol*CM6 Web Client	CM6 Admin-Tool						J
This is the main part of the ConSol®CM6 Application for	ConSol® CM6					2 <b>• •</b>	
Please use the following link to get into the web client. Y	<b>☆</b> Home	*	A Home				
http://cm6doku-cm1.int.consol.de:8280/cm-cle	Access and Roles	۲	Welcome, !				
Please ensure following system requirements: Web bro	Lists	*	Server Connection	Release Version	Java VM Version	]	
ConSol*CM6 Admin Tool	Customers	*	cm6doku-cm1.int.cons	6.10.2.0	1.7.0_76		
The Admin Tool is for administration of all central config	Global Contiguration	*		CM6 Admin Login @ cm	6doku-cm1.int		
Following the link should be enough to start the Admin	⑦ Data Warehouse	۲		i Please enter your usernar			
http://cm6doku-cm1.int.consol.de:8280/admin/	🗹 E-Mail	8		Username admin			
On some systems you may need to start Java Web St	🗢 System	۲		Password ••••••			
<ul> <li>javaws http://cm6doku-cm1.int.consol.de:8280</li> </ul>							
Please ensure following system requirements: Java Run					OK Cancel		
ConSol*CM6 Process Designer							
The Process Designer is for editing process definitions u you will be able to understand them without much tech							If thus the workflows are focused on business needs;
Following the link should be enough to start the Proces							
http://cm6doku-cm1.int.consol.de:8280/workfic							
Same as for Admin Tool, needed in seldom circumstance							
• javaws http://cm6doku-cm1.int.consol.de:8280	1					ĺ	
Same system requirements as for Admin Tool.							2
Copyright (c) 2015 ConSol* Consulting & Solutions Sol	ftware GmbH						

Figure 12: ConSol CM Admin Tool - Start: Step 5

### A.10.2.2 Process with Errors

If the Admin Tool cannot be started, check the following settings:

#### 1. Problems with step 1:

- a. Is a supported version of Java installed on your machine?
- b. Is the correct Java version activated?
   Under Microsoft Windows use System settings -> Java -> Java -> Display ...

#### 2. Problems with step 2:

- a. Can your client machine connect to the ConSol CM server over the network? Can the *jnlp* file be downloaded by the web browser?
- b. Check the Java Network connection settings.
   Under Microsoft Windows use System settings -> Java -> General -> Network settings.

#### 3. Problems with step 3:

- a. Does Java Web Start load and verify all Admin Tool application files? If not, check the network connection.
- b. For all other errors, a pop-up window with a detailed error message will be displayed.

#### 4. Notes concerning step 4:

 To find the cause of a problem, activate the Java Console.
 Under Microsoft Windows use System settings -> Java -> Extended -> Display console, Debugging: Tracing enabled, Debugging enabled.

### 5. Problems with step 5:

a. When the login window is displayed, enter your login data. If a connection error occurs then, check the proxy settings.

Please read the section <u>The Admin Tool Graphical User Interface (GUI)</u> to learn how to work with the Admin Tool using its GUI elements.

# A.11 The Admin Tool Graphical User Interface (GUI)

This chapter discusses the following:

A.11.1 Introduction	38
A.11.2 Basic Principle	38
A.11.3 Icons and Other GUI Elements	41
A.11.4 Localization of Terms Displayed in the Web Client	44

## A.11.1 Introduction

The following section provides an overview of the Admin Tool Graphical User Interface (GUI). The basic principle and all icons are explained.

In the run of this manual, we refer to the names of the GUI elements as they are explained here. In order to avoid redundancies, the icons are not always shown in each section.

# A.11.2 Basic Principle

On the left-hand side, you see the navigation tree with the navigation groups. Each navigation group contains several navigation items. Click the name of a group to expand the group in the tree. Click a navigation item to open the respective tab in the working area on the left-hand side.

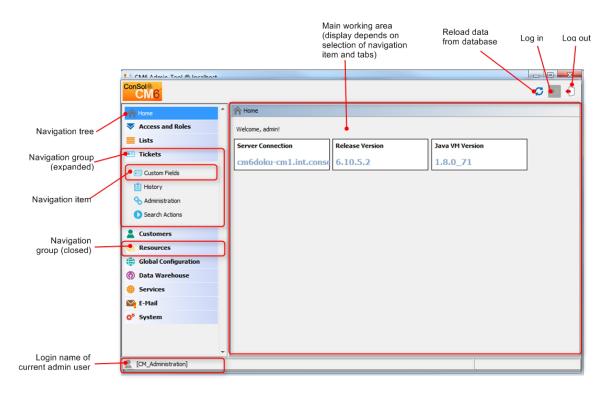


Figure 13: ConSol CM Admin Tool - GUI overview

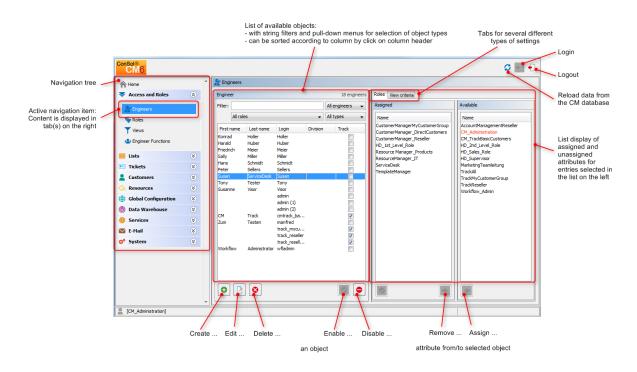


Figure 14: ConSol CM Admin Tool - GUI overview: Navigation item open

A list on the left shows the elements which can be modified. Elements can be added, edited, deleted, disabled, or enabled.

The attributes of an element are displayed on the right. You can move them from a list of *available attributes* to a list of *assigned attributes* either via double click or via clicking the *Assign* icon (example: *available roles* and *assigned roles*). Attributes can also be assigned via checkboxes or list boxes (not displayed here).

There are a couple of options to help you find the entries you want to edit more quickly:

#### • Filters

Filters help you find entries in lists (e.g. in the engineer list) rather quickly. There are two types of filters:

#### Text filters

Type in the characters of the required word (e.g. the engineer name) and the list is updated automatically, displaying only matching entries.

## Drop-down menu filters

Select a category (e.g. *all engineers*) and only the matching list entries (e.g. engineer names) are displayed.

• Sorting

You can sort the entries in ascending or descending order by clicking in one of the title fields of the list. The small up and down arrow icons denote the current sort order.

Usually all changes performed in the Admin Tool are submitted immediately without the need to synchronize any data. However, if changes have been performed in another module and the Admin Tool has to use the new data, synchronization is required. This can be achieved by clicking the *Refresh* button in the icon bar.

One example for this is the deployment of a new workflow using the Process Designer. Before the new workflow can be assigned to a new queue, you have to synchronize the data in order to let the Admin Tool know that there **is** a new workflow. The Admin Tool loads all data from the database anew, including the new workflow. This new workflow can then be used for further operations, like assigning it to a new queue.

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## A.11.3 Icons and Other GUI Elements

You work with the following icons when you administrate a ConSol CM system. Here, the general explanations are provided, please see the respective sections for a detailed explanation of conditions and implications of applying the functionalities in the respective context.

lcon	Name	Meaning/Function	Examples
•	Add / New	Add (= create) a new element of the respective type.	Add (create) a new engineer, a new view, a new script
	Edit	Edit the selected element. Usually a pop-up window is opened.	Edit an engineer, a class of text, a Custom Field Group
8	Delete	Delete the selected element from the database. Cannot be restored.	Delete an engineer, a Data Object Group, a resource
٦	Сору	Copy the selected element	Copy a role
	Activate	(Re-) activate an element which had been deactivated before.	(Re-) activate an engineer whose account had been deactivated.
•	Deactivate	Deactivate the selected element. Might be safer than deleting it. Ele- ments which are in use cannot be deleted, so it can be an alternative to deactivate them.	Deactivate an engineer (account), e.g. when an employee takes a sab- batical. Deactivate a customer who has canceled the contract.
•	Move upwards	Move an element one step upwards in a list. This might have implications for the Web Client.	Move a view two steps upwards in the list. The view will then be dis- played in the view list in the Web Client at the new position.
٠	Move down- wards	Move an element one step down- wards in a list. This might have implic- ations for the Web Client.	Move a Custom Field Group one step downwards in the list. It will then be displayed in the ticket data section, maybe in the group sec- tion, at the new position.
٠	Unassign	Unassign/remove an element from the selected item.	Unassign a role from the selected engineer.
•	Assign	Assign an element to the selected item.	Assign a role to an engineer. Assign a view to a role.

lcon	Name	Meaning/Function	Examples
*	Annotate (CM versions 6.10.2 and below)	Open the Annotation pop-up window	Used for Custom Field Groups, Cus- tom Fields, Data Object Groups, Data Object Group Fields, Resource Groups and Resource Fields
<b>E</b>	Annotate (CM versions 6.10.3 and up)	Open the Annotation pop-up window	Used for Custom Field Groups, Cus- tom Fields, Data Object Groups, Data Object Group Fields, Resource Groups and Resource Fields
۲	Localize / Inter- nationalize	Open the pop-up window to enter the localized / internationalized names of the technical objects. The languages which have been con- figured in the Admin Tool are offered.	Localize the name of a Custom Field.
0	Search	Open the Search GUI.	Start the ticket search.
₹}	Select all	Marks all elements (often check- boxes), no database action is per- formed, only GUI helper	Mark all permissions for a role con- cerning queue access
	Deselect all	Deselects all elements (often check- boxes), no database action is per- formed, only GUI helper	Deselect all permissions for a role concerning queue access
	Start	Start the selected element (usually a service)	Start a CM service
	Stop	Stop the selected element (usually a service)	Stop a CM service
	Upload	Open the file browser to upload a file to the CM system	Upload a script
	Download / save	Save a file on the file system	Save a script as file in the file sys- tem.
	Save and close	Saves the element (usually a script) and closes the editor in edit mode. Switches to view mode.	Save a script in the script section and switch to view mode of the script.

lcon	Name	Meaning/Function	Examples
-	Close without saving	Does not save the element (usually a script) and closes the editor in edit mode. Switches to view mode.	Do not save the edited script in the script section and switch to view mode of the script.
0	Refresh	Updates the data in the Admin Tool.	Update the data in the Admin Tool after making changes in the Pro- cess Designer.

# A.11.4 Localization of Terms Displayed in the Web Client

ConSol CM can be configured for international environments. In this way, every engineer can work with the country-specific language in the web browser. The following principles are important concerning localization / internationalization:

The CM administrator configures the languages which will be available in the entire system. This is done using the Admin Tool and is explained in section Languages.

The languages which are configured as available languages in the Admin Tool can then be applied for all terms which have been configured for the CM system, e.g., the terms for Custom Fields. Using the Process Designer, the labels for workflow activities can also be localized. This is explained in the ConSol CM Process Designer Manual. Thus, there are two different categories of terms in the Web Client:

Standard CM terms / labels which cannot be modified using the Admin Tool or Process
Designer (however, they might have been adapted to your system in case a customer specific
software has been developed). Terms like the labels for the group headers in the ticket list (e.g.,
Own tickets, Workgroup tickets, Unassigned tickets) or the labels Favorites and Workspace
belong to this category.

For these terms/labels, two standard languages are available: English and German. English is also the overall standard language. You cannot modify standard CM terms! They are available in English and in German and represent a fixed set of terms and labels.

2. System-specific terms, i.e. terms / labels which can be localized using the Admin Tool or the Process Designer. Localization using the Admin Tool will be explained in the following section. For an explanation of localization using the Process Designer, please refer to the *ConSol CM Process Designer Manual*.

For system-specific fields, the localized terms / labels have to be entered manually for each language.

In the Web Clients (CM Web Client and CM.Track), the labels are displayed according to the browser locale which has been set by the engineer or the customer.

## A.11.4.1 The Different Modes of Localizing Terms and Labels using the Admin Tool

## General Principle of Localization in CM

Depending on the location in the Admin Tool, there are different GUI elements which are used to set localized values. However, the general principle is valid for all those locations. The general principle works as follows (explained for the example of a Custom Field).

## Technical name:

Each field or object has a technical name, e.g. the Custom Field *priority*. This name is set when the field or object is created and should not be changed afterward because it might be used in Admin Tool or workflow scripts which would fail when the name has been modified. CM throws a warning message and blocks the action when someone tries to modify a technical field or object name. Only when the field or object is new and has not been used yet, it is possible to change the technical name.

## Localized names:

For each field, field group or object a localized name can be set for each of the languages which have been configured for the CM system (using the settings in the navigation group *Global Configuration*, navigation item *Languages*).

For example, the Custom Field with the technical name *priority* is named *HD Priority* in English and *HD Prioriät* in German.

In the Web Clients (CM Web Client and CM.Track), the labels of the fields and objects are displayed according to the browser locale of the engineer or customer. Some variants are possible:

1. Variant #1:

The language of the browser locale has been configured and all labels and terms are displayed in this language. For example, the language *French* has been added in the Admin Tool, all system-specific terms have been localized manually for French (using the Admin Tool and the Process Designer). Then all system-specific terms are displayed in French, e.g., the workflow activities, the names of the Custom Fields, and the names of the views.

2. Variant #2:

The language of the browser locale has been configured, but not all labels and terms are displayed in this language. For example, the language *French* has been added in the Admin Tool, but only some system-specific terms have been localized manually for French (using the Admin Tool and the Process Designer). Then the localized system-specific terms are displayed in French, e.g., the workflow activities, the names of the Custom Fields, and the names of the views. All non-localized terms (i.e. where the field for the localized term is empty) are displayed in the language which has been configured as default in the *Languages* settings.

3. Variant #3:

The language of the browser locale has not been configured. For example, the localized terms and labels have been set for English, German and French, but the engineer has set the browser locale to ES (Spanish). In this case, all labels and terms are displayed in the language which has been configured as default in the *Languages* settings.

#### Localization of Data Fields

The localized terms for data fields are written directly into the *Labels* section in the Admin Tool. This applies to

- Custom Fields (for ticket data)
- Data Object Group Fields (for customer data)
- Resource Fields (for resource data)

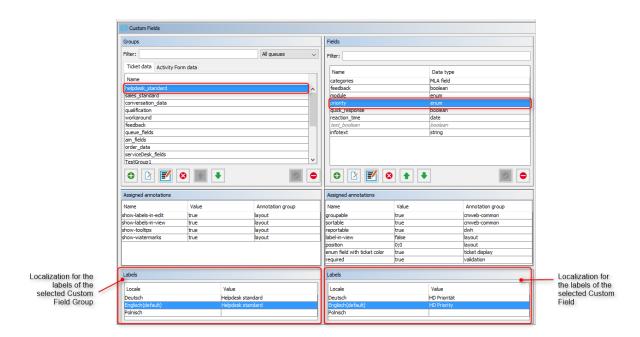


Figure 15: Admin Tool: Localization of Custom Fields

In order to change the value of a field, click into the field and write the new term. Press ENTER to save the new value.

In the Web Client, the Custom Field shown in the figure above is displayed as follows (in English and German):

	Create Service case	Localized (EN) value
	Subject           Queue:         ServiceDesk         Assignmentor         Unassigned         Image: Comparison of the compari	of a member of an enum group (entry in a sorted list)
Localized (EN) value: name of Custom Field	HD Priority low Module Choose one Reaction time Ask for feedback	
	Category None 💌	

Figure 16: Custom Field displayed in Web Client, English browser locale



Figure 17: Custom Field displayed in Web Client, German browser locale

## Localization of Objects in General, Type 1

A great number of objects can be localized using the Localize / Internationalize (globe icon) button which opens a pop-up window with the localization configuration.

Yiews								
Views	Edit view r	ame and description		×	17	Localize		×
Filter:		e and description				<b>calize</b> Here you can enter how '1st_Level_View_Open'i:		
1st Level View Open						Localized values		
Track_FAQ_all ServiceDeskAll	View details			/		Locale	Value	
1st_Level_View_Open_PlusPrio 2nd_Level_View_Open_PlusPrio EP_CMTecDoc_aktiv	Name:	1st_Level_View_Open		•		Deutsch Englisch(default) Polnisch	1st Level Offene	
SpecialTasks_all_active AM_all Sales_View_Open 2nd_Level_View_Open	Description:							
Sales_View_General Sales_View_Bid							Save	Cancel
Sales_View_Phone_list Sales_View_Appointment Sales_View_Upcoming Sales_View_Depot Sales_View_Closed 1st_Level_View_Closed					Ī			
	1		OK	Cancel				
	•		•	0				

Figure 18: Admin Tool: Localization of objects, example: name of a view

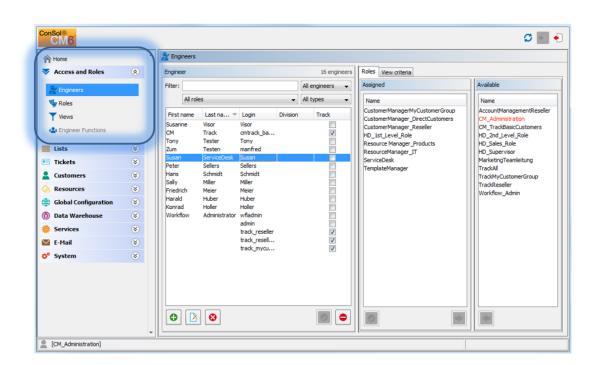
In order to change the value of a field, click into the field and write the new term. Press ENTER to save the new value.

## Localization of Objects in General, Type 2

Some objects are localized using the localization table within the pop-up window which is used to edit the object.

Engineer functions		Engineer function
Name	Туре	i Modify engineer function
supervisor Manager	checkable regular	
		Function details         Name:       supervisor         Checkable:          Localized values          Locale       Value         Deutsch       Marketing-Teamleitung         Englisch(default)       Supervisor         Polnisch
	• 0	OK Cancel

Figure 19: Admin Tool: Localization of objects, example: name of an engineer function



# **B** - Access and Roles Section

# Access and Roles

This section provides some background knowledge about the general principle of ConSol CM access permissions and shows you how to define the engineer accounts with the required parameters.

Please read the following sections:

- Engineer Administration
- Role Administration
- View Administration
- Engineer Functions

# **B.1 Engineer Administration**

This chapter discusses the following:

B.1.1 Introduction to Engineer Administration	
B.1.2 Engineer Administration Using the Admin Tool	

## **B.1.1 Introduction to Engineer Administration**

An *engineer account* is the basic access object which allows an engineer or administrator to access the Web Client, Admin Tool, or Process Designer. During system set-up an administrator account for the first access to the Admin Tool is created. Using this account, you can set up further accounts.

Newly created engineer accounts do not have any permissions. These permissions have to be assigned through one or more roles displayed in the *Roles* tab. If you have not created any roles yet, you only see the administrator role (see <u>Tab Roles - Assign Roles to an Engineer Account</u>).

*Views* define which tickets engineers will see in the ticket list (*to-do list*) of the Web Client. They are created in the <u>View Administration</u> and assigned via roles. On the engineer administration page you can preset dynamic view criteria for specific engineers (see <u>Tab View Criteria - Define Engineer-Specific View</u> <u>Criteria</u>).

We would recommend that you create at least one role and one view first before you create any engineer accounts.

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## B.1.2 Engineer Administration Using the Admin Tool

To open the Engineer Administration, open the navigation group *Access and Roles* in the Admin Tool and click the navigation item *Engineers*.

## B.1.2.1 List of All Engineers

When you have opened the Engineer Administration, a list of all engineers is displayed. Engineer accounts which are currently deactivated are displayed in grey. You can easily narrow down the list of engineers to engineers of only one role (for details, please refer to section <u>Role Administration</u>) by using the drop-down menu (filter) for roles.

## B.1.2.2 Create or Edit an Engineer Account

To create an engineer account click the *Add* icon below the account list. Or click the *Edit* icon if you want to edit the settings of an existing account. The same pop-up window appears:

ConSol <sup>®</sup>			[	Create new engineer	×	:	😅 📰 🌖
A Home	^	<i> Engineers</i>		Create new engineer i Please fill in the required fi	elds.		
Access and Roles	۲	Engineer				riteria	
Sengineers		Filter:					Available
V Roles	_	All roles		Login:	TonyTester		Name
Views		First name	Last name	First name:	Tony	_Role	AccountManagementReseller AdminLightRole
Legineer Functions		Konrad Harald	Holler Huber	Last name:	Tester		CM_Administration
	-	Friedrich	Meier	E-mail:	tony@consol.com		CM_TrackBasicCustomers CustomerManagerMvCustomerGroup
E Lists	۲	Sally Sarah	Miller Service Des	Position:	QA		CustomerManager_DirectCustomers
Tickets	۲	Hans	Schmidt	Company:	ConSol		CustomerManager_Partners CustomerManager_Reseller
Customers	۲	Peter Susan	Sellers ServiceDes	Division:	Development		CustomerManager_RetailCompanies
ᢙ Resources	۲	Zum	Testen	Description:	ConSol CM QA		CustomerManager_RetailCustomers HD 2nd Level Role
Global Configuration	۲	Tony Susanne	Tester Visor	Phone:	12345		HD_Sales_Role
💮 Data Warehouse	۲			Mobile:	0123-345678		HD_Supervisor MarketingTeamleitung
🔅 Services	۲	Admin CM	Light Track	Fax:			Resource Manager_Products ResourceManager_IT
🗹 E-Mail	۲	Katja	GU	LDAP ID:			ResourceManager_LL ResourceManager_SLAs
🕫 System	8	Track Track	All User for F	Kerberos Principal Name:			ServiceDesk TemplateManager
		Track	MyCustrine	Password:	•••••		TrackAll
		Track Track	Reseller Reseller Ex	Password (again):	•••••		TrackMyCustomerGroup TrackReseller
		Workflow	Administrat	Track user:			Track FAQ
							Workflow_Admin
		• 🛛	8		Save Cancel	-	4
	~				[		
CM_Administration]							

Figure 20: ConSol CM Admin Tool - Edit an engineer account

The window shows the parameters describing an engineer account:

• Login:

Mandatory. This field contains the account name which has to be entered on the login page of the Web Client. Please use only international alphabetic and numeric characters, no blanks, punctuation marks, or special characters such as umlauts, hyphens, or the like.

• First name:

Optional. The engineer's first name. This field is optional but will be displayed in the Web Client for the engineer. The entry may contain alphabetic characters, blanks, comma, periods, and hyphens. Please do not use other characters.

## • Last name:

Optional. The engineer's last name. This field is optional but will be displayed in the Web Client for the engineer. The entry may contain alphabetic characters, blanks, comma, periods, and hyphens. Please do not use other characters.

• E-mail:

Mandatory. The engineer's e-mail address. Please use only international alphabetic and numeric characters, hyphens, underscores, periods, and the @ sign. The entry of multiple e-mail addresses in one line is not allowed.

#### • Position:

Optional. The engineer's position or function in the company. This field is optional and has a descriptive function only. The entry may contain alphabetic characters, blanks, comma, periods, and hyphens. Please do not use other characters.

## • Company:

Optional. The engineer's company. This field is optional and has a descriptive function at the moment. The entry may contain alphabetic characters, blanks, comma, periods, and hyphens. Please do not use other characters.

## • Division:

Optional. The division in which the engineer works. This field is optional and has a descriptive function. The entry may contain alphabetic characters, blanks, comma, periods, and hyphens. Please do not use other characters.

## • Description:

Optional. An additional description for the engineer account. This field is optional and will **not** be displayed in the Web Client. The entry may contain alphabetic characters, blanks, comma, periods, and hyphens. Please do not use other characters.

#### • Phone:

Optional. The engineer's phone number. This field is optional and has a descriptive function at the moment.

#### • Mobile:

Optional. The engineer's mobile phone number. This field is optional and has a descriptive function at the moment.

## • Fax:

Optional. The engineer's fax number. This field is optional and has a descriptive function at the moment.

Several fields which contain engineer data (like *Company*, *Division*, or *Phone*) are optional fields. However, if you work with text templates which contain engineer data fields (see section <u>The ConSol CM Text Template Manager</u>) the e-mails or comments will not be formed correctly if the data is missing. For example, the field *ticket-engineer*, *phone* cannot be filled-in in the template if it has not been set for the engineer in engineer administration! So please make sure all data which will be required later on is filled-in correctly in the first place!

## LDAP ID

The LDAP user ID if LDAP is used for authentication. No password has to be set here.

If you do not enter an LDAP ID here, the login will be used as authentication login parameter for the LDAP server (if LDAP authentication is activated)!

#### Kerberos Principal Name

The Kerberos principal name if Kerberos V5 protocol is used for authentication. Engineers can log in to the Web Client by using their Windows credentials.

#### • Password:

Mandatory. The engineer's password is mandatory. Please use only international alphabetic and numeric characters, and punctuation marks, do **not** use any special characters such as, e.g., umlauts. The password entered will be shown as a string of asterisks. Please see section Configuration of the Password Policy for information about the optional password policy.

## • Password (again):

Mandatory. Please repeat the password here. This security query helps to avoid erroneous entries which would not be noticed otherwise because the password is shown as a string of asterisks. Please see section <u>Configuration of the Password Policy</u> for information about the optional password policy.

This field will only appear if the engineer authenticates against the Web Client via the CM database, i.e. if LDAP or Kerberos authentication is used, the field is not visible.

### Track user

This checkbox has to be ticked if you want to create a technical engineer (or *CM.Track user pro-file*) used to define access permissions for CM.Track users. The available CM.Track users (user profiles) are shown in the Web Client when creating or modifying a customer. So, by ticking this checkbox, you do not define a real engineer (a person) with access permissions to the system but rather a user profile for CM.Track which is then assigned to one or more customers who should access the portal *CM.Track* using those access permissions. For a detailed description of the CM.Track access definition see also section <u>CM.Track V1: System Access for CM.Track Users</u> (Customers) for CM.Track V1 and <u>CM.Track V2: System Access for CM.Track Users</u> (Customers) for CM.Track V2.

Click Save afterwards to store your entries and to close the window.

#### Configuration of the Password Policy

This configuration is optional.

The following system properties can be used to implement a certain password policy. All following system properties are located in the module *cmas-core-security*. (For details about system properties, please refer to the section System Properties.)

 policy.password.pattern (String) RegEx pattern for the password, example and default value: "^.3,\$" policy.password.age (Integer)

Maximum validity period, in number of days, example 183 (6 months), default value: 5500 (= 15 years, i.e. no password change enforced).

- policy.rotation.ratio (Integer)
   This defines the number of previous passwords which may not be identical, example and default value: 1.
- policy.username.case.sensitive (Boolean)
   Defines whether the password is case-sensitive. Example and default value: true. Note that this
   setting is affected by the MySQL collation setting and needs the correct collation to work prop erly with MySQL.

## Reset of an Engineer's Password

If an engineer has forgotten his/her password, he/she can request a new password by using the link *Forgot your password* on the initial login page. An e-mail with a link to a URL where the engineer can set the new password is sent to the engineer.

Please note that this can only work if a valid e-mail account is available for this engineer and if the respective value has been entered as e-mail for the engineer in the engineer data!

The e-mail which is sent to the engineer is based on the template *password-reset-template* which is stored in the *Templates* section of the Admin Tool. Please see section <u>Admin Tool Templates</u> for a detailed explanation of templates in general and section <u>Password Reset Template for Engineers in the Web Client</u> for details about the engineer password reset.

The password reset in the Web Client is only possible if the standard authentication mode is used. It is not possible if LDAP or Kerberos authentication is in operation. See section <u>Authentication Methods</u> for Engineers in the Web Client for an explanation of all possible authentication modes.

## B.1.2.3 Delete an Engineer Account

To delete an engineer account, select the account in the list and click the *Delete* button. Since an engineer account can only be deleted if there are no tickets (open or closed) for it anymore, you have to assign its tickets to another engineer. The name of the deleted engineer is still displayed in all history entries in tickets and customer pages which were performed by this engineer.

In case you do not want to transfer any tickets to another engineer, you can deactivate the engineer account. See next section.

## B.1.2.4 Disable or Enable an Engineer Account

If engineers should not have access to the system for a certain period of time (e.g. because they have taken a sabbatical), an account can be disabled. There will be no change regarding the tickets of these engineers, but they cannot log in anymore and other engineers cannot assign any tickets to their accounts.

To disable an engineer account, select the account and click the *Deactivate* button. The entry in the list is shown in gray italics afterwards. It is not possible to create new tickets or to edit existing tickets for this account. To re-enable the account, just click the *Activate* button at the bottom of the page.

## B.1.2.5 Tab Roles - Assign Roles to an Engineer Account

On this tab you can assign roles to an engineer account. Select the account on the left and then the desired role(s) in the list of *available* roles on the right. Click the *Assign* button to move the selected roles into the list of *assigned* roles. Now an engineer with this account can act in the system according to the permissions set in the role(s) (see also <u>Role Administration</u>).

## Set Roles as Main Roles

From the list of assigned roles you can choose one role as the main role for each engineer account. Select the desired role in the list and click the *Activate* button below the list. Afterwards the main role is marked with a red dot. Now the views of the main role always appear at the top of the view list in the Web Client for this engineer account.

## Edit One of the Roles of an Engineer

Each role in the list of roles of an engineer offers a context menu with two items:

• (Un-)Assign role

You can use this menu item to (un-)assign a role to/from an engineer. It has exactly the same effect as using the arrow buttons below the list.

• Jump to role

You can use this menu item as a shortcut to quickly open the Role Administration tab of this role.

Engineers						Open Role Administratio for this Role
Engineer				22 engineers	Roles View criteria	
Filter:				All engineers 👻	Assigned	Available
All ro	les		•	All types 👻	Name	Name
First name	Last name	Login	Division	Track	AccountManagementReseller CustomerManagerMyCustomer	AdminLightRole
Konrad Harald Friedrich Sally Sarah Hans Peter	Holler Huber Miller Service Desk Schmidt Sellers	Schmidt Sellers	Support		CustomerManagernyCustomer CustomerManager_Part CustomerManager_Part CustomerManager_RetailCompa CustomerManager_RetailCompa HD_1st_Level_Role Resource Manager Products	ion Role BasicCustom
Susan	ServiceDesk	Susan	Custome	r S 📃	ResourceManager_IT	TrackReseller
Zum Tony Tony Susanne	Testen Tester Tester Visor	Tester Tony TonyTester Visor admin	Developn	ment	<ul> <li>ServiceDesk</li> <li>TemplateManager</li> <li>Track_FAQ</li> </ul>	Workflow_Admin
Admin	Light	admin_light				

Figure 21: ConSol CM Admin Tool - Context menu of a role in engineer administration

## B.1.2.6 Tab View Criteria - Define Engineer-Specific View Criteria

Here you can change the dynamic view criteria for an engineer. Dynamic criteria are used to give the engineer the possibility to adjust a view interactively in the Web Client (see also <u>View Administration</u>).

This tab only shows view criteria if you have created a view with dynamic criteria and assigned it to the engineer's role.

Select the engineer account on the left and then the desired criterion in the list of *available* view criteria on the right. Click the *Assign* button to move it to the list of *assigned* view criteria. You will see the possible values below the criterion in the list. Tick the checkboxes of the values you want to change or preset. The engineer can change these settings in the Web Client (profile page) and changes you have made in the Admin Tool are immediately visible in the engineer's profile page.

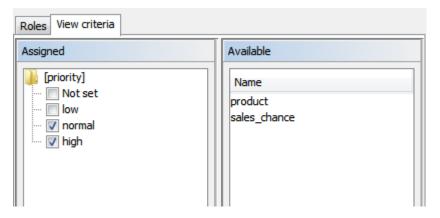


Figure 22: ConSol CM Admin Tool - Define engineer-specific view criteria

#### **Example:**

You have assigned the dynamic criterion *priority*. The list shows the values *Not set, low, normal*, and *high*. If you tick the values *normal* and *high* the engineer will only see tickets with normal and high priority after logging in to the Web Client. If you do not tick any values the engineer will see no tickets for this view. See section <u>View Administration</u> for details.

Please note that in a view with a dynamic criterion, only the tickets are displayed which match this criterion. So if engineers have not selected any criteria in their engineer profiles or if the administrator has removed all selections using the Admin Tool, the engineer's view will be empty! Make sure your users know about this fact and make sure you as an administrator are always aware of that fact.

# **B.2 Role Administration**

This chapter discusses the following:

B.2.1 Introduction to Role Administration	57
B.2.2 Role Administration Using the Admin Tool	58
B.2.3 Defining an Administrator for Role and Engineer Administration Only	.72

# B.2.1 Introduction to Role Administration

Roles provide access rights and views, they specify what an engineer is allowed to do or to see. Without a role, an engineer can log in to the system but cannot perform any actions. Only by being assigned one or more role(s) does an engineer obtain system permissions. For each task in a company using the system there should be a role which defines its permissions. Engineers fulfilling the task should have this role.

When engineers log in to the system, they will have all permissions from all roles they have been assigned. So all permissions are added! There is no way of explicitly preventing access to objects in ConSol CM - access can only be granted! The sum of all granted permissions defines the final permissions for the engineer.

Roles define:

## • Access permissions for one or more queue(s)

E.g. read, write, and append rights are granted. The permissions are valid for all tickets in the queue(s).

Global permissions

Several system-wide permissions are managed here, e.g., the rights concerning template management, workflow design, and system administration. Using the option *Administrate access and roles*, it is possible to define an administrator "light" who can manage CM engineers with their system access permissions but who cannot modify technical system-wide settings. This is explained in section Defining an Administrator for Role and Engineer Administration Only.

- Access permissions for customer data Read, write, modify, and delete permissions for each distinct customer group.
- Access permissions for resource data Read, write, modify, create permissions, assigned on the basis of resource types.
- Views

To do lists of tickets which are displayed in the ticket list in the Web Client.

• Engineer functions

Additional engineer functions which can be assigned to members of this role, e.g., *approver*.

## B.2.2 Role Administration Using the Admin Tool

To open the Role Administration, open the navigation group *Access and Roles* in the Admin Tool and click the navigation item *Roles*. In the Role Administration, you see the list of all available roles on the left-hand side and the permissions which can be granted on the right-hand side. In the list of roles, all roles which have been set as *main role* for at least one engineer are marked with a red dot. You always work on the access permissions of the role which has been selected in the list of roles. Only one role can be selected at a time. On the right-hand side, several tabs are available. During role management you can switch between these tabs:

- Tab Queue Permissions
- Tab Global Permissions
- <u>Tab Customer Group Permissions</u>
- Tab Resource Types Permissions
- Tab Views
- Tab Engineer Functions

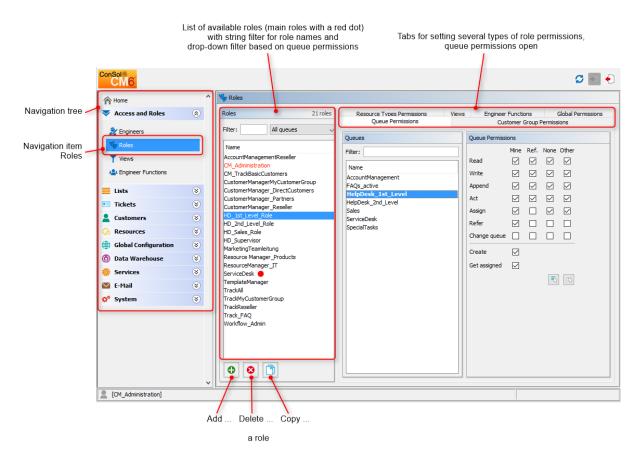


Figure 23: ConSol CM Admin Tool - Role administration: Queue permissions

All changes in the *Role Management* tabs take effect immediately or after clicking the *OK* button. You do not have to click the *Synchronize* button in the icon bar.

In the Web Client, engineers have to log in again to use their new roles. Views become effective after pressing F5 (page refresh).

Working in Role Administration, you always mark a role and then can display and modify the parameters of this role. However, it is not possible to display a list of all engineers who have been assigned this role. In order to have such a list displayed, please change to <u>Engineer Administration</u> (navigation item *Engineers*) and filter the engineer list for a certain role.

## B.2.2.1 Create a Role

Click the *Add* button below the role list to create a new role. A pop-up window appears where you can enter the role name. Since the role name is used only for admin purposes and not displayed in the Web Client, no localization is required here. Afterwards you have to set the permissions of this role using the tabs on the right side of the page (see also the preceding picture).

#### Tab Queue Permissions

The permissions set in this tab apply to the selected role (left part of page) and the selected queue (center part of page). Without an entry here, an engineer with this role is not able to see tickets nor to perform any actions in the system.

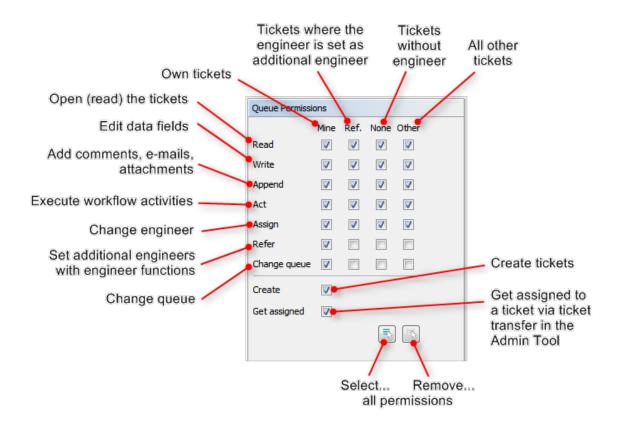


Figure 24: ConSol CM Admin Tool - Role administration: Setting queue permissions

The following permissions can be set:

• Read

Read tickets.

• Write

Edit data fields (default fields, Custom Fields, etc.) of a ticket. The fields might be located in the ticket header section or in the group section.

Append

Add information to a ticket (comments, e-mails, attachments, time booking entries), i.e. add content in the ticket history.

• Act

Execute workflow activities, i.e. move the ticket forward in the workflow.

Assign

Assign tickets to another engineer. The permission to assign a ticket to oneself and to accept a ticket is not relevant in this context.

The engineer who should receive the ticket has to have at least one role with the *Get assigned* permission!

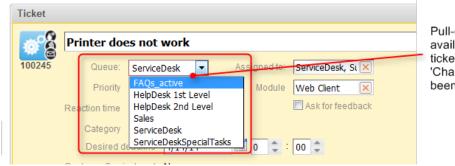
• Refer

Assign an additional engineer (with engineer function, see <u>Tab Engineer Functions</u>) for a ticket.

## Change queue

Move a ticket from this queue to another queue.

An engineer who has at least one role with this permission can see the drop-down menu *Queue* (in the ticket head) and can select a new queue. (For other engineers, this is a read-only field.) To change the queue, no further permissions in the target queue are required. Only if the engineer should have access to the ticket in the target queue, the respective permissions have to be granted (i.e., a suitable role has to be assigned to this engineer).



Pull-down menu only available in existing ticket if permission 'Change queue' has been granted

Figure 25: ConSol CM Web Client - Drop-down menu for queue change

It depends on the workflow of the target queue where the processing of the ticket will continue:

- If the source queue and the target queue have the same workflow, the ticket will start its processing in the target queue at the original position (i.e., its last position in the source queue).
- If the source queue and the target queue have different workflows, the ticket will start the process in the target queue at the START node.

A Be very careful when granting the *Change queue* permission!!! Usually it is not required. On the contrary, it can destroy your process chain definition where tickets are passed from one process to another using process/workflow components, namely the Jump-in and Jump-out nodes.

This permission should only be granted if it is absolutely necessary and when all side-effects have been considered thoroughly!

You can define for which range of tickets the permissions are valid:

• Mine

Own tickets.

• Ref

Tickets to which the engineer is assigned as an additional engineer (with engineer function, see Tab Engineer Functions).

None

Tickets without assigned engineer.

• Other

Tickets assigned to other engineers.

Click the corresponding checkbox to assign one or more permissions for the desired ticket range.

Two general permissions can also be set:

Create

An engineer is allowed to create tickets in this queue.

• Get assigned

Other engineers can assign tickets to an engineer who has a role with this permission (if the other engineers have the *Assign* permission!)

An engineer can receive tickets by ticket transfer which is performed using the Admin Tool.

If you want to select all permissions simultaneously just click the *Select all* button below the list. Clicking *Deselect all* removes all selections.

## Tab Global Permissions

Global permissions are general and queue-independent rights for a role. Setting these permissions is optional.

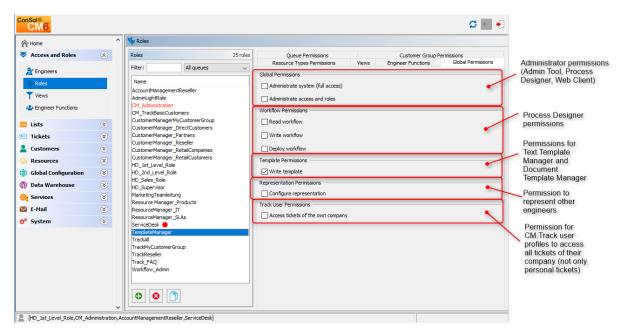


Figure 26: ConSol CM Admin Tool - Role administration: Global permissions

You can specify the following:

- Global Permissions
  - Administrate system (full access)

Provides administrator access to the entire CM system, this applies to the Admin Tool, the Process Designer, and admin access to the Web Client. An administrator with this role has access to all navigation groups and items in the Admin Tool.

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## • Administrate access and roles

Provides administrator access only to the navigation group *Access and Roles*. For details, please see section <u>Defining an Administrator for Role and Engineer Administration Only</u>.

## Workflow Permissions

Provides permissions concerning workflow design and management. These are

- Read
- Write (modify and store)
- **Deploy** (install and put in operation).

## • Template Permissions

- Write Template provides the permission
  - to use the Text Template Manager, which is used to create and edit e-mail and comment templates. See section <u>The ConSol CM Text Template Manager</u> for details.
  - to use the Document Template Manager, which is required to define templates for <u>CM.Doc</u>. Only available if CM.Doc is active in the CM system.

## • Representation Permissions

## Configure representation

If this permission is set, engineers with this role can configure themselves as a representation for other engineers, e.g., who are ill and have not defined other engineers to represent them resp. if the defined engineers are not available at the moment. On the Web Client the engineers that can be represented by an engineer with this permission are shown in a list within the engineer profile.

### Important information about representation configurations

Please note that there are two different scenarios for sending e-mails and that the CM system behavior concerning sending representation mails might differ for the two scenarios!

- An engineer writes an e-mail using the Ticket-E-Mail Editor: the representation rule is applied and the representing engineer receives a copy of the e-mail. This means all e-mails which are sent manually using CM are sent to the original recipient and their current representative. The CM systems checks if a representation rule is active for the respective (recipient) e-mail address. Please keep this in mind when you configure the representation permissions in the Admin Tool and inform your CM users (engineers) about this behavior! It might lead to unwanted effects, especially when persons are registered as engineers and as contacts in the ConSol CM system (e.g. for an internal help desk).
- 2. An e-mail is sent automatically from the CM system: it depends on the specific configuration of the CM system which engineers receive a copy of the e-mail, the e-mail is (!) not sent to the representing engineers automatically!

It might be implemented that the representing engineer gets a copy, but this is not mandatory. The automatic e-mail might be sent from a work-flow script or from an Admin Tool script (which might also be called from a workflow). It depends on the implementation in this script who receives a copy of the e-mail. For details, please refer to the *ConSol CM Process Designer Manual*.

#### • Track User Permissions

Access tickets of the own company

Users with this permission are allowed to access not only their own tickets in CM.Track, but all tickets of the company they belong to. This permission makes only sense for roles that define access rights of CM.Track users/user profiles, not for single users.

## Tab Customer Group Permissions

In order to let engineers work with customer data from one or more customer groups, e.g. to edit reseller data sets or to create new contact data within the customer group, you have to grant access permissions concerning the customer group(s) to one or more roles.

ConSol CM6				S 🛃 🗲	]
A Home	*	V Roles			
Access and Roles	۲	Roles 19 roles		r Functions Global Permissions	The permissions
🏂 Engineers		Filter: All queues	Customer Groups	Customer Group Permissions	which are granted to
Ver Roles		Name		Own All	the selected role for the selected
Y Views		AccountManagementReseller CM Administration	Name DirectCustomers	Read 🔽 🗸	customer group
A Engineer Functions		CM_TrackBasicCustomers CustomerManagerMyCustomerGroup	MyCustomerGroup Reseller	Write	
Eists	8	CustomerManager_DirectCustomers	RESCIICI	Delete	
Tickets	۲	CustomerManager_Reseller HD_1st_Level_Role		Act 🗖	
Lustomers	۲	HD_2nd_Level_Role HD_Sales_Role		Deactivate/	
ᢙ Resources	۲	HD_Supervisor		Details read	
🜐 Global Configuration	۲	MarketingTeamleitung Resource Manager Products		Details write	
⑦ Data Warehouse	۲	ResourceManager_IT ServiceDesk		Details delete	
🔅 Services	۲	TemplateManager			
💟 E-Mail	۲	TrackAll TrackMyCustomerGroup		Create	
💠 System	۲	TrackReseller Workflow Admin			
	Ŧ				Select / deselect all permissions
[CM_Administration]					

Figure 27: ConSol CM Admin Tool - Assigning permissions for customer groups to a role

A concept which has proven very useful in various customer environments is the set-up of specific roles for customer data management. For example, there could be a role *CustomerManager\_CustomerGroup1* and another role *CustomerManager\_CustomerGroup2*. You can even differentiate between CustomerManager\_ CustomerGroup1\_full and CustomerManager\_CustomerGroup1\_light. In this way, you can use the assignment of the customer manager roles as a toggle and you do not mix up queue access permissions and customer management permissions. This can be very helpful in case you have a heterogeneous team in which not everyone is allowed to edit the complete customer data.

However, do not forget to grant read permissions to customer data of the required customer groups to all engineers of the respective queues! Otherwise, they cannot open their tickets at all!

The access rights which can be granted have been extended in CM version 6.9.1, compared to previous ConSol CM versions. New rights have been added which apply to a new section of the customer page. The contact page, as well as the company page in the Web Client, have a new *Additional Details* section.

	Contact	Disp Skywalker Luke V Reseller luke@localhost.de 123 ConSol* V Tickets (0) All tickets V This customer does not have any tickets	lay ▼ Hide	
General sections		Additional details         Comments       Attachments         New       Click here to add a comment         Click here to add a comment       List of comments         This contact does not have any comments.       Comments	Hide	Details section
	2/28/14	Relations History 08:56 changed by Harald Huber    email set to luke@localhost.de  customer_name set to Skywalker  phone set to 123  forename set to Luke	Hide	

Figure 28: ConSol CM Web Client - Details section of a contact page

The following access permissions can be granted:

Customer type

Refers to the tickets of the customer.

• Own

All (main or additional) customers of tickets which are currently assigned to the engineer or where the engineer is set as additional engineer.

• All

All customers.

- General sections
  - Read

Read the customer data.

• Write

Write/modify the customer data, and change the company of a contact on the contact page using the *Change* link.

- Delete
  - Delete a customer data set. This refers to companies as well as to contacts.
  - Transfer all tickets associated with a customer of this customer group to another customer. (This refer

## • Act

Execute actions for this customer (see section <u>Action Framework - Customer Actions</u> for details about customer actions).

## Deactivate/activate

- Deactivate and (re-)activate the contact or company. It is not possible to create tickets for a deactivated customer.
- Transfer all tickets associated with a customer of this customer group to another customer.

Information concerning transfer permissions for tickets and resources

Please note that:

- in CM versions previous to 6.9.4.1, the permission *Transfer tickets* was not restricted.
- in CM versions 6.9.4.1 up to 6.10.4.3, the permission *Transfer tickets* was linked to the permission *Delete* (customer data).
- starting with CM version 6.10.4.4, the permission *Transfer tickets* is linked to the permission *Delete* (customer data) as well as to the permission *Deactivate/activate* (customer data), i.e. an engineer can have either one of these permissions to be able to transfer data.

## Details section

## • Details read

Read customer data in the Additional Details section.

- Details write Write/modify customer data in the *Additional Details* section.
- Details delete

Delete customer data in the Additional Details section.

- General
  - Create

Create a customer data set. In a two-level customer data model this refers to contact as well as to company data sets.

Please keep in mind that an engineer must have at least read permissions for a customer group to open and/or create tickets for customers in this group!

## Tab Resource Types Permissions

Resource Types permissions control an engineer's access to resources, i.e., objects which are stored in the Resource Pool.

ConSol CM6				S 🗐 🕈	
A Home	*	V Roles			
Access and Roles	۲	Roles 19 roles		Customer Group Permissions	
Section 2015		Filter: All queues	Resource Types Permissions Views En	gineer Functions Global Permissions	The permissions
Roles		Name	Resource Types	Resource Types Permissions	which are granted
Views	_	AccountManagementReseller	Name	Read 🔽 🧹	for the selected role on the
A Engineer Functions		CM_Administration	HP_Printer Jackets	Write 🔽	selected Resource
- Engineer rancuons		CM_TrackBasicCustomers CustomerManagerMyCustomerGroup	M5_Word2013	Delete 🔽	Туре
📃 Lists	۲	CustomerManager_DirectCustomers CustomerManager Reseller	PC_Desktops PC_Laptops	Act 🔽	
Tickets	۲	HD_1st_Level_Role	Shoes	Deactivate/	
Lustomers	۲	HD_2nd_Level_Role HD_Sales_Role	Skirts	Activate	
ᢙ Resources	۲	HD_Supervisor		Details read 🛛 🔽	
🜐 Global Configuration	۲	MarketingTeamleitung Resource Manager Products		Details write 👿	
⑦ Data Warehouse	8	ResourceManager_IT		Details delete 👿	
🕺 Services	8	ServiceDesk TemplateManager		Create 🔽	
E-Mail	8	TrackAll			
💇 System	8	TrackMyCustomerGroup TrackReseller			
, System		Workflow_Admin			Select / deselect
					all permissions
	Ŧ				
CM_Administration]					
		Available	Resource Types		

Available Resource Types (bold for all Resource Types on which the selected role has at least one access permission)

Figure 29: ConSol CM Admin Tool - Resource types permissions

The following permissions can be granted:

• Read

Load and display resources of the selected type in the Web Client.

Write

Change Custom Field data of this type of resources.

- **Delete** Delete resources of the respective type from CM.
- Act

Execute resource actions defined for this type of resources.

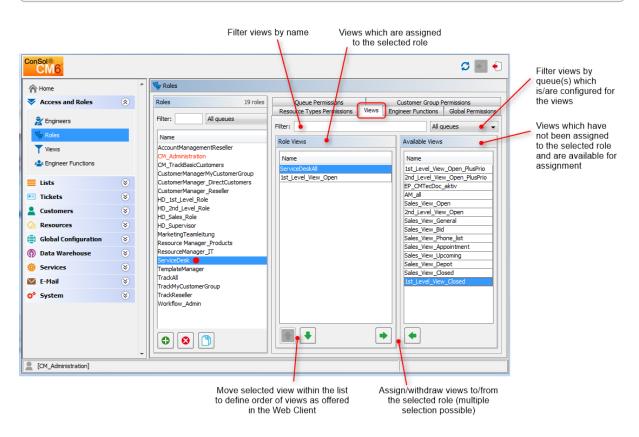
- Deactivate/Activate (De-) Activate resources of the selected type.
- Details read Load and display comments/attachments for resources of this type.
- Details write Add and change comments/attachments for resources of this type.
- Details delete Remove comments and attachments for resources of this type.
- Create

Create new resource entries for the type of resources.

## Tab Views

Views define which tickets engineers will see in the ticket list of the Web Client. This tab shows the assigned views on the left and the available views on the right (see also <u>View Administration</u>). The displayed views can be filtered by name and queue. Assigning views is optional.

We recommend to assign at least one view to a role. Otherwise an engineer with this role will see no tickets in the Web Client's ticket list.



#### Figure 30: ConSol CM Admin Tool - Role administration: Views

Select a role on the left side of the page first and then the desired view(s) in the list of *available views*. Click the *Assign* button to move the selected view(s) to the list of *role views*. If you want to remove views from this list, select the respective views and click the *Unassign* button.

For regular roles, you cannot define the order of the views here. In the drop-down menu of the Web Client, the views will always be displayed in the order they have in the list of the view administration. Please see also section <u>View Administration</u>. When a role has been marked as *main role* for at least one engineer (and is thus marked with a red dot), the views can be sorted using the *Move upwards* and *Move downwards* buttons.

## Tab Engineer Functions

On this tab you can assign *engineer functions* to a role. Engineer functions are used if you need an additional engineer for a ticket, e.g., a supervisor who has to decide what to do before the ticket can be moved on in the workflow. Thus you have to assign a role with the respective engineer function to this supervisor. In the Web Client engineer functions and associated engineers are shown when assigning an additional engineer.

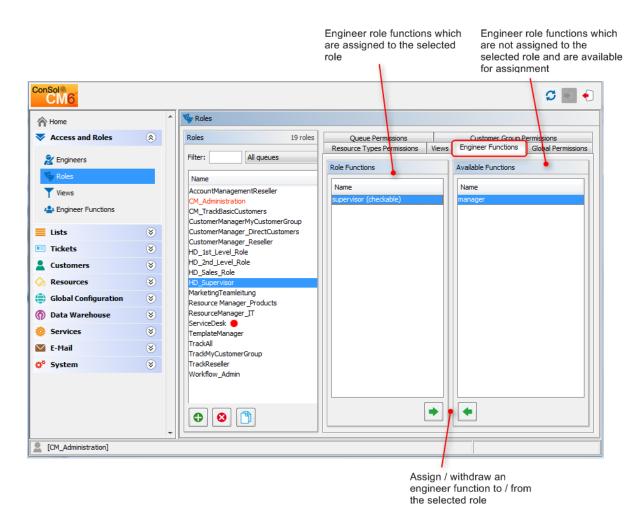


Figure 31: ConSol CM Admin Tool - Role administration: Engineer functions

Select a role on the left side of the page and then the desired engineer function(s) in the list of *available functions*. Click the *Assign* button to move the selected function(s) to the list of *role functions*. If you want to remove functions from this list, select the respective function(s) and click the *Unassign* button.

After you have defined the new role by setting permissions, views, and engineer functions in the tabs you can assign the role to the desired engineer accounts. Engineers obtain the rights of a role immediately after assignment (without an additional update of the system).

## B.2.2.2 Delete a Role

Select the role you want to delete and click the *Delete* button below the role list. If you choose *Yes* in the following confirmation dialog, the role is removed from the list and the system.

If you delete a role, please consider that engineers with only this role will immediately lose all permissions in the system.

In case tickets, e.g., from a certain queue, are not covered by any role permission, engineers and/or administrators could get the impression that tickets are missing.

## B.2.2.3 Copy a Role

If you want to create a new role and use an existing role as a template you can copy it. Select the existing role and click the *Copy* button below the role list. A pop-up window appears in which you can enter the name for the copy. Afterwards you can modify the copy according to your wishes.

## B.2.2.4 Edit a Role

Select the role you want to edit in the list and modify the permissions in the respective tabs as desired. The changes are immediately effective for engineers with this role. The engineer just has to login again.

# B.2.3 Defining an Administrator for Role and Engineer Administration Only

Sometimes it can be necessary to define an administrator who does not have full system access but who is only allowed to manage engineers and roles. This can be used, for example, for a team manager who is allowed to create new CM engineers for new employees in his team or for a key user in a team who should be able to grant or retrieve permissions of CM engineers in a certain department.

In order to define this Administrator "light", create a new role with the global permission Administrate access and roles. Create a new engineer (admin\_light in our example) and assign this role.

🖢 Roles			
Roles 24 roles	Resource Types Permissions Vi		
Filter: All queues	Queue Permissions Engineer Functions	Global Permi	
Name AccountManagementReseller AdminLightRole CM_Administration CM_TrackBasicCustomers CustomerManager_DirectCustomerGroup CustomerManager_Partners CustomerManager_Reseller CustomerManager_RetailCompanies CustomerManager_RetailCustomers HD_1st_Level_Role HD_2nd_Level_Role HD_Sales_Role HD_Supervisor MarketingTeamleitung Resource Manager_IT ServiceDesk TemplateManager TrackAll	Global Permissions Administrate system (full acc Administrate access and role Workflow Permissions Read workflow Write workflow Deploy workflow Template Permissions Write template Representation Permissions Configure representation Track User Permissions Access tickets of the own co	s	

Figure 32: ConSol CM Admin Tool - Definition of an administrator role for Access and Roles

For the "Administrator light", the navigation item *Access and Roles* is available. However, the tab *Global Permissions* of this item is not available (so the *admin\_light* cannot extend his own permissions!).

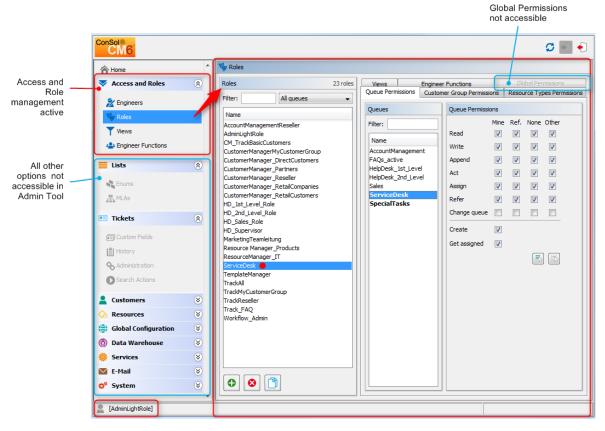


Figure 33: ConSol CM Admin Tool - View for an administrator "light"

# **B.3 View Administration**

This chapter discusses the following:

B.3.1 Introduction to View Administration	74
B.3.2 View Administration Using the Admin Tool	75

# **B.3.1 Introduction to View Administration**

Views are used to filter tickets according to certain criteria (e.g. all active tickets in the Queue *Help-desk*) and display the resulting tickets in the ticket list of the Web Client. Since views are associated with roles engineers obtain their view(s) via the roles which are assigned to them. Engineers can switch between their views in the Web Client.

Engineers need the appropriate permissions to see all tickets filtered by a view. Permissions are not automatically granted when a view is assigned, but they have to be assigned within the definition of roles (as queue and customer group permissions). One and the same view can result in varying subsets of tickets and information therein for engineers with different roles.

The creation of views is optional. However we recommend it in order to assure central features of the Web Client. Without a view engineers will not see any tickets in the ticket list. They can only access tickets by using the search function.

# B.3.2 View Administration Using the Admin Tool

To create, edit or delete views, open the navigation item *Views* in the navigation group *Access and Roles*, in the Admin Tool.

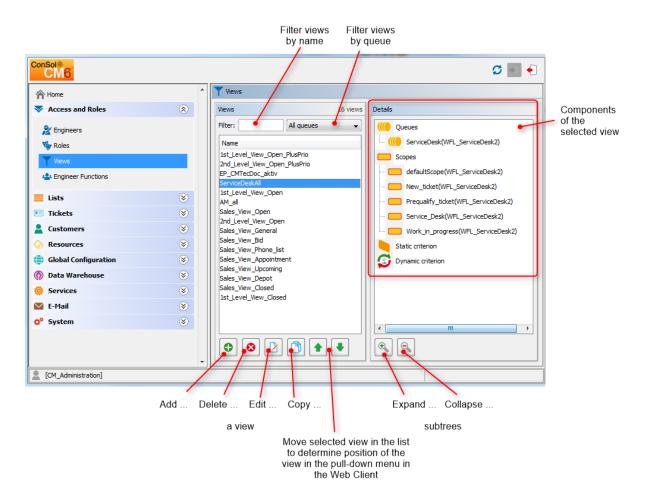


Figure 34: ConSol CM Admin Tool - View administration

#### B.3.2.1 Create a View

After clicking the *Add* button below the view list, the pop-up window *View Wizard* appears where you have to define the name for the new view first. You can also enter a description for it.

By clicking the *Localize* button you can localize view name and description. See section <u>Localization of</u> Objects in General, Type 1 for details.

Via *Next* > you can continue with the definition of view criteria:

- queue filter
- scope filter
- static criterion
- dynamic criterion

#### **Queue Filter**

At first you choose the queues for the new view. Select the desired queues in the list *Unassigned* and move them to the list *Assigned* by clicking the *Assign* button. To remove an assigned queue, select it and click the *Unassign* button. Continue with the *Next* > button, in order to define scope filters, too.

🔛 View Wizard			
Create view			
i New queue filter.			-
			-
Assigned	Unassigned		
Name 🔺	Name 🔺		
Sales(Sales)	HelpDesk_1st_Level(helpdes HelpDesk_2nd_Level(helpdes		
	Helpbesk_2/ld_Level(helpde	(SKZ)	
	< Back Next >	Finish Cancel	
			Ļ
Move queue to the Back	to Go to	Create view	Leave View Wizard
opposite list previous			without storing

Figure 35: ConSol CM Admin Tool - View Wizard: Queue filter

#### **Scope Filter**

Next you can limit the view to certain workflow scopes of the selected queue(s). Scopes group workflow activities that have a special topic in common, e.g., tickets with an appointment.

Select the desired scopes in the list *Unassigned* and move them to the list *Assigned* by clicking the *Assign* button. To remove assigned scopes, select them and click the *Unassign* button. Continue with the *Next* > button if you want to define further criteria, otherwise click *Finish* to create the view.

If you do not assign scopes in the View Wizard, the view exists by name but will not show tickets in the Web Client.

Since for the view definition you can only use scopes which have been defined during workflow development, please make sure that the workflows contain all required scopes. For example, if you want to have *active* and *inactive* tickets, there have to be separate scopes in the workflow, otherwise it will not be possible to define an *active* and an *inactive/waiting* view!

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View Wizard	
Create view i New scope filter.	
Assigned	Unassigned
Name A Appointment(Sales) FollowUp(Sales) Phone(Sales)	Name       ▼         Bid(Sales)       Depot(Sales)         Lost(Sales)       Sales(Sales)         Snooze(Sales)       Won(Sales)         defaultScope(Sales)       ✓
	< Back Next > Finish Cancel

Figure 36: ConSol CM Admin Tool - View Wizard: Scope filter

#### **Static Criterion**

You can restrict the view further by a static criterion to show only tickets with a certain value in a defined data field, e.g., tickets concerning a special product or only tickets with high priority. The criterion is static because the engineer cannot change it in the Web Client. Please see the *ConSol CM User Manual* for a detailed description of working with views. Only data fields of type *enum* can be used as static criterion.

Choose the data field in the *Field* list (e.g. *product*) and select the desired value in the *Value* list below (e.g. *crm*). Continue with the *Next* > button if you want to define a dynamic criterion as well, otherwise click *Finish* to create the view.

🚺 View	/ Wizard	×
Create i Add	view new static criterion	
Criter	a definition	
Field:	product	•
	not set crm	
Value	dwh process	
Value	management others	
	< Back Next > Finish	Cancel

Figure 37: ConSol CM Admin Tool - View Wizard: Static criterion

#### **Dynamic Criterion**

Like a static criterion, a dynamic criterion is used to show only tickets with certain values in a defined data field, but in contrast to a static criterion, with a dynamic criterion engineers can choose the value (s) for the criterion themselves. This can be done in the Web Client by editing the *Engineer Profile*. Additionally, the administrator can adjust the value individually for each engineer on the *View criteria* tab of the engineer administration (see section <u>Engineer Administration</u>). Please see the *ConSol CM User Manual* for a detailed description of working with views. Only data fields of type *enum* can be used as dynamic criterion.

🚺 View	Wizard							<b>.</b>
Create		mic critorian						
I Add	new dyna	amic criterion						
Critori	a definitio	-						
Field:	sales_ch	ance						
				< Back	Next >	Fir	iish	Cancel

Figure 38: ConSol CM Admin Tool - View Wizard: Dynamic criterion

Click *Finish* to create the view. You can leave the window any time without storing by choosing *Cancel*. Via the *Back* button you can return to the previous step of the view definition.

Now you can see the new view in the view list on the left. The assigned criteria are shown in the *Details* area on the right side of the page.

Please note that in a view with a dynamic criterion, only the tickets are displayed which match this criterion. So if an engineer has not selected any criteria in his/her engineer profile, or if the administrator has removed all selections using the Admin Tool (*View criteria* in Engineer Administration), the engineer's view will be empty! Make sure your users know about this fact and make sure you, as an administrator, are always aware of that fact.

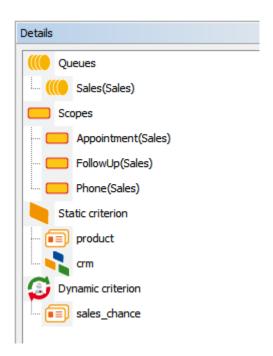


Figure 39: ConSol CM Admin Tool - View administration: View details

You can expand or collapse all details by clicking the Plus or Minus icon below the list.

Me strongly recommend not to define views which contain closed tickets!

The number of closed tickets will grow considerably during work with the application. Therefore, the view of closed tickets would always reach the maximum number of tickets allowed for a view (which can be defined using a system property). This can have negative influence on the Web Client performance and in most cases the desired tickets will not even be among the first 50 or 100 tickets.

Conclusion: A view of closed tickets does not help and might decrease the speed of the system for the engineers. Only in test environments, a view for closed tickets might be an option.

#### B.3.2.2 Edit a View

Select the view you want to edit in the view list. The view details are shown on the right side of the page. To edit the selected view just click a filter criterion with the right mouse button. The following drop-down menu appears:

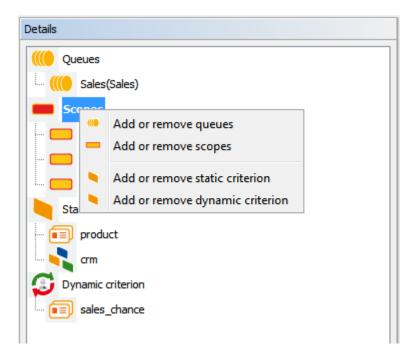


Figure 40: ConSol CM Admin Tool - View administration: Edit a view

The menu contains these options:

- Add or remove queues
- Add or remove scopes
- Add or remove static criterion
- Add or remove dynamic criterion

Just click the desired menu item. The respective window of the *View Wizard* appears where you can add or delete filter criteria as described in <u>Create a View</u>. Double-clicking on a filter criterion will also open the View Wizard.

You cannot edit view criteria by clicking the *Edit* button. Here you can only modify the view's name and description.

#### B.3.2.3 Delete a View

Click the *Delete* button below the view list to delete the selected view. A pop-up window appears which asks whether you really want to delete the view. If you choose *Yes*, the view will not be available for any engineers. Engineer permissions are not affected by this operation.

#### B.3.2.4 Copy a View

The *Copy* button allows you to save time when creating a view. The selected view will be copied completely and you can edit the copy afterwards. The new view has the same name as the copied view. You can change it by double-clicking on the name or by clicking the *Edit* button.

# **B.4 Engineer Functions**

This chapter discusses the following:

B.4.1 Introduction	.82
B.4.2 Create or Edit an Engineer Function	.84
B.4.3 Delete an Engineer Function	. 85
B.4.4 Disable or Enable an Engineer Function	.85
B.4.5 Engineer Permissions Concerning Engineer Functions	.85

# **B.4.1 Introduction**

Engineer functions are used if you need an additional engineer for a ticket, e.g., a supervisor who has to decide what to do before a ticket can be moved on in the workflow.

In the Admin Tool, engineer functions are managed using the navigation item *Engineer Functions* in the navigation group *Access and Roles*.

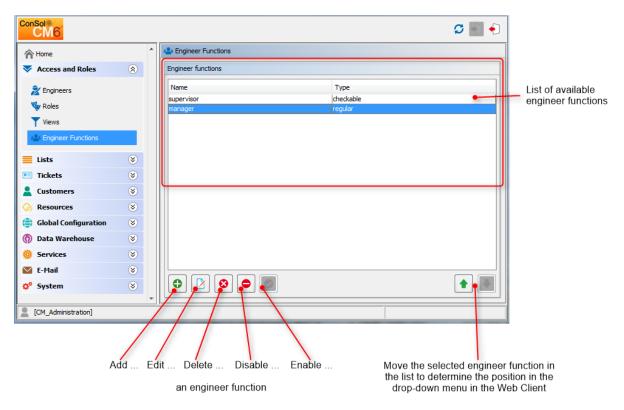


Figure 41: ConSol CM Admin Tool - Engineer functions

The corresponding activities for such a process have to be created in the workflow. Engineer functions are assigned to engineer roles which in turn need to be assigned to the respective engineers. In the Web Client you can choose a function and an appropriate engineer when adding an engineer to the ticket.

Ticket	Accept   Edit   Clone   Print   Display 🗢
SUP-32	Adding attachments is possible for worker which has got only "Read tickets" permission HelpDesk 1st Level   Qualify Unassigned   Open since 4/14/08 1:43 PM Priority low Module AdminTool Reaction time 7/1/11 Ask for feedback no
	Customers Add   Hide
	Main customer
e	Mr Luke Skywalker 💌 CustomerGroup luke@consol.de
	ConSol* GmbH ▼ Company ConSol* GmbH Address Franziskanerstr. 38 81543 München No comment
	Engineers
	Visor, Susanne 🔀 * Supervisor 💌 *
	The supervizor has to approve the time bookings on this ticket
	OK Cancel
	No relations Add   Hide
	History Comment   E-Mail   Attachment   Time booking   Hide
	Display communication 💌 Sorting latest first 💌
	Add comment, e-mail or attachment
01.07.11 1	
ę	

Figure 42: ConSol CM Web Client - Assigning an (additional) engineer with an engineer function

# B.4.2 Create or Edit an Engineer Function

An engineer function is defined by a name. By clicking the *Add* button a pop-up window appears where you can enter the name. You will get the same window when you click the *Edit* button in order to edit an engineer function. The checkbox *Checkable* has to be ticked if additional engineers shall have the permission to execute a certain activity, e.g., give their approval before the ticket can be moved on. The approval state is then displayed in the ticket.

After creation of an engineer function the checkbox Checkable cannot be de-selected anymore.

Engineer fu	nction		
<b>gineer func</b> Create new	tion engineer function		
Function det	ails		
Name:	consultant		
Checkable:			
Localized val	ues		
Locale		Value	
English(defa	ault)		
German			
Polish			
			OK Cancel
			Cancer

Figure 43: ConSol CM Admin Tool - Create or edit an engineer function

You can also localize the name of an engineer function in this window. See section Localization of Objects in General, Type 2 for details.

After clicking *OK* the engineer function is created and the name will be displayed in the respective language of the engineer's locale.

# **B.4.3 Delete an Engineer Function**

An engineer function can only be deleted if it is not assigned to any roles. Otherwise you get a warning and you can only disable this engineer function (see below).

In order to delete an engineer function, select it in the list and click the *Delete* button. After choosing *Yes* in the confirmation dialog, the engineer function will be removed from the list and the system.

# B.4.4 Disable or Enable an Engineer Function

If an engineer function is still assigned to a role but is not needed anymore you can disable it. To do this select the engineer function and click the *Deactivate* button. The entry in the list is shown in italics afterwards. The engineer function cannot be assigned anymore. Just click the *Activate* at the bottom of the page if you want to enable the function again.

# **B.4.5 Engineer Permissions Concerning Engineer Functions**

For engineers, resp. for roles, specific permissions can be granted which concern only the tickets for which the engineer who has this role is assigned as engineer with a certain function. Those permissions are granted as queue permissions (see also section <u>Role Administration</u>). This principle provides a good basis for a very sophisticated management of processes like approvals or other processes where people with different roles and responsibilities have to work on a case at the same time.

Using the Role Administration (navigation group *Access and Roles*, navigation item *Roles*), you can grant/withdraw the following permissions (for a detailed explanation of the permissions see section <u>Role Administration</u>):

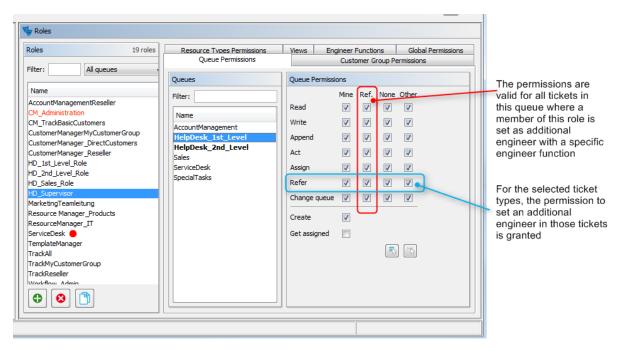


Figure 44: ConSol CM Admin Tool - Permissions concerning engineer functions

# C - Ticket Data Model and GUI Design Section

A Home	^	Custom Fields								
Access and Roles	۲	Groups					Fields			
Lists	۲	Filter:			All queues	$\sim$	Filter:			
💦 Enums		Ticket data Activity F	Form data				Name		Data type	
		Name								
👬 MLAs		helpdesk_standard					desiredDeadine mail_to_read		date boolean	
		sales_standard				<u>^</u>	CustomerServiceLevel		MLA field	
Tickets	۲	conversation_data					QA_MLA		MLA field	
Custom Fields	_	qualification					donedFrom		string	
Custom Fields		workaround					matchPatternTest		string	
HISTORY		feedback					info_file_path		string	
Administration		queue_fields				-11	flexible_parameter_list	t	string	
		am_fields order_data								
Search Actions		serviceDesk_fields								
		TestGroup1								
Customers	۲	TeetCroup2				~				
Resources	۲	• 🕑 🗾	8 🕇 🕈	1	0	•	• 🕑 🗾	8	•	0
Global Configuration	۲			_		_				
		Assigned annotations					Assigned annotations			
Languages		Name	Value		Annotation group		Name	Value		Annotation group
🚫 Labels		reportable group	true		wh	-	sortable	true		cmweb-common
		eportable group	ude			-1	reportable	true		dwh
(III) Queues						- 1	position	0;0		layout
Projects						- 1	accuracy	date-time		validation
Business Calendars							required	true		validation
Classes Of Text										
•										
Data Warehouse	۲									
Services	۲	Labels					Labels			
🗹 E-Mail	۲									
5° System	۲	Locale		Value		-11	Locale		Value	<b>-</b> i-
		Deutsch Englisch(default)		Service Desk Dat ServiceDesk data		_	Deutsch Englisch(default)		Gewünschter Desired dead	
				SCI VICEDESK 081			crigisch (derault)		Desired dead	All PC

# Ticket Data Model and GUI Design

In this section, you will learn how to define the data model for ticket data, thus this is about Custom Field definition and the positioning of the Custom Fields on the Web Client GUI. However, some of the data structures (enums, MLAs) might also be used for Data Object Group Fields and Resource Fields as described in sections Data Object Group Field Management and GUI Design for Customer Data and CM.Resource Pool - Setting Up the Basic Resource Model. The Web Client Dashboard, a new feature in versions as of 6.9.4, is included, as well as the Page Customization, a powerful mechanism to configure the layout and functionalities of the Web Client.

Furthermore you will learn how to configure labels which are displayed in the Web Client.

In this section, the following topics are covered:

- Custom Field Administration (Setting Up the Ticket Data Model)
- Managing Sorted Lists: Enum Administration
- MLA Administration

- Ticket History
- Configuration of the Web Client Dashboard
- Page Customization

# C.1 Custom Field Administration (Setting Up the Ticket Data Model)

This chapter discusses the following:

C.1.1 Introduction	88
C.1.2 Custom Field Administration Using the Admin Tool	90
C.1.3 Tab Ticket Data	91
C.1.4 Tab Activity Form Data	102
C.1.5 Frequently Used Annotations	109

# C.1.1 Introduction

Custom Fields are defined for tickets. By default, all tickets contain information about the assigned engineer, the creation data, and the current queue and scope . These default fields are displayed in the upper part of the ticket next to the ticket icon. In addition to these fields, the CM administrator can define Custom Fields adapted to the use case implemented in ConSol CM. Examples for Custom Fields are *priority, software module, reaction time,* or *sales potential*. Custom Fields always belong to Custom Field Groups, which are then assigned to queues to make the Custom Fields available.

Ticket		
100364	Printer does not print HelpDesk 1st Level   Support Assigned to ServiceDesk, Susan   Created: 2/8/16 7:44 AM Priority normal Reaction time 2/9/16 Category Software   Office   Microsoft Office 2013	Default ticket fields Custom Fields in ticket header
	Groups Qualification Impact of the problem Low Severity of the problem Low	Custom Fields in Groups section

Figure 45: Custom Fields on the Web Client GUI

#### A Custom Field Group:

• can be assigned to a queue. For example, the Custom Field Group *helpdesk\_fields* can be assigned to the queue *HelpDesk*.

- can be faded in and out in the Web Client GUI during the process. For example, you can fade in the Custom Field Group *solution* later in the process, so it is displayed at the point when the engineer found a solution to the issue reported by the customer. You cannot fade in or out single Custom Fields.
- can be displayed below the default fields or as a tab in the *Groups* section of a ticket. In the latter case, the title and mouse-over of the tab is the (localized) name of the Custom Field Group. If the Custom Field Group is displayed in the ticket header, the group name is not shown.
- is configured using group annotations. Annotations are set to define special parameters and characteristics of a Custom Field Group, e.g. the initial display mode on the user interface.
   Please see <u>List of Group Annotations</u> for further information about the available group annotations.
- is placed on the Web Client GUI based on its position in the list of Custom Field Groups, which defines the order of the Custom Field Groups in the ticket header and/or the order of the tabs.

#### A Custom Field:

- is always defined within a Custom Field Group.
- is assigned to a queue as a part of its Custom Field Group.
- can be made invisible using annotations, but cannot be faded in or out as single field during the process.
- is configured using field annotations. Annotations are set to define special parameters and characteristics of a Custom Field, e.g. the position on the user interface. Please see <u>List of Field</u> <u>Annotations</u> for further information about the available field annotations.
- is placed on the Web Client GUI based on the value of its *position* annotation or based on its position in the list (the first Custom Field in the list is displayed first on the GUI) if *position* is not set.

To define new **Custom Fields** for a queue, you have to perform the following steps:

- 1. Define a Custom Field Group and set the respective annotations.
- Define all sorted lists which you will need for the Custom Fields (see <u>Managing Sorted Lists:</u> <u>Enum Administration</u>). For example, if the Custom Field *priority* should contain a list of priorities, you have to define this list first.
- 3. Define all Custom Fields within the new Custom Field Group.
- 4. Assign the new Custom Field Group to the queue where its Custom Fields are required.
- 5. Test the results in the Web Client GUI. You do not need to log in again, it will be sufficient to refresh a page which shows a ticket in the respective queue.

All these steps are explained in detail in the following sections.

In case some data fields should be offered in a form during one or more processes, Activity Control Forms (ACFs) can be defined. This is explained in the section <u>Tab Activity Form Data</u>.

# C.1.2 Custom Field Administration Using the Admin Tool

In the Admin Tool, Custom Fields are managed using the navigation item *Custom Fields* in the navigation group *Tickets*.

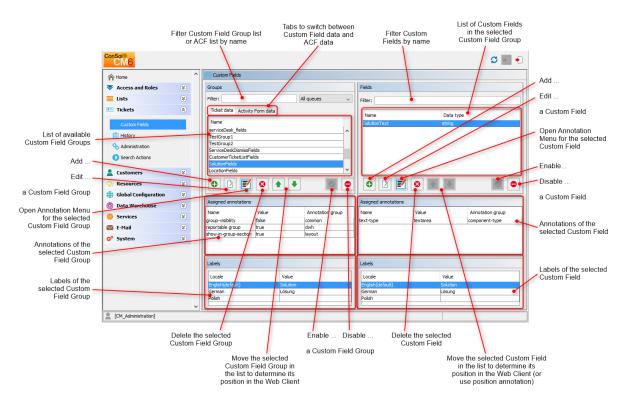


Figure 46: ConSol CM Admin Tool - Custom Field administration

The navigation group *Tickets* has two tabs:

- Tab Ticket Data: This tab is used to define Custom Field Groups and Custom Fields.
- Tab Activity Form Data: This tab is used to define Activity Control Forms.

Both tabs are explained in detail in the following sections.

# C.1.3 Tab Ticket Data

On this tab, you can define groups and fields for ticket data.

# C.1.3.1 Create a Custom Field Group

To create a new Custom Field Group just click the *Add* button below the list on the left side of the page. The following pop-up window appears:

	Create group	×	
	Create group i Create a new group of custom fields.		
Custom Field Group name —	Group details		-
Custom Fields of this group are visible in all queues	Name: car_type For all queues:		
	Assigned scripts A	Available scripts	
Assigned scripts for multi-level lists		Available A BuildLocationDependentEnumForTable	
Move selected script up or down in the list			Assign selected script(s)
		•	
		OK Cancel	

Figure 47: ConSol CM Admin Tool - Custom Field administration: Creating a Custom Field Group

#### • Name

Enter a name for the Custom Field Group. The name must be unique. The localized names for a Custom Field Group are set in the main *Custom Fields* panel. For details, please refer to section Localization of Data Fields.

• For all queues

If this check box is activated, this group's Custom Fields are visible in all queues. A Custom Field Group which is marked as *for all queues* will be assigned automatically to each new queue. Usually Custom Field Groups for ticket data are only valid in specific queues (see <u>Queue Admin-istration</u>).

#### • Dependent Enum Scripts

Dependent enum scripts define the structure of *dependent enums* (hierarchical multi-level lists) used in Custom Fields of this Custom Field Group. With dependent enums you can limit the choices in multi-level lists. You select an element in a list and, based on this selection, only matching results will be shown in the next lower hierarchy level of the list. The enums (single lists) for the Custom Fields have to be created within the Managing Sorted Lists: Enum Administration while the scripts that couple the lists to create the dependent enum are created using

an Admin Tool script, see section Admin Tool Scripts.

To assign dependent enum scripts to a Custom Field Group select the desired script(s) in the list *Available scripts* and move them to the list *Assigned scripts* by clicking the *Assign* button.

# C.1.3.2 Edit a Custom Field Group

If you want to edit a Custom Field Group, select it in the list and click the *Edit* button. The same window as described above for creating a Custom Field Group will appear. You can modify all fields and save your changes by clicking *OK*.

## C.1.3.3 Annotate a Custom Field Group

Custom Field Groups are annotated to define their characteristics, e.g., where a group is displayed in the Web Client, if a group is indexed, or if it should be visible. You can define, e.g., whether a group is visible in the Web Client (annotation *group-visibility*) or whether it is shown in the *Groups* section of the Web Client (annotation *show-in-group-section*). To assign annotations select a group and click the *Annotate* button. The following pop-up window appears:

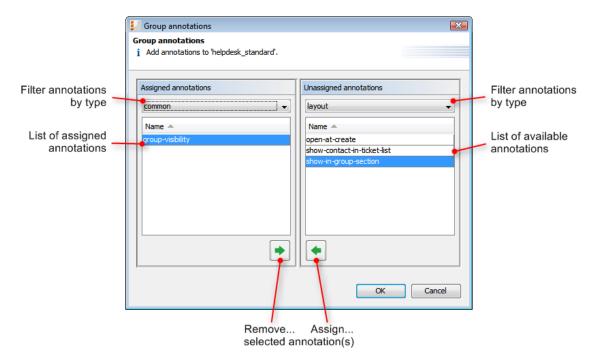


Figure 48: ConSol CM Admin Tool - Custom Field administration: Assign Custom Field Group annotations

The right part of the window contains the available annotations. Using the selection field above the list you can filter the display by annotation type (e.g. *common* or *layout*). Select the desired annotations and move them to the *Assigned annotations* list on the left by clicking the *Assign* button. This list can also be filtered by annotation type. Click *OK* to assign the annotations to the Custom Field Group and to close the window. See <u>Annotations</u>, section *Group Annotations* for detailed information.

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The annotations are now shown with a default value (if available, e.g., *true* or *false*) in the bottom lefthand corner of the administration page. The value can be modified by double-clicking into the corresponding *Value* field and typing the desired value. Press the *Enter* key afterwards.

Custom Field Groups will appear in the Web Client as they are ordered in the list. Select a group and use the *Move upwards* and *Move downwards* buttons and if you want to change the position of this group in the list.

# C.1.3.4 Delete a Custom Field Group

A Custom Field Group can only be deleted if it is not assigned to a queue or a ticket. Otherwise you get a warning stating you can only disable this group (see below). In order to delete a Custom Field Group select it in the list and click the *Delete* button. If you confirm the following dialog with *Yes*, the group with its corresponding fields is removed from the list and the system.

# C.1.3.5 Enable or Disable a Custom Field Group

If you cannot delete a Custom Field Group, or if you do not want to delete it because you might need it again, you can disable it. To do so select the group and click the *Deactivate* button. The entry in the list is shown in italics afterwards. Disabled Custom Field Groups are not displayed in the Web Client. Just click the *Activate* button below the group list if you want to enable the group again.

## C.1.3.6 Create a Custom Field

Custom Fields contain the data for tickets, e.g., priority, service level, deadline, or hardware module. The fields of a Custom Field Group are created in the right part of the page. Select the desired group first on the left and then click the *Add* button below the *Custom Field* area on the right. The following pop-up window appears:

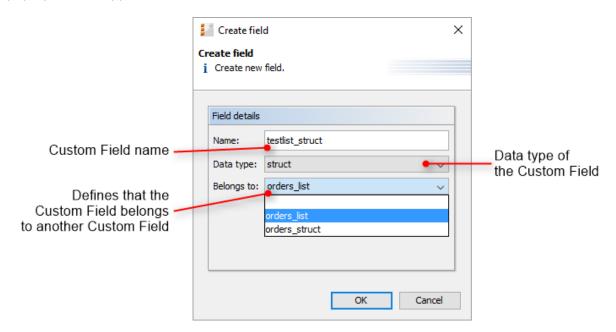


Figure 49: ConSol CM Admin Tool - Custom Field administration: Create a Custom Field for ticket data

Fill out the following information:

• Name:

Enter a name for the Custom Field. The name must be unique within the Custom Field Group. The localized names for a Custom Field are set in the main *Custom Fields* panel. For details, please refer to section Localization of Data Fields.

• Data type:

Choose one of the available data types for the new Custom Field. Please see <u>Types of Data</u> <u>Fields</u>.

• Belongs to:

This field shows the available Custom Fields of the data types *list* and *struct* used to create lists or tables. Choose in the drop-down box to which list or structure the Custom Field belongs (if applicable).

#### Types of Data Fields

The following data types are available for Custom Fields, Data Object Group Fields and Resource Fields.

#### boolean

Values: true/false. Depending on the annotation *boolean-type*, the value is displayed as checkbox, radio buttons, or drop-down list.

If you work with scripts, either in CM workflows or in the Admin Tool, please note that the behavior of boolean fields which are represented as checkboxes, i.e. with annotation *boolean-type = checkbox* (default) is different depending on the CM version!

• In CM versions prior to 6.9.4.0:

If a boolean field has not been touched, its value is *false*. If it is checked, its value is *true*, and if it is unchecked again, its value is *false* again.

• In version 6.9.4.0 and up:

If a boolean field has not been touched, its value is *NULL*. If it is checked, its value is *true*, and if it is unchecked again, its value is *false*.

Fields which have already been filled with values in the database will not be changed during an update from a version prior to 6.9.4.0 to a version 6.9.4.0 and up.

Boolean fields represented as radio buttons (annotation *boolean-type = radio*) or drop-down menu (annotation *boolean-type = select*) are always shown and behave as described for versions 6.9.4.0 and up, i.e., with *NULL* value if untouched.

#### • date

Format and accuracy can be set by annotations.

#### • enum

For sorted lists. The engineer can choose one of the enum values in the Web Client. Enums and values have to be created previously within the <u>Managing Sorted Lists: Enum Administration</u>. Select the desired *Enum type* and *group* in the fields below.

• list

A data field of this data type is the first step to creating a list (one column) or a table (multiple columns) of input fields in the Web Client.

- For a table the next step will be to create another field of type *struct* (see below) to contain the input of the individual list fields (which will become the columns of the table).
   So, if you want to create a table you have to define a field of the type *struct* first (see below) before you can add the fields for the table columns.
- For a **simple list**, the next step will be to create fields which belong to the list. No *struct* is required.

For all fields belonging to a list or table you have to set the dependencies in the field *Belongs to* (see below). For example, a table field (which is a regular data field) always belongs to a *struct*, a struct always belongs to a *list*.

#### • struct

A data field of this type defines a data structure (line of a table) which groups one or multiple fields. It is the second step to building a table after you have created a field of the type *list*. Add the fields for the columns of the table in the next step. The dependencies have to be set for each field in the *Belongs to* field (see below), i.e., a *struct* always belongs to a *list*.

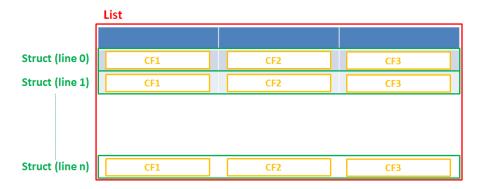


Figure 50: Scheme: List of Structs

Technically spoken, the list is an array which contains a map (= key:value pairs) in each field.

List = ar	ау	
List [0]	Struct (= Map)         Fieldname0 = value0         Fieldname1 = value1         Fieldname0 = value0	
List [1]	Struct (= Map)	]
List [2]	Struct (= Map)	]
List [3]	Struct (= Map)	]

Figure 51: *List of structs, tecnical principle* 

#### • number

For integer values.

• fixed point number

For numbers with a fractional part, e.g., currencies. You have to enter the total number of digits (*Precision*) and the number of digits that fall to the right of the decimal point (*Scale*) in the respective fields below.

#### string

For up to 4000 alphanumeric characters.

Restriction when using an Oracle database: at most 4000 bytes can be saved in UTF encoding. Starting with Oracle12c.

#### long string

For large objects.

For long strings the limit depends on the database system used for ConSol CM: MS SQL Server: 2 GByte; MySQL: 4 GByte; Oracle: 16 - 64 GByte (depending on page size of tablespace).

#### short string

For up to 255 alphanumeric characters.

For *string* fields, you can use specific annotations to fine-tune the field definition. For example, a *string* field can be defined to contain a URL which will automatically be displayed as hyperlink or can be the hook for an autocomplete list. Please read the following section.

#### contact data reference

Special data type used internally for referencing the contacts associated with a ticket. In FlexCDM (i.e., starting with CM version 6.9.0), this data type is no longer displayed but only used internally in the CM system.

#### • MLA field

This data type is used for fields that contain hierarchical lists with a tree structure called *MLA* (Multi Level Attributes). The name of the field is the name of the new MLA that has to be defined within the <u>MLA Administration</u>. The group of the field has to be referenced when the MLA is created.

#### The data type you choose on creating a data field cannot be changed afterwards!

#### Details about String Fields: Use Annotations to Fine-Tune Strings

String fields are widely used for customer, ticket, and resource data and strings can be used to contain various content, for example, a text box with a comment, a simple input field with only 20 characters, a URL or a password. The fine-tuning of string fields is implemented using specific annotations which are all listed on the <u>Annotations</u> page. However, since work with these annotations is an every-day task of CM administrators, the most important and most commonly used annotations will be explained here as well.

#### How can I ...

#### ... insert a text box instead of a single line?

#### Value for annotation text-type: textarea

The size of the text box can be adjusted, displayed as standard text box depending on web browser. Use the *field-size* annotation in case a specific size of the text box is required.

#### ... hide the input of the fields for passwords?

#### Value for annotation text-type: password

Only dots will be displayed. This annotation does **not** define the field to contain a password! It only defines the display mode! Use the *password* annotation to define a string field to contain the CM.Track password.

#### ... display a **hyperlink**, display the name instead of the link?

Value for annotation *text-type*: url

Input will be displayed as a hyperlink in *view* mode. String has to match a specific URL pattern:

• "^((?:mailto\:|(?:(?:ht|f)tps?)\://)1\S+)(?: (?:\|)?(.\*))?\$"

First part of the string is the link (url), second part is the name which should be displayed.

Example: "http://consol.de ConSol"

#### ... display a file link?

Value for annotation text-type: file-url

Input will be displayed as a link to a file on the file system. The web browser has to allow/support those links!

Example: Enabling file:// URLs in a Firefox browser

Add the following lines to either the configuration file *prefs.js* or to *user.js* in the user profile. On a Windows system usually in a folder like

C:\Users\<USERNAME>\AppData\Roaming\Mozilla\Firefox\Profiles\uvubg4fj.default

- user\_pref("capability.policy.localfilelinks.checkloaduri.enabled", "allAccess");
- user\_pref("capability.policy.localfilelinks.sites", "http://cm-server.domain.com:8080");
- user\_pref("capability.policy.policynames", "localfilelinks");

Alternatively a Firefox browser add-on like *Local Filesystem Links* can be installed for better access to the referenced files and folders.

The link will also be displayed as tooltip.

The URL is correctly formed if the following conditions are met:

- It starts with *file:* followed by regular slashes:
  - three slashes "///" for files on the same computer as the browser (alternatively "//localhost/") or
  - two slashes followed by the server name followed by another slash for files on file servers accessible from the computer running the browser.
- These are followed by the full path to the file ending with the file name.
- The path on Microsoft Windows systems is also written with forward slashes instead of backslashes.
- The drive letter of a local path on Microsoft Windows systems is noted as usual, for example C:.
- Paths with spaces and special characters like "{, }, ^, #, ?" need to be percent encoded ("%20" for a space for example) for Microsoft Windows systems.

#### **Example URLs:**

- file://file-server/path/to/my/file.ext
- file:///linux/local/file.pdf
- file:///C:/Users/myuser/localfile.doc

#### ... define a **label**?

Value for annotation *text-type*: **label** 

This will be a read-only field which is displayed in gray, use the *label-group* annotation to link label and input fields which belong together. Please take a look at the annotations for labels (*show-label-in-edit*, *show-label-in-view*) before implementing special label fields!

#### ... define a field for the CM.Track login?

Value for annotation username: true

Will be used for authentication against CM.Track server. Only for Data Object Group Fields in a contact object.

#### ... define a field for the CM.Track password?

Value for annotation password: true

Will be used for authentication against CM.Track server (in DATABASE mode). Only for Data Object Group Fields in a contact object.

#### ... define a field for the valid e-mail addresses?

Value for annotation email: true

The field may only contain valid e-mail addresses. Input will be validated according to standard e-mail format <name>@<domain>.

#### ... define a scripted autocomplete list?

Value for the annotation *text-type* = **autocomplete** 

Optional: value for the annotation *autocomplete-script* = <name of the respective script>

A scripted autocomplete list is used to provide a drop-down menu which is filled dynamically using the input the engineer has provided so far. For example, when the user types "Mil", the possible values "Miller", "Milberg", and "Milhouse" are displayed as list and the engineer can select the one required for the field. You know this behavior from other autocomplete fields, e.g., the search for engineers for a ticket or the search for customers while creating a ticket. However, in these cases, CM generates the list automatically. The behavior cannot be influenced or customized. Scripted autocomplete lists, on the contrary, can be implemented by the CM administrator. The values are based on a result set which is dynamically created. The result set can contain strings, engineers, customers (Units), and resources.

A detailed description of scripted autocomplete lists is provided in section <u>Scripted Autocomplete</u> <u>Lists</u>.

# C.1.3.7 Edit a Custom Field

If you want to edit a Custom Field, select it in the list and click the *Edit* button. The same window as described above for creating a Custom Field will appear. Except for *data type*, *enum type*, and *enum group* you can modify all fields and save your changes by clicking *OK*.

# C.1.3.8 Annotate a Custom Field

Just like Custom Field Groups, Custom Fields are annotated to define the properties of the field, e.g., is it read-only, should it be indexed, and where it should be displayed on the Web Client GUI (please see section <u>Annotations</u> for a list of all available annotations). Select a field and click the *Annotate* button below the list. The following pop-up window appears:

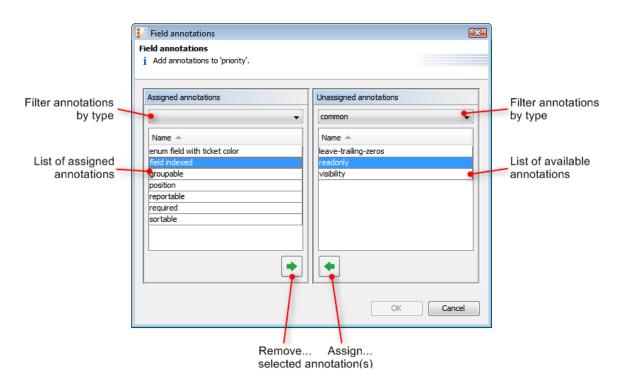


Figure 52: ConSol CM Admin Tool - Custom Field administration: Assign Custom Field annotations

The right part of the window contains the available annotations. Using the selection field above the list you can filter the display according to annotation type. Select the desired annotations and move them to the *Assigned annotations* list on the left by clicking the *Assign* button. This list can also be filtered according to annotation type. Click *OK* to assign the annotations to the Custom Field and to close the window.

The annotations for the selected field are now shown with a default value (if available, e.g. *true* or *false*) in the bottom right-hand corner of the administration page. The value can be modified by double-clicking the corresponding *Value* field and typing the desired value. Press the *Enter* key afterwards.

Custom Fields will appear in the Web Client as they are ordered in the list unless you have assigned a layout via the *position* annotation. You can change the position of a field in the list by using the *Move upwards* and *Move downwards* buttons below.

# Note on the layout of the ticket data: You can define several columns of data fields on each line, e.g., the position annotation can end with 0, 1 or 2.

0;0 0;1 0;2 1;0 1;1 1;2

# C.1.3.9 Delete a Custom Field

A Custom Field can only be deleted if it is not assigned to a queue or a ticket, otherwise you get a warning stating you can only disable this field (see below). In order to delete a Custom Field, select it in the list and click the *Delete* button. If you confirm the following dialog with *Yes*, the Custom Field will be removed from the list and the system.

# C.1.3.10 Enable or Disable a Custom Field

If you cannot delete a Custom Field, or if you do not want to delete it because you might need it again, you can disable it. To do so select the field and click the *Deactivate* button. The entry in the list is shown in italics afterwards. A disabled Custom Field is not displayed in the Web Client. Just click the *Activate* button below the Custom Field list, if you want to enable the field again.

# C.1.3.11 Visibility of Ticket Data in CM.Track

If CM.Track, a ConSol CM Add-On which provides a customer portal, is active in your CM system, you will have to configure Custom Fields which are specific for CM.Track. Furthermore, the visibility of the Custom Fields in the customer portal has to be configured. This is explained in detail in section

# C.1.4 Tab Activity Form Data

# C.1.4.1 Introduction

An Activity Control Form is a web form which is displayed during the process, i.e., when the engineer works on the ticket. If the engineer clicks a workflow activity, the ACF is displayed first. The engineer has to fill out certain data fields and save the changes in order to proceed and execute the workflow activity.

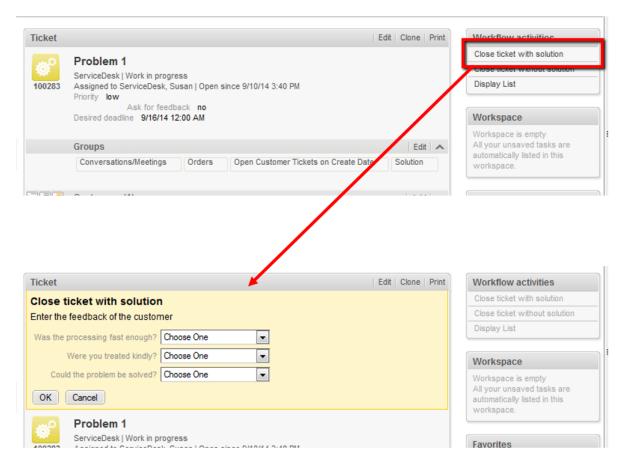


Figure 53: Example ACF

The Custom Fields which are used in an ACF have to be defined first, as regular Custom Fields in the ConSol CM Admin Tool. ACFs can include Custom Fields from one or more Custom Field Groups. The ACFs is integrated into the process (workflow) using the ConSol CM Process Designer. There, you can also define which Custom Fields should be required and which fields are optional. The display of an ACF can depend on a condition, e.g., the ACF *Reasons for dismissal of request* is only displayed if the customer has *Gold* or *Platinum* status. ACF dependencies are configured using scripts. This is explained in detail in the *ConSol CM Process Designer Manual*.

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# C.1.4.2 Definition of Activity Control Forms (ACFs)

In this tab, you can create activity control forms (ACF) which can be assigned to activities in the Process Designer. They are used to gather input in the Web Client if a manual workflow activity needs more information for the next step, e.g., if a ticket has to be qualified before it can be moved on or if you want feedback for a ticket. ACFs are basically a set of Custom Fields already created in the tab *Ticket data*. An ACF can contain Custom Fields of more than one Custom Field Group. However, all Custom Field Groups have to be assigned to the queue to which the workflow using the ACF is assigned. Please read the chapter on ACFs in the *ConSol CM Process Designer Manual* for detailed information about the process flow with ACFs and the features provided using programming ACF scripts.

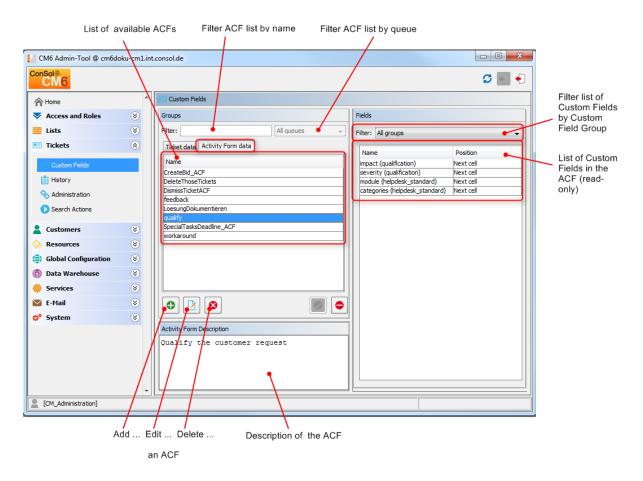


Figure 54: ConSol CM Admin Tool - Custom Field administration: Activity Form data

# C.1.4.3 Create an Activity Control Form

To create an ACF just click the *Add* button below the list on the left side of the page. The following pop-up window appears (this is the same window for creating and for editing an ACF).

	Edit Activity Form	
	Edit Activity Form i Edit Activity Form.	
Name of the ACF	Details	
Description of the ACF (displayed in Web	Name: Teedback  Description: Enter the feedback of the customer	Define maximum
Client) Display queue and/or engineer in ACF in	Attributes	columns displayed in the
Web Client Filter Custom	Custom Fields - Filter: All groups	ACF
Fields by name	Assigned Position Available ^ fast (feedback) New row Assistance_Office (ResellerCompanyInternalResp) ^ friendly (feedback) New row BidInitiator (sales_standard)	Filter available Custom Fields by Custom Field Group
List of Custom Fields in the ACF (also used for definition of the position)	solved (feedback) Next cell CompanyType (ResellerCompanyData) CompanyTypeLabel (ResellerCompanyData) CompanyTypeLabel (ResellerCompanyData) Continent (LocationFields) Coutomery (LocationFields) CustomerServiceLevel (serviceDesk_fields) CustomerTicketList List (CustomerTicketListFields) Deadline (SpecialTasks_Fields) Deadline (SpecialTasks_Fields) IP_address (#Pinter_Fields_basic)	Available Custom Fields (which could be placed in the ACF)
	Cacless (Hr_Finite_Tields_basic)      Location (HP_Printer_Fields_basic)	
	OK Cancel	
		-
	Move Custom Field up or     Remove Assign       down in the list, control     selected Custom Field(s)       position of the Custom Field in     selected Custom Field(s)       ACF in Web Client     selected Custom Field(s)	

Figure 55: ConSol CM Admin Tool - Custom Field administration: Create an Activity Control Form

Please enter or select the following data:

• Name

Enter the name of the ACF in this field. You can localize the name by clicking the *Localize* button. For details, see section <u>Localization of Objects in General</u>, Type 1.

• Description

Enter a description for the ACF in this field. The description is shown as the title of the ACF in the Web Client. You can localize the description by clicking the *Localize* button. For details, see section Localization of Objects in General, Type 1.

Show queue

Check this box if the queue of the ticket should be displayed with the ACF in the Web Client.

• Show engineer

Check this box if the engineer of the ticket should be displayed with the ACF in the Web Client.

Column limit

Number field. Defines the number of columns for the display of CFs in the ACF. *0* means no column limit, i.e., all CFs in a single row. You can also work with the parameter *Display in new row* for each CF, see below.

#### • Filter

You can enter a string of characters into this field to filter the assigned Custom Fields by name.

• Group filter

Select a group of Custom Fields from this list if you want to display only Custom Fields belonging to this group in the list of available Custom Fields below.

• Custom Field lists

The list on the right shows the available Custom Fields with their respective Custom Field Group. You can sort the entries in ascending or descending order by clicking into the title field of the list. The small up and down arrow icons show the sort order. Select the Custom Fields for the ACF in this list and move them to the list *Assigned* on the left by clicking the *Assign* button. For each assigned Custom Field you can define the position. The following values are possible:

Next row

A new row will be displayed, starting with this field.

• Next cell (default)

The field will be displayed next to the previous field, no new row.

New table

A new table will be started in a new row. This option should be used for data structures (e.g., a *list of structs* which use a lot of space thereby destroying the readability of the ACF by using a lot of space for one column. All other columns would be moved more to the right without this *new table* option. To get an impression of this feature, please see the following four figures.

The assigned Custom Fields will appear in the Web Client as they are ordered in the list. You can rearrange the list by selecting an item and clicking the *Move upwards* or *Move downwards* button. To remove assigned Custom Fields, select them and click the *Unassign* button.

Click OK afterwards to store your entries and to close the window.

Assigned	Position						
product (sales_standard)	Next cell						
sales_chance (sales_standard)	Next cell						
volume_consulting (sales_stan	Next cell						
volume_product (sales_standard)							
orders_list (order_data)	Next cell						
BidInitiator (sales_standard)	Next cell						
incoming_date (sales_standard)	Next cell						
origin (sales_standard)	Next cell						
priority (sales_standard)	Next cell						
li L							
			SPACE				
			OTAGE				
Ticket						Accept Edit	Clone   Print
Create bid							
Product DWH		•			Sales chance	50% - Product and	budc 🕶
						• 	
Volume 10					Volume	15	
consulting					product		
Orders Hardware	Cor	ntact person	Number		Initiator of this	Mr. Miller	
Large print	ters 💌 me	1	12345	×	bid:		
Add row							
Incoming date 12/7/15					Origin	Reference	•
Priority A	•	•					
Save and continue Car	ncel						

Figure 56: Example for optimization of ACF layout, 1

Assigned	Position		
product (sales_standard)	Next cell		1.
sales_chance (sales_standard)	Next cell		16
volume_consulting (sales_stan	Next cell		16
volume_product (sales_standard	Next cell		1
orders_list (order_data)	New table	-	16
BidInitiator (sales_standard)	Next cell		1
incoming_date (sales_standard)	Next cell		16
origin (sales_standard)	Next cell		11
priority (sales_standard)	Next cell		1

Ticket	Accept   Edit   Clone   Print
Create bid	
Product DWH Sales chance 50% - Product and budc Volume consulting 10 Volume product 15	List of structs aligned with fields above -
Orders Hardware Contact person Number Choose One me 12345	Initiator of this Mr. Miller not with the following fields
Choose One me 12345	
Incoming 12/7/15	Origin Reference
Priority A	
Save and continue Cancel	

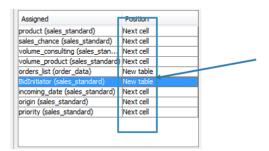
Figure 57: Example for optimization of ACF layout, 2

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Assigned	Position		
roduct (sales_standard)	Next cell		
ales_chance (sales_standard)	Next cell		1
olume_consulting (sales_stan	Next cell		1
olume_product (sales_standard)	Next cell		
rders_list (order_data)	New table	-	
idInitiator (sales_standard)			-
coming_date (sales_standard)	Next cell		-
rigin (sales_standard)	Next cell		
riority (sales_standard)	Next cell		

Ticket	Accept   Edit   Clone   Print
Create bid	
Product DWH Sales chance 50% - Product and budc	List of structs aligned with
Volume consulting 10 Volume product 15	fields above -
Orders Hardware Contact person Number	following fields "out of line"
Plotters me 1234	
Add row	
Initiator of this Mr. Miller	Incoming 12/7/15
bid:	date
Origin Reference	Priority A
Save and continue Cancel	

# Figure 58: Example for optimization of ACF layout, 3



Ticket	Accept Edit	Clone Print	
Create bid			
Product DWH Sales chance 50% - Product and budc			
Volume consulting 10 Volume product 15			
Orders     Hardware     Contact person     Number       Custom printers     me     567890     X			Layout OK
Add row			
Initiator of this bid: Mr. Miller Incoming date 12/7/15			
Origin Reference Priority A			
Save and continue Cancel			

Figure 59: Example for optimization of ACF layout, 4

# C.1.4.4 Edit an Activity Control Form

If you want to edit an ACF, select it in the list and click the *Edit* button or just double-click the name of the ACF. The same pop-up window as for creating an ACF will appear, where you can modify the details. Store your changes by clicking *OK*.

# C.1.4.5 Delete an Activity Control Form

An ACF can only be deleted if it is not assigned to a workflow activity, otherwise you get a warning stating that you can only disable this ACF (see below). In order to delete an ACF, select it in the list and click the *Delete* button. If you confirm the following dialog with *Yes*, the ACF will be removed from the list and the system.

# C.1.4.6 Enable or Disable an Activity Control Form

If you cannot delete an ACF, or if you do not want to delete it because you might need it again, you can disable it. To do so select the ACF and click the *Deactivate* button. The entry in the list is shown in italics afterwards. A disabled ACF is not available in the Process Designer. ACFs which are in use cannot be disabled. Just click the *Activate* button below the ACF list if you want to enable the form again.

# C.1.4.7 Localize an Activity Control Form

By clicking the *Localize* button in the create or edit window you can localize name and description of an ACF. For details, please refer to the section <u>Localization of Objects in General, Type 1</u>.

### C.1.5 Frequently Used Annotations

Here are some frequently used annotations on field level. You can find a complete list of group and field annotations in <u>Annotations</u>.

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#### groupable

- type: cmweb-common
- description: Enables grouping in the ticket list.
- values:
  - *true*: Used only with *enum* data fields. Remove the annotation if you want to disable grouping.

#### sortable

- type: cmweb-common
- **description**: Used to enable sorting of the ticket list.
- values:
  - *true*: Used for data fields of type *date* or of type *enum*. Remove the annotation if you want to disable sorting.
    - For enum fields: Works only if order index is set for all values of the enum field.

#### readonly

- type: common
- **description**: Used to indicate that the Custom Field cannot be modified.
- values:
  - *true / false*: Field is read-only if value is set to *true*. Lack of value, or any value except *false*, is treated as *true*.

#### visibility

- type: common
- **description**: Defines when the field is visible.
- values:
  - *edit*: Field will be displayed in edit mode.
  - *view*: Field will be displayed in view mode.
  - *none*: Field is not visible.
  - If any other, or no value, is set then the field will always be visible.

#### text-type

- type: component-type
- **description**: Defines the possible types of a *string* field.

- values:
  - *text* (default): Single-line input field
  - textarea: Multi-line input field
  - password: Input field for passwords.
     Password will be displayed as \*\*\*\*\*\*\* in view mode.
  - *label*: Input will be displayed as a label, i.e., the field is displayed only, no input is possible.
  - url: Input will be displayed as a hyperlink in view mode. String has to match a specific URL pattern: "^((?:mailto\:|(?:(?:ht|f)tps?)\://)1\S+)(?: (?:\|)?(.\*))?\$"

Example: "http://consol.de ConSol"

- file-url: Input will be displayed as a link to a file on the file system. The web browser has to allow/support those links! See section <u>Details about String Fields</u>: Use Annotations to <u>Fine-Tune Strings</u> on how to achieve this. The link will also be displayed as tooltip. The URL is correctly formed if the following conditions are met: It starts with *file*: followed by regular slashes:
  - three slashes "///" for files on the same computer as the browser (alternatively "//localhost/") or
  - two slashes followed by the server name followed by another slash for files on file servers accessible from the computer running the browser.

These are followed by the full path to the file ending with the file name. The path on Microsoft Windows systems is also written with forward slashes instead of backslashes. The drive letter of a local path on Microsoft Windows systems is noted as usual, for example C:. Paths with spaces and special characters like "{, }, ^, #, ?" need to be percent encoded ("%20" for a space for example) for Microsoft Windows systems. **Example URLs:** 

- file://file-server/path/to/my/file.ext
- file:///linux/local/file.pdf
- file:///C:/Users/myuser/localfile.doc

#### reportable

- type: dwh
- description: Indicates that the field is reportable and that it should be transferred to the DWH.
- values:
  - true / false: Field is reportable if value is set to true.

#### field indexed

- type: indexing
- **description**: Indicates that a database index will be created for this field. If it should be possible to sort result tables (in the Web Client) according to a column (by clicking on the column header), the respective field has to be indexed!
- values:
  - transitive (default): All data is displayed (ticket data, customer data and resource data).
  - *unit*: Used for customer data. Only the unit and the parent unit (i.e., company) is given as a search result, no tickets are provided.
  - *local*: Used for customer data. Only the unit is given as a search result, no company and no tickets are displayed.
  - not indexed: Field is not indexed.

#### position

- type: layout
- **description**: Defines the position of a field within a grid layout or defines the position of a field within a list (*struct*).
- values:
  - <*number*>;<*number*>: Values define *row* and *column* (row;column), numbering starts at 0;0. If no values are set, the data field will take the next free grid cell.
  - *0;<number>*: Only the *column* value is used, the *row* value is ignored.

#### colspan

- type: layout
- **description**: Defines how many columns are reserved for the field in the layout.
- values:
  - <number>: Number of columns.

#### rowspan

- type: layout
- **description**: Indicates how many rows within the layout are occupied by this field.
- values:
  - <number>: Number of rows.

#### field-group

- type: layout
- **description**: Allows grouping of fields in view mode. Annotation is ignored in edit mode.

- values:
  - <*string*>: To group fields the same string value has to be set in the annotation of each field. Two or more data fields are bound when they share the same value for this annotation. The group of coupled data fields is shown only if all of them have values set.

#### fieldsize

- type: layout
- **description**: Displayed field size within ticket layout.
- values:
  - <rows>;<cols>: Displayed field size.
     Format for string fields and number fields: n indicates the number of characters, for string fields this is the number of monospaced capital M characters.
     Format for textarea: rows;cols (corresponds to <textarea rows="" cols="">:
     Enums are displayed as a choice box with n elements, instead of a drop-down. Format for enums: n.
     Note: this is only a layout configuration, for validation use maxlength of type group validation.
  - <number>: For enum data fields. Defines how many values are directly visible in the list box. Used only for layout purposes.

#### enum field with ticket color

- type: ticket display
- description: Defines the background color of the ticket icon for ticket list and ticket.
- values:
  - true / false: The field has to exist within Enum Administration where lists, values, and colors are defined.

#### accuracy

- type: validation
- description: For data fields, to define the level of detail displayed
- values:
  - date (default): Show date without time.
  - *date-time*: Show date with time.
  - *only-time*: Show only time, no date.

#### format

- type: validation
- **description**: Used for validating the format of date fields.

#### • values:

 <date format>: The pattern for the date is based on SimpleDateFormat, e.g., dd.MM.yyyy.
 Remember to set the proper colspan when including hours/minutes in the format. See <u>http://docs.oracle.com/javase/6/docs/api/java/text/SimpleDateFormat.html</u> for the format reference.

#### maxLength

- type: validation
- **description**: Defines the maximum length of input for *string* data fields.
- values:
  - *<number>*: May be used with *string* data fields.

#### minLength

- type: validation
- description: Defines the minimum length of input for string data fields.
- values:
  - *<number>*: May be used with *string* data fields.

#### required

- type: validation
- **description**: Indicates that this is a required field.
- values:
  - true / false: Field is required if value is set to true. The user cannot save the ticket
    without having entered a value in a required field. In the Web Client, required fields are
    marked by a red asterisk.

## C.2 Managing Sorted Lists: Enum Administration

This chapter discusses the following:

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## C.2.1 Introduction

Enums, also called sorted lists, are lists with predefined list values. You define an enum in the navigation item *Enums* from the navigation group *Tickets*. Enums are defined once and can be used in several places:

- as a selection list (in drop-down menus) for Custom Fields, Data Object Group Fields, or Resource Fields of type *enum*
- as hierarchical lists for Custom Fields, Data Object Group Fields, or Resource Fields of type *MLA field* (Multi Level Attributes, see section <u>MLA Administration</u>)
- as dependent enums, i.e., as enums that form a hierarchy, a data construct implemented by <u>Scripts of Type Dependent Enum</u>
- You only define the lists, i.e., the structures with various list values, in the enum administration. To display the enum in the Web Client (as Custom Field values, Data Object Group Field values, or Resource Field values), you have to complete one of the following steps:
  - Create a Custom Field of type *enum* and assign the respective enum there.
  - Create a Data Object Group Field of type *enum* and assign the respective enum there.
  - Create a Resource Field of type enum and assign the respective enum there.
  - Create an MLA which is linked automatically as Custom Field to the Custom Field Group, as Data Object Group Field to the Data Object Group, or as Resource Field to the Resource Field Group that has been indicated during MLA set-up.
  - Create a dependent enum script and assign it to a Custom Field Group, Data Object Group, or Resource Field Group.

#### Examples:

A list of country names (Germany, Italy, France, etc.) is used in the Data Object Group Field *Country* belonging to an address data set. The same list can also be used in the ticket data Custom Field *Machine location* and in other data fields. Priority lists (high, normal, low, etc.) are other typical examples.

Depending on the value of the *enum-type* annotation, an enum field is displayed in the Web Client as follows:

- drop-down menu enum-type not set or enum-type = select
- radio buttons
   enum-type = radio
- self-completing (autocomplete) list enum-type = autocomplete

If the annotation *enum-type* is not set, a drop-down menu is displayed by default (see example in the picture below).

Ticket	Accept   Clone   Print   Display 🔻
	AT: Unexpected behaviour in 'Deployment Administration'
SUP-100	Queue: HelpDesk 1st Le Assigned to: Unassigned
	Priority low Module misc
	Reaction time low Ask for feedback
	Category high
	QA Test MLA
	QA List Date Enum Price Number Text Department QA_Test_Mla_For_Struct
	Add row
	Country Choose one Choose one priorities
	OK Cancel

Figure 60: ConSol CM Web Client - Enum for Priority (localized enum values displayed as list items)

## C.2.2 Enum Administration Using the Admin Tool

Enums are organized in three levels:

• Type

The *type* helps to organize your lists within the Admin Tool. Its name is never displayed in the Web Client and does not have any other implications.

• Group

The group represents a group of enum values, i.e., the list.

• Value

The value represents one value within a list.

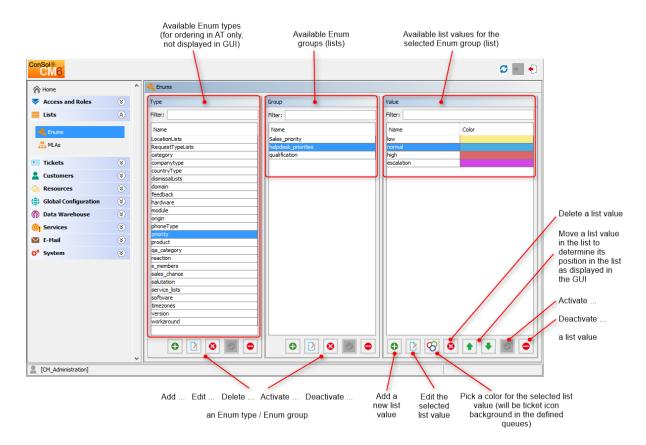


Figure 61: ConSol CM Admin Tool - Enum administration

#### C.2.2.1 Enum Types

#### Create an Enum Type

To create a new enum type just click the *Add* buttonbelow the list in the *Type* area on the left of the window. The following pop-up window appears.

🚺 Create enum type	×
Create enum type	
j Please fill in the required fields.	
Details	
Name: sales	
Localized values	
Locale	Value
English(default) German	Sales Vertrieb
Polish	
	OK Cancel

Figure 62: ConSol CM Admin Tool - Enum administration: Create an enum type

• Name:

Enter a name for the new enum type. The name must be unique.

• Localized values:

Enter the corresponding type name in the *Value* field for each additional language. For details, please refer to the section Localization of Objects in General, Type 2.

Click *OK* to create the enum type and to close the window.

#### Edit an Enum Type

If you want to edit an enum type, select it in the list and click the *Edit* button. The same window as described above for creating an enum type will appear. You can modify all fields and save your changes by clicking *OK*.

#### Delete an Enum Type

An enum type can only be deleted if there are no enum groups for it anymore. Either you have to delete all groups belonging to this type first or you have to assign them to another type. In order to delete an enum type, select it in the list and click the *Delete* button. If you confirm the following dialog with *Yes*, the type will be removed from the list and the system.

#### Enable or Disable an Enum Type

If you do not want to delete an enum type because you might need it again, you can disable it. To do so select the type and click the *Deactivate* button. The entry in the list is shown in italics afterwards. Just click the *Activate* button below the type list, if you want to enable the type again.

#### C.2.2.2 Enum Groups

#### Create an Enum Group

An enum group represents a list, i.e., the enum group is a collection of list (enum) values. All groups of an enum type (i.e., all lists which belong to this type) are created and managed in the middle part of the *Enum Administration* window. To create a new enum group select the desired type on the left, then click the *Add* button below the *Group* area. The following pop-up window appears:

	Ľ	Edit enum group		x
	Ec			
		Enum Group Details	3	
		Name:	qualification	
Tick if the enum should		Type:	priority	-
be available as "enum		Order by:	user-defined	•
parameter" in the Text Template Manager		Template Enabled:		
		Localized values		
		Locale	Value	
		Deutsch Englisch(default)	qualification qualification	
		Polnisch		
			OK Can	cel

Figure 63: ConSol CM Admin Tool - Enum administration: Create an enum group

• Name:

Enter a name for the enum group. The name must be unique.

#### • Type:

This field shows the selected enum type for the group. You can also choose any other type from the selection list, e.g., if you want to assign the group to a different type.

#### • Order by:

Here you can define the way the values of a group shall be ordered:

- user-defined
  - You can specify the sort order by means of arrow icons below the value list.
- name

The values will be ordered alphabetically.

Template Enabled

When this value is set to *true* (checkbox ticked), the enum is offered as *enum parameter* in the Text Template Manager. This is the only module where this value is relevant. If you do not know what to do with the checkbox, leave it empty. Please see section <u>The ConSol CM Text</u> <u>Template Manager, String and Enum Parameters</u>.

#### • Localized values:

Enter the corresponding group name in the *Value* field for each additional language. For details, please refer to the section <u>Localization of Objects in General, Type 2</u>.

Click OK to create the enum group and to close the window.

#### Edit an Enum Group

If you want to edit an enum group, select it in the list and click the *Edit* button. The same window as described above for creating an enum group will appear. You can modify all fields and save your changes by clicking *OK*.

#### Delete an Enum Group

An enum group can only be deleted if it is not used in a ticket or an MLA. In order to delete a group, select it in the list and click the *Delete* button. If you confirm the following dialog with *Yes*, the group will be removed from the list and the system.

#### Enable or Disable an Enum Group

An enum group cannot be disabled if it is still used in an MLA.

If you cannot delete an enum group or if you do not want to delete it, because you might need it again, you can disable it. To do so select the group and click the *Deactivate* button. The entry in the list is shown in italics afterwards. Just click the *Activate* button below the group list, if you want to enable the group again.

#### C.2.2.3 Enum Values

#### Create an Enum Value

The individual values of an enum group (i.e., the list values) are created in the right part of the window. Select the desired group and click the *Add* button below the *Value* area. The following pop-up window appears.

🚺 Create enum value		<b>X</b>
Create enum value		
i Please fill in the required field	ds.	
Enum Value Details		
Name: printer		
Localized values		
Locale	Value	
English(default)	printer	
German	Drucker	
Polish		
Save and next	OK Car	ncel

Figure 64: ConSol CM Admin Tool - Enum administration: Create an enum value

• Name:

Enter a value which will be displayed in the sorted list on the Web Client.

• Localized values:

Enter the corresponding value name in the *Value* field for each available language. For details, please refer to the section Localization of Objects in General, Type 2.

Click *Save and next* if you want to continue to create values for this enum group. To finish the creation of the list click *OK*.

#### Edit an Enum Value

If you want to edit an enum value, select it in the list and click the *Edit* button. A pop-up window will appear where you can modify the name and the localized values. Click *OK* to save your changes.

#### Set a Background Color

You can assign a color to a selected enum value by clicking the *Color* button. This can be used, for example, for priorities. The priority of a ticket in the Web Client can be recognized immediately by the background color of the ticket icon. This will be effective when the respective annotation is set, see the following info box.

Please note that only one enum can determine the color of the ticket icon for a queue. You have to assign the annotation *enum field with ticket color* to the respective Custom Field of type *enum* in the <u>Custom Field Administration (Setting Up the Ticket Data</u> <u>Model</u>). For example, you can use the Custom Field *priority* to determine the ticket icon color in the *helpdesk* queue and the Custom Field (enum) *likelihood of closing a deal* in the *sales* queue.

The pop-up window contains a range of colors from which you can choose the desired background color. Click the desired color to set it for the marked list value. You can check the selected color in the *Preview* area. Click *OK* to save your choice. Click *Reset* if you want to restore the last saved color.

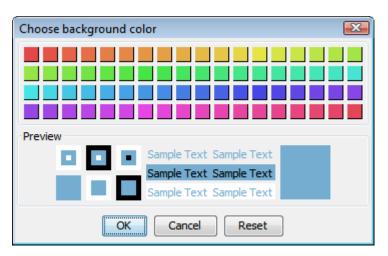


Figure 65: ConSol CM Admin Tool - Enum administration: Set a background color

#### Delete an Enum Value

An enum value can only be deleted if it is not used in an MLA. To delete a value, select it in the list and click the *Delete* button. If you confirm the following dialog with *Yes*, the value will be removed from the list and the system.

Before you delete an enum value, make sure there are no references to it in workflow scripts! This is not checked in the Admin Tool!

#### Change the Order of the Value List

If you have chosen *user-defined* in the *Order by* field of an enum group, you can arrange the enum values by using the arrow icons below the list. Click the *Move upwards* button to move the selected value one line up resp. click the *Move downwards* button to move it one line down. If you change the value for *Order by* from *user-defined* to *name*, the enum values will automatically be ordered by name in alphabetical order.

#### Enable or Disable an Enum Value

An enum value cannot be disabled if it is still used in an MLA.

If you do not want to delete an enum value because you might need it again, you can disable it. To do so, select the value and click the *Deactivate* button. The entry in the list is shown in italics afterwards and the value is not available in the Web Client any longer. Just click the *Activate* button below the value list if you want to enable the value again.

#### C.2.2.4 Placing an Enum in the Data Model

Enums can be used in Custom Fields (i.e. for ticket data), Data Object Group Fields (i.e. for customer data) and Resource Fields (i.e. for resource data). The example below shows an enum for ticket data.

#### **Enums for Ticket Data**

In order to place an enum in the ticket data model, i.e., to make it available in queues and visible in the Web Client, a Custom Field of type *enum* has to be defined. Please see section <u>Custom Field</u> <u>Administration (Setting Up the Ticket Data Model)</u> for a detailed explanation of the work with Custom Fields.

#### **Enums for Customer Data**

In order to place an enum in the customer data model, i.e., to make it available for company or contact data in the Web Client, a Data Object Group Field of type *enum* has to be defined. Please see section <u>Data Object Group Field Management and GUI Design for Customer Data</u> for a detailed explanation of the work with Data Object Group Fields.

#### **Enums for Resource Data**

In order to place an enum in the resource data model, i.e., to make it available in resources in the Web Client, a Resource Field of type *enum* has to be defined. Please see section <u>CM.Resource Pool</u>-<u>Setting Up the Basic Resource Model</u> for a detailed explanation of the work with Resource Fields.

M6 Admin-Tool @ cm60	loku-cm1	.int.consol.de				- 🗆 🗙	
ConSol CM6						S 💽 🜖	
A Home		Custom Fields				Edit field	×
Access and Roles	۲	Groups		Fields	E	dit field	
Eists	۲	Filter:	All queues 🔍	Filter:		i Edit field.	
Tickets	۲	Ticket data Activity Fo	orm data				
		Name		Name	Data type	Field details	
Custom Fields		helpdesk_standard		categories feedback	MLA field boolean	n I n I	
📋 History		sales_standard	-	module	enum	Name: priority	
🗞 Administration		conversation_data gualification		priority	enum	Data type: enum	~
Search Actions		workaround		quick_response reaction_time	boolean date	Belongs to:	~
		feedback		test_boolean		Please select type and gro	oup of enum values.
Lustomers	۲	queue_fields	· · · · · · · · · · · · · · · · · · ·	infotext	string	Enum type: priority	
lesources	۲	• 🕑 🗾	8 🚯 🔹 💿 🧲		•	Enum group: helpdesk_prioritie	
Global Configuration	۲						
🕥 Data Warehouse	۲	Assigned annotations		Assigned annotations		_	
i Services	۲	Name show-labels-in-edit	Value Annotation group	Name Value			OK Cancel
E-Mail	۲	show-labels-in-edit	true layout true layout	groupable true sortable true	0	mweb-common	
_		show-tooltips	true layout	reportable true		dwh	
💠 System	۲	show-watermarks	true layout	label-in-view false		ayout	
				position 0;0		ayout	
		Labels		Labels			
		Locale	Value	Locale	Value		
		English(default)	Helpdesk standard	English(default)	HD Priority		
		German	Helpdesk standard	German	HD Priorität		
		Polish		Polish			
	_	v <u> </u>					
[HD_1st_Level_Role,CM_Ad	ministratio	,AccountManagementReseller,S	ServiceDesk]				

Figure 66: ConSol CM Admin Tool - Definition of a Custom Field of type enum

## C.3 MLA Administration

This chapter discusses the following:

C.3.1 Introduction	
C.3.2 MLA Administration Using the Admin Tool	

## C.3.1 Introduction

MLA is the abbreviation for Multi Level Attribute. An MLA is used to represent a hierarchical data set and consists of several lists which form a tree structure. Each item of a list can lead to a list of the next level with the item name being the name of the subordinate list. An MLA can be used for ticket data, customer data or resource data.

#### MLAs are composed of several sorted lists (enums)

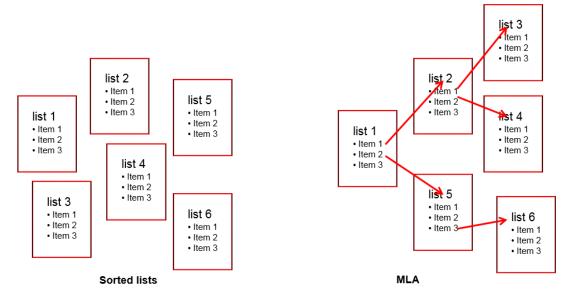


Figure 67: ConSol CM Admin Tool - MLA construction principle

#### Example:

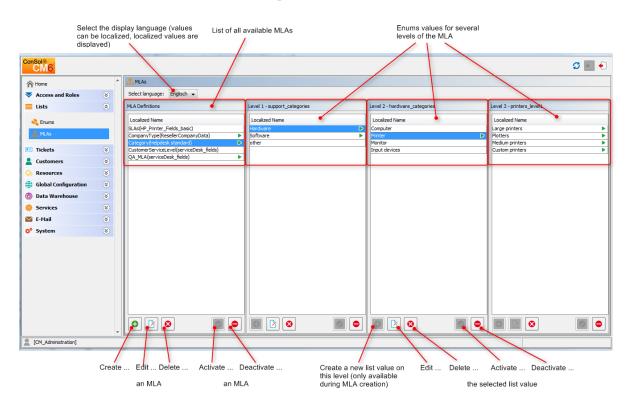
For quality management you need to specify hardware or software products in a ticket. For this purpose you can create an MLA with the name *QA\_MLA*. The next step will be to create the first level with the items *Hardware* and *Software*. For each item of a level you can create further levels, e.g. *Graphics Card*, *Monitor*, and *Motherboard* for item *Hardware* and so on. The picture below shows such an MLA in the Web Client.

Ticket										Accept	Clone	Print	Display 💌
	Adding at	tachments	is po	ssible for <b>w</b> or	ker wh	ict	n has got only "Read	*					
SUP-32	Queue:	HelpDesk 1st	Le 💌	Assigned to:	Unassigr	ned							
	Priority	low		Module	AdminTo	ol							
	Reaction time	7/1/11			📃 Ask fo	or fe	edback						
	Category	Software   Ope	rating s	ystems 🔻									
	QA Test MLA	Mla						×	3				
	QA List	Hardware	- <b>F</b> -	Office	•	*	Windows XP		×				
		Software	•	Operating system	ns 🕨 🕨		Windows Vista						
							Windows 7	E					
	Country						Windows 8		one 🔽				
		_					Suse Linux 10						
	OK Can	c					Suse Linux 11						
			-			Ŧ	Fedora 12	-	•				
	Customers						ОКСа	incel					Add   Hide

Figure 68: ConSol CM Web Client - MLA for hardware and software selection

The sorted lists (enums) for each level of an MLA ...

- can be created within the <u>Managing Sorted Lists: Enum Administration</u> and are only referenced when a new MLA level is defined.
- can be completely created within the MLA administration during the set-up of a new MLA.



## C.3.2 MLA Administration Using the Admin Tool

Figure 69: ConSol CM Admin Tool - MLA administration

All entries are shown with their localized names (i.e., how they are displayed on the Web Client) in the selected language. You can change the display language of this page by choosing a different locale in the *Select language* field above the list.

#### C.3.2.1 Create an MLA

To create an MLA click the *Add* button below the MLA list in the bottom left corner of the page. The following pop-up window appears.

И М	ILA De	finition Form			x
		ition Form ill in the required fields.			
M	LA defi	inition details			
N	ame:	QA_MLA			
Т	ype:	Ticket			•
G	roup:	serviceDesk_fields			•
Lo	ocalized	l values			
L	Locale		Value		
	eutsch)				
	inglisch Iolnisch	(default)	QA_MLA		-11
	en neel i		1		
			OK	Can	cel

Figure 70: ConSol CM Admin Tool - MLA administration: Create an MLA

• Name:

Enter a name for the new MLA. The name must be unique.

- Type:
  - Ticket

MLA will be used in ticket data, i.e., in a Custom Field.

- Data object MLA will be used in customer data, i.e., in a Data Object Group Field.
- Resource

MLA will be used in resource data, i.e., in a Resource Field.

• Group:

Choose the required Custom Field Group (ticket data), Data Object Group (customer data) or Resource Field Group (resource data) in the list box. For the new MLA a Custom Field, Data Object Group Field or Resource Field of type *MLA field* will be created automatically in this group. This is necessary to display the MLA in the Web Client. The Custom Field, Data Object Group Field or Resource Field can be annotated as described in sections <u>Custom Field Administration (Setting Up the Ticket Data Model)</u>, Data Object Group Field Management and GUI Design for Customer Data, and CM.Resource Pool - Setting Up the Basic Resource Model.

#### • Localized values:

Enter the corresponding MLA name in the *Value* field for each additional language. For details, please refer to section <u>Localization of Objects in General, Type 2</u>.

Click OK to save the details of the new MLA.

You can also create the Custom Field, Data Object Group Field, or Resource Field for the MLA first. In this case you will find the localized name of the Custom Field, Data Object Group Field, or Resource Field already in the list of available MLAs.

#### Create an MLA Level

Having created a name and a Custom Field, Data Object Group Field, or Resource Field for the MLA you can go on with the definition of levels. Select the MLA in the list and click the *Add* button below *Level 1*. You will get the *Enum level form* where you can specify an enum for this level.

This menu is only available during the process of creating a new MLA, not when editing an existing MLA.

	Enum level form Enum level form i Choose enum grou	up to assign.		
Tree path of this level – Type, group, and values of the enum for this level	Select enum group Enum values:	QA_MLA category support_categories Enums hardware software OK	Cancel	Create, edit, delete an enum type Create, edit, delete an enum group Create, edit, delete enum values

Figure 71: ConSol CM Admin Tool - MLA administration: Create an MLA level

#### • Tree path:

This field shows the tree path of the new MLA level. Thus you can always see the position of the level within the MLA. The field is read-only.

#### • Select enum type:

Choose an enum type from the list to use the corresponding enum groups (which have been created in enum administration first) or create a new enum type directly here in the MLA administration. The new type will also be visible in enum administration afterwards.

#### • Select enum group:

Choose the desired enum group for this level from the lists in enum administration which are located within the selected type. If you have created a new enum type in the previous step, you also have to create a new enum group. The new enum group will also be visible in enum administration afterwards.

#### • Enum values

These are the list values of the new level which will be displayed in the Web Client. You can either take the list as-is or you can enter/add or delete values. The changes will be immediately visible in enum administration. If you have created a new enum group, you also have to create one or more enum values for the new group. You can either create all the enums you need before you start to define an MLA, or create an enum during the definition of a level in the MLA Administration by clicking the *Add* button next to the respective fields in the window. By clicking the *Edit* button or the *Delete* button, you can also edit or delete enum types, groups, and values here, but please consider that changes will affect other MLAs using the same enum. You cannot delete an enum if it is used in another MLA.

Click OK to create the new MLA level and to close the window.

For each value of a level you can create further levels as previously described. Just select the value in the list and click the *Add* button below the next level area to the right.

If you have finished your MLA definition and see that you need an additional value for one of the levels, you have to create that value in the respective enum group within <u>Managing Sorted Lists: Enum Administration</u>.

#### Edit a Level Value

If you want to edit a value of the level, select it in the list and click the *Edit* button. You can change the object name and the localized values but please consider that changes will affect other MLAs using the same enum.

#### Delete a Level

A level can only be deleted if it is not used in a ticket. In order to delete it click the *Delete* button below the respective level. If you confirm the following dialog with *Yes*, the level and all its dependent levels will be removed from the list and the system.

#### Enable or Disable a Level

If you cannot delete a level, or if you do not want to delete it because you might need it again, you can disable it. Just click the *Deactivate* button below the respective level. The level values (including the values of dependent levels) are shown in italics afterwards. Click the *Activate* button if you want to enable the level again.

#### C.3.2.2 Edit an MLA

If you want to edit an MLA, select it in the list and click the *Edit* button. The same window as described above for creating an MLA will appear. You can modify all fields except the Custom Field Group, Data Object Group, or Resource Field Group. Click *OK* to save your changes.

#### C.3.2.3 Delete an MLA

You can only delete an MLA if it has not been used. If it has been used, you get a warning stating you can only disable this MLA (see below). In order to delete an MLA select it in the list and click the *Delete* button. If you confirm the following dialog with *Yes*, the MLA (and the Custom Field within *Custom Field Administration*, Data Object Group Field within *Customer Data Model*, or Resource Field within *Resource Model*) will be removed from the list and the system.

#### C.3.2.4 Enable or Disable an MLA

If you cannot delete an MLA, or if you do not want to delete it because you might need it again, you can disable it. To do so select the MLA and click the *Deactivate* button. The entry in the list is shown in italics afterwards. A disabled MLA will not be displayed in the Web Client. Just click the *Activate* button below the MLA list if you want to enable the MLA again.

## C.4 Ticket History

This chapter discusses the following:

C.4.1 Introduction	. 132
C.4.2 Display Modes of Ticket History in the Web Client	.133
C.4.3 General Information about the Visibility of Ticket History Entries in the Web Client	140
C.4.4 Ticket History Storage and Transfer to the Data Warehouse (DWH)	.142

## C.4.1 Introduction

For each ticket, the ticket history is stored in the ConSol CM database, i.e., the entire life cycle of a ticket can be traced. This comprises actions like workflow activities or incoming e-mails as well as automatic and system actions like the change of the responsible engineer or to check if a time-based trigger has to fire. For those of you familiar with ConSol CM version 5: this is the equivalent to the ticket protocol.

Histo	Comment   E-Mail   Attachment   Time booking
Displ	ay communication 🔻 Sorting latest first 💌
	comment, e-mail or attachment
11/25/15 16:49	#23 created by admin   Action 💌
	default class Customer called.
7/29/15 15:30	#20 changed by Susan ServiceDesk
	Attachment ResourcePool_Overview.png png    added
7/29/15 15:29	#18 changed by Susan ServiceDesk
	Attachment CM6-Release-Notes-6.9.1.docx dom v added
7/29/15 15:27	#16 changed by Susan ServiceDesk
	Attachment CM6-Release-Notes-6.10.2.pdf pdf   added
	Attachment CM6-Release-Notes-6.10.1.pdf added

The ticket history is displayed in the *History* section on the ticket page.

#### Figure 72: ConSol CM Web Client: History section

In case the DWH is in use (see section <u>Data Warehouse (DWH) Management</u>), you can configure if the history data should be transferred to the DWH, see section <u>Ticket History Storage and Transfer to the</u> <u>Data Warehouse (DWH)</u>on this page.

## C.4.2 Display Modes of Ticket History in the Web Client

The display mode for the ticket history can be configured on the navigation item *History* in the navigation group *Tickets*. On this item you can configure the visibility level for each action or event that has taken place concerning a ticket. The entries of the indicated type(s) will be visible in the ticket history if the user has selected the respective visibility level. This is of importance if the display mode *Display all entries* is used.

The visibility of e-mails, comments and attachments (i.e., their visibility level and if the text entries are displayed full or short) can be controlled by <u>Classes of Text</u>. The visibility of entries with no class of text assigned to them is determined by the default class of text (in a default installation of ConSol CM, the default class for e-mails and comments is named *default\_class* and the default class for attachments is named *default\_attachment\_class*).

			Availabi (read-oi	le action typ nly)	es visibi	guration of the lity level for each n type
ConSol CM6						C 💽 🕄
A Home		*	History			
Access and Roles	۲		Visibility of ticket history entries			
Eists	۲		Туре		Visibility	
Tickets	۲		Queue changed		on every level	
	<u> </u>		Custom field changed		2nd level and 3rd level	
Custom Fields			Ticket created		on every level	
			Subject changed		only 3rd level	
History			Customer changed		2nd level and 3rd level	
Administration			Assigned engineer changed		only 3rd level	
Administration			Referenced engineer added/removed		2nd level and 3rd level	
Search Actions			Reference added/removed		2nd level and 3rd level	
			Attachment added		2nd level and 3rd level	
Customers	۲		Ticket transferred to activity after work		only 3rd level	
-			Manual activity or activity with overlay	executed	2nd level and 3rd level	
Resources	۲		Activity executed after escalation		on every level	
Global Configuration	۲		Automatic activity executed Time booking added		only 3rd level 2nd level and 3rd level	
⑦ Data Warehouse	۲					
Services	۲					
E-Mail	۲					
🛟 System	۲					
-		-				
[CM_Administration]						

Figure 73: ConSol CM Admin Tool - Configuration: Ticket history

The editing panel for the ticket history shows a list of all configured values, each with:

- Type
  - The type of action that has been performed.

#### • Visibility

The visibility level in the Web Client. There are three levels:

- Basic (1st level)
- Extended (2nd level)
- Detail (3rd level)

The following figures show the action type time booking added configured for 2nd level and 3rd level.

	o 1945 municiteri No comment					
	ingineers	Add   H	lide			
	lo relations	Add   H	lide	-		
	History   Comment   E-Mail   Attachment   Time booking   Hide					
1	Display all entries 💌 Sorting latest first 💌					
 a	Add comment, e-mail or attachment					
9.01.14 15.	19 #10 created by Charly Chef   Action 💌					
	This can only be fixed by installing the patch release 47.11 $$					
1.07.11 10.	8 #6 created by admin   Action 🔻					
P	Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Aenean commodo ligula eget dolor. Ae	enean massa. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculu	IS			

Figure 74: ConSol CM Web Client - Time booking entry not visible on 1st level

	No comment					
	Engineers				Add	Hide
	No relations				Add	Hide
	History	Comment	E-Mail	Attachment	Time booking	Hide
	Display all entries         Sorting latest first            Add comment, e-mail or attachment					
29.01.14 16	19 #10 created by Charly Chef   Action ▼ no class This case sty be fixed by installing the path release 17.11.8 ■ Time booking added: 1/29/14 3:48 PM Duration: 00:30 Project: Project WindowsMigration (Server preparation)	1				
26.11.13 12						
07.07.11 10	18 #7 changed by cmas:jbpm:timer • Reaction overdue has been triggered					
01.07.11 10	18 #6 created by admin   Action ▼ default class I orem insum dolor sit amet, consectetuer adiniscing ellt Aegeag commodo ligula eget dolor. Aegeag massa, Cum sociis gatogue per	enatihus et ma	nnis dis	narturient mor	ites nascetur	

Figure 75: ConSol CM Web Client - Time booking entry visible on 2nd level

It is not possible to add new action types to the list. To edit the visibility for an existing entry, doubleclick the visibility value you would like to modify and select the desired option from the drop-down menu.

ivity executed after escalation	on every level	
omatic activity executed	only 3rd level	
e booking added	2nd level and 3rd level 🚽	
	on every level	
	2nd level and 3rd level	
	only 3rd level	
	omatic activity executed e booking added	omatic activity executed only 3rd level

Figure 76: ConSol CM Admin Tool - Selecting (and changing) the visibility level for an action type

The next picture shows the visibility for the action type *time booking added* after the setting has been modified on the navigation item *History* in the navigation group *Tickets*:

	No comment				
	Engineers			Add	Hide
	No relations			Add	Hide
	History	Comment	E-Mail Attachment	Time booking	Hide
	Display all entries 💌 Sorting latest first 💌				
_	Add comment, e-mail or attachment				
29.01.14 16	.19 #10 created by Charly Chef   Action 💌				
	This can only be fixed by installing the patch release 47.11.				
	= Time booking added: 1/29/14 3:48 PM Duration: 00:30 Project: Project1 WindowsMigration (Server preparation)				
01.07.11 10	18 #6 created by admin   Action 💌				
P	Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Aenean commodo ligula eget dolor. Aenean massa. Cum socis natoque penatiti mus. Donec quam felis, utricies nec, pelentesque eu, pretium quis, sem. Nula consequat massa quis enim. Donec pede justo, fringilia v	el, aliquet neo	, vulputate eget, arcu		ulus

Figure 77: ConSol CM Web Client - Time booking entry visible on 1st level

#### C.4.2.1 Setting the Mode for the Display of Custom Field Changes in the Ticket History

Please note that the visibility level in the history can be set

- globally, using the visibility parameter *Custom field changed*
- specifically for one or more Custom Fields using the annotation visibility configuration
- Please note that the visibility of attachments is configured only here (Attachment added). Text classes (see section <u>Classes of Text</u>) are not taken into consideration for attachments.

In the following example, changing a Custom Field (i.e. setting a new value) will be displayed in the 2nd and 3rd level (*Extended* and *Detail*) of the ticket history. This is the system-wide setting.

isibility of ticket history entries	
Туре	Visibility
Queue changed	on every level
Custom field changed	2nd level and 3rd level
Ticket created	on every level
Subject changed	only 3rd level
Customer changed	2nd level and 3rd level
Assigned engineer changed	only 3rd level
Referenced engineer added/removed	2nd level and 3rd level
Reference added/removed	2nd level and 3rd level
Attachment added	2nd level and 3rd level
Ticket transferred to activity after workflow deployment	only 3rd level
Manual activity or activity with overlay executed	2nd level and 3rd level
Activity executed after escalation	on every level
Automatic activity executed	only 3rd level
Time booking added	2nd level and 3rd level

Figure 78: Admin Tool: Visibility configuration for Custom Field changed

For the Custom Field *volume\_product*, the visibility configuration is set to *on every level*. In this way, the change of this Custom Field would always be visible in the ticket history, no matter which visibility level the engineer has selected (*Basic, Extended*, or *Detail*).

roups				Fields		
ilter:	1	All queues	•	Filter:		
Ticket data	Activity Form data			Name	Data t	type
Name				effort	number	r
helpdesk_sta	ndard			existing_customer	boolear	n
sales_standa				incoming_date	date	
conversation	_data			origin	enum	
qualification				priority	enum	
workaround				product	enum	
feedback			=	BidInitiator	string	
queue_fields				sales_chance	enum	
am_fields				volume_consulting	number	r
order_data				volume_product	number	r
serviceDesk_	fields					
TestGroup1						
FestGroup2						
ServiceDeskD						
CustomerTick SolutionEielde						
•	) 🗾 🔕 [	•		• •	8	
ssigned anno	otations			Assigned annotations		
ame	Value	Annot	ation group	Name	Value	Annotation group
				reportable	true	dwh
				position	3;0	layout
				visibility configuration	on every level	visibility

Figure 79: Setting the visibility configuration for one specific Custom Field (example: volume\_product)

# C.4.2.2 Modifying the Display Behavior for the Basic and Extended Level to Optimize Ticket History Display

Tickets with a great number of history entries, e.g. comments, might be too large to get a quick overview of all entries. You can use the *lazy loading* feature (see Page Customization attributes *headHistoryElementsCount* and *tailHistoryElementsCount*) to reduce the required space of a ticket.

You can also modify the number of lines which are displayed for comments in the 1st (basic) and 2nd (extended) visibility level. This can be done for ticket history entries which are marked with a class of text which applies to the first two "short" levels, i.e. for classes of text with the visibility 1st level short and 2nd level short.

The configuration is done using the two page customization attributes of type *acimSection*, scope *tick-etEditPage/acimSection*, see <u>acimSection (Type or Subscope)</u>.

- standardViewCharactersLimit for 1st (basic) level short. Defines the number of characters displayed, default 150.
- **extendedViewCharactersLimit** for 2nd (extended) level short. Defines the number of characters displayed, default 350.

In the following example, both view limits have been set, but only when the level is short (according to the class of text, here: *default\_class*), the limit is applied.

Classes Of Text					
Classes of text					
Jasses of text Name  A attachment, visible default_attachment_class default_attachment_class Deleted EMail_OUT History	Color example text example text example text example text example text example text example text	Availability Attachment, Comment Attachment Attachment Attachment Comment, Incoming mail, Od.: Outooing mail	Visibility all levels full all levels full all levels full Ist level short, 2nd level full, 3rd level full hidden all levels full t E-Mail Attachment Time booking ,	Customer readable	Icon
Add comment, 9 minutes ago #43 crea 10 Lorem ipi History	nication   Sorting latest e-mail or attachment ted by Susan ServiceDesk sum dolor sit amet, consete	Action 👻 Itur sadipscing Commen	t   E-Mail   Attachment   Time booking   J		'iewCharactersLimit = 50
Add comment, i1 minutes ago #43 crea	nication  Sorting latest e-mail or attachment ted by Susan ServiceDesk ass				
Lorem ig invidunt justo du ipsum d eirmod t eos et a sanctus Lorem ig invidunt justo du	ssum dolor sit amet, con ut labore et dolore maç lo dolores et ea rebum. olor sit amet. Lorem ipsi rempor invidunt ut labor cccusam et justo duo do est Lorem ipsum dolor sit ssum dolor sit amet, con ut labore et dolore maç lo dolores et ea rebum.	na aliquyam erat, sed dia Stet clita kasd gubergren, um dolor sit amet, consete e et dolore magna aliquya lores et ea rebum. Stet cli sit amet. setetur sadipscing elitr, se na aliquyam erat, sed dia	ed diam nonumy eirmod tempor m voluptua. At vero eos et accusam e no sea takimata sanctue set Lorem etur sadipscing elitr, sed diam nonumy m erat, sed diam voluptua. At vero ta kasd gubergren, no sea takimata ed diam nonumy eirmod tempor m voluptua. At vero eos et accusam e no sea takimata sanctus est Lorem	et	
eirmod t eos et a	empor invidunt ut labor	e et dolore magna aliquya lores et ea rebum. Stet cli	etur sadipscing elitr, sed diam nonumy m erat, sed diam voluptua. At vero ta kasd gubergren, no sea takimata		ViewCharactersLimit = 200, not app

Figure 80: Configuration of comment display using a class of text plus page customization (ViewCharactersLimit), 1

Classes Of Text					
lasses of text					
Name 🔺	Color	Availability	Visibility	Customer readable	Icon
attachment hidden	example text	Attachment, Comment	all levels full		?
attachment_visible	example text	Attachment, Comment	all levels full		$\checkmark$
default_attachment_class		Attachment			
default_attachment_class		Attachment	all levels ful		
default_class	example text	Comment	1st level short, 2nd level short, 3rd level full		<b>Q</b>
Deleted EMail OUT	example text	Comment, Incoming mail, Ou	all levels full		
	example text	Outgoing mail	ai leveis tui		
					Admin Tool
History		Comn	nent   E-Mail   Attachment   Time booking	^	
Display com	munication 👻 Sorting late	est first 💌			
Add comme	ent, e-mail or attachment				
3					
49 minutes ago #43 o	created by Susan ServiceDe	sk   Action 💌			
C Lorer	m ipsum dolor sit amet, cons	otatur cadinacina			
Loren	in ipsum dolor sit amer, cons	etetul saupschig			
				standard	ViewCharactersLimit = 50
History		Comm	nent   E-Mail   Attachment   Time booking		
	munication 👻 Sorting late				
Display com	munication + Sorung late	stillst 🔻			
Add comme	nt, e-mail or attachment				
1 hour ago #43 c	reated by Susan ServiceDes	sk   Action 👻			
	ilt class				
derau					
			sed diam nonumy eirmod tempor		
	unt ut labore et dolore m o duo dolores	lagna aliquyam erat, sed o	diam voluptua. At vero eos et accusam	et	
Justo	duo dolores				
				ovtondod	lViewCharactersLimit = 200, a
				extended	viewcharacterstinnt – 200, a
			Web Clie		
			web Clie	nu	

Figure 81: Configuration of comment display using a class of text plus page customization (ViewCharactersLimit), 2

# C.4.3 General Information about the Visibility of Ticket History Entries in the Web Client

There a two visibility settings for ticket history entries:

- The chosen display mode
- The chosen <u>visibility level</u> (including the additional information, whether entries should be displayed *full* or *short* within the chosen visibility level).

There are **two kinds of ticket history entries** for which you can define the visibility settings:

#### • Comments/Communication

Refers to comments, e-mails and attachments. Their *visibility level*, and whether the text entries are displayed *full* or *short*, can be controlled by classes of text. The visibility of entries with no class of text assigned to them is determined by the *default class of text* (in a default installation of ConSol CM, the default class for e-mails and comments is named *default\_class* and the default class for attachments is named *default\_attachment\_class*).

#### • Other entries

For example, entries about changes to a ticket's queue or scope, assigning and unassigning engineers, or the execution of automatic activities. The full list of all possible types of *other entries* can be found in the Admin Tool in the navigation item *Ticket History*, where you can also set the *visibility level* for this entries.

#### C.4.3.1 The Display Mode in the Web Client

The display mode determines which kinds of ticket history entries are generally shown in the ticket history. Like the two kinds of ticket history entries (*comments/communication* and *other entries*), there are two display modes for the ticket history:

- Display mode Display communication (shows communication entries only)
- Display mode Display all entries (shows communication and all other entries)

#### Display mode Display communication

Shows only comments, e-mails, and attachments (not the full attachment, but an entry that an attachment has been added and a link to open the attachment). Whether a communication entry is shown, and how much of its contents are shown, depends an the selected <u>visibility level</u> (including the additional information, e.g., whether entries shall be displayed in *full* or *short* forms within the chosen visibility level).

#### Display mode Display all entries

Shows all other entries in addition the communication entries (e.g., entries about changes to a ticket's queue or scope). The full list of all possible types of *other entries* can be found in the Admin Tool in the navigation item *Ticket History*, where you can also set the *visibility level* for these entries. These *other entries* are visible only if the display mode *Display all entries* is chosen. After this requirement is met, the selected <u>visibility level</u> determines whether the different kinds of entries are shown. In contrast to communication entries, there is no differentiation between *full* and *short* visibility for these *other entries*.

	History Comment   E-Mail   Attachment   Time booking   A
	Display communication 🔻 Sorting latest first 💌
	Add comment, e-mail or attachment
6/24/15	#19 created by Susan ServiceDesk   Action 12:03 default class
	Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut

Figure 82: ConSol CM Web Client - Setting the display mode

#### C.4.3.2 The Visibility Level in the Web Client

There are three ticket history levels in the Web Client:

- Basic (1st level)
- Extended (2nd level)
- Detail (3rd level)

#### Visibility level for communication entries

In which visibility level (Basic, Extended or Detail) communication entries will be shown or hidden in the ticket history is determined by classes of text. You can create and manage them in the navigation item *Classes of Text*. The visibility of entries with no class of text assigned to them is determined by the *default class of text* (in a default installation of ConSol CM, the default class for e-mails and comments is named *default\_class* and the default class for attachments is named *default\_class*.

In addition to the general visibility of a communication entry, you can also determine if an entry of this class should be displayed in full length (*full*) or shortened after a certain number of characters (*short*).

#### Visibility level for other entries

In which visibility level (Basic, Extended or Detail) other entries will be shown or hidden in the ticket history can be configured in the navigation item <u>Ticket History</u>. In contrast to communication entries, there is no differentiation between *full* and *short* visibility for these other entries.

	History Comment E-Mail Attachment Time booking
	Display communication 💌 Sorting latest first 💌
	Add comment, e-mail or attachment
6/24/15	<b>#19 created by Susan ServiceDesk   Action</b> 12:03 default class
	Lorem ipsum dolor sit amet, consetetur sadipscing elitr, sed diam nonumy eirmod tempor invidunt ut

Figure 83: ConSol CM Web Client - Setting the visibility level

## C.4.4 Ticket History Storage and Transfer to the Data Warehouse (DWH)

In a standard CM installation which uses the Data Warehouse, the ticket history is stored in the CM database and transferred to the DWH.

You can use annotations to prevent the writing of the ticket history into the CM database and to prevent the transfer of ticket history data to the DWH:

Available in CM versions	Group annotation	Field annotation	Triggered behavior
6.6.0 and up	no- history	no- history- field	For the Custom Field Groups or single Custom Fields with this annotation, no history data will be written into the CM database. So no history data will be available at all - the <i>dwh- no-history</i> annotation does not have to be set for the respective Custom Fields or Custom Field Groups.
6.10.2 and up	dwh-no-his- tory	dwh-no- history- field	For the Custom Field Groups or single Custom Fields with this annotation, no history data will be transferred to the DWH.

Thus, if you want to see the history in the Web Client, but there are good reasons not to transfer all the data to the DWH, use *dwh-no-history* and *dwh-no-history-field*. In case you do not want to write history data at all, e.g., if some internal programming data is written into Custom Fields, use the *no-history* and *no-history-field* combination. Of course you can combine the two variants and use different values for each field or field group.

Please note that there might have been changes concerning the history transfer configuration during the life of a CM system. This might result in a CM database which contains (old) history data even though, currently, the annotation *no-history* is set.

Please note the CM behavior during an update to versions 6.10.2 and higher:

To keep old system configurations valid, for all Custom Fields and Custom Field Groups which are annotated with *no-history-field* and *no-history*, the new annotations *dwh-no-history-field* and *dwh-no-history* are added automatically.

## C.5 Configuration of the Ticket List

This chapter discusses the following:

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C.5.2 The Definition of Customer Templates	145
C.5.3 The Annotation of Custom Fields	145
C.5.4 The Page Customization for the Ticket List-Specific Attributes	.146

## C.5.1 Introduction

In the Web Client, the ticket list is displayed on the left hand side of the user interface. The list serves as to-do list for the engineer.

	ConSol *	
	CIVIO	Logged in: Susan ServiceDesk 🔸
	Overview Create ticket Create customer	Resource pool Text templates Document templates Reporting ConSol* Help
Ticket list with ticket list settings panel	Vew ServiceDesk4  Vew Alsocia Refer, Alsocia Service Creation data Creat	Note of participation         Note of participation
	100257 Service request conc. contract #4711 Customer: <u>Miller Max</u> 4/16/14 12:09 PM New ticket Module misc	No relations Calendar  Related Resources  PCs  Pfinters
	Please order more coffeemakers 100258 4/22/14 12:39 PM Work in progress Module misc	PC Desktop Relation (II) Add HP Printer Relation (II) Add HP Printer Relation (II) Add HIStory Display communication * Sorting latest first *
	Login in ERP-System not possibile! 10029 54/14 3 35 FM Workgroup tickets (8) Unassigned tickets (57)	Add comment, e-mail or attachment 422141233 47 created by galaxianin Action * feat test
		No attachments

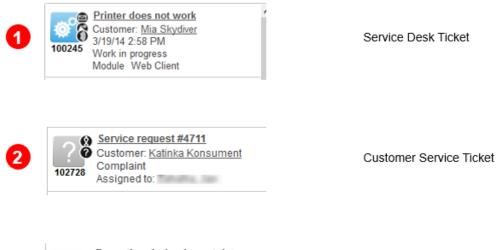
Figure 84: Web Client: Ticket list

The configuration of views and the assignment of views to certain roles define which tickets will be displayed in the ticket list. Please see section <u>View Administration</u> for a detailed introduction to the configuration of views performed by the administrator.

In the current section, you will learn how to configure the parameters which are displayed for one ticket. A ticket in the ticket list can look different in different systems, depending on the following parameters:

- the definition of customer templates
- the annotation of Custom Fields
- the page customization for the ticket list-specific attributes

Please see the following examples for different ticket appearances:





Exception during import data Customer: mrs Miller -(0351-52679-86) Assigned to: Meier, Friedrich 4/7/08 8:31 AM Reaction time 8/8/09 infotext NO MORE CONTRACT

Support Ticket

In the example displayed above, the following data is displayed:

(1) Service Desk ticket example

- Ticket subject (standard)
- Customer (formatted by customer template)
- Creation date (standard for unassigned tickets)
- Scope (formatted by page customization)
- Custom Field (here: Module, an enum; formatted by annotation)

(2) Customer Service ticket example

- Ticket subject (standard)
- Customer (formatted by customer template)
- Custom Field (here: Ticket type, an enum)
- Assigned to (standard for assigned tickets)

(3) Support ticket example

- Ticket subject (standard)
- Customer (formatted by customer template, here with phone number)
- Assigned to (standard for assigned tickets)
- Creation date

- Custom Field (here: Reaction time deadline, a DATE field)
- Custom Field (here: a String field, infotext)

#### C.5.2 The Definition of Customer Templates

The appearance of customer data (e.g. name only or name and phone number) is defined by the template which is assigned in the data object. This can be the Ticket list template or, if the Ticket list template is not defined, the Default template. Please see section<u>Templates for Customer Data</u> for a detailed explanation of templates for customer data.

#### C.5.3 The Annotation of Custom Fields

#### C.5.3.1 Ticket List-Specific Annotations

There are three annotations which are specific for the display of Custom Field data in the ticket list:

- ticket-list-position
- ticket-list-colspan
- ticket-list-rowspan

#### ticket-list-position

This annotation can be set for Custom Fields. It defines the position of the given CF in the ticket list. Please be aware that all fields which are annotated this way have to fit in a common matrix. The principle is the same as for the positioning of Customer Fields on the ticket GUI, see section <u>Custom Field</u> <u>Administration (Setting Up the Ticket Data Model)</u>.

#### ticket-list-colspan

This annotation can be set for Custom Fields. It defines the number of columns which should be used by the respective field.

#### ticket-list-rowspan

This annotation can be set for Custom Fields. It defines the number of rows which should be used by the respective field.

#### C.5.3.2 General Annotations which Help Designing the Ticket List

The following annotations help designing the ticket list, but they are not ticket-list-specific, i.e. they can be used for any other Custom Field as well.

show-label-in-view

#### show-label-in-view

This annotation can be set for Custom Fields, for Data Object Groups Fields and for Resource Fields. Regarding the ticket list configuration, only Custom Fields are relevant.

If the annotation is set to *true*, the label (name of the Custom Field, technical or localized) is displayed in the view mode (here: in the ticket list). If you do not want the label to be displayed, set the value to *false*.

#### C.5.3.3 Example

The following example shows a ticket in the ticket list, configured using several parameters.

	Subject (standard)
	Customer (customer template uses <name,firstname>)</name,firstname>
Big problem with Big Data     Customer: <u>Skywalker,Luke</u>	Creation date
8/10/16 11:56 AM	Scope (defined using page customization)
	Custom field (with label displayed)
Next line Important Info And one more line	Custom field (rowspan = 3; label not displayed in view mode)

Figure 85: Ticket in ticket list, formatted using several parameters

#### C.5.4 The Page Customization for the Ticket List-Specific Attributes

Four page customization attributes play role for configuring the appearance of a ticket in the ticket list. They are set for the page customization type *accordionTicketList*.



Figure 86: Page Customization for the ticket list

The following attributes can be used:

- ticketDataConfigQueueGroupingScript
- ticketDataConfigEngineerGroupingScript
- ticketDataConfigCustomGroupingScript
- ticketDataConfigNoGroupingScript

#### C.5.4.1 ticketDataConfigQueueGroupingScript

Defines the ticket information display when grouping by queue is selected.

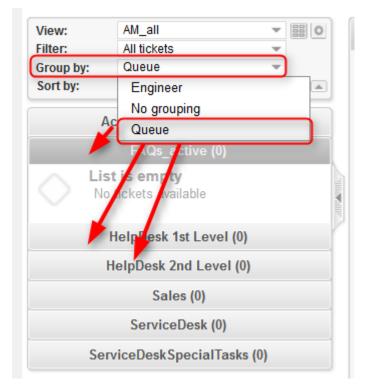


Figure 87: Ticket list grouped by queue

#### C.5.4.2 ticketDataConfigEngineerGroupingScript

Defines the ticket information display when grouping by engineer is selected.

#### C.5.4.3 ticketDataConfigCustomGroupingScript

Defines the ticket information display when grouping by a Custom Field is selected.

#### C.5.4.4 ticketDataConfigNoGroupingScript

Defines the ticket information display when no grouping criterion is selected.

#### C.5.4.5 Formatting Principle and Syntax

The formatting principle and syntax are identical for all four attributes.

The configuration String can contain 2048 characters. In case you have to use a longer construct, use an Admin Tool script (of type page customization).

ticketDataCo	nfigCustomGrouping	Controls settings when grouping by an enum CF is selected	[ALL_VIEWS_DEFAULT: [DE] (java.lang.String) (+) (-)	BiglobalSearchField     BiglobalSearchField     BiglobalSearchField     BiglobalSearchField     BiglobalSearchField     BiglobalSearchField     BiglobalSearchField     BiglobalSearchField     BiglobalSearchField     SarchField     SarchField
ticketDataCo	ifigEngineerGrouping	Controls settings when grouping by engineer is selected	<pre>[ALL YIEMS DEFAUL: [MINE: [CUSTOMER, CREATION_DATE]]. [GROUP: [CUSTOMER, ENGINEER, CARATION_DATE]], [UNASSIGNED: [CUSTOMER, CREATION_DATE]].ServiceDeskAll: [ DEFAULT: [CUSTOMER, CREATION_DATE, SCOPE]]. [UNASSIGNED: [CUSTOMER, SCOPE]]. [UNASSIGNED: [CUSTOMER, ]]</pre>	Aligned Content of Content o

Figure 88: Page Customization attributes for accordionTickeList (two examples displayed)

To define the ticket list display with page customization (for the attributes mentioned above...), a hierarchical configuration is used.

The first level is represented by the view definition, e.g. ALL\_VIEWS\_DEFAULT or a view name lik, e.g., 2nd\_Level\_View\_Open.

On the second level, you can define for which subset the parameter should be displayed. For engineer grouping, this could be, e.g. MINE/ GROUP/ UNASSIGNED, for custom-defined grouping, this could be e.g., DEFAULT and helpdesk\_standard.module.misc.

The third level is represented by the parameters to display. This can be CUSTOMER/ SCOPE/ ENGINEER/ CREATION\_DATE/ QUEUE

Please see the following example (for an engineer-specific grouping) for a first impression. To improve readability, we have inserted line breaks. In CM, please do not set any line break in the statement.

```
[ALL_VIEWS_DEFAULT:
[MINE: [CUSTOMER, CREATION_DATE]],
[GROUP: [CUSTOMER, ENGINEER, CREATION_DATE]],
[UNASSIGNED: [CUSTOMER, CREATION_DATE]],
ServiceDeskAll:
[ DEFAULT: [CUSTOMER, CREATION_DATE, SCOPE]],
[ UNASSIGNED: [CUSTOMER, CREATION_DATE]]]
```

The meaning of the template above:

For all views, it is set that the engineer's assigned tickets contain customer and creation date, that the group tickets contain customer, the assigned engineer and the creation date, and the unassigned tickets contain customer and creation date. For tickets in the queue ServiceDesk, a specific configuration is provided: for all types of tickets (i.e. tickets assigned to the engineer and group tickets), the customer data, creation date and scope should be displayed. For unassigned tickets, only customer data and creation date are displayed.

The ticket list, in the example, is displayed as shown in the following two figures.

View:	1st Level Open tickets 💌 📴 🧿	)
	Own tickets (4)	
SUP-2	<u>No permission granted</u> Customer: <u>Werner Buhrien</u> 5/15/08 3:58 PM Module Web Client	
SUP-69	AT: Incorrect labels in view wizard Customer: <u>Mia Skydiver</u> 2/27/08 3:05 PM Module AdminTool	A PARTIE
100364	Printer does not print Customer: <u>Skywalker,Luke</u> 2/8/16 7:44 AM	
100368	Printer does not print properly Customer: <u>Katja1 Doku</u> 3/22/16 4:53 PM	
	Workgroup tickets (20)	
	Unassigned tickets (77)	

Figure 89: *Ticket list for view HelpDesk 1st Level, defined by ALL\_VIEWS\_DEFAULT* 

View:	ServiceDeskAll 👻 🔠 💿	J
	Own tickets (43) Qualify Module AdminTool	
SUP-2	No permission granted Customer: <u>Werner Buhrien</u> 5/15/08 3:58 PM Qualify Module Web Client	
100245	Printer does not work Customer: <u>Mia Skydiver</u> 3/19/14 2:58 PM Work in progress Module Web Client	
100254	<u>User cannot activate product</u> <u>key</u> Customer: <u>Mia Skydiver</u> 3/31/14 2:24 PM Work in progress Module misc	
100255	<u>SOP neu definieren?</u> Customer: <u>Minnie Mouse</u> 3/31/14 2:42 PM New ticket Module misc	

Figure 90: Ticket list for view ServiceDeskAll, defined view-specific, scope displayed for the engineer's tickets

#### Available parameters:

For views:

- ALL\_VIEWS\_DEFAULT
- <technical view name>

For subgroups:

- In Engineer grouping:
  - DEFAULT
  - MINE
  - UNASSIGNED
  - GROUP

- In all groupings:
  - CUSTOMER
  - CREATION\_DATE
  - SCOPE

Restore default setting for a configuration:

• DEFAULT\_CONFIGURATION\_SCRIPT

For the different customization attributes there are specific keywords to identify the subgroups provided by this grouping field:

- Queues (ticketDataConfigQueueGroupingScript): Every queue is identified by the technical queue name like *Sales* or *ServiceDesk*.
- Engineers (ticketDataConfigEngineerGroupingScript): Keywords MINE, GROUP, UNASSIGNED are used for the engineer's tickets, the workgroup and unassigned tickets, respectively.
- Custom Fields (ticketDataConfigCustomGroupingScript): Configured ENUM Custom Fields are identified by the combination of group and value names like *enum\_group\_name.enum\_value\_name*, for example *helpdesk\_priority.urgent*.
- No grouping (ticketDataConfigNoGroupingScript): This setting offers no sub-groups, thus there are no corresponding identifiers.

Basic ticket information fields are identified by the following keywords (which are self-explanatory):

- CREATION\_DATE
- QUEUE
- SCOPE
- ENGINEER
- CUSTOMER

#### C.5.4.6 Default Settings

If no values are changed, or if the default configuration is restored (using the parameter DEFAULT\_CONFIGURATION\_SCRIPT), the following values are set:

• Queues (ticketDataConfigQueueGrouping):

[ ALL\_VIEWS\_DEFAULT: [ DEFAULT: [CUSTOMER, CREATION\_DATE] ] ]

• Engineers (ticketDataConfigEngineerGrouping)

```
[ ALL_VIEWS_DEFAULT: [ MINE: [CUSTOMER, CREATION_DATE ] ],
  [ GROUP: [CUSTOMER, ENGINEER, CREATION_DATE] ],
  [ UNASSIGNED: [CUSTOMER, CREATION DATE ] ] ]
```

• Custom Fields (ticketDataConfigCustomGrouping):

```
[ ALL_VIEWS_DEFAULT: [ DEFAULT: [CUSTOMER, CREATION_DATE] ] ]
```

• No grouping (ticketDataConfigNoGrouping):

```
[ ALL_VIEWS_DEFAULT: [ DEFAULT: [CUSTOMER, CREATION_DATE] ] ]
```

#### C.5.4.7 Configuring Page Customization for the Ticket List using a script

As for all page customization attributes, instead of setting the values for each single attribute using the Web Client, you can set the required attributes using an Admin Tool script. For a detailed explanation, please refer to the section about <u>Page Customization</u>.

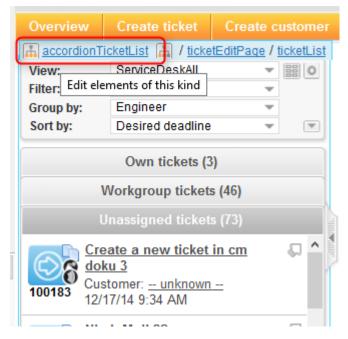


Figure 91: Page Customization for the ticket list in the Web Client

	accordionTicketList	scope AccordionTicketListCustomization className	configuration script: viewSpecificTicketListConfig.	run with admin privileges: 🗹
C	istomization of accordion ticke	t list, context={}		
	··· • ·			

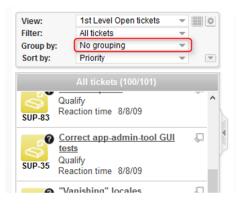
Figure 92: Configuring a script for the Page Customization for the ticket list

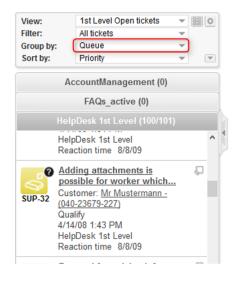
The attributes for the ticket list have to be set using a script for the type *accordionTicketList*. The script can either return only one of the attributes for the type or more, or even values for all attributes. The following example shows a script which returns values for the two attributes *tick-etDataConfigNoGrouping* and *ticketDataConfigQueueGrouping*.

return [ticketDataConfigNoGrouping: "[ALL\_VIEWS\_DEFAULT: [DEFAULT: [CUSTOMER, CREATION\_DATE]], MultiCGView: [DEFAULT: [ENGINEER]], 1st\_Level\_View\_Open: [DEFAULT: [SCOPE]]]",ticketDataConfigQueueGrouping: "[ALL\_VIEWS\_DEFAULT: [DEFAULT: [CUSTOMER, CREATION\_DATE, ENGINEER, ENGINEER]], [HelpDesk\_1st\_Level: [CUSTOMER, SCOPE, CREATION\_DATE, QUEUE]], [HelpDesk\_2nd\_Level: [CUSTOMER, QUEUE, SCOPE, CREATION\_DATE]]]"]

Code example 1: *Example script for ticket list configuration (viewSpecificTicketListConfig.groovy)* 

The following ticket list configurations will be displayed in the Web Client, see following figure.





No grouping. HelpDesk\_1st\_Level: DEFAULT: SCOPE (Reaction time stems from annotation!)

Queue grouping. HelpDesk\_1st\_Level: CUSTOMER, SCOPE, CREATION\_DATE, QUEUE displayed (Reaction time stems from annotation!)

Figure 93: Parts of two ticket lists according to the configuration in the example script

### C.6 Configuration of the Web Client Dashboard

Starting with version 6.9.4, the ConSol CM Web Client provides a *dashboard* for engineers, displayed on the Web Client *Overview* page. On the dashboard you can display statistical values that show important information about the work areas of your engineers.

The dashboard is composed of one or more so-called widgets. In its default configuration, the dashboard contains only one widget which displays a graphic with the number of tickets in all groups of the selected view. Dashboards can contain interactive elements, e.g., to show or hide elements of the graphic. However, persistent engineer-specific (personal) adaption is not possible.

After an update from a previous version to CM version 6.9.4 and up, the Web Client Dashboard will be disabled.

In a new installation CM 6.9.4 or higher, the Web Client Dashboard will be enabled by default. A default dashboard configuration is provided (see example below).



Figure 94: ConSol CM Web Client - Web Client Dashboard with default graphic



Figure 95: ConSol CM Web Client - Interactive widget (fade-in and -out parts of the graphic)

Widgets which are used for the dashboard are of one of two possible types:

• Chart

for graphical representation of data

• Table

for table representation of data

You as an administrator can design the layout of the dashboards as required, i.e., you can place chart widgets and table widgets on the dashboard page. They are placed on the page based on a grid lay-out.

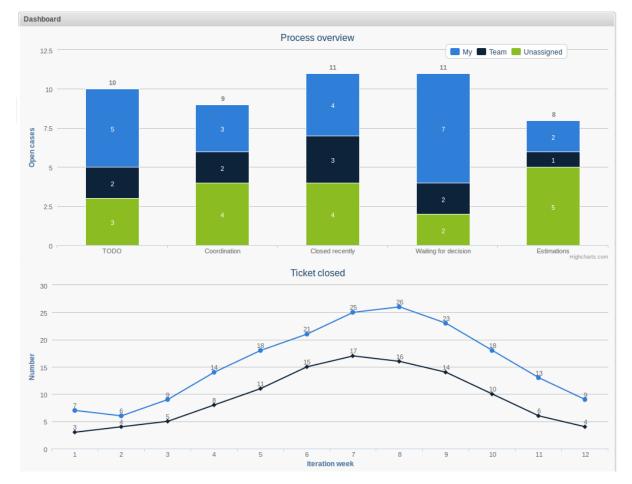


Figure 96: ConSol CM Web Client - Example for a dashboard with two graph widgets in one column



Figure 97: ConSol CM Web Client - Example for dashboard with one chart and one table widget in one column

The widgets on the dashboard can also be arranged in tabs.

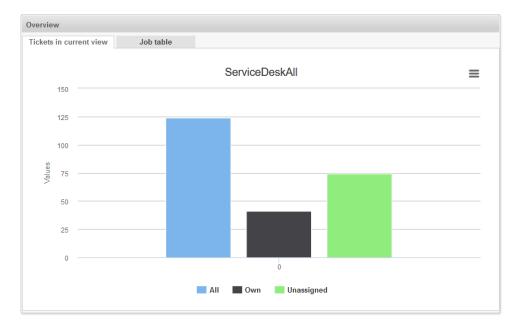


Figure 98: ConSol CM Web Client - Two widgets, each placed on a tab.

The data for the graphs and/or tables in the widgets are retrieved using Groovy statements which are placed in an Admin Tool script.

The dashboard is configured using Page Customization for the Web Client Dashboard.

## C.7 Page Customization

This chapter discusses the following:

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C.7.5 Page Customization Attributes for Types, Scopes and Subscopes, in Alphabetical Order	180
C.7.6 Page Customization for the Web Client Dashboard	228

#### C.7.1 General Introduction to Page Customization

In addition to the design of the Web Client GUI in the process of defining Custom Fields (see section <u>Custom Field Administration (Setting Up the Ticket Data Model)</u>), Data Object Group Fields (see section <u>Data Object Group Field Management and GUI Design for Customer Data</u>), and maybe Resource Fields (see section <u>CM.Resource Pool - Setting Up the Basic Resource Model</u>) an administrator can configure more GUI layout features and functionality using **page customization**. The configuration is performed by assigning values to *attributes*.

When you log in to the Web Client as an administrator, you see the item *Enable page customization* in the main menu. Depending on the context, i.e., on the page that is currently displayed, the page customization offers different, page- and context-specific functionality.

For example, when you have opened a ticket and start the page customization, you can configure attributes for the ticket in general. When the Ticket E-Mail Editor is open, you can also configure e-mail editor-specific attributes.

In the following sections, the general principle of page customization and all available page customization attributes are described and explained in detail. In all other sections of this *ConSol CM Administrator Manual*, references to this sections will be included where required.

The page customization settings are part of the ConSol CM configuration data. You can export and import them using the Admin Tool, as described in section <u>Deployment</u> (<u>Import/Export</u>).

#### C.7.2 Page Customization in the Web Client

When you start the page customization mode, the *Page Customization Definition Section* is displayed in the lower half of the GUI. On the right side you see a tree that reflects the structure of the current page. Within the page, every element of the page is marked by a blue border. When you move the mouse over an element, its name is displayed. When you click on this name, the definition section for this element is opened, and the element is marked in the tree. In this way, you can easily identify the component you would like to modify.

ConSol <b>∦</b> CM6		Logged In: admin 💽		
Overview Create ticket	Create customer	Manage templates Manage Word templates Enable page customization All custom	mer groups	٩
View: No view available Own tickets (0) List is empty No tickets available Workgroup tickets Unassigned tickets	s (O)	Main customer MIr Luke Skywalker  CustomerGroup Uke@consolde Engineers	Add   Hide Add   Hide Add   Hide	Workflow activities         Close immediately         Deny ticket         Ask for approval         Workspace is empty         Af your unaved tasks are automatically lated in this workspace.         Favorites         Test wg. ABB
<ul> <li>yiobal3ealCill leiu type</li> </ul>	scope	className		navigationLinks
Customization of Global Sea	arch, context={}		-#	globalSearchField
Attribute name	Comma-seperated v	Description         Value           alues defining order and visibility of search result items. Possible values are:         TICKET, COMPANY, CC		accordionTicketList
searchResultItemsOrder				ticketPanel

Figure 99: ConSol CM Web Client - Page Customization Definition Section

The tree might display the following elements (see next figure). Since the Page Customization Definition Section is rather small you might have to scroll to see all elements. In this example (see figure above), the administrator has opened the *ticketEditPage* (see following paragraphs for details).



Figure 100: ConSol CM Web Client - Page Customization tree

lcon	Description
<u>.</u>	Configuration of all elements of this type
Ē.	Configuration of this specific element deployed within the identified scope

You can also click on an element name in the tree to open the editor for this element in the left area of the Definition Section, e.g., for the element *navigationLinks* (see following figure).

			0	
ConSol *			0	
CM6		Logged in: admin	-	
crview Create ticket	Create customer	Manage templates Manage Word templates Enable page customization	All customer group	s Q
v: No view available		Ticket "Login not possible" created successfully.	×	Workflow activities
	0)	Ticket	Accept Edit Clone Print Display 🛩	Close immediately
List is empty		Login not possible		Deny ticket
No tickets available		HelpDesk 1st Level   Qualify 100620 Unassigned   Open since 12/10/13 3:35 PM		Ask for approval
Workgroup ticke	ts (0)	Priority high Module Web Client		Workspace
Unassigned ticke	ets (0)	Reaction time 12/11/13 Ask for feedback no Country USA		Workspace is empty
	4			All your unsaved tasks are automatically listed in this
		Customers	Add Hide	workspace.
		Main customer Mr Luke Skywalker  CustomerGroup		
		luke@consol.de		Favorites
				Test wg. ABB
		Engineers	Add Hide	
		No relations	Add Hide	
		History	Comment E-Mail Attachment Time booking Hide	
		Display all entries 🔻 Sorting latest first 🔻		
		Add comment, e-mail or attachment		
		10.12.2013 15.35 #1 created by admin   Action 💌		
		Please help, thanks		
		<ul> <li>Ticket created</li> </ul>		
		Queue set to HelpDesk 1st Level		
		Attachments	Hide	
ustomization or navigatio	n links, context-8			n6-demo.int.consol.de
Attribute name		Description		avigationLinks
ateContactLinkVisible	Whether the create link)	Contact link can be shown (note: apart from this property user must have appropriate permissions to see createContac		ticketEditPage     ticketEditPage     ticketEditPage     ticketEditPage
			- El a	

Figure 101: ConSol CM Web Client - Selected tree element in the definition section

The entire page is built according to a strictly hierarchical structure and every element is defined by

- a type (mandatory)
- a scope (mandatory)
- a subscope (optional)
- a class (the respective Java class, mandatory)

These are displayed in the blue header section of the editor in the Definition Section when you mark an element either in the tree or in the GUI. Using the page customization, you can decide on which level you want to configure attributes:

- When you work on the *type* level, you define the attributes for all sub-elements of this type, i.e., for all scopes (subscopes).
- When you work on the *scope* level you define the attributes for all (sub-)elements of this scope and all subscopes.
- When you work on *subscope* level you define the attributes for this subscope only.

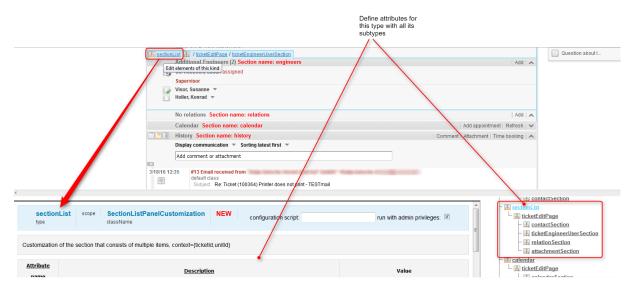


Figure 102: Selecting the level for the Page Customization, here: type.

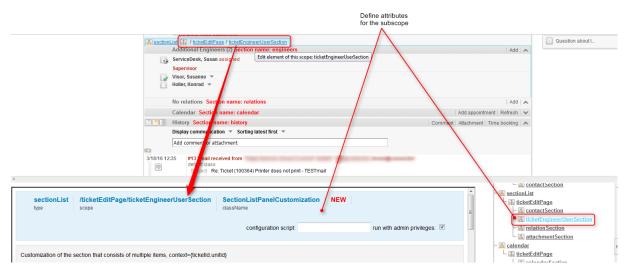


Figure 103: Selecting the level for the Page Customization, here: subscope.

Please see the following example for ticket list configuration.

• Type level:

ConSolᢜ		0	
CONSOL			
CIVIO	Logged in: admin	$\bigcap$	
Overview Create ticket Create custom	er Manage templates Manage Word templates Enable page customization	All customer groups	۹
Image: second contract with the second contresecond contract with the second contract with the sec	Ticket	Accept Edit Clone Print Display -	Workflow activities
		Accept Late Cone Frint Display *	Close immediately
Own to kets (0)	Cogin not possible     HelpDesk 1st Level   Qualify		Deny ticket
No tickets available	100620 Unassigned   Open since 12/10/13 3:35 PM		Ask for approval
	Priority high Module Web Client Reaction time 12/11/13 Ask for feedback no		
Workgroup tickets (0)	Country USA		Workspace
Unassigned tickets (0)	Customers	Add Hide	Workspace is empty All your unsaved tasks are
	Main customer		automatically listed in this
	Integersol.de		workspace.
	interection de		Proventite a
	Engineers	Add Hide	Favorites
	No relations	Add Hide	Test wg. ABB
	History	Comment E-Mail Attachment Time booking Hide	
	Display all entries 👻 Sorting latest first 👻		
	Add comment, e-mail or attachment		
	10.12.2013 15.35 #1 created by admin   Action -		
	Please help, thanks		
	Ticket created		
	Queue set to HelpDesk 1st Level		
	Attachments	Hide	
			a ticketEditPage
accordionTicketList scope	Accordion TicketListCustomization NEW		accordionTicketList
	className configuration	script:	ticketEditPage
			LicketList
Customization of accordion ticket list, conte	xt=8		ticketPanel
			ticketEditPage
Attribute name	Description		customerSectionPanel
-terribute nume	<u>Description</u>		m ucketEattPage

Figure 104: ConSol CM Web Client - Defining attributes on Type level

• Scope level:

ConSol €M6		0	
CM6	Logged in: admin. 💌	0	
Overview Create ticket Create customer	Manage templates Manage Word templates Enable page customization	All customer groups	٩
Overview         Charles Construction         Charles Construction           Macademic Mathematical ()         / Vester Mathematical ()         Vester Mathematical ()           View:         Ito view vrsitede         1000           Own tickets (0)         List is empty No tickets available         Workgroup tickets (0)           Unassigned tickets (0)         Unassigned tickets (0)	Ticket     Login not possible       HebDex Ital Level Qualify       10050       Prorty high       Mark WebDex Ital Level Qualify       Unassigned Qoes since 12/01/3 335 PM       Prorty high       Mark WebDex Ital Level Qualify       Unassigned Qoes since 12/01/3 335 PM       Reaction time 12/01/3 Ask for feedback no       Customers       Mark Customerer       Mr Luke Skywalker * CustomerGroup       Usegenoolde       Engineers       No relations       Image History       Display all entries * Sorting latest first *       Add comment, email or attachment       Image History       Passe help, hants       • Ticket created       • Queue set to HelpDex It st Level	Accept Edt Cone   Print Display w Acd   Hide Add   Hide Add   Hide Add   Hide Add   Hide	Workflow activities Close immediately Deny tools Ask for approval Workspace Workspace is entry Al your unsaved tasks are automatically listed in this workspace. Favorites Test wg. ABB
	Attachments	Hide	
4 accordionTicketList //icketEdit scope	Page AccordionTicketListCustomization NEW configuration scri		uruvai suai Liirum iii tuket Edit Page accontinci kati ist iii tuket Edit Page
Customization of accordion ticket list, context=	0		后 <u>licketList</u> <u>ticketPanel</u> 通 <u>ticketEditPage</u>
Attribute name	Description		customerSectionPanel

Figure 105: ConSol CM Web Client - Defining attributes on Scope level

• Subscope level:

ConSol≛	C		
ConSol ⋇ CM6	ogged in: admin	0	
	Anage templates Manage Word templates Enable page customization	All customer groups	8
A accordionTicketList A / ticketEdtPage / ticketList			
View: No view available		Accept   Edit   Clone   Print   Display 💌	Workflow activities Close immediately
Own tickets (0)	Login not possible     HebDesk 1st Level Qualify		Deny ticket
List is empty No tickets available	100620 Unassigned   Open since 12/10/13 3:35 PM		Ask for approval
~	Priority high Module Web Client Reaction time 12/11/13 Ask for feedback no		
Workgroup tickets (0)	Country USA		Workspace
Unassigned tickets (0)	Customers	Add Hide	Workspace is empty All your unsaved tasks are
	Main customer Mr Luke Skywalker  CustomerGroup		automatically listed in this workspace.
	luke@consol.de		
			Favorites
-	Engineers No relations	Add Hide	Test wg. ABB
		-Mail Attachment Time booking Hide	
1	Display all entries V Sorting latest first V		
	Add comment, e-mail or attachment		
1	0.12.2013 15.35 #1 created by admin   Action 💌		
	Please help, thanks		
	<ul> <li>Ticket created</li> <li>Queue set to HelpDesk 1st Level</li> </ul>		
	Attachments	Hide	
	Attacimients	Hide	
4			F
			ticketEditPage
accordionTicketList /ticketEditPag	e/ticketList className NEW		accordionTicketList
type scope	classivame		TicketEditPage
	configuration script:	-	icketPanel
1	5		TicketEditPage
Customization of accordion ticket list, context={}			customerSectionPanel

Figure 106: ConSol CM Web Client - Defining attributes on Subscope level

For some elements there may be two hierarchical paths, as shown in the following example for the subscope *contactSection*:

- Path 1: customerSectionPanel / ticketEditPage / contactSection
- Path 2: sectionList / ticketEditPage / contactSection

So, in this example, a *ticketEditPage / contactSection* subscope can be configured for two different types: *customerSectionPanel* and *sectionList*.

	Ticket	
	100313	Printer still does not work ServiceDesk   New ticket Assigned to ServiceDesk, Susan   Open since 11/11/14 2:30 PM Priority normal Module Web Client Ask for feedback no Desired deadline 11/18/14 12:00 AM This is a clone of ticket # 100245 Continent Europe Request Type Request Type Complaint
		Groups Section name: customfields
ſ		Conversations/Meetings ContactSection  ist in / ticketEditPage / contactSection
I		Customers (2) Section name: contacts
		Main Mrs Mia Skydiver V MyCustomerGroup Starship Operator Dr. Special Forces There are 1 more customers.

Figure 107: ConSol CM Web Client - Two paths to the Page Customization element contactSection

For every element, there is also a configuration script that can dynamically define values. The script is executed in the context of the engineer who is currently logged in. Therefore, the engineer permissions might exert an influence on the script result, e.g., when you use the code to select *all tickets*, the amount of tickets will be different depending on the queue permissions of the current engineer. When you need global access within the script, you can always execute it with admin privileges by ticking the respective checkbox. Within the script, the objects of the context (see following figure: example of *ticketId*) are available.

acimSection type	scope AcimSectionCustomization className	configuration script: mailToSelectionConfig.g run with admin privileges: 🗹
Customization of acim	section component, context={ticketId}	

Figure 108: ConSol CM Web Client - Configuration script for defining values

For example, if there should be only one e-mail recipient (here: the main customer) for medium and low priority tickets, but e-mails for a high priority ticket should be sent to all customers of the ticket, the following script can be used:

```
import com.consol.cmas.common.model.ticket.Ticket
import com.consol.cmas.common.model.customfield.enums.EnumValue
Ticket ticket = ticketService.getById(ticketId);
EnumValue value = ticket.get("helpdesk_standard.priority");
if (value != null && "high".equals(value.getName()))
return [mailToSelection: 'contacts'];
return [mailToSelection: 'contact'];
```

The script has to be stored in the *Scripts and Templates* section of the Admin Tool (see section <u>Admin</u> <u>Tool Scripts</u> for details) and its name has to be entered in the field *configuration script*.

The return values define the values for the attributes which can also be defined using the string input fields. Please note the order of all components involved, see section <u>Order and Priorities of Page Customization</u>.

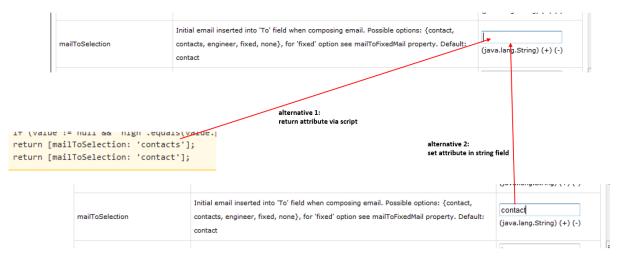


Figure 109: Two alternatives for setting Page Customization attributes

Please note that in scripts Boolean values (*true/false*) might have to be returned. In case of ConSol CM Page Customization scripts, a syntax is used where those values have to be returned as strings!

**Example:** The value of the attribute *emailFeature* is *false*. In the script you will have to write:

```
emailavailable = [emailFeature:'false'] ... return emailavailable
```

#### C.7.2.1 Buttons for Setting Page Customization Attributes

Three buttons are available:

• Create

Creates a new Page Customization (in the database). Use this to (re-)define attributes. All changes which you have made in the form will be saved.

• Delete

Deletes the entries from the database for this type, scope or subscope, i.e. all attributes available in the form will be set to their original values.

• Reset

Does not commit a database operation. Only reverses the entries which you have made while editing the form and which have not yet been saved.

#### C.7.3 Order and Priorities of Page Customization

In case more than one value is set for an attribute, the following hierarchy is applied:

- 1. Highest priority: script
- 2. Medium priority: scope definition
- 3. Lowest priority: type definition

Example for the value of *maxHints* in the *GlobalSearchField* on the *ticketEditPage*:

- Variant A:
  - script: no value
  - scope definition (GlobalSearchField/ticketEditPage): maxHints = 10
  - type definition (GlobalSearchField): maxHints = 5
  - => maxHints will be 10
- Variant B:
  - script: maxHints = 7
  - scope definition (GlobalSearchField/ticketEditPage): no value
  - type definition (GlobalSearchField): maxHints = 5
  - => maxHints will be 7
- Variant C:
  - script: no value
  - scope definition (GlobalSearchField/ticketEditPage): no value
  - type definition (GlobalSearchField): maxHints = 5
  - => maxHints will be 5

#### C.7.4 Page Customization Using Attributes

In the following sections, all configuration attributes for page customization will be explained. A short description is also given for each attribute in the editor section.

#### C.7.4.1 Possible Pages (Scopes) for Page Customization

The following main scopes are available. i.e., when you have opened the respective page you can configure page customization attributes which are visible only on this page for the given attribute.

#### companyEditPage

	in: admin 💌			0	0	$\cap$	
Overview Create ticket Create customer Resour	ce pool Text templates	Document templates Hilfe Hilfe2	Enable page custo	mization		Reseller	۹
View: No view available  Own tickets (0) List is empty No tickets available	Address Mikyway county Unknown phone_frontdesk 123					Print	Activities (Re-)Check service status of the company Create new Help Desk ticket Go to AM ticket
Workgroup tickets (0) Unassigned tickets (0)	Groups Section name: cu Service Contract Data Mrs. Miler Mrs. Schwartz	istomfields				Edit 🔨	Workspace Workspace is empty All your unsaved tasks are automatically listed in this workspace.
	Tickets (3) Section name	: tickets				~	Favorites
	All tickets 👻						Favorites are empty
	⇔ Engineer	Main Customer	Name	Subject			Drag tickets, contacts, companies
		🗽 MyNewSpaceCompany 999	8 100241	AM Ticket MyNewSpace	eCompany		or searches into this space to save them as favorites.
		WyNew SpaceCompany 999	8 100120	AM Ticket MyNewSpace	eCompany		Sure mem us navones.
	ServiceDesk, Susan	MyNewSpaceCompany 999	00307	Question about last inv	oice		
	Contacts (1) Section nam					Add 🔺	
		DAP) CM/Track Login (Username without LDP)	CM/Track Password		customer_name	email	
	luke		*****	Skywalker,Luke	Skywalker		
	•	m				,	
	Additional details (2) Sect	tion name: additional_details			Comment Attach	ments   🔨	
	Comments	Attachments					
	New						
	Click here to add a commer	nt					
	List of comments						
	Date	Added by Comment			Actions Apply filter	s	

Figure 110: Page Customization for the company page

#### contactCreatePage

	Logged in: <u>ad</u>	imin. 💌				0	0	
Overview Create ticket Create customer	Manage tem	plates Manage Word	l templates 🛛 🛛	Enable page	customization		All customer groups	۹
View: No view available View	New custome	er						Workspace
Own tickets (0) List is empty No tickets available	Con	nd Company   Create mpany Please enter keywon eate contact	ls such as name, co	ompany or e-ma	a			Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Workgroup tickets (0)			First name		Lastname	*		Favorites
Unassigned tickets (0)	Fur	nction			Acad. title			Test wg. ABB
	E-m	mail			Robinson			
· · · · · · · · · · · · · · · · · · ·		Phone	Choose One		Phone 1			
			Choose One Choose One	•	Phone 2 Phone 3			
			Choose One		Phone 3			
	Div	vision	choose one	1121	11010 4			
			Choose One					
			Manager		Budget responsible			
			Functional dec	cider	Preparer	_		
		mment 16 Porter Login	CM6 Porter Passw	rord				
		ctive	Account					
		dd row						
	Fb	ixed size						
	Te	ack user 💌						
		ок						

Figure 111: ConSol CM Web Client - Page Customization for the New customer page

#### contactEditPage

	Sol *	2808 Create customer	Logged in: <u>admin</u>	Manage Word templates	Enable page customization		MyCustomerGrou	
	No view available Own tickets (0) t is empty tickets available		Contact Smith Jack	58951			Display 👻	Activities (Re-)Check service status of the company Create new Help Desk ticket
-	Workgroup tickets Unassigned tickets		IBM 789 Tickets (1) All tickets Add/Remove		mer', • OK		Hide Number per page 10 💌	Workspace Workspace is empty All your unsaved tasks are automatically listed in this workspace.
			Engineer ServiceDesk		in Customer mith,Jack	Name	Subject Please send material	Favorites SD
			List of con	ents Attachmer	Its		Hide	

Figure 112: ConSol CM Web Client - Page Customization for the contact page

#### ConSol **\*** CM<sub>6</sub> 0 Logged in: admin 💽 No view available View: - 55 0 Workspace Resource po Edit element of this scope: resourceDashboard HP\_Printer MS\_Word2013 PC\_Desktops Jackets List is empty No tickets available Workgroup tickets (0) Shoes Skirts Favorites Favorites are empty Drag tickets, contacts, c or searches into this spi save them as favorites. Unassigned tickets (0) Printers PCs Products OfficeSoftware Search or create Resources Section name: n Printers Office Software HP Printer Create new MS\_Word2013 Create new n PCs \* Products PC Desktops Create new Jackets Create new PC\_Laptops Shoes Skirts Create nev

#### resourceDashboard

Figure 113: ConSol CM Web Client - Page Customization for the Resource Pool Dashboard

#### resourceType (Resource Type Page)

Con	Sol * CM6		Logged in: admin 🔎					0	0	
Overview	Create ticket	Create customer	Resource pool Te	xt templates Do	ocument templates	Hilfe Hilfe2	Enable page customization	All cu	stomer groups	۹
View:	No view available	- EE O	A section A / resource	Type					Create	Workspace
	Own tickets ( st is empty lo tickets available Workgroup ticke Unassigned ticke	ts (0)	Search results (2) Keyword (Pattern)	Enter text or patt     Deactivated		+ Filter				Workspace is empty All your unsaved tasks are automatically listed in this workspace. Favorites Favorites are empty
	ondooignou done	1	¢ ▼ Inventory number	er IP address	Locatio	on !	ame	Next maintenace at		Drag tickets, contacts, companies or searches into this space to
			4712	123.123.123.123	In my o	ffice I	ly new HP printer	8/14/15		save them as favorites.
			4711	192.168.123.123	top floo	r t	est Printer ever	8/14/15		
			Overview S	ection name: dashbo	oard				~	

Figure 114: ConSol CM Web Client - Page Customization for the resource type page

#### resource (Resource Page)

ConSol <sup></sup> <sup>∗</sup>	C		6
CM6	ed in: admin 🔸	-0-	
	urce pool Text templates Document templates Hilfe Hilfe2 Enable page customization	All customer groups	٩
	Conten 🛱 / resource	1	
View: No view available View Resol	irce detail	Edit Deactivate Delete	Workspace
Own tickets (0) List is empty No tickets available	HP Printer: 4712 Printers & HP_Printer Internal (Creation date: 7/10/15 12:16 PM Name My new HP printer		Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Workgroup tickets (0)	Inventory number 4712 Next maintenace at 8/14/15 Location In my office IP address 123.123.123		Favorites
Unassigned tickets (0)			Favorites are empty Drag tickets, contacts, companies or searches into this space to
P1	No additional details Section name: additional_details	Comment Attachments	save them as favorites.
	Comments Attachments		
	New		
	Click here to add a comment		
	Cack here to add a comment.		
	List of comments		
	Resource detail does not have any comments.		
	Related Resources (1) Section name: resource_relations	^	
	n PCs		
	PC_Desktop_TO_HP_Printer_Relation (1)		
	Related Companies and Contacts Section name: unit_relations	^	
	Related Tickets Section name: ticket_relations	^	
	All 🔻		
	No search results		
	History Section name: history	^	
7/31	15 09:48 - 10:04 changed by Susan ServiceDesk		
	<ul> <li>Next maintenace at set to 8/14/15</li> <li>Next maintenace at unset from 8/14/15</li> </ul>		
	Next maintenance at each NHAIA		

Figure 115: ConSol CM Web Client - Page Customization for the resource page

ConSol			0	D	
The navigationLinks	Logged in: admin			0	
Overview Create ticket Create customer	Manage templates Manage Word temp	plates Enable page customization		All customer groups	٩
View: No view available 💌 🔠 🔘	Word templates				Workspace
Own tickets (0)	New Word template				Workspace is empty All your unsaved tasks are
Workgroup tickets (0)	Name				automatically listed in this
List is empty	Group				workspace.
No tickets available	Language English				Favorites
Unassigned tickets (0)	Queues Select queues	<b>•</b>			mvn test : not w
	Word template Durchsuchen_ K	(eine Datei ausgewählt.			
P	OK Cancel				
	Word MailMerge fields				
	Show MailMerge fields available fo	or a ticket			
	Ticket name or subject				
	Reset				
	Template library				
	List of templates				
	Name Group L	anguage Queues	Word template Delet	te	
	InvoiceTemplate_1 Invoices e				
	test testGroup e	n Sales	Testdocx		
	testWe testWeG e	n HelpDesk 1st Level	wordvorlage_test.doc		

#### officeTemplatePage (Only When CM.Doc Is Activated)

Figure 116: ConSol CM Web Client - Page Customization for the Document templates page (only when CM.Doc is activated)

#### searchDetailPage

templateViewPage

	Logged In: admin.	
Overview Create ticket Create customer	Manage templates Manage Word templates Enable page customization All customer group	os Q
View: No view available View	Search	Workspace
Own tickets (0)	Search criteria Choose One Search	Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Workgroup tickets (0) Unassigned tickets (0)	Tickets     Contacts     Companies       View as:     Itst     Itst     Crid       Search results (0)     No search results     Itst     Itst	Favorites

Figure 117: ConSol CM Web Client - Page Customization for the Detailed Search

#### ConSol \* Logged in: admin 5 View No view available - 00 Workspace Templates New pace is empty ir unsaved tasks are stically listed in this Own tickets (0) Template library Filter Active List is empty No tickets available For queue Choose One -Favorites Unassigned tickets (0) mvn test : not w. 1. None 🔻 2. None 🔻 Group Template Usage Used within workflor Language Type Ablehnung, Vertrag abgelaufen 0.0.1 V CalBackRequest 0.0.1 V Salutation\_gender-specific 0.0.1 V Angebot Vertragsverlängerung 0.0.1 V Vertrag en Letter general general en en Letter Script Vertrag de Text Block Annahme, Vertrag abgelaufen 0.0.1 V Begrüßung 0.0.1 V Letter Include Vertrag de 00 allgemein de Allgemen begrussing von -Rückfrage Erinnerung 0.0.1 ~ Rückfrage Initiale Rückfrage 0.0.1 ~ Rückfrage Katalog Allgemein 0.0.1 ~ Rückfrage Katalog Drucker 0.0.1 ~ de Letter по Letter Text Block по de de Text Block 00 Rückfrage Katalog Dückel 0.0.1 v Rückfrage Katalog PC 0.0.1 v Werbung Neue Produkte 0.0.1 v allgemein Signatur Firma 0.0.1 v Text Block no de de Text Block allgemein allgemein de de Include 0 no no Signatur standard (Standard) 0.0.1 👻 Letter

Figure 118: ConSol CM Web Client - Page Customization for the Text templates page

#### ticketCreatePage

ConSol €	0	
A navigationLinks A ticketCreatePage	Logged in: admin 💿	
Overview Create ticket Create customer	Manage templates Manage Word templates Enable page customization All customer g	proups Q
View: No view available  View: No view available Own tickets (0) List is empty No tickets available Workgroup tickets (0) Unassigned tickets (0)	New Ticket         Subject         Queue:       Frequently_Adk         Priority       Coose One         Priority       Coose One         Nodule       Choose One         Priority       Coose One         Category       None          CA Test ILLA. None        Country         CA List Date Enum Price       Number Test Department OA_Test Mis_For_Struct         Add row       Country         Country       Coose one         ExcedPrintNumber_en       NumberValue_en         FixedPrintNumber_en       NumberValue_en         ReadonlyGroupable       Choose One         StringList_en       StringList_en         Choose One       StringList_en	Workspace         Workspace is empty         Al your unsaved tasks are automaticable lated in this workspace.         Favorites         Control         Test wg. ABB
	Customers         Main customer         Find customer   Create         customer   Create         customer   Content         Add comment         B       I       U       S       Font Femily       Font Size       Image: Content         Add comment       Image: Content       Image: Content       Image: Content       Image: Content       Image: Content         Add comment       Image: Content       Image: Content       Image: Content       Image: Content       Image: Content         V       V       Image: Content       Image: Content       Image: Content       Image: Content       Image: Content         V       V       Image: Content       Image: Content       Image: Content       Image: Content         Image: Content       Image: Content       Image: Content       Image: Content       Image: Content         Image: Content       Image: Content       Image: Content       Image: Content       Image: Content         Image: Content       Image: Content       Image: Content       Image: Content       Image: Content         Image: Content       Image: Content       Image: Content       Image: Content       Image: Content         Image: Content       Image: Content       Image: Content       Image: Conte	

Figure 119: ConSol CM Web Client - Page Customization for the New ticket page

	Logged in: admin. 💌	
Overview Create ticket Create customer	Manage templates Manage Word templates Enable page customization	All customer groups Q
View: No view available View:	Ticket	Accept   Edit   Clone   Print   Display Vorkflow activities
Own tickets (0) List is empty No tickets available Workgroup tickets (0)	Count v VSA Login not possible HebCeak 14 Level [Jualify HebCeak 14 Level [Jualify Priority high Module Veb Clent Reaction Imme 12/11/3 Ask for feedback no County USA	Close immediately Deny ticket Ask for approval Workspace
Unassigned tickets (0)	Customers  Main customer  Main customer  CustomerGroup  Mre@consolde	Add Hide Ad yorkspace is empty Ad your moved tasks are automatically listed in this workspace. Favorites
	Engineers No relations	Add   Hide
	History Display all entries      Sorting latest first      Add comment, e-mail or attachment      10.12.2013 15.35     Fi created by admin   Action      Please help, hanks     Ticket created     Oucue set to HelpDesk 1st Level      Attachments	Comment   E-Mai   Attachment   Time booking   Hide
		1 inte

#### ticketEditPage

Figure 120: ConSol CM Web Client - Page Customization for the ticket page

#### userProfilePage

Engineer profile
Password change
Old password
New password
Repeat password
OK Cancel
Representation
Engineere representing me autocomplete Engineer  representationSection
Engineers represented by me
Engineer
General settings
View criteria
OK
Default Customer Group
Choose One
Time booking Add
Day 1/29/14
Time period Day <u>Week Month</u>
Jan 29, 2014 📢 Today 🕨
Total bookings on this day: 00:00

Figure 121: ConSol CM Web Client - Page Customization for the engineer profile

#### welcomePage (Overview Page)

ConSol CM6	Logged in: <u>admin</u>	۲	0	0	
Overview Create ticket Create cus		Manage Word templates	Enable page customization	All customer groups	٩
AccordionTicketList A /welcomePage ticket					Workspace
Own tickets (0) List is empty No tickets available		Weld	come to CM6		Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Workgroup tickets (0)					Favorites
Unassigned tickets (0)					Favorites are empty Drag tickets, contacts, companies or searches into this space to save them as favorites.

Figure 122: ConSol CM Web Client - Page Customization for the Welcome page

For example, for the type *globalSearchField* (see subsequent section) the following page-specific scopes can be configured. That means the behavior of the *globalSearchField* (type) can be configured for each of the following pages (scopes) where it is available:

- globalSearchField/companyEditPage
- globalSearchField/contactCreatePage

- globalSearchField/contactEditPage
- globalSearchField/resource
- globalSearchField/resourceDashboard
- globalSearchField/resourceType
- globalSearchField/searchDetailPage
- globalSearchField/ticketCreatePage
- globalSearchField/ticketEditPage
- globalSearchField/welcomePage

# C.7.5 Page Customization Attributes for Types, Scopes and Subscopes, in Alphabetical Order

The following sections contain a list of Page Customization attributes for types, scopes and subscopes:

accordionTicketList (Type)	
acimSection (Type or Subscope)	
attachmentSection (Type or Subscope)	
autocomplete	
boxContent	
calendarSection	
cmRichTextEditor	
customerGroupSelector	
customerSectionPanel	
detailSearch (Type)	203
engineerAutocomplete	
enumAutocomplete	
generalFeedback	
globalSearchField (Type)	
mailTemplate (Type)	
navigationLinks (Type)	
preview (Type)	214
resourceRelations	215
resourceRelationsPanel	
resourceTypes	216
section (Type)	
sectionList (Type)	
table	
ticketList (Subscope)	218
ticketPanel	218
TicketRelation	
ticketsAutocomplete	
ticketsBookingAutocomplete	
timeBookingSection	
unitAutocomplete	

unitFormPanel	223
unitRelationSection (Type UnitSection)	223
UnitResourceRelation	
unitSearch	225
unitSearchHeader	225
viewDiscriminatorsSection (Type)	225
welcomePage	227

# accordionTicketList (Type)

Here you can define attributes for the ticket list. Only one subscope is available: ticketList

#### Attributes:

loadingTicketListMode

The mode used to render the ticket list. There are four options to select from:

1. LAZY\_SYNCH (default)

The waiting indicator is shown in the place of the ticket list while the rest of a page is rendered, then the ticket list is loaded. The main benefit of this approach is the possibility to show/read the main content faster.

2. LAZY\_ASYNCH

(deprecated since 6.8.2, will be treated as LAZY\_SYNCH mode) The modification of the LAZY\_SYNCH strategy. It does not wait when the page is being rendered but sends the second request and then loads the ticket list. This strategy will load the ticket list faster but may reduce the benefit of having the main page immediately.

3. INCLUDED

The ticket list is loaded along with the rest of a page.

4. LAZY\_ASAP

The waiting indicator is shown in the place of the ticket list while the rest of a page is rendered. The request for the ticket list is sent as soon as two libraries have been loaded. In this approach a request for the ticket list is sent and processed concurrently with the first request. The ticket list will appear much faster on the page. (java.lang.String)

mainCustomerDescriptionVisible

The page customization attribute *accordionTicketList*.*mainCustomerDescriptionVisible*={true, false} replaces the annotation *show-contact-in-ticket-list* (which is valid until CM version 6.8). When this value is set to *true*, the customer data of the main customer is displayed in the ticket list representation of the ticket. Default is *true*. (boolean)

- quickAssignLinkShowsTicketPageFlag Whether the *quick assign* link (represented by the arrow rendered for each unassigned ticket) opens the assigned ticket immediately (boolean, default is *false*).
- ticketDataConfigQueueGroupingScript
   Defines the ticket information display when grouping by queue is selected. See section <u>Configuration of the Ticket List</u>.
- ticketDataConfigEngineerGroupingScript
   Defines the ticket information display when grouping by engineer is selected. See section <u>Configuration of the Ticket List</u>.
- ticketDataConfigCustomGroupingScript
   Defines the ticket information display when grouping by a Custom Field is selected. See section
   <u>Configuration of the Ticket List</u>.

# ticketDataConfigNoGroupingScript Defines the ticket information display when no grouping criterion is selected. See section <u>Con-</u>figuration of the Ticket List.

# acimSection (Type or Subscope)

An ACIM (activity item) is an entry in the History section of a ticket. This can be ...

- a comment
- an e-mail which has been sent from the ticket
- an e-mail which has been received by the ticket
- an attachment
- a time booking entry

An ACIM group is a group of entries which has a distinct date/time stamp. An ACIM item is a single entry within the ACIM group. It has only a time stamp.

nore	Autoria
Histo	ry
Displa	ay all entries 🔻 Sorting latest first 💌
	comment, e-mail or attachment
26.11.13 14.52	#4 changed by Workflow Timer     ACIM entry       14:52 Reaction overdue has been triggered
26.11.13 08.52	<b>#3 changed by Workflow Timer</b> 08:52 <b>75% due reaction</b> has been triggered
26.11.13 02.52	#2 changed by Workflow Timer 02:52 50% due reaction has been triggered ACIM group
25.11.13 14.51 🔍	#1 created by admin   Action 14:51 default class
	help
	<ul> <li>14:51 Mark without SLA has been triggered</li> <li>14:51 SLA exists? has been triggered, new Scope is Qualify</li> <li>14:51 Reaction time set to 11/26/13</li> <li>14:51 Calculate time for reaction has been triggered</li> <li>14:51 Start has been triggered, new Scope is Helpdesk 1st Level workflow</li> <li>14:51 Main customer set to Lea Skywalker</li> <li>14:51 Ticket created</li> <li>14:51 Queue set to HelpDesk 1st Level</li> <li>14:51 Subject set to Login error</li> <li>14:51 Priority set to USA</li> <li>14:51 Priority set to high</li> </ul>

Figure 123: ConSol CM Web Client - ACIM group and item

Please make sure that the date format you have entered for one of the following date attributes is correct! If the date format is not correct, the entire page cannot be displayed! The Web Client will not work! Please see the correct date formats in the following table. By using an empty text (' ') as value it is possible to hide the date/time stamp completely.

Letter	Date or Time Component	Examples
G	Era designator	AD
у	Year	1996; 96
M	Month in year	July; Jul; 07
w	Week in year	27
W	Week in month	2
D	Day in year	189
d	Day in month	10
F	Day of week in month	2
E	Day in week	Tuesday; Tue
a	Am/pm marker	PM
Н	Hour in day (0-23)	0
k	Hour in day (1-24)	24
ĸ	Hour in am/pm (0-11)	0
h	Hour in am/pm (1-12)	12
m	Minute in hour	30
s	Second in minute	55
S	Millisecond	978
z	Time zone	Pacific Standard Time; PST; GMT-08:00
Z	Time zone <u>RFC 822</u>	-0800

Figure 124: ConSol CM Web Client - Valid date formats for ACIM date configuration

#### Attributes:

#### acimGroupActionEntryDateFormat

Date format for group of ACIM without text or e-mail entry (i.e., for automatic actions). If nothing has been entered as pattern, the default one will be used.

Syntax: dateFormatFirstLevelOfDetails | secondLevel | thirdLevel

(java.lang.String, default = dd.MM.yyyy HH.mm|dd.MM.yyyy HH.mm|dd.MM.yyyy HH.mm)

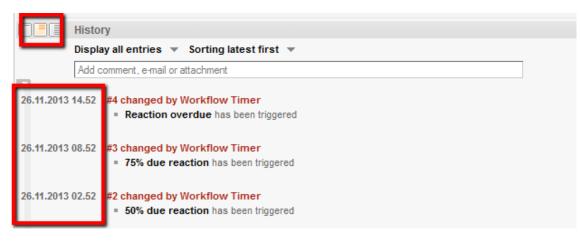


Figure 125: ConSol CM Web Client - Display for format: dd.MM.yyyy HH.mm|dd.MM.yyyy HH.mm

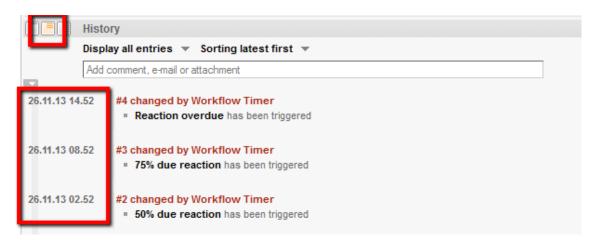


Figure 126: ConSol CM Web Client - Display for format: dd.MM.yy HH.mm | dd.MM.yy HH.mm | dd.MM.yy HH.mm

#### acimGroupTextEntryDateFormat

Date format for group of ACIM with text, e-mail, or attachment entry. If nothing has been entered as pattern, the default one will be used.

Syntax: dateFormatFirstLevelOfDetails | secondLevel | thirdLevel

(java.lang.String, default = dd.MM.yyyy HH.mm|dd.MM.yyyy HH.mm|dd.MM.yyyy HH.mm)

	History	
_	Display all entries 💌 Sorting latest first 💌	
	Add comment, e-mail or attachment	
18.12.2013 ए	3 07.59 2 created by admin   Action This is my new comment	
40.40.0040	2 45 25 Hd anothed by admin 1 Antian	

Figure 127: ConSol CM Web Client - Display for format: dd.MM.yyyy HH.mm|dd.MM.yyyy HH.mm

	Histo	гу
_	Displa	ay all entries 🔻 Sorting latest first 💌
	Add o	comment, e-mail or attachment
<u> </u>		
18.12.13 08	8.07	#2 created by admin   Action  default class
		This is my new comment

Figure 128: ConSol CM Web Client - Display for format: dd.MM.yy HH.mm | dd.MM.yy HH.mm | dd.MM.yy HH.mm

#### acimItemActionEntryDateFormat

Date format for item of ACIM entry. If nothing has been entered as pattern, the default one will be used.

**Syntax:** dateFormatFirstLevelOfDetails|secondLevel|thirdLevel (java.lang.String, default = dd.MM.yyyy HH.mm|dd.MM.yyyy HH.mm)

#### • acimItemTextEntryDateFormat

Date format for text or e-mail entry. If nothing has been entered as pattern, the default one will be used.

Syntax: dateFormatFirstLevelOfDetails | secondLevel | thirdLevel

(java.lang.String, default = dd.MM.yyyy HH.mm|dd.MM.yyyy HH.mm|dd.MM.yyyy HH.mm)

showCloneOption

Enables clone option for text ACIM entry (comment or e-mail entry). (boolean)

25.11.13 14.51	#1 created by admin   Action	· •
Ţ	14:51 default class	Reply
	help	Clone
	14:51 Mark without SLA has	been triggered
	14:51 SLA exists? has been to	iggered, new Scope is Qualify
	14:51 Reaction time set to 11/	26/13
	14:51 Calculate time for read	tion has been triggered
	14:51 Start has been triggered,	new Scope is Helpdesk 1st Level workflow

Figure 129: ConSol CM Web Client - Clone option for text ACIM entry

#### appendOrReplaceOnClone

Works only if clone option is set to *true*. If the editor is opened and already contains some text, you can append or replace its content when the clone of another item is selected simultaneously. Possible values are *append*, *replace*. Default is *append*. (java.lang.String)

#### attachmentDeletionAllowedManuallyUploaded

Boolean. Enables the delete functionality (entry in context menu) for ticket attachments which have been uploaded manually as a file. Default *true*.

#### attachmentDeletionAllowedIncomingEmail

Boolean. Enables the delete functionality (entry in context menu) for attachments from incoming e-mails. Default *false*.

#### attachmentDeletionAllowedOutgoingEmail

Boolean. Enables the delete functionality (entry in context menu) for attachments from outgoing e-mails sent from the system. Default *false* 



Figure 130: Excerpt of a ticket page: attachmentDeletionAllowedManuallyUploaded set to true, manually uploaded attachment can be removed/deleted

#### headHistoryElementsCount

*Lazy loading* - Number of groups in ACIM section that will be loaded from the top of the history. Default number is *O* (= lazy loading switched off). Customization works only when configured by type, not location. If head and tail elements count is *O*, then all history is loaded at once. (int)

#### tailHistoryElementsCount

*Lazy loading* - Number of groups in ACIM section that will be loaded from the bottom of the history. Default number is *O* (= lazy loading switched off). Customization works only when configured by type, not location. If head and tail elements count is *O*, then all history is loaded at once. (int)

 The page customization attributes *headHistoryElementsCount* and *tailHistoryElementsCount* are available on three different scope levels:

- acimSection type on top level without scope
- *acimSection* type with */ticketEditPage* scope
- *acimSection* type with */ticketEditPage/acimSection* (sub-)scope

A non-zero value activating the lazy loading feature must be set either on the top level without scope alone or on all three levels.

Other scope uses may lead to unwanted behavior.

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Example 1: Lazy loading switched of
-------------------------------------

Ticket				Accep	ot Edit	Clone   Prir	nt   Displa	ay 💌
SUP-45	HelpD Unass	ntimeExcpetion during login to cmhelp Desk 1st Level   Qualify signed   Open since 5/13/08 11:13 AM Priority high Module AdminTool tion time 7/1/11 Ask for feedback no						
	Cust	tomers					Add	Hide
	Main	customer						
e		ieter Macher ▼ CustomerGroup er@devnull.consol.de Private 0951-77635-422 Fax 0951-77635-200 Mobile 0171-5896446						
	Engin	neers					Add	Hide
	No re	elations					Add	Hide
	Histo	ory C	omment	E-Mail	Attachm	ent   Time I	booking	Hide
	Displa	lay all entries 💌 Sorting latest first 💌	_					
	Add o	comment, e-mail or attachment						
18.12.13 0 (R) 18.12.13 0 (R)		#9 created by admin   Action ▼         Next comment         #8 created by admin   Action ▼         Switching off appliances doesn't stop the flow of electricity — while plugged in, they can stay	on indefir	nitely in	power-sa	pping stand	lby mode	
		How much power? The Belkin Conserve Insight gives you solid data about how many watts a footprint, and how much it's hitting your wallet. Check out this Gadget Lab video to find out how electricity hog in your household.						n
18.12.13 0	9.46	#7 created by admin   Action 🔻						
P		One of the rallying cries for Google Glass is to make <i>technology that's there when you need it</i> , on with their lives, without focusing on the technology. Wearable computers, in general, play s opposed to the computer use being the primary focus itself.	-	-				le get
		Vannevar Bush, one of the earliest computing pioneers, understood this idea and described w magazine version of his famous essay "As We May Think." Unfortunately, only early mainframe bring <i>ourselves</i> to the computer. Slowly, though, the technology came to us: from computers on	es existed	then, a	nd mainfr	ames requir	e that w	
		Bringing technology and computing closer to the body can actually allow technology to get furt	her out of	the wa	у.			
		While these technologies lowered the barrier to communicating and accessing information, the in meetings with a <i>literal barrier</i> of screens that get in the way of face-to-face communication	-	other ba	arriers. W	e are now (	often gre	eted
		Can we instead make devices that encourage in-person, face-to-face communication — while need it? I've been making and using wearable computers in my daily life since 1993 and have b since its first year in 2010. It may seem like a paradox, but I argue that bringing technology and communication and attention — allowing technology to get <i>further</i> out of the way.	een a tec	hnical le	ad and m	anager on (	Google G	lass

Figure 131: ConSol CM Web Client - Lazy Loading switched off

Ticket Accept | Edit | Clone | Print | Display 💌 RuntimeExcpetion during login to cmhelp HelpDesk 1st Level I Qualify SUP-45 Unassigned | Open since 5/13/08 11:13 AM Priority high Module Ad Reaction time 7/1/11 Ask for feedback no Module AdminTool Customers Add | Hide Main customer Mr Dieter Macher 🔻 CustomerGroup macher@devnull.consol.de Private 0951-77635-422 Fax 0951-77635-200 Mobile 0171-5896446 Engineers Add Hide No relations Add Hide History Comment | E-Mail | Attachment | Time booking | Hide Display all entries 💌 Sorting latest first 💌 18.12.13 09.47 #9 created by admin | Action head: 1 entry opened ę Next comment 8.12.13 09.47 #8 created by admin 18.12.13 09.46 #7 created by admin middle: entries closed, can be expanded by click 18.12.13 09.23 #6 created by admin 01.07.11 10.18 #4 created by admin #1 changed by adm Ticket created Queue set to HelpDesk 1st Level tail: 1 entry opened Attachments Hide

Example 2: headHistoryElementsCount and tailHistoryElementsCount each set to 1

Figure 132: ConSol CM Web Client - headHistoryElementsCount and tailHistoryElementsCount set to 1

#### mailToSelection

Initial e-mail address inserted into To field when composing e-mail. Default: *contact* (java.lang.String) Possible options:

contact

The e-mail address of the main contact is copied into the To field when the Ticket E-Mail Editor is opened.

contacts

The e-mail addresses of the main contact and all additional contacts are copied into the To field when the Ticket E-Mail Editor is opened.

• engineer

The e-mail address of the engineer is copied into the To field when the Ticket E-Mail Editor is opened.

fixed

for *fixed* option see *mailToFixedMail* attribute.

• none

The To field is left empty when the Ticket E-Mail Editor is opened.

mailToFixedMail

Fixed e-mail address used when attribute *mailToSelection* is set to *fixed*. (java.lang.String) **Example:** E-mail to a fixed e-mail address, *mailToFixedMail* set to *foo@bar.de, mailToSelection* set to *fixed*.

History		Comment   E-Mail   Attachment   Time	booking
Display co	ommunication v Sorting latest first v		
Comment	E-Mail Attachment Time booking		
New E-ma			
	show Cc   show Bcc		
To:	foo@bar.de		
Subject:	Ticket (SUP-45) RuntimeExcpetion during login to cmhelp		
Template	Signatur standard 🔻		
Quote	Select entries   Entries visible to the customer		
B I	U S   플 플 클 클   DIV (default) 👻 Font Family 🤍 Font Size 🔍 🥂 🍼 🗸		
V			

Figure 133: ConSol CM Web Client - E-mail to a fixed e-mail address

#### recordLastUsedAcimTab

Boolean. Records last used ACIM tab. i.e., when you open the editor again, the tab (comment/e-mail/attachment/time booking) will be opened that was open and active (i.e. some actions were performed, e.g., writing a comment) when you closed the editor last time.

#### reloadPageIfIE8onAcimSubmit

Boolean. Reloads page after a new ACIM submit, only for *IE8*. This is a workaround for the problem that adding comments/e-mails may take a long time when using IE8.

#### removeContentOnTabSwitch

Clears text area content each time the tab panel in the editor is being switched. (boolean, default = *false*, i.e., when you switch, for example, from the Ticket E-Mail Editor to the Comment Editor, the text you have typed will remain in the editor panel and will not be removed)

#### timeBookingFeature

Boolean. Activates or deactivates the time booking support in acimSection (i.e., display the link to time booking and the tab in the editor), default = *true*.



Figure 134: ConSol CM Web Client - Activate time booking support (timeBookingFeature = true)

	History	Comment	E-Mail	Attachment	Hide
	Display communication 🔻 Sorting latest first 🔻				
	Add comment, e-mail or attachment				
7/1/11 10:18	<ul> <li>#4 created by admin   Action </li> <li>default class</li> <li>Lorem ipsum dolor sit amet, consectetuer adipiscing elit. Aenean commodo ligula eget dolor. Aen penatibus et magnis dis parturient montes, nascetur ridiculus mus. Donec quam felis, ultricies ne Nulla consecuta massa duis enim. Donec dede iusto. frindilla vel. aliquet nec. vuloutate edet, arc</li> </ul>	ec, pellentesc	que eu, p	, pretium quis, s	

Figure 135: ConSol CM Web Client - De-activate time booking support (timeBookingFeature = false)

Please note that

- the value *false* in the *timeBookingFeature* hides the hyperlink from the time booking editor (see figure above). The engineer cannot change to display mode for it.
- the visibility of the time booking section on the *userProfilePage* is configured via the *timeBookingSection* attribute *visible*!

#### extendedViewCharactersLimit

Integer. Defines the maximum number of characters which will be displayed in the ticket history for comments in extended view if this level is defined as *2nd level short* in the class of text which is applied to the entry. Default 350. Please see the example in section <u>Modifying the Display</u> Behavior for the Basic and Extended Level to Optimize Ticket History Display.

standardViewCharactersLimit

Integer. Defines the maximum number of characters which will be displayed in the ticket history for comments in basic view if this level is defined as *1st level short* in the class of text which is applied to the entry. The text is cut off after the maximum number of characters defined in a page and formatting is removed. Emails will not show any header information. This provides a very concise informative view using very little space. Default 150. Please see the example in section <u>Modifying the Display Behavior for the Basic and Extended Level to Optimize Ticket History</u> <u>Display</u>.

# attachmentSection (Type or Subscope)

#### Attributes:

#### • defaultVisibilityFlag

The visibility of the attachment section for engineers who have not changed the default visibility yet (for others the last visibility state is used, default = *false*, i.e., attachment section is not displayed). This feature defines only the initial behavior of the system. The engineer can show the attachment section using the *Display* option in the ticket's menu and the Web Client will remember this configuration for this particular engineer.

Valid until CM version 6.9.3. For newer versions (i.e., 6.9.4 and up) with the new ticket section management, use the *state* attribute in sectionList / ticketEditPage / attachmentSection.

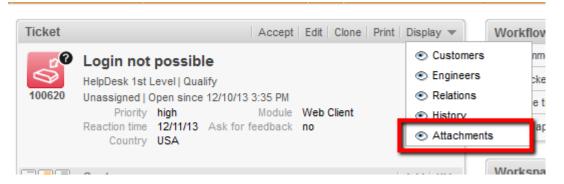


Figure 136: ConSol CM Web Client - Visibility of Attachment section (defaultVisibilityFlag = true)

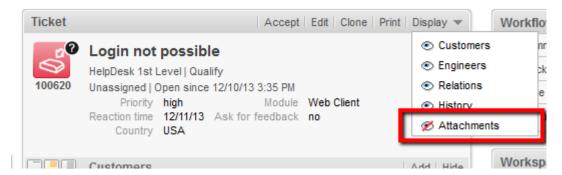


Figure 137: ConSol CM Web Client - Visibility of Attachment section (defaultVisibilityFlag = false)

# autocomplete

(available e.g., on userProfilePage)

#### Attributes:

• suffixCharactersToRemove Any occurrences of these characters will be removed from the tail of each search pattern word.

#### (java.lang.String)

**Example**: If you search by using patterns, i.e., of the form "<Last name>, <First name>" then the search will not find any results because the word "<Last name>," is not found in the search index because of the "," at the end of the word. It is now possible to configure that certain characters should be removed from the tail of the search pattern word. So in this case the "," will be ignored during the search and (see following figure) the engineer *Holler* is found.

Engine	ers
Add en	gineer
Holler	, Konrad 🛛 🔀
Note	
ОК	Cancel

Figure 138: ConSol CM Web Client - Input in a search field where characters should be ignored in the search

#### boxContent

Available for the following scopes:

- ticketEditPage
- userProfilePage

### Attributes:

• order

Specify the order of the sections within a ticket in csv format (e.g.: header, history, relations). Default values for standard installation:

- ticket create: customfields, contacts, comment
- ticket details: customfields, contacts, engineers, relations, history, attachments
- contact details: customfields, tickets, additional\_details, relations, history
- company details: customfields, tickets, contacts, additional\_details, relations, history
- For other pages or custom projects check the section names shown in the header or in your ContentBuilder implementation.

This attribute has to be created before it can be changed. Use the *Create* button of the page customization.

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Ticket				E	dit Clone	Print
100245		ress Susan   Open since Module Web Clie eedback no 12:00 AM				
	Groups				Edit	V
	Customers (2)				Add	-
	Main					
<b>_</b>	Mrs Mia Skydiver V M Starship Operator Dr. Special Forces There are 1 more custor					
	Engineers (1)				Add	V
	Relations (1)				Add	
	referenced by					
?	100254 User cannot activ ServiceDesk   Pre-qualify tin Assigned to ServiceDesk, S	cket				
	History		Comment E-Mail	Attachment 1	Time booking	V
	Attachments (5)					-
				Number p	erpage 10	Ŧ
	Class	File type	Name	Description	Date	
						_
	default attachment class	png	Grundriss.png		4/16/14 1	5:58
		_				

# order ticket details: customfields, contacts, engineers, relations, history, attachments

Figure 139: ConSol CM Web Client - Default value for attribute boxContent / order

# calendarSection

This is used to configure the Calendar section on ticket pages and customer pages. Currently the respective attributes are used to configure the integration of Microsoft Exchange calendar views. Please see section <u>Microsoft Exchange Calendar Integration</u> for a detailed explanation of the feature and a list of all available attributes.

# C.7.5.1 cmApplicationCustomization (Type)

#### Attributes:

#### activityKeyBindingEnabled

Boolean. Enable/disable shortcuts for activities/actions. Starting with version 6.10.1, the engineer can use shortcuts to address workflow activities of the ticket. Default *true*.

#### submitACFOnEnterEnabledEnable

Boolean. Enable/Disable submit ACF form on Enter pressing. Starting with version 6.10.1, the engineer can press ENTER to submit Activity Control Forms. Default *true*.

The following two attributes influence the session timeout for engineers in the Web Client. In order to prevent the session from terminating while an engineer edits important information (and loosing the entered data with the end of the session), the following two attributes can be used to configure the automatic session renewal.

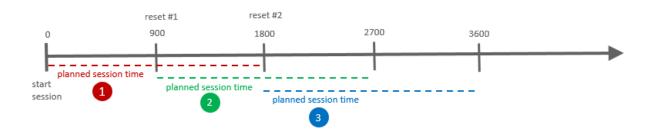


Figure 140: *Principle of renewing engineer session, example with updateTimeServerSessionActivity* = 900.

- updateTimeServerSessionActivity Integer. Set time in seconds to autoupdate server session activity. Default 900.
- updateTimeServerSessionActivityEnabled
   Boolean. Enable/Disable autoupdate server session activity. Default *true*. When set to *false*, the session renewal is not active.

The following actions underlie the control of the *updateTimeServerSession*:

- Creating a ticket, customer, or resource
- Creating a comment or an email in a ticket
- Creating a comment for a customer or for a resource
- Editing data fields of a ticket, customer, or resource
- Editing data field groups
- Activity control forms

#### cmRichTextEditor

#### Available for the following (sub-)scopes:

- acimSection/ticketEditPage
- createTicketAcimSection/ticketCreatePage
- templateSection/templateEditPage (in the Text Template Manager)

#### Attributes:

#### • editorFeatures

Additional editor features. By default, all values are set, i.e., the respective menu entries are available. (java.lang.String)

### Possible values:

Value	Icon in the Rich Text Editor	Description
SUB_SUP	X <sub>2</sub> X <sup>2</sup>	Allows subscript and super- script.
INDENTS		Allows the ability to indent text.
LISTS		Allows inserting lists and list formatting.
TABLES		Allows inserting tables.
INSERT		Allows inserting text ele- ments; for finer control you can use INSERT_ EMOTICON, INSERT_CHAR and INSERT_IMAGE
INSERT_ EMOTION		Allows inserting emoticons.
INSERT_ CHAR	Ω	Allows inserting special char- acters.
INSERT_ IMAGE	8	Allows inserting images.

editorFonts

The list of fonts for the editor in form <Font display name>=<Font name in system>. Fonts are separated by ';'. You can specify a comma-separated list of possible system names for each font. (java.lang.String) (default = empty string) **Example:** Arial=arial,helvetica,sans-serif;Courier New=courier new,courier;Verdana=verdana,geneva

#### fontSizeValue

This is the default size for the text in the rich text editor. It must be one of the values form the list in the other customization *fontSizeValues*.

#### fontSizeValues

This is the list of values shown in the font size selector of the rich text editor. It is a comma sep-

arates list of legitimate font size values including their unit like "6pt,10pt,12pt". The values can be prepended by a label which is shown in the selector instead of the value itself: "tinyy=6pt,regular size=10pt,large=12pt".

imagePasteEnabled

Flag whether direct pasting of images from the clipboard into the editor is enabled. Note that enabling this requires running a Java Applet (boolean, default = *false*). Web browsers (i.e., Internet Explorer, Firefox) might show different behavior concerning display of the images. Available in CM versions up to 6.10.4.x, no longer supported in CM versions 6.10.5.0 and up.

#### customerGroupSelector

Available directly under the root node in the Definition Section.

#### Attributes:

hiddenCustomerGroups

List of the technical names of customer groups which should not appear in Customer Groups Filter in the main menu. Comma-separated list of names of customer groups. Default: empty

2	All customer group All customer group DiredCustomers MyCustomerGroup Partners Reseller	s prkspace			http://cm6doku-
T		ner group selector, context={}			migratures cm1.int.consol.de:8280/cm-client/ ← ∰ cmApplicationCustomization ← ∰ navigationLinks
	Attribute name	Description	Value		- A customerGroupSelector
ł	niddenCustomerGroups	List of customer group which not appear in selector(comma separated names of customer groups)	Reseller (java.lang.String) (+) (-)	Е	aligned and a second se
3	niddenCustomerGroups	groups)		II	

Figure 141: ConSol CM Web Client - hiddenCustomerGroups

#### customerSectionPanel

Here you can define whether the menu item *edit* should be displayed in the context menu for companies. Please note that the engineer must also have the according access rights (see section <u>Role</u> <u>Administration</u>) to edit company data.

#### Attributes:

 referencedUnitEditLinkVisible (Versions 6.9.3.3 and less. Similar, new attribute is companyEditLinkVisible)

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Boolean. The visibility of the link for editing referenced units (i.e., cotacts or companies) (default is *true*).

	Customers	
	Main customer	
e	Mr Luke Skywalker 🔻 CustomerGroup luke@consol.de	
	ConSol* (mbH Company ConS Edit Address Error	
	8154: Change No cc Jump to company	
	History	

Figure 142: ConSol CM Web Client - Visibility of Edit link (referencedUnitEditLinkVisible = true)

	Customers
	Main customer
e	Mr Luke Skywalker 🔻 CustomerGroup luke@consol.de
	ConSol* GmbH  Company ConS Change Address Franz 8154 Ump to company
	No comment

Figure 143: ConSol CM Web Client - Visibility of Edit link (referencedUnitEditLinkVisible = false)

companyEditLinkVisible (Versions 6.9.3.4 and up. Older attribute is referencedUnitEditLinkVisible)

(available in *customerSectionPanel* in ticket and on *companyEditPage* and *contactEditPage*) The visibility of the link for editing a company, default is *true*.

	Customers		Add Hide
	Main		
	Mrs Mia Skydiver Starship Operator Dr. Special Forces	MyCustomerGroup	
	MySpaceCompany Company MySpace Address Milkyway	Edit	
	7777 http://ww	Change Jump to company	
		Jump to company	

Figure 144: ConSol CM Web Client - Visibility of company Edit link (companyEditLinkVisible = true)

	Customers		Add Hide
	Main		
-	Mrs Mia Skydiver v Starship Operator Dr. Special Forces	MyCustomerGroup	
	MySpaceCompany Company MySpace Address Milkyway 7777 http://ww	Change Jump to company	
	<b>F</b>		

Figure 145: ConSol CM Web Client - Visibility of company Edit link (companyEditLinkVisible = false)

#### additionalCustomersSortStrategy

The sort order of additional customers for a ticket can be defined using this attribute. If no value is set, the additional customers are sorted in the order they have been added to the ticket.

Ticket		Edit   Clone   Print   Display 🔻
SUP-124	X-Cm: Exception during status change which m HelpDesk 1st Level   Qualify Assigned to Huber, Harald   Open since 5/5/08 11:39 AM Priority high Module inventory Reaction time 8/8/09 Ask for feedback no	noves a ticket into a new queue
	Customers	
	Main	Additional contacts
<b>.</b>	Mr Andreas Hansen V MyCustomerGroup Dr. R & D	in order as added to the ticket
	Additional	
<b>_</b>	Mrs Mia Skydiver V MyCustomerGroup Starship Operator Dr. Special Forces	
<b>.</b>	Mr Peter Diermau v MyCustomerGroup Dr. CIO	
-	Mr Luigi Arcon VyCustomerGroup Dr. Office	
	Engineers	Add Hid

Figure 146: ConSol CM Web Client - Page customization for sort order of additional customers (1)

The following values are possible:

#### • COMPANY\_OF\_MAIN\_CUSTOMER

Customers are sorted by the company description with the company of the main customer first.

• COMPANY

Customers are sorted by the company description.

• CONTACT

Customers are sorted by the contact description.

ROLE

Customers are sorted by customer roles.

Multiple values can be provided as a comma-separated list. The default sort order (no value) works as before: customers are sorted as previously in the order of their addition.

The Data Object descriptions used for the display of contacts and companies are taken from the template *<Customer object>.Ticket page*, see section <u>Templates for Customer Data</u>.

In the following example, the additional customers should be ordered by the name of the customer using the value *CONTACT*.

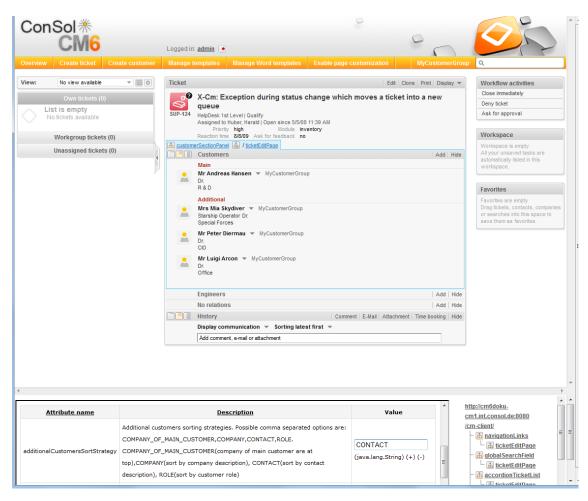


Figure 147: ConSol CM Web Client - Page customization for sort order of additional customers (2)

Ticket		Edit   Clone   Print   Display 💌
SUP-124	X-Cm: Exception during status change which move HelpDesk 1st Level   Qualify Assigned to Huber, Harald   Open since 5/5/08 11:39 AM Priority high Module inventory Reaction time 8/8/09 Ask for feedback no	s a ticket into a new queue
	Customers	Additional contacts
-	Main	
	Mr Andreas Hansen VyCustomerGroup Dr. R & D Additional	ordered by CONTACT
<b>.</b>	Mr Luigi Arcon v MyCustomerGroup Dr. Office	
	Mrs Mia Skydiver VyCustomerGroup Starship Operator Dr. Special Forces	
	Mr Peter Diermau VyCustomerGroup Dr. CIO	
	Engineers	Add Hide

Figure 148: ConSol CM Web Client - Page customization for sort order of additional customers (3)

# detailSearch (Type)

#### Attributes:

#### criteriaForAllTypeOfContacts

Boolean field. When set to *true*, the search will include the main customers and the additional customers of tickets. When set to *false* (default), the search will apply the search criteria only to the main customers of tickets.

#### duplicatedCustomFieldLabelFormat

It allows to customize the label format used when several Custom Fields have the same localized name. There are four values which can be used to create a unique label:

- fieldName
- groupName
- fieldTechnicalName
- groupTechnicalName

The values *fieldName* and *groupName* are localized.

Default format: \${fieldName} (\${groupName}) (java.lang.String)

This helps distinguish different Custom Fields or Data Object Group Fields with the same name, e.g., when they are offered in the drop-down menu in the detail search.

# Example:

SalesProcess - Priority HelpdeskProcess - Priority

#### enableRowSelection

Boolean. Switches on the row selection functionality in the result tables, i.e. a checkbox will be available for each line, one checkbox to (de-)select all lines is available. Default value *true*. The checkboxes are only displayed if search actions are defined for the respective object type. The search action script will only be executed for the rows which have been selected (by the engineer) using the checkboxes.

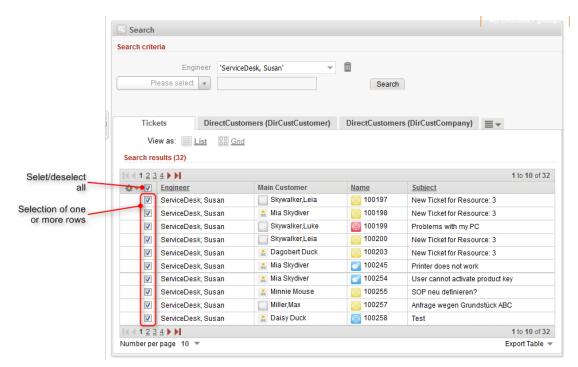


Figure 149: ConSol CM Web Client - Search result table with detailSearch/searchDetailPage, enableRowSelection = true

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( 🗏 1	234			1 to 10 of 3
¢-	Engineer	Main Customer	Name	Subject
	ServiceDesk, Susan	Skywalker,Leia	00197 💿	New Ticket for Resource: 3
	ServiceDesk, Susan	💄 Mia Skydiver	6 100198	New Ticket for Resource: 3
	ServiceDesk, Susan	Skywalker,Luke	6 100199	Problems with my PC
	ServiceDesk, Susan	Skywalker,Leia	00200	New Ticket for Resource: 3
	ServiceDesk, Susan	💄 Dagobert Duck	00203	New Ticket for Resource: 3
	ServiceDesk, Susan	💄 Mia Skydiver	100245	Printer does not work
0	ServiceDesk, Susan	💄 Mia Skydiver	100254	User cannot activate product key
	ServiceDesk, Susan	💄 Minnie Mouse	6 100255	SOP neu definieren?
	ServiceDesk, Susan	Miller,Max	00257	Anfrage wegen Grundstück ABC
	ServiceDesk, Susan	💄 Daisy Duck	6 100258	Test
( 1	234			1 to 10 of 3

Figure 150: ConSol CM Web Client - Search result table with detailSearch /searchDetailPage, enableRowSelection = false

#### enableSearchForOtherUsersTickets

Boolean. Decides if an engineer can search CM for all tickets (*true*) or only for tickets which are assigned to himself (*false*). Default *true*.

This attribute has to be set on the (sub-)scope level, i.e., for the (sub-)scope detailSearch/searchDetailPage.

The value of this attribute only influences the layout of the drop-down menu in the Detailed Search (see figures below). It does not have any influence on the results of the Quick Search.

Logged	lin: <mark>Susan S</mark>	ServiceDe	esk 💽				
Resou	irce pool	Text te	nplates	Reporting	Con Sol*	Help	
Sea	irch						
Search	criteria						
	Engineer 🔻			oose	- 1	1+	Search
Tickets Re			Resel	ler, Track			er Company Data)
	View as: List			ler Extended, Tra e Desk, Sarah	CK	=	
	ch results (0) arch results		_	eDesk, Susan		Ŧ	

Figure 151: ConSol CM Web Client - Detailed Search for engineers with enableSearchForOther-UsersTickets = true

Logged in: Susan S	ServiceDesk 💌				
Resource pool	Text templates	Reporting	ConSol*	Help	
Search Search					
Engin	nly ur	oose nassigned tickets eDesk, Susan	<b>▼</b> [	1+	Search
Tickets	Research (Incomp		, пезене	<del>. (</del>	er Company Data)
View as:	List III Grid				

Figure 152: ConSol CM Web Client - Detailed Search for engineers with enableSearchForOther-UsersTickets = false

#### maxGridTicketsNumber

Maximum number of tickets shown in grid view, i.e., in the entire grid, not in one column. The default value is *120*.

4	duplicatedCustomFieldLabelFormat	parameters which can be used to create unique label: fieldName, groupName, fieldTechnicalName, groupTechnicalName. Parameters fieldName and groupName are localized. Default format: \${fieldName} (\${groupName})	\${fieldName} (\${group  (java.lang.String) (+) (-)		- 🚡 navigationLinks - 🚡 searchDetailPage - 🚠 globalSearchField - 🚡 searchDetailPage	•
	maxGridTicketsNumber	Maximum number of tickets shown in the grid view. The default value is 120.	7 (int)	=	-  accordionTicketList  accord	m
	Erzeugen Zurücksetzen			_	- A detail Search	L

Figure 153: ConSol CM Web Client - Using page customization to adapt maximum number of tickets shown in grid

Some tickets will not be visible, only 7 can be displayed on the grid								
ĺ	Search							
	Search criteria							
	Queue 'ServiceDesk' - Choose One Search							
Tickets     MyCustomerGroup (MyCustomer)     MyCustomerGroup (Company)       View as:     List     III Grid       Group by:     Priority								
		Drag tickets to other columns	to update their selected property.					
		normal	high	Not set				
	Call back Customer from New York 100243	Customer question regarding product documentation	Urgent! Customer has question about usage of software!					
		Contato person has changed - please enter new contact data						

Figure 154: ConSol CM Web Client - Maximum number in ticket grid with maximum 7

The maximum number of tickets displayed in the ticket grid view can also be role-specific. For example, an engineer with the role *Teamlead* would see 100 tickets, whereas an engineer with the role *Helpdesk* would see 50 tickets. In the following simple example, all engineers with the role *ServiceDesk* see ten tickets, all others see 5. The configuration uses a script which is defined for the page customization type. The script is stored in the *Script and Template Administration* of the Admin Tool.

I	detailSearch scope DetailSearchCustomization     type className		configuration script: maxTicketGridSize		ш	/ <u>cm-client/</u> - <mark> </mark>
Customizations for detail search page, context={}						- 🔚 globalSearchField L 🔚 searchDetailPage - 🔚 accordionTicketList
	Attribute name	Description		Value		searchDetailPage
	Attribute name         Description           Whether criteria should be applied to all contacts(main + add		dditional). Valid options:	false		detail Search

Figure 155: ConSol CM Web Client - Defining a script for maximum number of tickets in grid view using page customization

↔ Script and Template Administration								
Scripts Template								
Scripts	Source							
All script types	<pre>import com.consol.cmas.common.model.Engineer; import com.consol.cmas.common.model.EngineerRole; Engineer engineer = engineerService.getCurrent(); Set<engineerrole> roles = engineerRoleRelationService.getRolesForEngineer(engineer); if( roles.find { it.name == "ServiceDesk" }) {</engineerrole></pre>							
DisplayCustomerD Workflow AppendToTicket.g E-mail IncomingMaliRout E-mail CreateTicket.groovy E-mail ChapterQuittoping E-mail	<pre>[maxGridTicketsNumber: "10"] } else { [maxGridTicketsNumber: "5"] }</pre>							

Figure 156: ConSol CM Admin Tool - Script for maximum number of tickets in grid

ServiceDesk engineer	
Some tickets will not be visible, only 10 can be displayed on the grid	X
Search	
Caarob oritaria	
HelpDesk 1st Level engineer	
Some tickets will not be visible, only 5 can be displayed on the grid	X
Search	

Figure 157: ConSol CM Web Client - Number of tickets in ticket grid for different engineer roles

## engineerAutocomplete

#### Available for

- ticketCreatePage
- ticketEditPage
- userProfilePage
- contactEditPage

#### Attributes:

• maxHints

Defines the maximum number of suggestions which is displayed. When set to 0, all suggestions are displayed, no limit.

suffixCharactersToRemove
 Occurrence of any of these characters will be removed from the tail of each search pattern word. (string, default: empty)

#### enumAutocomplete

(available on *ticketEditPage* for enums with annotation *enum type* = *autocomplete*)

#### Attributes:

• maxHints

Defines the maximum number of suggestions which is displayed. When set to 0, all suggestions are displayed, with no limit.

#### suffixCharactersToRemove

Occurrence of any of these characters will be removed from the tail of each search pattern word. (string, default: empty)

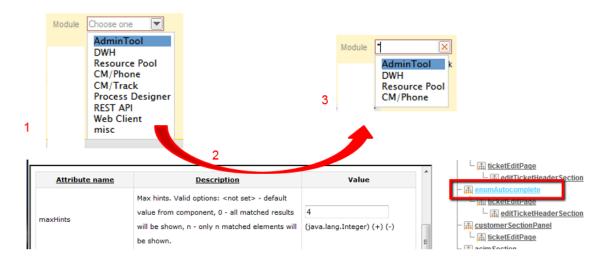


Figure 158: ConSol CM Web Client - Using enumAutocomplete parameter to reduce number of hints

# generalFeedback

This type is used to manipulate log entries in a clustered environment and to set the timeout for success messages.

#### Attributes:

appendHostInfo

Configures whether the cluster node information is shown together with the error message.

appendHostInfoSystemProperty

Identifies which system property will be used to provide the value shown in *appendHostInfo*. There are two properties which can be used:

- cmas.http.host.port (default)
- cmas.clusternode.id
- successMessageTimeout

Integer. Defines the time in seconds before a success message (e.g. "Ticket XY has been created") in the Web Client will be faded out. If set to 0, message will never fade out automatically but will have to be closed by the engineer. Default 0.

# globalSearchField (Type)

Here you can define the layout and the behavior of the Quick Search input field.

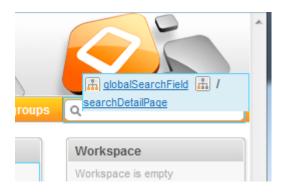


Figure 159: ConSol CM Web Client - Quick Search input field

# Attributes:

## • appendWildcardAutomatically

Boolean. When enabled the wildcard ("\*") is appended to every search phrase automatically, i.e. even when you have entered only part of a word it will be found. Default *true*.

	All custo	omer groups	Q	
TICKETS				
HelpDesk 1st Level	100368	Printer does	not print - Cl	lone
	100364 Printer does not print			
ServiceDesk	100245	00313 Printer still does not work		
-	100313			
ServiceDeskSpecialTasks	100367			
RESOURCES				
HP_Printer	HP Printer: Best Printer ever - 4711 HP Printer: My new HP printer - 4712 HP Printer: Mein Lieblingsdrucker - 4711			
	Show all	Create	ticket	Create customer

Figure 160: *Results of Quick Search with wildcard appended automatically (appendWild-cardAutomatically = true)* 

	All custom	er groups	Q prin	1	
0		No resu	lts		
		Create t			stomer
			- Worksp	ace is empt	
		All cus	tomer groups	Q printe	er
2	TICKETS				
	HelpDesk 1st Level	100368	Printer does n	ot print - Clor	ne
		100364	Printer does n	ot print	
	ServiceDesk	100245	Printer does n	ot work	
		100313	Printer still do	es not work	
		100260	Sell a printer t	o each speci	al end customer
	RESOURCES				
	HP_Printer	HP Printer:	Best Printer ev	er - 4711	
		HP Printer:	My new HP pri	nter - 4712	
		Show all	Crea	te ticket	Create customer

Figure 161: Results of Quick Search with wild card not appended automatically (appendWildcardAutomatically = false)

• maxHints

Defines the maximum number of suggestions which is displayed. When set to 0, all suggestions are displayed, with no limit.

#### • searchResultItemsOrder

Comma-separated values defining order and visibility of search result items. (java.lang.String) **Possible values:** CONTACT, COMPANY, TICKET

#### • suffixCharactersToRemove

Occurrence of any of these characters will be removed from the tail of each search pattern word. (java.lang.String)

# mailTemplate (Type)

(available on *ticketEditPage/acimSection*)

#### Attributes:

addingManyTemplateEnabled

Boolean. Makes it possible to compose an e-mail by using more than one template. Obsolete with CM version 6.10.5.0, since starting with this CM version, a new Text Template Manager has been implemented which offers (besides other features) to insert more than one template into an e-mail in the Ticket E-Mail Editor or in a comment in the Ticket Comment

Editor.

- emailDisplayMode
   String. Defines the format of the e-mail address which is displayed in the To/Cc/From/Bcc fields in the Ticket E-Mail Editor. Possible values: FULL (name and e-mail address), NAME, EMAIL. Default FULL.
- engineerPersonalMailsIncluded Boolean. Enable appending personal e-mail feature.
- includeTextBlocksInEmailTemplate Boolean. Whether text blocks from e-mail template will be included by default.
- mailBodyLockedAfterTemplateSelection Boolean. Indicates whether e-mail body will be locked after template selection.
- mailEncryptionAvailable
   Boolean. Makes e-mail encryption option available.
- mailSelectionComponentWidth The width of the e-mail selection component (in pixels). (java.lang.Integer)

#### mailTemplateSortStrategy

E-mail template list sorting strategies. (java.lang.String) Default value: USAGE, NAME. Possible comma-separated options are: USAGE, NAME

maxElementLength

The maximum length of a single element. If variable's value is set to *0*, elements will not be trimmed. (java.lang.Integer)

#### minMailInputLength

Minimum input length that triggers email suggestion drop-down when engineer starts typing e-mail recipients. Integer. Default 1.

- **quotingFeature** Activate the quoting function in e-mail content. (boolean)
- selectionComponentWidth
   The width of the mail/comment selection component (in pixels). Integer.
- showBcc

Boolean. Defines if the Bcc field in the Ticket E-Mail Editor is displayed. Default true.

showCc

Boolean. Defines if the Cc field in the Ticket E-Mail Editor is displayed. Default true.

showReplyTo

Boolean. Defines if the *ReplyTo* field in the Ticket E-Mail Editor is displayed. Default *true*.

Please note that the attribute showReplyTo is not the only parameter which influences ConSol CM behavior concerning display and use of the e-mail Reply-To address! See section <u>Scripts of Type E-Mail</u> for a detailed explanation!

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#### showUniqueEmails

Boolean. Results in autocomplete e-mail fields will be compared by e-mail, but only first e-mail will be used in results. If set to *true* then results will be compared by whole e-mail description.

• templateSortStrategy String Template list sorting strategies. Default value is: USA

String. Template list sorting strategies. Default value is: USAGE, NAME. Possible comma separated options are: USAGE, NAME. Default USAGE, NAME.

# navigationLinks (Type)

Here you can define the display for several hyperlinks that are displayed in the main menu of the Web Client.

#### Attributes:

#### createContactLinkVisible

Whether the *createContact* (*Create customer*) link (menu item in the main menu) can be shown (boolean, default value is *true*).

In addition to this attribute being set to *true*, engineers must have appropriate permissions to see the *Create customer* menu item.

#### createTicketLinkVisible

Whether the *createTicket* link (menu item in the main menu) can be shown (boolean, default value is *true*).

In addition to this attribute being set to *true*, engineers must have appropriate permissions to see the *Create ticket* menu item.

#### externalLinks

External main menu items which will be appended to the main menu. This attribute may configure more than one external link (the order is significant).

Format (compatible with wiki): [http://link description]

This attribute may be used to integrate hyperlinks to the company's web site, to a reporting application, to a help page or to any other valid URL.

**Example:** [http://www.consol.com ConSol][http://www.somewhere.com Somewhere]

#### manageTemplateLinkVisible

Whether the menu item *Text template* (for the start of the *ConSol CM Text Template Manager*) can be shown (boolean, default value is *true*) in the main menu. See also section <u>The</u> <u>ConSol CM Text Template Manager</u>.

In addition to this attribute being set to *true*, engineers must have appropriate permissions (*Global Permissions - Write template*) to see the menu item *Text templates*.

#### officeTemplateLinkVisible

Whether the menu item *Document templates* (for the start of the *Document Template Manager*) can be shown (boolean, default value is *true*) in the main menu.

In addition to this attribute being set to *true*, engineers must have appropriate permissions (*Global Permissions - Write template*) to see the menu item *Document templates*. CM.Doc has to be enabled in the system (see section <u>CM.Doc</u>).

#### • overviewLinkVisible

Defines whether the menu item *Overview* can be shown in the main menu.

# preview (Type)

The attributes define the behavior of the CM Web Client concerning the preview feature for result tables where tickets are listed.

Available on

- the Search Detail Page (tab Tickets): preview /searchDetailPage/TicketSearchResults
- the resource page (ticket section): preview/resource/ticketRelationsSection/ResourceTicketRelationSearchResults

Set the attributes for the subscope printed in bold font.

#### Attributes:

enabled

Boolean. Enable / disable the inline preview feature. Default true.

• previewHeight

Integer. Height of the attachment preview in pixels. Default 200.

Search re	sults (32)			
<b>∢ ∢ 1</b> <u>2</u> <u>3</u>	4 • •			1 to 10 of 32
Q 🗠 🔽	Engineer	Main Customer	Name	Subject
$\checkmark$	ServiceDesk, Susan	Skywalker,Leia	00197 💿	New Ticket for Resource: 3
• 🗸	ServiceDesk, Susan	💄 Mia Skydiver	0100198	New Ticket for Resource: 3
Open tic Viela Sus  Con Fran 816	est email to " GU," cket i is leer e Grüße an ServiceDesk Sol* Software GmbH nziskanerstraße 38 69 München 089 / 45841- / Fax: -111	7/23/15 8:05 /	AM	

Figure 162: Preview with /searchDetailPage/TicketSearchResults, enabled = true

Search re	sults (32)						
<b>∢ ∢ 1 <u>2</u> 3</b>	3 4 ▶ ▶						
<b>♦</b> ▼ <b>▼</b>	Engineer	Name	Subject           New Ticket           New Ticket				
$\checkmark$	ServiceDesk, Susan	Skywalker,Leia					
<b>V</b>	ServiceDesk, Susan	💄 Mia Skydiver					
<b>V</b>	ServiceDesk, Susan	Skywalker,Luke	00199	Problems			
	🔟 Contro Dook Sucon 💽 Luigi Arcon 📧 100200						
Search re	sults (32) <u> 4</u> ▶ ▶						
1001		Close	or F				
New	New Ticket for Resource: 3						
Viele G	rüße			<u>^</u>	ith r		
 Susan	ServiceDesk			=	or F		
-					or F		
	I* Software GmbH kanerstraße 38				no		
	München				act		
Tel: 089	9 / 45841- / Fax: -111				finie		
****					len		
ConSol	ConSol* zählt zu Deutschlands besten Arbeitgebern 2006-2011						
Enginee	Engineer: ServiceDesk, Susan   Scope: New ticket   Created: 257 days and 19 hours ago						
Open							

Figure 163: Preview with /searchDetailPage/TicketSearchResults, enabled = false

For a detailed description of the preview functionality, please refer to the ConSol CM User Manual.

#### resourceRelations

Available e.g., on ticketEditPage.

# Attributes:

- **counterVisible** Whether the counter should be shown in the section header. The default value is *true*.
- defaultRelationSortStrategy
   Additional resource relation sorting strategies. Possible options are: CREATION\_DATE, DESCRIPTION, Default CREATION\_DATE.

#### • state

The visibility mode of the section, possible values are [expanded, collapsed, collapsed\_and\_preload, hidden], default: 'expanded'

#### resourceRelationsPanel

Available, e.g., on the TicketEditPage.

#### Attributes:

#### preserveOrder

Whether to preserve order of elements. By default elements will be placed in an optimal position based on available vertical space. Default is *false*.

#### resourceTypes

Available, e.g., on the Resource Dashboard

#### Attributes:

• preserveOrder

Whether to preserve the order of elements. By default elements will be placed in an optimal position based on available vertical space. Default is *false*.

# section (Type)

Available in the following scopes:

- ticketEditPage
- contactEditPage
- companyEditPage
- userProfilePage

#### Attributes:

• state

The visibility mode of the section. A detailed explanation is provided under sectionList

# sectionList (Type)

Available in the following scopes:

- ticketEditPage
- contactEditPage
- companyEditPage

#### Attributes:

• counterVisible

Whether the counter should be shown in the section header. The default value is true.

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	Customer (3)		Customers
	Main		Main
-	Mrs Mia Skydiver v MyCustomerGroup Starship Operator Dr. Special Forces	-	Mrs Mia Skydiver V MyCustomerGroup Starship Operator Dr. Special Forces
	There are 2 more customers.		There are 2 more customers.
			Engineere (1)
	counterVisible = true		counterVisible = false

Figure 164: ConSol CM Web Client - Attribute counterVisible

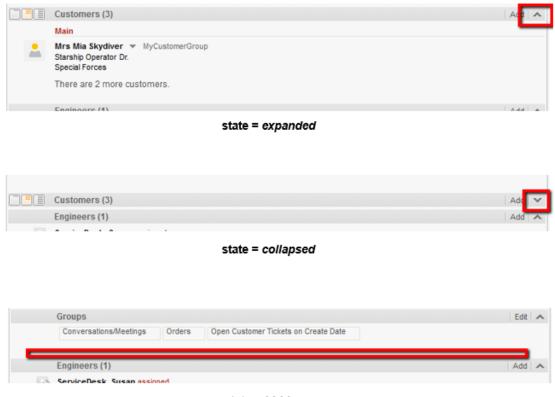
state

The visibility mode of the section. Possible values are [expanded, collapsed, collapsed\_and\_preload, hidden]. The default value is 'expanded'. This mode defines the initial visibility mode after start of a session. The engineer can change the visibility of a section afterwards, but this will not be saved. When the next session is started (at the next login), the initial visibility mode will be applied again.

- expanded (default, data are shown initially)
- *collapsed* (data are not shown initially and will be loaded only on demand, can provide some performance improvement)
- collapsed\_and\_preload (data are not shown initially, but will be loaded)
- *hidden* (the section is completely hidden and cannot be made visible) Can only be reversed using tools like the application server admin console

# Attribute HIDDEN will hide all customer data!

When the attribute *state* = *hidden* has been set for a section/scope, this scope will not be displayed in the page customization tree and thus will not be available in the page customization anymore. You can reverse this setting only using tools which directly access the Java beans, e.g., *JConsole* for JBoss. So please think twice before applying this value.



state = hidden

Figure 165: ConSol CM Web Client - Attribute state (example: Customers section of a ticket)

#### table

This is used to configure the csv export functionality in search result pages. Please refer to section <u>CSV</u> Export of Search Results for an explanation.

# ticketList (Subscope)

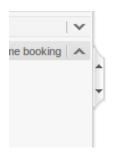
see accordionTicketList (Type).

#### ticketPanel

#### Attributes:

scrollSpeed

Scroll speed in milliseconds. The attribute is used to determine the speed of page scrolling when you click on a handler on the right side of the main page section.



The value will determine how long the animation will run. Typical values: 200, 600, 1000 ... (higher value means slower) (java.lang.String, default = 200). E.g., 200 means that the scroll to the bottom/top of the page will take 200ms.

## • topBottomPageButtonVisible

Whether go to top and bottom page button is visible (boolean, default is false).

• topBottomPageButtonVisible = false:

New Tick	et
<b>A</b>	Subject *
	Queue: Frequently_Asker Assigned to: Unassigned
	Priority Choose One 🗨 Module Choose One 💌
	Reaction time Ask for feedback
	Category None 💌
	QA Test MLA None 💌
	QA List Date Enum Price Number Text Department QA_Test_Mla_For_Struct Add row
	Country Choose one Choose one priorities
	AssetType_en Choose One  BooleanValue_en EnumList_en Colors_en Add row
	FixedPointNumber_en NumberValue_en PhoneType_en Choose One
	ReadonlyGroupable Choose One StringList_en StringListElement_en StringValue_en Add row
	Customers
	Main customer
•	Find customer   Create
	customer Please enter keywords such as name, company or e-mail
	Content
	Add comment
	B I U S ≣ ≣ ≣ DIV (default) ▼ Font Family ▼ Font Size ▼ A ▼ _ ▼
	x* x2   🗄 🗄   🖆 🗃 🗐 🖞 📑 🗐 🗑 Y 🖆? Yn 🔩 🔐 🗐   Ω 🥥 🕄

Figure 166: ConSol CM Web Client - Scroll button not visible (topBottomPageButtonVisible = false)

lew Ticke	at
6 <sup>0</sup>	Subject
***	Queue: Frequently_Ask
	Priority Choose One 💌 Module Choose One 💌
	Reaction time Ask for feedback
	Category None 💌
	QA Test MLA None 💌
	QA List Date Enum Price Number Text Department QA_Test_Mla_For_Struct Add row
	Country Choose one Choose one Priorities
	AssetType_en Choose One  BooleanValue_en EnumList_en Colors_en Add row
	FixedPointNumber_en NumberValue_en PhoneType_en Choose One
	ReadonlyGroupable     Choose One     StringList_en     StringListElement_en     StringValue_en       Add row
	Customers
	Main customer Find customer   Create
	customer Please enter keywords such as name, company or e-mail
	Content
	Add comment
	B I U S ≣ ≣ ≣ DIV (default) ▼ Font Family ▼ Font Size ▼ A ▼ _ ▼
	x² x₂   Ξ Ξ   ∰ ∰   図 ∰ ⊞ Ξ ♥ ➡ "Ÿ ╦ 3₂ ≝ ⊞ ⊟   Ω 🥹 🔍

topBottomPageButtonVisible = true:

Figure 167: ConSol CM Web Client - Scroll button visible (topBottomPageButtonVisible = true)

# TicketRelation

Available in the following scopes:

• TicketRelationSection (e.g., on the resource page)

#### Attributes:

compactViewLimit

If the limit is exceeded, the table is presented along with a filtering feature. The default limit is 10.

defaultRelationSortStrategy

Additional resource relation sorting strategies. Possible options are: CREATION\_DATE (default), FIRST\_SORTABLE\_COLUMN (sort by the first column which is sortable)

### ticketsAutocomplete

(available on the relations addition form)

#### Attributes:

• maxHints

Defines the maximum number of suggestions to display. When set to 0, all suggestions are displayed, with no limit.

## ticketsBookingAutocomplete

(available on the time booking addition form of the userProfilePage)

#### Attributes:

maxHints
 Defines the maximum number of suggestions to display. When set to 0, all suggestions are displayed, with no limit.

# timeBookingSection

(available e.g., on userProfilePage)

#### Attributes:

- visible (up to CM version 6.9.3.x) Boolean. The visibility of the time booking section on the userProfilePage. (default value = true) Please keep in mind that the visibility of the time booking section on the ticket page is configured via the acimSection, attribute timeBookingFeature!
- **state** (CM version 6.10.4 and up) Possible values are:
  - *expanded*(default, data are shown initially)
  - collapsed(data are not shown initially and will be loaded only on demand)
  - collapsed\_and\_preload (data are not shown initially, but will be loaded)
  - *hidden* (the section is completely hidden and cannot be made visible). Can only be reversed using tools like the application server admin console.

Attribute **hidden** will hide the time booking section permanently.

When the attribute *state* = *hidden* has been set for a section/scope, this scope will not be displayed in the page customization tree and thus will not be available in the page customization anymore. You can reverse this setting only using tools which directly access the Java beans, e.g., JConsole for JBoss. So please think twice before applying this value.

# unitAutocomplete

(available on the customer addition and creation forms)

#### Attributes:

• maxHints

Defines the maximum number of suggestions which is displayed. When set to 0, all suggestions

are displayed, with no limit.

#### unitFormPanel

Available on:

- contactCreatePage
- ticketEditPage
- contactEditPage, e.g., unitFormPanel / ticketCreatePage / contactSection

#### Attributes:

#### maxSuggestions

This refers to the customer section which is displayed when you create a new ticket. Here, suggestions for customers are displayed if matching hits are found in the database. The number of suggestions which are displayed can be configured using this attribute.

	No customers			
	Main			
	🔛 MyCustomerGroup	RetailCustom	ners	
	ResellerCompany			
<b>.</b>	Find   Create			
	Please find or create company first.	*		
	ResellerCustomer			
@	Suggestions			
	kw Skywalker,Leia	Select		
	🔛 Skywalker,Luke	Select		
	Last name Sk	First name	First name	
	E-mail E-mail	Phone	Phone	
			THORE	
/	CM/Track Login (LDAP) CM/Track Login (LDAP)	CM/Track Password	CM/Track Password	
	Track user			
	Create and select Cancel			

Figure 168: ConSol CM Web Client - Suggestions for the ticket contact

## unitRelationSection (Type UnitSection)

Available on:

- contactEditPage
- companyEditPage

#### Attributes:

• **compactViewLimit** If the limit is exceeded, the relations are presented along a with filtering feature. The default limit is 10.

Supervizor (MyCustor	nerGroup) (Contact)					
Add/Remove column 'Co	ontact', 'First name',	- OK			Number per page 10 🔻	Filter option
Contact	First name	Lastname	Date	Note	Actions	with more t
					Apply filters Clear filters	3 entries
💄 Minnie Mouse	Minnie	Mouse	12/8/14 15:04	Edit	×	
🚊 Markus Schmidt	Markus	Schmidt	12/8/14 14:51	r Edit	×	
💄 Silke Kaufmann	Silke	Kaufmann	12/8/14 14:51	Edit	×	
🚊 Dieter Macher	Dieter	Macher	12/8/14 14:50	Edit	×	
Subordinate (MyCusto	omerGroup) (Contact)					
Add/Remove column 'C	ontact', 'First name',	- OK			Number per page 10 👻	Filter option NOT displa
Contact	First name	Lastname	Date	Note	Actions	for list with
💄 Hans Wille	Hans	Wille	12/8/14 14:52	Edit	×	than 3 entri
🔔 Daisy Duck	Daisy	Duck	12/8/14 14:52	Edit	×	

Figure 169: ConSol CM Web Client - Effect of attribute compactViewLimit

contactEditPage/ unitRelationSection, compactViewLimit = 3

#### numberOfRelations

The default number of relations to display. The default value is 10.

unitPreviewLayout

The unit preview configuration, this is used for the box which is displayed when you click on the name of a customer or company in the relation section. Similar to the box which is displayed when you click on a ticket name in a list which contains tickets.

A JSON object has to be returned, as demonstrated in the next code example.

```
{ "layout": [ ["firstname", "lastname"], ["email", "email", null]
]}
```

Code example 2: JSon object for customer data format in box preview

For different unit definitions in the FlexCDM use the following syntax:

```
{"unit_definition_1": "<json description>", "unit_definition_2": "component_
name_used_to_display_preview"}.
```

Code example 3: Example value for customer data preview box layout

In JSON we set the configuration for a particular unit definition. The JSON can contain a unit preview or just the name of a component (spring bean) used to render the preview.

#### UnitResourceRelation

Available in unitRelationsSection (e.g., on the resource page).

#### Attributes:

compactViewLimit
 If the limit is exceeded, the relations are presented along with a filtering feature. The default

limit is 10.

- defaultRelationSortStrategy
   Additional resource relation sorting strategies. Possible options are: CREATION\_DATE (default),
   FIRST\_SORTABLE\_COLUMN (sort by the first column which is sortable)
- numberOfRelations The default number of relations to display. The default value is 10.

## unitSearch

(available on the ticketCreatePage in the company section)

#### Attributes:

- aidLevel
  - Beginner-friendly help level:
    - NONE
    - BASIC (wider search field with more descriptive text)
    - EXTENDED (as in BASIC plus additional help icon with tool tip)

(java.lang.String, default value = BASIC)

	FixedPointNumber_en ReadonlyGroupable Choose One EXTENDED aid	evel len	You can enter one or more keywords. Keywords are automatically appended with the wildcard *. If you are using a keyword which is not at the beginning of the word you are searching for, you can
	Customers		expand the search by adding a
e	Main customer Find Company   Create		preceding * to the keyword.
	Company Please enter keywords such as name, company or e-ma		* @
	Create contact		
	Choose One 🕞 First name	Lastname	*
	Function	Acad. title	
	E-mail	Robinson	1
	Phone Choose One	Phone 1	
	<u></u>	Dharan 0	

Figure 170: ConSol CM Web Client - EXTENDED aidLevel in the unit search

#### unitSearchHeader

(available on *ticketCreatePage* in the company section)

#### Attributes:

- companyCreateLinkVisible
  - Boolean. The visibility of the link for referenced company creation.

# viewDiscriminatorsSection (Type)

(available, e.g., on userProfilePage)

#### Attributes:

• visibilityFlag

Boolean. The visibility of the *View criteria* section (section for attribute settings for dynamic views on *userProfilePage*). (default value = *true*)

Engineer pro	ofile
P	assword change
	Old password
	New password
R	epeat password
	OK Cancel
R	epresentation
E	ngineers representing me
E	ingineer 🔽
	ngineers represented by me
G	eneral settings
v	iew criteria
	riority low', 'normal'
P	
	ΟΚ
D	efault Customer Group
0	Choose One
	in a basking

Figure 171: ConSol CM Web Client - Visibility of View criteria Section (visibilityFlag=true)

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Engineer profile	
Password change	
Old password	*
New password	*
Repeat password	*
0	K Cancel
Representation	
Engineers representi	ng me
Engineer	
Engineers represente	ed by me
Engineer	
General settings	
Default Customer Gro	ир
Choose One	
Time booking	Add
Day 1/29/1	4
Time period Day We	<u>eek Month</u>
Jan 29, 2014	Today
	Total bookings on this day: 00:00

Figure 172: ConSol CM Web Client - Visibility of View criteria section (visibilityFlag=false)

# welcomePage

The most important configuration on the *welcomePage* (Overview Page) is the <u>Page Customization</u> for the Web Client Dashboard.

# C.7.6 Page Customization for the Web Client Dashboard

# C.7.6.1 Introduction

The Web Client Dashboard is configured using Page Customization.

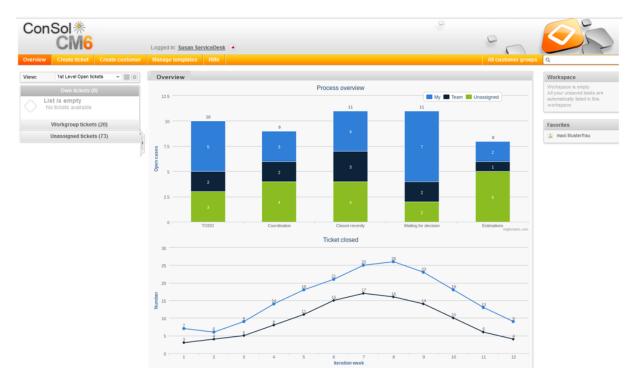


Figure 173: ConSol CM Web Client - Web Client Dashboard with chart widgets

Log in as *admin*, open the *Overview* page and select *Enable page customization* in the main menu. The following (Dashboard-relevant) elements can be configured here:

# 1. widgetsGrid / welcomePage

Here, the Web Client Dashboard can be switched on or off. If a correct value is entered in the *layout* field, the Dashboard is displayed (**Attention:** If the value is not correct, the Web Client will not start!). If the field is empty, no Dashboard is shown. The following configuration can be made here:

- a. the Dashboard layout, i.e., the layout of the grid on which the Dashboard is based (see section Definition of the Overall Dashboard Layout, this comprises:
  - i. the widgets which should be displayed
  - ii. the order and organization of those widgets on the Dashboard page

- 2. chartWidget / welcomePage (only available if chart widgets are present)
  - a. the definition/layout for all chart widgets in the chartWidget subtree
  - b. each widget is represented by one node which has the name of the widget, e.g., *chartWidget / welcomePage / ticketsInView*
  - c. a new chart widget is added when its name has been added in the layout value
  - d. attributes can be defined for all chart widgets on the level *chartWidget* or *chartWidget / welcomePage* or they can be configured for one chart widget individually using the values of the attributes for the chart widget, e.g., *chartWidget / welcomePage / tick-etsInView*
- 3. tableWidget / welcomePage (only available if table widgets are present)
  - a. the definition of all table widgets in the tableWidget subtree
  - b. each widget is represented by one node which has the name of the widget, e.g., tableWidget / welcomePage / ticketsOverview
  - c. a new table widget is added when its name has been added in the layout value
  - d. attributes can be defined for all table widgets on the level *tableWidget* or *tableWidget / welcomePage* or they can be configured for one table widget individually using the values of the attributes for the table widget, e.g., *tableWidget / welcomePage / tick-etsOverview*

As explained before in section <u>Page Customization</u> each of the three elements is represented by a subtree in the page customization tree. The following figure provides an example page customization tree with subtrees relevant for the Web Client Dashboard. A detailed explanation is provided in the following sections.



Figure 174: ConSol CM Web Client - Page customization subtrees for Web Client Dashboard layout

# C.7.6.2 Definition of the Overall Dashboard Layout

The overall layout of the entire Web Client Dashboard is defined using the page customization attribute *widgetsGrid / welcomePage*.

# Variant 1: All Widgets Displayed on One Page

#### Attributes:

layout

This defines the layout of the entire Dashboard on the *welcomePage* based on the following principles:

- A widget is described by its name and its type, separated by a colon, e.g., 'ticketsInView:Chart'. The name for a specific widget must be unique.
- The type of a widget is *Chart* or *Table*. The type has to be indicated only at the first appearance of the widgets name, afterwards, it can be omitted, e.g., [tick-etsInView:Chart, ticketsInView, ticketsInView].
- Each row of the Dashboard grid is represented as an array of elements: [x,y,z]. A new widget object will be added to the page customization tree automatically when it is added as value in the *layout* attribute, e.g., when the value *has been* [ticketsInView:Chart, ticketsInView] and the value is now [ticketsInView:Chart, ticketsInView, myTickets:Table], another table widget named *myTickets* will appear in the page customization tree (see figure above) and on the Dashboard. In the same way, widgets can be removed from the Dashboard - just remove the name and type of the widget in the *layout* value. After saving and reloading the page all layout changes are available in the tree for further configuration.
- The grid starts with the upper left corner (0,0) and it is built up row after row, e.g., a *lay-out* value with two pairs of [] brackets will represent two rows as shown in the figure and code shown below.
- *null* is a reserved key word for an empty cell.
- The widget can occupy multiple adjacent rows and columns.
- The Dashboard can be completely disabled in removing the value from the attribute *layout*.

The following figures show the organization of an example grid and its representation in the page customization.

Chart:	Table: myTickets
ticketsInView	Chart: ticketsOverview

Figure 175: Organization of an example grid of a welcomePage

The value of the respective *layout* attribute would be:

```
[ticketsInView:Chart, ticketsInView, myTickets:Table], [ticketsInView,
  ticketsInView, ticketsOverview:Chart]
```

#### Variant 2: Tabbed Widgets

The widgets can also be displayed on tabs. In this case, each widget is displayed on a separate tab. The layout attribute is used for this configuration.

#### Variant 2.1: Using Explicit Headers

The following notation for the value of the *layout* attribute sets an explicit header for each tab, i.e. the browser locale is not taken into consideration.

```
[tabName:'Tickets in current view',widgets:[ticketsInView:Chart]],[tabName:'Job
table',widgets:[ticketsOverview:Table]]
```

Overview		
Tickets in current vie	w Job table	
150		ServiceDeskAll
150		

Figure 176: Setting explicit headers as tab titles

#### Variant 2.2: Using Localized Headers

The following notation for the value of the *layout* attribute sets localized headers, i.e. the header depends on the browser locale. In the example, English and German headers are specified. If the browser locale is not set, the default CM locale is used.

[tabName:'Tickets	<pre>in current view',i18n:{en:'Tickets in current view',de:'Tickets</pre>
in der aktuellen	<pre>Sicht'},widgets:[ticketsInView:Chart]],[tabName:'Job table',i18n:</pre>
{en:'Job table',	<pre>de:'Tabelle Jobs'},widgets:[ticketsOverview:Table]]</pre>

Übersicht		
Tickets in der aktuelle	n Sicht	Tabelle Jobs
		Servio
150		

Figure 177: Using localized headers (in the given example en and de, displayed: de)

# C.7.6.3 Configuration of Widgets

# **Configuration Script for Widgets**

Each chart widget and each table widget has a configuration script. This script is a Groovy script which is stored in the *Scripts* section of the Admin Tool and is referenced by its name. The scripts has to be of type *Page customization*. Select the widget in the PCDS and enter the script name:

chartW type	Vidget /welcomePage/ticketsInView ChartWidgetCustomization className configuration script: ticketsInViewDataWidg un with admin privileges:			
Define the pro	perties of the chart widget, context={viewld}			
<u>Attribute</u> <u>name</u>	<u>Description</u> Value			
chart	Options regarding the chart area and plot area as well as general chart options (http://api.highcharts.com/highcharts#chart) (java.lang.String) (+) (-)			
colors	An array containing the default colors for the chart's series. When all colors are used, new colors are pulled from the start			

Figure 178: ConSol CM Web Client - Script definition for a chart widget

cripts Template		_		
Scripts			Source	
All script types	Trac	]	<pre>if (viewId == -1) {    return [visible: 'false']</pre>	1
Name	Туре	_	return [visible: 'laise']	
GoToCompanyURL	Data object action	*		
IncomingMailRouting.groovy	E-mail		<pre>def engineerLocale = engineerService.getCurrentLocale()</pre>	
Load data	Data object action		<pre>def view = viewService.getById(viewId)</pre>	
MailScriptServiceDesk	E-mail		<pre>def viewName = localizationService.getLocalizedProperty(View.class,</pre>	
MailSetReplyTo.groovy	E-mail		"name", viewId, engineerLocale)	_
MailToClosedTicket.groovy	E-mail			
MessageToEngineerRemove.gro	E-mail		ViewCriteria allCriteria = new ViewCriteria(view,	
MyFirstTaskScript	Task		<pre>ViewAssignmentParameter.allTickets(),</pre>	
NimhAppendToTicket.groovy	E-mail		<pre>ViewGroupParameter.allTickets(),</pre>	
NimhCreateTicket.groovy	E-mail		<b>new</b> ViewOrderParameter())	
NimhIncomingMailRouting.groovy	E-mail		<pre>def allTickets = ticketService.getCountForView(allCriteria)</pre>	
NimhMailToClosedTicket.groovy	E-mail			
OfferCreateTicketPage	Data object action		ViewCriteria ownCriteria = new ViewCriteria(view,	
OfferCreateUnitPage	Data object action	_	ViewAssignmentParameter.allTickets(engineerService.getCurrent()),	
Open report	Data object action	=	ViewGroupParameter.onlyOwnTickets(),	
UpdateContactData	Data object action		new ViewOrderParameter())	
maxTicketGridSize			def ownTickets = ticketService.getCountForView(ownCriteria)	
myNewTaskScript	Task			
setDefaultPrioMedium.groovy	Defa values		ViewCriteria unassignedCriteria = <b>new</b> ViewCriteria(view,	
ticketsInViewDataWidget.groovy	Page customization	11	Viewiliella unabiguedilella - new viewiliella(view,	•

Figure 179: ConSol CM Admin Tool - Admin Tool script for a widget of the Web Client Dashboard

The configuration script of a widget is the place where the statements are defined which retrieve the required data from the CM system and where the widget layout is defined. The execution of this groovy script is a core part of the customization. The script must return a map of variables which correspond to the defined widget properties.

An **incorrect script** does not provide a data structure which can be displayed by the Web Client Dashboard. Since the Dashboard is displayed on the Overview page which is the start page, **the Web Client will not start** in those cases! Disable or comment out the script to start the Web Client again.

The script overwrites the configuration data provided in the page customization. The values are **not** merged! The script will thus override any widget attribute value set in the customization, so please make sure that the desired attribute is not set within the script if you want to use the page customization for attribute setting.

A **script** which is associated with a widget is usually executed with user (= engineer) permissions, e.g., the standard chart widget shows a graphical representation of the selected view. However, sometimes values have to be used which are not available in the engineer context, e.g., escalated tickets (of all engineers) in a certain queue. In order to execute a script with admin permissions, select the check box *run with admin privileges*. Please keep in mind that the results of the Java or Groovy methods which retrieve the data will vary depending on the context. For example, the method *tick-etService.getAll()* will return only tickets for which the current engineer has at least read permissions, but will return all tickets in the system when executed as admin.

The **chart** representation in the Web Client Dashboard is based on the <u>Highcharts library</u>. Thus, for chart widgets, the Admin Tool script has to return a HashMap containing the attributes which should be set (see return statement in the code example below which uses the attributes *series*, *visible*, *chart*, *title*, *tooltip*, and *localization*). A detailed explanation of all attributes and the respective hyper-links is provided in the section <u>Attributes for Chart Widgets</u>.

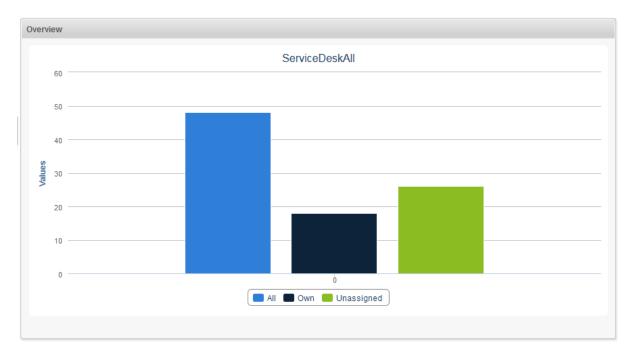
The **table** representation in the Web Client Dashboard is based on the <u>Datatables library</u>. Thus, for table widgets, the Admin Tool script has to return a HashMap containing the attributes which should be set. Please see section <u>Attributes for Table Widgets</u>.

Very complex scripts can decrease system performance!

The following example shows the script *ticketsInViewDataWidget.groovy* which is provided with a standard ConSol CM distribution.

```
import com.consol.cmas.common.model.ticket.*;
import com.consol.cmas.common.model.ticket.view.*;
import java.util.*;
import java.util.Map.Entry;
if (viewId == -1) {
  return [visible: 'false']
}
def engineerLocale = engineerService.getCurrentLocale()
def view = viewService.getById(viewId)
def viewName = localizationService.getLocalizedProperty(View.class, "name", viewId,
engineerLocale)
ViewCriteria allCriteria = new ViewCriteria(view,
  ViewAssignmentParameter.allTickets(),
  ViewGroupParameter.allTickets(),
  new ViewOrderParameter())
def allTickets = ticketService.getCountForView(allCriteria)
ViewCriteria ownCriteria = new ViewCriteria(view,
  ViewAssignmentParameter.allTickets(engineerService.getCurrent()),
  ViewGroupParameter.onlyOwnTickets(),
  new ViewOrderParameter())
def ownTickets = ticketService.getCountForView(ownCriteria)
ViewCriteria unassignedCriteria = new ViewCriteria(view,
  ViewAssignmentParameter.allUnassignedTickets(),
  ViewGroupParameter.onlyUnassignedTickets(),
  new ViewOrderParameter())
def unassignedTickets = ticketService.getCountForView(unassignedCriteria)
def data = []
data.add("{name: ('all'), data:[${allTickets}]}" as String)
data.add("{name: ('own'), data:[${ownTickets}]}"as String)
data.add("{name: ('unassigned'), data:[${unassignedTickets}]}"as String)
return [series: "[${data.join(',')}]" as String,
  visible: 'true',
  chart: "{type: 'column'}", title: "{text: '${viewName}'}" as String,
  tooltip:"{headerFormat:''}" ,
  localization:"de: {all:'Alle',own:'Eigene',unassigned:'Unzugewiesene'},"+ "en:
   {all:'All', own:'Own', unassigned: 'Unassigned'}"];
```

Code example 4: Standard ConSol CM chart widget script ticketsInViewDataWidget.groovy



The following chart is defined by the script above. For a detailed explanation, please refer to the section Example of a Chart Widget.

Figure 180: ConSol CM Web Client - Example chart widget

# C.7.6.4 Configuration Attributes for Widgets

All definitions which can be used for a widget can be set using the attributes and values of the page customization. There are three types of attributes:

- general attributes (available for each widget type)
- attributes for chart widgets
- attributes for table widgets

Please keep in mind that an attribute which is set within the Admin Tool script of a widget always overwrites the respective attribute which has been set as an attribute!

Example: For the chart widget *ticketsInView*, the attribute *visibility* has been set to *true*. The Admin Tool script which is associated with the widget (*tick-etsInViewDataWidget.groovy*) contains the statement:

return [visible: 'false']

In this case the widget will not be displayed!

#### **General Attributes**

Those attributes are valid for all widgets and can be set in two locations of the page customization tree:

- widgetsGrid
- widgetsGrid/welcomePage

#### Attributes:

- layout See General Attributes.
- refreshOnViewChange

Indicates whether the Dashboard should be refreshed when the engineer changes the view, i.e., uses the drop-down list *View* to select another view for the ticket list, default value is *true* 

#### **Examples for Visibility Configuration**

**Example 1:** The chart should not be displayed.

return [visible: 'false']

Code example 5: Visibility switched off (set in Admin Tool script)

**Example 2:** The chart should only be displayed if the selected view is *service\_customer* and the engineer has *the consultant* role.

```
view = viewService.getById(view_id) // view_id is passed in context
if (!view.getName().equals("service_customer"))
{
    return {"visible": false}
}
def role = roleService.getById('consultant');
def engineer = engineerService.getById(engineer_id);
if(!getRolesForEngineer(engineer).contains(role))
{
    return {"visible": false}
}
```

Code example 6: Visibility depending on engineer role (set within Admin Tool script)

#### Attributes for Chart Widgets

Chart widgets use the Highcharts library. All attributes are JSON objects.

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The attributes which can be set comprise:

- General attributes like visibility.
- The basic configuration options of the Highcharts library. Their values ...
  - can be set using the page customization attributes.
  - can be set using the Admin Tool script which is associated with the chart widget, see section above. The attributes have to be returned as a HashMap.
  - can be left empty.

```
$("#container").highcharts({
 chart: { ... }
   colors: [...]
  credits: { ... }
 data: { ... }
 drilldown: { ... }
 exporting: { ... }
 labels: { ... }
 legend: { ... }
 loading: { ... }
 navigation: { ... }
 noData: { ... }
 pane: { ... }
 plotOptions: { ... }
 series: [{ ... }]
 subtitle: { ... }
 title: { ... }
  tooltip: { ... }
 xAxis: { ... }
 yAxis: { ... }
```

```
});
```

Figure 181: Highcharts configuration options

#### **General attributes:**

localization

Localized values, i.e., "de: {subject:'Thema', yes:'Ja'}, en: {subject:'Subject', yes:'Yes'}".

The *localization* attribute can provide the localized values for all string attributes used in the widget script.

For example (see example with graphical user interface below), you need values for the attributes *title* and *footer*, than you can set three attributes:

- attribute: title, value \_('titlestring')
- attribute footer, value \_('footerstring')
- attribute *localization* which provides localized values for both. Value de:

{titlestring: 'Offene Tickets: ',footerstring: 'Anzahl bearbeitbare Tickets'}, en: {titlestring: 'Open tickets: ', footerstring: 'Number of accessible tickets'}

You can set values for attributes in the Admin Tool script, as shown in the following script for the three strings *all*, *own*, and *unassigned*.



Figure 182: Localizing page customization attributes in an Admin Tool script

Please note that it does not matter if you provide the values for the attributes using a script or by entering the values using the graphical user interface for the Page Customization! You might also use the following way of localizing values (an example of a KPI widget):

kpiWidget <sub>type</sub>	scope className	script: widgetKPIopenTickets.gr] run with admin privileges:
footer	Text that will appear inside the widget footer	_('footerstring')
localization	localized values, i.e -> "de: {subject:'Thema', yes:'Ja'}, en: {subject:'Subject', yes:'Yes'}"	<pre>de:{titlestring:'Offene Tickets: ',footerstring:'Anzahl bearbeitbare Tickets'}, en:{titlestring:'Open tickets: ', footerstring:'Number of accessible tickets'} </pre>
title	Title for KPI widget	_('titlestring') (java.lang.String) (+) (-)

Figure 183: Localizing string Page Customization attributes using the graphical user interface

• visible

Defines if the widget is displayed, true or false.

#### Highchart-specific attributes:

• chart

Options regarding the chart area and plot area as well as general chart options (<u>http://ap-i.highcharts.com/highcharts#chart</u>). Example:

```
chart = "type:'column', pltShadow:false, backgroundColor:'#4dc245', height:
300";"items: [{html:'sometext', style: { left: '100px'; }}]"
```

# Code example 7: Chart object

colors

An array containing the default colors for the chart's series. When all colors are used, new colors are pulled from the start again. Defaults to: <u>http://api.highcharts.com/highcharts#colors</u>

• credits

Highchart, by default, puts a credits label in the lower right corner of the chart. This can be changed using these options: <u>http://api.highcharts.com/highcharts#credits</u>

• drilldown

Options for drill down, the concept of inspecting increasingly high resolution data through clicking on chart items like columns or pie slices (<u>http://api.highcharts.com/highcharts#drilldown</u>).

• exporting

Options for the exporting module (<u>http://api.highcharts.com/highcharts#exporting</u>).

global

Global options that don't apply to each chart (<u>http://api.highcharts.com/highcharts#global</u>). Can only be set for a type, i.e., for *chartWidget* or *tableWidget*, not for scopes or single widgets!

labels

HTML labels that can be positioned anywhere in the chart area (<u>http://ap-i.highcharts.com/highcharts#labels</u>).

labels = "items: [{html:'sometext', style: { left: '100px'; }}]"

Code example 8: Labels object

lang

Language object. The language object is global and it can't be set on each chart initiation (<u>http://api.highcharts.com/highcharts#lang</u>). Can only be set for a type, i.e., for *chartWidget* or *tableWidget*, not for scopes or single widgets!

legend

The legend is a box containing a symbol and name for each series item or point item in the chart (<u>http://api.highcharts.com/highcharts#legend</u>).

loading

The loading options control the appearance of the loading screen that covers the plot area on chart operations (<u>http://api.highcharts.com/highcharts#loading</u>)

localization

Localized values, i.e., "de: {subject:'Thema', yes:'Ja'}, en: {subject:'Subject', yes:'Yes'}".

# navigation

A collection of options for buttons and menus appearing in the exporting module (<u>http://ap-i.highcharts.com/highcharts#navigation</u>).

## noData

Options for displaying a message like "No data to display" (<u>http://ap-i.highcharts.com/highcharts#noData</u>).

• pane

Applies only to polar charts and angular gauges. This configuration object holds general options for the combined X and Y axes set (<u>http://api.highcharts.com/highcharts#pane</u>).

# plotOptions

The plotOptions is a wrapper object for config objects for each series type (<u>http://ap-i.highcharts.com/highcharts#plotOptions</u>).

• series

The actual series to append to the chart (<u>http://api.highcharts.com/highcharts#series</u>).

• subtitle

The chart's subtitle (<u>http://api.highcharts.com/highcharts#subtitle</u>).

• title

The chart's main title (http://api.highcharts.com/highcharts#title).

tooltip

Options for the tool tip that appears when the user's mouse hovers over a series or point (http://api.highcharts.com/highcharts#tooltip).

• visible

Indicates whether the widget is shown.

• xAxis

The X axis or category axis (<u>http://api.highcharts.com/highcharts#xAxis</u>).

• yAxis

The Y axis or value axis (http://api.highcharts.com/highcharts#yAxis).

# Example of a Chart Widget

The following example shows the widget *TicketsInView* and explains the logic of the associated Admin Tool script *ticketsInViewDataWidget.groovy*. For the entire script, please see the code block above. Here, the lines of code are set in relation to the GUI elements which they configure.

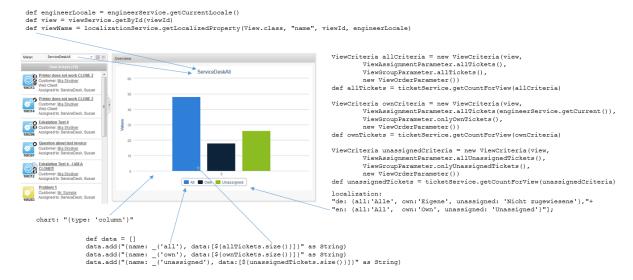


Figure 184: Chart widget example with script code

# Attributes for Table Widgets

#### Table widgets use the **Datatables library**.

The attributes can be set in the page customization or they can be set in the associated Admin Tool script. Please keep in mind that the script parameters always overwrite the respective attributes.

Attributes comprise:

- General attributes
- Datatables-specific attributes

#### General attributes:

localization

Localized values, i.e., "de: {subject:'Thema', yes:'Ja'}, en: {subject:'Subject', yes:'Yes'}".

• visible

Defines whether the widget is displayed, *true* or *false*.

#### Datatables-specific attributes:

• columns

Options which you can apply to the columns objects (<u>http://data-tables.net/reference/option/#Columns</u>).

• data

Data (http://datatables.net/reference/option/#Data)

- localization
   Localized values, i.e., "de: {subject:'Thema', yes:'Ja'}, en: {subject:'Subject', yes:'Yes'}".
- options
   Options (http://datatables.net/reference/option/)
- visible Indicates whether the widget is shown.

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# Example of a Table Widget

The following demonstrates the basic principle of the implementation of a table widget based on the Datatables library.

```
// provide some dummy data for display
def rawdata = [
  [firstname:'Homer', lastname:'Simpson', title:'Nuclear disaster', level:'3',
   hired:'25.03.1989'],
  [firstname:'Zaphod' , lastname:'Beeblebrox' , title:'President of the Galaxy',
   level:'0', hired:'12.09.1979'],
  [firstname:'Sheldon', lastname:'Cooper', title:'Mad scientist', level:'321',
   hired:'01.04.2006'],
  [firstname:'Robin' , lastname:'Scherbatsky', title:'Anchorwoman' , level:'25' ,
   hired:'10.09.2004'],
  [firstname:'Elmer' , lastname:'Fudd' , title:'Duck hunter' , level:'1' ,
   hired:'15.12.1962'],
   [firstname:'Eric' , lastname:'Cartman' , title:'Pupil' , level:'10' ,
   hired:'23.02.1995'],
   [firstname:'Mickey' , lastname:'Mouse' , title:'Private investigator' ,
   level:'111', hired:'04.11.1932'],
  [firstname:'Wilma' , lastname:'Flintstone' , title:'Housewife' , level:'64' ,
   hired:'07.01.1964'],
  [firstname:'Charlie', lastname:'Harper', title:'Composer', level:'12',
   hired:'16.07.2001'],
  [firstname:'Daenerys', lastname:'Targaryen', title:'Mother of dragons',
   level:'238', hired:'08.05.2010'],
  [firstname:'Lara', lastname:'Croft', title:'Tomb Raider', level:'239',
   hired:'10.12.1991'],
  [firstname:'Henry' , lastname:'Jones' , title:'Archeologist' , level:'109',
   hired: '08.06.1942']
]
// prepare the data for display
def tabledata = []
rawdata.each { element ->
  tabledata.add("""
     {'firstname': '${element['firstname']}',
     'lastname' : '${element['lastname']}' ,
     'jobtitle' : '${element['title']}' ,
     'expertise': '${element['level']}'
     'hiredate' : '${element['hired']}' }
  """)
}
// return the table information including the data
return [
  "columns": """[
     {title: 'First name' , data: 'firstname'},
     {title: 'Last name' , data: 'lastname' },
{title: 'Job title' , data: 'jobtitle' },
     {title: 'Expertise level', data: 'expertise'},
     {title: 'Hire date' , data: 'hiredate' }
     ]""",
   "options": """{
     'order': []
```

```
}""",
"data": "[${tabledata.join(",")}]" as String
]
```

# Code example 9: Admin Tool script for a table widget

In the Web Client, the table is displayed as follows (all other widgets have been set to invisible).

how 10 💌 entri	ies		Sea	arch:
First name	Last name	Job title 🔶	Expertise level	Hire date
Homer	Simpson	Nuclear disaster	3	25.03.1989
Zaphod	Beeblebrox	President of the Galaxy	0	12.09.1979
Sheldon	Cooper	Mad scientist	321	01.04.2006
Robin	Scherbatsky	Anchorwoman	25	10.09.2004
Elmer	Fudd	Duck hunter	1	15.12.1962
Eric	Cartman	Pupil	10	23.02.1995
Mickey	Mouse	Private investigator	111	04.11.1932
Wilma	Flintstone	Housewife	64	07.01.1964
Charlie	Harper	Composer	12	16.07.2001
Daenerys	Targaryen	Mother of dragons	238	08.05.2010

Figure 185: ConSol CM Web Client - Web Client Dashboard with one example table widget

# Example of a Composed Dashboard

#### The Dashboards looks like this:

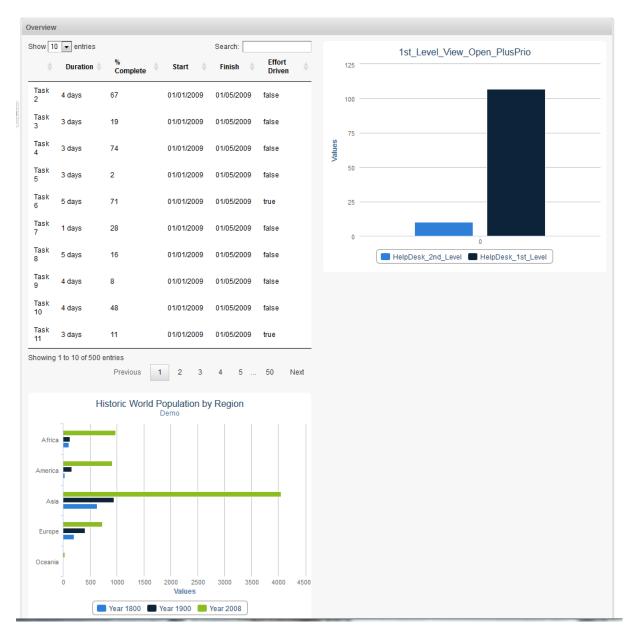


Figure 186: ConSol CM Web Client - Example of composed dashboard

The page customization attribute *widgetsGrid / welcomePage / layout* is set as follows:

[process:Table, escalation:Chart], [process:Table, null], [bar:Chart, null]

Code example 10: Layout attribute for composed dashboard

The page customization attributes subtree looks like this:

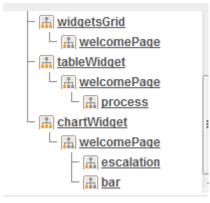


Figure 187: ConSol CM Web Client - Example page customization attributes subtree

The **table widget** (named *process*) has an associated Admin Tool script:

tableWidget         /welcomePage/process         TableWidgetCustomization         configuration script: table         un with admin privileges:         Image: Configuration script: table	E	- <u>iai accordion rickettist</u> - <u>iai welcomePage</u> - <u>iai tickettist</u> - iai widgetsGrid
Define the properties of the table widget, context={viewld}		└
Attribute name Description Value		Laborithingo

Figure 188: ConSol CM Web Client - Configuration of example table widget

The Admin Tool script (named *table*) for the table widget (named *process*):

```
def data = []
(1..500).each { i ->
  data.add("""
     {'title': 'Task ${i+1}',
     'duration': '${Math.round(Math.random() * 5) + 1} days',
     'percentComplete': '${Math.round(Math.random() * 100)}',
     'start': '01/01/2009',
     'finish': '01/05/2009',
     'effortDriven': '${i % 5 == 0}'}
  """)
}
return [
  "columns": """[
    {data: 'title'},
     {title: 'Duration', data: 'duration'},
     {title: '% Complete', data: 'percentComplete'},
     {title: 'Start', data: 'start'},
     {title: 'Finish', data: 'finish'},
     {title: 'Effort Driven', data: 'effortDriven'}]""",
  "options": """{
     'order': []
    }""",
  "data": "[${data.join(",")}]" as String
];
```

Code example 11: Admin Tool script associated with table widget

The first chart widget (named *escalation*) also has an associated Admin Tool script (named *chart*):

chartWidge type	idget /welcomePage/escalation className configuration script: chart un with admin privileges:				Ĩ	└ (#) <u>ticketList</u> - (#) <u>widgetsGrid</u> └ (#) <u>welcomePage</u>
Define the properti	es of the chart widget, context={viewld	)				- I tableWidget
Attribute Description				Value		- <mark>∰ chartWidget</mark>

Figure 189: ConSol CM Web Client - Configuration of example chart widget

The Admin Tool script for the first chart widget (upper right, named *escalation*):

```
import com.consol.cmas.common.model.ticket.*;
import java.util.*;
import java.util.Map.Entry;
if (viewId == -1) {
  return [visible: 'false']
}
def view = viewService.getById(viewId);
TicketCriteria crt = new TicketCriteria();
crt.setStatus(view.name.toLowerCase() =~ 'close' ?
  TicketCriteria.Status.CLOSED : TicketCriteria.Status.OPEN);
tickets = ticketService.getByCriteria(crt);
def queues = [:]
tickets.each { ticket ->
  def qname = ticket.queue.name
  if (queues.containsKey(qname)) {
    queues[qname] = queues[qname] + 1
  } else {
     queues[qname] = 1
  }
}
def data = []
queues.each { entry ->
  data.add("{name: '$entry.key', data:[$entry.value]}")
}
return [series: "[${data.join(',')}]" as String, visible: 'true',
  chart: "{type: 'column'}", title: "{text: '${view.name}'}" as String];
```

# Code example 12: Admin Tool script associated with chart widget

The second chart widget (lower line, named *bar*) does not have an associated script. It is configured entirely by attributes using the page customization. The following values have been set:

Attribute	Value
chart	type:'bar'
credits	enabled: false
series	[{ name: 'Year 1800', data: [107, 31, 635, 203, 2] }, {name: 'Year 1900', data: [133, 156, 947, 408, 6]}, {name: 'Year 2008', data: [973, 914, 4054, 732, 34] }]
subtitle	text:'Demo'

Attribute	Value
title	text: 'Historic World Population by Region'
visible	true
xAxis	categories: ['Africa', 'America', 'Asia', 'Europe', 'Oceania'], title: {text: null}
yAxis	min: 0, title: {text: 'Population (millions)', align: 'high'}, labels: { overflow: 'justify'}

# C.7.6.5 Print Functionality in the Web Client Dashboard

Starting with version 6.9.4.2, ConSol CM offers print functionality for Chart Widgets in the Web Client Dashboard. The *Print* button opens the print dialog of the browser.



Figure 190: ConSol CM Web Client - Print button in Web Client Dashboard

In order to disable the print functionality, i.e., to hide the button, set the page customization attribute *exporting* to the value *enabled:false*.

# C.7.6.6 3D Rendering for Graphics (Chart Widgets)

You can use 3D rendering for chart widgets. The following library is used: <u>http://ap-i.highcharts.com/highcharts#chart.options3d</u>.

For more information on the 3D implementation and concepts of the solution see <a href="http://www.highcharts.com/docs/chart-concepts/3d-charts">http://www.highcharts.com/docs/chart-concepts/3d-charts</a>.

Usage of this kind of rendering puts a rather heavy performance load on the browser. Please be sure that the client environments are capable of displaying these 3D charts when implementing them!

An example script for showing the default chart in a 3D view is listed below. It sets the 3D options in the return value of the script.

```
import com.consol.cmas.common.model.ticket.*;
import com.consol.cmas.common.model.ticket.view.*;
import java.util.*;
import java.util.Map.Entry;
if (viewId == -1) {
  return [visible: 'false']
}
def engineerLocale = engineerService.getCurrentLocale()
def view = viewService.getById(viewId)
def viewName = localizationService.getLocalizedProperty(View.class, "name", viewId,
 engineerLocale)
ViewCriteria allCriteria = new ViewCriteria(view,
  ViewAssignmentParameter.allTickets(),
  ViewGroupParameter.allTickets(),
  new ViewOrderParameter())
def allTickets = ticketService.getIdsByView(allCriteria)
ViewCriteria ownCriteria = new ViewCriteria(view,
  ViewAssignmentParameter.allTickets(engineerService.getCurrent()),
  ViewGroupParameter.onlyOwnTickets(),
  new ViewOrderParameter())
def ownTickets = ticketService.getIdsByView(ownCriteria)
ViewCriteria unassignedCriteria = new ViewCriteria(view,
  ViewAssignmentParameter.allUnassignedTickets(),
  ViewGroupParameter.onlyUnassignedTickets(),
  new ViewOrderParameter())
def unassignedTickets = ticketService.getIdsByView(unassignedCriteria)
def data = []
data.add("{name: ('all'), data:[${allTickets.size()}]}" as String)
data.add("{name: ('own'), data:[${ownTickets.size()}]}" as String)
data.add("{name: ('unassigned'), data:[${unassignedTickets.size()}]}" as String)
return [series: "[${data.join(',')}]" as String,
  visible: 'true',
  chart: "{type: 'column',
```

```
options3d: {enabled: 'true', alpha: '15', beta: '15', depth: '50',
    viewDistance: '25'}}",
plotOptions: "{column: {depth: '25'}}",
title: "{text: '${viewName}'}" as String,
tooltip:"{headerFormat:''}",
localization: "de: {all:'Alle', own:'Eigene', unassigned:'Nicht
zugewiesene'},"
    + "en: {all:'All', own:'Own', unassigned: 'Unassigned'}"];
```

Code example 13: Show the default chart in 3D view

# C.7.6.7 Drilldown Functionality for Graphics (Chart Widgets)

ConSol CM offers basic drilldown functionality for charts in the Dashboard. The page customization attribute *drilldown* can be used for general settings. The following library is used: <u>http://ap-i.highcharts.com/highcharts#drilldown</u>.

However, to be reasonably used by this functionality, the data script should be extended, too. The data in the return script needs to be extended with the data shown in the drilldown. These additional data must be referenced with the data they extend. For a description of the concepts see the highcharts documentation: http://www.highcharts.com/docs/chart-concepts/drilldown.

The effect is that a second level of data can be shown in the same chart when clicking on a subset. In the left screenshot the columns are clickable and the column name labels are links. After clicking on either a column or a link, a detail view of this subset is shown, illustrated by the right screenshot.

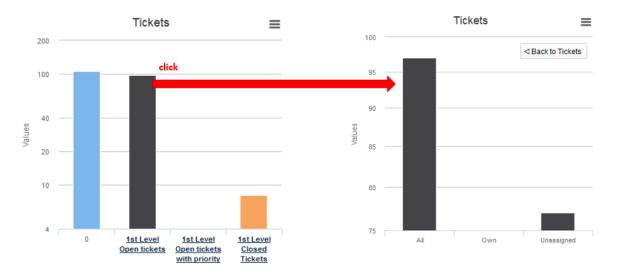


Figure 191: ConSol CM Web Client - Drilldown functionality in chart widgets

The color of the columns in the detail view is the color of the selected subset in the main view. The detail view also displays a back button on the upper right side of the chart. The following data script dynamically provides the data for this drilldown.

```
import com.consol.cmas.common.model.ticket.*;
import com.consol.cmas.common.model.ticket.view.*;
import java.util.*;
import java.util.Map.Entry;
if (viewId == -1) {
  return [visible: 'false']
}
def engineerLocale = engineerService.getCurrentLocale()
def views = []
def seriesdata = []
def drilldownseries = []
def allTicketsCounter = 0
views = viewService.getByEngineer(engineerService.getCurrent())
for (view in views) {
  def viewName = localizationService.getLocalizedProperty(View.class,
     "name",
     view.getId(),
     engineerLocale)
  ViewCriteria allCriteria = new ViewCriteria(view,
     ViewAssignmentParameter.allTickets(),
     ViewGroupParameter.allTickets(),
     new ViewOrderParameter())
  def allTickets = ticketService.getIdsByView(allCriteria)
  ViewCriteria ownCriteria = new ViewCriteria(view,
     ViewAssignmentParameter.allTickets(engineerService.getCurrent()),
     ViewGroupParameter.onlyOwnTickets(),
     new ViewOrderParameter())
  def ownTickets = ticketService.getIdsByView(ownCriteria)
  ViewCriteria unassignedCriteria = new ViewCriteria(view,
     ViewAssignmentParameter.allUnassignedTickets(),
     ViewGroupParameter.onlyUnassignedTickets(),
     new ViewOrderParameter())
  def unassignedTickets = ticketService.getIdsByView(unassignedCriteria)
  seriesdata.add("{name: '${viewName}',
     y: ${allTickets.size()},
     drilldown: '${view.getName()}'}")
  def data = []
  data.add("['All', ${allTickets.size()}]")
  data.add("['Own', ${ownTickets.size()}]")
  data.add("['Unassigned', ${unassignedTickets.size()}]")
  drilldownseries.add("{id: '${view.getName()}',
     data:[${data.join(',')}]}" as String)
```

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```
allTicketsCounter += allTickets.size()
}
return [series: "[{name: 'Tickets', colorByPoint: true,
    data: [${allTicketsCounter}, ${seriesdata.join(',')}]}" as String,
    drilldown: "{series: [${drilldownseries.join(',')}]}" as String,
    visible: 'true',
    chart: "{type: 'column'}",
    title: "{text: 'Tickets'}",
    xAxis: "{type: 'category'}",
    yAxis: "{type: 'linear'}",
    legend: "{enabled: false}"
];
```

Code example 14: Drilldown functionality for chart widget

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## C.8 Labels

This chapter discusses the following:

C.8.1 Introduction	54
C.8.2 Configuring Labels Using the Admin Tool	54

## C.8.1 Introduction

Starting with CM version 6.10, it is possible to manipulate labels which are displayed on the GUI, i.e. in the Web Client. In this way, you, as an administrator, can customize the graphical user interface according to your company's requirements concerning terminology and/or Corporate Design.

Currently, the configuration is possible for terms which concern the CM.Resource Pool. In future CM versions, more adaptations will be possible.

## C.8.2 Configuring Labels Using the Admin Tool

In the Admin Tool, labels are configured on the navigation item *Labels* in the navigation group *Global Configuration*.

	Implates Document templates	All cus	tomer groups
Asset management	ConSol® CIVIG		C 📰 •
Veb Client	☆ Home ★ Access and Roles	Labels     Solution	Details
	<ul> <li>Lists</li> <li>Tickets</li> <li>Customers</li> <li>Resources</li> <li>Global Configuration</li> <li>Languages</li> <li>Labels</li> <li>Queues</li> <li>Projects</li> <li>Business Calendars</li> <li>Casses Of Text</li> <li>Data Warehouse</li> <li>Services</li> <li>Services</li> </ul>	Image: Second	Key: cmweb.rp.resource_pool.base System: Localeations Locale Value de Assetmanagement en(default) Asset management
	© System	× • • •	

Figure 192: ConSol CM Admin Tool - Label configuration

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The following labels are currently available:

Label	GUI location
cmweb.rp.resource.base	Header for <i>Resource</i> Page and for the table column (search results, resource type page) of the resource.
cmweb.rp.resource.new	Header on <i>Create Resource</i> form.
cmweb.rp.resource.plural	Expression for more than one resource, e.g. on the Resource Pool Dashboard, in <i>Search or create <u>Resources</u></i> section or tab on the Detailed Search page.
cmweb.rp.resource.to	Entry in context menu which leads to the resource, default <i>Jump to resource</i> .
cmweb.rp.resource_ pool.base	Entry in main menu.
cmweb.rp.resource_ relation.base	Expression for resource relation.
cmweb.rp.resource_ type.base	Expression for Resource Type, e.g. on Detail Search page for resources .

## C.8.2.1 For CM Programmers: Defining Labels for Messages

You can also use Labels to define error or information messages which should be displayed in the Web Client in certain situations. In this way, you do not have to use only standard CM properties but you can define very specific messages. The following three figures provide an example.

🚫 Labels	
Label Localization          Key         cmweb.rp.resource.action.no_contact_set         cmweb.rp.resource.base         cmweb.rp.resource.new         cmweb.rp.resource.plural         cmweb.rp.resource_to         cmweb.rp.resource_pool.base         cmweb.rp.resource_type.base         error.script.no.url         info.dataobject.action.success	Details         Key:       error.script.no.url         System:

Figure 193: ConSol CM Admin Tool - System-specific label used for an error message, 1: Label definition ConSol CM Administrator Manual (Version 6.10.5.4) - C - Ticket Data Model and GUI Design Section

<	Scripts & Templates Administration			
Γ	Scripts Template			
	Scripts		Source	٦
	All script types	-	// opens company's web site import com.consol.cmas.core.server.service.action.PostActionType	•
	Name Uper receiver Figure 20 million Offer Create TicketPage _5.9_ONLY GoToAMTIcketScript _6.9_only UpdateContactData Open report CheckAnd LodateCompanyServiceSt	Type Turke Conclusion Data object action Data object action Data object action Data object action Data object action Data object action	<pre>def url = unit.get("url") if (!url) (     return actionScriptResultFactory.getPostAction(PostActionType.FAILURE, "error.script.no.url") } else (</pre>	
	GoToCompanyURL OfferCreateUnitPage Load data GoToCompanyURL_6.9_only CoToAMELORS grief	Data object action	return actionScriptResultFactory.getFostAction(PostActionType.GOTO_PAGE,url) )	

Figure 194: ConSol CM Admin Tool - System-specific label used for an error message, 2: Script where the label is referenced

Resources Reporting ConSol* Help	All customer groups	Q
Cannot forward to web site - no company URL available.	$\times$	Activities
Company	Print	(Re-)Check service status of the company
MyNewSpaceCompany 999  Reseller Address Milkyway 77 City Alderaan ZIP 7777 Country Unknown		Create new ServiceDesk ticket Go to AM ticket
phone_frontdesk 123 Service status ok		Open Web Site of Company
		Workspace
Groups	Edit 🔨	Workspace is empty All your upsayed tasks are

Figure 195: ConSol CM Web Client - System-specific label used for an error message, 3: Display in the Web Client

ConSol® CM6								g 💽 🗧
A Home	^	Data Models						
▼ Access and Roles	۲	Customer data models		Data object group fields				
Elists	۲	- 50 DirCustCustomerDa	a ^	Filter:				
Tickets	8	- 21 PartnersModel						
Lustomers	<u> </u>	PartnersCompany     PartnersCompanyDa	ta	Name		Type		
Customers	~	⊟-PartnersContact		customer_name		short string		
La Customer Groups		- 50 PartnersContactDat	a	forename		short string		
-	_	- ResellerModel		email		string		
Data Models		🖨 🚋 ResellerCompany		phone		string		
Actions	_	- 🕫 ResellerCompanyDa		vip_person cmtrack_reseller_login		boolean string		
		- 50 ResellerCompany_S		cmtrack_reseller_password		string		
A Roles		- 🙃 ResellerCompanyInt	ernalResp	cmtrack_reseller_usernameOnly		string		
< Relations		ReselerCustomer     ReselerCustomerDa		labeltest		string		
		- 2 RetailCompaniesModel	10 I	flexible_list		string		
A Resources	8	-RetailCompany						
	~	- 🖅 RetailCompanyData	~					
Global Configuration	۲							
⑦ Data Warehouse	۲	🗢 🗹 🛃 🔕 📓		• 🕑 🛃 😣				
Services	۲	Assigned annotations		Assigned annotations				
💟 E-Mail	۲	Name A Value	Annotation group	Name 🔺	Value		Annotation group	
O <sup>o</sup> System	8	show-labels-in-edit true	layout	field indexed	transitive		indexing	
-		show-labels-in-view true	layout	position	0;0		layout	
		show-watermarks true	layout		-/-			
		Labels		Labels				
		Locale	alue	Locale		Value		
		Deutsch R	esellerCustomerData	Deutsch		Name		
			esellerCustomerData	Englisch(default)		Name		
		Polnisch		Polnisch				
	×	/ numManagementPaceller ServiceDeck						

## **D** - Customer Data Model Section

# Customer Data Model (FlexCDM)

Starting with version 6.9, ConSol CM offers a very flexible and powerful customer administration based on FlexCDM, the Flexible Customer Data Model.

In this section, you learn how to set-up and manage the Flexible ConSol CM Customer Data Model, FlexCDM, and all related topics. The following subjects are explained:

- Introduction to FlexCDM
- A Short Introduction to FlexCDM-Specific Web Client Functionalities
- Setting Up the Customer Data Model
- Data Object Group Field Management and GUI Design for Customer Data
- <u>Templates for Customer Data</u>
- Managing Customer Groups
- <u>Customer Roles</u>
- Customer Relations

- Action Framework Customer Actions
- Address Autocomplete

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## D.1 Introduction to FlexCDM

This chapter discusses the following:

D.1.1 FlexCDM at a Glance	260
D.1.2 Introduction to FlexCDM Objects	.263
D.1.3 Management of FlexCDM Objects Using the Admin Tool	.265

Because the customer data model *FlexCDM*, which has been introduced to ConSol CM with version 6.9, is rather complex and very powerful, a separate introduction chapter will help you to understand all the details.

## D.1.1 FlexCDM at a Glance

## D.1.1.1 Flexible Customer Data Model

As the name *FlexCDM* suggests, the ConSol CM customer data model offers a very high degree of flexibility. Various **customer groups** can be defined, each with its particular data model.

In ConSol CM, we talk about **customers** to describe the general CM object. This can be either a company or a contact. A **company** represents an object on company level which will, in most cases, be a real company, a subsidiary, a division or some other organizational unit on a higher level. It can also be a collection of products, a machine pool, or any other object which comprises sub-objects. A **contact** represents an object on contact level, i.e. on the lower level of the customer model. A contact will often be a real person but can also be a product, a machine or some other object.

Contacts as well as companies can be set as customer for a ticket.

There are different ways to configure customer data models for customer groups. Within a customer group, there might be ...

- a contact and a company level: then we talk about a two-level customer data model (where a company can contain several contacts)
- only a *contact* or only a *company* level: then we talk about a **one-level customer data model**

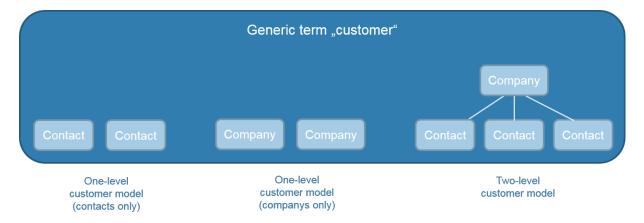


Figure 196: Types of customer data models in ConSol CM

For example, you could classify your customers in two customer groups:

#### 1. Resellers

With contact and company level.

2. End customers

With contact level only.

You can configure as many customer data models as required. Every customer data model can be used for one or more customer groups.

A customer data model comprises the general model, i.e. the levels (contact and company or contact/company only) and all data fields for all components (e.g. name, address, and phone for a company or name, e-mail, and room number for a contact).

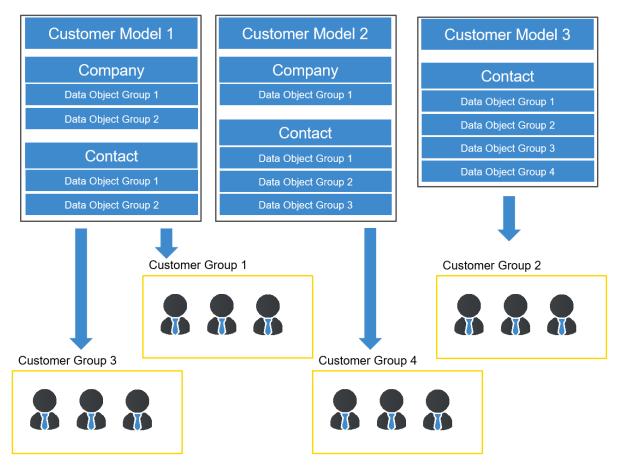


Figure 197: ConSol CM FlexCDM - General principle

#### For a two-level customer data model:

The terms *company* and *contact* are used to indicate the hierarchical level of an object within FlexCDM. An object of type *company* does not necessarily have to be a real company, it can also be a town with several machines (contacts) located in this town, an organization with several subsidiaries (contacts), or even a technical unit (e.g. a ship) with several contacts in the unit. Similarly, an object of type *contact* does not necessarily have to be a person, it can also be a location, a machine, or anything else which should represent the contact level.

#### For a one-level customer data model:

The customer objects in a one-level customer model are either of type *contact* or of type *company*.

For the customers which are managed by your ConSol CM system, the levels and names of all components entirely depend on the configuration of FlexCDM.

Using FlexCDM you can build different realms where each includes a specific customer group and the respective data and processes.

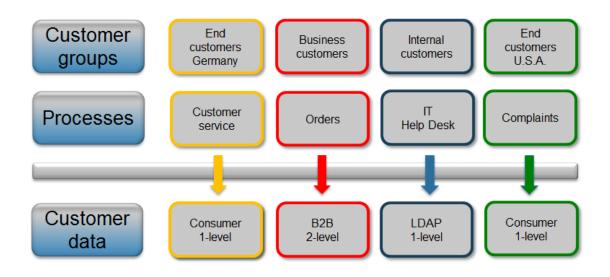


Figure 198: ConSol CM FlexCDM - Customer data model

Please see section <u>Setting Up the Customer Data Model</u> for a detailed description of the customer management.

## D.1.2 Introduction to FlexCDM Objects

In this section, we will give you an overview of all objects which are relevant for the FlexCDM.

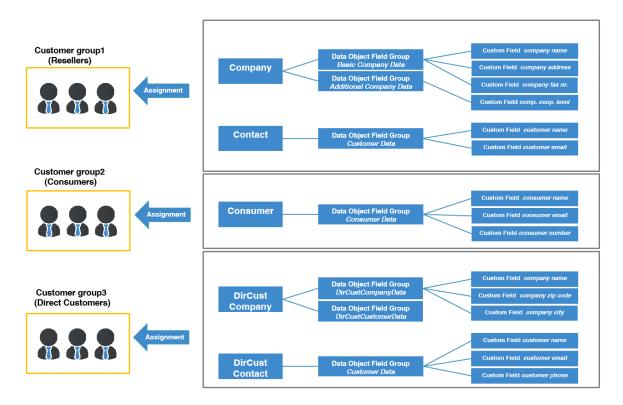


Figure 199: ConSol CM FlexCDM - Example configuration

## D.1.2.1 Important Terms

Here are some important terms for the FlexCDM:

• Customer

General term for customer objects, can be of type contact or of type company.

• Company

Data object of type company, company level.

Contact

Data object of type contact, contact level.

Customer group

A group of customers with a specific customer data model. The engineer permissions (via roles) for customer management are assigned based on customer groups.

Data object

An object within the customer data model. The object type can be *contact* (often times a person) or *company*. The technical (Groovy) equivalent is an object of class *Unit*.

#### Data object definition

All definitions pertaining to the unit. For a company these are e.g. all data object groups, all group annotations, and the assignment of all templates (for the display of customer data in the Web Client, not to be confused with other templates in ConSol CM!)

#### • Data object group

A group comprising one or more data field(s) (data object group fields), analog to a custom field group for ticket data. A data object group can be shown or hidden or it can be displayed as a tab in the (new) customer data group section.

#### • Data object group field

A single data field (types like custom field types) that can contain customer data, analog to custom fields when defining data fields for ticket data.

#### Customer data model

The whole data model that can be assigned to a customer group. The data model can have:

- one level (only contact or only company)
- two levels (company and contact)

The customer data model also contains the definitions of data object groups and data object group fields.

#### Customer relations

Relations between a company and contacts or between companies or between contacts. All relations in their entirety represent the customer relations network.

#### Action Framework

A set of modules in CM which allows event-triggered, workflow-independent programming. The *customer actions* (also called *data object actions* or *unit actions*) which are relevant in the FlexCDM context are part of the Action Framework.

## D.1.3 Management of FlexCDM Objects Using the Admin Tool

In the Admin Tool, the new FlexCDM configuration options are to be found in the navigation group *Customers*.

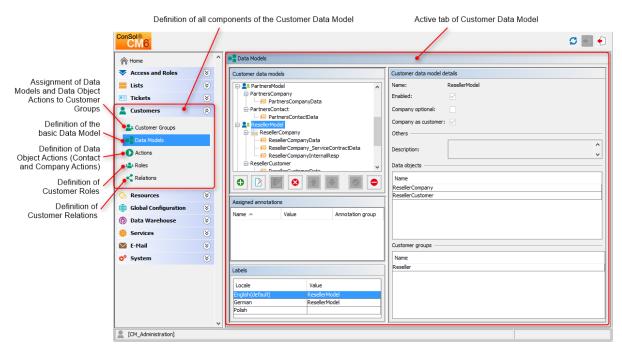


Figure 200: ConSol CM Admin Tool - Customer navigation items relevant in FlexCDM

The following navigation items are relevant for the definition and management of the customer data model:

#### Customer groups

Assignment of the following components (which have to be defined beforehand) to a customer group (see section Managing Customer Groups for details).

- Customer Data Model
- Customer Actions
- Search Actions
- CM.Phone configuration, if CM.Phone is active
- Data Models

Definition of the data models, i.e. definition of the data fields for customers (i.e. contacts and companies) and the GUI design (i.e. placing the data fields on the Web Client GUI). Please see sections <u>Setting Up the Customer Data Model</u> and <u>Data Object Group Field Management and GUI Design for Customer Data</u> for details.

#### Actions

Definition of Customer Actions, i.e. contact actions and company actions, please see section Action Framework - Customer Actions for details.

#### • Roles

Definition of Customer Roles, see section <u>Customer Roles</u> for details.

#### • Relations

Definition of Data Object Relations, which represent references between customer (i.e. contact and company) objects, please see section <u>Customer Relations</u> for details. (Relations from resources to customers have to be defined in the Resource Pool data model, they cannot be configured here.)

## D.2 A Short Introduction to FlexCDM-Specific Web Client Functionalities

This chapter discusses the following:

D.2.1 Introduction	267
D.2.2 Working with the ConSol CM Web Client with FlexCDM	267

## **D.2.1 Introduction**

You, as an administrator, might be wondering why a Web Client GUI introduction is provided in an administrator's manual. However, when you want to work with the CM customer data model, called *FlexCDM*, you have to know the effects of all administration actions. And of course, those actions are visible in the Web Client. So in this section, we will take the role of an engineer and show several examples of working with the new customer data model.

All configuration details which are required to understand the system's behavior are explained in the corresponding sections of the manual.

## D.2.2 Working with the ConSol CM Web Client with FlexCDM

## D.2.2.1 Example 1: Selecting the Customer Group

Provided that the engineers have access permissions for more than one customer group, they can **select the customer group** which should be used for certain operations using the *Customer Groups Filter*, a drop-down list in the main menu. The name which is displayed is the localized name of the customer group.



Figure 201: ConSol CM Web Client - Selecting a customer group

The selection influences the following actions:

- The Quick Search is performed only within the selected customer group.
- In the Detailed Search, the criterion *customer group* is only offered when *All customer groups* has been selected in the drop-down menu, otherwise the search implicitly uses only data from the selected customer group.
- In the Detailed Search, only the search fields from the selected customer group are offered.

- When a ticket is created, only the selected customer group is offered (implicitly) when a company and/or contact should be created in-line.
- A ticket can be created only in queues to which the selected customer group has been assigned.
- In the ticket list, views are only available if they contain tickets from queues to which the selected customer group has been assigned.
- Please note that the Page Customization attribute *hiddenCustomerGroups* can influence the list of customer groups in the Customer Groups Filter. See section <u>customerGroupSelector</u> of the <u>Page Customization</u> for details.

## D.2.2.2 Example 2: Creating a New Company and Contact

If engineers have access to several customer groups (and have selected *All customer groups* in the main menu, see example 1), they can **select the customer group when a new ticket is created** and a contact/company should be created in-line. This also depends on the selected queue. Only the customer groups which are assigned to the selected queue are available. If the option *All customer groups* has been selected in the drop-down menu, one tab is visible for the customer data of each customer group and the engineer can select the desired group.

MyCustom	erGroup 🔛 Reseller		
Company			·
Company	MyNewInformationCompany		
	Additional company data		
Search name	Short name		
Address	Street		
	Zip code	City	
	Choose One		
Internet	WWW		
Phone	Phone		
Fax	Fax		
Version	Choose One	Support	
Reaction time			
Sales member	Choose One		
Comment	comment_field		
Create	Cancel		

Figure 202: ConSol CM Web Client - Creating a new company within a customer group

## D.2.2.3 Example 3: Using Company and Contact Page

Provided there is a two-level customer data model (company and contact) there are **separate company and contact pages**. On both pages, you can *add comments* and *attach files*. Those operations are then also visible in the history of the company (resp. contact) page.

For the company and for the contact object, icons can be defined for each customer data model, improving usability. The header of the contact and company page is defined by the localized value of the name of the respective data object, see section <u>Setting Up the Customer Data Mode, Name of the Data Object</u>.

**Company Page** 

												1
ipany										Pr	int	Activities
		SpaceCompany 9 Milkyway 77 City										(Re-)Check service status company
	Country	Unknown										Create new ServiceDesk
												Go to AM ticket
	Groups	•								Edit	^	Open Web Site of Compar
	Servi	ice Contract Data	Interna	l responsil	bilities							
	Sani	ice level Gold	_									Workspace
		act start 3/2/14										Workspace is empty
												All your unsaved tasks are automatically listed in this
	Tickets	s (2)									~	workspace.
	All ticke	ets 🔻										
	-ö+	Main Customer			Na	me	Subject	ł				Favorites
		MyNewSpace				100339	Test me					myOpenTickets
	MyNewSpaceCompany 999 C 10000 Question about last invoice											
						•						HP Printer: 4711
	Contac	ts (1)								Add	^	💄 Mia Skydiver
	Q.	Contact		Name		E-mail		First na	me	VIP?		
		Skywalker,Lu	ike	Skywalker				Luke		no		
	Additio	nal details (2)						Comme	nt   Attachm	ients   4	^	
		nal details (2) Comments	Attach	ments				Comme	nt   Attachm	ients   4	^	
	(		Attach	ments				Comme	nt   Attachm	ients   .	^	
			Attach	ments				Comme	nt Attachm	ients   .	<b>∧</b>	
	New			ments				Comme	nt   Attachm	ients   .	~	
	New	Comments		ments				Comme	nt   Attachm	ents   .	-	
	New Click I	Comments		ments				Comme	nt   Attachm	ients   4	<b>∧</b>	
	New Click I	comments			Comm	ent			nt   Attachm	ents   4	••••	
	( New Click I	comments	ent	(	:omm	ent		A	ctions pply filters			
	( New Click I	comments	ent	(	Comme	ent		A	ctions			

Figure 203: ConSol CM Web Client - Top section of company page

	Relation	ns (1)						Add 🔺
	Reselle	r SELLS TO END C	USTOMERS rela	tion (Direct	Customers) (Contact	t)		
	<b>⇔</b>	Contact	Date	Note				Actions
		Mr. Sample	7/21/14 15:29	Dieser Wie	derverkäufer verkauft a	n Endkunden	Edit	×
	Related	Resources (1)						~
	n Pri	inters						
		ller sells this prir rinter: 4712 🔽	nter (1)	Add				
	115-4							
	History							~
4/13/16		1:44 changed by			nter XXXXXXXXXXXXXXXX	*****	HD Drinte	e: My
		HP printer - 4712		ana una pri			iir rinite	
	Con	nment added: Imp	ortant custome	er				
4/12/16	16:23 ch	anged by Susan	ServiceDesk					
	- Con	nment My favorit	e company! rem	oved				
3/2/15	09:24 ch	anged by Susan	ServiceDesk					
	= Atta	chment CM6-Rel	ease-Notes-6.9	.4.pdf adde	d			
	Cont	nment added: My	favorite compa	ny!				
3/7/14	15:41 ch	anged by Harald	Huber					
	Rela	tion added: Resel	ler SELLS TO E	ID CUSTOM	ERS relation Mr. Sam	ple		
3/5/14	15:51 ch	anged by Harald	Huber					
	sale	sRep set to Mrs.	Schwartz					
	Ass	istance/Office set	to Mrs. Miller					
	- Con	tract start set to 3	/2/14					
	serv	vice level set to G	bld					
2/28/14	11:50 - 1	1:51 changed by I	larald Huber					
	addr	ress changed from	ilkyway 77 to N	Ailkyway 77				
	pho	ne_frontdesk set	to 123					
	= cour	ntry set to Unknov	vn					
	= zip s	set to <b>7777</b>						
	addi	ress set to <b>ilkywa</b>	y 77					
	= com	pany_name set to	MyNewSpace	Company				
	city	set to Alderaan						
	= com	ipany_number se	t to <b>999</b>					

#### Figure 204: ConSol CM Web Client - Bottom section of company page

The *Company* page contains the following sections:

Company data

Company data like address, phone number, service data (i.e., the data object group fields you

have defined in the <u>customer data model</u>). All company data might be placed in the header section or there might be one or more tabs in the *Groups* section.

#### • Tickets

All tickets of the company and/or its contacts are listed in this section (also see Example 8: Using the Ticket Filters on Company or Contact Pages). Starting with CM version 6.9, it is possible to assign a ticket to a company directly. In the customer data model the option *Company as customer* has to be set to activate this functionality.

#### Contacts

This section shows a list of all contacts belonging to this company. Click on a contact name to open the contact page.

#### Additional details

There are two tabs:

#### • Comments

All comments concerning this company are listed here.

#### • Attachments

All attachments of the company are listed here. The list of attachments can be filtered or sorted based on file type, name, description, date, or engineer.

#### Relations

All relations established between this company and other customers (companies or contacts) are listed here.

#### Related Resources

This section is only displayed if CM.Resource Pool is activated in the CM system and if at least one resource relation to companies of the respective customer group is configured in the Admin Tool. It shows all resources linked to this company.

#### • History

All actions which have been performed with this company object are listed here, e.g., the change of a name or any other value of one of the data object group fields.

Please refer to the *ConSol CM User Manual* for a detailed introduction of how to work with companies.

Contact Page

Contact						Pri	nt Ac	tivities
0	Skywalker	Luke 🔻 Rese	ller				Cre	eate new ServiceDesk ticket
		Phor	ne 123					
	VIP? no						We	orkspace
		lewSpaceCom						rkspace is empty
		iness Milkyway untry Unknown	77 City Alderaan Zli	- 1111			All	your unsaved tasks are omatically listed in this rkspace.
	Tickets (16	)					< L	
	All tickets	<b>v</b>					Eas	vorites
	( 1 2 )	H					ra	
	¢t≖ En	gineer	Main Customer	Name	Subject			myOpenTickets
	Se	rviceDesk, Susa	n 💄 🔤	3 100368	Printer does not print p	properly	_	HP Printer: 4711
	Se	rviceDesk, Susa	n 🔝 Minnie Mouse	6 100259	Login in ERP-System n	ot possible!		Mia Skydiver
	Se	rviceDesk, Susa	n 💿 Skywalker,Le	ia 💿 100286	New Invoice Feb 2015	5		
	Hu	ber, Harald		SUP-91	AT: NPE when copying	roles		
	Se	rviceDesk, Susa	n 🔃 Skywalker,Lu	ke 💣 100263	Question about Order	#4711		
	Se	rviceDesk, Susa	n 💿 Skywalker,Le	ia 🚫 100364	Printer does not print			
			Skywalker,Lu	ke 🔣 100302	Task - Child of Ticket 1	00263 : Bitte um Bestell	un	
			Skywalker,Lu	ke 🔯 100267	Question concerning d	lelivery July 2014		
			Skywalker,Lu	ke 🙆 100354	New Ticket due to Sea	arch Result for custome	-SI	
			Skywalker,Lu	ke 🔐 100260	Sell a printer to each s	pecial end customer		
	1 1 2	H						
	Number per p	page 10 🔻						
	•						P	
	Additional of	letails (2)			Com	ment Attachments	1     1	
	Com	ments	Attachments					
	New							
	Click here	to add a commen	nt					
	List of co	mments						
	Date		Added by	Comment		Actions		
			•			Apply filters Clear filters		
	3/2/15 9:3	9 AM 9	ServiceDesk, Susan	Bewarel Profess	sional ledi	×		
	0.2.10 0.0			Donaio. Horoco	Jonar voa.			
	No relation	S				Add 🖌	1     1	
	SalesRep (N	<b>AyCustomerGr</b>	oup) (Contact)					
	No relations a	available						
	Related Res	sources						
	n Printe	rs						
		ises this printe	ar (0)	Add				
	Contact u	ava una printe	, (0)					
	History					1		
3/11/16		ed by Susan Se						
	E-mail c	hanged from <b>luk</b>	e@consol.de to	and the second second				

Figure 205: ConSol CM Web Client - Contact page

These are the sections on the *Contact* page:

#### Contact data

Contact data like address, phone number, service data (i.e., the data object group fields you have defined in the <u>customer data model</u>). All contact data might be placed in the header section or there might be one or more tabs in the *Groups* section.

Tickets

All tickets for the contact and/or its company are listed in this section (also see <u>Example 8</u>: <u>Using the Ticket Filters on Company or Contact Pages</u>).

#### Additional details

There are two tabs:

Comments

All comments concerning this contact are listed here.

#### Attachments

All attachments of the contact are listed here. The list of attachments can be filtered or sorted based on file type, name, description, date, or engineer.

#### Relations

All relations established between this contact and other customers (companies or contacts) are listed here.

#### Related Resources

This section is only displayed if CM.Resource Pool is activated in the CM system and if at least one resource relation to contacts of the respective customer group is configured in the Admin Tool. It shows all resources linked to this contact.

• History

All actions which have been performed with this contact object are listed here, e.g., the change of a name or any other value of one of the data object group fields, or adding/removing relations, comments or attachments.

Please refer to the ConSol CM User Manual for a detailed introduction of how to work with contacts.

Please keep in mind that only engineers who have at least one role with the following access permissions for the respective customer group are allowed to access the Additional details section of the customer page:

- Details read
- Details write
- Details delete

Also note that only engineers who have at least one role with write permissions for the respective customer group can use the *Change* link in the context menu of the company (on the contact page) to assign the contact to another company.

## D.2.2.4 Example 4: Setting a Company as Main Customer of a Ticket

If the configuration option *Company as customer* has been set for a customer data model, a **company can be used as main customer** for a ticket.

Ticket	Edit   Clone   P	rint	Workflow activities
ంం	Question about last invoice ServiceDesk   Work in progress		Work on ticket
100307	Assigned to ServiceDesk, Susan   Open since 10/27/14 12:10 PM		Workspace
	Priority normal Ask for feedback no Desired deadline 10/22/14 12:00 AM Continent America		Workspace is empty All your unsaved tasks are automatically listed in this workspace.
	Groups Edit	^	
	Conversations/Meetings Orders Open Customer Tickets on Create Date		Favorites
			OpenTicketsAUSTR
	Customers (1) Add	~	Service request
	Main		
	MyNewSpaceCompany 999 🔻 Reseller		
	No engineers Add	~	
	No relations   Add	^	
	History Comment   E-Mail   Attachment   Time booking	^	
	Display communication 💌 Sorting latest first 💌		
	Add comment, e-mail or attachment		
1 minute a	ago #11 created by Susan ServiceDesk   Action ▼		
	Please call customer at 3 p.m 4 p.m.		

Figure 206: ConSol CM Web Client - Using the company as main customer for a ticket

## D.2.2.5 Example 5: Using Company and Contact Actions

For companies and contacts, manual and automatic actions can be defined.

**Manual actions** are triggered using links in the Web Client, very similar to workflow actions (activities) for tickets. In this way, actions concerning the company or the contact data can be performed which are independent of ticket data. For example, an engineer can load the KPIs of the last month for the company, create a new contact within the company (see the following figure), update the contact data from another database, or create a ticket for the contact (see the figure after next).

**Automatic actions** can be performed when a system action takes place (create/update/delete a customer). The company and contact actions are part of the *Action Framework*.

Company	MyNewSpaceCompany 999 V Reseller Groups ResellerCompanyData Service Contract Data	Internal res	ponsibilities	Edit	^	Activities (Re-)Check service status of the company Create new Help Desk ticket Go to AM ticket
	Service level Gold Contract start 3/2/14 Tickets (1) All tickets 💌 Add/Remove column ['Engineer', 'Main Customer',	▼ OK		Number per page 10 💌	<b>^</b>	Workspace Workspace is empty All your unsaved tasks are automatically listed in this workspace.
	Engineer Main Customer ServiceDesk, Susan WyNewSpaceCompany Contacts (1)		Name	Subject Question about last invoice		OpenTicketsAUSTR     Service request
	Add/Remove column Contact	- OK		Number per page 10 💌		

Figure 207: ConSol CM Web Client - Manual company actions

		Activities
Skywalker Luke 🔻 Reseller		(Re-)Check service status of company
luke@starship.com 123 no luke		Create new Help Desk ticket
MyNew SpaceCompany 999 🔻		Workspace
Tickets (8)		Workspace is empty All your unsaved tasks are automatically listed in this
All tickets 💌		workspace.
Add/Remove column 'Engineer', 'Name',	OK Number per page	10 🔻
		Favorites
Engineer Name	Subject	OpenTicketsAUSTR
ServiceDesk, Susan 🙆 100259	Login in ERP-System not possible!	Service request
ServiceDesk, Susan	New Invoice Feb 2015	
Huber, Harald 🛛 🛃 SUP-91	AT: NPE when copying roles	
ServiceDesk, Susan of 100263	Question about Order #4711	

Figure 208: ConSol CM Web Client - Manual contact actions

Please keep in mind that only engineers who have at least one role with the following access permissions for the respective customer group are allowed to use the customer actions, i.e., only then the Activities will be displayed in the Web Client:

• Act

#### D.2.2.6 Example 6: Setting Relations between Contacts and Companies

Particularly when you work with several customer groups it can be important to establish **relations between contacts and/or companies**. For example, your ConSol CM system can then represent a reference *sells products to* ... between a company and a contact. Or a relation *is supervisor of* ... between two contacts. In this way, you can create a network of your companies and contacts and use CM for *Customer Relationship Management* (CRM).

In the Web Client, relations between companies and/or contacts are established and displayed similarly to ticket relations. In the example, *MyNewSpaceCompany* sells products to the end customer *Mr. Sample*.

## D.2.2.7 Example 7: Deactivate a Customer (i.e., a Company or a Contact)

	Relations
	Add relation
	/IyNewSpaceCompany 999
	Reseller SELLS TO EN
Ì	Reseller SELLS TO END CUSTOMERS relation
	OK Cancel
1	Reseller SELLS TO END CUSTOMERS relation (DirectCustomers) (Contact)
	No relations available.

Figure 209: ConSol CM Web Client - Establishing a company-contact relation

Reseller SELLS TO E	ND CUSTOMERS relation (Dir	ectCustomers) (Contact)		
Add/Remove column	'Customer name'	- ОК		Number per page
Date	Customer	name	Note	Actions
3/7/14 15:41	Mr. Sample	•		Edit Remove

Figure 210: ConSol CM Web Client - Display of company-contact relation

A customer, i.e., **a company or a contact, can be deactivated**. This feature might be useful when a contract with a company is no longer valid or when an employee (= contact) has left the company. In this way, the tickets can be kept and retrieved under the *old* contact/company name, but it is not possible to create new tickets for this customer. If the customer has to be deleted, all of their tickets (open and closed) have to be moved. In that case, the former contact-ticket or company-ticket relation is not as easy to find.

The contact or company can only be deactivated if no *open* tickets are assigned to this contact or company.

Please keep in mind that only engineers who have at least one role with the following access permissions for the respective customer group are allowed to to deactivate (and reactivate) companies and contacts, i.e., only then will the Deactivate/Activate menu items be displayed in the Web Client:

• Deactivate/activate

Contact			
<b>.</b>	Mrs Lea Skywalker Starship Operator D lea@localhost Office 1: Special Forces MySpaceCompan	Edit Deactivate	
	Company MySpa Address Milkyw 7777		
	Tickota (0)		

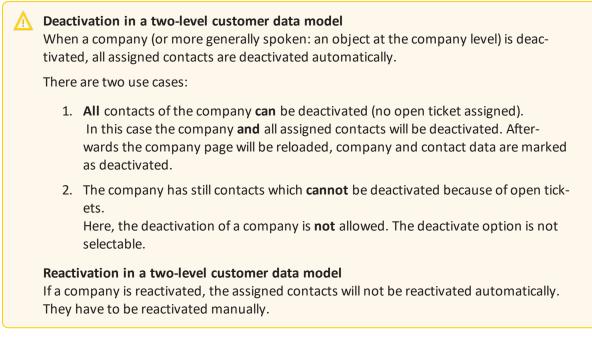
Figure 211: ConSol CM Web Client - Deactivating a contact

The following actions **can** be performed for a deactivated customer:

- Edit the customer data (e.g., name, address, phone).
- Delete the customer.
- Transfer the closed tickets to another customer.
- Only if the checkbox *include deactivated customers* is ticked: search the system for the customer using the Detail Search.

The following actions **cannot** be performed for a deactivated customer:

- Create a new ticket.
- Assign a ticket to this customer.
- Assign a deactivated contact to another company.
- Assign contacts to a deactivated company.
- Search for the customer (deactivated contacts and companies are not shown in search results, except in the Detailed Search when the engineer specifically activates the checkbox *include deactivated customers*).



#### D.2.2.8 Example 8: Using the Ticket Filters on Company or Contact Pages

On the company and contact pages, ticket filters are available, i.e., **filter options** can be used to display selected tickets for the company or contact.

#### Ticket Filter on Company Page

ompan	у						1	Prin
	Ad Ve Reactior Sales me	http://www.consol.de Fax ersion n time	Group Alderaan					
ſ	Tickets (	(3)	1					
- 1	All ticket							
- 1	Q.4	Closed tickets	Main Customer		Name	Subject		
_	:	Company tickets	💄 Mia Skydiver		SUP-69	AT: Incorrect labels in view wizard		
_	1	Open tickets	💄 Dagobert Duck		100313	Printer st	ill does not work	
_		Open tickets of contacts Own tickets	💄 Daniel Düsentrieb		80P-62	AT: Chan	ge queue attributes	
L		Own lickets	J					
	Contacts	s (2)						Add
	-Ö.▼	Contact		First na	me		Lastname	
		💄 Mia Skydiver		Mia			Skydiver	
		💄 Max Miller		Max			Miller	

Figure 212: ConSol CM Web Client - Ticket filter on company page

#### Available options:

#### • All tickets

All tickets where the company itself is either main or additional customer. Open and closed tickets are displayed.

Closed tickets

Closed tickets where the company itself is either main or additional customer.

Company tickets

Tickets where either the company or a contact of the company is either the main or an additional customer. Open or closed.

• Open tickets

Open tickets where the company itself is either main or additional customer.

• Open tickets of contacts

Open tickets where a contact of this company is either main or additional customer.

Own Tickets

Tickets of the company, i.e., where the company itself is the main customer of the ticket. (This is only possible for a customer group which uses a customer data model where the option *Company as customer* is enabled.) Open and closed tickets are displayed.

#### Ticket Filter on Contact Page

Contact		Workspace
Mrs Mia Skydiver V MyCustomerGrou Starship Operator Dr. Special Forces MySpaceCompany Company MySpaceCompany Address Milkyway 77 7777 http://www.consol.de	) Alderaan	Workspace is empty All your unsaved tasks are automatically listed in this workspace. Favorites OpenTicketsAUSTR
Tickets (26)	~	Service request
Company tickets	Vumber per page 10 💌	
Open tickets 1 to 10 of 2 Own tickets Engine	[	
ServiceDesk, Susan 📀 100261	Please send material	
🛃 SUP-118	Exception when no template is assigned to queue	
Huber, Harald 🛃 SUP-124	X-Cm: Exception during status change which moves a ticket into a new queue	
ServiceDesk Susan 🙆 100312	Complaint #42 - please take care asap!!	

Figure 213: ConSol CM Web Client - Ticket filter on contact page

#### Available options:

• All tickets

All tickets where the contact is either main or additional customer. Open and closed tickets are displayed.

Closed tickets

Closed tickets where the contact is the main customer or additional customer.

• Company tickets

Tickets where the company of the contact or the contact itself is the main customer or an additional customer. Open and closed tickets are displayed.

- **Open tickets** Open tickets where the contact is the main customer or additional customer.
- **Own tickets** Tickets where the contact is the main customer.

#### D.2.2.9 Example 9: Customer Group Displayed in Quick Search

The customer group is displayed for all search results in the list. The following notation is used:

<localized data="" name="" object<="" of="" th=""><th>group&gt; (<localized customer="" group="" name="" of="">)</localized></th></localized>	group> ( <localized customer="" group="" name="" of="">)</localized>
	All customer groups
HelpDesk 1st Level	SUP-89Oracle issue concerning Long column typeSUP-91AT: NPE when copying rolesSUP-54Admin-Tool: Error during creating queue (OracleSUP-126Exception when sending mail while changing engiSUP-118Exception when no template is assigned to queue
MyCustomer (MyCustomerGroup) ResellerCustomer (Reseller)	Mia Skydiver Skywalker,Lea Skywalker,Luke
	Show all Create ticket Create customer
	Number per page 10 💌

Figure 214: ConSol CM Web Client - Search results for Quick Search

D.2.2.10 Example 10: Using Search Actions for Company or Contact Data See section <u>Action Framework - Search Actions</u>.

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## D.3 Setting Up the Customer Data Model

This chapter discusses the following:

D.3.1 Introduction to Setting Up the Customer Data Model Based on FlexCDM	31
D.3.2 Managing Contacts and Companies Using the Admin Tool	32

# D.3.1 Introduction to Setting Up the Customer Data Model Based on FlexCDM

With *FlexCDM* various customer data models can be implemented. Please refer to section <u>Intro-</u> <u>duction to FlexCDM</u> for a detailed introduction. To work with a new customer data model within a certain customer group (or in several customer groups), the following steps have to be performed:

- Create a customer data model. (This implies you have already decided whether this should be a one- or a two-level data model. In this example, we will create a two-level model.)
- 2. Create a new customer group.
- 3. Assign the customer data model to the group.

A customer data model comprises objects on three model levels:

- 1. The customer data model definition
- 2. The data objects within this model
  - A data object can be of one of two types:

#### a. Company

E.g., an institution, but can also be a machine, a ship, or anything else which represents the company level.

#### b. Contact

E.g., a person, but can also be a machine, a hardware device, a product, or anything else which represents the contact level.

If a company level is present, the contact is a sub-level of the company. For a simple customer data model, use only the contact object or only the company object.

#### 3. The Data Object Group Fields

These are the data fields for the data objects, i.e., either the Data Object Group Fields for company data (e.g., ZIP, address, phone) or the Data Object Group Fields for contact data (e.g., surname, name, e-mail address).

## D.3.2 Managing Contacts and Companies Using the Admin Tool

To manage components of the Customer Data Model, use the items in the navigation group *Customers* in the Admin Tool. Open the navigation item *Data Models* to set up a new data model or to edit existing models.

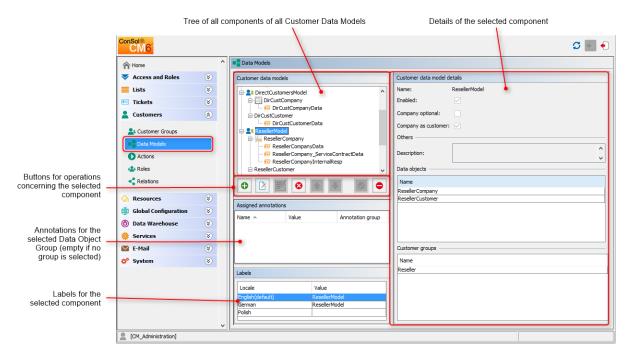


Figure 215: ConSol CM Admin Tool - Customer data model definition

To explain how to work with the customer data model, we will walk you through an example in the next sections.

## D.3.2.1 Creating a New Two-Level Customer Data Model

To create a new customer data model you have to create the objects on all levels of the data model. In the following example, we will build a customer data model for partner data. We will create a customer data model with a company and a contact object, i.e., we will have to create the following objects:

- the customer data model itself
- the company data object (1st level)
- the Data Object Group Fields for the company
- the contact data object (2nd level)
- the Data Object Group Fields for the contact

After having defined an object, the parameters for this object can be (or rather should be) configured.

#### Step 1: Create the Customer Data Model with the First Data Object

When you create a new customer data model, you have to add a data object and the respective Data Object Group Fields in one step.

To create a new customer data model, mark another customer data model (that way you select the level on which you want to work) and use the *Add* button to open the pop-up window.

ConSol CM6			C 📰 🕄
<ul> <li>☆ Home</li> <li>ズ Access and Roles</li> </ul>	î	Data Models  Customer data models	Create customer data model     X Create customer data model     i Please fill in the required fields.
Lists     Image: Control of the second		L DirectCustomersModel     DirCustCompany     Government     DirCustCompanyData     DirCustCustomer	Customer data model Name: PartnersModel
Customer Groups  Data Models  Actions  Roles  Relations		ConcustCustomerData     Software Company     ResellerCompany     SesellerCompanyData     SesellerCompany_ServiceContractData     SesellerCompanyInternalResp     ResellerCustomer	Data object Name: PartnersCompany Type: Company Data object group Name: PartnersCompanyData
Resources     Image: Configuration       Image: Configuration     Image: Configu		Assigned annotations Name  Value Annotation gr	Save Cancel
<ul> <li>Services</li> <li>Services</li> <li>E-Mail</li> <li>System</li> </ul>			Customer groups
	~	Labels Locale Value English(default) BasicModel German BasicModel Polish	MyCustomerGroup
[CM_Administration]			

Figure 216: ConSol CM Admin Tool - Creating a new customer data model

You have to fill in the following fields:

#### • Customer data model

• Name

The name of the new customer data model. The localized names for the data model are set in the *Labels* section of the main *Data Models* panel. For details, please refer to section Localization of Data Fields.

Data object

• Name

The unique technical name of the company/contact object. The localized names for the data object are set in the *Labels* section of the main *Data Models* panel. For details, please refer to section Localization of Data Fields

• Type

Select *Contact* or *Company*. There can be only one company object and one contact object within one customer data model.

#### Data Object Group

• Name

The unique technical name of the first Data Object Group for company data within the defined data object. More Data Object Groups can be added later on. The localized names for the Data Object Group are set in the *Labels* section of the main *Data Models* panel. For details, please refer to section <u>Localization of Data Fields</u>

#### Step 2: Create Another Data Object

In the next step, you have to add the contact object. Select the object *PartnersCompany* (to set the correct level for the following *Add* operation) and click the *Add* button to open the pop-up window.

ConSol CM6			14	Create data object X				
A Home	^	Data Models		te data object				
Access and Roles	۲	Customer data models	i F	j Please fill in the required fields.				
Elists	۲	DirectCustomersModel						
Tickets	۲	DirCustCompany	yData Da	ta object				
Lustomers	۲	DirCustCustomer     DirCustCustome	Data	ame: PartnersContact				
Lastomer Groups		PartnersModel	T	pe: Contact				
Data Models		PartnersCompany	lyData	ta object group				
Actions		ResellerModel	N	ame: PartnersContactData				
A Roles		ResellerCompan	yData					
Relations				Save Cancel				
ᢙ Resources	۲	Assigned annotations						
😩 Global Configuration	۲	Name A Value	Annotation group					
💮 Data Warehouse	۲		Aniotation group					
🔅 Services	۲							
🗹 E-Mail	۲							
🗘 System	۲							
		Labels		Others				
		Locale	Value	^				
		English(default) German	PartnersCompany	Description:				
		Polish		Icon:				
	Y							
CM_Administration]								

Figure 217: ConSol CM Admin Tool - Adding a new data object

You have to fill in the following fields:

- Data object
  - Name

The unique technical name of the contact object. The localized names for the data object are set in the *Labels* section of the main *Data Models* panel. For details, please refer to section <u>Localization of Data Fields</u>The localized name will also be used as header of the customer page (i.e., contact or company page, see section <u>Example 3: Using Company and Contact Page</u>).

#### • Type

Here, *Contact* is pre-selected and cannot be modified, because a company object is already present in the customer data model.

- Data Object Group
  - Name

The unique technical name of the first Data Object Group for contact data within the defined data object. More Data Object Groups can be added later on. . The localized names for the Data Object Group are set in the *Labels* section of the main *Data Models* panel. For details, please refer to section Localization of Data Fields

#### Step 3: Configuring the Parameters for the Defined Objects

#### Parameters for the Customer Data Model

Double-click on the name of the customer data model (*PartnersModel* in our example) or mark the customer data model in the list and click the *Edit* button to open the pop-up window where you can define the parameters for the model.

ConSol CM6					S 🗐 🗧
A Home	^	Data Models		Edit the customer data model	×
Access and Roles	۲	Customer data models			
Elists	۲	DirectCustomersModel			
Tickets	۲	DirCustCompany	/Data		
<b>Customers</b>	۲	DirCustCustomer     DirCustCustomer	-Data	me: PartnersModel	
La Customer Groups		PartnersModel	De	scription:	
Data Models		- PartnersCompar	nyData Co	mpany optional:	
Actions		PartnersContact	tData Co	mpany as customer:	¥
🚣 Roles		ResellerModel			
Relations		0 2 2 0	<b>* * 0</b>	Save Cancel	
ᢙ Resources	۲			PartnersContact	
Global Configuration	۲	Assigned annotations Name  Value	Annotation group		
🝈 Data Warehouse	۲	Name Value	Annotation group		
🔅 Services	۲				
🗹 E-Mail	۲			Customer groups	
🛟 System	۲			Name	
		Labels			
		Locale	Value		
		English(default) German	PartnersModel		
		Polish			
	~				1
[CM_Administration]					

Figure 218: ConSol CM Admin Tool - Parameters for a customer data model

You can fill in the following fields:

• Name

Check or modify the existing name of the model.

#### • Description

Optional description. Can be localized. Please see section <u>Localization of Objects in General,</u> <u>Type 1</u> for details.

#### Company optional

If this checkbox is checked, it is possible to add a contact to a ticket without the contact being part of a company. The company might be set later but it is not required. So, here you can enable working with single contacts, even within a two-level customer data model.

#### • Company as customer

Check this checkbox if it should be allowed to create tickets not only for contacts, but also for companies within the model.

#### Parameters for the Data Object

Double-click on the name of a data object, e.g., the *PartnersCompany* or select the object and click the *Edit* button to open the pop-up menu where you can configure the parameters for this object.

ConSol*					📔 Edit data	object			×
A Home		^	Data Models		Edit data object i Please edit the data object's data.				
Access and Roles	۲		Customer data models						
Eists	۲		DirectCustomersModel	-					
Tickets	۲		DirCustCompany     DirCustCompanyData		Name:	Name: PartnersCompany			
Lustomers	۲		DirCustCustomer     DirCustCustomer		Description:			[	٠
Lata Models			PartnersModel     PartnersCompany     PartnersCompany		-				
Actions			-PartnersContact		Type:	Company		~	
A Roles			PartnersContectData		Icon:			<b>—</b>	
< Relations				_	Templates:	Туре	Name		
Relations						Default	partner_company_default_tem	plate	
A Resources	۲			_		REST			
Global Configuration	۲		Assigned annotations			Dragged E-mail			
-			Name 🔺 Value			Ouick Search			
💮 Data Warehouse	۲				1	Data object search result			
Services	۲					Ticket search result			
E-Mail						Ticket page			
E-Mail	۲					Ticket list	partner_company-ticketlist_ten	nplate	
🔅 System	۲			_		Ticket relation Workspace and Favorites			
			Labels	_	-	History			
			Lubels			Suggestion			
			Locale	Value		CMPhone customer details			
			English(default)	PartnersCo		CMPhone customer list			
			German		]				
			Polish						
				_					
							Save	Cancel	H
CM_Administration]							1		

Figure 219: ConSol CM Admin Tool - Parameters for a data object

You can fill in the following fields:

• Name

The unique technical name of the data object with technical name and localized name(s). The localized name will also be used as header of the customer page (i.e., contact or company page, see section Example 3: Using Company and Contact Page).

#### • Description

The description of the data object. Will be used in future ConSol CM versions. Can be localized. Please see section Localization of Objects in General, Type 1 for details.

• Type

A read-only field which displays the type (contact or company) of the data object.

• Icon

The icon for all companies within this model. It will be displayed in the Web Client. You can either use one of the standard CM icons using the button (...) or upload an icon using the *File explorer* button.

• Templates

The templates which are used to render the data of the data object, i.e., the templates which define the data fields that are displayed in the Web Client for objects of this type. There are various positions in the GUI for which the layout of the company or contact data can be defined. The templates are stored in the *Script and Template* section of the Admin Tool. Please see section Templates for Customer Data for a detailed explanation.

#### Parameters for the Data Object Group

Double-click on the name of the Data Object Group to change the technical name (only possible when respective fields in the customer data sets are empty) or to assign/unassign Dependent Enum Scripts for the group.

To define the Data Object Group Fields, use the GUI elements on the right-hand side. In the following figure, an example for the definition of Data Object Group Fields for the *PartnersCompany* is shown. Here, only one Data Object Group (*PartnersCompanyData*) is used. You can use as many Data Object Groups as you need in one data object.

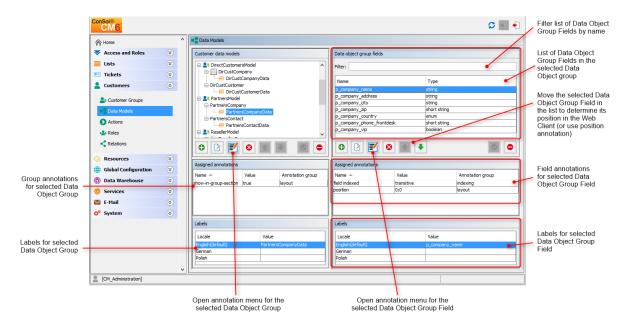


Figure 220: ConSol CM Admin Tool - Parameters for the Data Object Group

The definition of Data Object Group Fields within customer data models is based on the same principles as the definition of Custom Fields for ticket data. For a detailed introduction to the definition and management of Custom Fields, please refer to sections <u>Custom Field Administration (Setting Up</u> the Ticket Data Model) and <u>Data Object Group Field Management and GUI Design for Customer Data</u>.

The available Data Object Group Field annotations are listed in section <u>Annotations</u>. The annotation *unit is a contact* is no longer in use because the level of a unit (i.e., the company or contact) is defined by its unit type (*company* or *contact*).

Please make sure that the annotation *field indexed* is set for all fields which should be searchable. This affects the Quick Search, Detailed Search, and all auto-complete operations! See also section <u>Search Configuration and Indexer Management</u>.

Congratulations! When you have completed all the steps in the previous sections, you have created a new ConSol CM customer data model and can now go on to assign the model to one or more customer group(s).

## D.3.2.2 Creating a New Customer Group Using the New Customer Data Model

When the customer data model has been defined, it can now be assigned to one or more customer groups. In the example, we will create the new customer group *OurPartnerCompanies* which will use the new *PartnersModel*.

Use the navigation item *Customer Groups* in the navigation group *Customers* of the Admin Tool to create a new customer group and to assign the desired customer data model.

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CM6 Admin-Tool @ cm6d	oku-cm1.in	.consol.de	Create customer group Create customer group i Please fill in the required fields.
<ul> <li>Home</li> <li>Access and Roles</li> <li>Lists</li> <li>Tickets</li> <li>Customer Groups</li> <li>Data Models</li> <li>Actions</li> <li>Roles</li> <li>Relations</li> <li>Relations</li> <li>Global Configuration</li> <li>Data Warehouse</li> <li>Services</li> <li>E-Mail</li> <li>System</li> </ul>	<ul> <li></li> &lt;</ul>	Customer Groups Customer groups Filter: Name  DirectCustomers MyCustomerGroup Reseller	Name:       OurPartnerCompanies         Customer data model:       PartnersMode         Automatic Actions       Manual Actions         Contact Automatic Actions       CMPhone         Contact Automatic Actions       Image: Company Automatic Actions         Create:       Image: Company Automatic Actions         Delete:       Image: Company Automatic Actions         Save       Cancel
CM_Administration]			Falback Phone Number Configuration Country prefix: Area prefix: Company prefix: Subscriber pattern: Internal pattern: Mobile pattern:

Figure 221: ConSol CM Admin Tool - Definition of a new customer group

You can fill in the following fields:

• Name

The unique technical name (and localized name) of the new customer group. Can be localized. Please see section Localization of Objects in General, Type 1 for details.

Customer data model

Select the desired data model from the drop-down menu.

Automatic/Manual/Search Actions

On those tabs you can define customer actions. This is explained in detail in section <u>Action</u> <u>Framework - Customer Actions</u>.

CMPhone

This tab will only be displayed when CM.Phone is installed. Please see section <u>CM.Phone: CTI</u> with ConSol CM for details.

An engineer who has access permissions for four customer groups will see the following in the Web Client.

Create New Customer									
DirectCustomers MyCustomerGroup Partners Reseller									
PartnersCompany									
@	Groups								
_	PartnersCompanyData								
	Name								
	Address								
	City								
	ZIP								
	Country Choose One								
	Phone (frontdesk)								
	VIP								
	Create Cancel								
	PartnersContact								
@	Track user								
_	Create								

Figure 222: ConSol CM Web Client - Creating a new company and contact

## D.3.2.3 Assigning Access Rights for Customer Groups with the New Model to Roles

In order to let engineers work with customer data from the new customer group, i.e., to create new partner data sets or to modify existing sets, you have to grant access permissions for the customer groups to one or more roles.

See section <u>Tab Customer Group Permissions</u>.

## D.3.2.4 Assign the New Customer Groups to Queues

Please keep in mind that you have to assign the new customer group to all queues where tickets should be created for customers of this group. See section <u>Queue Administration</u> for details.

## D.3.2.5 Deactivate Objects in the Customer Data Model

The following objects within a customer data model can be deactivated (this functionality is implemented only very rudimentary in current CM versions):

- an entire customer data model
- an object on company level currently (as of CM version 6.10.5) no effect
- an object on contact level currently (as of CM version 6.10.5) no effect
- a Data Object Field Group currently (as of CM version 6.10.5) no effect

In order to deactivate a certain object, select the object on the desired level (be careful to distinguish between the entire data model, the customer or company level, and the Data Object Field Groups ).

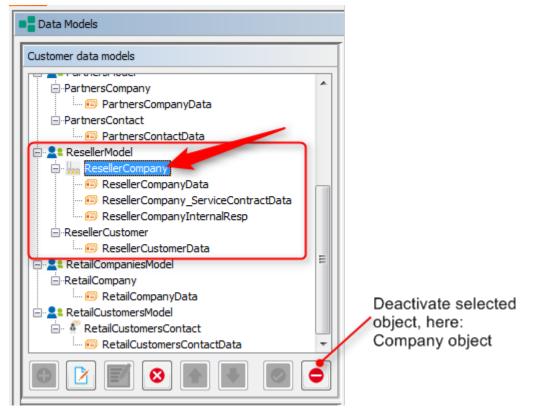


Figure 223: ConSol CM Admin Tool - Deactivate a FlexCDM object (here: company object in Reseller-Model)

## D.4 Data Object Group Field Management and GUI Design for Customer Data

This chapter discusses the following:

D.4.1 Introduction	.292
D.4.2 Defining Data Object Group Fields for Customer Data Using the Admin Tool	. 292
D.4.3 Scripting Using Objects from the FlexCDM	.299
D.4.4 Changes in Scripting from ConSol CM Version 6.8 to Version 6.9	. 300
D.4.5 New Objects in ConSol CM 6.9 and Up	. 304

## D.4.1 Introduction

One feature of ConSol CM versions 6.9 and later is great flexibility as far as customer data model *(FlexCDM)* and GUI design are concerned. You, as an administrator, can define any data field which is required and place it in the user interface wherever it is suitable. The basic principle is now the same as the one you know for ticket Custom Fields: full flexibility.

The management of the ticket data model and GUI design is explained in section <u>Custom Field Administration (Setting Up the Ticket Data Model)</u>. The management of objects within the customer data model is explained in section <u>Setting Up the Customer Data Model</u>. Please refer to those sections for a detailed explanation. In this chapter, we assume that you have a working knowledge of those topics.

# D.4.2 Defining Data Object Group Fields for Customer Data Using the Admin Tool

## D.4.2.1 Admin Tool GUI

The data field definition for customer data is part of the definition of the entire customer data model, see section <u>Setting Up the Customer Data Model</u>. The data model is defined on the navigation item *Data Models* in the navigation group *Customers*, in the Admin Tool.

Data fields for data objects within the customer data model are called *Data Object Group Fields*. Data Object Group Fields are based on the same principles as ticket data fields (Custom Fields): data fields are managed in groups and the groups, as well as the single fields, can be annotated.

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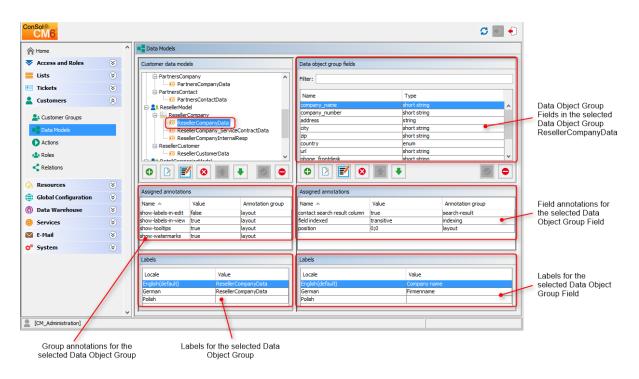


Figure 224: ConSol CM Admin Tool - Definition of Data Object Group Fields

## D.4.2.2 Data Object Groups

Like the Custom Fields which you are already familiar with from previous CM versions, Data Object Group Fields are placed in groups, the *Data Object Groups*. Each data object within a customer data model can have as many Data Object Groups as required. For example, for a reseller company there can be a Data Object Group for the general data, one for the contract data, and one for the persons who are responsible for this reseller. For contacts within the reseller data model, one Data Object Group with general data is defined.



Figure 225: ConSol CM Admin Tool - Customer data model with several data object groups

The organization of data fields in groups has several implications. Please keep them in mind to make sure your data model design meets the users' needs.

A Data Object Group ...

- can be faded in and out in the GUI during the process, but only the whole group, not single fields (= Data Object Group Fields).
- can be displayed as a tab or in the customer data section. The title (and mouse-over) of the tab is the (localized) name of the Data Object Group. For details about localization of Data Object Groups, please refer to section Localization of Data Fields.
- is configured by group annotations.
- is placed in the GUI based on its position in the Data Object Group list (defines, e.g., the order of tabs).

	Company	Display 🔻
	MyNewSpaceCompany 999  Reseller Service Contract Data	
	Groups	Edit Hide
	ResellerCompanyData Service Contract D Internal responsibilities	
- annexana	MyNewSpaceCompany 999 Milkyway 77 Alderaan 7777 Unknown 123	

Figure 226: ConSol CM Web Client - Company data organized in tabs (based on Data Object Groups)

## D.4.2.3 Data Object Group Field Definition

The definition of Data Object Group Fields (i.e., data fields like *name*, *address*, or *phone number*) is based on the proven concepts which have been used for Custom Fields since the first CM6 version.

A Data Object Group Field ...

- is defined by a data type.
- is configured using field annotations (e.g., *position* or *field-indexed*), as described in <u>Annota-tions</u>.
- In contrast to Custom Fields and ticket layout, where you can use three columns for data fields, you can use as many data field columns as you like for the definition of Data Object Group Fields.

Please keep in mind that in CM versions 6.10.4 and below, the Business Card Feature will be active, i.e. in order to present all customer data aligned as on a business card, all fields of a line are presented left-aligned (i.e. starting with column #0), even if the first field in the line has the position column #2 (or other) according to the position annotation.

### Labels for Data Object Group Fields

In CM versions prior to 6.9.4, the labels for Data Object Group Fields (e.g., name, address) are displayed in the Web Client as watermarks per default. If a distinct label is required, a separate Data Object Group Field of type *string* with the annotation *text-type* = *label* has to be used, as shown in the following figures.

New customer									
💿 DirectCustomers 🛛 🛄 MyCustomerGroup V 🔛 Reseller									
ResellerCompany									
Groups									
ResellerCompanyData	Service Contract Data	Internal responsibilities							
company_name	]	company_number							
address	city	zip							
Choose One	URL								
phone_frontdesk									
Company Ty	<sub>pe</sub> None 💌								
OK Cancel									
ResellerCustomer									
customer_name	forename	]							
email	phone	]							
vip_person									
	CM/Track Password								
OK									
	tCustomers MyCus ResellerCompany Groups ResellerCompanyData company_name address Choose One phone_frontdesk Company Ty OK Cancel ResellerCustomer customer_name email	tCustomers Image: MyCustomerGroup   ResellerCompany   Groups   ResellerCompanyData Service Contract Data   company_name   address   city   Choose One   URL   phone_frontdesk   Company Type   OK   Cancel   ResellerCustomer   customer_name   email   phone   image: phone   customer_name   forename   email   phone   CM/Track Login (LDAP)   CM/Track Password   Track user							

Figure 227: ConSol CM Web Client - Default display of Data Object Group Field labels in versions prior to 6.9.4

New customer									
💿 DirectCustomers V 🔛 MyCustomerGroup V 🔛 Reseller									
ResellerCompany     Find   Create									
	Please find or create company first.								
	ResellerCustomer								
	Name / First name customer_name forename								
	E-mail / Phone email phone								
	VIP 🔲 (yes/no)								
	CM/Track access CM/Track Login (LDAP) CM/Track Password								
	Track user								
	ОК								

Figure 228: ConSol CM Web Client - Labels as distinct Data Object Group Fields in versions prior to 6.9.4

As of CM version 6.9.4, you, as an administrator, can decide whether watermarks or labels (or both) should be used. Labels are now implemented similar to the labels for Custom Fields (i.e., the data fields for ticket data). Furthermore, tool tips can be added. The display modes of labels for Data Object Group Fields is controlled by annotations. Annotations can be set on Data Object Group level and on Data Object Group Field level. The field annotations overwrite the group annotations. In this way, you can define a group display behavior but can modify one or more single fields, as demonstrated in the example below.

### Annotations for Data Object Groups:

- layout:show-labels-in-view (true if not set)
- layout:show-labels-in-edit (*true* if not set)
- layout:show-watermarks (false if not set)
- layout:show-tooltips (true if not set)

### Annotations for Data Object Group Fields:

- layout:show-label-in-view
- layout:show-label-in-edit
- layout:show-watermark
- layout:show-tooltip

ConSol CM6		· · · · · · · · · · · · · · · · · · ·	C 🛐 🌖
A Home		Data Models	
Access and Roles	۲	Data object group fields	
Eists	۲	PartnersCompany	
Tickets	۲	- 🙃 PartnersCompanyData	
Customers	۲	PartnersContactData	
Lustomer Groups		ReselerCompany_number short string     Second and the second	
Actions		ResellerCompanyInternalResp zip short string ResellerQustomer enum	
4 Roles		ResellerCustomerData     url     short string     done_frontdesk     short string	
< Relations			
ᢙ Resources	۲		
🖨 Global Configuration	۲	Assigned annotations Assigned annotations	
⑦ Data Warehouse	۲	Name A Value Annotation group Name Value Annotation group Indexing field indexed Itransitive Indexing	qu
Services	۲	now habels in -view true layout position 0;2 layout layout	
-	-	now-tooltips true layout show-label-in-edit true layout	
🗹 E-Mail	۲	now-watermarks true layout	
💠 System	۲		
		abels Labels	
		Locale Value Value	
		English(default) ResellerCompanyData English(default) Company number	
		German ResellerCompanyData German Firmennummer	
		Polish Polish	
CM_Administration]			

Figure 229: ConSol CM Admin Tool - Configuration for Reseller Data Object Group, one field configured field-specific

Company						Print
	ConSol Düsseldorf			Company number		
	Kanzlerstraße 8		Düsseldorf		40472	
	Germany	•	http://www.consol.de			
	0211/339903-100					
CompanyTyp	e small   5-25 🔻					
	Choose One	•				
ОКС	ancel					

Figure 230: ConSol CM Web Client - View for Reseller Data Object Group, one field (company\_number) annotated field-specific (edit mode)

ConSol Düsseldor	f 4711 🔻	Reseller						
Groups								Edi
ResellerCompa	nyData	Service	e Cont	ract Data	Interna	responsibilities		
company_name address	ConSol D Kanzlerst		city	Düsseldorf		Company number zip	4711 40472	
country phone_frontdesk	0211/339	903-100	URL	http://www.	.consol.de			
	0211/339	903-100	URL	http://www.	.consol.de			

Figure 231: ConSol CM Web Client - View for Reseller Data Object Group, one field (company\_number) annotated field-specific (Example: No influence on view mode)

The labels are inserted automatically, so in the end there might be, at most, six columns. In the following example, two columns are used.

- Field\_1: position 0;0
- Field\_2: position 0;1
- Field\_3: position 1;0
- Field\_4: position 1;1
- Field\_5: position 2;0
- Field\_6: position 2;1

Label_1	Field_1	Label_2	Field_2
—	_	-	Field_4
Label_5	Field_5	Label_6	Field_6

Figure 232: Example for Data Object Group Field positions in the grid

### Label Mode after an Update from CM Version Prior to 6.9.4 to a Version 6.9.4 and Up

The layout of the customer data model will be preserved during the update! All annotations will be set accordingly and can be modified later.

For all existing Data Object Groups, the annotation setting layout:*show-labels-in-edit = false* (which will hide standard labels in edit mode) is applied during the update.

### Default Mode for New Data Object Groups and Data Object Group Fields

All new Data Object Groups will be rendered with the new default configuration. This means:

- standard labels
- watermarks disabled

• tool tip enabled

New cust	omer	Company name	
	DirCustCompany		
ΞĒ	Company name		Company number
	City		
	OK Cancel		
	DirCustCustomer		

Figure 233: ConSol CM Web Client - Default display mode for Data Object Group Fields

## D.4.3 Scripting Using Objects from the FlexCDM

In this book we will use the terms *customer* and *customer definition*. However, the corresponding scripts use the term *data object* and the names of the corresponding Java classes are *Unit* and *UnitDefinition*. All other Java classes which deal with customer objects are also still named *Unit*... Please keep that in mind if you work as both a ConSol CM administrator and programmer. Please refer to the *ConSol CM Java API Doc* for details.

## D.4.3.1 New Scripting Features Since ConSol CM Version 6.9

Up to ConSol CM version 6.8, a *Unit* could have only one Custom Field Group. The expression *unit.get* ("name") was always valid because a Custom Field with a specified name could exist only once, for example "group1.name".

Starting with ConSol CM version 6.9, a data object (*Unit*) may have one or more Data Object Group Fields with the same field name, e.g., "name" can be represented as "group1.name" and "group2.name". In such cases, the expression *Unit.get("name")* is not semantically valid and throws an exception.

For backwards compatibility the code *unit.get("name")* will work as long as the Custom Field *"name"* is unique. If another Custom Field with the same name is added, the code *unit.get("name")* will no longer work!

Use the following notation to retrieve unit field (Data Object Group Field) data:

- For one field: unit.get("group1:name")
- For numerous fields: unit.get(" group1:field1.group2:field2 ")

unit.get("contactFields:companyReference.companyFields:name")

### Code example 15: *Example to get the name of the company's contact*

## D.4.3.2 Extension of the Custom Field Expression Language (CFEL)

Starting with ConSol CM version 6.9, the *Custom Field Expression Language* (CFEL) has been improved to provide simple access to many objects. This applies to scripting for tickets and other objects as well as objects from the customer data model, i.e., Units (data objects: objects at the contact or company level). The improvements concerning units (data objects) are explained here. For a detailed explanation on how to write Java or Groovy code which uses customer data model objects, please refer to the *ConSol CM Process Designer Manual*.

You can access the customer data model objects from different scripts:

- Workflow:
  - Scripts in workflow activities
  - Scripts in workflow conditions
- Admin Tool (AT) scripts of type:
  - Dependent enum
  - E-mail
  - Clone
  - Default values
  - Data object action
  - Data object condition
  - Workflow

## D.4.4 Changes in Scripting from ConSol CM Version 6.8 to Version 6.9

In ConSol CM version 6.9, some methods were declared deprecated and have been replaced by new methods. This is only relevant if you have scripts from version 6.8 or older. In this case, the scripts have to be refactored using the new methods.

### D.4.4.1 AbstractField

Removed custom value accessors for each Custom Field type.

Removed/changed method	Replacement
<pre>StringField.getStringValue()</pre>	<pre>StringField.getValue()</pre>
NumberField.getNumberValue()	NumberField.getValue()

## D.4.4.2 ActivityFormFieldsSet

Removed accessors with plain *FieldDefinition*, use *ActivityFormElement* instead.

Removed/changed method	Replacement
ActivityFormFieldsSet.addFieldDefinition(new FieldDefinition)	<pre>ActivityFormFieldsSet.addElement(new ActivityFormElement(new FieldDefinition()))</pre>
ActivityFormFieldsSet.getFields() returns List <fielddefinition></fielddefinition>	ActivityFormFieldsSet.getElements() returns List <activityformelement></activityformelement>
ActivityFormFieldsSet.setFields (List <fielddefinition>)</fielddefinition>	ActivityFormFieldsSet.setElements (List <activityformelement>)</activityformelement>
ActivityFormFieldsSet.removeFieldDefinition (FieldDefinition)	ActivityFormFieldsSet.removeElement (ActivityFormElement)
ActivityFormFieldsSet.removeAllFieldDefinitions()	ActivityFormFieldsSet.removeAllElemen ts()
ActivityFormFieldsSet.getFieldDefinition (index) returns FieldDefinition	ActivityFormFieldsSet.getElement (index) returns ActivityFormElement
ActivityFormFieldsSet.addFieldDefinition(new FieldDefinition, index)	ActivityFormFieldsSet.setElements (ordered list of elements)

## D.4.4.3 ContentFile

Added size parameter to input stream methods.

Removed/changed method	Replacement
<pre>new ContentFile(filename, inputstream)</pre>	<pre>new ContentFile(filename, inputstream, streamsize)</pre>
ContentFile.setInputStream (inputstream)	<pre>ContentFile.setInputStream(inputstream, streamsize)</pre>

### D.4.4.4 ContentResource

Same changes as in *ContentFile*.

Removed/changed method	Replacement
<pre>new ContentResource(filename, inputstream)</pre>	<pre>new ContentResource(filename, inputstream, streamsize)</pre>
ContentResource.setInputStream (inputstream)	ContentResource.setInputStream(inputstream, streamsize)

## D.4.4.5 FieldLogEntry

Removed modification accessors.

Removed/changed method	Replacement
<pre>FieldLogEntry.setModification (Modification)</pre>	<pre>FieldLogEntry.setValue(value) + FieldLogEntry.setPreviousValue(value)</pre>
<pre>FieldLogEntry.getModification()</pre>	<pre>FieldLogEntry.getValue() + FieldLogEntry.getPreviousValue()</pre>

### D.4.4.6 Ticket

Removed renamed Custom Fields accessors and other changes.

Removed/changed method	Replacement
<pre>Ticket.getField(), Ticket.setFieldValue(), Ticket.removeField()</pre>	Previously mixing <i>groupName</i> and <i>fieldName</i> parameters worked, now only the order <i>groupName</i> , <i>fieldName</i> is accepted.
Ticket.setField(AbstractField)	Ticket.addField(AbstractField)
Ticket.addOrUpdateField (AbstractField)	Ticket.setFieldValue(pGroupName, pFieldName, Object pValue)
Ticket.getEnumValue	<pre>EnumValue enumValue = getFieldValue(String pGroupName, String pFieldName) String enumName = enumValue.getName();</pre>
Ticket.setEnumValue(fieldName, groupName, enumName)	<pre>EnumValue enumValue = enumService.getEnumValue (enumGroupName, enumValueName); Ticket.setFieldValue(pGroupName, pFieldName, enumValue); For workflow usage: Ticket.setFieldValue(pGroupName, pFieldName, getEnumValueByName(enumGroupName, enumValueName));</pre>

## D.4.4.7 TimerTrigger

Removed *setDuedate* method.

Removed/changed method	Replacement	
TimerTrigger.setDuedate	TimerTrigger.setDueTime	

## D.4.4.8 Unit

Removed renamed Custom Fields accessors.

Removed/changed method	Replacement
Unit.getFieldsSet()	Unit.getFields()
Unit.setFieldsMap(Map)	Unit.addFields(Set)
Unit.setField(AbstractField)	Unit.addField(AbstractField)

## D.4.4.9 New (Convenience) Methods

#### Examples of new methods:

Object.Method	Explanation
<pre>def contacts = unit.get("contacts ()") </pre>	Using CFEL ("contacts()") a list of all contacts is retrieved for the company (unit).
List contacts = company.getContacts()	
<pre>Unit company = mainContact.getCompany()</pre>	For a contact, the company can be retrieved easily.
<pre>newContact.set("company()", newCompany)</pre>	For a (new) contact, the company is assigned the CFEL expression "company()", provides easy access to the company object.
<pre>List tickets = company.get ("tickets()")</pre>	For a company, all tickets are retrieved.
<pre>Ticket ticket = getTicket(); Unit mainContact = ticket.getMainContact() List tickets = mainContact.get ("tickets()")</pre>	For a contact, all tickets are retrieved.
<pre>Integer count = contact.get ("company().contacts()[0].tickets ()[count]");</pre>	A chain of expressions is used to get the number of tickets for a specific contact.

```
TicketCriteria ticketCriteria = new TicketCriteria();
Unit patternContact = new Unit("contact", customerGroup);
mdcmCriteriaBuilder.setReferencedContactCriteria(ticketCriteria, patternContact);
```

Code example 16: Example 1: Search for the tickets of a contact or of a company

```
TicketCriteria ticketCriteria = new TicketCriteria();
Unit contactPattern = new Unit("contact", customerGroup);
mdcmCriteriaBuilder.setReferencedContactCriteria(ticketCriteria, contactPattern);
Unit companyPattern = new Unit("company", customerGroup);
companyPattern.setFieldValue("name", "ConSol");
mdcmCriteriaBuilder.setReferencedCompanyCriteria(contactPattern, companyPattern);
```

Code example 17: Search for the tickets of the contact who is member of a certain company

```
UnitCriteria unitCriteria = new UnitCriteria();
Unit companyPattern = new Unit("company", customerGroup);
mdcmCriteriaBuilder.setReferencedCompanyCriteria(unitCriteria, companyPattern);
```

Code example 18: Search for contacts of a certain company

For detailed information about the methods, including input parameters and output data type (method signatures), please refer to the ConSol CM Java API Doc.

## D.4.5 New Objects in ConSol CM 6.9 and Up

The objects which are available in the script obviously depend on the script's context. The following examples demonstrate some of the possible use cases:

Startig point	Script	Objects	Example
Company page	data object action script	unit represents the company	<pre>def contacts = unit.get("contacts()")</pre>
Contact page	data object action script	unit represents the contact	<pre>List tickets = unit.get("tickets()")</pre>
Workflow activity	workflow action or con- dition script	ticket	<pre>def id = ticket.getId()</pre>
Workflow activity with script in AT	workflow action or con- dition script	ticket not present impli- citly!	<pre>import com.consol.cmas.common.model.ticket.Ticket def id = ticket.getId()</pre>

## **D.5 Templates for Customer Data**

This chapter discusses the following:

D.5.1 Introduction to Using Templates for the Display of Customer Data	305
D.5.2 Coding Templates	.307
D.5.3 Localizing Enum Values in Customer Templates	.308
D.5.4 Template Types	310

## D.5.1 Introduction to Using Templates for the Display of Customer Data

In the ConSol CM Web Client, customer data sets are displayed in short form at various locations, based on templates. For example, in the ticket list the contact name and company name might be required whereas in the customer data section of the ticket the surname, first name, and phone number of a contact might be needed. This section will show you where short forms are used and how the respective templates are configured using the Admin Tool.

The configuration is based on the following principle:

- Templates are assigned to a Data Object, i.e., to a contact or company definition, in the navigation item *Data Model* in the navigation group *Customers* in the Admin Tool. These templates control the display in certain areas of the Web Client.
- The referenced template must be stored in the *Scripts and Templates* section of the Admin Tool. The name of a template is user-defined.

📔 Edit data	object		×
Edit data obj	ect		
i Please edit	t the data object's data.		
Name:	ResellerCompany		
Description:			۲
Type:	Company		
Icon:	see.		<b>—</b>
Templates:	Туре	Name	
	Default	ResellerCompany-standard-template	
	REST	ResellerCompany-REST-template	-
	Dragged	ResellerCompany-dragged-template	
	E-mail	ResellerCompany-eMail-template	
	Quick Search	Resellercompany-searchresult-template	
	Data object search result	Resellercompany-searchresult-template	
	Ticket search result	ResellerCompany-ticketSearchResult-template	
	Ticket page	ResellerCompany-ticketPage-template	
	Ticket list	Resellercompany-ticketlist-template	_
	Ticket relation	ResellerCompany-ticketList-temlate	_
	Workspace and Favorites	ResellerCompany-favorites-template	_
	History	ResellerCompany-history-template	_
	Suggestion CMPhone customer details	ResellerCompany-suggestion-template ResellerCompany-phoneCustomerDetails-template	_
	CMPhone customer details	ResellerCompany-phoneCustomerDetails-template	_
	CMPHONE Customer list	Reseller Company-priorieCustomerList-template	_
		Save	Cancel

Figure 234: ConSol CM Admin Tool - Template annotations for Data Object (here: company)

In the following paragraphs, the syntax and coding for templates and all possible template types are explained.

## **D.5.2 Coding Templates**

The templates are written using *FreeMarker* notation. For detailed information, please refer to the <u>FreeMarker web site</u>.

Within the templates, you work with three object types:

- 1. Name of the Data Object i.e., the name of a company or contact object.
- 2. Name of the Data Object Group within the Data Object (a Data Object Group is similar to a Custom Field Group for ticket data).
- 3. Name of the Data Object Group Fields within the Data Object Group.

See the following figure for an example:

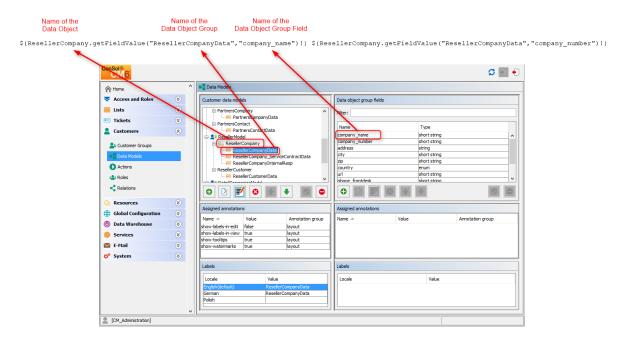


Figure 235: ConSol CM Admin Tool - Writing customer templates

The customer templates must be single-row! They must not contain line-breaks!

## D.5.2.1 Examples for Templates

Here are some examples for templates:

```
<#if ResellerCustomer.getFieldValue("ResellerCustomerData","customer_name")?has_
content &&
ResellerCustomer.getFieldValue("ResellerCustomerData","firstname")?has_content>
${ResellerCustomer.getFieldValue("ResellerCustomerData","customer_name")!},
${ResellerCustomer.getFieldValue("ResellerCustomerData","firstname")!}
<#else> ${ResellerCustomer.getFieldValue("ResellerCustomerData","customer_name")!}
<#else> ${ResellerCustomer.getFieldValue("ResellerCustomerData","customer_name")!}
```

Code example 19: Example for customer template with customer name (has to be written in one line!)

```
${company.getFieldValue("company", "name1")!}${company.getFieldValue("company",
    "name2")!}
    ${company.getFieldValue("company", "mainaddr_city")!},${customer.getFieldValue
    ("customer", "firstname")!}
    ${customer.getFieldValue("customer", "name")!}
```

Code example 20: Example for company-contact template (has to be written in one line!)

```
<#if company??>${company.getFieldValue("company", "name1")!}${company.getFieldValue
("company", "name2")!}
${company.getFieldValue("company", "mainaddr_city")!},
</#if>${customer.getFieldValue("customer", "firstname")!}${customer.getFieldValue
("customer", "name")!}
```

Code example 21: Example for search-customer template (has to be written in one line!)

```
<#setting number_format="#"/>${customerModelCompany.getFieldValue("groupName",
"numberValueField")!}
```

Code example 22: *Setting number format: removing "." in number display* 

## D.5.3 Localizing Enum Values in Customer Templates

Starting with ConSol CM version 6.10.5.4, enum values can be localized, i.e. you can have the localized value displayed in the Web Client. For example, an enum "salutation" contains "mr" and "mrs" as technical values, but in the Web Client, the correct salutation in the respective browser locale should be displayed. If the locale of the browser is not configured explicitly, the standard CM locale will be used.

The following example works with the "salutation" enum.

```
${localize(customer.getFieldValue("customer", "salutation"))!}
${customer.getFieldValue("customer", "firstname")!} ${customer.getFieldValue
("customer", "name")!}
```

MyCustomer Mrs Mia Skydiver MyCustomerGroup Starship Operator Dr. Phone Office 101 To Special Forces Domain Management	Favorites         MyCustomerGroup         Problems with my PC         Mrs Mia Skydiver
Display with locale en	<ul> <li>Order did not arrive</li> <li>Question about Order #4711</li> <li>MyOpenTickets</li> <li>Inventory (IT), 4711</li> </ul>
Kontakt Frau Mia Skydiver MyCustomerGroup Starship Operator Telefon Büro 101  Special Forces Bereich GF/Vorstand	Favoriten         Image: MyCustomerGroup         Image: Problems with my PC         Image: Frau Mia Skydiver
Display with locale de	Order did not arrive  Question about Order #4711  MyOpenTickets  Inventory (IT), 4711

Figure 236: ConSol CM Web Client: Display of an enum value based on a customer template

## D.5.4 Template Types

## D.5.4.1 Standard (Default)

This template is used in all of the following locations if no special templates have been defined, i.e., all other special templates could be omitted if a standard template is defined.

If no template is defined for a certain Web Client location and no standard template has been defined either, there will be an error in the log file and -- *unknown* -- will be displayed in the Web Client.

So make sure that at least a standard template is defined. In a two-level customer data model, this has to be done for the company and for the contact level!

## D.5.4.2 REST

This template configures the appearance of customer data when accessed using the *REST API*. In the standard configuration, no customer data are displayed in the CM portal, CM.Track, which is based on the REST API. This template is only used when you address the REST API directly, e.g., for programming CM interfaces. The following example shows a REST client request for customer data and the resulting answer of the CM server via REST API. The value within the <mark> tag in the XML output is the customer information, formatted using the REST template. In this example, the company name ("ConSol\*") and the company number ("4711") are part of the template.

\${ResellerCompany.getFieldValue("ResellerCompanyData", "company\_name")!}
\${ResellerCompany.getFieldValue("ResellerCompanyData", "company\_number")!}

Code example 23: Example REST template

] Request					
Method GET	✓ URL	http://cm6doku-cm1.int.conso	l.de:8180/restapi/units.xml	☆ ♥	SEND
Body					
j_username=Susar	n&j_password=cons	ol			
] Response					
Response Headers	Response Body (Rav	v) Response Body (Highlight)	Response Body (Preview)		
<pagenumber> <pagesize>107 <totalnumbero <ul=""> <li>unit uri="http://</li> </totalnumbero></pagesize></pagenumber>	)fElements>107//cm6doku-cm1.int.c	talNumberOfElements> onsol.de:8180/restapi/units/82" onsol.de:8180/restapi/units/79"			

Figure 237: REST API - Request for all units

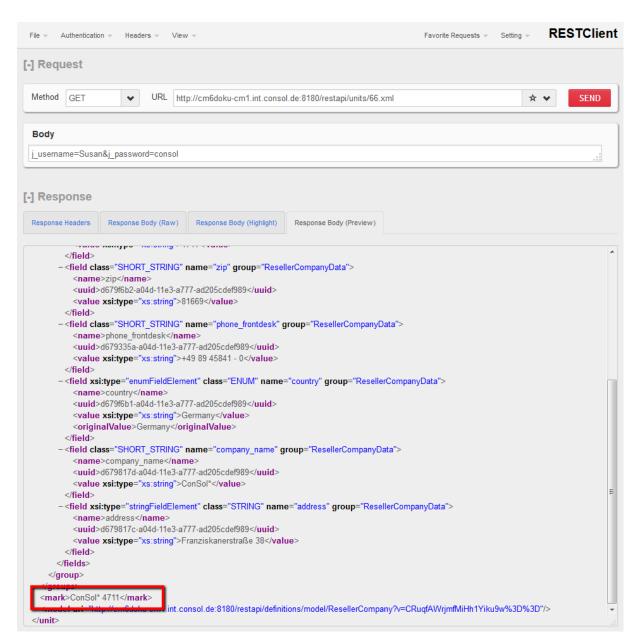


Figure 238: REST API - Request for one unit by ID

Starting with CM version 6.10.3, the ConSol CM REST API can handle various request parameters concerning objects from CM.Resource Pool. If you want to work with those objects via REST, make sure the REST template or at least a Default template is defined for each Resource Type!

Remember: CM.Track also uses the REST API and thus needs the REST (or at least Default) templates!

## D.5.4.3 Dragged

This defines the format of a customer data set while the data set is dragged, e.g., from the *Customers* section to the *Favorites* section.

	Customers	Skywalker	
	Main customer	dm	
e	Luke Skywalker luke@consol.de 🔻 CustomerGroup	V	

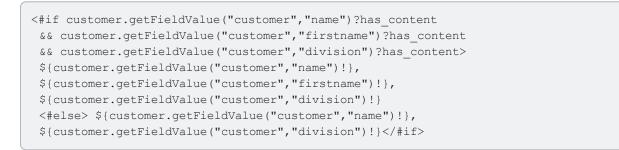
Figure 239: ConSol CM Web Client - Customer dragged template

### D.5.4.4 E-Mail

In the Ticket E-Mail Editor an automatic search provides search results in-line in the form of a dropdown list. The format of those search results can be configured using this template.

New E-m	ail		
	show Cc  show Bcc		
То	Slad		
Subject	"Skywalker,Lea,Special Forces" <lea@localhost> ar</lea@localhost>	g engineer	

Figure 240: ConSol CM Web Client - Customer e-mail template



Code example 24: E-mail template (has to be written in one line!)

## D.5.4.5 Quick Search

This template defines the format of the search result for contacts or companies in the Quick Search. The template is restricted to a single line of output.

	All custo	omer groups	
HelpDesk 1st Leve	I	SUP-22 100520 SUP-32	Error handling in ticket-s Printer error Adding attachments is po
Contact (CustomerGroup)			Login not possible Iker (-4711)
		Show all	Favorites

Figure 241: ConSol CM Web Client - Customer Quick Search template

## D.5.4.6 Data Object Search Result

This template defines the search results for automatic searches in auto-complete fields.

New Tick	et					
<b>0</b> 0	Subject					*
	Queue:	HelpDesk 1st L 💌	Assigned to:	Unassigned 💌	]	
	Priority	Choose One 🖃	Module	Choose One		
	Reaction time			Ask for feedback		
	Category N	Vone 🔻				
	0					
	Customers					
_	Main					
	ResellerCompan	y				
0	Find   Create					
	MyN			× *		
	<b>MyN</b> ewSpace	Company 999				
	Reconcer retring	ar				

Figure 242: ConSol CM Web Client - Customer Data Object search result template

This is the applied template:

\${ResellerCompany.getFieldValue("ResellerCompanyData", "company\_name")!}
\${ResellerCompany.getFieldValue("ResellerCompanyData", "company\_number")!}

Code example 25: ResellerCompany search result template (has to be written in one line!)

## D.5.4.7 Ticket Search Result

In the results page of the Detailed Search the tickets found by the search are displayed as a list. One column of this list contains the main customer of the ticket. The *Ticket search result* template defines the layout of the customer data in this column.

Search			
Search criteria			
Queue 'He Choose One	IpDesk 1st Level'	-	
Tickets	CustomerGroup (cust	omer) Custom	erGroup (Company) Reseller (ResellerCustomer)
Search results (	99) Imn 'Engineer', 'Main Custome	·, • OK	Number per page 20 👻
1 to 20 of 99			◀ 1 2 3 4 5 ▶
Engineer	Main Customer	Name	Subject
Huber, Harald	Marylin Monroe	30P-17	'Take over as primary contact' doesn't work
	💿 Minnie Mouse	SUP-103	"Send mail" action: attachment selection is lost after clicking "Quote ticket"
	Dieter Macher	SUP-57	"Vanishing" locales
	💿 Max Mustermann	80P-32	Adding attachments is possible for worker which has got only "Read tickets" permission
	Daisy Duck	SUP-98	Administrate permission
Meier, Friedrich	0	3 SUP-41	Admin-Tool: Broken layout
	Palas Dierraas	3 SUP-15	Admin-Tool: Confirmation Dialog is missed during delete Customer Attributes
	Marylin Monroe	SUP-54	Admin-Tool: Error during creating queue (Oracle 10g)

Figure 243: ConSol CM Web Client - Customer ticket search result template

## D.5.4.8 Ticket Page

This template defines the presentation of customer data in the *Customers* section of a ticket. The template defines the appearance of the customer data only for the minimum display level .

In the medium and large levels, the first line (positions 0;x) of the Data Object Group Fields definitions is displayed. This applies only if the *position* annotation has been set! If no *position* annotation is set and the Web Client renders the order of the data fields automatically, the mechanism will not work - the fields of the first line will not be used as template!

Ticket	
100520	Printer error HelpDesk 1st Level   Qualify Assigned to Chef, Charly   Open since 11/19/13 1:26 PM Priority normal Reaction time 11/20/13 Ask for feedback no
	Country Germany Customers
	Luke Skywalker luke@consol.de \CustomerGroup
_	Engineers

Figure 244: ConSol CM Web Client - Customer ticket page template

## D.5.4.9 Ticket List

This template defines the presentation of the customer data in the ticket list.

If you would like to work with this template type, please make sure that the page customization parameter accordionTicketList.mainCustomerDescriptionVisible is set to true. Otherwise customer data cannot be displayed in the ticket list.

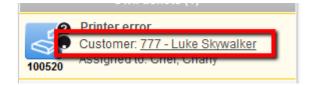


Figure 245: ConSol CM Web Client - Customer ticket list template

## D.5.4.10 Ticket Relation

This template defines the presentation of the customer data in ticket references in the *Relations* section of a ticket. Please keep in mind that customer data of referenced tickets are only displayed in visibility level *extended*.

Engineers
Relations
referenced by
 100520 Printer error 💌
HelpDesk 1st Level   Qualify
Assigned to Chef, Charly   Open since 11/19/13 1:26 PM
Customer Luke Skywalker - 777
tiole Seems to be the same router problem
Liston

Figure 246: ConSol CM Web Client - Customer ticket relation template

### D.5.4.11 Workspace and Favorites

This template defines the presentation of customer data in the *Favorites* section.

Favorites				
Andreas Hansen				
Max Mustermann				
Marylin Monroe				

Figure 247: ConSol CM Web Client - Customer Favorites template

### D.5.4.12 History

This template defines the presentation of customer data in the ticket protocol, i.e., in the *History* section of a ticket.

Ticket				Edit Clor	ne   Print   Disp	lay 🔻
SUP-124	X-Cm: Exception during status change which in HelpDesk 1st Level   Qualify Assigned to Huber, Harald   Open since 5/5/08 11:39 AM Priority high Module inventory Reaction time 8/8/09 Ask for feedback no	noves a t	icket ii	nto a new	queue	
	Customers				Add	Hide
	Main					
@	Mrs Lea Skywalker  CustomerGroup Starship Operator Dr. lea@localhost Office 123 Special Forces					
	History	Comment	E-Mail	Attachment	Time booking	Hide
	Display all entries 🔻 Sorting latest first 🔻					
	Add comment, e-mail or attachment					
40 minutes	s ago #39 changed by Harald Huber Main customer changed from Dieter Macher to Lea S	kywalker				

Figure 248: ConSol CM Web Client - Customer history template

## D.5.4.13 Suggestion

This template defines the presentation of customer data for suggestions which are displayed when a ticket is created.

New Tick	ket	
10°	Subject *	
	Queue: HelpDesk 1st L Assigned to: Unassigned	
	Priority Choose One Module Choose One	
	Reaction time Ask for feedback	
	Category None 🔻	
	Customers	
	Main	
@	Company Find   Create	
	Please enter keywords such as name or e-mail	
	customer	
	Suggestions	
	Lea Skywalker     Select	
	Choose One First name sky	
	Function Acad. title	

Figure 249: ConSol CM Web Client - Customer suggestion template

D.5.4.14 CM.Phone Customer Details See section <u>CM.Phone: CTI with ConSol CM</u>.

D.5.4.15 CM.Phone Customer List

See section <u>CM.Phone: CTI with ConSol CM</u>.

## D.6 Managing Customer Groups

This chapter discusses the following:

D.6.1 Basic Principles of Customer Data Models and Customer Groups32	20
D.6.2 Managing Customer Groups Using the Admin Tool	20
D.6.3 Assigning Access Rights for Customer Groups	24

## D.6.1 Basic Principles of Customer Data Models and Customer Groups

In a ConSol CM system multiple customer groups can be used.

### A Principles:

There can be any number of customer groups and any number of customer data models.

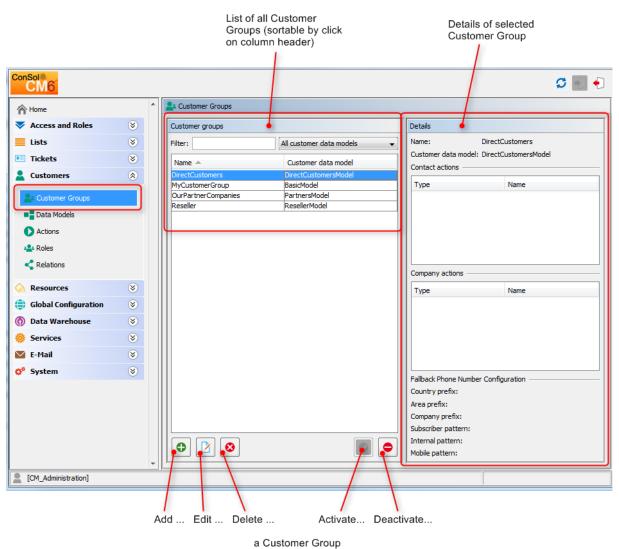
Each customer group has exactly one customer data model.

Each customer data model can be assigned to any number of customer groups.

In the following example, the system contains four customer groups, each with its specific customer data model.

## D.6.2 Managing Customer Groups Using the Admin Tool

In the Admin Tool, customer groups are managed using the navigation item *Customer Groups* in the navigation group *Customers*.



-----

Figure 250: ConSol CM Admin Tool - Managing customer groups

### D.6.2.1 Customer Groups List

On the left side, all customer groups are listed:

• Name

The technical name of the customer group.

Customer data model

The name of the customer data model which has been assigned to the customer group.

You can apply two sorts of filters:

Name filter

Enter a text or some characters in the field Filter. Only the customer groups where the name

contains the text/characters will be displayed in the list.

### • Customer data model filter Select a customer data model from the drop-down list. Only customer groups with the selected data model will be displayed in the list.

## D.6.2.2 Customer Group Details

On the right side, the details of the selected customer group will be displayed. An explanation of all parameters is given in the following section.

## D.6.2.3 Creating a New Customer Group

You create a new customer group by clicking the *Add* button below the group list. A pop-up window is opened where you have to enter the customer group parameters.

		Search Actions (for search result lists with data objects of this customer group)	CM.Phone configuration, only available if CM-Phone is active
	Edit customer group		×
Data Object Actions Actions can be assigned to contacts and/or to companies of the customer group	Edit customer group j Please edit the customer group data. Name: Customer data model: Reseller/Model Automatic Actions Contact Manual Actions Contact Manual Actions	s CMPhone	
	Assigned Name CheckServiceStatus OfferCreateTicketPageOnGUI	Available       Name       LoadReport       DoSomethingInteresting       DoSomethingInteresting2       GoToAM_TicketOnGUI       GoToCompanyURL       OfferCreateUniPageOnGUI       LoadData	ve Cancel
	Company Manual Actions Assigned Name CheckServiceStatus OfferCreateTicketPageOnGUI GoToAM_TicketOnGUI	Available       Name       LoadReport       DoSomethingInteresting       DoSomethingInteresting2       GoToCompanyURL       OfferCreateUniPageOnGUI       LoadData	

Figure 251: ConSol CM Admin Tool - Parameters for a customer group

• Name

The unique technical name of the customer group. Can be localized using the *Localize* button.

For details, please refer to section Localization of Objects in General, Type 1.

### • Customer data model

Select the customer data model from the drop-down list. All customer data models which have been defined (see section <u>Setting Up the Customer Data Model</u>) are available.

Automatic Actions

Here, automatic Customer Actions can be assigned to a customer group. All Customer Actions which have already been defined will be in the lists. You can assign those actions to contacts and/or companies of the customer group. Automatic actions will be triggered when a customer is created, edited or deleted. The entire configuration is explained in detail in section <u>Action</u> <u>Framework - Customer Actions</u>.

### Manual Actions

Manual actions can also be assigned to contacts and/or to companies. All Customer Actions which have already been defined will appear in the lists. The actions will be listed as activities on the contacts or company page and have to be triggered manually by an engineer, very similar to workflow activities for tickets. You can use the arrow buttons below the lists of assigned actions to define the order of the activities in the Web Client. Details about manual Customer Actions are provided in section Action Framework - Customer Actions.

### Search Actions

Search Actions are offered as activities for result lists of Detailed Searches and have to be assigned to contacts and/or to companies of a customer group. For example, a company Search Action for the customer group *Reseller* will always be offered in search result lists which contain lists of Reseller companies. All Customer Search Actions (*Bulk Data Object Actions*) which have already been defined will be offered in the lists. Search Actions are part of the Action Framework and are explained in detail in section Action Framework - Search Actions.

CMPhone

Tab for all CM.Phone parameters. Only available if CM.Phone is active, see section <u>CM.Phone</u>: <u>CTI with ConSol CM</u>.

## D.6.2.4 Editing a Customer Group

If you want to edit a customer group, select it in the list and click the *Edit* button or just double-click the name of the customer group. Modify the customer group parameters and click *Save* to store your modifications.

## D.6.2.5 Deleting a Customer Group

Select the customer group you want to delete in the list and click the *Delete* button. If you confirm the following dialog with *Yes*, the customer group will be deleted and will no longer be available in the system. A customer group can only be deleted if it is not assigned to a queue and if there are no tickets for customers of the group. In a system which has been in operation for a while, it will usually not be possible to delete a customer group.

## D.6.2.6 Disabling and (Re-)Enabling a Customer Group

To disable a customer group, select the customer group in the list and click the *Deactivate* button. The entry in the list is now shown in italics. Just click the *Activate* button at the bottom of the page to enable the customer group again. If a customer group is disabled, it is not possible to create new tickets for companies or contacts of the group. Tickets of the group are still visible.

## D.6.3 Assigning Access Rights for Customer Groups

In order to let engineers work with customer data of a customer group, e.g., to create new reseller data sets or to modify them, you have to grant access permissions for the user groups to one or more roles.

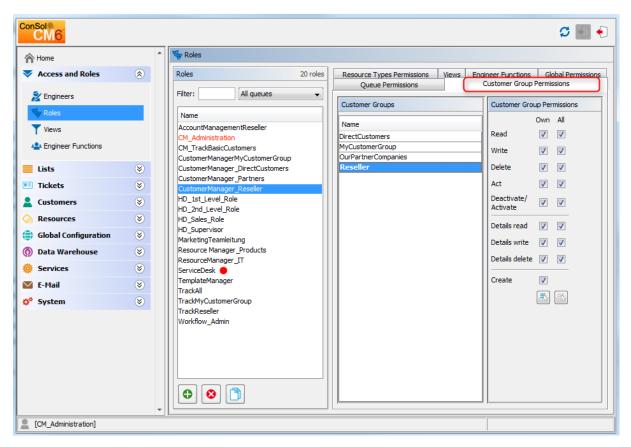


Figure 252: ConSol CM Admin Tool - Assigning permissions on customer groups to a role

The access rights which can be granted for customer data also comprise the *Additional details* section of the customer page, i.e. of the company page and/or the contact page.

CM/ is a protected trademark of ConSol Consulting & Solutions Software GmbH

	C		Disalar	
	Contact		Display 🔻	
	$\bigcirc$	Skywalker Luke 🔻 Reseller		
		luke@localhost.de 123		
		Con Sol* 🔻		
		Tickets (0)	Hide	
		All tickets 👻		
	•	This customer does not have any tickets		
		Additional details	Hide	
		Comments Attachments		
		New		
General sections		Click here to add a comment		Details section
		List of comments		
		This contact does not have any comments.		
	6	Relations	Hide	
		History	Hide	
	2/28/14	08:56 changed by Harald Huber		
		<ul> <li>email set to luke@localhost.de</li> <li>customer_name set to Skywalker</li> </ul>		
		<ul> <li>phone set to 123</li> </ul>		
		<ul> <li>forename set to Luke</li> </ul>		

Figure 253: ConSol CM Web Client - Contact page: Additional details section

The following access permissions can be granted:

Customer type

Refers to the tickets of the customer.

• Own

All (main or additional) customers of tickets which are currently assigned to the engineer or where the engineer is set as an additional engineer.

• All

All customers.

- General sections
  - Read

Read the customer data.

- Write Write/modify the customer data.
- Delete Delete a customer data set.
- Act

Execute actions for this customer (see section <u>Action Framework - Customer Actions</u> for details about customer actions).

#### • Deactivate/activate

Deactivate and (re-)activate the customer. It is not possible to create tickets for a deactivated customer.

#### • Details section

• Details read

Read customer data in the Additional details section.

- Details write Write/modify customer data in the *Additional details* section.
- **Details delete** Delete customer data in the *Additional details* section.
- General
  - Create

Create a customer data set. In a two-level customer data model this refers to contact as well as to company data sets.

Please keep in mind that an engineer must have at least read permissions for a customer group to open and/or create tickets for customers in this group!

# **D.7 Customer Roles**

This chapter discusses the following:

D.7.1 Introduction	7
D.7.2 Defining Customer Roles Using the Admin Tool	3

# D.7.1 Introduction

Customer Roles help you distinguish different additional customers who are linked to a ticket. For example, it will help a great deal if the engineer finds an incident ticket and instantly knows which of the customers is the manager, who is the technical contact person and who he might have to contact for questions concerning billing.

You can define any number of customer roles. Technically, it is a simple list, and the engineer, working with the Web Client, can (but does not have to) assign a customer role to any additional customer of the ticket. An additional customer can only have zero or one roles, not more than one.

Besides helping engineers in their everyday work, customer roles can also be helpful for designing processes and writing scripts, e.g., to write an e-mail to all managers of all open Service Desk tickets of a company.

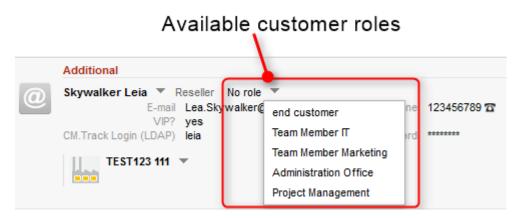


Figure 254: Customer roles for an additional customer

## D.7.2 Defining Customer Roles Using the Admin Tool

Open the navigation item *Roles* in the navigation group *Customers* to add (create), edit or delete customer roles.

ConSol CM6			S 📰 🜖	
A Home	*	A Roles	List o	of all
Access and Roles	۲	Customer Roles	availa	able
E Lists	۲	Name	Custo Roles	
Tickets	۲	end customer	Roles	>
<b>2</b> Customers	۲	Team-MemberIT Team-MemberMarketing		
La Customer Groups		AdministrationOffice ProjectManagement		
Data Models				
Actions		L		
a Roles				
< Relations				
Resources	۲			
Global Configuration	۲			
💮 Data Warehouse	۲			
🔅 Services	۲			
🗹 E-Mail	۲			
🛟 System	۲			
CM_Administration]				
	Add	Edit Delete Move the selecte	ed Customer Activate Deactivate	
	а	Customer Role Role in the list to position in the list	determine its	

Figure 255: ConSol CM Admin Tool - Customers: Customer roles

In the Web Client these roles can be assigned to additional customers of a ticket to show the function of these customers, e.g., project manager or end customer.

There are two implications of the assignment of a customer role to an additional customer:

- 1. It provides information in the Web Client (e.g., you would not want to send a log file to a *manager* but to the *Team Member IT*).
- 2. The customer role can be used in workflow programming to control the process flow (e.g., send an e-mail to all *Team Members IT* but not to contacts with other roles).

	Customers		Add Hide				
	Main						
0	Skywalker Luke 💌 Reseller						
	123						
	no						
	luke *******						
	MyNewSpaceCompany 999 🔻						
	Additional						
0	Skywalker Lea 💌 Reseller No role	▼					
	123	end customer					
	yes	Team Member IT					
	ConSol* 💌						
	Consol +	Team Member Marketing					
		Administration Office					
	Engineers	Breiget Management	Add Hide				
	Relations	Project Management	Add Hide				

Figure 256: ConSol CM Web Client - Setting a customer role for an additional customer

### D.7.2.1 Create or Edit a Customer Role

A customer role is defined by its name. By clicking the *Add* button a pop-up window appears where you can enter the name. Using the *Localize* button next to the name field you can localize the name (see below). For details about localization, please refer to section <u>Localization of Objects in General</u>, <u>Type 1</u>. The checkbox *Enabled* is already selected to set the customer role active in the system (see also <u>Disable or Enable a Customer Role</u>). You will see the same window when you click the *Edit* button in order to edit a customer role.

Create a new customer role					
Create a new customer role i Please fill in the required fields.					
Name: Enabled:	manager (*				
	OK Cancel				

Figure 257: ConSol CM Admin Tool - Create or edit a customer role

### D.7.2.2 Delete a Customer Role

A customer role can only be deleted if it is not assigned to any customers, otherwise you get a warning and can only disable this customer role (see below).

In order to delete a customer role, select it in the list and click the *Delete* button. After choosing *Yes* in the confirmation dialog the customer role will be removed from the list and the system.

## D.7.2.3 Disable or Enable a Customer Role

If a customer role is still assigned to a customer but is not needed anymore you can disable it. To do this select the customer role and click the *Deactivate* button. The entry in the list is shown in italics afterwards. The customer role cannot be assigned anymore. Just click the *Activate* button at the bottom of the page if you want to enable the role again.

You can also enable or disable a customer role in the window used for editing customer roles by selecting or de-selecting the *Enabled* checkbox. When you create a customer role, this check box is automatically selected.

## D.7.2.4 Localize a Customer Role

Click the *Localize* button in the create or edit window to enter the localized name(s) of a customer role. For details about localization, please refer to section <u>Localization of Objects in General</u>, Type 1.

## **D.8 Customer Relations**

This chapter discusses the following:

D.8.1 Introduction	.331
D.8.2 Management of Customer Relations Using the Admin Tool	.333
D.8.3 Creating Customer Relations Using the Web Client	.336
D.8.4 Scripting Using Relations	.337
D.8.5 Data Object (Customer) Relations to Resources	. 338

# **D.8.1 Introduction**

*Customer Relations* represent relations between customers (Data Objects), i.e., companies and contacts. They can be one of two types:

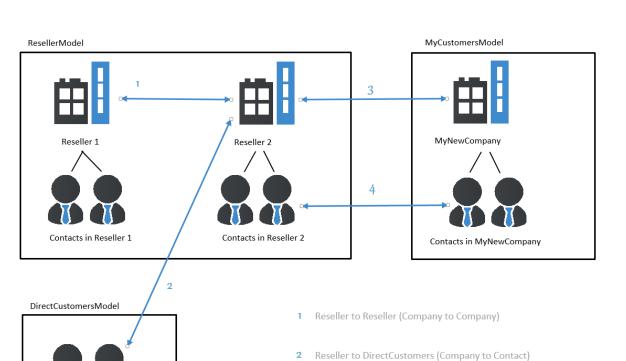
- directional (different levels in a hierarchy)
- reference (same level, no hierarchy)

A relation is of one of the following types:

• company - company

e.g., ... has a cooperation with ... (company X cooperates with company Y)

- The companies can belong to the same or to different customer groups.
- The involved customer groups can have the same or different customer data models.
- company contact
  - e.g., ... is customer of ... (contact X is customer of company Y)
    - The company and the contact can belong to the same or to different customer groups.
    - The involved customer groups can have the same or different customer data models.
- contact contact
  - e.g., ... is serviced by ... (contact X from company X is serviced by contact Y from company Y)
    - The companies and contacts can belong to the same or to different customer groups.
    - The involved customer groups can have the same or different customer data models.



3

4

Reseller to MyCustomers (Company to Company)

Reseller Contact to MyCustomers Contact (Contact to Contact)

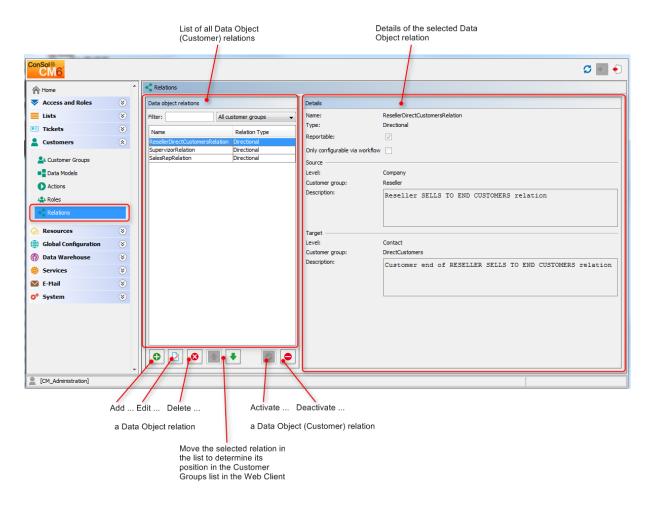
ConSol CM Administrator Manual (Version 6.10.5.4) - D - Customer Data Model Section

Figure 258: ConSol CM FlexCDM - Examples of customer relations

Contacts in DirectCustomers

# D.8.2 Management of Customer Relations Using the Admin Tool

To make Customer Relations available to the engineers, the relations have to be defined in the Admin Tool. Open the navigation item *Relations* in the navigation group *Customers*. All relations are listed, new relations can be added, and old ones can be deleted.



#### Figure 259: ConSol CM Admin Tool - Managing customer relations

The following elements are available:

- List of relations
- Filter
  - Filter for an expression which has to be entered into the field *Filter*. Use the asterisk as a placeholder for any character.
  - Filter for customer groups using the drop-down menu.

#### Add button

Add a new relation. The pop-up window *Create data object relation* (see next section) is opened.

• Edit button

Modify the parameters of a relation. The pop-up window *Edit data object relation* (see next section) is opened.

- Delete button Delete an existing relation. This is only possible when no relations of this type have been set (using the Web Client).
- Change order (arrows up and down)

Place a relation at a specific position in the list. This defines the order of the manual relations as they are displayed in the Web Client.

### • Activate / deactivate relations

A deactivated relation is not available in the Web Client, i.e., a relation of this type can no longer be created. Existing relations of this type are not modified and are displayed in the GUI.

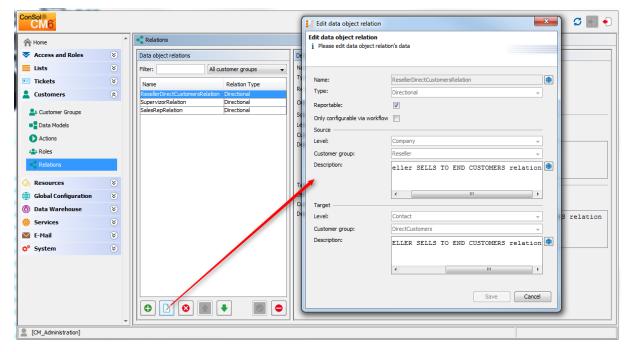


Figure 260: ConSol CM Admin Tool - Details of a customer relation

To create a new relation, use the *Add* button, to edit a relation use the *Edit* button. In both cases, the detail information pop-up window for a relation is opened where you can edit the following fields:

• Name

Name of the relation. The technical name is used for internal use cases (scripts) whereas the localized name will be displayed in the Web Client (as for most fields in ConSol CM). For details about localization, please refer to section Localization of Objects in General, Type 1.

### • Type

Select one of the two types:

• Directional

A directional relation has a defined source and a defined target. A Data Object can be source and target for different relation types at the same time. An example for a directional relation is a reseller (company) to end customer (contact) relation: *sells products to*. A company (reseller) sells products to a contact (end customer). A relation between two contacts of a company: *is boss of*. The other direction, *works for*, can also be used, but designing a consistent structure for the entire system, to avoid mis-understandings, is highly recommended.

• Reference

A reference is an undirected relation with no hierarchical implications, e.g., *has a cooperation with*.

### • Reportable

Defines if the relations of this type should be transferred to the data warehouse.

### Only configurable via workflow

If this checkbox is marked then the relation is not available in the Web Client but can only be created via workflow scripts. Such relations cannot be manipulated manually.

- For a directional relation select:
  - Source
    - Level

Level of the relation source, i.e., *company* or *contact* or *any* (choose the latter if the source can be either a company or a contact).

Customer group

The customer group of the source Data Object.

• Description

Will be displayed in the Web Client as the description of the relation on the source side.

#### • Target

• Level

Level of the relation target, i.e., *company* or *contact* or *any* (choose the latter if the target can be either a company or a contact).

Customer group

The customer group of the target Data Object.

• Description

Will be displayed in the Web Client as the description of the relation on the target side.

# D.8.3 Creating Customer Relations Using the Web Client

In spite of this being an administrator's manual, we will show you how relations are set using the Web Client, because, as an administrator, you should always know what the consequences of administration modifications are.

As an engineer who has the access permissions to the source and to the target customer group, you can add a relation of one Data Object to another in the *Relations* section of the source Data Object. You have to have at least one role with the access permission *Write* for the source customer group and the target customer group to perform this operation. You can set the relations on the Data Object-specific page, i.e., open the company page or the contact page of the potential source object.

For example, you can create a relation *Sells products to* from a company in the *Reseller* customer group to a contact in the *Direct customers* customer group. Of course, this relation has to be defined in the Admin Tool first. Use the *Add* link in the *Relations* section and then select the relation from the drop-down menu. Enter the target name (e.g., contact name) in the auto-complete text field. You can also add a note. Then click *OK*. The relation can be edited or deleted afterwards using the respective links (*Edit, Remove*).

Please refer to the *ConSol CM User Manual* for a detailed explanation of working with customer relations.

	Relations	
	Add relation	
	Con Sol*	
ompany	Treasurer occess to citize	×.
ConSol* - Reseller	Note Mr. Sample	
Groups	OK Cancel	
ResellerCompanyData Service Contr	Reseller SELLS TO END CUSTOMERS relation (DirectCustomers) (Co No relations available.	ntact)
ConSol*	1	токарасо
Franziskanerstraße 38 München 81669 Germany +49 89 45841 - 0		Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Relations Add relation		Favorites
Con Sol*		🔺 Andreas Hansen
Choose One		💄 Max Mustermann
Choose One Reseller SELLS TO END CUSTOMERS relation		💄 Marylin Monroe
OK Cancel		-
Reseller SELLS TO END CUSTOMERS relation (Directo	Sustomers) (Contact)	
No relations available.		
History	Hide	
2/28/14 08:56 changed by Harald Huber		

Figure 261: ConSol CM Web Client - Setting a relation

## **D.8.4 Scripting Using Relations**

A new class, the *UnitRelationService*, is available. For details please refer to the *ConSol CM API Java Doc*.

In this book we will use the terms *customer* and *customer definition*. However, the corresponding scripts use the term *data object* and the names of the corresponding Java classes are *Unit* and *UnitDefinition*. All other Java classes which deal with customer objects are also still named *Unit*... Please keep that in mind if you work as both a ConSol CM administrator and programmer. Please refer to the *ConSol CM Java API Doc* for details.

// Creates the unit relation UnitRelation create(UnitRelation pUnitRelation) // Deletes the unit relation void delete(UnitRelation pUnitRelation) // Get a set of relations by criteria PageResult<UnitRelation> getByCriteria(UnitRelationCriteria pCritieria) // Gets unit relations by source and target units Set<UnitRelation> getBySourceAndTarget(Unit pSourceUnit, Unit pTargetUnit) // Gets unit relations by source or target units Set<UnitRelation> getByUnits(Collection<Unit> pUnits) // Updates the unit relation void update(UnitRelation pUnitRelation)

Please refer to the *ConSol CM Process Designer Manual* for a detailed explanation on how to write scripts which use Customer Relations.

## D.8.5 Data Object (Customer) Relations to Resources

The relations of resources to contacts or to companies are always defined as Resource Relations, i.e., defined for resources, not for Data Objects. The company or contact objects are assigned as potential target objects when the Resource Relation is defined. Resource Relations are explained in section <u>CM.Resource Pool - Resource Relations</u>.

# **D.9 Action Framework - Customer Actions**

This chapter discusses the following:

D.9.1 Introduction	339
D.9.2 Managing Customer Actions Using the Admin Tool	341
D.9.3 Using Customer Actions as an Engineer (User)	347
D.9.4 Examples for Data Object Execution Scripts	347
D.9.5 Scripts for the Action Framework: Programming Customer Actions	.351

# D.9.1 Introduction

*Customer actions* (also called *Data Object actions* or *Unit actions*) are system actions which are either triggered manually or by a certain incident concerning a customer, i.e. a customer is deleted or a customer is modified. Customer actions are components of the ConSol CM Action Framework. They can be performed for a customer, i.e., a contact or a company. The actions can be performed automatically by the system or manually, triggered by an engineer (via Web Client) who has the required permissions. You might want to apply customer actions for use cases like the following:

- Load additional data into a company's data set.
- Build an automatic report about company-specific KPIs.
- Transfer ConSol CM data to another system (e.g., an ERP system).
- Create/update a Google Maps (see Trademarks) link within the address data.

You can use the following types of customer actions:

- Automatic actions which are performed by the system after one of the following customer operations:
  - CREATE
  - UPDATE
  - DELETE
  - RELATION
  - SEARCH
- **Manual** actions which are performed by an engineer using *Activities* links in the customer page (*company* or *contact* page) of the Web Client (similar to *Workflow activities* for tickets). Which actions are available for manual execution depends on the customer which is currently being displayed, i.e., when the company page is open, company actions will be offered, when the contact page is open, contact actions will be offered.

Please keep in mind that only engineers who have at least one role with the following access permissions for the respective customer group are allowed to use the Customer Actions, i.e., only then will the Activities be displayed in the Web Client:

• Act

mpany		Display 💌	Activities
MyNewSpaceCompany 🔻 R	eseller		Load report
Mynew spacecompany V R			Do something interesting
Groups		Edit Hide	Load data
ResellerCompanyData			Workspace
MyNewSpaceCompany Milkyway 77 Alo	deraan 7777		Workspace is empty All your unsaved tasks are automatically listed in this

Figure 262: ConSol CM Web Client - Example for manual customer activities

Customer Actions are based on Groovy scripts which are stored in the *Scripts and Templates* section of the Admin Tool. Scripts and templates for customers are usually referred to as *data object* or *unit scripts*.

The execution of Customer Actions can be controlled using condition scripts, i.e., you can implement a Data Object Condition Script which is run before the execution script of the customer action. The execution script is only run if this condition script returns *true*.

So there are two types of scripts you have to deal with when you use the ConSol CM Action Framework:

#### Data Object Execution Scripts

Defines the action which should be performed.

• Data Object Condition Scripts

Defines one or more conditions for the display of the action in the Web Client. Has to return *true* or *false*. If *false* is returned the action is not displayed on the GUI and therefore cannot be performed.

When you want to implement a customer action you have to proceed in three steps:

- 1. Create a script for the customer action (either an execution script only or an execution script and a condition script).
- 2. Create the customer action(s) which use(s) the script(s).
- 3. Assign the customer action(s) to the customer group(s) where they should be available. You can assign the actions to contacts and/or companies of a customer group.

In the following sections, all three steps are explained in detail.

# D.9.2 Managing Customer Actions Using the Admin Tool

In this book we will use the terms *customer* and *customer definition*. However, the corresponding scripts use the term *data object* and the names of the corresponding Java classes are *Unit* and *UnitDefinition*. All other Java classes which deal with customer objects are also still named *Unit*... Please keep that in mind if you work as both a ConSol CM administrator and programmer. Please refer to the *ConSol CM Java API Doc* for details.

## D.9.2.1 Step 1: Write the Data Object Execution Script

Create a new Admin Tool script of type *Data object action*. If required, create another script of type *Data object condition*.

For a detailed explanation of Admin Tool scripts, please refer to section <u>Admin Tool Scripts</u>. For an introduction to Admin Tool scripts used for customer actions, please read section <u>Scripts for the</u> <u>Action Framework: Programming Customer Actions</u> in this chapter.

Туре
E-mail
E-mail
Data object action
Workflow
Data object condition
E-mail
Workflow
Data object action
Data object action
Data object action
E-mail
Data object action
E-mail
Data object action

Figure 263: ConSol CM Admin Tool - Scripts for customer actions

//create and return action result that will tell the web to create a new ticket
with unit as
//a main customer
<pre>def queueId = queueService.getByName("Helpdesk").getId();</pre>
<pre>Map<string, object=""> valuesMap = new HashMap<string, object=""></string,></string,></pre>
<pre>valuesMap.put(PostActionParameter.UNIT_ID, unit.getId())</pre>
<pre>valuesMap.put(PostActionParameter.QUEUE_ID, queueId)</pre>
return unitActionScriptResultFactory.getPostAction(PostActionType.CREATE_TICKET,
valuesMap)

Code example 26: Data Object Execution Script for CM version 6.9.4

```
// offer Create Ticket page for a new Service Desk ticket
import com.consol.cmas.core.server.service.action.PostActionType
import com.consol.cmas.common.model.ticket.Ticket
def newtic = new Ticket()
def qu = queueService.getByName("ServiceDesk")
newtic.setQueue(qu)
return actionScriptResultFactory.getPostAction(PostActionType.CREATE_TICKET,
newtic, unit)
```

Code example 27: Data Object Execution Script for CM version 6.10

## D.9.2.2 Step 2: Create Customer Action(s) Which Use the Script

Open the navigation item *Actions* in the navigation group *Customers* in the Admin Tool and add (= create) a new action object using the *Add* button. The same pop-up window appears for both adding and editing a customer action.

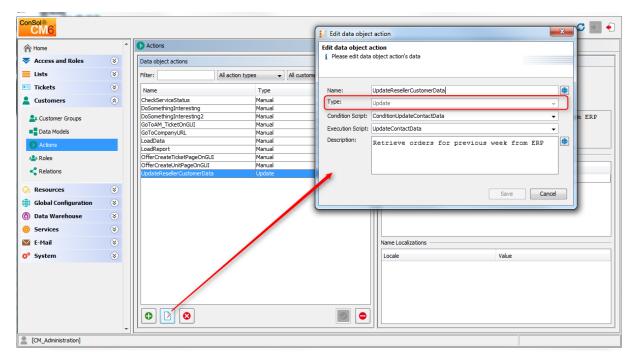


Figure 264: ConSol CM Admin Tool - Editing customer actions

In the pop-up window, the parameters for the new action have to be defined:

• Name

The unique technical name of the action. Can be localized using the *Localize* button. Localization is required for manual actions because the localized name is displayed under *Activities* in the Web Client. For details about localization, please refer to section <u>Localization of Objects</u> in General, Type 1.

#### • Type

The action type which defines when it should be executed. Select one of the following types:

Create

This script will be executed automatically when the contact/company is created.

• Update

This script will be executed automatically when the contact/company is updated, i.e., when the data has been modified (either manually or automatically) and is saved again. Starting with CM version 6.10.5.4, the changes which have been performed during the *Update* action can be monitored using the *changes*object. This is explained in detail in section Working with the Changes Object in Customer Update Actions.

Delete

This script will be executed automatically when the contact/company is deleted.

• Relation

This script will be executed automatically when a relation to or from a customer of this customer group is

- created
- deleted

(The script will not be executed when the comment of a relation is changed.)

Manual

This script will be available on the contact/company page as a manual activity, provided the engineer has the required access permissions (*act* permission for the respective customer group).

### Condition Script

If a condition script should be run before the execution script, the name of the condition script has to be entered here. The execution script is only run if the condition script has returned *true*. If there is no condition, just leave this field empty.

• Execution Script

The name of the execution script which should be run. This has to be the exact name under which the script is stored in the *Scripts and Templates* section of the Admin Tool.

• Description

Enter the description which should be displayed as mouse-over in the Web Client (for manual actions only).

Save the action. You can then assign it to customer groups, as described in the following step.

### D.9.2.3 Step 3: Assign Customer Actions to Customer Groups

For the customer action to become effective, you have to assign it to a customer group, at which point it will be available for all customers of this customer group. Depending on the initial definition (contact or company action), the action will be available for contacts or for companies in the customer group. To assign a customer action to a customer group, open the navigation item *Customer Groups* in the navigation group *Customers* of the Admin Tool. Select the customer group you would like to edit and click the *Edit* button to open the pop-up window to assign the customer actions. All cus-

tomer actions which have been stored under *Actions* (see step 2) will be available here, each for the corresponding action type. For example, an action which has been defined for the type *Update* during definition (see step 2) will only be available as an *Update* action.

ConSol CM6			Edit customer group	×
A Home	^	Lestomer Groups	Edit customer group i Please edit the customer group data.	
Access and Roles	۲	Customer groups		
🗮 Lists	۲	Filter: All customer	la	
Tickets	۲	Name A Customer	at Name: Reseller	۲
Lustomers	۲	DirectCustomers DirectCusto MyCustomerGroup BasicModel	e Customer data model: ResellerModel 🗸	
a: Customer Groups		OurPartnerCompanies PartnersMo Reseller ResellerMoo		
Data Models		RetailCompanies RetailCompa		
Actions		RetailCustomers RetailCusto	Create: V	
🚣 Roles			Update: UpdateResellerCustomerData ~	
Relations			Delete:	
Resources	۲		Relation: UnitRelationAction4Companies	
Global Configuration	۲		Company Automatic Actions	
⑦ Data Warehouse	۲		Create:	
🔅 Services	۲		Update:	
🗹 E-Mail	۲		Delete:	
💸 System	۲		Relation:	
			Save Can	cel
			Country prefix:	
			Area prefix:	
			Company prefix: Subscriber pattern:	
			Internal pattern:	
			Mobile pattern:	

Figure 265: ConSol CM Admin Tool - Assigning customer actions to a customer group

You can assign the following action types to a customer group:

- Automatic Actions
  - Contact Automatic Actions

The script will be executed for the contact.

Company Automatic Actions

The script will be executed for the company.

For each type you can determine the system behavior for the following actions:

• Create

This script will be executed automatically when the contact/company is created.

Update

This script will be executed automatically when the contact/company is updated, i.e., when the data has been modified (either manually or automatically) and is saved again. Starting with CM version 6.10.5.4, the changes which have been performed during the *Update* action can be monitored using the *changes*object. This is explained in detail in section Working with the Changes Object in Customer Update Actions.

#### • Delete

This script will be executed automatically when the contact/company is deleted.

#### • Relation

This script will be executed automatically when a relation to or from a customer of this customer group is

- created
- deleted

(The script will not be executed when the comment of a relation is changed.)

### Manual Actions

This script will be available on the contact/company page as a manual activity, provided the engineer has the required access permissions (*act* permission for the respective customer group).

### Search Actions

These are explained in section Action Framework - Search Actions.

## D.9.3 Using Customer Actions as an Engineer (User)

As an engineer (user), only the customer action type *manual* is relevant for you. The *CREATE*, *UPDATE* and *DELETE* scripts run in the background.

Manual actions are offered in the Web Client, similar to workflow activities for a ticket. Please see *Example 1* in the next section.

## D.9.4 Examples for Data Object Execution Scripts

### D.9.4.1 Example 1: Simple Manual Action

A manual action is coded and stored as an Admin Tool script, then a company action is defined using the script, and the action is assigned to a customer group.

cripts							
All script types							
Name	Туре						
AppendToTicket.groovy	E-mail						
BuildLocationDependentEnum	Dependent enum						
BuildLocationDependentEnumForTable	Dependent enum						
ChangeOutgoingMail.groovy	E-mail						
CheckAndUpdateCompanyServiceStatus	Data object action						
CheckClosedChildTickets.groovy	Workflow						
CloneServiceTickets.groovy	Clone						
CloneTicket.groovy	Workflow						
ConditionUpdateContactData	Data object condition						
CreateTicket.groovy	E-mail						
DefaultValuesServiceDesk.groovy	Default values						
DisplayCustomerData.groovy	Workflow						
Do something interesting	Data object action						
GoToAMTicketScript	Data object action						
GoToCompanyURL	Data object action						
IncomingMailRouting.groovy	E-mail						
Load data	Data object action						
MailOutServiceDesk.groovy	E-mail						
MailScriptServiceDesk	E-mail						
MailToClosedTicket.groovy	E-mail						
MessageToEngineerRemove.groovy E-mail							

Figure 266: ConSol CM Admin Tool - Data Object Execution Script for a company action

CM6 Admin-Tool @ cm6dc	oku-cm1.int.	consol.de		Edit data objec	t action		
ConSol CM6				Edit data object a			
A Home	^	Actions		1 mease care date			
Access and Roles	۲	Data object actions					
📃 Lists	۲	Filter: All action typ	es 👻 All c	Name:	CheckServiceStatus		۲
Tickets	۲	Name	Туре	Type:	Manual		-
Customers	۲	CheckServiceStatus	Manual	Condition Script:			-
La Customer Groups		DoSomethingInteresting DoSomethingInteresting2 GoToAM_TicketOnGUI	Manual Manual Manual	Execution Script: Description:	CheckAndUpdateCompanySe	erviceStatus e Status: Platin Gold	▼  Silver
Data Models		GoToCompanyURL	Manual Manual	1			
Actions		LoadData LoadReport	Manual	-			
🕰 Roles		OfferCreateTicketPageOnGUI	Manual				
Relations		OfferCreateUnitPageOnGUI UpdateResellerCustomerData	Manual Update			Save	Cancel
ᢙ Resources	۲				1111		
🜐 Global Configuration	۲						
⑦ Data Warehouse	۲						
🔅 Services	۲						
E-Mail	۲				Name Localizations		
💠 System	8				Locale	Value	
					Englisch	(Re-)Check service s	status of the co
[CM_Administration]	*	]]					

Figure 267: ConSol CM Admin Tool - Defining the company action

				Edit customer group	×
				Edit customer group	
🚺 CM6 Admin-Tool @ cm6do	ku-cm1.int.c	onsol.de		j Please edit the customer group data.	
ConSol **					
Home	•	La Customer Groups		Name: MyCustomerGroup	
Access and Roles	*	Customer groups		Customer data model: BasicModel	•
Eists	۲	Filter:	All customer data models	Automatic Actions Manual Actions Search Actions CMPhone	_
Tickets	۲	Name A	Customer data model	Contact Manual Actions	_
Lustomers	۲	DirectCustomers	DirectCustomersModel	Assigned Available	
Las Customer Groups		MyCustomerGroup OurPartnerCompanies Reseller	BasidModel PartnersModel ResellerModel	Name Name LoadReport	
Data Models			researchister	DoSomethingInteresting	
Actions				DoSomethingInteresting2 OfferCreateTicketPageOnGUI	
4 Roles					
Relations					
le Resources	۲			Company Manual Actions	_
Global Configuration	۲			Assigned Available	1
⑦ Data Warehouse	۲				
🔅 Services	۲			Name         Name           CheckServiceStatus         DoSomethingInteresting	
🗹 E-Mail	۲			DoSomethingInteresting2 OfferCreateTicketPageOnGUI	
💸 System	۲			GoToAM_TicketOnGUI	
	-			Save	Cancel
CM Administration]					

Figure 268: ConSol CM Admin Tool - Assigning a company action to a customer group

The engineer can use the action manually in the Web Client.

Company							Display 🔻	Activities
	dress Milkyway 77 7777 Alderaa		(Re-)Check service status of the company					
								Workspace
Tic	ckets (0)						Hide	Workspace is empty
All	tickets 💌							All your unsaved tasks are automatically listed in this
N	o search results							workspace.
Со	ontacts (1)						Hide Add	Favorites
Ad	dd/Remove column	'Phone 1', 'pho	netype1',	- ОК		Number	perpage 10 💌	
								Andreas Hansen
C	ontact	Phone 1	phonetype1	Acad. title	Division	Function	E-mail	Max Mustermann
6	Lea Skywalker	123	Office	Dr.	Special Forces	Starship Operator	lea@localhost	Marylin Monroe
	and the second						1.000	

Figure 269: ConSol CM Web Client - Using a manual company action

A script similar to the following could be used:

```
// check service status for a Reseller company and set new status
// this is an example for documentation purposes
import com.consol.cmas.common.model.customfield.enums.EnumValue
import com.consol.cmas.core.server.service.action.PostActionType
// ... do something, e.g., reference an external system to find the current service
status of the company) ...
def ser_stat = enumService.getValueByName("service_status","ok")
// set the new service status for the company
unit.set("ResellerCompanyData:service_status","ok")
unitService.update(unit)
return actionScriptResultFactory.getPostAction(PostActionType.SUCCESS,
"info.dataobject.action.success").withRefreshContent();
```

Code example 28: Data Object Execution Script, CM version 6.10

### D.9.4.2 Example 2: New Ticket for a Customer

The following script opens the *Create ticket* page for the contact or company the action was performed for. The target queue is *ServiceDesk*, enabling a new Service Desk ticket to be created in no time for the open contact or company. For an introduction to Admin Tool scripts for the Action Framework, please read the following section.

```
import com.consol.cmas.common.model.scripting.unit.PostActionParameterimport
import com.consol.cmas.core.server.service.UnitActionScriptResultFactoryimport
import com.consol.cmas.common.model.scripting.unit.PostActionType
def queueId = queueService.getByName("ServiceDesk").getId();
Map<String, Object> valuesMap = new HashMap<String, Object>()
valuesMap.put(PostActionParameter.UNIT_ID, unit.getId())
valuesMap.put(PostActionParameter.QUEUE_ID, queueId)
return unitActionScriptResultFactory.getPostAction("createTicket", valuesMap)
```

#### Code example 29: Customer script (CM version 6.9.4)

```
import com.consol.cmas.core.server.service.action.PostActionType
import com.consol.cmas.common.model.ticket.Ticket
def newtic = new Ticket()
def qu = queueService.getByName("ServiceDesk")
newtic.setQueue(qu)
return actionScriptResultFactory.getPostAction(PostActionType.CREATE_TICKET,
newtic, unit)
```

Code example 30: Customer script (CM version 6.10)

Please note that in case a ticket should be created with a company as main customer, the checkbox *Company as customer* must be checked for the customer data model of the respective customer group.

## D.9.5 Scripts for the Action Framework: Programming Customer Actions

Customer actions are defined by Admin Tool scripts, i.e., by Groovy scripts which are stored in the *Scripts and Templates* section of the Admin Tool. The predefined object *unit* (i.e., an object of class *Unit*) is available for those scripts. Objects of the class *Unit* can represent a company or a contact, depending on the context.

There are two types of scripts for the Action Framework:

- Data Object Execution Scripts
- Data Object Condition Scripts

#### D.9.5.1 Data Object Execution Scripts

The actions in this script are either triggered automatically by the system operations *CREATE*, *UPDATE*, or *DELETE* or by a manual action of the engineer (using *Activities* in the Web Client).

#### Automatic Data Object Execution Scripts

```
unit.set("personalData.name", "Skywalker")
unitService.update(unit)
```

Code example 31: Set a value in customer data and update the unit

When you use *unitService.update(unit)*, as in the example above, you should use a Data Object Condition Script to avoid infinite loops. See the notes in section <u>Data Object</u> <u>Condition Scripts</u>.

#### Manual Data Object Execution Scripts

For manual Data Object Execution Scripts you can make use of some specific methods and objects.

#### CM version 6.9:

- Methods (fields of the Interface PostActionType, com.consol.cmas.common.model.scripting.unit)
  - CREATE\_UNIT Open the create unit page.
  - CREATE\_TICKET Open the create ticket page.
  - GOTO\_UNIT Open the unit detail page.

- GOTO\_TICKET Open the ticket page.
- GOTO\_PAGE Open a web page (URL).
- Objects
  - UnitActionScriptResult

### CM versions 6.10 and up:

- Methods (fields of the Interface PostActionType, com.consol.cmas.core.server.service.action.PostActionType)
  - CREATE\_RESOURCE Open the create resource page
  - **CREATE\_UNIT** Open the create unit page.
  - CREATE\_TICKET Open the create ticket page.
  - GOTO\_RESOURCE Open the resource page
  - GOTO\_UNIT Open the unit detail page.
  - GOTO\_TICKET Open the ticket page.
  - GOTO\_PAGE Open a web page (URL).
- Objects
  - actionScriptResult

For a detailed explanation of the PostActionTypes in CM versions 6.10 and up, please refer to section <u>Scripts for the Action Framework</u>.

### Create a Unit

(*PostActionType.CREATE\_UNIT*) redirects the user to the create unit page. It uses the optional parameter *PostActionParameter.CUSTOMER\_GROUP\_ID* to define for which customer group a new unit has to be created and optionally the map of Data Object Group Fields (*PostActionParameter.FIELDS\_MAP*) to fill the unit's Data Object Group Fields with the values which were passed on.

```
import com.consol.cmas.common.model.customfield.meta.FieldKey
import com.consol.cmas.common.model.customfield.AbstractField
import com.consol.cmas.common.model.customfield.StringField
import com.consol.cmas.common.model.scripting.unit.PostActionParameter
import com.consol.cmas.common.model.scripting.unit.PostActionType
Map<FieldKey, AbstractField<?>> fieldsMap = new HashMap<FieldKey, AbstractField<?>>
 ()
FieldKey firstName = new FieldKey("customer", "firstname")
FieldKey name = new FieldKey("customer", "name")
fieldsMap.put(firstName, new StringField(firstName, "Han"))
fieldsMap.put(name, new StringField(name, "Solo"))
Map<String, Object> valuesMap = new HashMap<String, Object>()
valuesMap.put(PostActionParameter.CUSTOMER GROUP ID, unit.getCustomerGroup().getId
 ())
valuesMap.put(PostActionParameter.FIELDS MAP, fieldsMap)
return unitActionScriptResultFactory.getPostAction(PostActionType.CREATE UNIT,
 valuesMap)
```

#### Code example 32: Company script which fills some unit data, CM version 6.9.4

```
// used for companies in MyCustomerGroup to create new contacts easily
import com.consol.cmas.common.model.customfield.meta.*
import com.consol.cmas.core.server.service.action.PostActionType
def myunit = new Unit()
def mycustomergroup = customerGroupService.getByName("MyCustomerGroup")
myunit.setCustomerGroup(mycustomergroup)
def mycustomerdefinition = unitDefinitionService.getByName("customer")
myunit.setDefinition(mycustomerdefinition)
myunit.set("customer.firstname", "Han")
myunit.set("customer.name", "Solo")
return actionScriptResultFactory.getPostAction(PostActionType.CREATE_UNIT, myunit)
```

Code example 33: Company script which fills some unit data, CM version 6.10

Company	MySpaceCompany  Address Milkyway 77	MyCustomer	Group				Display 🔻	Activities Create New Customer
	7777 Aldera	an						Workspace
	Tickets (0)						Hide	Workspace is empty All your unsaved tasks are
	All tickets 💌							automatically listed in this
	No search results							workspace.
	Contacts (1)						Hide Add	Favorites
	Add/Remove column	'Phone 1', 'ph	onetype1',	- ОК		Number p	perpage 10 🔻	Andreas Hansen
								Max Mustermann
	Contact	Phone 1	phonetype1	Acad. title	Division	Function	E-mail	
	Lea Skywalker	123	Office	Dr.	Special Forces	Starship Operator	lea@localhost	Marylin Monroe
	Additional details						Hide	

Figure 270: ConSol CM Web Client - Manual company action

Create	New Customer						Company pre-selected
	Address Milkyway 7777	Company 77	Alderaan				(the company for which the create customer activity was performed
	Cancel MyCustomer					_	Some Data Object
2	Choose One	-	Han		Solo 🖝	*	<ul> <li>Group Fields are pre- filled</li> </ul>
	Function				Acad. title		
	E-mail				Robinson		
		Phone	Choose One	-	Phone 1	]	
			Choose One	•	Phone 2	]	
			Choose One	-	Phone 3		
			Choose One	-	Phone 4		
	Division						
		Domain	Choose One	-			
			Manager		Budget responsible		
	Comment		Functional decider		Preparer	7	
	Comment	VIP	vip				
	СМ/Т	Frack access					
	CM/Track login		CM/Track password				
	Track user						
	Create						

Figure 271: ConSol CM Web Client - Create Unit page opened and pre-filled by company action

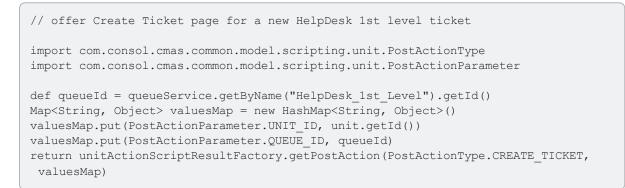
Of course, the names of the Data Object Group Fields which are used in the script have to be the ones from the customer data model which has been assigned to the customer group for which a new contact should be created.

ActionScript assigned to a customer group with this model!	FieldKey name = new FieldKey("customer", "name") FieldKey firstName = new FieldKey("customer", "firstname")
ConSol® CM6	C 🖬 -
A Home	Data Models
Access and Roles	Qustomer data models     Data object group fields
E Lists	BasicModel
Tickets	Company
Lustomers	Name Type
La Customer Groups	CustomersModel     Concernment     CustomersModel     Concernment     CustomersModel     CustomersModel
Data Models	50 DirCustCompanyData
Actions	e-DirCustCustomerData comment_field short string
+ Roles	companyRef contact data reference
< Relations	□ PartnersCompanyData     □ PartnersCompanyData     □ PartnersCompanyData     □ PartnersContact     ▼
le Resources	
(     Global Configuration	
⑦ Data Warehouse	Assigned annotations Assigned annotations
🔅 Services	Name A         Value         Annotation group         Name A         Value         Annotation group           show-labels-in-edit         false         lavout         Name A         Value         Annotation group

Figure 272: ConSol CM Admin Tool - Script for creating Unit page as company action

### Create a Ticket

(*PostActionType.CREATE\_TICKET*) redirects the user to a ticket creation page. It uses the optional *PostActionParameter.UNIT\_ID* with the ID of the main customer, *PostActionParameter.QUEUE\_ID* with the ID of the queue, and the Custom Fields map *PostActionParameter.FIELDS\_MAP*.



Code example 34: Script creates and returns action result that will tell the Web Client to create a new ticket with unit as the main contact, CM version 6.9.4

Code example 35: Script creates and returns action result that will tell the Web Client to create a new ticket with unit as the main contact, CM version 6.10

Please remember that the customer group for which the script should be applied has to be assigned to the queue where the ticket is to be created (*HelpDesk\_1st\_Level* in the example).

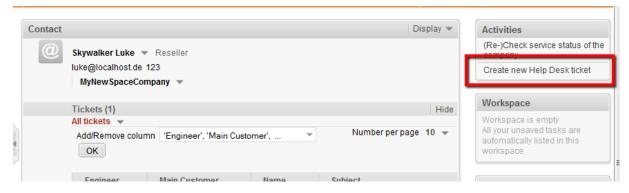


Figure 273: ConSol CM Web Client - Manual contact action

New Ticket	Workspace
Subject Queue: HelpDesk 1st L Assigned to: Unassigned	Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Priority Choose One Module Choose One Reaction time	Favorites
Category None 👻	Andreas Hansen
Customers	Add Max Mustermann
Main	Marylin Monroe

Figure 274: ConSol CM Web Client - Create ticket page opened and pre-filled by contact action

#### Open a Unit Page

(*PostActionType.GOTO\_UNIT*) redirects to a unit page. It uses the obligatory parameter *PostActionParameter.UNIT\_ID* with the ID of the unit.

```
import com.consol.cmas.common.model.scripting.unit.PostActionType
import com.consol.cmas.common.model.scripting.unit.PostActionParameter
Map<String, Object> valuesMap = new HashMap<String, Object>()
valuesMap.put(PostActionParameter.UNIT_ID, unit.get("company()").getId())
return unitActionScriptResultFactory.getPostAction(PostActionType.GOTO_UNIT,
valuesMap)
```

Code example 36: Script which opens the company page, CM version 6.9.4

**Example:** Go to the contact detail page of an end customer and open the company detail page of the Reseller company which is responsible for this end customer. A company-contact relation has been established before. If more than one reseller relation has been defined, the first relation in the list is used.

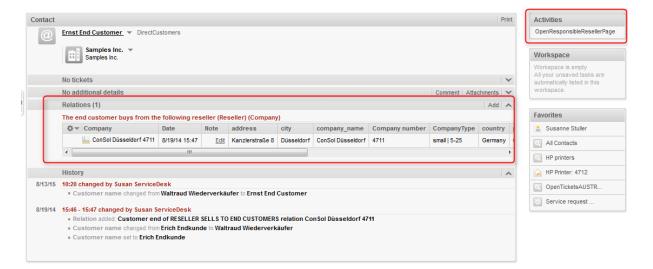


Figure 275: ConSol CM Web Client - Customer action on contact detail page (activity opens company detail page of responsible reseller, CM version 6.10)

```
// Open company detail page of responsible reseller company, uses first reseller in
list
// should only be executed if this relation exists. A condition script is used to
 check
import com.consol.cmas.common.service.UnitRelationDefinitionService
import com.consol.cmas.core.server.service.action.PostActionType
import com.consol.cmas.common.model.customfield.UnitRelation
// find responsible reseller
def unit rel def = unitRelationDefinitionService.getByName
 ("ResellerDirectCustomersRelation")
Set<UnitRelation> res relations = unitRelationService.getByDefinitionAndTarget
 (unit rel def, unit)
if (res relations.size() > 0) {
  def source unit = res relations.toArray()[0].getSourceUnit()
  // log.info("SOURCE UNIT IS NOW " + source unit.get
   ("ResellerCompanyData:company name"))
  return actionScriptResultFactory.getPostAction(PostActionType.GOTO_UNIT, source_
   unit)
} else {
  log.info("ERROR -- no responsible reseller unit found")
  return actionScriptResultFactory.getPostAction(PostActionType.FAILURE,
   "action.result.failure" )
}
```

#### Code example 37: Script which opens the company page, CM version 6.10

If the action *OpenResponsibleResellerPage* should only be offered in the Web Client when a relation to the responsible reseller has been set, you can work with a Data Object Condition Script. It has to be created as an Admin Tool script of type *Data object condition* and has to be assigned to the customer action in the *Actions* section.

ConSol CM6				S 💽 🜖
A Home	*	Actions	X	
Access and Roles	۲	Data object actions		
E Lists	۲	Filter: All action types  All customer groups Edit data object action Please edit data object action's data		
Tickets	۲	Name Type		
Lustomers	۲	CheckServiceStatus Manual		
La Customer Groups		Create_SD_Ticket_For_All_Contacts Search Name: OpenResponsibleResellerPage OpenResponsibleResellerPage		
Data Models		DoSomethingInteresting2 Manual Type: Manual	-	
		GoToAM_TicketOnGUI Manual Condition Script: OpenResponsibleResellerPageCondition	n 👻	
Actions		LoadData Manual Execution Script: OpenResponsibleResellerPage	•	
🏰 Roles		LoadReport Manual		
Relations		Opens Company Decall pa		
		OfferCreateUnitPageOnGUI Manua who is responsible for OpenResponsibleResellerPage Manual	this end cust	
Address Autocomplete		UpdateResellerCustomerData Update III	•	
lesources	۲			
Global Configuration	۲		Save Cancel	
⑦ Data Warehouse	۲	III Name Localizations		
🔅 Services	۲	Locale Vali	-	
🗹 E-Mail	۲		nResponsibleResellerPage	
🕫 System	۲			
[CM Administration]	Ŧ			

Figure 276: ConSol CM Admin Tool - Assignment of Data Object Condition Script

```
// Checks if reseller relation is set
import com.consol.cmas.common.service.UnitRelationDefinitionService
import com.consol.cmas.core.server.service.action.PostActionType
import com.consol.cmas.common.model.customfield.UnitRelation
// find responsible reseller
def unit_rel_def = unitRelationDefinitionService.getByName
("ResellerDirectCustomersRelation")
Set<UnitRelation> res_relations = unitRelationService.getByDefinitionAndTarget
(unit_rel_def, unit)
if (res_relations.size() > 0) {
    return true
} else {
    return false
}
```

Code example 38: Data Object Condition Script which checks if reseller relation is present

#### Open a Ticket Page

(*PostActionType.GOTO\_TICKET*) redirects to a ticket page. It uses the obligatory parameter *PostActionParameter.TICKET\_ID* with the ID of the ticket.

import com.consol.cmas.common.model.scripting.unit.PostActionType import com.consol.cmas.common.model.scripting.unit.PostActionParameter

```
import com.consol.cmas.common.model.customfield.Unit
import com.consol.cmas.common.model.ticket.TicketCriteria
import com.consol.cmas.common.model.customfield.ListField
import com.consol.cmas.common.model.customfield.ContactReferenceField
import com.consol.cmas.common.model.customfield.UnitReferenceSearchField
import com.consol.cmas.common.model.customfield.ContactReferenceSearchField
import com.consol.cmas.common.model.customfield.meta.FieldKey
import com.consol.cmas.common.model.ticket.Ticket
import com.consol.cmas.common.model.ContactTicketRole
import com.consol.cmas.common.model.customfield.StringField
import com.consol.cmas.common.model.scripting.unit.UnitActionScriptResult
//get AM queue for search
def q id = (workflowApi.getQueueByName("AccountManagement")).id
def q_ids = new HashSet()
q ids.add(q id)
//find AM ticket for the company
def crit = new TicketCriteria()
crit.setQueueIds(q_ids)
// create list field key
def contactSearchListFieldKey = new FieldKey("queue fields","contacts")
// prepare list field
def contactsListField = new ListField(contactSearchListFieldKey )
// create member field key
def contactSearchFieldKey = new FieldKey("queue fields","contacts member")
// create unit member field with Unit and ticket main role
def contactsMember = new
ContactReferenceSearchField(contactSearchFieldKey, unit,
ContactTicketRole.MAIN ROLE)
// put member field in Unit list field
contactsListField.addChild(contactsMember)
// put field(s) into the criteria
crit.setFields([contactsListField] as Set)
// seek and find
def foundTickets = ticketService.getByCriteria(crit)
if ( foundTickets ) {
  def AM tic = foundTickets.first()
  def AM_tic_id = AM_tic.id
  // go to AM ticket
  Map<String, Object> valuesMap = new HashMap<String, Object>()
  valuesMap.put(PostActionParameter.TICKET_ID, AM tic id)
```

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```
return unitActionScriptResultFactory.getPostAction(PostActionType.GOTO_TICKET,
    valuesMap)
}
// Default: found nothing
return null
```

Code example 39: Open a ticket page in view mode, CM version 6.9

```
import com.consol.cmas.common.model.customfield.Unit
import com.consol.cmas.common.model.ticket.TicketCriteria
import com.consol.cmas.common.model.customfield.ListField
import com.consol.cmas.common.model.customfield.ContactReferenceField
import com.consol.cmas.common.model.customfield.UnitReferenceSearchField
import com.consol.cmas.common.model.customfield.ContactReferenceSearchField
import com.consol.cmas.common.model.customfield.meta.FieldKey
import com.consol.cmas.common.model.ticket.Ticket
import com.consol.cmas.common.model.ContactTicketRole
import com.consol.cmas.common.model.customfield.StringField
import com.consol.cmas.core.server.service.action.PostActionType
//get AM queue for search
def q id = (workflowApi.getQueueByName("AccountManagement")).id
def q_ids = new HashSet()
q_ids.add(q_id)
//find AM ticket for the company
def crit = new TicketCriteria()
crit.setQueueIds(q ids)
// Listenfeld-Key erzeugen
def contactSearchListFieldKey = new FieldKey("queue_fields","contacts")
// Listenfeld vorbereiten
def contactsListField = new ListField(contactSearchListFieldKey )
// Memberfeld-Key erzeugen
def contactSearchFieldKey = new FieldKey("queue fields","contacts member")
// Unit-Memberfeld mit Unit und Ticket-Hauptrolle erzeugen
// COmpany is MAIN CONTACT at the AM ticket!
def contactsMember = new ContactReferenceSearchField(contactSearchFieldKey, unit,
ContactTicketRole.MAIN ROLE)
// Member-Feld in Unit-Listenfeld stopfen
contactsListField.addChild(contactsMember)
// Feld(er) in die Kriterien stopfen
crit.setFields([contactsListField] as Set)
// Suchen und finden
def foundTickets = ticketService.getByCriteria(crit)
println "Found tickets: ${foundTickets}"
if ( foundTickets ) {
  def AM tic = foundTickets.first()
  return actionScriptResultFactory.getPostAction(PostActionType.GOTO TICKET, AM
   tic)
}
// Default: found nothing
return null
```

Code example 40: Open a ticket page in view mode, CM version 6.10

When you use one of the scripts above, please keep in mind that the ticket search requires that the Data Object Group Fields of the company be indexed (annotation *field-indexed* = true).

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Company	Display 🔻 Activities
MyNewSpaceCompany V Reseller	(Re-)Check service status of the company
Groups	Edit Hide Create new Liele Deck ticket
	Go to AM ticket
ResellerCompanyData	
ResellerCompanyData MyNewSpaceCompany	Workspace
MyNewSpaceCompany Milkyway 77 Alderaan 7777 Unknown	Workspace Workspace is empty All your unsaved tasks are
MyNewSpaceCompany Milkyway 77 Alderaan 7777	Workspace is empty

Figure 277: ConSol CM Web Client - Company action available on company page (1)

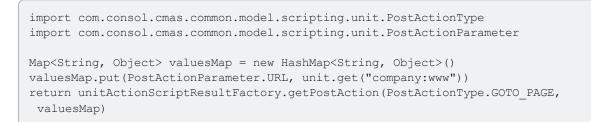
Ticket		Accept   Edit   Clone   Print   Display 🕶	Workflow activities
Å	AM Ticket MyNewSpaceCompany AccountManagement   Account Management		End account
100120	Unassigned   Open since 3/4/14 3:21 PM		Workspace
	Account started 3/2/14		Workspace is empty All your unsaved tasks are
	Customers	Add Hide	automatically listed in this workspace.
	Main		workspace.
Ξl	MyNewSpaceCompany 999 💌 Reseller		Favorites
	11. 7		Andreas Hansen

Figure 278: ConSol CM Web Client - AM page opened after company action Go to AM ticket

#### Open a Web Page

(*PostActionType.GOTO\_PAGE*) redirects to a URL. It uses the obligatory *PostActionParameter.URL* with the URL.

The following code shows a simple example with a fixed URL for each company.



Code example 41: Script which opens a certain web site (URL), CM version 6.9.4

1.00

```
// opens company's web site
import com.consol.cmas.core.server.service.action.PostActionType
def url = unit.get("url")
if (!url) {
   return actionScriptResultFactory.getPostAction(PostActionType.FAILURE,
    "error.script.no.url")
} else {
   return actionScriptResultFactory.getPostAction(PostActionType.GOTO_PAGE,url)
}
```

Code example 42: Script which opens a certain web site (URL), CM version 6.10

The string *error.script.no.url* is a label which has been defined in the navigation group *Labels*, as described in section <u>Labels</u>.



Figure 279: ConSol CM Web Client - Company action available on company page (2)

To open a fixed URL, you can use a Data Object Group Field of type *string* with the annotation *text-type* = *url*. This will automatically create a hyperlink. Thus, the use of the *GOTO\_URL* parameter in Data Object Execution Scripts is only recommended when an URL is built dynamically within a script.

#### D.9.5.2 Data Object Condition Scripts

A Data Object Condition Script defines whether an action should be shown in the Web Client or not. It is executed before the Data Object Execution Script. If it returns *false*, the Data Object Execution Script will not be executed.

```
if(unit.getFieldValue("customer.personalData") == null) {
  return true
} else {
  return false
}
```

Code example 43: Data Object Condition Script

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To put a Data Object Condition Script into operation, you have to perform the following steps:

- 1. Write an Admin Tool script of type *data object condition*. The script has to define the conditions for the return values *true* and *false*, as demonstrated in the example above. At this point you must already know for which customer groups and data models the script will be used, to make sure you reference the correct data fields within the script.
- 2. Assign the Data Object Condition Script to one or more customer action(s). This is done in the *Actions* section, navigation group *Customers*. Once in place, this specific Data Object Condition script will always be executed before the Data Object Execution Script of the same customer action.

That's it. You do not have to assign the condition script to a customer group. This happens implicitly when the respective customer action is assigned to contacts or companies of certain customer groups.

#### D.9.5.3 Important Groovy Objects

#### Object UnitActionScriptResult (CM Version 6.9)

The object *UnitActionScriptResult* is only taken into account for manual actions. For actions like *CREATE*, *UPDATE*, or *DELETE* it is not available. The *UnitActionScriptResult* object is created by the *unitActionScriptResultFactory.getPostAction(String, Map<String, Object>)* method. This class (resp. the object) is used to store information that will influence the process flow of the Web Client after the manual action has been executed. The *UnitActionScriptResult* object contains the manual action type, the IDs of the ticket, the unit, the queue, and the customer group. After executing the manual action, the user can be redirected to a different page.

#### Object actionScriptResult (CM Version 6.10 and Up)

Starting with CM version 6.10, the Action Framework offers the classes *ActionScriptResult* and *ActionScriptResultFactory*. An object (singleton) of the class *ActionScriptResultFactory* is available as *actionScriptResultFactory* in every action script, no matter which type of action script.

See section Scripts for the Action Framework for details.

The customer actions CREATE, UPDATE, and DELETE are executed in the core methods *create*, *update*, and *delete* of the object *unitService*.

Thus, if the update execution script updates the customer using the *unitService.update* (*Unit*) method then a *java.lang.StackOverflowError* error may be thrown because the update action will infinitely recurse. In that case a Data Object Condition Script should be used to avoid such infinite loops.

#### D.9.5.4 Working with the Changes Object in Customer Update Actions

Starting with CM version 6.10.5.4, it is possible to monitor the changes which have been performed during a customer update action. (The same applies to resource *Update* actions, explained in section Working with the Changes Object in Resource Update Actions).

To find out which changes have been performed use the object of class **UnitChanges** in Unit actions.

Please remember, the *Update* script will be executed:

- in an explicit Update action
- when additional details (comments and/or attachments) are added
- when additional details (comments and/or attachments) are removed

There are two methods of the unitChanges object which provide information about the changed data:

- getCustomFieldChangeInfo() provides information about changes of unit data (in Data Object Group Fields)
- getContentChangeInfo() provides information about changes in the unit history (comments, attachments)

Since the method return parameters contain rather complex components, we recommend to read the API doc of the *UnitChanges* class. The following code provides an example for a script where a *unitChanges* object is used.

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```
// Update Action Script UpdateContactData.groovy for contacts in Reseller group
import com.consol.cmas.common.model.content.unit.UnitCommentEntry
import com.consol.cmas.common.model.content.unit.UnitAttachmentEntry
log.info 'Contact data have been UPDATEd!'
// Are there any changes?
if (changes) {
  log.info 'Yes, changes have been made to unit'
  log.info 'Changes object is a ' + changes.class
// Have Custom Fields (Data object Group Fields) been changed? If yes - which?
if (changes.customFieldChangeInfo) {
  log.info 'Yes, changes have been made to Custom Fields'
  log.info changes.customFieldChangeInfo
  log.info changes.customFieldChangeInfo.each { k, v ->
  log.info "Changed field: ${k.groupName}/ ${k.fieldName}"
  log.info "New value: ${v.value.value}"
  log.info "Old value: ${v.previousValue.value}"
}
} else {
  log.info 'No changes to Custom Fields'
}
// Have comments or attachmenst been changed? If yes - which?
log.info changes.contentChangeInfo
if (changes.contentChangeInfo) {
  log.info 'Yes, changes have been made in detail section'
  if (changes.contentChangeInfo.value) {
     log.info changes?.contentChangeInfo.each { ctEntry ->
        if (ctEntry?.value[0] instanceof UnitCommentEntry) {
          log.info 'A comment has been added.'
          log.info 'Old value: ' + ctEntry?.previousValue
          log.info 'New value: ' + ctEntry.value[0]?.text
          log.info 'Made by the engineer ' + ctEntry.value[0]?.engineer?.name
          log.info 'Creation date of the comment: ' + ctEntry.value
           [0]?.creationDate
        } else if (ctEntry?.value[0] instanceof UnitAttachmentEntry) {
          log.info 'An attachment has been added.'
          log.info 'Old value: ' + ctEntry?.previousValue
          log.info 'New value text: ' + ctEntry.value[0]?.text
          log.info 'New value file name: ' + ctEntry.value[0]?.filename
        }
     }
  } else {
     log.info 'Entry has been deleted.'
  }
}
```

Code example 44: Unit Update script where changes are monitored and printed out to server.log

When for a contact in the customer group *Resellers* changes have been made to the two Data Object Group Fields *phone* and *vip\_person*, the following text is displayed in the *server.log* file.

```
database_UpdateContactData] [Susan-] Contact data have been UPDATEd!
database_UpdateContactData] [Susan-] Yes, changes have been made to unit
database_UpdateContactData] [Susan-] Changes object is a class
com.consol.cmas.common.model.history.unit.UnitChanges
database_UpdateContactData] [Susan-] Yes, changes have been made to Custom Fields
database_UpdateContactData] [Susan-] {(phone,ResellerCustomerData)=Modification
 {value=AbstractField{key=(phone,ResellerCustomerData), value=0211/1231777},
previousValue=AbstractField{key=(phone,ResellerCustomerData),
 value=0211/1231666}}, (vip_person,ResellerCustomerData)=Modification
 {value=AbstractField{key=(vip_person,ResellerCustomerData), value=false},
 previousValue=AbstractField{key=(vip person,ResellerCustomerData), value=true}}}
database UpdateContactData] [Susan-] Changed field: ResellerCustomerData/ phone
database UpdateContactData] [Susan-] New value: 0211/1231777
database UpdateContactData] [Susan-] Old value: 0211/1231666
database UpdateContactData] [Susan-] Changed field: ResellerCustomerData/ vip
person
database UpdateContactData] [Susan-] New value: false
database UpdateContactData] [Susan-] Old value: true
```

Code example 45: Log output from the script above

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## D.10 Address Autocomplete

This chapter discusses the following:

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D.10.2 Switch on the Address Autocomplete Feature Using the Admin Tool	.373
D.10.3 Import Zip/City/Address Data into the ConSol CM Database	.375
D.10.4 Define the Address Autocomplete Configuration Using the Admin Tool	.376
D.10.5 Edit an Address Autocomplete Configuration	.379
D.10.6 Delete an Address Autocomplete Configuration or Address Autocomplete Fields	379

## D.10.1 Introduction

In some ConSol CM systems it is required that engineers enter or edit a great number of customer data manually. In such cases it can be helpful to have system support to

- provide suggestions for the input into some data fields (like e.g., zip code or address) to ensure that the entered address really exists
- avoid entering duplicates

To support such cases, ConSol CM offers the feature *Address Autocomplete*. This feature can be switched on/off using a system property. In standard ConSol CM installations, it is switched off. When it has been switched on, the engineer can receive suggestions for the input in one or more of the following Data Object Group Fields:

- one or more fields which contain the zip code
- one or more fields which contain the city
- one or more fields which contain the address (street and number)

This applies to the following operations in the CM Web Client:

- Create a customer on the Create customer page
- Create a customer in the *Customers* section of a ticket
- Edit a customer on the customer page
- Edit a customer in the Customers section of a ticket
- Entering customer data on the Detailed Search page
- Entering customer data in an ACF (Activity Control Form)

Usually, a data set which is publicly available, e.g., a data collection on CD ROM, serves as source for the import of the address data. In this way, the engineers can implicitly use a vast collection of zip code/city/address mappings.

Please note that in order to use this feature, your company will have to purchase an address collection, i.e., the feature Address Autocomplete is based on the import of external data which is not part of a ConSol CM distribution!

In the following example, a German address collection has been imported into a ConSol CM demo system. Please see the three example figures from the respective ConSol CM Web Client to learn how ConSol CM can help engineers improve their data input quality.

**Example 1:** The engineer starts typing into the *ZIP* field. Only the existing ZIP codes will be offered. The number of suggestions which are displayed is part of an Address Autocomplete Configuration, please see section <u>Define the Address Autocomplete Configuration Using the Admin Tool</u> for details.

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ZIP / City	02	* 0	Ĵity		*
Address	02625			*	
/	02627				
Country	02633				
	02681				
Phone (front desk)	02689				
	02692				
Fax (front desk)	02694				
Web Site	02699				
Web Site	02708				
	02727				
	02727				

Figure 280: ConSol CM Web Client - Suggestions of the Address Autocomplete feature, example 1

**Example 2:** The *ZIP* field has already been filled. For the *City* field, only the correct possible values are suggested.

ZIP / City	40477	*	Düsseldorf	*
Address	Address		Düsseldorf	
Country	Choose one			
Phone (front desk)	Telefon			
Fax (front desk)	Fax			
Web Site	Webseite			
	📃 geprüft			

Figure 281: ConSol CM Web Client - Suggestions of the Address Autocomplete feature, example 2

**Example 3:** The *ZIP* field and the *City* field have already been filled. For the *Address* field, only correct possible values are suggested.

ZIP / City	40477 * Düsseldorf	*
Address	Address	*
Country	Annastr. Augustastr.	
Phone (front desk)	Blücherstr. Carl-Mosterts-Platz	
Fax (front desk)	Cordobastr.	
Web Site	Duisburger Str. Eulerstr. Fischerstr.	
	Gneisenaustr. Goebenstr.	

Figure 282: ConSol CM Web Client - Suggestions of the Address Autocomplete feature, example 3

Please note that the values which are displayed are only suggestions. The engineer can always overwrite the suggested values by typing into the field manually.

Of course, parallel to this feature, the ConSol CM standard feature *Autocomplete Search* works and will display suggestions for the customers which are already part of the ConSol CM database.

ZIP / City	40477 * Düsseldorf	*	Suggestions
Address	Address	]*	My SuperReseller 998877 Select
Country	Annastr. Augustastr.		Con Sol Düsseldorf 4711 Select
Phone (front desk)	Blücherstr. Carl-Mosterts-Platz		
Fax (front desk)	Cordobastr. Duisburger Str.		
Web Site	Eulerstr.		
	Fischerstr. Gneisenaustr.		
	Goebenstr.		

Figure 283: ConSol CM Web Client - Suggestions of the standard Autocomplete Search feature in combination with Address Autocomplete

To configure your ConSol CM system for this feature, the following steps have to be performed:

- 1. Switch on the *Address Autocomplete* feature using the Admin Tool, see section <u>Switch on the</u> Address Autocomplete Feature Using the Admin Tool.
- 2. Import zip code/city/address data into the ConSol CM database. See section Import Zip/City/Address Data into the ConSol CM Database.
- 3. Define the autocomplete strategy by creating one or several address autocomplete configurations using the ConSol CM Admin Tool, see section <u>Define the Address Autocomplete Con-</u> figuration Using the Admin Tool.
- 4. Refresh the index, as described in section Refresh the Index.

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## D.10.2 Switch on the Address Autocomplete Feature Using the Admin Tool

Enter the system property *cmas-app-admin-tool, autocomplete.enabled* and set its value to *true*. The system property is not present in a standard ConSol CM installation and has to be added manually.

Edit configuration entry									
Edit configuration entry         j       Please edit the configuration entry									
Module:									
Property:	autocomplete.enabled								
Type:	Boolean 👻								
Value field:	true								
Description:									
Restart required:									
Optional:									
	Save Cancel								

Figure 284: ConSol CM Admin Tool - System property for the Address Autocomplete feature

Restart the Admin Tool. You will then see the new navigation item *Address Autocomplete* in the navigation group *Customers*. You will learn how to configure the autocomplete strategy in section <u>Define</u> <u>the Address Autocomplete Configuration Using the Admin Tool</u>. But before it makes sense to define the strategy, the source data have to be imported. Please proceed to the next section to learn how to do this.

ConSol CM6									
A Home		*	Aldress Autocomplete						
Access and Roles	۲		Address autocomplete		Address autocomplete fields	][	Details		
🗮 Lists	۲		Filter:		Filter:		Name:		
Tickets	۲		Name	I	Name	Ш	Address autocomplete:		
Lustomers	۲			I		Ш	On Input: 0 Cut off: 0		
Lastomer Groups							Field definition:		
Data Models				I					
Actions				I		Ш			
🚣 Roles				I					
Relations				I					
Address Autocomplete									
le Resources	۲								
Global Configuration	۲			I		Ш			
💮 Data Warehouse	۲			I		Ш			
🔅 Services	۲			I		Ш			
🗹 E-Mail	۲			I		Ш			
🞸 System	۲								
[CM_Administration]		•	1	-		_			

Figure 285: ConSol CM Admin Tool - Navigation item Address Autocomplete in navigation group Customers ConSol CM Administrator Manual (Version 6.10.5.4) - D - Customer Data Model Section

## D.10.3 Import Zip/City/Address Data into the ConSol CM Database

Import the data into the table *cmas\_autocomplete\_address* in your ConSol CM database.

This import has to be implemented by a person who knows how to insert data correctly into a relational database! An import or import script are neither part of the ConSol CM distribution nor part of standard maintenance. You can implement the import script using a tool of your choice. In case you need any support, please ask your ConSol CM Consultant for help and advice.

The import has to comprise three fields for each data set (see the figure below)

- city
- street

--- -- ----- -

• zip

Figure 286: ConSol CM Database - Table cmas\_autocomplete\_address

# D.10.4 Define the Address Autocomplete Configuration Using the Admin Tool

To define the autocomplete strategy, you have to perform the following steps:

- 1. Create one or more Address Autocomplete Configuration
- 2. Configure the behavior for each Address Autocomplete Configuration

#### D.10.4.1 Create One or More Address Autocomplete Configurations

An Address Autocomplete Configuration represents a mapping of a Data Object Group Field to one of the key fields in the *cmas\_autocomplete\_address* table, e.g., you want to define "When the engineer starts inputting data in the field *ResellerCompanyData:zip*, the system should search in *zip*, and when the engineer starts typing in the Data Object Group Field *ResellerCompanyData:city*, the system should search in the *city* field".

You have to define each of the Address Autocomplete Configurations in the Admin Tool in the navigation item *Address Autocomplete* in the navigation group *Customers*. Add a new Address Autocomplete Configuration by clicking the *Add* button, entering the name of the new configuration, and clicking *Save*.

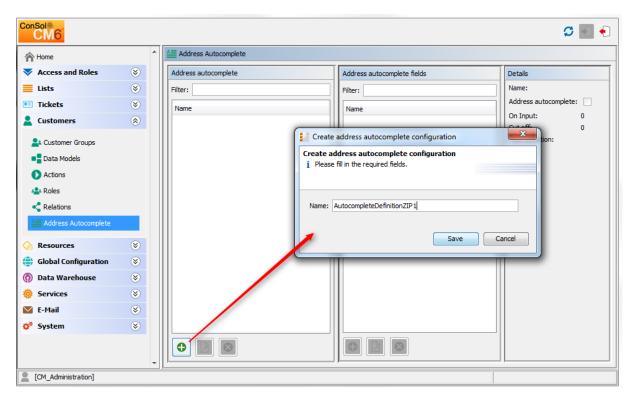


Figure 287: ConSol CM Admin Tool - Adding a new Address Autocomplete configuration

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#### D.10.4.2 Configure the Behavior for Each Address Autocomplete Configuration

To configure an Address Autocomplete Configuration, mark the definition in the list and add one or more Address Autocomplete Fields. These are the mapping rules from the Data Object Group Fields to the key fields in the *cmas\_autocomplete\_address* table.

CM6 Admin-Tool @ cm6d	oku-cm1.int/	consol.de				)
ConSol CM6					🕫 💽 🌖	
A Home	*	Address Autocomplete				
Access and Roles	۲	Address autocomplete	Address autocomplete	fields	Details	
E Lists	۲	Filter:	Filter:	Create address autoc	complete field	×
Tickets	۲	Name	Name	Create address autoco		
Lustomers	۲	AutocompleteDefinitionZIP1		i Please fill in the require	ed fields.	
La Customer Groups						
Data Models				Autocomplete address p	properties	
Actions				Name: zip		<b>•</b>
A Roles				Autocomplete:		
Relations				On Input:		2 🗢
Address Autocomplete				Cut off:		to 🚔
Resources	۲			Field Definition		
😩 Global Configuration	۲			Filter:		All groups 🗸
⑦ Data Warehouse	۲			Field: Name		
🔅 Services	۲			address (Reselle		^
💟 E-Mail	۲			city (ResellerCon zip (ResellerCon		
🕫 System	۲			url (ResellerCom	npanyData)	
				CompanyTypeLa	sk (ResellerCompanyData) abel (ResellerCompanyData)	
	-				lerCompanyInternalResp) ce. (ResellerCompanyInternalResp)	
[CM_Administration]						
				1		Save Cancel

Figure 288: ConSol CM Admin Tool - Definition of Address Autocomplete fields

The following fields have to be defined for each Address Autocomplete Field:

• Name:

Select *city*, *street*, or *zip*. Here you define which key field from the *cmas\_autocomplete\_address* table is used.

- Autocomplete:
  - If switched on:

The field itself will be an autocomplete field without any dependencies on other fields.

• If switched off:

The field will not be an autocomplete field itself but will be filled depending on other fields. E.g., a *city* field with *Autocomplete* switched off will be automatically filled when the *zip* field or the *address* field is filled but will not directly react to input from the engineer.

• On Input:

Here you define the number of characters the engineer has to type into the Data Object Group Field before the value recognition and autocompletion start. If you want the system to display the list as soon as the cursor has been placed in the Data Object Group Field in the Web Client, leave the configuration field here empty.

• Cut off:

Here you define the maximum number of suggestions in the (drop-down) list.

#### • Field Definition:

Here you select one Data Object Group Field which should react to the autocomplete input. Only a single selection is possible.

In the following example, two Address Autocomplete Fields have been defined for the Address Autocomplete configuration *AutocompleteDefinitionZIP1*, shown in the following figure.

Address Autocomplete								
Address autocomplete         Filter:         Name         AutocompleteDefinitionZIP1	Address autocomplete fields Filter: Name aty	Details Name: city Address autocomplete:  On Input: 0 Cut off: 5						
Address Autocomplete		Field definition: city (ResellerCom	panyData)					
Filter:       Name       AutocompleteDefinitionZIP1	Address autocomplete fields Filter: Name city zip	Details         Name:       zip         Address autocomplete:       Image: Complete:         On Input:       2         Cut off:       10         Field definition:       zip (ResellerComplete)	panyData)					

Figure 289: ConSol CM Admin Tool - Complete Address Autocomplete configuration

#### D.10.4.3 Refresh the Index

When you have entered and configured all required Address Autocomplete Configurations, you have to refresh the index. For details about the index, please refer to section <u>Search Configuration and</u> <u>Indexer Management</u>.

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	~									
Tickets	۲		_							
La Customers	۲		Search index status	i index status						
La Customer Groups			<ul> <li>All data is indexed correctly.</li> <li>No automatic commit of admin</li> </ul>							
Data Models										
Actions			Synchronize index Repa	air index Recover inde	ex Commit administrati	ve changes				
A Roles			Search index tasks							
Relations			ID Tas	sk type	Status	Created at	Progress	Details		
Address Autocomplete					RUNNING	7/20/15 1:52 PM	0%	ASSET, UNIT, ENGINEER, TI		
			5 Syn	chronization F	RUNNING	7/20/15 1:52 PM	0%	[AUTOCOMPLETE_ADDRES		
le Resources	۲									
Global Configuration	۲									
🕥 Data Warehouse	۲	=								
🔅 Services	۲									
🚓 CM Services										
o. ESB Services										
-= Index										
Task Execution										
🗹 E-Mail	۲									
🕫 System	۲	-								
[CM_Administration]										

Figure 290: ConSol CM Admin Tool - Index refresh

### D.10.5 Edit an Address Autocomplete Configuration

In order to edit an existing Address Autocomplete Configuration, use the *Edit* button . You can edit the Address Autocomplete Configuration and/or each of the Address Autocomplete Fields.

## D.10.6 Delete an Address Autocomplete Configuration or Address Autocomplete Fields

In order to delete an Address Autocomplete Configuration or Address Autocomplete Field, mark the configuration or the field in the respective list and press the *Delete* button .

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#### 🗩 💽 📀 onSol® A Home ۲ Access Queues 7 queues Details E Lists ۲ Prefix: Filter: All customer groups Workflov WFL ServiceDesk2 Tickets ۲ Calendar: ServiceDeskCalendar Customers ۲ Enabled: FAQs\_active elpDesk\_1st\_Leve FAQ: pDesk\_2nd\_Leve Localizati Queue: ServiceDesk (de) Languages ServiceDesk (en) dalTask 🔇 Labels Ticket display: Service case (en) Serviceanfrage (de) Projects Business Calendars () Classes Of Text Templates Assigning ticket: Unassigning ticket: engineer-assigned-default-mail (b) Data War engineer-removed-default-mail Scripts Services ۲ E-Mail script: MailSetReplyTo.groovy 🗹 E-Mail ۲ Default values script: DefaultValuesServiceDesk.groovy 🕫 System ۲ Clone script: CloneServiceTickets.groovy Other Description: Service Desk Queue description Groups ServiceDeskDismissFields LocationFields feedback SolutionFields DeleteTicketFields Custom Fields: RetailCustomers DirectCustomers RetailCompanies Reseller MyCustomerGroup Customer Groups • 🕑 😆 🗅 [HD\_1st\_Level\_Role,CM\_Administration,Acc

## **E** - Global Configuration Section

## **Global Configuration**

In this section you will learn how to configure some global settings in the ConSol CM system:

- Languages
- Queue Administration
- Projects
- Working with Calendars
- Business Calendars
- <u>Microsoft Exchange Calendar Integration</u>
- Classes of Text

Labels are treated in the Ticket Data Model and GUI Design Section, please see chapter Labels.

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## E.1 Languages

This chapter discusses the following:

E.1.1 Languages	
E.1.2 The Use of Locales	

### E.1.1 Languages

ConSol CM can be configured to offer localization functionalities for the Web Client in one or more of any number of languages. In the Admin Tool, this is configured on the navigation item *Languages* in the navigation group *Global Configuration*. This will also influence the languages which are offered in the Process Designer.

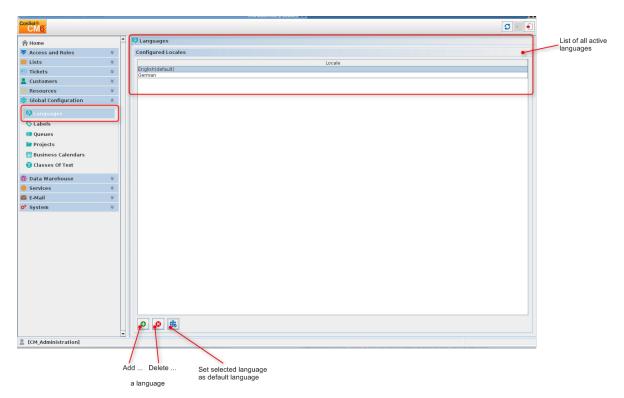


Figure 291: ConSol CM Admin Tool - Global configuration: Languages

#### **Configured Locales:**

In this list, the locales which will be available in the entire system are configured. This influences the lists for localized values in the Process Designer (e.g., for activities) and in the Admin Tool (e.g., for Custom Field values). The displayed values for those activities or fields then depend on the locale of the web browser which is running the ConSol CM Web Client.

- Click the Add button to add more locales.
- Click the *Delete* button to remove the selected locale from the list.

• Click the *Locale* button to set the selected locale as the default locale. The default locale is used when the browser's preferred locale is not present in ConSol CM. E.g., if the engineer has set the browser locale to FR and in the ConSol CM administration only English (default), German, and Polish are available, English will be used as the default.

Make sure that the configured languages are installed on each machine where ConSol CM is running or is used. This will not be checked automatically.

## E.1.2 The Use of Locales

For an engineer who works with the ConSol CM Web Client, the interface is displayed in the language that is configured in the web browser if it is a locale that is configured in ConSol CM. If no matching CM locale can be found, the default locale which has been set in the Admin Tool is used.

Depending on the location in the Admin Tool, the mechanism to enter the localized terms is slightly different. Please read the following section for a details explanation: <u>The Different Modes of Localizing</u> <u>Terms and Labels using the Admin Tool</u>

In the Process Designer, the locales which have been configured in the Admin Tool are available. However, you can also delete locales in the Process Designer. Please refer to the *ConSol CM Process Designer Manual* for details. ConSol CM Administrator Manual (Version 6.10.5.4) - E - Global Configuration Section

## E.2 Queue Administration

This chapter discusses the following:

E.2.1 Introduction	383
E.2.2 Queue Administration Using the Admin Tool	

## E.2.1 Introduction

Queues are a central element of ConSol CM. Tickets are grouped in queues, e.g., for certain tasks or work groups. Each queue is assigned a single workflow which controls the processing steps of all tickets in this queue. For example, there might be one queue *Helpdesk*, one queue *Marketing*, and one queue *Sales*.

The following parameters and objects are assigned to a queue (the parameters and objects are *defined* on other Admin Tool tabs, and are *assigned* to a new or existing queue here):

- The workflow of the queue (mandatory), i.e., the process which should be used for all tickets in the queue (e.g., all tickets of a department). A queue can only have one workflow but a workflow can be used by multiple queues.
- The template for the e-mails which are sent to engineers when a ticket is assigned or removed (optional).
- Several scripts that define the behavior of tickets in this queue (optional).
- One or more customer group(s) which are associated with the queue. Tickets can only be added to the queue for customers of this/these group(s) (one customer group is mandatory, more are optional).
- The business calendar (i.e., the working hours) which should be applied for tickets in this queue (optional).
- The data fields (Custom Fields) which should be available in tickets in this queue. They are defined by assigning Custom Field Groups to the queue (some mandatory, some optional).
- The classes of text which should be available for tickets in this queue (optional).
- The project(s) which should be available for time booking in tickets of the queue (optional).
- (1) As a central element, the queue uses various objects and elements that are defined in other places, i.e., on another page of the Admin Tool, so usually all elements which are required for the definition of a queue are defined first. However, except for the work-flow, all parameters can be modified after a queue definition has been saved for the first time (i.e. after the queue has been created), so you can configure the queue using an iterative approach if you like.

Furthermore, a queue is the basis for the assignment of access permissions, please see section <u>Role</u> <u>Administration</u> for details.

### E.2.2 Queue Administration Using the Admin Tool

In the Admin Tool, queues are managed on the navigation item *Queues* in the navigation group *Global Configuration*.

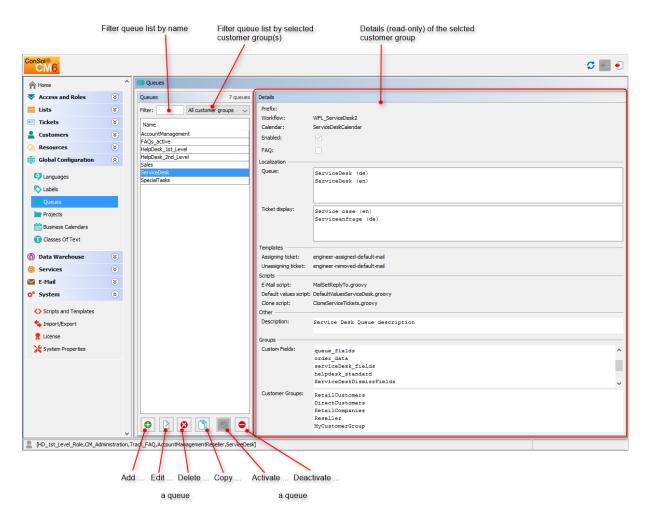


Figure 292: ConSol CM Admin Tool - Queue administration

#### E.2.2.1 Filter the Queue List

Queues you want to edit or copy can be found most quickly if you enter filter information in the fields above the queue list.

You can filter for queues which

- contain a certain text string (blanks are interpreted, too) and/or
- are specific for customer groups.

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#### E.2.2.2 Create a Queue

You create a new queue by clicking the *Add* button below the queue list. The following pop-up window appears:

Queue name (can be localized)	<ul> <li>Edit queue</li> <li>Edit queue</li> <li>i Please edit the que</li> </ul>	ue's data.				×	Assignemt of workflow to queue
Queue prefix	Details						(cannot be
(optional)	Oueue:	ServiceDesk		Morkflow	: WFL_ServiceDesk2		changed!)
Marker for	Prefix:	DO HEDER			ServiceDeskCalendar	-	Assignment of
FAQ queues	FAO:						business calendar
Definition of term for		Ticket display name: serviceCase	-	Enabled:			business calorida
ticket header in Web	Ticket assignment tem						Check if the queue is
Client	Assign:	engineer-assigned-default-mail	\	Unassign:	engineer-removed-default-mail	~	enabled (= active)
Templates for a mails to	Scripts	for the second second					,
Templates for e-mails to engineers when a ticket	E-Mail script:	MailSetReplyTo.groovy	`				Scripts for outgoing
is assigned to /removed	Default values script:	DefaultValuesServiceDesk.groovy	×				e-mails and for
from an engineer	Clone script:	CloneServiceTickets.groovy	`				default scripts (all
5	Other						three optional)
Description (for	Description:	Service Desk Queue description					
admin purposes)	Description.	Service Desk Queue description				Ç 🔍 🔤	
Assignment of Custom	Custom fields Cus	tomer groups Classes of text Projects					
Field groups, customer	Assigned 🔺		Available 🔺				
groups, classes of text,	CustomerTicketListF	ields	A LocationFieldsTi	able			
and projects to a queue	DeleteTicketFields		SpecialTasks_Fi	elds			
and projects to a queue	LocationFields		TestGroup1				
	RequestType		TestGroup2				
	ServiceDeskDismissF	Fields	am_fields				
	SolutionFields		qualification				
	conversation_data feedback		sales_standard workaround				
	helpdesk standard		workaround				
	order data						
	queue fields (*)						
	decer Treat ( )						
			•				
	L						
					Save	Cancel	

Figure 293: ConSol CM Admin Tool - Queue administration: Create a queue

Here, you can define the queue details:

• Queue:

Enter the technical queue name in this field. Click the *Localize* button to enter the localized queue name for all languages that are available in the system. The localized queue name (depending on the web browser locale) will be displayed in the Web Client in the ticket header. If no localized values are provided, the technical name will be displayed.

• Workflow:

Choose the workflow for the queue from this list.

When you have developed and deployed a new workflow, it will only be available in the Admin Tool after a reload of Admin Tool data!

Once you have assigned a workflow to a queue it cannot be changed anymore!

• Prefix:

You can enter a prefix for the ticket IDs of a queue, e.g., when the ticket ID should indicate to which queue or organizational structure it belongs.

 $\Lambda$  The prefix remains with the ticket name if the ticket is moved to another queue.

#### • Calendar:

Choose the business calendar for the queue from the list. Business Calendars in CM define working hours, holidays and the valid time zone (see section <u>Business Calendars</u>). They are used, e.g., for time triggers in the workflow and have to be activated explicitly for each trigger, i.e., in order to work with time calculations based on a business calendar, it has to be configured in three places:

- In the navigation group *Global Configuration*, navigation item <u>Business Calendars</u> the calendar is created and the active and vacation times are configured.
- In the queue administration a calendar is assigned to the queue.
- For each time trigger in the workflow the use of the queue-specific calendar can be activated or not. Refer to the *ConSol CM Process Designer Manual* for a detailed explanation of working with time triggers.

#### • Enable:

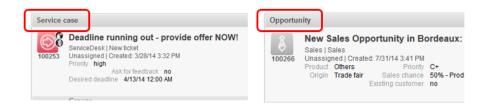
If this checkbox is checked, the queue is immediately available in the system after saving, otherwise the queue is disabled. In enabled queues, you can create tickets. In disabled queues, this is not possible.

#### • FAQ:

Ticking this checkbox marks the queue as a knowledge base for CM.Track users. They can search for tickets in this queue in CM.Track, the ConSol CM Web Portal. Please see also section <u>CM.Track V1: FAQs in CM.Track</u> or <u>CM.Track V2: FAQs in CM.Track</u> for more information about this topic.

#### • Ticket display name:

The string entered here will be displayed as ticket header. If a localized value is provided, this will be used, otherwise, the technical name will be used. In this way, you can adapt the CM system to display terms like *Service case, Request* or *Case* and you are not limited to the term *Ticket*. See the following example for two variants of ticket headers.



#### Figure 294: Two examples of ticket headers

#### • Ticket assignment templates:

Here you can choose e-mail templates which are used for automatic e-mails which are sent to the (new) engineer when a ticket is assigned to an engineer (*Assign*), or to the (old) engineer when a ticket is taken away (*Unassign*). When you have defined the templates in the *Scripts & Templates Administration* of the Admin Tool (see section Admin Tool Templates) they will be

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available in the drop-down menu. If you do not want the ConSol CM system to send an automatic e-mail in case of the engineer operation, just leave the field empty. Please keep in mind that the system properties *cmas-core-server*, *mail.notification.engineerChange* (=*true*) and *cmas-core-server*, *mail.notification.sender* have to be set, see System Properties for details.

#### • Scripts:

Scripts are used to automate recurring tasks and activities. They are managed and stored in the *Scripts & Templates Administration* (see section <u>Admin Tool Scripts</u>). You can assign:

#### • E-mail script

Choose a script from the list if outgoing e-mails for this queue should be modified by the script, e.g., to contain default values like the sender or address fields. The e-mail script indicated here is the last script that processes an outgoing e-mail, so all former settings will be overwritten if a variable has been set before. All scripts of type *E-mail* that are stored in the script section are available for selection, so please make sure to pick the correct one.

When you work with the configuration of the Reply-To e-mail address, please note the following technical behavior of ConSol CM and adapt your system accordingly!

#### The technical background:

There are four potential Reply-To addresses which you deal with:

- 1. The **Reply-To address which is set with the system property** *mail.reply.to*. If it is set, it will be displayed in the Ticket E-Mail Editor in the Web Client. If it is really the effective Reply-To address in an e-mail depends on the configuration in the queue-specific outgoing e-mail script. See next item. If the Page Customization attribute *showReplyTo* for the type *mailTemplate* is set to *false*, no Reply-To address will be displayed in the Ticket-E-Mail-Editor, but if the property *mail.reply.to* is set, this address will be used anyway unless an outgoing mail script sets another address, see next item.
- 2. The **Reply-To address which is set in a queue-specific outgoing email script**. Since the outgoing e-mail script is the last instance which processes an outgoing e-mail, the Reply-To address set in this script will always be the effective Reply-To address which is used. In case the *mail.reply.to* property is set, this mail-reply.to-address will not really be used (but it will be displayed in the Ticket E-Mail Editor which might cause some confusion! What that means for your system configuration is explained in the next section).
- 3. The e-mail address which is set in the system property *mail.from.* If this is set and neither *mail.reply.to* nor a queue-specific Reply-To address is set, most e-mail clients will set the From address as Reply-To address.
- 4. The e-mail address of the current engineer (the engineer who is logged in to the Web Client). This personal e-mail address is used as Reply-To address for e-mails from the Web Client if neither the mail.reply.to property is set nor a queue-specific outgoing e-mail script is configured nor the mail.from property is set.

In the Web Client, in the ticket history, the Reply-To address which was really used is always displayed for outgoing e-mails. So even in case there should be a difference between the address which was displayed in the Ticket E-Mail Editor (the *mail.reply.to* property) and the Reply-To address which was really used (the Reply-To in the queue-specific outgoing e-mail script), the effective address is displayed. This would be the one from the script in this case.

#### What we recommend:

A system Reply-To address should always be set! You can decide if you

- work with the Reply-To address in the queue-specific outgoing email script
- or
- use the *mail.reply.to* system property.

However, since the e-mail communication should take place via ConSol CM and not using personal e-mail addresses, one of the two system settings mentioned above should be used to prevent CM from using personal e-mail addresses as Reply-To. The latter would automatically lead to customer e-mails being sent to an engineer's personal e-mail account instead of CM.

#### What that means for your system configuration:

- The simplest way to set a Reply-To address is by using the mail.reply.to system property. It will be displayed in the Ticket E-Mail Editor and will be the effective Reply-To address.
- 2. If queue-specific Reply-To addresses are required, we recommend to write one outgoing mail script where queue names are mapped to specific Reply-To addresses. This can then be extended for Bcc, Cc or other addresses.

You can combine the *mail.reply.to* property and queue-specific Reply-To addresses: for all queues without a specific outgoing mail script, the *mail.reply.to* address will be used, for all queues which have a queue-specific outgoing mail script that contains a Reply-To address, this will be used.

#### What that means when you work with workflow scripts which send emails:

(A detailed explanation is provided in the *ConSol CM Process Designer Manual*!)

- Use the object and method *configurationService.getValue* ("*cmweb-server-adapter*", "*mail.reply.to*") to retrieve the value of the system property and set it as Reply-To address in the outgoing e-mail.
- Use the *Mail* object when the queue-specific script should be used: e.g. *mail.useDefaultScript()*. This will overwrite the *mail.reply.to* property!

If neither the system property nor the queue-specific outgoing e-mail script is used, i.e. when the Reply-To address is not set, usually the From address will be used as Reply-To by the e-mail client.

#### • Default values script

Here you can select a script to preset values of list boxes when creating a ticket for this queue in the Web Client. The script has to be present in the *Scripts & Templates Administration* of the Admin Tool and has to be of type *Default values*. Please refer to section <u>Scripts of Type Default Values</u> for details about this topic.

#### Clone script

Here you can select a script which is executed when a ticket in this queue is cloned (duplicated) using the Web Client (*Clone* option in the ticket menu). The script has to be present in the *Scripts & Templates Administration* of the Admin Tool and has to be of type *Clone*. The clone script sets default values for a ticket which is created using the *Clone* operation. Please refer to section <u>Scripts of Type Clone</u> for details.

#### • Description:

You can enter a free-form description in this field, e.g., to document the purpose of the queue. This information is shown in the Admin Tool only.

#### • Tab Custom Fields:

In order to show data fields (Custom Fields) in tickets of the queue, you have to assign the respective custom field groups here. See section <u>Custom Field Administration (Setting Up the Ticket Data Model)</u> for details about the definition of Custom Fields.

#### • Tab Customer groups:

Tickets in the queue can only be created for customers from the selected customer groups. Please make sure that the engineers who are supposed to work with tickets of the queue also have the respective access permissions to the customer (group) data.

#### • Tab Classes of text:

Here you can assign the classes of text which should be available in tickets of this queue. Please see section <u>Classes of Text</u> for an explanation of the text class definition.

#### • Tab Projects:

Here you can assign projects to the queue. Engineers who work on a ticket in the queue can book times on the projects that have been assigned to the queue. Projects are defined on the <u>Projects</u> page.

On each tab you can assign a selected entry by clicking the *Assign* button and remove it by clicking the *Unassign* button.

Click *Save* afterwards to create the queue. The details of the new queue are displayed on the righthand side of the page.

#### E.2.2.3 Edit a Queue

If you want to edit a queue, select it in the list and click the *Edit* button or double-click the name of the queue. Modify the queue details and click *Save* to store your modifications.

You cannot change the workflow of a queue once the queue has been saved for the first time!

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### E.2.2.4 Delete a Queue

Select the queue you want to delete in the list and click the *Delete* button. If you confirm the following dialog with *Yes*, the queue will be deleted and is no longer available in the system.

If there are still tickets for a queue it cannot be deleted. You have to move the tickets to another queue before you can delete it.

#### E.2.2.5 Copy a Queue

The *Copy* button allows you to save time when creating a queue. The selected queue will be copied. The new queue has the same name as the copied queue. Double-click the name or click the *Edit* button to open the edit window where you can modify the name and details of the queue. Click *Save* to store your modifications.

You cannot change the workflow of a queue once the queue has been saved for the first time!

#### E.2.2.6 Enable or Disable a Queue

You can disable a queue to prevent that new tickets can be opened in this queue. This allows a queue to be made temporarily unavailable without having to delete it. To disable a queue, select the queue in the queue list and click the *Deactivate* button. The entry in the list is now shown in italics. Just click the *Activate* button at the bottom of the page to enable the queue again.

You can still read tickets in a disabled queue (provided you have read access rights for this queue), but you cannot process tickets, i.e., they cannot be moved to the next step in the process using workflow activities.

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## **E.3 Projects**

This chapter discusses the following:

E.3.1 Introduction	. 392
E.3.2 Managing Projects Using the Admin Tool	392

## E.3.1 Introduction

With ConSol CM you can book working time to projects. Please see the <u>Time Booking Using</u> <u>ConSol CM</u> section for a detailed explanation.

## E.3.2 Managing Projects Using the Admin Tool

Projects are managed via the navigation item *Projects* in the navigation group *Global Configuration*. For a project to be active and available in the Web Client, it has to be assigned to a queue (see section <u>Queue Administration</u>). In the Web Client you can then book working time to tickets that are in one of the queues where the project has been assigned. Engineers can see their time bookings on the engineer profile page.

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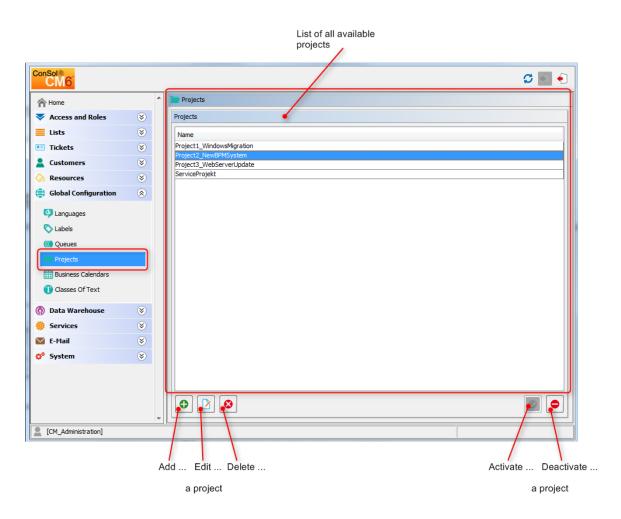


Figure 295: ConSol CM Admin Tool - Global configuration: Projects

#### E.3.2.1 Create or Edit a Project

A project is defined by its name. Click the *Add* button to open a pop-up window where you can enter the name. Using the *Localize* button next to the name field you can localize the name (see <u>Localize a</u> <u>Project</u>). The checkbox *Enabled* is pre-selected to activate the project in the system (see also<u>Disable or</u> <u>Enable a Project</u>). You will get the same window when you click the *Edit* button to edit a project.

📔 Projec	t create 🔀
Project o i Create	project for time booking
Name: Enabled:	Consulting (*)
	OK Cancel

Figure 296: ConSol CM Admin Tool - Global configuration: Create or edit a project

#### E.3.2.2 Delete a Project

A project can only be deleted if it is not assigned to any queues and has not been used for any time bookings. Otherwise you get a warning and can only disable this project (see below).

In order to delete a project, select it in the list and click the *Delete* button. After choosing *Yes* in the confirmation dialog the project will be removed from the list and the system.

#### E.3.2.3 Disable or Enable a Project

If a project is still assigned to a queue or has been used for a time booking in a ticket, but is not needed anymore, you can disable it. To do this select the project and click the *Deactivate* button. The entry in the list is shown in italics afterwards. The project is not available for new time bookings anymore. Just click the *Activate* button at the bottom of the page if you want to enable the project again.

You can also enable or disable a project in the window used for editing projects by selecting or deselecting the checkbox *Enabled*. When you create a project this checkbox is automatically selected.

#### E.3.2.4 Localize a Project

Click the Localize button in the create or edit window to enter a localized name for a project. See section Localization of Objects in General, Type 1 for a details explanation of the localization mechanism.

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## E.4 Working with Calendars

In ConSol CM, there are two configuration options for calendars:

- 1. You can define business calendars which can be used to manage business hours for one or more teams which work with ConSol CM. This is covered in section <u>Business Calendars</u>.
- 2. You can configure ConSol CM to access Microsoft Exchange Server calendars. This is explained in section Microsoft Exchange Calendar Integration.

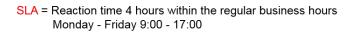
## E.4.1 Business Calendars

### E.4.1.1 Introduction

A business calendar defines working hours. This can be used, for example, to represent the business hours of the Service Desk team to avoid system escalations being fired during non-business hours.

In ConSol CM, you can define as many business calendars as your company's environment requires. In this way you can configure specific working hours for each team.

(i) Tickets which have not been assigned to an engineer within an hour of opening the ticket are automatically moved to an escalation level. If a calendar defines working hours from 8 a.m. to 5 p.m. and a ticket arrives at 4:45 p.m., the ticket will not escalate at 5:45 p.m. but at 8:45 a.m. the next day. This time is calculated as follows: 15 minutes between ticket arrival and end of the working hours plus 45 minutes from next beginning of the working hours until the full hour given by the escalation limit is reached.



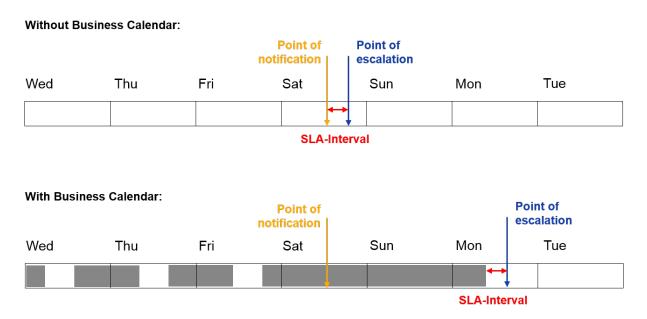


Figure 297: ConSol CM Principle - Business calendar

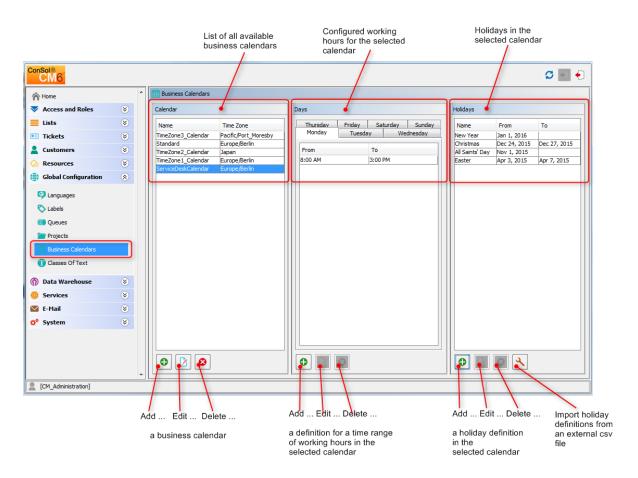
Aside from working hours, you can define holidays, too. On these days the automatic escalation pauses entirely. Holidays have to be defined per calendar. It is not possible to define a holiday that is valid for all existing calendars simultaneously.

If you want to work with times which are defined in a business calendar (e.g., use active time for a timer trigger in a workflow for an escalation), you have to perform three steps:

- create the business calendar with its active/inactive times (Admin Tool, see explanation below)
- assign the business calendar to all queues where it should be in operation, see section <u>Queue</u> Administration (Admin Tool)
- assign the use of a calendar to every single workflow element where the calendar should be used as the basis for time calculations (Process Designer), as explained in the *ConSol CM Process Designer Manual*.

## E.4.1.2 Configuration of Business Calendars Using the Admin Tool

In the Admin Tool, business calendars are defined via the navigation item *Business Calendars* in the navigation group *Global Configuration*.





#### Creating a New Calendar

Click the *Add* button in the left part of the page to create a new calendar. The following window appears:

🗾 Create new business calendar 🛛 🔀				
Create new business calendar i Please fill in business calendar name.				
Name:	Regular Workdays			
Timezone:	Europe/Berlin 👻			
	Save Cancel			

Figure 299: ConSol CM Admin Tool - Business calendars: New calendar

• Name:

Enter a unique name for the calendar.

• Timezone:

Choose the time zone to be used for the calendar.

A This field only describes to which time zone the defined hours refer. The calendar itself is valid worldwide for the respective workflow!

#### Example:

The ConSol CM server is located in Detroit, MI, USA. In the business calendar, Europe/Berlin is set as time zone. A time trigger which uses the business trigger would fire based on Berlin time, not Detroit time.

Click *Save* afterwards to create the calendar.

By clicking the *Edit* button, you can modify a selected calendar in the same way. Click the *Delete* button to delete the selected calendar.

#### Defining the Working Hours for a Calendar

Select a calendar on the left and click the *Add* button in the middle part of the page to create the days and hours for this calendar. The following window appears:

🛃 Add [	Day Part	<b>—</b>	
Add Day Part i Please fill in the required fields.			
Time ra	Time range		
From:	8:00 AM	▲ ▼	
To:	5:30 PM	* *	
Days			
V Mo	nday		
🔽 Tu			
Ve We	ednesday		
🔽 Th	ursday		
V Fri	day		
Sa	🔄 Saturday		
🔄 Sunday			
	Save	Cancel	

Figure 300: ConSol CM Admin Tool - Business calendars: Working hours of a calendar

• Time range

Enter the time range for which the automatic workflow escalations shall be active.

• Days

Select the checkboxes of the days for which the time range shall be valid. It is possible to choose individual days or all days at once (checkbox *All*).

If the system detects an inconsistency between the time defined here and an already existing time, you will get a corresponding message.

Click *Save* afterwards to create this time range for the marked days.

If you want to edit the time range later, you have to do it separately for each day. Select the respective day, click the *Edit* button and change the time range in the window that appears. Or click the *Delete* button to delete the time range for a selected day. It is not possible to edit or delete the time range for multiple days at once.

#### Defining the Holidays for a Calendar

You can define the dates and time periods for holidays using one of two approaches:

- Defining the holidays manually.
- Importing the holidays from an Excel file.

#### Defining the Holidays for a Calendar Manually

Select a calendar and click the *Add* button in the right side of the page to create a new holiday entry. The following window appears:

🚺 Create	Create new holiday			
Create new holiday i Please fill in the required fields.				
Name: From:	Xmas 12/25/14			
To:	12/26/14			
Save Cancel				

Figure 301: ConSol CM Admin Tool - Business calendars: Holidays of a calendar

• Name:

The name of the holiday.

• From:

The date of the holiday.

• To:

If it is a multi-day holiday (e.g., Christmas), you can enter the last date of the holiday here.

1 It is not possible to define holidays that last only half a day.

Click *Save* afterwards to create the holiday.

If you want to edit a selected holiday entry just click the *Edit* button. Clicking the *Delete* button deletes one or more selected entries.

#### Importing Holidays for a Calendar from a .csv File

Holiday data can be imported from a .csv file conforming to the following format:

- First column: title/name of the holiday
- Second column: start date
- Third column: end date (use the same date as start date if it's a one-day holiday)
- Separator: comma (no comma at the end of the line)
- Slashes for the dates

```
Christmas,24/12/2014,26/12/2014
New Year,01/01/2015,01/01/2015
Easter,03/04/2015,06/04/2015
```

Please note that all dates for the holiday import must be written in the following format (as shown in the example): DD/MM/YYYY!

In the Admin Tool navigation group *Global Configuration*, navigation item *Business Calendars*, select a calendar and click the *Import holidays* button and enter the path to the .csv import file.

Import holidays	And I am I am I am		23
Import holidays i Please select a file to	o import. Selecting option 'Delete before import' will remove all current holiday entries!		
File: Delete before import:	D:\CM6\HolidayImportEx.csv		
	Import	Car	ncel

Figure 302: ConSol CM Admin Tool - Business calendars: Importing holidays

The new holidays will be imported in the holiday list of the selected business calendar.

Holidays		
Name	From	То
Easter	Apr 3, 2015	Apr 7, 2015
New Year	Jan 1, 2015	
Christmas	Dec 24, 2014	Dec 27, 2014

Figure 303: ConSol CM Admin Tool - Business calendars: Newly imported holidays

# E.4.2 Microsoft Exchange Calendar Integration

## E.4.2.1 Introduction

Starting with CM version 6.10, it is possible to include a Microsoft Exchange calendar view in the Web Client.

Please refer to the ConSol CM System Requirements of your CM version for a list of supported Exchange Server versions.

The calendar view can be offered ...

- on the ticket page
- on the customer page, i.e.,
  - on the contact page
  - on the company page

The calendar will be displayed in a distinct section of the ticket / customer page.

An engineer who works with the calendar view can ...

- display the monthly or weekly view
- move existing appointments using drag-and-drop
- create new appointments (if full access has been configured)

	No additional er	ngineers					/	Add 🛛
	No relations						A	Add
	Calendar					Add appo	intment   Refr	esh 🛛
<	> today			May 2015			month	wee
w	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
18	26	27	28	29	30	1		2
19	3	4	5	6	7	8		9
20	10	11	12	13 30a Stand up parti:	14 Customer Workshop	15		16
21	17	18	19	20	21	22		23
22	24 1p	25 Steering board Me	26	27	28	29		30
23	31	1	2	3	4	5		6
	Related Resour	rces (1)						
	Hardware	1000 (1)		Soft				

Figure 304: ConSol CM Web Client - Ticket with Calendar section (monthly view)

New appoint	tment	Х
Subject	Customer Workshop	
Location	Main hall	
Start	5/14/15 🕅 🔽 All day event	
End	5/14/15	
Content		
	B Z ∐ AB€   🧐 🍋   💞   🗄 🚍	
	Create	•

Figure 305: ConSol CM Web Client - Adding an appointment in the calendar

## E.4.2.2 Configuring the Microsoft Exchange Calendar Integration

#### **Basic Configuration**

The integration of a Microsoft Exchange server to provide calendar data is done based on *page customization*. For a detailed introduction to this topic, please read the section about <u>Page Customization</u>. Here, only the calendar-specific configuration is explained.

Perform the following steps:

#### 1. Make the calendar section visible (example for the Ticket Edit page):

Log in as an administrator and open a ticket. Select *Enable page customization* in the main menu. Since the calendar section is not yet displayed, you cannot mark the element you want to configure, but instead have to select it in the page customization tree. Select *calendar/ticketEditPage/calendarSection* and set the attribute *state* from *hidden* to *expanded*. Alternatively, you can set *collapsed*. This will initially display a collapsed *Calendar* section and the engineer can expand it manually. In both cases, the calendar section of the ticket will be visible. As header *No Calendar* will be displayed. The configuration of the calendar follows in step 2.

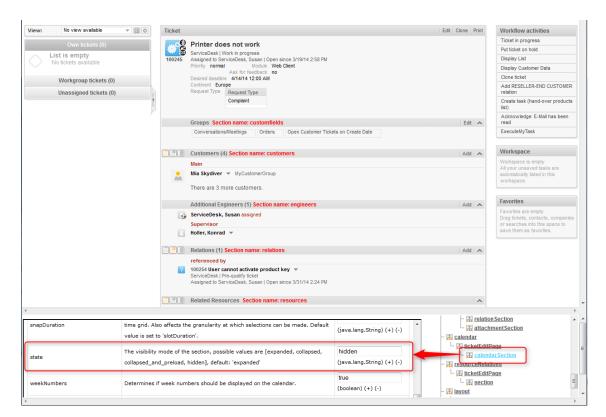


Figure 306: ConSol CM Web Client - Using page customization to make the Calendar section of a ticket visible

snapDuration	time grid. Also affects the granularity at which selections can be made. Default value is set to 'slotDuration'.	(java.lang.String) (+) (-)	^	Fild in Section     Attachment Section     Attachment Section	<b>^</b>
state	The visibility mode of the section, possible values are [expanded, collapsed, collapsed_and_preload, hidden], default: 'expanded'	expanded (java.lang.String) (+) (-)		Image: Contract of the	E
weekNumbers	Determines if week numbers should be displayed on the calendar.	true (boolean) (+) (-)		L 🚠 <u>ticketEditPage</u> L 🚠 <u>section</u> - 🚠 <u>layout</u>	E

Figure 307: ConSol CM Web Client - Page Customization Definition Section (PCDS) for the Calendar section of tickets

#### 2. Configure the calendar script:

The connection to a Microsoft Exchange server calendar is implemented using an Admin Tool script. The script has to be stored in the Admin Tool script section, i.e., navigation group *System*, navigation element *Scripts and Templates*, and must be of script type *Calendar integration*. The name of this script has to be entered as the value for the attribute *calendarInitializationScript* in the page customization (see step 1). This Admin Tool script is used to initialize the calendar source and has to return a map which contains all parameters describing the source. If the returned map is empty or is null, no calendar will shown (the section will be empty with the label *No calendar*).

The script has to be coded as shown in the following example:

```
return [
   name: 'Exchange Source',
   'access.type': 'EXCHANGE',
   'access.url': 'https://exchangel.server.net/EWS/Exchange.asmx',
   'access.username': 'exchange-user',
   'access.password':'exchange-password',
   'access.domain': 'SSO',
   'access.impersonation':'somebody@sso.server.net',
   'access.version': '2013'
]
```

#### Code example 46: Example calendar integration script

The following parameters can be used in the script:

#### 1. name

String. The name of the source. For now it has no functional use, but in future CM versions, when multiple sources can be used in the calendar section, it will be used to identify them in the user interface.

#### 2. color

String. Background color for appointment entries. Format: HTML colour format (e.g., red or #D80000)

#### 3. editable

Boolean. Indicates whether appointment creation/editing/removal should be enabled. If this value has not been set explicitly, the value from the section customization will be used, which by default is set to *false*. NOTE: appointments are editable only if the current user has write permissions to the ticket in which the calendar section is shown.

#### 4. access.\*

Properties describing access to the calendar: credentials, connection details, URLs ... etc.

#### a. access.type

String parameter. Possible values EXCHANGE (MS Exchange Server), RANDOM (randomly generated appointments for testing purposes).

For access.type EXCHANGE:

i. access.url

URL. The url of the .asmx file (Active Server Method File) on the Exchange server. The file is usually located in the EWS (Exchange Web Services) directory and provides the exchange access web service.

#### ii. access.username

String. The name of a technical user under which the access/login at the Exchange server is performed.

#### iii. access.password

String. The password of the technical user under which the access/login at the Exchange server is performed.

#### iv. access.domain

String. The Windows domain of the Exchange server. The technical user (used for access.username and access.password, see above) has to be a member of this domain.

#### v. access.impersonation

String. E-mail account of an Exchange calendar user. The calendar on the ticket page or on the customer page will be based on the view of this Exchange calendar user. For example, *somebody* could be the Exchange login of the ConSol CM engineer who is currently logged in. If the name of an engineer is the same in Exchange and ConSol CM, you can simply pass the current engineer's name to Exchange using the method *work-flowApi.getCurrentEngineer().getName()* or *engineerservice.current.name*.

For access.type RANDOM:

i. access.calendar

Name of the calendar file. Random calendar provider stores generated appointments on disk (files will be automatically removed when CM server is stopped). Using same name in configuration ensures that user will have the same set of appointments.

Additional variables available in the script:

- Ticket context: ticket
- Contact/customer context: unit

#### 3. Enable *edit* mode for the calendar:

To allow full access (i.e., to create and/or edit appointments) for engineers, set the page customization attribute *editable* to *true*.

#### Basic principle of Exchange server calendar access

The configured Exchange server is contacted, namely the Web Service indicated in the url. The login at this server is performed using the technical user (access.username, access.password). Then the user is changed to the person/user indicated under *access.impersonation*. The latter is performed using the Exchange server function *Impersonation*. The calendar of this impersonated user is the displayed on the ticket or customer page.

The impersonation function can only be used by an account which has been granted the ApplicationImpersonation role by the Exchange administrator. Please make sure all security aspects are taken into consideration when you set up this role!

Advanced Configuration: Page Customization Parameters for the Microsoft Exchange Calendar Integration

#### Short Background Information about the Microsoft Exchange Calendar Integration

The integration (more precisely, the *display*) of Microsoft Exchange calendars in ConSol CM is based on the jQuery *fullcalendar* plugin. For complete details on that API, please refer to the <u>fullcalendar</u> <u>web site</u>.

#### Pages for the Configuration of the calendarSection

The Calendar section can be configured on these pages:

- Ticket page Use calendar/ticketEditPage/calendarSection.
- Customer pages
  - Contact page Use calendar type/contactEditPage/calendarSection.
  - **Company page** Use calendar/companyEditPage/calendarSection.

#### calendarSection

The following attributes can be used to configure the appearance and behavior of the integrated Exchange calendar.

#### Attributes:

- allDaySlot Boolean. Determines if the "all-day" slot is displayed at the top of the calendar. Default *true*.
- appointmentBackgroundColor

java.lang.String. Sets the background color for all appointments in the calendar. You can use any CSS color format, such as *#f00*, *#ff0000*, *rgb(255,0,0)*, or *red*.

• appointmentBorderColor

Sets the border color for all appointments in the calendar. You can use any CSS color format, such as *#f00*, *#ff0000*, *rgb(255,0,0)*, or *red*. (java.lang.String)

appointmentColor

java.lang.String. Sets the background and border colors for all appointments in the calendar. You can use any CSS color format, such as *#f00, #ff0000, rgb(255,0,0),* or *red*.

#### appointmentConstraint

java.lang.String. Limits appointment dragging and resizing to certain windows of time.

#### Possible values:

<appointment\_ID>

Appointments that are being dragged or resized must be fully contained by at least one of the appointments linked to by the given appointment ID.

#### • businessHours

Appointments being dragged or resized must be fully contained within the week's business hours (default: Monday-Friday 9am-5pm), see *businessHours* attribute for details.

#### <start-time>-<end\_time>;<days\_of\_week>

A custom time window in the same format as the *businessHours* attribute. Days of week are optional.

Examples: 10:00-18:00; 1,2,3,4 or 10:00-18:00

#### appointmentDurationEditable

Boolean. Allows appointments' durations to be editable through resizing. Default true.

#### appointmentOverlap

Boolean. Determines if appointments in the calendar, when dragged and resized, are allowed to overlap each other. default *true*.

#### appointmentStartEditable

Boolean. Allows appointments' start times to be editable through dragging. Default true.

#### appointmentTextColor

java.lang.String. Sets the text color for all appointments in the calendar. You can use any CSS color format, such as *#f00*, *#ff0000*, *rgb(255,0,0)*, or *red*.

#### aspectRatio

java.lang.String. Determines the width-to-height aspect ratio of the calendar. Default value 2.8. If empty calendar component will use internal default value 1.35.

#### businessHours

java.lang.String. Emphasizes certain time slots in the calendar. **Format:** <start-time>-<end\_time>;<days\_of\_week> **Example:** 10:00-18:00; 1,2,3,4 (from 10am to 6pm, Monday-Thursday)

#### calendarEventHandlerScript

java.lang.String. Name of the script which handles calendar events. Besides standard context variables like **ticket**, there are additional ones:

#### eventType

enum (values: CREATE, UPDATE, DELETE)

 appointment with appointment data (uid, subject, location, etc.).

See documentation for details. (java.lang.String)

#### calendarInitializationScript

java.lang.String. Name of the script which produces the calendar configuration. If value is empty or the script returns *null* the calendar won't be shown.

#### contentHeight

java.lang.String. Makes the calendar's content area this many pixels tall. By default, this option is not set and the calendar's height is calculated by *aspectRatio*.

#### defaultAllDayAppointmentDuration

java.lang.String. A fallback duration for all-day appointments without a specified *end time* value. Default value 1 (one day).

#### defaultDate

java.lang.String. The initial date displayed when the calendar first loads. Accepts an ISO8601 date string like *2014-02-01*.

#### defaultTimedAppointmentDuration

java.lang.String. A fallback duration for timed appointments without a specified *end time* value. If not set default value will be *02:00:00* (2 hours). This attribute also affects default duration of appointments during creation.

#### DefaultView

java.lang.String. Default calendar view. **Possible values:** month, basicWeek, basicDay, agendaWeek, agendaDay. Default *agendaWeek*. View examples at Available Views.

editable

Boolean. Whether the appointments can be created, dragged and resized. This value overwrites the source configuration. Default *false*.

• firstDay

java.lang.String. The day that each week begins with. (Sunday=0, Monday=1, Tuesday=2, etc.). If empty, value will be based on browser's locale.

• forceAppointmentDuration

Boolean. A flag to force calculation of an appointment's end if it is unspecified. Default false.

handleWindowResize

Boolean. Whether to resize the calendar automatically when the browser window resizes. Default *true*.

headerCenter

java.lang.String. Defines the buttons and title at the top/center of the calendar. See *headerLeft* description for details. Default *title*.

headerLeft

java.lang.String. Defines the buttons and title at the top/left of the calendar. Comma- or spaceseparated list values (values separated by a comma will be displayed adjacently). Default *prev*,*next today*.

#### Possible values:

• title

Text containing the current month/week/day.

• prev

Button for moving the calendar back one month/week/day.

• next

Button for moving the calendar forward one month/week/day.

#### prevYear

Button for moving the calendar back on year.

#### nextYear

Button for moving the calendar forward one year.

today

Button for moving the calendar to the current month/week/day.

• <view name>

Button that will switch the calendar to any of the available views (see *defaultView* description for available views).

Header will disappear if all three header\* attributes (Center, Left, Right) are empty.

headerRight

java.lang.String. Defines the buttons and title at the top/right of the calendar. See *headerLeft* attribute description for details. Default *month,agendaWeek*.

#### height

java.lang.String. Sets the height, in pixels, of the entire calendar (including header). By default, this option is not set and the calendar's height is calculated by *aspectRatio*.

hiddenDays

java.lang.String. Excludes certain days of the week from being displayed. Comma separated list of day-of-week indices (Example: '1,3,5'). Each index is zero-based (Sunday=0) and ranges from 0-6.

#### lazyFetching

Boolean. Determines when appointment fetching should occur. See detailed <u>documentation</u>. Setting this attribute to *false* makes sense when there are a lot of external changes to the user's calendar. Default *true*.

maxTime

java.lang.String. Determines the end time (exclusively) which will be displayed, even if the scrollbars have been scrolled all the way down. Default value is 24:00:00.

minTime

java.lang.String. Determines the starting time that will be displayed, even if the scrollbars have been scrolled all the way up. Default value is 00:00:00.

nextDayThreshold

java.lang.String. When an appointment's end time spans into another day, the minimum time it must be in order for it to render as if it were on that day. Default: 09:00:00 (9am). Only affects timed appointments that appear on whole days. Whole day cells appear in *month view*, *basicDay*, *basicWeek* and the *all-day slots* in the agenda views.

#### rightToLeftMode

Boolean. If enabled, displays the calendar in right-to-left mode. Default false.

scrollTime

java.lang.String. Determines how far down the scroll pane is initially scrolled. Default is 06:00:00 (6am).

#### slotAppointmentOverlap

Boolean. Determines whether timed appointments in agenda view should visually overlap. Default *true*.

#### slotDuration

java.lang.String. The frequency for displaying time slots. Default is 00:30:00 (30 minutes).

snapDuration

java.lang.String. The time interval at which a dragged appointment will snap to the agenda view time grid. Also affects the granularity at which selections can be made. Default value is set to *slotDuration*.

• state

java.lang.String. The visibility mode of the section, possible values are [*expanded*, *collapsed*, *collapsed\_and\_preload*, *hidden*]. Default: *expanded*.

weekNumbers

Boolean. Determines if week numbers should be displayed in the calendar. Default true.

• weekends

Boolean. Whether to include Saturday/Sunday (i.e., weekend) columns in any of the calendar views. Default *true*.

#### Defining Event Handlers for Appointment Events

Using the Page Customization attribute *calendarEventHandlerScript*, you can define actions which should be triggered in case a certain event has occurred. The events which can be used are:

- a new appointment has been created (event type CREATE)
- an existing appointment has been edited (event type UPDATE)
- an existing appointment has been removed (event type DELETE)

For example, you can define that when a new appointment is made, an e-mail is automatically sent to all contacts of the ticket.

The following variables are available in a calendarEventHandlerScript:

- ticket (only in ticket context)
- unit (only in contact/company context)
- **eventType** type of event, possible values are: CREATE, UPDATE or DELETE. It is an enum of type com.consol.cmweb.server.common.model.calendar.AppointmentEventType.
- appointment appointment object (class com.consol.cmweb.server.common.model.calendar.AppointmentVo).
   Properties (Some properties may not be available. It depends on the type of calendar server and the respective version):

Basic:

#### • subject

String. Subject/title of the appointment.

#### startDate

Date. Start date/time of the appointment.

#### endDate

Date. End date/time of the appointment.

#### allDayEvent

Boolean. Defines whether an appointment is an all day event: which means that is lasts all day (or many days).

#### location

String. Location/place of the appointment.

#### meeting

Boolean. Is *true* when an appointment is a meeting. (MS Exchange Server specific property: means that attendees were invited appointment became a meeting)

#### cancelled

Boolean. Indicates if an appointment is marked as cancelled.

#### • recurring

Boolean. Whether appointment is a part of recurring set.

#### busyStatus

AppointmentVo.BusyStatus. Possible values: FREE, TENTATIVE, BUSY, OUT\_OF\_OFFICE, WORKING\_ELSEWHERE or NONE.

#### body

String. Body, content of the appointment. It can be text or HTML (depends on *bodyType* property)

bodyType

AppointmentVo.BodyType. Possible values TEXT, HTML or NONE

Advanced:

• uid

String. Unique identifier of an appointment within calendar server.

start

org.joda.time.DateTime.Start date/time (joda)

end

org.joda.time.DateTime. End date/time (joda)

timeZone

org.joda.time.DateTimeZone. Timezone of the appointment (used to correctly show allday appointments because days starting at different time in each timezone.

The following script shows an example of a calendarEventHandlerScript.

```
import static
com.consol.cmweb.server.common.model.calendar.AppointmentEventType.*;
import com.consol.cmas.common.model.customfield.meta.UnitDefinitionType;
// Check if you are on ticket page or on customer page:
def inTicket = false
def inUnit = false
if ( binding.variables.containsKey("ticket") ) {
  log.info "Context: Ticket" inTicket = true
}
if ( binding.variables.containsKey("unit") ) {
 log.info "Context: Unit" inUnit = true
}
def recip def mailField
// if you are on ticket page: write e-mail to engineer
if (inTicket) {
 recip = ticket.engineer?.email
// if you are in unit context, CONTACT, write to contact
} else if (inUnit) {
def unitDefName = unit.definitionName
def unitDefType = unit.definition.type
log.info ' Definition is now ' + unitDefName
if (unitDefType == UnitDefinitionType.CONTACT) {
  switch (unitDefName) {
     case 'DirCustCustomer': mailField = "dir_cust_email";
       break
     case 'customer': mailField= "email"
       break
     case 'PartnersContact': mailField = "email"
       break
     case 'ResellerCustomer': mailField = "email"
       break
  }
} else if (unitDeftype == COMPANY) {
  log.info "No email for Company!"
}
recip = unit.get(mailField) }
log.info 'mailField is now ' + mailField
log.info 'recip is now ' + recip
// EXAMPLE! log.info only :
log.info "Appointment '${appointment.subject}' has been "
if (eventType == CREATE) {
  log.info "created"
} else if (eventType == UPDATE) {
  log.info "modified"
} else if (eventType == DELETE) {
  log.info "removed"
}
```

```
// send mail here ...
```

Code example 47: Admin Tool script, example of a calendarEventHandlerScript

# E.5 Classes of Text

This chapter discusses the following:

E.5.1 Introduction	416
E.5.2 Managing Classes of Text Using the Admin Tool	418

# E.5.1 Introduction

A **class of text** is a classification that you assign to a ticket entry. This entry can be:

- a comment
- an e-mail that was sent from the ticket
- an e-mail that was received in the ticket
- an attachment

Assigning a class of text can serve one or more of the following purposes:

- Highlighting the text in the ticket with a special color to make it easier to find (e.g., an important note, as shown in the following figure). An icon can also be used for each class of text.
- Marking a ticket entry to make it visible in CM.Track, i.e., to make it available for customers who log in to the ConSol CM customer portal.
- Marking the entry to control the process flow, e.g., a ticket can only be finished when exactly one entry has been marked as *solution*.
- Marking the entry for hand-off to another process, e.g., the entries marked *question* and *answer* are automatically used for an FAQ ticket.

Thus, with classes of text you can organize ticket information within the ticket and can also control the process flow and the availability of information.

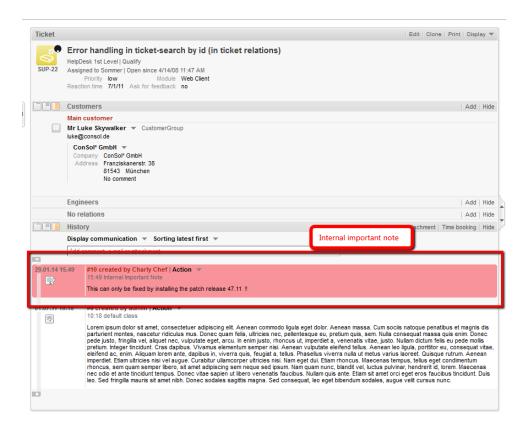


Figure 308: ConSol CM Web Client - Using a class of text for an internal important note

# E.5.2 Managing Classes of Text Using the Admin Tool

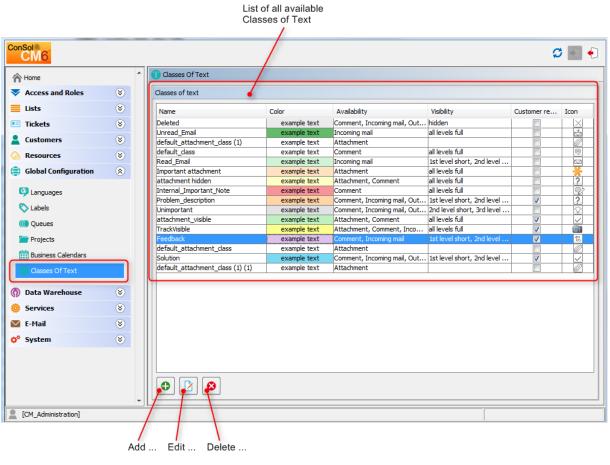
# E.5.2.1 Installing a New Class of Text

Two steps are required to install a new class of text for tickets in a certain queue:

- 1. Defining the class of text in the navigation item *Classes of text*.
- 2. Assigning the class of text to the queue where it should be available for tickets (see section <u>Queue Administration</u> for more information).

#### Defining a Class of Text

Classes of text are defined and managed in the corresponding navigation item in the navigation group *Global Configuration* in the Admin Tool (see the following figure).



a Class of text

## Figure 309: ConSol CM Admin Tool - Global configuration: Classes of Text

You define a new class of text by clicking the *Add* button below the list. The following pop-up window appears:

lass of text deta	ails		
Name:	Internal_Importar	nt_Note	
Color:			
Availability:	Attachment		
	Comment		
	Incoming mail		
	Outgoing mail		
Visibility:	all levels full		•
Icon:	Ţ?		Browse
Customer readab	le:		
Localized values			
Locale		Value	
Deutsch		Interne wichtige Notiz	
Englisch(default)		Internal Important Note	

Figure 310: ConSol CM Admin Tool - New Class of Text

Here, you have to define the details of the class of text:

• Name

Enter a name for the new class of text. The name must be unique.

• Color

When you click into the *Color* field a pop-up window appears. It contains a range of colors from which you can choose the desired color for the class of text. You can see the selected color in the *Preview* area. Click *OK* to save your choice. Click *Reset* to return to the last saved color.

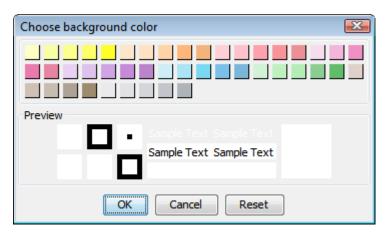


Figure 311: ConSol CM Admin Tool - Choose a color for the Class of Text

#### Availability

You can choose here for which ticket information the class of text shall be available. Mark one or several of the following options:

- Attachment
- Comment
- Incoming mail
- Outgoing mail

#### • Visibility

Sets the visibility level for comments and e-mails, is not applied to attachments. See also <u>Gen</u>eral Information about the Visibility of Ticket History Entries in the Web Client

There are three ticket history levels in the Web Client:

#### History

- Basic (1st level)
- Extended (2nd level)
- Detail (3rd level)

Thus, the configuration of a class of text concerning one or more of those levels determines whether a text entry marked with this class of text is displayed at a given level.

The addition *short* and *full* indicates whether entries are shown *within* the chosen visibility level in full length (*full*) or are truncated after a certain number of characters (*short*):

- short shortened
- full full length

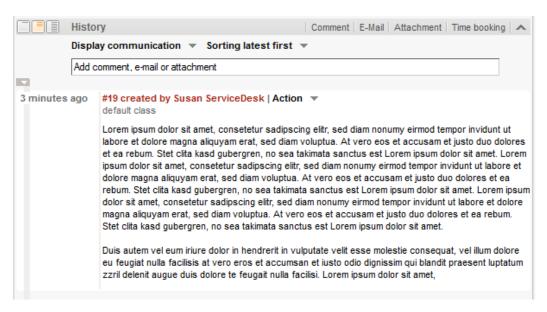


Figure 312: ConSol CM Web Client - Example: Visibility level "Extended" (2nd level) shows entries in full length ("full")



Figure 313: ConSol CM Web Client - Example: Visibility level "Basic" (1st level) shows entries shortened ("short")

Select, in the drop-down menu, the history levels at which the marked ticket information should be visible (see picture below).

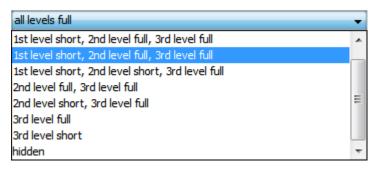


Figure 314: ConSol CM Admin Tool - Choose a visibility level

If you choose *hidden*, the ticket History entry marked by this class of text will not be visible in the ticket history. For a detailed explanation of visibility level and display mode for ticket History entries, please refer to section <u>General Information about the Visibility of Ticket History</u> <u>Entries in the Web Client</u>.

• Icon

When you click the box next to *lcon* you will get a selection of standard ConSol CM icons. Select one of these icons for the new class of text or load your own individual icon by clicking the *Browse…* button. An icon for a class of text must have the size 16 (height) \* 24 (width) px to be correctly placed and aligned in the drop-down menu in the Web Client.

	P	۰	Ę
$\ge$	$\checkmark$	?	Å
	:Q:		

Figure 315: ConSol CM Admin Tool - Choose an icon for the Class of Text

#### Customer readable

Select this checkbox if ticket information marked with this class of text shall be visible for customers in CM.Track, the ConSol CM customer portal.

#### Localized values

You can localize the name of a class of text. Enter the corresponding class name in the *Value* field for each additional language. A detailed explanation of the localization mechanism is given in section Localization of Objects in General, Type 2.

Click OK to save the details of the new class of text and to close the window.

2/26/15 (1)	#12 created   12:52 default	by Susan ServiceDesk   Action 🔻
	Feedback	olor sit amet, consetetur sadipscing elitr, sed m dolor sit amet. Lorem ipsum dolor sit amet, sea takimata sanctus est Lorem ipsum dolor
		olor sit amet, consetetur sadipscing elitr, sed m dolor sit amet. Lorem ipsum dolor sit amet,
		sea takimata sanctus est Lorem insum dolor

Figure 316: ConSol CM Web Client - Context menu for classes of text in ticket history section

#### Assigning the Class of Text to a Queue

After assigning the class of text to a queue within the <u>Queue Administration</u> it will be available for tickets of this queue in the Web Client.

## E.5.2.2 Editing a Class of Text

If you want to edit a class of text, select it in the list and click the *Edit* button. The same window as described above for creating a class of text will appear. You can modify all details and save your changes by clicking *OK*.

### E.5.2.3 Deleting a Class of Text

You can only delete a class of text if it is not used within any tickets and if it is not assigned to a queue. In order to delete a class of text select it in the list and click the *Delete* button. If you confirm the following dialog with *Yes*, the class of text will be removed from the list and the system.

## E.5.2.4 Setting the Default Class of Text

To define the default class of text, use the system property *cmweb-server-adapter*, *defaultContentEntryClassName* (see <u>System Properties</u>). The default class of text will be applied to any ticket entry which is not explicitly marked with another class of text.

Depending on the visibility configuration of this class of text, the regular comments in the ticket (i.e., the comments which have the class of text *default class*) will be displayed, see section <u>visibility</u>.

## E.5.2.5 Working With Classes of Text in Scripts

You can work with classes of text in scripts which are used in workflow activities or which are located in the *Script* section of the Admin Tool. For details about programming, please read the *ConSol CM Process Designer Manual*.

In scripts, you can assign a class of text to a TextEntry even if the class of text is not assigned to the queue! This can help automate certain processes.

# E.5.2.6 Transferring Classes of Text to the DWH

All classes of text (default classes and special ones) used in history entries (comments, e-mails) are transferred from ConSol CM to the data warehouse (DWH) automatically in all transfer modes (LIVE and ADMIN). There is no configuration required for this feature, and the installation is upgraded automatically. A new initialization and initial transfer are required, however.

# **F** - Expert Section

	ConSol CM6						S 📰 🗧		
ſ	A Home	^	A Hone						
	Access and Roles	۲	Welcome, admin!	elcome, admin!					
	Eists	۲	Server Connection	Release Version	Java VM Version	]			
	Tickets	۲	cm6doku-cm1.int.cons	6.10.2.1	1.7.0_76				
	Lustomers	۲		UTIOIZIA	1010_0	]			
	Resources	*							
	Global Configuration	8							
Λ	⑦ Data Warehouse	8	)						
	DWH Tasks								
	👸 DWH Configuration and Log	25							
П	Services	۲							
П	of. CM Services								
	of ESB Services								
П	- Index								
	STask Execution								
	💟 E-Mail	۲							
	E-mail								
П	Server Certificates								
П	Client Certificates								
	🕍 E-mail Backups								
	💠 System	۲							
	Scripts and Templates								
	Number 1/Export								
	👷 License								
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	Provide the state of the sta	٣	ļ			1			
L	[CM_Administration]								

# Advanced System Configuration

In this section, you will learn how to configure some advanced settings in ConSol CM:

The following topics are covered:

- <u>Ticket Administration</u>: You will learn how to delete or re-open tickets.
- <u>Data Warehouse (DWH) Management</u>: You will learn how to configure CM to initialize and work with the Data Warehouse, the basis for ConSol CM Reporting.
- Services: You will learn which services work within the ConSol CM application.
- <u>Search in ConSol CM</u>: You will learn all about searching in ConSol CM, e.g., how to manage the indexer or how to implement Search Actions for the Action Framework.
- <u>The Task Execution Framework (TEF)</u>: You will learn what the TEF is and how you can configure it in your ConSol CM system.
- <u>Email Configuration</u>: You will learn all about the e-mail functionality in ConSol CM and how to configure the respective modules.
- <u>Script and Admin Tool Template Administration</u>: You will learn which script and template types are managed with the Admin Tool and how to code these scripts and templates yourself.

- <u>Deployment (Import/Export)</u>: You will learn all about ConSol CM scenarios which are used for ConSol CM system export and import.
- License Management: You will learn how to install a new license in your ConSol CM system.
- <u>System Properties</u>: You will learn what system properties are and what you can do with them to configure basic settings of ConSol CM.
- <u>Working with Text Templates</u>: You will learn all about text and document templates which can be used as integral part of your ConSol CM system.
- <u>Time Booking Using ConSol CM</u>: You will learn what you have to do to prepare your ConSol CM system for time booking.
- <u>Authentication Methods for Engineers in the Web Client</u>: You will learn various configurations for the engineer authentication in the Web Client.
- <u>CM.Phone: CTI with ConSol CM</u>: CM.Phone: You will learn all about the CTI module of ConSol CM, which has to be licensed separately.
- <u>CM.Track: The Customer Portal</u>: CM.Track: You will learn all about CM.Track configuration, the ConSol CM customer portal, a separate module based on an additional license.
- <u>System Architecture</u>: You will get a first glimpse of the ConSol CM system architecture. More information on this topic is provided in the *ConSol CM Set-Up Manual* and the *ConSol CM Operations Manual*.

# F.1 Ticket Administration

This chapter discusses the following:

F.1.1 Introduction to Ticket Administration	
F.1.2 Ticket Administration Using the Admin Tool	

# F.1.1 Introduction to Ticket Administration

Ticket administration allows you to:

- Delete tickets e.g., if a ticket was created by mistake.
- **Reopen tickets** e.g., if a ticket has been closed too early.
- Please keep in mind that a ticket which is reopened starts the process at the start node of the respective workflow. So when a ticket has passed through nodes where events are triggered that should be performed only once (e.g., the ticket is passed to an approver) it might be better to open a new ticket. An alternative is to modify the workflow to contain a shortcut which allows such tickets to bypass steps to avoid that these steps are run multiple times for that ticket.

# F.1.2 Ticket Administration Using the Admin Tool

In the Admin Tool, you can manage tickets using the navigation item *Administration* in the navigation group *Tickets*.

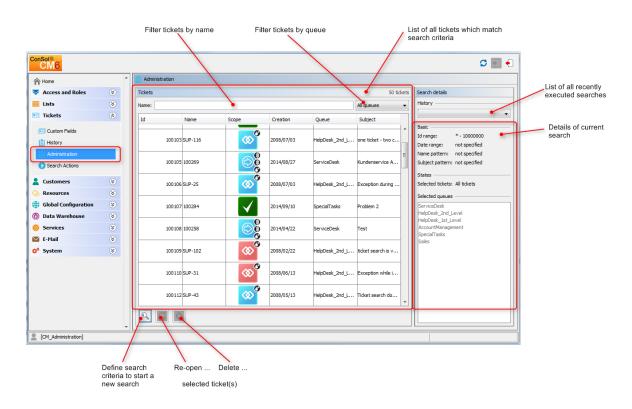


Figure 317: ConSol CM Admin Tool - Ticket administration after ticket search

# F.1.2.1 Deleting or Reopening Tickets

For these operations you can either use the buttons below the list or you can use the context (rightclick) menu.

#### 1. Buttons:

Select the desired tickets in the list and click the *Delete* button to delete tickets or click the *Reopen* button to reopen tickets. If you confirm the following dialog with *Yes*, the corresponding action will be executed.

#### 2. Context menu:

Select the desired tickets in the list and use the right mouse button to open the context menu. Select the desired operation.

CM/ is a protected trademark of ConSol Consulting & Solutions Software GmbH

# F.1.2.2 Switching off the Delete Functionality Using a System Property

The delete functionality can be disabled system-wide using the system property *cmas-app-admin-tool, delete.ticket.enabled*. This is a boolean property. When it is set to *false* the *Delete* button is no longer displayed and the delete functionality is no longer available in the context menu.

Tickets 50 tickets						Search details		
lame:	All queues 🔻					History		
Id	Name	Scope	Creation	Queue	Subject			
10010	3 SUP-116	@ <sup>©</sup>	2008/07/03	HelpDesk_2nd_L	one ticket - two c	Id range: * - 10000000 Date range: not specified		
10010	5 100269		2014/08/27	ServiceDesk	Kundenservice A	Name pattern: not specified Subject pattern: not specified		
10010	6 SUP-25	<b>1</b>	2008/07/03	HelpDesk_2nd_L	Exception during	StatesSelected tickets: All tickets		
10010	7 100284		2014/09/10 9 Select tic		Problem 2	Selected queues ServiceDesk HelpDesk_2nd_Level		
10010	8 100258		2 Reopen t 2 O Delete tie	Desk	Test	HelpDesk_1st_Level AccountManagement SpecialTasks		
10010	9 SUP-102	_∞°	2008/02/22	HelpDesk_2nd_L	ticket search is v	Sales		
10011	0 SUP-31	<b>1</b>	2008/06/13	HelpDesk_2nd_L	Exception while i			
10011	2 SUP-43	@	2008/05/13	HelpDesk_2nd_L	Ticket search do			
9	<b>)</b>							

Figure 318: ConSol CM Admin Tool - Ticket administration with cmas-app-admin-tool, delete.ticket.enabled = true

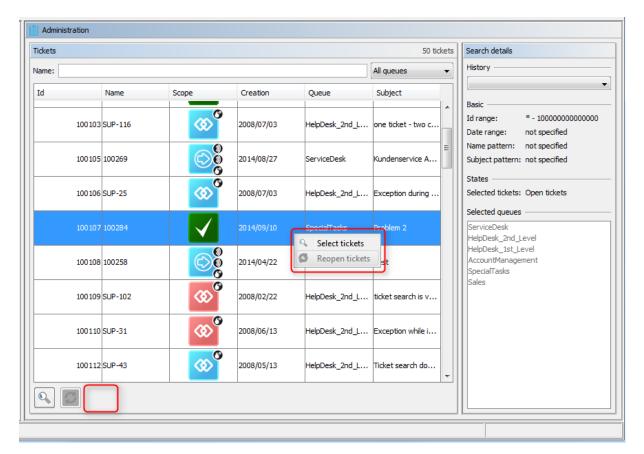


Figure 319: ConSol CM Admin Tool - Ticket administration with cmas-app-admin-tool, delete.ticket.enabled = false

# F.1.2.3 Searching for Tickets

To search for tickets you want to delete or reopen click the *Search* button in the bottom left corner of the page or use the context menu. A pop-up window appears where you can enter the search criteria.

[	Select tickets			<b>X</b>	
	Select tickets i Please enter criteria fi	or the ticket search:			
	I nease enter entena n				
	Search parameters				
	Ticket id:	from: 100100	to 100300		
	Creation date:	from: 1/1/13	To 11/11/13		Search criteria (ticket ID, creation date,
	Name pattern:				name or subject pattern)
	Subject pattern:	test			
	Max number of tickets:	50		•	<ul> <li>Maximum number of tickets displayed</li> </ul>
Select a ticket state	Ticket State	o de las la			
	Open tickets Queues	Closed ticket:	s 🔘 All tickets		
	Search in queues A		Available queues		
	HelpDesk_1st_Level		Frequently_Asked_Questions		List of
Queues to search in -			HelpDesk_2nd_Level Sales		available queues
		<b>L</b>			
	Cancel				
L					1
		Remove queue from			
		search	list		

#### Figure 320: ConSol CM Admin Tool - Ticket administration: Ticket search

The following parameters can be used for searching:

• Ticket id:

You can enter an ID range for the tickets here.

- Creation date: Via calendars you can restrict the search to tickets opened within a given period of time.
- Name pattern: Here you can enter keywords or search patterns for the ticket name.
- Subject pattern:

In this field you can enter keywords or search patterns for the ticket subject.

Max number of tickets:

Here you can specify the maximum number of tickets to be displayed in the list.

- Ticket State: Using the radio buttons you can determine if you want to search for *open, closed*, or *all* tickets.
- Queues:

The list on the right shows the available queues. Select the queues to search in and click the *Assign* button to move them to the search list on the left. If you do not choose any queues the search will be extended to all available queues.

Please note that there is a difference between the ticket id and the ticket name! The ticket id is an internal ID in the CM database which is usually not displayed on the GUI. The ticket name is displayed below the ticket icon and is - in everyday life - often called the ticket id, even though this is not correct. The ticket name might contain a prefix (e.g., SUP), depending on the queue-specific configuration. The ID will never contain a prefix!

See the example in the figure above:

The ticket id is *100103*, the ticket name is *SUP-116*. To search the CM database for this ticket you could either use a criterion like *ticket id* is between *10.000* and *200.000*, or a criterion like *ticket name pattern* should be *SUP-\*1\**.

Click *OK* to start the search. The result will be displayed on the *Ticket Administration* page. If the list is too long, you can limit the display using the name and queue filters above the list.

In the area next to the ticket list on the right you can find an overview of the search criteria you have chosen. The list box *History* above this area contains your most recent searches. If you click on an entry in this list a pop-up window with the criteria of the selected search will open. You can modify the search here or run it as-is.

# F.2 Data Warehouse (DWH) Management

This chapter discusses the following:

F.2.1 Introduction	433
F.2.2 DWH Management Using the Admin Tool	434
F.2.3 DWH-Related System Properties	442
F.2.4 Transfer Modes: JMS or DIRECT	442
F.2.5 Expert DWH Information	444

To set up a DWH, a running ConSol CM Reporting Framework (CMRF) instance is required. If your system does not include a CMRF yet, please consult your ConSol CM manager or contact ConSol Software.

# F.2.1 Introduction

## F.2.1.1 Data Warehouse

A data warehouse (commonly known as a *DWH*) is a collection of data from one or more systems and/or databases that provides a basis for reporting and data analysis. Often, imported data is combined or rearranged (integrated) to make it more suitable for reporting and analysis purposes.

## F.2.1.2 ConSol CM Data Warehouse and ConSol CM Reporting Framework

A ConSol CM default installation comprises all modules that are required to build a data warehouse. The core component is the **ConSol CM Reporting Framework (CMRF)**.

This is a Java EE application which synchronizes the data between a ConSol CM database and a DWH database. The following picture shows an overview of the system architecture of a typical DWH/CMRF installation. We recommend that you use separate servers for the ConSol CM and CMRF instances. Please refer to the current *System Requirements* for information about the supported application servers and RDBMS.

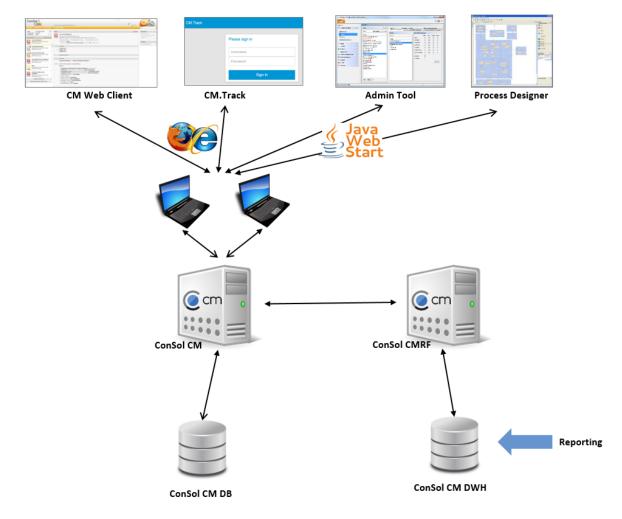


Figure 321: ConSol CM - System architecture with DWH and CMRF (2 servers)

There are two different synchronization modes for transferring data from ConSol CM to a DWH database:

- LIVE mode
   In this mode, every change that is submitted to the ConSol CM database is immediately synchronized with the DWH.
- **ADMIN mode** In this mode, the administrator has to trigger the synchronization manually.

Only data from Custom Fields, Data Object Group Fields, and Resource Fields with the annotation *reportable = true* will be synchronized with the DWH. In addition, all data which will be transferred as default will be transferred to the DWH. For a detailed explanation, please refer to the ConSol CM DWH documentation.

# F.2.2 DWH Management Using the Admin Tool

To manage the DWH, use the navigation items in the navigation group Data Warehouse:

- DWH Tasks
- DWH Configuration and Logs

### F.2.2.1 DWH Configuration and Logs

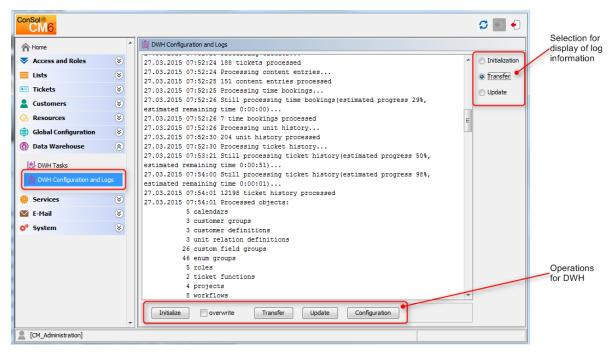


Figure 322: ConSol CM Admin Tool - DWH configuration and logs

In the center area, the log file information of DWH operations is displayed. Use the radio buttons on the right-hand side to select which log file should be displayed. The DWH operations are available as buttons in the row below the center area.

• Initialize

Create tables during DWH set-up. See Initialization of the DWH.

- overwrite Used for re-initialization. See <u>Initialization of the DWH</u>.
- Transfer Start initial data transfer after set-up. See <u>First DWH Synchronization</u>.
- Update Transfer new/additional data to the DWH. See DWH Synchronization During System Operation.
- Configuration Opens the DWH configuration panel. See Basic DWH Configuration.

The radio buttons and the buttons for DWH operations do not influence each other, i.e., when you select an operation, the log file display is not changed. See the following paragraphs for detailed explanations about all operations.

### M IMPORTANT BACKGROUND INFORMATION ABOUT DWH OPERATIONS

Please be aware of the ConSol CM/CMRF behavior with regards to operations for the DWH!

When you click one of the buttons *Initialize, Transfer* or *Update,* an operation with this type will be created as an entry in the ConSol CM database table *cmas\_dwh\_syn-chronization*. Each click on a button creates a new operation of the respective type. The operations are then executed one after another in the order of their creation, i.e., in FIFO (first-in-first-out) order!

When you have started an operation, the Admin Tool is blocked and the "turning wheel" is displayed for as long as it takes to execute the first steps of the operation. However, when the Admin Tool finished the operation preparation and control is restored to the user, the operation might still be running in the background! Do not click another button unless you really want to start another DWH operation, which will be queued as an entry in the table *cmas\_dwh\_synchronization* and will be executed as soon as the first operation is finished.

You can follow the update operations using the log file display (via radio buttons). When an operation is finished, a line like the following will be displayed:

10.11.2015 07:57:29 Transfer finished successfully

#### **Basic DWH Configuration**

Before you can set up a ConSol CM DWH you have to prepare a database (or database schema) which will contain the DWH data. The respective database server has to be available for the CMRF server. For a detailed description of those topics, please refer to the *ConSol CM Set-Up Manual*. Once the database (or database schema) for the DWH has been prepared and the CMRF is up and running, you can continue with the following steps.

In order to prepare the system for the DWH synchronization, you have to configure the database and the DWH mode. In the Admin Tool, open the navigation group *Data Warehouse*, navigation item *DWH Configuration and Logs*. Click on *Configuration*, open the tab *Configuration*, and insert all values of the CMRF server.

ConSol CM6			DWH Configuration
A Home	*	👸 DWH Configuration and Logs	DWH Configuration i Please edit configuration of DWH
Access and Roles	۲	27.03.2015 07:52:24 188 tickets processed	
🗮 Lists	۲	27.03.2015 07:52:24 Processing content entri 27.03.2015 07:52:25 151 content entries proc	
Tickets	۲	27.03.2015 07:52:25 Processing time bookings	
<b>2</b> Customers	۲	27.03.2015 07:52:26 Still processing time bo estimated remaining time 0:00:00)	DWH Mode Selection LIVE
ᢙ Resources	۲	27.03.2015 07:52:26 7 time bookings processe	
Global Configuration	8	27.03.2015 07:52:26 Processing unit history.	
		27.03.2015 07:52:30 204 unit history process	Initial context factory: org.jboss.naming.remote.client.initialcontextractory
⑦ Data Warehouse	۲	27.03.2015 07:52:30 Processing ticket histor 27.03.2015 07:53:21 Still processing ticket	
DWH Tasks		estimated remaining time 0:00:51)	CMRF URL: remote://127.0.0.1:1111
👌 DWH Configuration and Lo	ogs	27.03.2015 07:54:00 Still processing ticket estimated remaining time 0:00:01)	
		27.03.2015 07:54:01 12198 ticket history pro	
Services	۲	27.03.2015 07:54:01 Processed objects:	
💟 E-Mail	۲	5 calendars	
💠 System	۲	3 customer groups 3 customer definitions	
		3 unit relation definitions	
		26 custom field groups	
		46 enum groups	
		5 roles	
		2 ticket functions	
		4 projects	Save Cancel
		8 workflows	
	Ŧ	Initialize overwrite Transfer U	Jpdate Configuration
[CM_Administration]		ħ	

Figure 323: ConSol CM Admin Tool - DWH configuration and logs: DWH configuration

For DWH Mode Selection, choose one of the available options:

• LIVE

In this mode, every change that has been submitted to the ConSol CM database is immediately synchronized to the DWH.

ADMIN

In this mode, the administrator has to trigger the synchronization manually.

• OFF

No data is transferred to the DWH.

You can also see the current DWH mode by looking at the corresponding DWH system property *cmas-dwh-server*, *dwh.mode* (see <u>System Properties</u>).

1		นเรลมเตลนเทและเอริเลินเปละบาทแทน	laise	
- 1	cmas-dwh-server	dwh.mode	LIVE	-
·c		lask strasser.	A /	

Figure 324: ConSol CM Admin Tool - System property for DWH mode

For the connection, the following parameters are required:

- For JBoss:
  - Initial context factory

The Java class that is used for the connection. No changes are required here, as ConSol CM selects the correct value during system set-up.

URL factory packages

The Java package that comprises the required connection classes. No changes are required here, as ConSol CM selects the correct value during system set-up.

CMRF URL

The URL of the CMRF, i.e., the URL to which the ConSol CM system should connect in order to provide information about new synchronization tasks. The notation is:

<CMRF\_HOST\_IP>:<JNDI\_PORT>

(e.g., 192.168.0.1:1099). Please note that the default JNDI port is 1099. If you are using different JBoss port mappings then the JNDI port will also differ. I.e., when using *ports-01* then the JNDI port is 1199, for *ports-02* it is 1299, and so on.

- For Weblogic:
  - Initial context factory

The Java class that is used for the connection. Use:

weblogic.jndi.WLInitialContextFactory

### URL factory packages

The Java package that comprises the required connection classes. Use:

```
weblogic.jndi.factories:weblogic.corba.j2ee.naming.url:weblogic.corba.c
lient.naming
```

#### CMRF URL

The URL of the CMRF, i.e., the URL to which the ConSol CM system should connect in order to provide information about new synchronization tasks. The *t3* protocol has to be used, i.e.,

t3://<CMRF HOST IP>:<JNDI PORT>

(e.g., t3://localhost:7010).

In the tab *Notification* you can configure the format of the messages (e-mails) which are sent by the system concerning DWH operations. These might be errors, success messages, or an information about an unsuccessful operation.

The values are saved in the DWH notification properties (see <u>System Properties</u> for details).

DWH Con	figuration
DWH Configu i Please edi	uration it configuration of DWH
Configuration	on Notification
Protocol:	smtp 👻
Host:	mailme.consol5 de
Port:	25
User:	
Password:	
Error Su	iccessful Unsuccessful
From:	dwh@cm6-demo.int.consol.de
To:	dwh-admin@consol.de
Subject:	Error occurred (cm6-demo.int.consol.de)
Descriptio	n: Error occurred:
	Save Cancel

Figure 325: ConSol CM Admin Tool - DWH configuration: Tab Notification

The following fields are available:

- Protocol
  - Required The protocol that is used to send the message. This is usually SMTP.
- Host

Required - The e-mail server. You can enter a name (DNS-resolvable) or an IP address.

• Port

Required - The port on the e-mail server where the mail daemon is listening.

User

Optional - User name, if user authentication is required by the e-mail server.

• Password

Optional - Password of the e-mail user if user authentication is required by the e-mail server.

### • Tabs Error/Successful/Unsuccessful

Here the e-mail parameters for e-mails that are sent by the system regarding DWH operations can be configured. There are three types of messages: in case of an error, in case of a successful operation, and in case of an unsuccessful operation.

### • From

The From e-mail address for messages (this may differ from the From address used for e-mails to customers and to engineers).

• То

The e-mail address of the recipient of the DWH messages. Initially this will be the ConSol CM administrator's e-mail address.

- Subject The (e-mail) subject of the error/success/unsuccessful message.
- **Description** The body (text) of the message.

### Initialization of the DWH

When the basic configuration has been performed, the DWH initialization can be started. Click *Ini-tialize* and follow the entries in the log panel. Be sure you have marked *Initialization* (radio button) in the top/right corner to display the initialization events from the log file.

ConSol*		C 📰 🗧			
A Home	^	👸 DWH Configuration and Logs			
▼ Access and Roles		27.03.2015 07:33:46 Starting initialization 🔺 🔘 Initialization			
🗮 Lists 🛛 😵		27.03.2015 07:33:46 Creating database structure			
		27.03.2015 07:34:21 Database structure created			
Tickets		27.03.2015 07:34:21 Filling tables			
💄 Customers 🛛 😣		27.03.2015 07:34:20 Tables Tilled 27.03.2015 07:34:47 Initialization finished successfully			
ᢙ Resources 🛛 😵		09.07.2015 10:13:43 Starting reinitialization			
		09.07.2015 10:13:45 Deleting dynamic tables			
🜐 Global Configuration 🛛 😵		09.07.2015 10:14:33 Dynamic tables deleted			
👩 Data Warehouse 🛛 🔅		09.07.2015 10:14:33 Deleting tables			
		09.07.2015 10:14:49 Tables deleted			
DWH Tasks		09.07.2015 10:14:49 Creating database structure			
DWH Configuration and Logs		09.07.2015 10:20:12 Database structure created 09.07.2015 10:20:12 Filling tables			
		09.07.2015 10:20:12 Filling tables			
🔅 Services 🛛 😵		9.07.2015 10:20:54 Reinitialization finished successfully			
💟 E-Mail 🛛 😵					
💸 System 🛛 😵					
		v			
	-	Initialize overwrite Transfer Update Configuration			
CM_Administration]					

Figure 326: ConSol CM Admin Tool - DWH initialization

During this step, the database structure in the DWH is created with all tables and relations. No data will be transferred yet.

If the DWH has been in operation and has to be set-up a second time, a *reinitialization* has to be performed. Check the *overwrite* option in order to delete the old database structure and create a new one, then click *Initialize*.

### First DWH Synchronization

To fill the data warehouse with the ConSol CM data for the first time, click *Transfer*. The initial transfer is started. Depending on the number of tables, this might take some time (even several hours). You can follow the log entries by opening *Transfer* in the log panel.

#### DWH Synchronization During System Operation

If the DWH is running in *ADMIN* mode, the DWH administrator has to start the transfer manually by clicking *Update*. Then all data that is supposed to be transferred, i.e., all data from fields with the *reportable = true* annotation that has been added or changed since the last transfer, is transferred. When the *Update* button is clicked, all required operations will be created as tasks and all open tasks will be listed in the *DWH Tasks* panel.

If a Custom Field, Data Object Group or Resource Field field did not have the *reportable* annotation at the time of the last transfer and has it now, the corresponding content of the field from all tickets, customers or resources is transferred.

You can follow the log entries for the DWH operation by opening the Update part of the log panel.

Do not remove the annotation *reportable = true* for any field without being absolutely sure that the data is not required in reports any longer! If you remove a field that is used in reports and/or data cubes, the reporting will fail at run-time!

The DWH Update can also be started via command line or script. In this case you have to use a tool which can access the ConSol CM MBeans via command line, e.g. Twiddle for JBoss. The MBean to use is consol.cmas.global.dwh.synchronizationService. The command (method) is update.

The following command line shows an example command with Twiddle.

```
$JBOSS_HOME/bin/twiddle.sh invoke
consol.cmas:type=admin,topic=global,name=dwh.synchronizationService
update
```

### F.2.2.2 DWH Tasks

If there are active DWH tasks, this will be indicated in the Admin Tool, see following figure. The navigation group *Data Warehouse* shows an exclamation mark so that even when this navigation group is closed you will know that there are active tasks. The number of active tasks is indicated at the navigation item *DWH Tasks*.



Figure 327: Indication of active DWH tasks in the Admin Tool

In the list of DWH tasks, you will find entries (one entry per task) if ...

- the DWH is running in *ADMIN* mode and the administrator has started an update: all tasks that have to be performed are listed.
- the DWH is running in *LIVE* mode but the check box *Automatic commit of administrative changes* has not been checked.
- Custom Field, Data Object Group Field or Resource Field annotations have been set to *reportable = true* and the checkbox *Automatic commit of administrative changes* has not been checked.

You can mark a task in the list and execute it manually.

If the checkbox *Automatic commit of administrative changes* has been checked, the tasks will be run automatically by the system.

## F.2.2.3 DWH Troubleshooting and Repair

If any errors have occurred during initialization, transfer, or update, the log entries are displayed in the respective log panel.

You can also check the original log file under the following path:

• JBoss 5:

<JBOSS\_HOME>\server\<CMRF\_SERVER\_NAME>\log\cmrf.log

• JBoss 7 (single server):

<JBOSS7\_HOME>/standalone/log/cmrf.log

#### • Weblogic:

```
<ORACLE_HOME>\Middleware\user_projects\domains\consolcm6_domain\cmrf-
logs\cmrf.log
```

Please note that these are the standard paths. In ConSol CM, e.g., *Log4J* is used. They may be configured to use different paths in the *log4j.xml* file. A detailed description of CM logging and log files is provided in the *ConSol CM Set-Up Manual*.

Usually the log file and/or log panel entries give good hints regarding the initial reason for a transfer failure. If you run into a problem you cannot resolve and you have a maintenance contract with ConSol, please contact our support team.

# F.2.3 DWH-Related System Properties

A list of all system properties which are relevant for a specific DWH configuration can be found in section <u>CMRF & DWH Configuration</u> of the System Properties chapter.

# F.2.4 Transfer Modes: JMS or DIRECT

All data which has been annotated as *reportable = true* has to be transferred to the Data Warehouse. This is performed by ConSol CM and the CMRF.

There are two possible modes:

- JMS mode
- DIRECT mode

### F.2.4.1 Configuring the Transfer Mode

The mode is set using the system property *cmas-dwh-server*, *communication.channel*. Possible values are:

- "JMS": only possible value in versions prior to 6.8.5.0, default value before 6.9.4.1. Not supported anymore in CM versions 6.9.4 and up.
- "DIRECT": database communication channel, exists since version 6.8.5.0 (has to be added manually in versions 6.8.5.0 to 6.9.4.0), default value since 6.9.4.1

### F.2.4.2 JMS Mode (CM Versions Lower Than 6.9.4)

In JMS mode, the ConSol CM server sends messages to the CMRF by using the JMS queues *transfer*, *live*, and *control*. These JMS queues are located either in

• the table JBM\_POSTOFFICE in the CM database (in overlay mode)

or

• in a separate JBM\_POSTOFFICE table in the DWH database (standalone mode).

The CMRF server reads the messages from the JMS queues and writes the data into the DWH.

## F.2.4.3 DIRECT Mode (Available in CM Versions 6.8.5.0 and Up)

In ConSol CM versions 6.9.4 and up, this is the only available transfer mode!

In DIRECT mode, the CM server sends messages to the CMRF by using direct access to database tables (INT\_CONTROL\_QUEUE, INT\_LIVE\_QUEUE, INT\_TRANSFER\_QUEUE in the DWH database). JMS is not involved. CM is able to do that because in DIRECT mode, the CMRF datasource is made accessible for ConSol CM as well, i.e.

- in overlay mode: ConSol CM and CMRF use the same application server anyway
- in standalone mode: the CMRF database configuration file is also located on (copied to) the ConSol CM application server

The CMRF server reads the messages from the tables and writes the data into the DWH.

Please note that the JMS mode is only supported in ConSol CM versions prior to 6.9.4! Starting with ConSol CM version 6.9.4.1, only the DIRECT mode is supported!

# F.2.5 Expert DWH Information

### F.2.5.1 Internationalization of Static DWH Tables

Starting with CM version 6.10.1, database fields for the localized values in static DWH tables were added. This means, the localized descriptions of parameters will also be transferred to the DWH. The following example shows the fields in the Admin Tool and in the DWH for *projects* in ConSol CM.

.0	:onsol.de	Localize		
	Projects	Localize j Here you can enter how 'ServiceProje	ekt' is displayed in each locale.	
	Projects Name	Localized values		
	DB Administration	Locale		<b>NA/II</b>
	Project1_WindowsMigration	Deutsch Englisch(default)	Kundenfeedback-Projekt ServiceProjekt	DWH
	Project2_NewBPMSystem Project3_WebServerUpdate	Polnisch	Servicertojekt	
	ServiceProduct			
	Project edit			
	Project edit		Save Cancel	
	i Modify projec	t 1		
	Name: Service	eProjekt		
	Enabled: 💟			
9		OK Cancel		

Figure 328: ConSol CM Admin Tool - Localized values of projects

table <i>dim_project</i>	
--------------------------	--

project_id	project_uid	name	name_en	name_de
46	2fc3d1c9-2df4-11e4-b9c4-ad888261acc9	ServiceProjekt	ServiceProjekt	Kundenfeedback-Projekt
47	4bb09eda-9e5f-4142-b33e-41e9b03d1e8f	Project3_WebServerUpdate	Project 3	Projekt 3
48	6db541f8-8a05-42e9-8eff-64620369ee9c	Project1_WindowsMigration	Project 1 Windows Migration	Projekt 1 Windows-Migration
49	aa570a20-3322-4696-9ffc-fd0750aebe25	Project2_NewBPMSystem	Project 2 New ERP System	Projekt 2 Neues ERP-System
50	5fce3e53-c8d1-11e5-998a-67528c2f9cca	DB Administration	DB Administration	NULL
NULL	NULL	NULL	NULL	NULL

Figure 329: DWH table with internationalized values

The use of those fields can increase the DWH update time. Thus, to prevent an update from running too long, you can start CM with the Java system property *cmrf.localization.enabled*. This property can be used to switch the transfer of localized values to the DWH on or off.

Example start command:

```
nohup $JBOSS_HOME/bin/standalone.sh --server-config=cm6-cmrf.xml -b=0.0.0.0 -
Dcmrf.localization.enabled=false
```

For a detailed explanation, please see also the ConSol CM DWH Manual.

### F.2.5.2 MBeans for DWH Management

Starting with version 6.10.5.4, the MBean *dwh.admin.service* (to be found *consol.cmas.admin.global*) provides access to the DWH mode (OFF | ADMIN | LIVE). The two methods *getMode()* and *setMode()* are available.

The MBean can be accessed using graphic tools, e.g., JConsole for JBoss, or it can be used via REST API. This is described in the *ConSol CM REST API Documentation*.

# **F.3 Services**

The Java EE application ConSol CM comprises several services.

In the Admin Tool, you can manage two types of those services in the navigation group Services.

- CM Services, see section <u>CM Services</u>.
- ESB Services, see section ESB Services.

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# F.3.1 CM Services

CM Services are managed on the navigation item *CM Services* in the navigation group *Services*. In this navigation item you can start or stop the individual services of the ConSol CM system, e.g., data indexing or DWH transfer.

ConSol CM6		S 🔳 🗧	List of all
A Home	*	of. CM Services	available CM
▼ Access and Roles	۲	Services	Services
🗮 Lists	۲	Name	
Tickets	۲	DWH live service	
Lustomers	۲	DWH log service DWH transfer service	Stopped or
A Resources	۲	Job Executor	disabled
Global Configuration	8	Kerberos v5 authentication provider	services are
		Nimh	shown in italics
💮 Data Warehouse	۲	Remote client pooling	
🔅 Services	۲	Rest API service	
of. CM Services		Server Session Service TaskExecutorService index changes notifier	
o. ESB Services		index changes receiver	
- Index		unused content remover	
Task Execution			
🗹 E-Mail	۲		
💠 System	۲		
[CM_Administration]			
			2
	St	art Stop	

selected service

Figure 330: ConSol CM Admin Tool - Services: CM services

The status of a service should only be changed by an experienced ConSol CM consultant or by a member of the ConSol CM support team! ConSol CM core functionalities might not work when a service is not running!

#### List of services:

- DWH live service Controls just-in-time DWH update in LIVE mode.
- DWH log service
   Reads and processes CMRF/DWH log messages for the Admin Tool and stores them in the
   ConSol CM database. The entries are used for the log protocol in the Admin Tool. See section
   Data Warehouse (DWH) Management.
- DWH transfer service Controls DWH transfers.

• Job Executor

Controls escalations for processes resp. workflows.

- Kerberos v5 authentication provider Required if Kerberos authentication is enabled.
- ESB service

Retrieves incoming e-mails when the server is running in ESB/Mule Mail mode. This service is deactivated when NIMH is used as the incoming mail module. Please see also section ESB Services.

• NIMH

Retrieves incoming e-mails when the server is running in NIMH mode. This service is deactivated when ESB/Mule Mail is used as the incoming mail module.

- Remote client pooling Controls that Web Clients get changes from the Admin Tool.
- Rest API service
   Activates on descriptions the DECT (Bennessentations/Chate Transfer) into

Activates or deactivates the REST (Representational State Transfer) interface.

Server Session Service

Checks sessions and stops sessions when the lifetime of a client or Admin Tool session has expired. See, for example system, properties *admin.tool.session.check.interval* and *serv-er.session.timeout*.

• TaskExecutorService

The engine for task execution in the Task Execution Framework. It comprises a main processing thread (with watchdog attached) which scans the database for tasks with the status *NEW*, and a second component which controls a dedicated thread pool used for tasks execution.

- Index changes notifier Creates JMS (*Java Message Service*) messages with notifications when changes occur that concern in the index.
- Index changes receiver

Reads a JMS queue and starts update in Indexer.

Unused content remover

Removes attachments and comments which have been marked as *deleted* in the Web Client (in the protocol section of a ticket).

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# F.3.2 ESB Services

### IMPORTANT INFORMATION

Since ConSol CM version 6.9.4, there are two modes to receive incoming e-mails:

- Mule/ESB this has also been available in all previous CM versions
- NIMH (New Incoming Mail Handler) new in version 6.9.4

For all configurations/settings which are valid for both modes, no further notes are added. For all settings which vary depending on the mode, this will be explained in separate (i.e., Mule/ESB- or NIMH-specific) sections.

The ESB services are only active if Mule/ESB Mail is active! If your systems runs in NIMH mode, the navigation item ESB Services is disabled!

## F.3.2.1 Introduction to ESB Services

The ESB services are in operation for incoming e-mails. Please see the following figure for the functions of the ESB services, as well as section <u>Scripts of Type E-Mail</u> for a detailed description of the general principles of ConSol CM mailing.

ESB stands for *Enterprise Service Bus* and ConSol CM integrates an ESB (Mule ESB<sup>TM</sup>) as an application module.

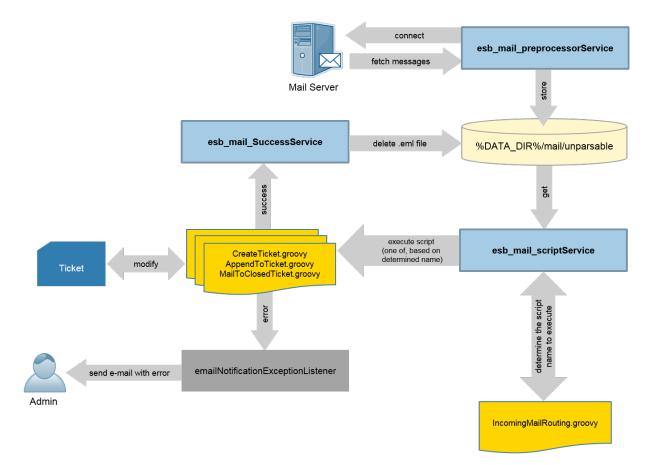


Figure 331: ConSol CM ESB services

#### **ESB** services:

#### esb\_mail\_preprocessorService

Responsible for fetching e-mail messages from the configured incoming mailboxes. Retrieved messages are stored in the directory *%DATA\_DIR%/mail/unparsable* as *.eml* files. Stopping this service will cause the ConSol CM server to disconnect from configured e-mail servers. This means that e-mails will not be fetched and initially processed. After starting this service again, ConSol CM will connect to the configured e-mail servers and process all queued messages.

esb\_mail\_scriptService

This service calls the *IncomingMailRouting.groovy* script to determine the script name to execute. It can be one of *CreateTicket.groovy*, *AppendToTicket.groovy*, or *MailToClosedTick-et.groovy*. Then the determined script is executed. On success, the *esb\_mail\_SuccessService* is called. On error, an e-mail with detailed cause is sent to the administrator. When this service is stopped e-mail messages will be retrieved from the mailboxes and stored in the directory *%DATA\_DIR%/mail/unparsable*. Then the processing will stop. After the service is started again, the messages will be picked up from the *unparsable* directory and processed.

#### esb\_mail\_SuccessService

Responsible for deleting e-mail files that were processed correctly from the backup folder. Stopping this service will cause e-mail copies to remain in the backup folder (%DATA\_ DIR%/mail/unparsable) after processing.

When this service (*esb\_mail\_SuccessService*) is started again, it will delete all messages which were not removed when it was stopped.

# F.3.2.2 Starting and Stopping ESB Services Using the Admin Tool

ESB Services are managed in the Admin Tool in the navigation item *ESB Services* in the navigation group *Services*. In this navigation item you can start and stop the sub-services of the *Enterprise Service Bus* (ESB). You should only change the service status upon request of CM consulting or CM support!

			List of all available ESB Services
			(stopped or disabled services are shown in italics, demo system is running in NIMH mode, therefore no ESB service is started)
ConSol CM6			C 📓 🗲
A Home	*	of ESB Services	
▼ Access and Roles	۲	ESB Services	
Eists	۲	Name	
Tickets	۲	esb_mail_SuccessService	
Lustomers	۲	esb_mail_preprocessorService esb_mail_scriptService	
ᢙ Resources	۲		
😑 Global Configuration	۲		
🕥 Data Warehouse	۲		
🔅 Services	۲		
CM Services			
🗹 E-Mail	۲		
💅 System	*		
[CM_Administration]			
	ç	tart Stop	

the selected service

Figure 332: ConSol CM Admin Tool - Services: ESB services

# F.4 Search in ConSol CM

ConSol CM offers a powerful search engine.

Learn how to configure ConSol CM for your search requirements in section <u>Search Configuration and</u> Indexer Management.

Starting with ConSol CM version 6.10.1, it is possible to perform actions on search results. This feature is part of the ConSol CM Action Framework and is described in the <u>Action Framework - Search Actions</u> section.

Result sets retrieved via the Web Client can be exported to a CSV list. This feature was added in ConSol CM version 6.10.1 and is explained in section <u>CSV Export of Search Results</u>.

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# F.4.1 Search Configuration and Indexer Management

ConSol CM provides a powerful search mechanism for all objects involved in the business processes (customers, tickets and resources). Technically, the search is based on the *Indexer*, a module of ConSol CM.

The following paragraphs explain the entire topic *Search in ConSol CM* from an administrative point of view. Please refer to the *ConSol CM User Manual* for a detailed explanation about how to use the search as an engineer.

## F.4.1.1 Search Modes

A ConSol CM engineer can use several search modes:

### **Quick Search**

This is performed using the Quick Search field in the upper right-hand corner of the Web Client. The display of the results (i.e., the fields and the order of the fields in the result list) can be formatted using templates, as detailed in sections <u>Templates for Customer Data</u> and <u>CM.Resource Pool - Templates for Resource Data</u>. Please keep in mind that you can adapt the length of the result set using the system property *cmweb-server-adapter*, *globalSearchResultSizeLimit* - see <u>System Properties</u> for details. The result set will also be influenced by the Page Customization attribute *appendWildcardAutomatically*, see section Page Customization, appendWildcardAutomatically for details.

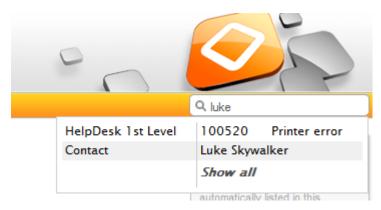


Figure 333: ConSol CM Web Client - Quick Search

### **Phonetic Search**

For the Quick Search, a phonetic search can be configured for String fields. Please see section <u>Configuring the Phonetic Search</u> for the explanation of how to prepare your ConSol CM system for this feature.

With a phonetic search, the engineer cannot only find exact matches in the search results but also results which sound similar even if the spelling differs from the entered search term. The implementation is based on the *Apache Commons Codec* libraries.

	All cu	stomer groups	Q. Skywalker
TICKETS			
ServiceDesk	100245 100595 100574 100199 100594 100601 100597 100605	Problems with m	complete list esource: MyNewPC desktop y PC mer: question about contract ervice cket #1
HelpDesk 1st Level	100364 100384	Printer does not test	print
CUSTOMERS	_		
ResellerCustomer (Reseller)	Skywalker Skywalker		

All customer groups		Q, Skiwalker				
No results						
Create tie	ck	et	Create customer			

Figure 334: Search results without phonetic search

	All cu	istomer groups	Q, Skiwalker			
TICKETS						
ServiceDesk	100595	Please test autoc	omplete list			
	100574 New Ticket for Resource: MyNewPC desl					
	100199	Problems with my	/ PC			
	100594	Please call customer: question about contract				
	100601	TEST RelationSe	rvice			
	100597 New Features Ticket #1					
-	100605	Test Relations #5				
	100596	Broken HTML				
- HelpDesk 1st Level	100364	Printer does not p	print			
	100384	test				
CUSTOMERS						
ResellerCustomer (Reseller)	Skywalke Skywalke					

Figure 335: Search results with phonetic search

#### **Detailed Search**

This is performed using the *Detailed Search* page. To open this page, click on the magnifier icon next to the Quick Search entry field.

Search								
Search criteria								
Lastname Mouse Queue 'ServiceDesi Choose One	c' v -							
Tickets	DirectCustomers (DirCustCust	omer) Direct	Customers (DirCustCompany)	MyCustomerGroup (MyCustomer)	MyCustomer	Group (Company)	Reseller (ResellerCustomer)	≣▼
View as: Li Search results (2) Add/Remove column "En		OK					Number per	page 20 🔻
Engineer	Main Customer	Name	Subject	Creation date	Status	Module	Priority (Helpdesk standard)	
ServiceDesk, Susan	💄 Minnie Mouse	100255	Switch on 1st Level out of order?	3/31/14 2:42 PM	Open	misc	normal	
ServiceDesk, Susan	🔔 Minnie Mouse	100259	Login not possible	5/2/14 3:36 PM	Open	misc	normal	

Figure 336: ConSol CM Web Client - Detailed Search

Please keep in mind that the result list length and paging of the result list for the Detailed Search can be configured using the system properties *cmweb-server-adapter*, *searchPageSize* and *cmweb-server-adapter*, *searchPageSizeOptions*. See System Properties for an explanation.

Please refer to the *ConSol CM User Manual*, section *Searching for Tickets, Customers* and *Resources* to learn how to use the search functionality.

### Configure the Search Result List

You, as an administrator, can configure the layout of the search result list using the annotation *order-in-result*. This annotation influences the columns of object-specific search result sets. For example, the Data Object Group *ResellerCompanyData*, belonging to the Customer Data Model *ResellerModel*, contains the following Data Object Group Fields:

- company\_name: order-in-result = 1
- *company\_number*: order-in-result = 2

Thus, in a search result list, e.g., a Detailed Search which shows a result set with companies of a customer group which uses the ResellerModel will contain the two columns *company\_name* and *company\_number*.

For a field (i.e., column in the result table) which should not be displayed in the Web Client (i.e., in the field selector for the result list and as column in the table) at all, set the value of the *order-in-result* annotation to *0* (zero).

ConSol CM6								<b>5</b> 🗐 🗲
A Home		^	Data Models					
Access and Roles	۲		Customer data models		Data object group fields			
E Lists	۲		PartnersCompany	yData 🔺	Filter:			
Tickets	۲		PartnersContact     PartnersContact	Data		_		
Customers	۲		ResellerModel		Name Company_name	Type short	string	
Customer Groups			Reseller Company	_ServiceContractData	company_number address city	short string	string	
Actions			ResellerCustomer		zip country	short enum	string	
A Roles			RetailCompaniesModel	~	url phone_frontdesk		string string	
Relations			• 🕑 🗾 😣		0 🕑 🗾 🧕	3 🖪 🖣	•	
lesources	۲		Assigned annotations		Assigned annotations			
Global Configuration	۲		Name A Value	Annotation group	Name	Value		Annotation group
💮 Data Warehouse	۲		show-labels-in-edit false	layout	contact search result colum			search-result
🔅 Services	۲		show-labels-in-view true	layout	field indexed	transitive		indexing
E-Mail	۲		show-tooltips true show-watermarks true	layout layout	order-in-result position	1 0;0		layout
💣 System	۲							
			Labels		Labels			
			Locale	Value	Locale		Value	
				ResellerCompanyData	English(default)		Company n	
			German R Polish	ResellerCompanyData	German Polish		Firmenname	e
		~		]				
[CM_Administration]								

Figure 337: ConSol CM Admin Tool - Setting the annotation order-in-result for a Data Object Group Field

Logged in: Susan ServiceDesk		
Asset management Text tem	olates Document templates ConSol* Help	Reseller Q
Search		Workspace
Search criteria Company name (ResellerCompanyData) Please select	- 🔟 Search	Workspace is empty Al your unsaved tasks are automatically fisted in this workspace.
	Deactivated incl.	Favorites
		All Contacts
Tickets Reseller	ResellerCustomer) Reseller (ResellerCompany) Resources	HP printers
Search results (6)		
¢ ▼ Company	Company name	npany number
WyNewSpaceCompany 99	MyNewSpaceCompany 999	
11 TEST123 111	TEST123 111	
	ConSol* 471	
MySuperReseller 998877	MySuperReseller 998	377
🛄 ConSol Düsseldorf 4711	ConSol Düsseldorf 471	
IBM 789	IBM 789	
•		Þ

Figure 338: ConSol CM Web Client - Search result set with the two annotated columns (order-in-result)

#### Notes about the Order of Search Result Columns

Since the annotation *order-in-result* is not the only parameter which influences the order of columns in search results (tables), please find here a detailed explanation.

In the following section, user preferences means the layout of a search result table which the engineer has configured manually, e.g., the columns which should be displayed, the order of those columns or the sorting.

#### Rules:

- The columns of a search result table can display different fields for each of the CM object types:
  - a. for tickets: Custom Fields (CFs) as well as internal fields like queue, creation date, engineers
  - b. for customers (contacts or companies): Data Object Group Fields as well as internal fields like object name of a customer
  - c. for resources: Resource Fields as well as internal fields like object name of a resource
- 2. The *order-in-result* annotation organizes only the order of the Custom Fields, Data Object Group Fields, and Resource Fields, not of internal fields.
- 3. The internal field types have the following visibility and order by default:
  - a. for ticket lists:
    - i. Engineer
    - ii. Main customer
    - iii. Ticket name
    - iv. Ticket subject
  - b. for customer (contact/company) lists:
    - i. object (i.e. contact or company) name
  - c. for resources lists:
    - i. object (=resource) name
- 4. The data fields (CFs, Data Object Groups Fields, and Resource Fields) are primarily ordered by the user preferences. Those will overwrite any other configuration. When, e.g., as default configuration, a CF has the annotation *order-in-result = 5* and is visible, it will (case a) not be displayed if the engineer has deselected the column, and (case b) it will be displayed as column #2 if the engineer has placed it there.
- 5. If no order is defined by the user preferences, the order is the ascending order of numbers from the data field annotation values *order-in-result*. Those numbers are evaluated globally across all data fields within all CF groups, all Data Object

Groups, and all Resource Groups. Identical values of the annotation *order-in-res-ult* of different data fields are theoretically possible. For an exactly defined order, use some convention for an entire CM installation and apply unique numbers, e.g., use high four digit values.

6. If there are still two fields with identical values for *order-in-result* which should both be displayed, the data fields are alphabetically ordered based on their localized names. The locale of the engineer's browser is used.

### Autocomplete Search (Search by Using Intelligent Fields)

The Autocomplete Search is performed implicitly when you start entering a word in an Autocomplete field, e.g., in company data or customer data when you create a ticket (see figures below).

L	ResellerCompany Find   Create				
Con					
	ConSol* 4711 ConSol Düsseldorf 4711				
$\underline{a}$	MySuperReseller 998877				
	email email				

Figure 339: ConSol CM Web Client - Autocomplete Search

	ResellerCompany Find   Create		
	Please find or create company first.	*	
	ResellerCustomer		
@	customer_name Sky	forename forename	Suggestions
	email email	phone phone	Skywalker,Luke Select
	vip_person		Skywalker,Lea
	CM/Track Login (LDAP) CM/Track Login (LDAP)	CM/Track Password CM/Track Password	
	Trackuser		

Figure 340: ConSol CM Web Client - Suggestions for an Autocomplete Search

Starting with ConSol CM version 6.10.2, a search in all contacts of the ConSol CM database is also performed in the Ticket E-Mail Editor when an engineer starts typing in the To, Cc or Bcc field:

**(î**)

Comment	E-Mail	Attachment	Time booking	
New E-mail				
	show Cc  show Bcc			
To:	Sky			
Reply-To:	Sky			
Subject:	Skywalker,Luke <luk< th=""><th>e@consol.de&gt;</th><th></th><th></th></luk<>	e@consol.de>		
Attachments	Skywalker,Leia <lea< th=""><th>.Skywalker@consol.de&gt;</th><th></th><th></th></lea<>	.Skywalker@consol.de>		
Attachments	Skydiver,Mia,Special	Forces <mia@localhost.< th=""><th>de≻</th><th></th></mia@localhost.<>	de≻	
Template	+ Add all ticket custo	omers		
Quote	Select entries   Entries v	Isible to the customer		

Figure 341: ConSol CM Web Client - Ticket E-Mail Editor: Automatic search for contacts as e-mail receivers

The number of characters which must be typed before automatic search is activated can be configured using the page customization attribute *minMailInputLength* (Integer, Default 1) in the scope *mailTemplate*.

### F.4.1.2 Fields Which Can Be Searched

For Custom Fields, Data Object Group Fields and Resource Fields which should be searched, the annotation *field indexed* has to be set. See section <u>The Annotation field indexed</u>. This makes the field available for the Quick Search and for the Detailed Search.

Two types of fields are processed by the search engine:

- 1. data fields and content which are/is indexed by default
- 2. data fields which are annotated using the annotation field indexed

Data Fields and Content Which Are Indexed by Default

- Engineer data
  - E-mail
  - First name
  - Last name
  - ID
- Ticket data
  - Attachment content (this is controlled by the CM system property *cmas-core-index-com-mon, index.attachment* which is *true* per default)
  - Creation date
  - Engineer
  - History

- ID (technically the ticket name)
- Queue
- Referenced engineers
- Subject
- View

### Data Fields Which Are Annotated Using the Annotation field indexed

For all data fields which have been added and configured by the ConSol CM administrators, the annotation *field indexed* has to be set to make the fields searchable. A field which is indexed is available in

- the Quick Search
- the Detailed Search
- all searches in workflow and Admin Tool scripts which use, for example, criteria classes/objects (e.g., *TicketCriteria*, *UnitCriteria*, *ResourceCriteria*). This includes
  - scripts which have been manually added by the administrator
  - scripts which are present by default (e.g., the script createTicket.groovy. In this script, the correct contact for a new ticket can only be set if the data object group field which is used to retrieve the correct contact or company is indexed)

You, as an administrator, can define the system's behavior with regards to search results. Depending on the values of the *field indexed* annotation, the search results for a contact might include all the tickets of the contact as well. The following table shows the implications of all possible values of the *field indexed* annotation for the different object types. The *field indexed* annotation has to be set for each individual data field, e.g., name and *e-mail* for a contact, *zip* and *address* for a company, *priority* and *software module* for tickets, or *name* and *model* for a resource type.

- Please note that two distinct perspectives are addressed here:
  - 1. the **search criterion**, i.e., the field for which you start the search, e.g., all companies that start with ConS\*. A field is made available in the search by setting the *field-indexed* annotation.
  - 2. the **result set**, i.e., the objects which are displayed in the result lists. The objects in the result set are defined by the value of the *field-indexed* annotation. Depending on this value, you might see only the objects you have searched for (e.g., only contacts) or also objects which are related to the objects you have searched for (e.g., companies of those contacts). Please see the following table for a detailed explanation.

Object type/ value of field indexed annotation	transitive	unit	local	not indexed
TICKET	retrieved		e transitive	<ul> <li>the ticket data will be NOT avail- able for searching</li> </ul>
CONTACT	<ul> <li>the contact data will be available for searching</li> <li>the tickets of the contact will also be found when you search for the con- tact</li> <li>searching by com- pany by its contact field is NOT possible</li> </ul>	<ul> <li>the contact data will be available for searching</li> <li>searching for a com- pany by its contact field is NOT possible</li> </ul>	<ul> <li>the contact data will be available for searching</li> <li>no other objects which are related to a contact in any way will be retrieved</li> </ul>	<ul> <li>the contact data will be NOT avail- able for searching</li> </ul>
COMPANY	<ul> <li>the company data will be available for searching</li> <li>the tickets of the company will also be found when you search for the com- pany</li> <li>the contacts of the company will also be found when you search for the com- pany</li> </ul>	<ul> <li>the company data will be available for searching</li> <li>the contacts of the company will also be found when you search for the com- pany</li> </ul>	<ul> <li>the company data will be available for searching</li> <li>no other objects which are related to a company in any way will be retrieved</li> </ul>	<ul> <li>the company data will be NOT available for search- ing</li> </ul>

Object type/ value of field indexed annotation	transitive	unit	local	not indexed
RESOURCE	<ul> <li>no other objects white retrieved</li> </ul>	n the three values I be available for searchir ch are related to a resour e the default value <i>trans</i>	rce in any way will be	<ul> <li>the resource data will be NOT avail- able for searching</li> </ul>

Please note that if it should be possible to sort result tables (in the Web Client) according to a column (by clicking on the column header), the respective field has to be indexed!

#### Configuring the Phonetic Search

In order to activate the phonetic search for a data field, set the annotation *phonetic* to *true* for this field. The annotation can only be used for String fields.

### F.4.1.3 Administrator Tasks Concerning the Indexer

It is important for the administrator to know how to configure ConSol CM in a way that ...

- all required fields can be searched.
- no overhead is produced (i.e., not too many fields are configured for searching).
- the search results are displayed in the desired way.
  - in the result table in the Detailed Search
  - as suggestions for Autocomplete Search

These tasks are described in the following sections.

First, some background knowledge about the Indexer, the system which manages the search in ConSol CM, is provided. This will help you, as an administrator, to look behind the scenes and understand the configuration in a better way.

### F.4.1.4 Introduction to the ConSol CM Indexer

The Indexer is a module of ConSol CM which creates search indexes. For each data field that should serve as search criterion (see section Fields Which Can Be Searched above), an index is created.

The indexes are stored in a sub-directory of the data directory that you have indicated during system set-up (the data directory is stored as a system property: *cmas-core-shared*, *data.directory*). The fol-

lowing picture shows an example for index files of a ConSol CM installation (here used for a demo environment). The *demo\_Datadir* is the data directory specified during set-up, and all subdirectories are created automatically by ConSol CM.

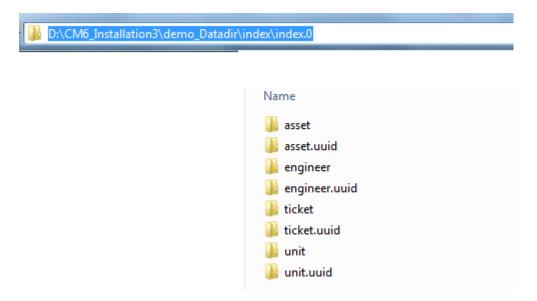


Figure 342: ConSol CM Indexer - Directory demo\_Datadir

Please make sure that ...

- the data directory is always available for the ConSol CM server system if it was created on another server and is linked to (or mounted on) the application server.
- the data directory provides enough space for storing indexes.
- the ConSol CM datadir is part of the daily backup (and can be restored if required).

If the index directory should be corrupted or the index is not available, it can be rebuilt or repaired. Please see the following sections for details.

### F.4.1.5 Indexer and Index Management Using the Admin Tool

### The Annotation *field indexed*

By default, the entire ticket text and all attachments are indexed. For all Custom Fields, Data Object Group Fields and Resource Fields, the fields which should be indexed have to have the annotation *field-indexed*. Please refer to the sections <u>Custom Field Administration (Setting Up the Ticket Data</u> <u>Model)</u>, <u>Data Object Group Field Management and GUI Design for Customer Data</u> and <u>CM.Resource</u> <u>Pool - Setting Up the Basic Resource Model</u> for details about setting annotations to Custom Fields (ticket data), Data Object Group Fields (customer data) and Resource Fields (resource data). There are four possible values for this annotation:

- local
- unit
- transitive
- not indexed

A detailed explanation of the system behavior triggered by those values is provided in the table above.

Nested fields all have to have the same index type, otherwise they cannot be searched. For example, when you work with a list of structs, the list, the struct and all data fields in the struct which should be searched have to have the value *transitive* for the annotation *field-indexed*.

#### Indexer Management: Navigation Item Index

Usually, the index requires no manual maintenance. ConSol CM will handle everything regarding indexing automatically. There are only two cases where you have to perform manual administrative operations:

- You would like to change the configuration, e.g., by changing *field-indexed* annotations.
- Errors have occurred in the indexing process.

In the Admin Tool, open the navigation group *Services*, navigation item *Index* to configure and manage the Indexer. If Indexer tasks are still running, this will be indicated by an exclamation mark next to the name of the navigation group (*Services*) and by the number of open tasks next to the name of the navigation item (*Index*). In this way, even when the navigation group is not opened, you, as an administrator, can immediately notice that some tasks are open in the group *Services* and can then quickly identify the number of open tasks.

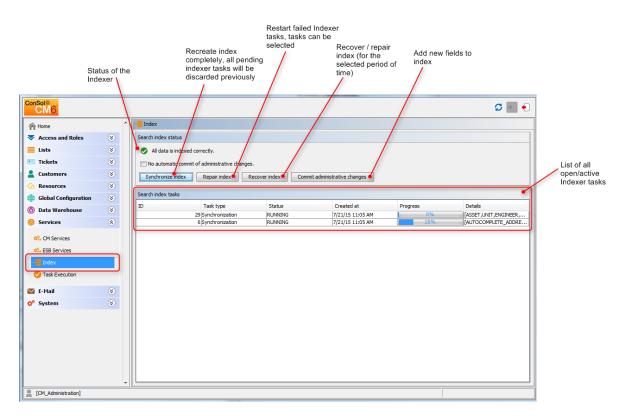


Figure 343: ConSol CM Admin Tool - Navigation group Services: Navigation item Index

#### 464

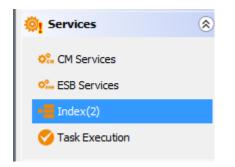


Figure 344: ConSol CM Admin Tool - Indication of open indexer tasks

In the first line the current status of the Indexer is displayed (this is the value of the system property *cmas-core-index-common, index.status*):

### • GREEN

All Indexer tasks have run correctly, no action required. At the beginning of the synchronization process, the index status is set to green. If it completes successfully, it remains green. If there are any problems, it will change to yellow or red.

### • YELLOW

Fixable problems were identified, collected and persisted. The status is set when an administrative task (with auto-commit *off*) or a retry task is created.

• RED

Errors have occurred. Please check. The index needs full synchronization.

The following operations can be performed:

• Synchronize index

The index is rebuilt completely (from scratch), all open Indexer tasks are discarded.

• Repair index

Indexer tasks which have not run successfully are restarted. The tasks can be selected in the Indexer task list.

Recover index

A time range can be selected. All changes which have been committed to ConSol CM during this period of time will be (re-)indexed.

### Commit administrative changes

Click this button to commit the changes when you have set a Custom Field, Data Object Group Field or Resource Field to *field-indexed* that was not indexed before. This has to be used if the checkbox *No automatic commit of administrative changes* has been selected. If the checkbox is inactive, the changes will be committed automatically when you have set the new annotation (s).

Please note, that the automatic commit of administrative changes can affect the system performance.

A There is a difference in ConSol CM versions concerning the meaning of administrative changes which influences manual index management!

In **versions prior to 6.9.3.0**, setting the annotation *field-indexed* from *false* (or not set) to *true* is **not** considered an administrative change. That means when you have added the annotation *field-indexed = true* for a data field which was present before, you have to modify the index manually by using either *Synchronize index* or *Recover index*.

**Starting with version 6.9.3.0**, setting the annotation *field-indexed* from *false* (or not set) to *true* is considered an administrative change. That means when you have added the annotation *field-indexed = true* for a data field which was present before, you have to

- If *No automatic commit of administrative changes* **is** set, then modify the index manually by clicking on *Commit administrative changes*
- or
- If *No automatic commit of administrative changes* is **not** set, no action is required.

If there are open tasks in the Indexer task list, the following data is displayed for each task:

- ID
  - Task ID
- Task type

Three types are available:

- Synchronization
  - Recreates the whole index.
  - Triggered manually using the Admin Tool, Synchronize index command.
  - Before starting, all other index tasks are removed.
- Administrative changes
  - Created automatically when one of the following is updated: scope, queue, enum value, ticket function, ticket engineer, supported locale, role.
  - Processed automatically if the *No automatic commit of administrative changes* option is unchecked.
  - The *Commit administrative changes* command will start all administrative changes tasks.
- Retry
  - Created automatically when errors are encountered during the index update process.
  - Holds information about entities which caused problems.
  - The *Repair index* command will start all retry tasks.

- Status
  - E.g., RUNNING
- Created at Time stamp when the task was created.
- **Progress** A progress bar that indicates the tasks progress as a percentage.
- **Details** A list of objects which are (re-)indexed by the task.
- Please note that data in the index is always synchronized with the ConSol CM database, i.e. during an Index update no data is deleted/removed from the index files. The index is fully usable during the synchronization process, i.e. the search operations (detail as well as quick search) can be used with their full functionality and the complete data set. Changes made after the synchronization was started are immediately reflected in the index, because these data have a higher priority than the data which is synchronized due to an index update triggered manually using the Admin Tool.

When an admin has started the index update manually (Synchronize Index), all other index tasks are removed, before this update starts.

## F.4.1.6 Indexer and Index-Relevant System Properties

The following system properties are also relevant for the Indexer, see following figure. Please refer to <u>System Properties</u> for a detailed explanation of the Indexer system properties and the <u>Indexer and</u> <u>Search Configuration</u> section of <u>List of System Properties by Area</u>.

A Home	^	X System Properties		
Access and Roles	۲	Module: cmas-core-index-c	ommon	
Lists	۲	Module	Property	Value
Tickets	۲	cmas-core-index-common	big.task.minimum.size	15
TRACES	•	cmas-core-index-common	database.notification.enabled	false
Lustomers	۲	cmas-core-index-common	database.notification.redelivery.delay.seconds	60
		cmas-core-index-common	database.notification.redelivery.max.attempts	60
ᢙ Resources	۲	cmas-core-index-common	disable.admin.task.auto.commit	false
Global Configuration	۲	cmas-core-index-common	index.attachment	true
, clobal comparation		cmas-core-index-common	index.history	false
🕥 Data Warehouse	۲	cmas-core-index-common	index.status	GREEN
Services	۲	cmas-core-index-common	index.task.worker.threads	1
Services	۲	cmas-core-index-common	index.version.current	3
🔽 E-Mail	8	cmas-core-index-common	index.version.newest	3
	~	cmas-core-index-common	indexed.engineers.per.thread.in.memory	300
🗘 System	۲	cmas-core-index-common	indexed.resources.per.thread.in.memory	200
		cmas-core-index-common	indexed.tickets.per.thread.in.memory	100
Scripts and Templates		cmas-core-index-common	indexed.units.per.thread.in.memory	200
<b>•</b> • • • • •		cmas-core-index-common	synchronize.master.address	127.0.0.1:80
🍫 Import/Export		cmas-core-index-common	synchronize.master.security.token	9
		cmas-core-index-common	synchronize.master.security.user	1b25bac3-da34-11e5-8c8d-3
		cmas-core-index-common	synchronize.master.timeout.minutes	5
💥 System Properties		cmas-core-index-common	synchronize.megabits.per.second	85
C		cmas-core-index-common	synchronize.sleep.millis	1000

Figure 345: ConSol CM Admin Tool - System properties for the indexer

# F.4.1.7 Indexer Update

For a detailed description of the ConSol CM Indexer, including the configuration of the Indexer in an environment with master and slave indexing servers, please refer to the *ConSol CM Operations Manual*. Here in the current section, some short information will be provided as quick introduction for CM administrators.

### Indexer Update Modes

The indexer stores entities which require an index update (e.g. modified tickets, modified customers, new engineers) in a persistent store. This can be either a JMS queue of the application server or a table in the CM database. You can select the mode by setting the system property *database. You can select* the mode by setting the system property *database. hotification.enabled*, default value in CM version 6.10 is *false*.

### Index Persistent Store as JMS Queue

database.notification.enabled = false

The JMS queue *queue/cm6-index* will be used.

### Index Persistent Store as Database Table

database.notification.enabled = true (should not be used with CM versions before 6.9.4.1!)

The database table *cmas\_index\_update\_serialized* will be used for indexer transactions (as persistent store). The master indexing server (or the only indexing server in single-server environments) polls this database

#### Indexer Update Principle

The **master indexing server** polls the persistent store for new entries. If there are new entries, indexer tasks are created in the tables *cmas\_index\_update\_task* and *cmas\_index\_update\_part*. The master indexing server then executes the tasks from *cmas\_index\_update\_task* and *cmas\_index\_batch\_update\_task*. In this way, the (master) index is updated.

On the master (or only) indexing server, administrative tasks are stored in the database table *cmas\_index\_administrative\_task*.

Every **slave indexing server** polls the master indexing server for updates and then updates its own / local index.

#### **Indexer-Related System Properties**

Please refer to the Indexer and Search Configuration section of List of System Properties by Area.

### F.4.1.8 CM Indexer Services

For indexing, two ConSol CM services are important:

- Index changes notifier Creates JMS (*Java Message Service*) messages with notifications that changes have been made which concern the index.
- Index changes receiver
   Reads the JMS queue and initiates updates in the Indexer.

Please see also section <u>CM Services</u>.

Stopping *index changes notifier* is **NOT** safe. If the indexer module discovers that the notifier is stopped and there is a message that has to be sent to the persistent store, the indexer will set the index status configuration property to *RED*, i.e., signal that the index needs a full synchronization.

However, stopping *index changes receiver* is safe. After restarting, it will pick up all of the missing changes from the persistent store.

# F.4.1.9 Systems with More Than One Indexing Server

When ConSol CM is run in a cluster of application servers, each cluster node holds a local index in its *\${cmas.data}/index/* directory. The index gets updated on the (single) master server, which is then polled by all slave servers to update their copies. As a result, all indexing servers are *eventually consistent*, i.e., updates are not visible right away, usually with a small delay.

JGroups is used for indexer synchronization (see <u>the JGroups.org web site</u> for more information).

# F.4.2 Action Framework - Search Actions

### F.4.2.1 Introduction to Search Actions

It is possible to define actions for search results. These actions are presented like workflow activities for result lists of

- tickets
- data objects (= units, = customers)
- resources

Search (Result) Actions operate on the result set of a search. You can configure Search (Result) Actions to offer different bulk operations to the ConSol CM engineers, e.g., assigning all tickets in the result list to the current engineer (see the following figure), sending a specific e-mail to all customers in the result list, or creating a new maintenance ticket for all PCs (resources) in the result list.

Search					Activities
Search criteria					Assign all those tickets to me
Status	s Open tickets	▼ ÎÎ			Workspace
Please select			Search		Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Tickets	)irectCustomers (DirC	ustCustomer)	DirectCustomers (DirCustCompany)		
View as: 📃 List	BB Grid				Favorites
Search results (156)					HP Printer: 4712
I≪ < 1 <u>2</u> <u>3</u> <u>4</u> <u>5</u> <u>6</u> <u>7</u> ► ►				1 to 10 of 156	OpenTicketsAUSTR
¢▼ Engineer	Main Customer	Name	Subject		Service request
ServiceDesk, Susan	🚊 maxi Musterfrau	100270	Kundenanfrage zu Vorgang ABC - bitte asap kontaktieren		
ServiceDesk, Susan	🙎 Minnie Mouse	00259	Login in ERP-System not possible!		
ServiceDesk, Susan	💄 Mia Skydiver	2 100254	User cannot activate product key		
ServiceDesk, Susan	💄 Minnie Mouse	00255	SOP neu definieren?		
ServiceDesk, Susan	🙎 Sepp Mosbauer	00257	Anfrage wegen Grundstück ABC		
ServiceDesk, Susan	🙎 Dieter Macher	00262	Internet-Verbindung problematisch		
ServiceDesk, Susan	Smith, Jack	00261	Please send material		
ServiceDesk, Susan	Skywalker,Lea	6 100264	Rechnung #12345 prüfen		
ServiceDesk, Susan	Skywalker,Luke	100263	Question about Order #4711		
ServiceDesk, Susan	🚊 Mia Skydiver	100245	Printer does not work		
I < < 1 <u>2</u> <u>3</u> <u>4</u> <u>5</u> <u>6</u> <u>7</u> ► ►				1 to 10 of 156	
Number per page 10 💌					

Figure 346: ConSol CM Web Client - Search Actions for tickets

A Search (Result) Action will be displayed in the Web Client only if

- the engineer has ACT permissions for all elements of the result set (if any)
- the condition script (if any) has returned true

Each Search Action is implemented based on Admin Tool scripts of the following types.

- Used for tickets:
  - Bulk ticket action
  - Bulk ticket condition
- Used for resources:
  - Bulk resource action
  - Bulk resource condition
- Used for customers:
  - Bulk data object action
  - Bulk data object condition

(i) Please note that the Search Action can be performed on

a) only the part of the result list which is displayed, e.g., on only 20 of 100 hits

OR

b) on the entire result list, e.g., on all 100 hits

The behavior of the Search Action depends on

- the implementation of the Admin Tool script. Please see the detailed explanation in section The Result Set in Search Action Admin Tool Scripts.
- the selection of rows. See <u>Page Customization, enableRowSelection</u>.

# F.4.2.2 Configuring Search Actions Using the Admin Tool

Search Actions are defined in the Admin Tool. You have to perform two or three steps to implement a Search Action, depending on the type of the Search Action.

#### Steps to Perform to Implement a Search Action for Tickets

- 1. Define and write the Admin Tool script
  - mandatory: a script of type bulk ticket action (see following figure)
  - optional: a script of type bulk ticket condition

A Home	^	♦ Scripts & Templates Administration
Access and Roles	۲	Scripts Template
Lists	۲	Scripts Source
Tickets	۲	Alscript types
Lustomers	۲	Name Type Type Type Type Type Type Type Typ
lesources	۲	Ms_sxchangeCalendarIntegrCalendar integration
Global Configuration	۲	SetWeAsEngneerInAITidets Buk tdeet action def engineer = engineerService.getCurrent(); Createricker-oryC Desktop Resource action tickets.each ( ticket ->
🕥 Data Warehouse	۲	ConditionUpdateContactData Data object condition ticket.setEngineer(engineer);
Services	۲	OfferCreateUniPage Data object action );; GoToCompanyURL Data object action ;; return actionScriptResultFactory.getPostAction("success", "caweb.search.as
🗹 E-Mail	۲	Load data Data object action UpdateContactData Data object action
0° System	۲	Dependedunational Data object action E
		GoToAMTicketScript Data object action
Scripts and Templates		CheckAndUpdateCompanySe Data object action
		OfferCreateTicketPage Data object action
🐅 Import/Export		Do something interesting Data object action
👷 License		tableWidgetOverview.groovy Page customization
70		ticketsInViewDataWidget.gro Page customization
💥 System Properties		ResourcePoolOverview1.gro Page customization
		test Task
		MyFirstTaskScript Task
		myNewTaskScript Task
		CloneServiceTickets.groovy Clone
		BuildLocationDependentEnum Dependent enum
		BuildLocationDependentEnum Dependent enum
		setDefaultPrioMedium.groovy Default values
		DefaultValuesServiceDesk.gr Default values
		AppendToTicket.groovy E-mail

Figure 347: ConSol CM Admin Tool - Script for a Bulk Ticket Action

#### Example script:

```
// Assign all tickets in the result list to the current engineer
import com.consol.cmas.core.server.service.action.PostActionType
import com.consol.cmas.common.model.ticket.Ticket
def engineer = engineerService.getCurrent();
tickets.each { ticket ->
    ticket.setEngineer(engineer);
};
return actionScriptResultFactory.getPostAction("success",
    "cmweb.search.assigned").withRefreshContent();
```

Code example 48: Search action script for tickets

For a detailed explanation about how to write scripts for the ConSol CM Action Framework, please read section Scripts for the Action Framework.

Define the Search Action in the navigation item Search Actions, navigation group Tickets. During this step, the execution script is assigned to the search action. A condition script might also be assigned, but this is optional. You can add the localized term for the Ticket Action using the Localize button. For a detailed explanation of the localization mechanism, please refer to section Localization of Objects in General, Type 1.

ConSol CM6			Ø 🖩 €
A Home	*	Search Actions	
Access and Roles	۲	Ticket Search Action	Details
Eists	۲	Name	Create ticket search action
Tickets	۲		Create ticket search action
Custom Fields			j Please fil in the required fields.
📋 History			
Administration			Name: SetMeAsEngineerTicketSearchAction
Search Actions			Condition Script:
Customers	۲		Execution Script: SetMeAsEngineerInAllTickets.groovy
Resources	8		Description: Assigns all tickets in the result list to the engineer who is currently logged in
Global Configuration	8		the engineer who is currently logged in
⑦ Data Warehouse	8		
Services	۲		
🗹 E-Mail	۲		Save Cancel
🔅 System	۲		
[CM_Administration]		]	

Figure 348: ConSol CM Admin Tool - Defining a new ticket search action

#### Steps to Perform to Implement a Search Action for Resources

- 1. Define and write the Admin Tool script
  - mandatory: a script of type bulk resource action
  - optional: a script of type bulk resource condition

Example script which sets the next maintenance date of all retrieved HP printers to a date in two weeks:

```
// Schedule maintenance date for all selected HP printers to a date in two
weeks from today
import groovy.time.TimeCategory
import com.consol.cmas.core.server.service.action.PostActionType
println 'RUNNING Search action resources script!'
def now = new Date()
use(TimeCategory) {
    nextMaintenanceDate = now + 2.weeks
}
resources.each { res ->
    res.setFieldValue("HP_Printer_Fields_basic", "NextMaintenanceDate",
    nextMaintenanceDate)
}
return actionScriptResultFactory.getPostAction(PostActionType.SUCCESS,
    "cmweb.search.assigned").withRefreshContent();
```

#### Code example 49: Search action script for resources

For a detailed explanation about how to write scripts for the ConSol CM Action Framework, please read section <u>Scripts for the Action Framework</u>.

 Define the Search Action in the navigation item Actions, navigation group Resources. During this step, the execution script is assigned to the search action. A condition script might also be assigned, but this is optional. You can add the localized term for the Resource Action using the Localize button. For a detailed explanation of the localization mechanism, please refer to section Localization of Objects in General, Type 1.

ConSol <sup>®</sup>			C 📧 🕈
A Home	*	Actions	
Access and Roles	۲	Resource Type Action Administration	Details
🗮 Lists	۲	Filter: All action types	urce types Name:
Tickets	۲	Name 🔺 Type	Create resource action
Customers	۲	CreateTicketForPC_DesktopAction Manual	Create resource action i Please fill in the required fields.
lesources	۲		
Data Models			
Relations Overview			Name: SetNextMaintenanceDate_HP_Printers
Actions			Type: Search 🗸
Global Configuration	8		Condition Script:
Data Warehouse	*		Execution Script: SetNextMaintenanceDate_HP_Printers.groovy
Services	*		Description: Sets next maintenance date for all selected HP printers to a date in
E-Mail	*		2 weeks
💇 System	© ⊗		
	Ŭ		Save Cancel
Scripts and Templates			
Simport/Export			
👷 License			
💥 System Properties			
	-		
CM_Administration]			

Figure 349: ConSol CM Admin Tool - Defining a Resource Search (Result) Action

3. Assign the action to one or more resource type(s), navigation group *Resources*, navigation item *Data Models*, tab *Search Actions* for each resource type.

ConSol CM6			Edit resource type	×
Access and Roles	*	Data Models     Resource Groups and Types	Edit resource type i Please edit the resource type data.	
Lists  Tickets  Customers  Resources	* * *		Name: HP_Printer Description: HP printer, general IT asset	^ <b>(</b>
	* * *	CS     PC_Desktop Fields inst PC_Desktop Fields	Mode: Internal Icon:  Templates Automatic Actions Manual Actions Search Actions Assigned Available Name SetWextMaintenanceDate_HP_Printers	
of System	*	Labels Locale Value English(default) HP_Printer German HP Drucker Polish	Save	Cancel

Figure 350: ConSol CM Admin Tool - Assigning a Search Action to a Resource Type

4. Ensure that it works in the Web Client.

Search Search					Activities Set next maintenance date in 2 weeks
Resource type	HP_Printer		Search		Workspace
	Deactivated incl.				Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Partners (PartnersCompa	ny) Reseller (Res	ellerCustomer)	Reseller (ResellerCompany	Resources	
Search results (2)					Favorites
					HP Printer: 4712
<b>☆</b> ▼ Inventory number	IP address	Location	Name	Next maintenace at	OpenTicketsAUSTR
4712	123.123.123.123	In my office	My new HP printer		
4711	192.168.123.123	top floor	Best Printer ever		Service request

Figure 351: ConSol CM Web Client - Search (Result) Action on resources, 1

Action succeed					×	Activities
Search						Set next maintenance date in 2 weeks
Search criteria						
	HP_Printer					Workspace
Resource type Please select	Deactivated incl.		Search			Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Partners (PartnersCompa	Depeller (Per	sellerCustomer)	Reseller (ResellerCompa	nv) Resources	_	Favorites
Parmers (Parmerscompa	iliy) Reseller (Res	seller customer)	Reseller (ResellerCompa	ily) Resources		HP printers
Search results (2)						HP Printer: 4712
<b>⇔</b> ▼ Inventory number	IP address	Location	Name	Next maintenace at		OpenTicketsAUSTR
4712	123.123.123.123	In my office	My new HP printer	8/14/15		
4711	192.168.123.123	top floor	Best Printer ever	8/14/15		Service request

Figure 352: ConSol CM Web Client - Search (Result) Action on resources, 2

#### Steps to Perform to Implement a Search Action for Data Objects (= Units = Customers)

- 1. Define and write the Admin Tool script
  - mandatory: a script of type bulk data object action
  - optional: a script of type *bulk data object condition*, in this example we will work with a condition script

Example action script which creates a ticket for each contact in the result list:

```
// For all contacts in the result set, a new ticket in the queue Service Desk
 will be created
import com.consol.cmas.core.server.service.action.PostActionType
import com.consol.cmas.common.model.ticket.Ticket
import com.consol.cmas.common.model.customfield.Unit
import com.consol.cmas.common.model.resource.*
import com.consol.cmas.common.service.resource.*
import com.consol.cmas.common.model.ticket.Queue
import com.consol.cmas.common.model.resource.meta.*
import com.consol.cmas.core.server.service.action.*
import groovy.time.TimeCategory
println 'Search Result Action Script CreateAnSDTicketForAllSelectedContacts
STARTED .... '
// deadline is a required field in Service Desk tickets!
def now = new Date()
def deadline
use(TimeCategory) {
  deadline = now + 2.weeks
}
Queue qu = queueService.getByName("ServiceDesk")
units.each{ cont ->
  def cont name = cont.customer name
  println 'Customer name is now : ' + cont name
  Ticket newtic = new Ticket()
  newtic.setQueue(qu)
  newtic.set("serviceDesk fields.desiredDeadline", deadline)
  newtic.setSubject("New Ticket due to Search Result for customer" + cont
   name)
  newtic.set("helpdesk_standard.priority","low")
  ticketService.createWithUnit(newtic,cont)
  println 'New Ticket created for customer ' + cont name
}
return actionScriptResultFactory.getPostAction("success",
 "cmweb.search.assigned").withRefreshContent();
```

Code example 50: Search action script for units

Please make sure that

- you only use Data Object Group Fields in the script which are present in the Customer Data Model of the customer group where the Search (Result) Action script will be used! For example: To reference the name of a contact, the exact field name has to be used (*customer\_name* in the example above)! Hence, before implementing a Search (Result) Action script, it is recommended that you check the Customer Data Model for the required fields.
- the customer group has been assigned to the queue where new tickets should be created.

Example condition script which causes the Search (Result) Action to only be displayed if the list has more than five entries.

```
if (units.size() >= 5){
   return true
} else {
   return false
}
```

Code example 51: Search condition script for units

For a detailed explanation about how to write scripts for the ConSol CM Action Framework, please read section <u>Scripts for the Action Framework</u>.

 Define the Search Action in the navigation item Actions, navigation group Customers. During this step, the execution script is assigned to the search action. A condition script might also be assigned, but this is optional. You can add the localized term for the Customer Action using the Localize button. For a detailed explanation of the localization mechanism, please refer to section Localization of Objects in General, Type 1.

<ul> <li>Access and Roles</li> <li>Access and Roles</li> <li>Lists</li> <li>Customer Groups</li> <li>Customer Groups</li> <li>Customer Groups</li> <li>Data Models</li> <li>Data Models</li> <li>Customer Groups</li> <li>Data Models</li> <li>Customer Groups</li> <li>Data Models</li> <li>Customer Groups</li> <li>Customer Gr</li></ul>	ConSol CM6							0
Lists  Customers Customers Customers Customers Customers Customer Groups Custo	A Home			Actions		Create data ob	ject action	x
Lists       ♥         I tackets       ♥         Lastomers       ♥         Lastomers       ♥         Lastomer Groups       ●         Data Models       ●         Data Models       ●         Actors	Access and Roles	۲		Data object actions		Create data obje	ct action	
Customers       Image: Create_SD_Ticket_For_All_Contacts         Customer Groups       Dota Models         Data Models       Image: Create_SD_Ticket_For_All_Contacts         Actors       Image: Create_SD_Ticket_For_All_Contacts         Image: Create_SD_Ticket_For_All_Contacts       Image: Create_SD_Ticket_For_All_Contacts         Image: Create_SD_Ticket_For_All_Contacts <th>Eists</th> <th>۲</th> <th></th> <th>Filter: All action types</th> <th>→ All cu:</th> <th>-</th> <th></th> <th></th>	Eists	۲		Filter: All action types	→ All cu:	-		
Customers       Image: Customer Groups         Customer Groups       DoSomethingInteresting       Manual         Dota Modes       DoSomethingInteresting       Manual         Dota Modes       Image: Create_SD_Ticket_For_All_Contacts       Image: Create_SD_Ticket_For_All_Contacts         Dota Modes       DoSomethingInteresting       Manual         Dota Modes       Image: Create_SD_Ticket_For_All_Contacts       Image: Create_SD_Ticket_For_All_Contacts         Image: Create_SD_Ticket_For_All_Contacts       Image: Create_SD_Ticket_For_All_Contacts       Image: Create_SD_Ticket_For_All_Contacts	Tickets	۲		Name	vpe			
Customer Groups     Data Models     Data Models     Actions	Lustomers	۲						
Data Models Data Models Actions Actions Actions Actions Actions Actions Actions Actions Celebratic Page On GUI Manual Offer Create Link Page On GUI Manual Manual Manual Offer Create Link Page On GUI Manual Manual Manual Offer Create Link Page On GUI Manual Manual Manual Offer Create Link Page On GUI Manual Manual<	_					Name:	Create_SD_Ticket_For_All_Contacts	
Data Models Actions Actions Actions Actions Actions Actions Condition Script: Execution Script: Creates a ticket with the selected OrferCreateInt/sepageOnGUI Manual OfferCreateInt/sepageOnGUI Manual UpdateReselerCustomerData UpdateRe	Lastomer Groups					Type:	Search	-
Actions       Manual         Actions       Manual         Actions       Loadkeport         Actions       Execution Script:       Creates a ticket with the selected contacts         Actions       OfferCreateIntPageOnGUI       Manual         OfferCreateIntPageOnGUI       Manual         UpdateReselerCustomerData       Update         Creates a ticket with the selected contacts       Contact as main contact for all contacts displayed in the search result list         Actions       Save       Cancel         Calal Configuration       Save       Cancel         Services       System       System       Signame         Create datamactor       Contact data       Save       Cancel	Data Models					Condition Scripts		-
Roles     Relations     Relations     Relations     Resources     Relations     Concellence of the concentration of the concentrat	-					1		•
Relations   Address Autocomplete   Resources   Data Models   Relations Overview   Actions   Global Configuration   Services   Services   System	Actions			LoadReport Mi	anual	Execution Script:	CreateAnSDTicketForAllSelectedContacts	• —
Relations Address Autocomplete Data Models Schola Configuration Solution S Solution and Tunchete Contract as main contact for all contacts displayed in the search result list Contact as main contact for all contacts displayed in the search result list Solution and tunction of the search result list Solution and tunction of the search result list Solution and Tunchete	🚢 Roles					Description:	Creates a ticket with the selected	
<ul> <li>Address Autocomplete</li> <li>Address Autocomplete</li> <li>Data Models</li> <li>Resources</li> <li>Cancel</li> <li>Cancel</li> <li>Global Configuration</li> <li>Global Configuration</li> <li>Services</li> <li>Services</li> <li>System</li> <li>System</li> <li>Cancel</li> </ul>	Polations		Ε					
Address Autocomplete  Address Autocomplete  Address Autocomplete  Cancel  Canc	•			UpdateResellerCustomerData Up	odate			
	Address Autocomplete							
Relations Overview   Actions   Clobal Configuration   Data Warehouse   Services   System   System	Resources	۲						
<ul> <li>Actors</li> <li>Global Configuration</li> <li>Services</li> <li>Services</li> <li>F-Hail</li> <li>System</li> <li>Control Local</li> </ul>	Data Models					1		
Actors     Global Configuration     Sorvices     Services     System     Actors	Relations Overview						Save	
Global Configuration © Data Warehouse © Services © E-Mail © System © Crista and Tambhar	Actions							
Services S E-Mail S System ⊗ Control translates	Global Configuration	۲					Value	
Server and Tanahaka	💮 Data Warehouse	۲						
System     Image: System       Image: System     Image: System	🔅 Services	۲						
	🗹 E-Mail	۲						
	💠 System	۲						
[CM Administration]			-	J				

Figure 353: ConSol CM Admin Tool - Defining a Unit Search (Result) Action

3. Add the condition script.

ConSol® CM6			S 📓 🐔	j
A Home	*	Actions	Edit data object action	×
<ul> <li>Access and Roles</li> <li>Lists</li> </ul>	*	Data object actions Filter: All action types  All cu	Edit data object action j Please edit data object action's data to	
Tickets	۲	Name Type		_
Lustomers	۲	CheckServiceStatus Manual Create SD Ticket For All Contacts Search		۲
Lustomer Groups		DoSomethingInteresting Manual DoSomethingInteresting2 Manual	Type: Search  Condition Script: DisplayResultListeGreaterThanFive.groovy	ר
Data Models     Actions	_ !	GoToAM_TicketOnGUI Manual GoToCompanyURL Manual	Execution Script: CreateAnSDTicketForAllSelectedContacts	ו
Relations		LoadData Manual LoadReport Manual OfferCreateTicketPageOnGUI Manual OfferCreateUnitPageOnGUI Manual UpdateResellerCustomerData Update	Description: Creates a ticket with the selected contact as main contact for all contacts displayed in the search result list	
Resources     Global Configuration     Data Warehouse     Services	8 8 8		Save Cancel	
E-Mail	8		Name Localizations	-
ở System	8		Locale Value	
Scripts and Templates Import/Export License System Properties			Englisch Create a Service Desk Ticket for al	
CM_Administration]				

Figure 354: ConSol CM Admin Tool - Defining a Search Script Condition

4. Assign the action to one or more customer groups, navigation group *Customers*, navigation item *Customer Groups*, tab *Search Actions* for each customer group. Assign the action(s) to the contacts (*Contact Search Actions*) and/or the company/companies (*Company Search Actions*) of this customer group.

Note that the action and condition scripts are listed together in one table.

CM6 Admin-Tool @ cm6do	ku-cm1.int.c	consol.de	Edit customer group	x
ConSol® CM6			Edit customer group	
A Home	•	Lustomer Groups	i Please edit the customer group data.	
Access and Roles	۲	Customer groups		_
	8	Filter:	Name: Reseller	1
<ul> <li>Tickets</li> </ul>	*		Customer data model: ResellerModel	
Lustomers	*	Name A DirectCustomers	C Automatic Actions Manual Actions Search Actions CMPhone	
Customers	~	MyCustomerGroup 8		
Las Customer Groups		OurPartnerCompanies Reseller	Contact Search Actions	
Data Models			Assigned Available	
Actions			Name	
🚣 Roles			Create_SD_Ticket_For_All_Contacts	
Relations				
Address Autocomplete				
ᢙ Resources	۲			
Global Configuration	۲		Company Search Actions	
⑦ Data Warehouse	۲		Assigned Available	
🔅 Services	۲		Name	
🗹 E-Mail	۲		Create_SD_Ticket_For_All_Contacts	
🕫 System	۲			
				-
			Save Cancel	
		0 🗹 😣	Mobile pattern:	-
	~	<u> </u>		
CM_Administration]				

Figure 355: ConSol CM Admin Tool - Assigning a Search Action to a contact object within a customer group

Searc	h							Activities
earch cr	iteria							Create a Service Desk Ticket fo all displayed contacts
	Keyword (Pattern	)		Û				
	Please select 💌			Sea	irch			Workspace
	_		Deactivated incl.					Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Tio	ckets R	leseller	(ResellerCustomer)	Reseller (Rese	llerCompany)	Resources		
								Favorites
Search	results (8)							
Search ⇔ ⊂ C			customer name	forename	phone	ResellerCompany	vip_person	HP printers
			<u>customer name</u> Wiederverkäufer	forename Walter	phone	ResellerCompany	vip_person no	
	Contact	Walter			phone			HP printers
	Contact Wiederverkäufer,	Walter	Wiederverkäufer	Walter	phone 123	ConSol Düsseldorf 4711	no	HP printers
	Contact Wiederverkäufer, Docu,	Walter	Wiederverkäufer Docu	Walter		ConSol Düsseldorf 4711 ConSol Düsseldorf 4711	no no	HP printers
	Contact Wiederverkäufer, Docu, Skywalker,Luke	Walter d	Wiederverkäufer Docu Skywalker	Walter Luke	123	ConSol Düsseldorf 4711 ConSol Düsseldorf 4711 MyNewSpaceCompany 999	no no	HP printers
	Contact Wiederverkäufer, Docu, Skywalker,Luke Consultant,Conrad	Walter d	Wiederverkäufer Docu Skywalker Consultant	Watter Luke Conrad	123 123	Image: ConSol Düsseldorf 4711         Image: ConSol Düsseldorf 4711         Image: MyNewSpaceCompany 999         Image: ConSol Düsseldorf 4711	no no no	HP printers
	Contact Wiederverkäufer, Docu, Skywalker,Luke Consultant,Conrad	Walter d	Wiederverkäufer Docu Skywalker Consultant	Watter Luke Conrad	123 123	ConSol Düsseldorf 4711     ConSol Düsseldorf 4711     MyNew SpaceCompany 999     ConSol Düsseldorf 4711     BM 789	no no no	HP printers

5. Ensure that it works in the Web Client.

Figure 356: ConSol CM Web Client - Search (Result) Action on units (here: contacts), 1

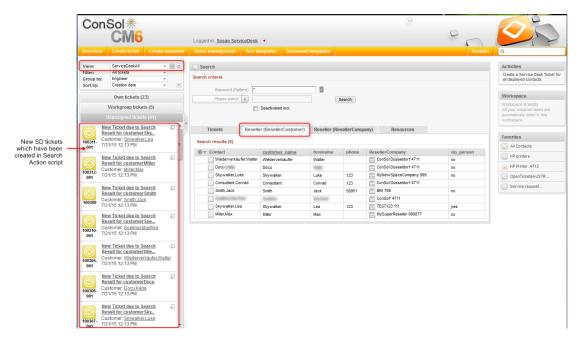
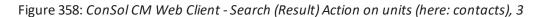


Figure 357: ConSol CM Web Client - Search (Result) Action on units (here: contacts), 2

Search							Workspace	No activities
arch criteria Keyword (Pa company_		sseldorf*	Î				Workspace is empty All your unsaved tasks are automatically listed in this workspace.	offered because result list size smaller than five
Please select			S	earch			Favorites	
		Deactivated incl.					All Contacts	
							HP printers	
			Decelles (Dec	ellerCompany	) Resources		HP Printer: 4712	
Tickets	Reselle	r (ResellerCustomer)	Reseller (Res	sellercompany	/ Resources			
	Reselle	r (ResellerCustomer)	Reseller (Res	sellercompany	/ Resources		OpenTicketsAUSTR	
Search results (3)	Reselle							
	Reselle	r (ResellerCustomer) <u>customer_name</u>	forename	phone	ResellerCompany	vip_person		
Search results (3)		customer name				vip_person no		
Search results (3) Ф マ Contact		customer name	forename		ResellerCompany			



## F.4.2.3 Tips and Tricks for Search Action Admin Tool Scripts

#### Objects Implicitly Available for Search Action Admin Tool Scripts

Some objects are implicitly available in the Admin Tool scripts, i.e., you do not have to import specific Groovy classes, nor do you have to instantiate such objects from a class.

Objects which are implicitly (without an explicit import or instantiation) available in Admin Tool scripts:

All Search Action scripts

- pageSize (Integer)
- pageNumber (Integer)

Script types Bulk ticket action and Bulk ticket condition

- criteria (TicketCriteria)
- tickets (List<Ticket> for ticket Search Action)

Script types Bulk resource action and Bulk resource condition

- criteria (ResourceCriteria)
- resources (List<Resource> for resource Search Action)

Script types Bulk data object action and Bulk data object condition

- criteria (UnitCriteria)
- units (List<Unit> for unit Search Action)

#### The Result Set in Search Action Admin Tool Scripts

The Search Action can be performed on different interpretations of the result set. The behavior of the Search Action depends on the implementation of the Admin Tool script.

The Search Action can be performed on

a) only the part of the result list which is displayed in the Web Client, e.g., on only 20 of 100 hits. So this depends on the paging the engineer has selected and on the rows the engineer has selected if the row selection is switched on (see section <u>Page Customization, enableRowSelection</u> for details).

In the Admin Tool script, this is represented by the list of objects which is implicitly available, i.e., *resources, tickets* or *units* 

OR

b) on the entire result list, e.g., on all 100 hits. This can be achieved by using the *criteria* object.

#### The Return Code in Search Action Admin Tool Scripts

Use the general feedback component to handle the two new PostActionTypes: SUCCESS and FAILURE.

- SUCCESS green
- FAILURE red

Example for a positive feedback:

```
return actionScriptResultFactory.getPostAction(PostActionType.SUCCESS,
"cmweb.search.assigned").withRefreshContent();
```

#### Code example 52: Positive feedback

For a detailed explanation about how to write scripts for the ConSol CM Action Framework, please read section <u>Scripts for the Action Framework</u>.

Action succeed	Activities Assign all those tickets to me
Search criteria	Workspace
Engineer Service Desk, Sarah'	Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Tickets DirectCustomers (DirCustCustomer) DirectCustomers (DirCustCompany)	Favorites
View as: 🗐 List 🔠 Grid	HP Printer: 4712
Search results (0)	OpenTicketsAUSTR
No search results	Service request

Figure 359: ConSol CM Web Client - SUCCESS message after Search (Result) Action

Example of a negative feedback:

For a detailed explanation about how to write scripts for the ConSol CM Action Framework, please read section Scripts for the Action Framework. return actionScriptResultFactory.getPostAction(PostActionType.FAILURE, "cmweb.search.assigned").withRefreshContent();

### Code example 53: Negative feedback

Action failed	Activities
Search	Assign all those tickets to me
Search criteria	Workspace
Engineer 'Service Desk, Sarah'   Please select  Search	Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Tickets DirectCustomers (DirCustCustomer) DirectCustomers (DirCustCompany)	Favorites
View as: 🗐 List 🔠 Grid	HP Printer: 4712
Search results (0)	OpenTicketsAUSTR
No search results	Service request

Figure 360: ConSol CM Web Client - FAILURE message after Search (Result) Action

# F.4.3 CSV Export of Search Results

### F.4.3.1 Introduction

Starting with ConSol CM version 6.10.1, search result lists can be exported in CSV format. This functionality is not activated by default but may be activated using page customization.

If CSV exporting is enabled, an engineer can use the *Export table* option which is offered on search result pages for lists of

- tickets
- contacts
- companies
- resources

Search criteria         Creation date       effer       12/1/14       Search         Tickets       DirectCustomers (DirCustCustomer)       DirectCustomers (DirCustCompany)       Image: Company (Company)         View as:       ist       ist       ist       ist         Search results (48)       1 to 10 of 48       Image: Company)       Image: Company)       Image: Company)         Image: Company       ist       ist       ist       ist       ist         Image: Company       Image: Company)       Image: Company)       Image: Company)       Image: Company)       Image: Company)       Image: Company)         View as:       ist       ist </th <th>Search</th> <th></th> <th></th> <th></th> <th></th>	Search				
Pease select       Search         Tickets       DirectCustomers (DirCustCustomer)       DirectCustomers (DirCustCustomer)       Image: Customer (DirCustCustomer)         Vew as:       List       Ord         Search results (48)       1 to 10 of 48         Image: Main Customer       Name       Subject         Image: Main Musterfrau       100170       This is a useless test ticket         Image: Max Mustermann       Ci 100170       Mailtest3         Image: Max Mustermann       Ci 100171       Mailtest2         Image: Testen, Zum       Minnie Mouse       Ci 100173       Mailtest3         Image: Minnie Mouse       Ci 100173       Mailtest3       Cover Export         Image: Minnie Mouse       Ci 100173       Mailtest3       Cover Export         Image: Minnie Mouse       Ci 100173       Mailtest3       Cover Export         Munber per page: 10 *       Export Table *       Cover Export       Cover Export	Search criteria				
Pease select       Search         Tickets       DirectCustomers (DirCustCustomer)       DirectCustomers (DirCustCustomer)       Image: Customer (DirCustCustomer)         Vew as:       List       Ord         Search results (48)       1 to 10 of 48         Image: Main Customer       Name       Subject         Image: Main Musterfrau       100170       This is a useless test ticket         Image: Max Mustermann       Ci 100170       Mailtest3         Image: Max Mustermann       Ci 100171       Mailtest2         Image: Testen, Zum       Minnie Mouse       Ci 100173       Mailtest3         Image: Minnie Mouse       Ci 100173       Mailtest3       Cover Export         Image: Minnie Mouse       Ci 100173       Mailtest3       Cover Export         Image: Minnie Mouse       Ci 100173       Mailtest3       Cover Export         Munber per page: 10 *       Export Table *       Cover Export       Cover Export		12/1/14			
Tickets       DirectCustomers (DirCustCustomer)       DirectCustomers (DirCustCompany)         View as:       List       Image: Conditional and the second and the secon					
View as:       List       Big Grid         Search results (48)       1 to 10 of 48         Image: Main Customer       Name       Subject         Image: Main Customer       Image: Subject       Name         Image: Main Mustermann       Image: Subject       Name         Image: Mark Mustermann       Image: Name       Image: Subject         Image: Mark Mustermann       Image: Name       Image: Subject         Image: Mark Mustermann       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Subject         Image: Subject       Image: Subject       Subject         Image: Subject       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Subject <th>Please se</th> <th>lect V Sea</th> <th>arch</th> <th></th> <th></th>	Please se	lect V Sea	arch		
View as:       List       Big Grid         Search results (48)       1 to 10 of 48         Image: Main Customer       Name       Subject         Image: Main Customer       Image: Subject       Name         Image: Main Mustermann       Image: Subject       Name         Image: Mark Mustermann       Image: Name       Image: Subject         Image: Mark Mustermann       Image: Name       Image: Subject         Image: Mark Mustermann       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Subject         Image: Subject       Image: Subject       Subject         Image: Subject       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Subject <th></th> <th></th> <th></th> <th></th> <th></th>					
View as:       List       Big Grid         Search results (48)       1 to 10 of 48         Image: Main Customer       Name       Subject         Image: Main Customer       Image: Subject       Name         Image: Main Mustermann       Image: Subject       Name         Image: Mark Mustermann       Image: Name       Image: Subject         Image: Mark Mustermann       Image: Name       Image: Subject         Image: Mark Mustermann       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Subject         Image: Subject       Image: Subject       Subject         Image: Subject       Image: Subject       Image: Subject         Image: Subject       Image: Subject       Subject <th>Tickote</th> <th>DirectCustomore (DirCustCustomor) DirectCu</th> <th>istomore (DirCustC</th> <th>(ompany) —</th> <th></th>	Tickote	DirectCustomore (DirCustCustomor) DirectCu	istomore (DirCustC	(ompany) —	
Search results (48)           Search results (48)       1 to 10 of 48         Image: Subject       2 100170         Testen, Zum       Image: Subject         Image: Subject       2 100176         Image: Subject       2 100176         Image: Subject       2 100177         Image: Subject       1 100174         Image: Subject       2 100177         Image: Subject Subject       2 100173         Image: Subject Subje			istomers (Dircusic		
Main Customer       Name       Subject            maxi Musterfrau           maxi Musterfrau           maxi Musterfrau          Testen, Zum        Minnie Mouse           maxi Musterfrau           maxi Musterfrau          Maximum          maximum          maximum          maximum          maximum         Maximum          maximum          maximum          maximum          maximum         Minnie Mouse           maximum          maximum          maximum          maximum         Maximum          maximum          maximum          maximum          maximum          maximum         Maximum          maxim          maximum	View as:	List III Grid			
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Only the first 5 rows will be exported. Number of rows				Only the first 5 rows will be exported.	Number of rows
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attribute					attribute exportRowsLimit

Figure 361: ConSol CM Web Client - CSV export option for a ticket search result list

Available CSV export options in the Web Client:

• With column header

This adds the column labels of the result table in the first line, as a content description.

• Timestamp as File Name

If this is selected, the default file name will be the current date and time instead of the standard name "export.csv".

Clicking on *Export* will automatically offer the option to open the newly created CSV file with the standard application configured to open CSV files on the client machine. In the CSV file there will be no pagination - the complete result set is included (possibly limited by the *exportRowsLimit* configuration option, as described below). Icons in the result display are not included in the CSV. Custom field string values will be quoted by standard double quotes (ASCII value 34 decimal resp. 0x22 hex).

# F.4.3.2 Activating the CSV Export Functionality

The CSV export functionality has to be activated selectively for distinct search result pages and is activated via page customization.

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reate Reset								searchDetailPage

Figure 362: ConSol CM Web Client - Page customization to activate CSV export for ticket search result lists

Use the following sub-scopes:

- for ticket search results (see figure above) table/searchDetailPage/TicketSearchResults
- for contact search results table/searchDetailPage/<Customer Group name> This has to be defined for each customer group!

- for company search results table/searchDetailPage/<Customer Group name> This has to be defined for each customer group!
- for resource search results table/searchDetailPage/ResourceSearchResults

Please note that you have to execute a search first to present a result table. Until a search result table has been produced, the *table* scope will not be available in the page customization tree!

The following attributes are available:

• enabled

Enable/Disable the CSV export functionality for this search result page, Boolean. Default is *false*.

• exportRowsLimit Maximum number of rows to export in the CSV export. 0 means no limit. Default value is 0.

# F.5 The Task Execution Framework (TEF)

This chapter discusses the following:

F.5.1 Introduction	. 488
F.5.2 Admin Tool Scripts of Type Task	.490
F.5.3 Programming with Tasks	. 493
F.5.4 System Properties Relevant for the TEF	. 499

# F.5.1 Introduction

Using the *Task Execution Framework* (TEF), ConSol CM can perform various tasks which are not directly tied to or embedded in another script (like a workflow script, unit action, resource action, search action or another type of Admin Tool script) and which can be executed asynchronously. This can be used, e.g., for long-term system tasks which might cause a timeout when started within a regular ConSol CM script. The TEF tasks can be executed in an asynchronous manner. A new API has been added to ConSol CM (in version 6.9.4.0) in order to provide the TEF extensions. TEF scripts can be started (i.e., the TEF API is available in):

- manually in the Admin Tool
- from workflow activity scripts
- from e-mail scripts
- from action scripts (search actions, unit actions, resource actions)

A task is stored as Admin Tool script of type *Task* (see <u>Admin Tool Scripts</u>). This script type is explained in the respective section below.

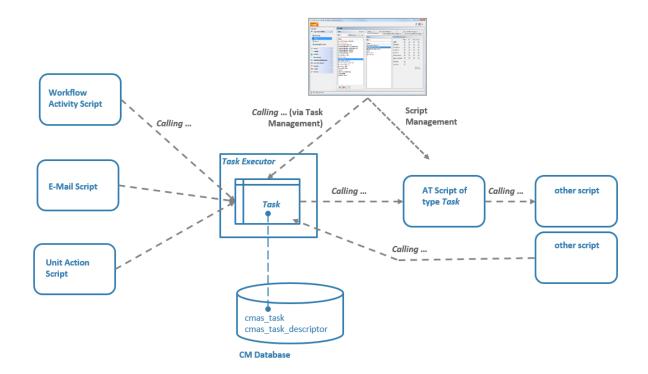


Figure 363: ConSol CM Task Execution Framework

The **Task Executor** is a ConSol CM module (a singleton with watchdog functionalities) which controls the execution of the tasks. The Task Executor scans the database for new scheduled tasks and uses its thread pool for the execution of the tasks which have to be executed at a certain point in time.

The **task definition** is stored in an Admin Tool script. Thus, for one task definition, usually one Admin Tool script is used.

A (scheduled) task, i.e., one single run of the task, can be started ...

- using the Admin Tool, navigation item *Task execution*, see section <u>Execution of a Task Using the</u> <u>Admin Tool</u>. Here, a task can be started immediately, it cannot be scheduled for another point in time.
- implementing the calling of the task script in another script of one of the following types. Here, a script can be executed immediately or can be scheduled for a later point in time.
  - workflow activity scripts
  - e-mail scripts
  - action scripts (as part of the Action Framework, i.e., in unit action scripts, resource action scripts or search action scripts)

In scripts, for every execution of a task, a **task descriptor**, i.e., an object of the class *TaskDescriptor*, is available. This task descriptor provides information like the task's progress or the start time of the task execution. Using the task descriptor, a newly-defined task can be executed immediately or can be scheduled for a later execution time. This can be applied in scripts. Please see section <u>Programming</u> with Tasks for programming details.

# F.5.2 Admin Tool Scripts of Type Task

### F.5.2.1 Introduction to Admin Tool Scripts of Type Task

Every Admin Tool script of type *Task* has to implement the following methods. The method signatures are inserted automatically when a script of this type is created.

```
def onInitialize(taskDescriptor) {}
def onExecute(taskDescriptor) {}
def onError(taskDescriptor) {}
def onCancel(taskDescriptor) {}
```

### F.5.2.2 Example Admin Tool Script of Type Task

```
//Test
def onInitialize(taskDescriptor) {
  log.info("MyFirstTaskScript has been initialized!")
}
def onExecute(taskDescriptor) {
  log.info("MyFirstTaskScript is executed")
  try {
     Thread.Sleep(300000)
  } catch (Exception ex) {
     log.info("ztztzt ...")
  }
}
def onError(taskDescriptor) {
  log.info("MyFirstTaskScript has thrown an error!")
}
def onCancel(taskDescriptor) {
  log.info("MyFirstTaskScript has been cancelled!")
```

Code example 54: Admin Tool Script of Type Task

#### F.5.2.3 Execution of a Task Using the Admin Tool

In the Admin Tool, navigation group *Services*, navigation item *Task Execution*, you can start tasks which have been defined as Admin Tool scripts before.

To be able to execute tasks, the system property *start.groovy.task.enabled* in module *cmas-app-admin-tool* has to be set to the value *true*. This property is not present in a default installation and has to be added manually.

Please note that if the system property *start.groovy.task.enabled* in module *cmas-app-admin-tool* is set to *true*, and thus if you, as an administrator, can execute tasks using the Admin Tool, you have to be absolutely sure what the task will be doing!!! Be aware of the risks involved with tasks which, for example, delete customer data or tickets and should only be executed via a workflow or Admin Tool script!

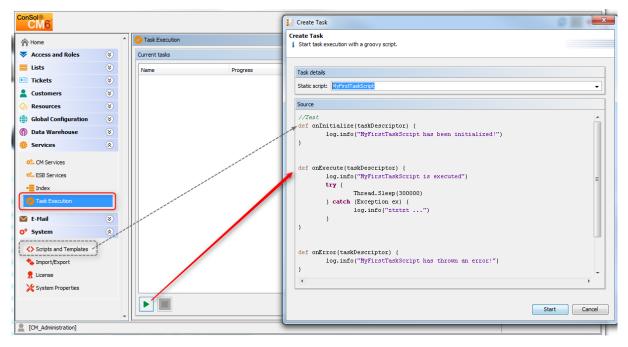


Figure 364: ConSol CM Admin Tool - Admin Tool task

To start a script, click on the *Start* button and select the name of the Admin Tool script from the dropdown menu *Static script*. All Admin Tool scripts of type *Task* will be listed here. Click on *Start* to execute the script immediately. It is not possible to schedule a task using the Admin Tool GUI. If the start should be delayed, this has to be implemented within the script, see <u>Defining the (First) Execution Date</u>.

When a task is running, a progress bar is shown. You can stop (cancel) the task using the *Stop* button.

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A Home			🎸 Task Execution					
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🗮 Lists	۲		Name	Progress	Scheduled Date	Execution Date	Status	
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Figure 365: ConSol CM Admin Tool - Running task in the Admin Tool

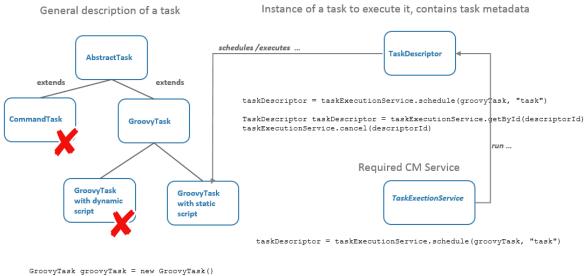
# F.5.3 Programming with Tasks

### F.5.3.1 Introduction

In the current ConSol CM version, only one type of task is available, the **Groovy Task with a static script**. This refers to the Admin Tool script which defines the task, as described in the previous section.

The **Task Execution Service** (Groovy class *TaskExecutionService*, a singleton) runs in the background and scans the ConSol CM database for tasks (DB table *cmas\_task\_descriptor*) with the status INITIALIZED. Like all ConSol CM services it is implicitly available as an object named *taskEx-ecutionService* (see the following examples). When the start time of the task has been reached, the task is started.

All parameters for the new task, e.g., the start date of the task, have to be set using the **task descriptor** (Groovy class *TaskDescriptor*). The task descriptor will also provide information about the running task, like the task's progress.



groovylask groovylask = new Groovylask()
groovyTask.setStaticScript(scriptSourceService.getByName("someATScript.groovy"))

#### Figure 366: Some TEF Groovy classes

### F.5.3.2 Coding Examples

Creating a Task

```
GroovyTask groovyTask = new GroovyTask();
groovyTask.setStaticScript(scriptSourceService.getByName("someATScript.groovy"));
taskDescriptor = taskExecutionService.schedule(groovyTask, "task");
```

Code example 55: Creating a task descriptor

#### Canceling (Killing) a Task

Part 1: Create the task descriptor and save its ID somewhere.

```
GroovyTask groovyTask = new GroovyTask();
groovyTask.setStaticScript(scriptSourceService.getByName("someATScript.groovy"));
taskDescriptor = taskExecutionService.schedule(groovyTask, "task");
def myTaskDescriptorId = groovyTask.getId()
//save this Id wherever it will be needed, e.g., in a different script which might
be used to kill the task
```

Code example 56: Cancelling a task

Part 2: potentially used during the execution of the task:

```
taskExecutionService.cancel(myTaskDescriptorId)
```

#### **Repeating a Task**

If you set another execution date for a task after its job has completed, it will be rescheduled. This is accomplished from within the Admin Tool Task script, as demonstrated here.

```
def onInitialize(taskDescriptor) {}
def onExecute(taskDescriptor) {
   //some code to execute
   //here, we set the new future execution date for the task, we also need to
   return a special steering object
   taskDescriptor.setExecutionDate(new Date(new Date().getTime() + 15000));
   return new ExecutionSpecification().setRetryRequested(true);
}
def onError(taskDescriptor) {}
```

Code example 57: Repeating a task

#### Defining the (First) Execution Date

For a script which should not be started immediately, you can define a start time in the *onInitialize()* method.

```
def onInitialize(taskDescriptor) {
   taskDescriptor.setExecutionDate(yourDate)
}
```

Code example 58: Scheduling a task

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### Repeating a Task after an Error Occurs

```
def onInitialize(taskDescriptor) {}
def onExecute(taskDescriptor) {}
def onError(taskDescriptor) {
  return new ExecutionSpecification().setRetryRequested(true);
  // this will reschedule the task for immediate re-execution, in case a future date
  is needed, this can be set as explained in the example above
  def onCancel(taskDescriptor) {}
```

Code example 59: Repeating a task after an error occurred

### Working with the ContextReference

Using the *ContextReference*, it is possible to determine which context a script has been called in. For example, a TEF script might be required to behave differently depending on whether it is called from a workflow script in a certain activity or in the process from another activity. In such cases, the *ContextReference* will help you to deduce which workflow script the TEF script was called from. You just set a different *ContextReference*, which is a simple string as identifier, in each workflow script. Then you can retrieve the *ContextReference* within the task. Thus the task "knows" where it was called from.

Use the methods

- void GroovyTask.setContextReference(String ContRef)
- String TaskDescriptor.getContextReference()

See also example #2 below.

# F.5.3.3 Examples for the Use of Task Scripts

#### Example 1: Using a Simple Task Script

In this example, a task script will be executed from a workflow activity. No delay is set, i.e., the task is scheduled to be executed immediately when the engineer executes the workflow activity using the Web Client. The script might then run in the background and the engineer will only see the results (like new ticket entries or new customer data) when the script is finished. No action is required on the engineer's part in between the script's start and completion.

Ticket				Edit	Clone   Print	Workflow activities
	Drintor stil	l does not w				Ticket in progress
ø		Vork in progress	JIK			Put ticket on hold
100313			Open since 11/11/14 2:30 PM			Display List
	Priority normal	Modu				Display Customer Data
	Desired	Ask for feedbac I deadline 11/18/1				Clone ticket
	Continent Euro	of ticket # 100245	5			Add RESELLER-END CUSTOMER relation
	Request Type	Request Type				Create task (hand-over products
		Complaint				list)
						Acknowledge: E-Mail has been
	Groups				Edit 🔺	ExecuteMyTask
	Conversations	s/Meetings O	ders Open Customer Tickets on Create Date			

Figure 367: ConSol CM Web Client - Workflow activity for task execution



Figure 368: ConSol CM Process Designer - Workflow activity for task execution

```
def myNewTask = new GroovyTask()
myNewTask.setStaticScript(scriptSourceService.getByName("MyFirstTaskScript"))
def myTaskDescriptor = taskExecutionService.schedule(myNewTask, "myTaskGroup")
myTaskDescriptor.setExecutionDate(new Date())
```

Code example 60: Workflow activity script for task execution

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2015-02-20 11:54:24,742 INFO [rver.service.task.TaskExecutor] [task-executor-taskexecutor:10.0.6.200:0-] Task Executor task-executor:10.0.6.200:0 is executing task: TaskDesc-02-20 11:54:19.0, transactionTimeout (sec)=0, type=class com.consol.cmas.common.model.task.GroovyTask} 2015-02-20 11:54:24,747 INFO [ database\_MyFirstTaskScript] [task-executor-taskexecutor:10.0.6.200:0-] MyFirstTaskScript is executed 2015-02-20 11:54:24,747 INFO [ database\_MyFirstTaskScript] [task-executor-taskexecutor:10.0.6.200:0-] ztztzt ... 2015-02-20 11:54:24,748 INFO [rver.service.task.TaskExecutor] [task-executor-taskexecutor:10.0.6.200:0-] Task execution successful removing task : TaskDescriptor {group='myT, transactionTimeout (sec)=0, type=class com.consol.cmas.common.model.task.GroovyTask}

#### Example 2: Working with the ContextReference, Simple Example with Log Output

The Task script (Admin Tool script of type *Task*) will display the ContextReference from which it has been called.

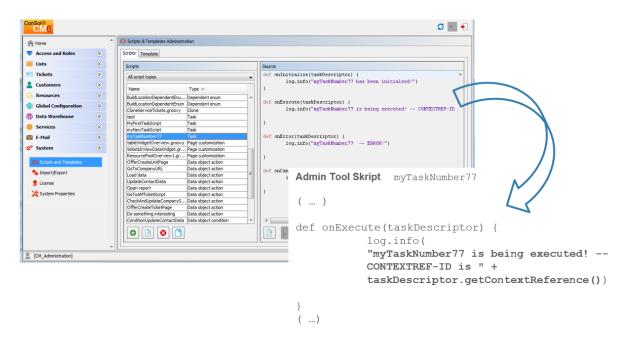


Figure 369: ConSol CM Admin Tool - Admin Tool script for a TEF task

In different workflow activities, different ContextReferences are set as unique identifiers. When the TEF script is called, it will always display (in the log output) the ContextReference of the calling workflow activity.

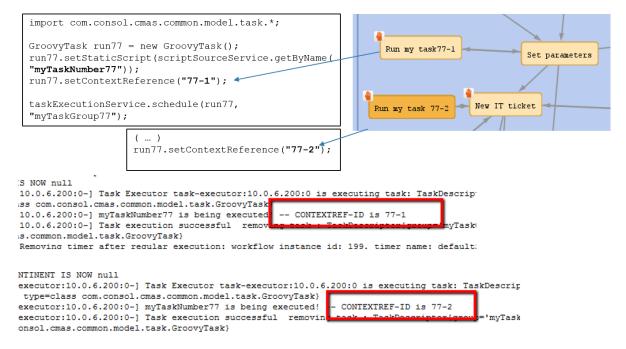


Figure 370: Workflow activities and log output when one of the activities has called the TEF script

Module	Parameter	Default Value	Description
cmas- app- admin- tool	start.groovy.task.enabled	false	Enables the "start task" button in the Admin Tool
cmas- core- server	transaction.timeout.minutes	60	Sets the transaction timeout for the task execution service, i.e., one run of a task must finish before this timeout is reached
cmas- core- server	number.of.tasks	1	Thread pool size, i.e., number of tasks executed in parallel
cmas- core- server	task.execution.interval.seconds	5	Time to wait between execution of two tasks, in seconds

# F.6 Email Configuration

ConSol CM includes a sophisticated e-mail interface. CM fetches e-mails from one or more mail servers and can send e-mails. Incoming as well as outgoing e-mails are included in the respective tickets, hence you always have access to all information regarding a case.

Basic CM e-mail functionalities are explained in the following sections:

- E-Mail
- E-Mail Backups

In case your company wants to use e-mail encryption, you can employ server and/or client certificates, see section:

• E-Mail Encryption

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# F.6.1 E-Mail

This section explains the navigation item *E-mail* in navigation group *E-Mail* in the Admin Tool. Furthermore, the e-mail-related system properties and the configuration for e-mail duplication are covered.

## F.6.1.1 Introduction to E-Mails in ConSol CM

Before we explain the administration of e-mail accounts using the ConSol CM Admin Tool, we will give you a short introduction on the subject *e-mail with ConSol CM*, because this represents a core functionality of the application. ConSol CM can send and receive e-mails.

In this section, the focus is on general mailing with ConSol CM and on the set-up in single server environments. In case you have to configure a CM cluster, please read this section first and proceed to the *ConSol CM Set-Up Manual*, section *E-Mail*.

#### Sending E-Mails from ConSol CM

#### Manual E-Mails

E-mails can be sent manually by an engineer or automatically by the system. *Manual* e-mails are sent using the *Ticket E-Mail Editor*. In most systems, by default, the ticket's main customer is the receiver of the e-mail, but the engineer can select or type any other e-mail address. The system-wide default value can be changed by an administrator using Page Customization, using the attribute <u>mailToSelection</u> in the Page Customization section. Furthermore, the engineer can use e-mail templates and/or quote ticket text. Please see the *ConSol CM User Manual* for a detailed introduction about working with the Ticket E-Mail Editor.

Comment E-Mail Attachment Time book	ing
Display communication 🔻 Sorting latest first 👻	
Comment E-Mail Attachment Time booking	
New E-mail	
show Cc  show Bcc	
To: "Martin Huber" <martin.huber@devnull.consol.de></martin.huber@devnull.consol.de>	
Subject: Ticket (SUP-58) Exception during import data	
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x² x₂   Ξ Ξ   ∰ ∰   🗹 🖽 🖽 Ψ 🖻 🖓 🐜 3₂ 3″ 🖼 🔤   Ω 🥯 🔍	
Best regards,  Chady Chef -Chef- GonSol* Software GmbH Franziskanerstraße 38 81669 München Tel: 089 / 45841-1234 / Fax: -111	
Send Cancel	

Figure 371: ConSol CM Web Client - Ticket E-Mail Editor

#### **Automatic E-Mails**

Automatic e-mails may be sent by ConSol CM in situations like the following:

- 1. Initiated by the workflow engine, e.g.,
  - a. when the engineer to whom the ticket is assigned should be reminded to attend to the ticket.
  - b. when customers should receive an automatic confirmation that a ticket has been opened for them.
  - c. when customers should receive an automatic confirmation that a ticket of theirs has been closed.
  - d. when a supervisor or approver should receive a message that a new case has to be approved.

In any workflow activity, an e-mail can be sent to any valid e-mail address. Please see the *ConSol CM Process Designer Manual* for a detailed explanation of the methods to use.

- 2. Initiated by the system in case of an error or for a success message, e.g.,
  - a. system error
  - b. e-mail error
  - c. DWH synchronization (error or success) Usually, those e-mails are sent to the ConSol CM administrator. However, for most special error cases a special receiver e-mail address can be configured using system properties. Please see section <u>System Properties</u> for details.
- 3. Initiated by the ConSol CM system to remind engineers
  - a. When an engineer receives a ticket or a ticket is retrieved from the engineer, an e-mail can be sent to this engineer. This can be configured on a per-queue basis, as described in section <u>Queue Administration</u>.

#### Receiving E-Mails with ConSol CM

The ConSol CM system can fetch e-mails from one or more mailboxes (= e-mail accounts) on one or more mail servers. The mailboxes are configured in the Admin Tool (General E-Mail Configuration (Navigation Item E-Mail)). Please keep in mind that ConSol CM works with mailboxes here. Each of the mailboxes can be reached by at least one e-mail address. In certain cases, one mailbox might be used for more than one e-mail address. This can be significant when writing <u>Scripts of Type E-Mail</u>.

As far as the mail server is concerned, ConSol CM is just a regular e-mail client fetching e-mails using a standard mail protocol: IMAP(S) or POP3(S). Depending on the mail server configuration and on the ConSol CM system property *cmas-esb-mail, mail.delete.read* (in Mule/ESB mode) resp. *cmas-nimh, mailbox.default.task.delete.read.messages* (in NIMH mode), the e-mails are deleted from the mailbox on the mail server after ConSol CM has picked them up. The default setting is *mails are not deleted after pick-up*.

If you do not want ConSol CM to delete e-mails from the mail server, please make sure to monitor the mailbox(es) to avoid a data overflow and server or performance problems.

All incoming e-mails are first stored in an incoming e-mail pool in ConSol CM and are then processed in a chain of e-mail scripts. Please see section <u>Scripts of Type E-Mail</u> for a detailed explanation of those scripts. When an e-mail cannot be processed, the administrator will receive a notification e-mail. The unprocessed e-mail is listed under <u>E-Mail Backups</u>.

There are different possibilities concerning the default system behavior for an incoming e-mail:

- The subject of the e-mail does not contain any ticket number with a valid syntax (i.e., it does not contain the pattern which is defined as regular expression (RegEx) for the ticket subject): A new ticket is created.
- The subject of the e-mail does contain a ticket number with a valid syntax (RegEx) and the ticket is still open:

The e-mail is attached to the existing ticket.

• The subject of the e-mail does contain a ticket number with a valid syntax (RegEx), but the ticket is closed:

A new ticket is created and a reference to the old ticket is established.

By modifying the e-mail scripts (see section <u>Scripts of Type E-Mail</u>), the default system behavior can be changed. However, this can corrupt core functionalities of the system and should not be done or only done by very experienced ConSol consultants!

# F.6.1.2 E-Mail Configuration Using the Admin Tool

#### MPORTANT INFORMATION

Since ConSol CM version 6.9.4, there are two modes to receive incoming e-mails:

- Mule/ESB this has also been available in all previous CM versions
- NIMH (New Incoming Mail Handler) new in version 6.9.4

For all configurations/settings which are valid for both modes, no further notes are added. For all settings which vary depending on the mode, this will be explained in separate (i.e., Mule/ESB- or NIMH-specific) sections.

#### General E-Mail Configuration (Navigation Item E-Mail)

CM6 Admin-Tool @ cm6doku-cm1.int.consol.de 🖸 💽 🌖 CM6 🔀 E-mail A Home General e-mail Access and Roles 8 Administration address for error messages E Lists 8 Admin e-mail: mycmadmin@consol.de Tickets ۲ Incoming e-mail Customers ۲ E-mail accounts Configured accounts 8 Resources (not e-mail addresses!) on 🖨 Global Configuratio ۲ one or more e-mail ⑦ Data Warehouse ۲ servers where CM will fetch e-mails Services 8 E-Mail 8 Add ... Edit ... Delete ... 🔽 E-Mai 0 0 0 • Server Certificates an e-mail account from Configuration the list Olient Certificates Incoming e-mail subject pattern: .\*?Ticket\s+\((\S+)\).\* E-Mail Backups Outgoing e-mail subject template: Ticket (\${ticketName} Edit Configuration of RegEx pattern for the Maximum number of restarts: 3 🕫 System ۲ recognition of existing Error e-mail address: cmerrors@consol.de tickets (incoming emails) Outgoing e-mail Number of restarts / Outgoing e-mail connector: smtp://mymailserver.consol.de:125 retries after an error with e-mail delivery [CM\_Administration] Address of outgoing e-E-mail address for e-mail -related error messages mail server (SMTP)

In this navigation item you can set the parameters for the e-mail connection.

Figure 372: ConSol CM Admin Tool - E-mail

#### Administration

#### Admin e-mail:

Enter the e-mail address which should receive general messages or warnings from the system. Using the GUI, you can enter one admin e-mail address. Multiple addresses separated by commas are possible, but they have to be entered directly in the navigation item <u>System Properties</u>. Use the system property *cmas-core-security, admin.email*. The total number of characters (for both GUI and property) must not exceed 72. If there are many recipients, we recommend using a mailing list on the mail server system.

#### **Incoming E-Mail**

The configuration of incoming e-mail is divided into two areas:

#### • Configured accounts:

Here you can use a pop-up window to add or edit accounts from which e-mails are retrieved. The connection to the mailbox is checked during set-up, so it is not possible to configure an account that cannot be used when the system is in operation (provided the mail server has not changed etc.). The value(s) are saved in the system property *cmas-esb-mail, mail.incoming.uri*. Please see the e-mail properties section in <u>System Properties</u> for detailed information. Required values are:

#### • Protocol

The protocol used to retrieve e-mails from the server. Supported protocols are IMAP4, IMAP4s, POP3, and POP3s. Please keep in mind that ConSol CM behaves like a regular e-mail client. When the secure protocol version is used, the corresponding certificate is required! This has to be stored in the security store of the application server.

#### • Server

The DNS-resolvable name or IP address of the mail server.

• Port

The port on the mail server where the mail daemon/service is listening.

User name

The user name of the e-mail account.

Password

The password of the e-mail account.

Please keep in mind that one e-mail account can have more than one e-mail address. So here, you are dealing with the account name, i.e., with the mailbox. When you edit the Admin Tool script(s) that process the incoming e-mails, it might be required to use the e-mail address. The e-mail address is also required when you configure the Reply-To address, the From address, and queue-specific e-mail addresse! So be sure to use the correct parameter: mailbox or e-mail address!

#### • Configuration:

• Incoming e-mail subject pattern:

Describes the elements that the subject of an incoming e-mail has to contain in order to assign this e-mail to a certain ticket. The pattern is defined in form of a regular expression (RegEx).

**Example:** \*?*Ticket*\*s*+\((\*S*+)\). \* would match every subject line that contains *Ticket* (*<Ticketnumber>*).

#### • Outgoing e-mail subject template:

Describes the pattern which is used to create the ticket ID in the subject of an outgoing e-mail. The template should be matchable by the incoming e-mail subject pattern. Via the *Edit* button on the right you can modify the incoming e-mail subject pattern and outgoing e-mail subject template and verify if they match.

**Example:***Ticket (\${ticketName})* would match the example RegEx above.

You can check if the pattern for the incoming e-mail subject pattern and for the outgoing e-mail subject template match by using the *Edit* button and the editor that is opened. Please make sure that the e-mail subject has been set correctly at **all** locations, e.g., also in all workflow scripts and Admin Tool scripts!

#### • Maximum number of restarts:

Shows the maximum number of restarts after an error when ConSol CM fetches e-mails. Valid for all mail pollers.

• Error e-mail address:

E-mail address to which messages and warnings of the mail sub-system are sent. This is usually the same as the general administrator address.

For the configuration of incoming e-mail you might also want to check the e-mail-related system properties, see <u>System Properties</u>. Particularly, the polling interval (the time interval for fetching e-mails from the mail server, system property *cmas-esb-mail, mail.polling.interval*) might be of interest.

#### **Outgoing E-Mail**

The connection data for outgoing e-mails are set here:

#### Outgoing e-mail connector

Use the following format:

smtp://<IP address of mail server>:<port>

#### Example with standard port:

smtp://123.123.123.123:25

Example for SMTP server with authentication:

smtp://test:testpassword@ConSolMailServer2:25

The example above uses the following parameters:

- Protocol: SMTP
- User name: test
- Password: testpassword
- Host/Mailserver: ConSolMailServer2
- Port: 25

**Please note:** If user name and/or password which have to be provided contain the character '@', the '@' has to be coded as %40.

## E-Mail Modes: Mule/ESB Mail or NIMH

Starting with CM version 6.9.4, there are two modules for the retrieval of incoming e-mails:

- Mule/ESB Mail Has been available in ConSol CM since version 6.
- NIMH

The *New Incoming Mail Handler*, available since version 6.9.4. This will be the only available incoming e-mail module in future ConSol CM versions.

In the current ConSol CM version, you, as an administrator, can decide which module to use: you can run ConSol CM in Mule/ESB mode **or** in NIMH mode. Mule/ESB and NIMH use different system settings which are stored as system properties. They are explained in the following two sections. The "switch" which changes the incoming e-mail mode is the system property *cmas-core-server*, *nim-h.enabled* which can be set to *true* or *false*.

The sending of e-mails, i.e., the SMTP server configuration is not influenced by the incoming e-mail mode.

## E-Mail Configuration Using Mule/ESB Mail

Mule is the internal ESB (Enterprise Service Bus) which is - among other things - used to retrieve incoming e-mails.

When Mule/ESB Mail is enabled, the following mechanisms apply:

- Mule/ESB Mail runs as services, see sections CM Services and ESB Services.
- E-mails are retrieved from the configured mailboxes.
- It is not possible to retrieve e-mails from the file system.
- E-mails which could not be processed are stored in a separate directory (*unparsable*) in the main ConSol CM data directory and can be re-sent to the ConSol CM system, see section <u>Management of E-Mail Backups with Mule/ESB</u>.
- Mule/ESB Mail system properties have to be set. Please keep in mind that you can set most of the properties using the graphical user interface of the Admin Tool, navigation item *E-Mail* (see sections above).

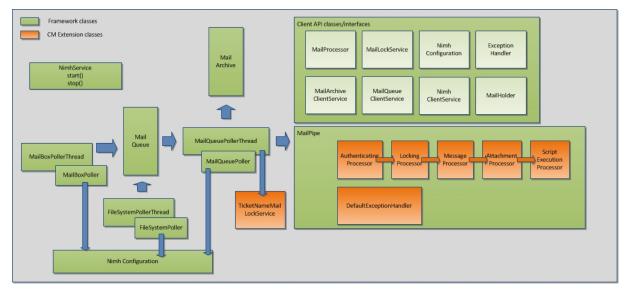
The following figure provides an example of Mule/ESB Mail-related system properties. Please also refer to the detailed explanation of Mule/ESB Mail system properties in <u>List of System Properties by</u> <u>Area</u>.

mail.cluster.node.id
mail.db.archive
mail.delete.read
mail.incoming.uri
mail.max.restarts
mail.mime.strict
mail.mule.service
mail.polling.interval
mail.process.error
mail.process.retry.attempts
mail.process.timeout
mail.redelivery.retry.count

Figure 373: System properties for Mule/ESB Mail

## E-Mail Configuration Using NIMH

NIMH, the *New Incoming Mail Handler*, is a proprietary module of ConSol CM. The following picture provides an overview of all components.



## Figure 374: NIMH components

When NIMH is enabled, the following apply:

- NIMH runs as a (single) ConSol CM service, see section <u>CM Services</u>. When NIMH is active, the Mule/ESB Mail services are disabled.
- E-mails from mailboxes on a mail server are retrieved by ConSol CM using the MailBoxPoller.
- E-mails can also be fetched from a data directory using the FileSystemPoller.

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- All ConSol CM e-mails are stored in the ConSol CM database (nothing is stored in the file system).
- The MailQueuePoller retrieves the e-mails from the database and forwards them to the core ConSol CM system where the e-mails run through the e-mail script pipeline.
- NIMH uses e-mail scripts very similar to the ones used by Mule/ESB Mail. See section <u>Scripts of</u> Type E-Mail (NIMH).
- E-mails which could not be processed are stored in a separate database table and can be resent to the ConSol CM system. See section <u>Management of E-Mail Backups with NIMH</u>.
- NIMH-specific system properties are used (they are added automatically to the system configuration during an update to version 6.9.4 and up):
  - General NIMH properties
  - Default mailbox properties which are used when a property is not set as a mailbox-specific property
  - Mailbox-specific properties for each mailbox which has to be retrieved
  - FileSystemPoller properties
  - MailQueuePoller properties

The following figure provides an example of NIMH properties. Please also refer to the detailed explanation of NIMH system properties in <u>List of System Properties by Area</u>).

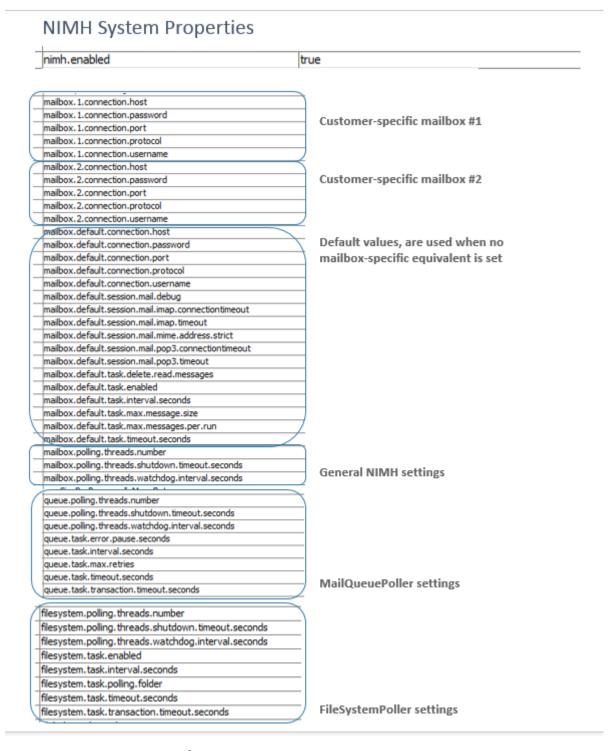


Figure 375: System properties for NIMH, 1

^	mail.attachments.validation.info.sender
	mail.attachments.validation.info.subject
	mail.db.archive
	mail.error.from.address
	mail.error.to.address
Ū	mail.on.error

Extended NIMH settings

Figure 376: System properties for NIMH, 2

## Information about system property *mail.on.error*

In ConSol CM versions up to 6.9.4.1, the default value for the property *mail.on.error* (module *cmas-nimh-extension*) is *false*.

In ConSol CM versions 6.9.4.2 and up, the default value for the property *mail.on.error* (module *cmas-nimh-extension*) is *true*.

The value will be automatically set to *true* during an update from versions 6.9.4.1 and lower to a version 6.9.4.2 and higher. Please be aware that you may have to disable these e-mail notifications after an update in case you previously intentionally set the property value to *false*.

## Switching from Mule/ESB Mail to NIMH

If you want to switch from Mule/ESB ("old") mode to NIMH ("new") incoming mail mode, you have to perform the following steps (please also note the info box *Step-by-step guide for a switch from Mule/ESB Mail to NIMH*):

- Copy the Admin Tool e-mail scripts to new scripts, naming each new one the same, but with a Nimh prefix. See also section <u>Scripts of Type E-Mail</u> (NIMH).
  - AppendToTicket.groovy -> NimhAppendToTicket.groovy
  - CreateTicket.groovy -> NimhCreateTicket.groovy
  - IncomingMailRouting.groovy -> NimhIncomingMailRouting.groovy
  - MailToClosedTicket.groovy -> NimhMailToClosedTicket.groovy
- Adapt the new Admin Tool scripts, see also section <u>Scripts of Type E-Mail</u>, NIMH. There are new Groovy classes which have to be used to replace the old ones.
  - Import required NIMH classes.
  - Change methods according to the table in the section Scripts of Type E-Mail, NIMH.
  - Change the section in the *mailRouting* script for target handlers.
  - Check/Set NIMH-specific system properties for mailboxes, see section above and <u>List of</u> <u>System Properties by Area</u>.
  - Set this system property to activate NIMH: cmas-core-server.nimh.enabled = true

#### Step-by-step guide for a switch from Mule/ESB Mail to NIMH

If you have to switch your ConSol CM system from Mule/ESB Mail to NIMH, perform the following steps in the order listed here:

- 1. Prepare the NIMH environment:
  - a. Create the Admin Tool scripts as described in the section above.
  - b. Adjust the system properties. The NIMH system properties will be automatically added to the system configuration during an update from a previous version to CM version 6.9.4. Only the required values have to be set. Mailbox properties are added automatically for each mailbox which is added using the Admin Tool.
- Shut down Mule/ESB Mail (stop all ESB services using the <u>ESB Services</u> and stop the ESB service using the <u>CM Services</u>. Make sure CM finishes processing e-mails, review e-mail backups and re-process or delete the remaining e-mail backups.
   "Old" Mule/ESB e-mail backups will not be displayed after the switch to NIMH (but will be displayed if you switch back to Mule/ESB Mail).
- 3. Start NIMH:
  - a. Set the system property *cmas-core-server.nimh.enabled = true.*
  - b. Start the NIMH service.

For a mapping of ESB Mail system properties to NIMH system properties, please refer to section <u>List</u> of System Properties by Area.

## () Changed behaviour for POP3 Pollers

In Mule/ESB mode with POP3, read e-mails were automatically deleted on the mail server. In order to achieve the same behavior with NIMH, please set the ConSol CM system property *cmas-nimh, mailbox.default.task.delete.read.messages* (or *cmas-nimh, mailbox.YOUR\_MAILBOX\_NAME.task.delete.read.messages* if you want to specify it per mailbox) to *true*.

#### Running NIMH in a Clustered Environment

In a cluster, NIMH can run only on one node. On that node, a system property has to be set: *cmas-core-server*, *nimh.enabled.CLUSTER\_NODE\_ID* = *true* (for example: *cmas-core-server.nimh.enabled.1* = *true*). This property replaces the general property *cmas-core-server.nimh.enabled* = *true*.

On all other nodes, NIMH and Mule (and ESB services) have to be disabled. Furthermore, set the system property *cmas-nimh*, *mailbox.polling.threads.mail.log.enabled* = *true*. Without this setting there is the chance that incoming e-mails may be processed several times by different cluster nodes.

## F.6.1.3 E-Mail Duplication in the ConSol CM Web Client

Please see explanations on the *Page Customization* page at <u>showCloneOption</u> and <u>appendOrReplaceOnClone</u>.

# F.6.2 E-Mail Backups

# F.6.2.1 Introduction

Incoming e-mails which could not be processed are stored in a special store in the CM system (the location varies depending on the mode of the incoming mail configuration, see ESB and NIMH sections below).

You as an administrator can then try to re-send the e-mails to the system manually. The e-mails stored here can also be deleted, e.g., spam e-mails.

## ) IMPORTANT INFORMATION

Since ConSol CM version 6.9.4, there are two modes to receive incoming e-mails:

- Mule/ESB this has also been available in all previous CM versions
- NIMH (New Incoming Mail Handler) new in version 6.9.4

For all configurations/settings which are valid for both modes, no further notes are added. For all settings which vary depending on the mode, this will be explained in separate (i.e., Mule/ESB- or NIMH-specific) sections.

# F.6.2.2 E-Mail Backups in the Admin Tool

All e-mails which could not be processed are listed in the navigation item *E-mail Backups* in the navigation group *E-Mail*. If your system is running in Mule/ESB Mail mode, the Mule/ESB backup e-mails are displayed, if the system is running in NIMH mode, the NIMH backup e-mails are displayed. Backups of both types are never displayed at the same time!

Usually, when an e-mail cannot be processed, this is caused by one of the following reasons:

- One of the e-mail scripts (see section <u>Scripts of Type E-Mail</u>) has a bug and therefore the e-mail which has been fetched from the mail server cannot be processed further in CM.
- The attachment of the e-mail is too large. For NIMH, the size limit is defined by the system property *cmas-nimh*, *mailbox.default.task.max.message.size* or by a mailbox-specific value, e.g., *cmas-nimh*, *mailbox.1.task.max.message.size*.

			Filter the list of e-mail backups by (file) name	
			backups by (ine) hame	
ConSol CM6			S 🗐 🕤	1
			E-mail Backups	-
A Home				-
Access and Roles	۲		Backup e-mails	
Elists	۲		File name:	
Tickets	8		Name Date Modified	
Customers	8		1_<3b569e8a-a8c7-c Jun 27, 2016 1:47:30 PM	
A Resources	8			List of e-mail
Global Configuration	8		•	backups
⑦ Data Warehouse	۲			NIMH:
Services	8			entries retrieved
🛂 E-Mail	۲			from database
🔀 E-Mail				Mule/ESB: entries retrieved
Server Certificates				from file system
Client Certificates				
🕍 E-Mail Backups(1)				
🕫 System	۲			
			💱 💐 🕰	
[CM_Administration]				
	/	_		
Delete	Re-se	end	(Import) Export (to file system as .eml)	
			e-mail backup	

#### Figure 377: ConSol CM Admin Tool - E-mail: E-mail backups

The list panel for unparsable e-mails contains the following elements:

• File name

This field provides a filter. When you enter the name or part of the name of e-mail files, only the matching file names will be displayed in the list.

• Name

The name of the e-mail file (usually with an .eml extension).

Date modified

The last date when the file was modified. Usually the date when the e-mail was stored on the ConSol CM server.

In an error-free ConSol CM system, the list panel for unparsable e-mails should be empty. If there are e-mails listed, an error has occurred in the processing of those incoming e-mails. Please see section Scripts of Type E-Mail for a detailed explanation of the processing pipeline.

You can perform the following actions with e-mail backups:

• Delete

To delete an e-mail from the list, select the list entry and click Delete. Please keep in mind that

the information will be lost! It will not be saved or transferred to ConSol CM in any way!

• Re-Send (Import)

You can also re-send (*import*) the e-mail to the processing pipeline (e.g., when a script was not working correctly and has been fixed) by selecting it in the list and by clicking *Resend*.

• Export to file system

You can export an e-mail as *.eml* file to the file system of the machine where the Admin Tool is running (e.g., for further analysis of an error-prone e-mail).

# F.6.2.3 Management of E-Mail Backups with Mule/ESB

Incoming e-mails which could not be processed are stored in the file system, in the following directory (as *.eml* files):

<CMAS\_DATADIR>/mail/unparsable

This is done when the system property *cmas-esb-mail, mail.db.archive* is set to *true*. If this property is set to *false*, no e-mail backups are saved.

E-Mails which are stored in the *unparsable* directory and get re-sent successfully are transferred from the *unparsable* directory to the following directory (as *.eml* file):

<CMAS DATADIR>/mail/reimported

# F.6.2.4 Management of E-Mail Backups with NIMH

Incoming e-mails which could not be processed are stored in the ConSol CM database, in the following table (as *.eml* files):

cmas\_nimh\_archived\_mail

The system behavior concerning e-mail backups with NIMH is controlled by the system property *cmas-nimh-extension, mail.db.archive.* 

If the property is set to *true*, all incoming e-mails are archived in the database. If the property is set to *false*, the e-mails which can be processed are deleted after processing. The e-mails which cannot be processed will be stored in the database as long as they have neither been processed nor deleted (which can be achieved by reprocessing or deleting such e-mails, see section above). An e-mail database entry will be deleted automatically after being successfully processed.

# F.6.3 E-Mail Encryption

# F.6.3.1 Introduction

Due to security policies, it might be required to encrypt e-mail traffic (including the e-mails which are sent and received by the ConSol CM installation) using standard S/MIME encryption. If the topic is new to you, you might want to read some articles about it, e.g. the <u>Public-key cryptography article in</u> Wikipedia.

In order to enable the use of encrypted e-mails with ConSol CM, you first have to enable the e-mail encryption in the system:

## 1. Mandatory:

Set the system property *cmas-core-server, mail.encryption* to *true*. It is set to *false* as default value. This is the basic configuration to enable e-mail encryption for the entire system.

## 2. Optional:

Set the page customization attribute <u>mailEncryptionAvailable</u> to *true*. This activates an option in the Web Client to choose whether an e-mail should be encrypted.

## General Explanation about E-Mail Encryption in ConSol CM

There are two types of certificates:

## • Server certificates, mainly used for incoming e-mails

The public key (in the certificate) and the private key of the receiving e-mail address can be manually imported into the CM system from a PKCS12 file (.p12 or .pfx). If the certificate is password-protected, the administrator has to provide this password when the certificate is imported.

## · Client certificates, used for outgoing e-mails

For outgoing e-mails, the certificates (public keys) of the receiving e-mail addresses are required. These certificates can be imported into the CM system in two ways:

## Manually

By selecting (uploading) the respective X.509 file (.cer or .crt)

## Automatically

From an LDAP repository where it is stored in the correct format (i.e. in the same format which is required for the file import). This automatic retrieval of the requested certificate can be performed on-the-fly when the e-mail is sent.

The certificates discussed here are used for e-mail encryption only and **not** for the access of ConSol CM (as e-mail client) to the e-mail server! That has to be managed using certificates which are stored in the security store of the application server.

The following figure shows the basic principle of e-mail encryption for incoming and outgoing e-mails in ConSol CM.

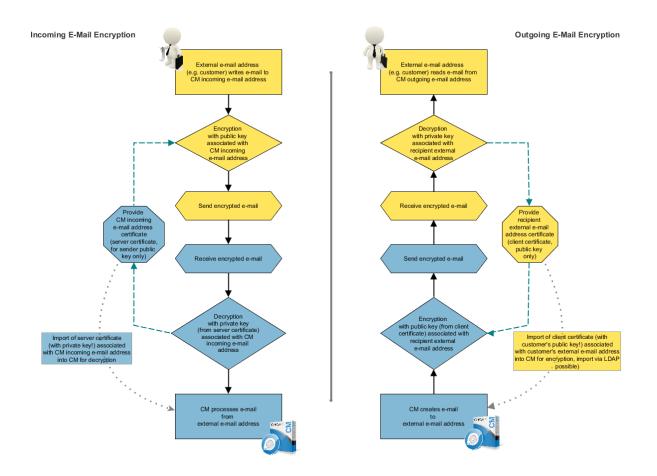


Figure 378: Basic principle of ConSol CM e-mail encryption

## Requirements

- The client certificate must contain the e-mail address of the customer (receiver of the e-mail) in the attribute *SubjectDN* (*E*= or *EMAILADDRESS*=) or the *X509v3 Subject Alternative Name* element from the *Extensions* section of the certificate.
- Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files has to be installed on the server and on the machine where the Admin Tool is started. This is required to enable the Admin Tool to import certificates.
- *X.509 Base64*-encoded certificates are supported.

## Certificate Import from LDAP (Available for Client Certificates)

If LDAP is configured, ConSol CM will look up the client certificate for the requested contact in the LDAP repository. This is done as follows:

- 1. Someone tries to send an encrypted e-mail.
- 2. The cryptography service looks for a client certificate (with the public key) of the recipient.
- 3. If a client certificate is found, the e-mail is encrypted using the client's public key and sent.

- 4. If a client certificate is not found in the Admin Tool or it has expired, it is looked up in the LDAP repository.
- 5. If it is found, it is imported to ConSol CM and the e-mail is encrypted and sent.
- 6. If it is not found, the e-mail is sent unencrypted.

The following configuration properties have to be set to enable certificate lookup via LDAP:

- Idap.certificate.basedn
- Idap.certificate.searchattr
- Idap.certificate.content.attribute

Please see section LDAP certificate parameters in System Properties for details.

## F.6.3.2 Certificate Management in the Admin Tool

In the Admin Tool, the navigation items *Server Certificates* and *Client Certificates* in the navigation group *E-Mail* are used to configure the CM environment for e-mail encryption.

#### Server Certificates

Server certificates are used to decipher **incoming** e-mail messages. In some exceptional cases, they are also used to encrypt outgoing e-mails: if one of the recipients is the same as one of the incoming e-mail accounts, the server certificate will be used to encrypt that message. Server certificates each contain the public and the private key for the given e-mail address. If you define an incoming e-mail account (see section above), you have to upload a server certificate for that e-mail address (or for all e-mail addresses covered by this mailbox) to be able to receive encrypted messages (because the server certificate contains the respective private key). If you have several incoming accounts, you either have to upload a server certificate with all required e-mail addresses.

When you open the navigation item *Server certificates*, a list of all existing server certificates is displayed. To add a new server certificate, click the *Add* button and use the file browser to find the required certificate. The certificate is validated before it is imported. If there are any incompatibilities, an error message is displayed and the certificate is not imported.

Supported formats for server certificates are:

- *PKCS #12* archive file containing certificate (public) and private key (password protected). Supported filename extensions for *PKCS #12* files are:
  - .p12
  - .pfx

## **Client Certificates**

A client certificate contains only the public key of an external recipient (e.g., a customer). It allows encrypting messages which are sent to that user, i.e. client certificates are used for **outgoing** e-mails.

When you open the navigation item *Client certificates*, a list of all existing client certificates is displayed. To add a new client certificate, click the *Add* button and use the file browser to find the required certificate. The certificate is validated before it is imported. If there are any incompatibilities, an error message is displayed and the certificate is not imported. Supported formats for client certificates are:

• X509 standard format.

Supported file name extensions for X.509 certificates are:

- .cer
- .crt
- .der
- .pem

ConSol CM6						S 📰 🗧			
合 Home	*	Gent Certificates							
Access and Roles	۲	Client certificates to encrypt outgo	oing e-mails						
🗮 Lists	۲	×							
Tickets	۲	Filter: Valid certificates only							
Lustomers	۲	Serial number	Issued on		Expires on	E-mail address			
ᢙ Resources	۲		_		2				
Global Configuration	۲		Add client ce	rtificate					
⑦ Data Warehouse	۲		Add client certi	ficato					
Services	۲			a file with a valid X509 ce	rtificate (*.cer, *.crt)				
💟 E-Mail	۲								
E-mail									
Server Certificates			File:	D:\CM6\docu\Handbuech	her\TESTDATA\to@localhost_EXT.crt				
Gient Certificates			Serial number:	339104612					
🕍 E-mail Backups	_		Issued on:	May 24, 2013 3:24:00 P	М				
Ø <sup>®</sup> System	۲		Expires on:	May 24, 2023 3:24:00 Pl	М				
			E-mail:	to@localhost					
CM_Administration]	Ŧ					Import Cancel			

Figure 379: ConSol CM Admin Tool - Pop-up window for adding a client certificate

Here are some example use cases:

- An engineer works in the ConSol CM Web Client and writes an encrypted e-mail using the Ticket E-Mail Editor. When the Send button is clicked, the ConSol CM system looks up the receiver address in the list of e-mail addresses under Client certificates and uses the public key of the recipient to encrypt the outgoing e-mail. If ConSol CM cannot find a matching certificate (the email address is not in the certificate list), the certificate for the e-mail address is loaded from LDAP. If no compatible certificate is found there either, the e-mail is sent unencrypted. If one of the recipients is one of the incoming e-mail accounts, the server certificate (public key) will also be used to encrypt that message.
- 2. ConSol CM receives an e-mail and checks the To address. If it is found in the list under *Server certificates*, ConSol CM uses the private key given in this certificate to decrypt the message and to either create a new ticket or append the message to an existing ticket.

#### Sending Encrypted E-Mails

#### Choosing if E-Mails Should Be Sent Encrypted from the Web Client

If the page customization property <u>mailEncryptionAvailable</u> has been set to *true*, a checkbox *Send encrypted* is available in the Ticket E-Mail Editor in the Web Client. Thus, the user can choose whether the e-mail should be sent encrypted.

E-Mail	Attachment	Time booking
show Cc   show Bcc		
"Martin Huber" <mart< td=""><td>in.huber@devnull.consol.</td><td>.de&gt;</td></mart<>	in.huber@devnull.consol.	.de>
Ticket (SUP-91) AT: N	PE when copying roles	
Signatur standard 🔻		
		nily 🔻 Font Size
	"Martin Huber" <marti Ticket (SUP-91) AT: N Signatur standard V</marti 	"Martin Huber" <martin.huber@devnull.consol. Ticket (SUP-91) AT: NPE when copying roles Signatur standard</martin.huber@devnull.consol. 

Figure 380: ConSol CM Web Client - Send encrypted e-mail

## Sending an Encrypted E-Mail from the Workflow

An encrypted e-mail can be sent by using the method *enableEncryption()*. Please see the *ConSol CM Process Designer Manual* for a detailed explanation.

#### Sending Encrypted E-Mails by Default

If the system property *cmas-core-server, mail.encryption* is set to *true*, all outgoing e-mails from the workflow and Web Client are encrypted by default.

If users would like to send selected e-mails unencrypted, they can uncheck the checkbox *Send encrypted* in the Web Client. For e-mails sent by the workflow the method *disableEncryption()* can be used for this purpose.

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# F.7 Script and Admin Tool Template Administration

In this chapter, you will learn how to work with scripts and templates that are stored in and managed with the Admin Tool.

Scripts are used in various contexts in ConSol CM, particularly in the Process Designer within workflows. Please see the *ConSol CM Process Designer Manual* for a detailed explanation of this topic. However, various scripts are also stored in the Admin Tool, in the *Scripts* section. This is explained in section <u>Admin Tool Scripts</u>.

Templates are also stored in several locations:

- Accessible via Web Client:
  - In the Text Template Manager (e-mail templates)
  - In the Document Template Manager (Microsoft Word or OpenOffice templates in CM.Doc)
- Accessible via Admin Tool:
  - In the Scripts and Templates section
    - Some special e-mail templates
    - Templates for customer data
    - Templates for resource data
    - Password reset template
    - CM.Phone templates
    - <more templates, depending on customization>

For an explanation of using e-mail templates using the Text Template Manager, and for configuring CM.Doc, please refer to section <u>Working with Text Templates</u>. For an explanation of templates in the Admin Tool, please read section <u>Admin Tool Templates</u>.

# F.7.1 Admin Tool Scripts

# F.7.1.1 Introduction to Scripts in the Admin Tool

Scripts are stored in the *Scripts and Templates* section of the Admin Tool. They are written in Groovy and should only be edited by experienced ConSol CM consultants and administrators.

To work with scripts, open the navigation item *Scripts and Templates* in the navigation group *System* in the Admin Tool. The tab *Scripts* will be shown.

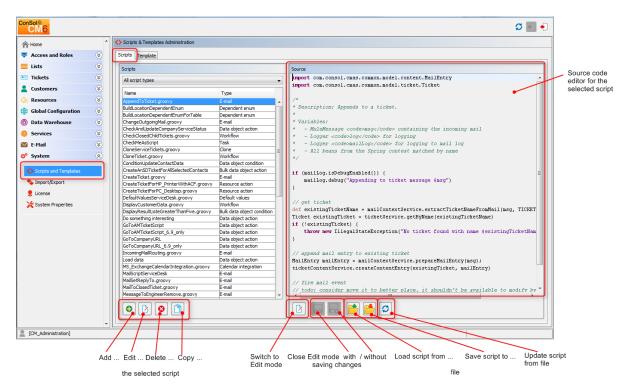


Figure 381: ConSol CM Admin Tool - Scripts & Templates Administration

On the left you see the list of all scripts. The list can be filtered using the drop-down menu where the script type can be selected. Two parameters have to be set for each script:

• Name

This is the name by which the script will be referenced, e.g., from the workflow or from other objects like queues.

• Type

The script type. One of the following possible script types has to be selected:

• Bulk data object action

This script type is part of the Action Framework, namely the Search Actions, and is described in section <u>Action Framework - Search Actions</u>.

• Bulk data object condition

This script type is part of the Action Framework, namely the Search Actions, and is described in section <u>Action Framework - Search Actions</u>.

#### • Bulk resource action

This script type is part of the Action Framework, namely the Search Actions, and is described in section <u>Action Framework - Search Actions</u>.

#### • Bulk resource condition

This script type is part of the Action Framework, namely the Search Actions, and is described in section <u>Action Framework - Search Actions</u>.

### Bulk ticket action

This script type is part of the Action Framework, namely the Search Actions, and is described in section <u>Action Framework - Search Actions</u>.

#### • Bulk ticket condition

This script type is part of the Action Framework, namely the Search Actions, and is described in section <u>Action Framework - Search Actions</u>.

#### • Calendar integration

Scripts of this type provide the connection information for the integration of Microsoft Exchange calendars. See section Microsoft Exchange Calendar Integration.

Clone

Script which is executed when the *Clone* option is selected for a ticket. Has to be assigned to a queue. See section <u>Scripts of Type Clone</u> for details.

#### Data object action

Script which is executed when a Customer Action has occurred, see section Action Framework - Customer Actions for details.

#### Data object condition

Script which is executed to evaluate whether a Customer Action should be made available to the Web Client, see section <u>Action Framework - Customer Actions</u> for details.

## Default values

Scripts of this type are used to define default values, i.e., values that are (pre)set in data fields when a new ticket is to be created. Please see section <u>Scripts of Type Default Values</u> for details.

#### Dependent enum

Scripts of this type are used to define *dependent enums*, structures which provide hierarchical lists. Please see section <u>Scripts of Type Dependent Enum</u> for details.

• E-mail

Scripts of this type are used to manage incoming and outgoing e-mails. Please see section <u>Scripts of Type E-Mail</u> for details.

#### Page customization

Scripts of this type are referenced by page customization settings. Please see sections Page Customization for the Web Client Dashboard and CM.Resource Pool - The Resource Pool Dashboard for details.

## PostActivityExecutionScript (no specific type indicated)

An (optional) script which is executed after every manual workflow activity. See section PostActivityExecutionScript for details.

### Resource action

Script which is executed when a Resource Action has taken place, see section <u>CM.Re</u>source Pool - Resource Actions for details.

### Resource condition

Script which is executed to evaluate whether a Resource Action should be made available to the Web Client. See section <u>CM.Resource Pool - Resource Actions</u> for details.

• Task

Scripts of this type are used by the TEF (Task Execution Framework), please see section The Task Execution Framework (TEF).

#### • Text Autocomplete

This script type is used to implement scripted autocomplete lists. Please see section <u>Scripted Autocomplete Lists</u> for details.

#### • Workflow

Scripts of this type are referenced from the workflow. Please see section <u>Scripts of Type</u> <u>Workflow</u> for details.

The buttons below the list offer the standard Admin Tool functionalities:

- Add a script
- Edit a script
- Delete a script
- Copy a script

On the right you see the *Source Code Editor*. The script which is selected in the list on the left is displayed. Here you can write/edit the script source code when using *edit* mode.

## F.7.1.2 The Source Code Editor

The Source Code Editor provides an editing panel with syntax highlighting, but it does not perform any code validation. You have to check the code for correctness yourself.

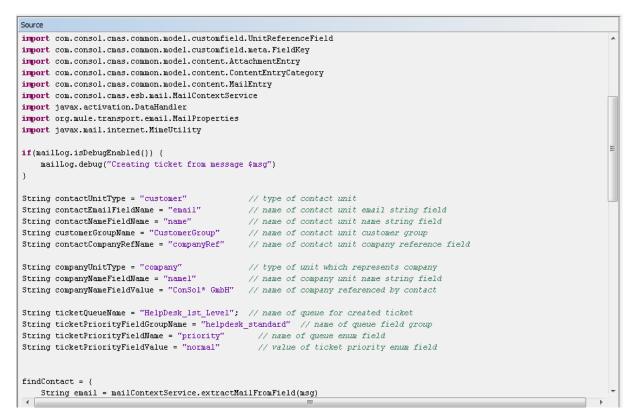


Figure 382: ConSol CM Admin Tool - Scripts: Source Code Editor

The lower section of the Source Code Editor has the following buttons:

• Edit

Click this button to switch to *edit* mode in the Source Code Editor. When you open the navigation item *Scripts and Templates* in the Admin Tool, all scripts are in *read-only* mode to prevent an administrator from accidentally changing something.

Close edit mode and save changes

Save the script and quit *edit* mode, i.e., switch to *read-only* mode again.

Close edit mode without saving changes

Switch to *read-only* mode, without saving any changes you might have made to the source code.

Open script from file

This option opens a file browser. Two cases are possible:

- The name of the selected file and the name of the script are identical. In this case, the code of the script (in the Source Code Editor) will be completely replaced.
- The name of the selected file and the name of the script differ.
   In this case, a new script will be created with the name of the selected file. The new script will be displayed in edit mode in the Source Code Editor.

• Save script to file

Here you can save the text of the script as a plain text file in the file system of the machine the Admin Tool is running on.

### • Update script from file

This option opens a file browser. The code in the Source Code Editor will be replaced by the text in the file, no matter if the names of the script and the file name are identical or not.

## F.7.1.3 Script Types

In the following section, the available script types are explained. Some examples are provided to give you an idea of potential uses for scripts.

The following script types are explained here in this section. Please refer to the links provided in the list above for a complete overview of all script types with links to their respective documentation.

- <u>Scripted Autocomplete Lists</u>
- <u>Scripts of Type Clone</u>
- Scripts of Type Default Values
- <u>Scripts of Type Dependent Enum</u>
- <u>Scripts of Type E-Mail</u>
- <u>Scripts of Type Workflow</u>
- PostActivityExecutionScript

## F.7.1.4 Scripted Autocomplete Lists

#### Introduction

Scripted autocomplete lists can be used to provide drop-down menus with dynamically generated content. Please see the following examples for a first impression.

Flexible param	eter list	Choose one	
Continent	Choose	test Q	
Request Type	Reques	No entries	
	Add rov	Entries unknown	
Name of		Entries confidential	
ticket-		Testen, Zum	
to-delete		Tester, Tony	
		ServiceDesk, Susan	
Groups			

Figure 383: Scripted autocomplete list which offers fixed values plus engineer search result

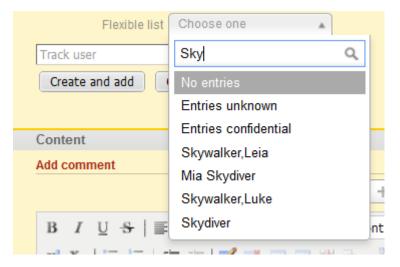


Figure 384: Scripted autocomplete list which offers fixed values plus customer search result

Flexible printer list	*		
Save changes	print Q		
	No entries		
	Entries unknown		
No additional de	Entries confidential		
Comments	HP Printer: My new HP printer		
New	HP Printer: Best Printer ever		
New	HP Printer: My newer HP printer		
Click here to add	HP Printer: Mein Lieblingsdrucker		

Figure 385: Scripted autocomplete list which offers fixed values plus resource search result

This type of list can be very helpful to provide a subset of list entries for the engineer instead of providing a huge list which is rather user-unfriendly. In the examples shown above, scripted autocomplete lists are implemented for the following use cases:

- 1. In a ticket, an engineer should be set, but not in the standard field *engineer* (in the top part of the ticket) but for another reason, e.g. to send an info e-mail to this engineer. Another use case for an engineer list would be an ACF where the next engineer in a process pipeline can be selected.
- 2. On a customer page, the responsible engineer should be set.
- 3. On a customer page, the resources/assets which are in use at this customer's site should be registered. A similar list can also be very helpful in an incident ticket where the resource/asset which caused the problem is linked.

The following **object types** can be used as entries for scripted autocomplete lists:

- Fixed strings
- Engineers (please note that this does not have any connection with assigning a ticket to an engineer!)
- Units (= customers, i.e., contacts and companies)
- Resources

The entries for engineers, customers and resources can be based on search results. In this way, you can customize CM to create the entries for the drop-down menu dynamically.

The following **templates** are used for rendering the entries in the drop-down menu:

- Engineers:
  - engineer description template name
- Customers:
  - Data object search result template
  - If Data object search result is not present: Default template
- Resources:
  - Search template

## Configuring a Scripted Autocomplete List Using the Admin Tool

## **Data Field Configuration**

The implementation of a scripted autocomplete list in a string field is based on an Admin Tool script, type *Text Autocomplete*. This script has to be linked to the respective data field which is used to display the list in the Web Client.

The data field (string field) can be a

- Custom Field (for ticket data)
- Data Object Group Field (for customer data)
- Resource Field (for resource data)

There are two ways of configuring the data field:

## Variant A:

In this variant, the link between the data field and the autocomplete script is done implicitly by using a script name which has a certain syntax.

- data type = String
- annotation *text-type* = autocomplete
- script name = <field name>-search.groovy

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	1	Scripts & Templates Administration		
		Scripts Template		
		Scripts		Source
		All script types	~	ScriptAutocompleteResult resultset = new ScriptAutocompleteResult( ^ // Add fixed string result items
		Name	Type 🐨	resultset.add("none","No entries")
	flexible par	ameter list-search.groovy	Text Autocomple	te nfidential","Entries unknown")
Variant A: script name = <field-name>-se</field-name>		Set of Skatterancolate, JP, Printers.goory Dagsinesult.acted set Transfile.goory Dagsinesult.acted set Transfile.goory Cogle ASCTOLeck ValidectedContacts SetMedargneers/ATRidets.goory FraetarTideerSerC, Desktop.goory Dagler Resourcidence JP, Printer/WAC/ goory CreaterTideerSerC, Desktop.goory CreaterTideerSerC, Desktop.goory Cre	Bulk resource action Bulk data object condition Bulk data object action Bulk data object action Bulk tobet action Resource action Resource action Data object condition Data object condition Data object condition	<pre>[ def autotype if (pContext.ticket) { autotype = "TICEXT" } leBe if (pContext.unit) { autotype = "NESUGRET" } }</pre>
Custom Helds		Open report OpenResponsbleResellerPage	Data object action	log.info 'autotype is now ' + autotype
Groups	Fields	GoToAMTicketScript_6.9_only	Data object action	// Add matching customer when entering more than 2 characters
Filter: All queues   Ticket data Activity Form data Name Queue, Fields am_fields order_data serviceDesk, Fields TestGroup1	Filter: Name desie-dDeadline mal_to_read CustomerServiceLevel QA_MLA donedFrom mat/PatternTest nof. Sie_nath	ColitConservicit. Do somethy interesting OrackAnd babaccompanyServiceStatus OfficeConservic	Data object action pata object action	<pre>if (pseachSt.length() &lt; 3) {     remitter.dd(","DDIT Flease type at least 3 characters!"     // answermenne UNITS memoryment     less if (aucopys.equalic("UNIT"))(     log.info ' building UNIT criteria,'     UnitCriteria criteria = mew UnitCriteria();     //</pre>
TestGrup2       ServiceDestOrmissFields       CustomerTickeListFields       CustomerTickeListFields       Image: Comparison of the comparison	Rexbie_parameter_list	string		
Assigned annotations	Assigned annotations			
Name Value Annotation group	Name Valu	e Annotation	n group	
reportable group  true  dwh	text-type autor	component	-type	
Labels	Labels			

Figure 386: Admin Tool configuration for a Custom Field which should use a scripted autocomplete list

## Variant B:

In this variant, the link between the data field and the autocomplete list is done using a specific script name. Use this variant if you want to use one script for several fields.

- data type: String
- annotation *text-type* = autocomplete
- script name = <some\_script\_name>
- annotation autocomplete-script = <some\_script\_name>

#### The Text Autocomplete Script

A script of type *Text Autocomplete* has to implement the method *onSearchInput*. When you create a new script of type *Text Autocomplete*, the method template is inserted automatically and you only have to fill in the "intelligence" of your script.

```
/**
* This method is called by web client when the user clicks or types into the auto-
complete field
* @param pSearchStr the search String types or NULL if user clicked into field
 without typing
* @param pKey fieldKey
* @param pContext (Ticket/Unit/Resource) holder from editing form context.
*/
ScriptAutocompleteResult onSearchInput(String pSearchStr, FieldKey pKey, Context
 pContext) {
  return ScriptAutoCompleteResult.noResults('No Results')
}
/**
* For custom-fields in ListFields row index is provided as well
*/
ScriptAutocompleteResult onSearchInput(String pSearchStr, FieldKey pKey, int
 pRowIndex, Context pContext) {
  return ScriptAutoCompleteResult.noResults('No Results')
}
```

## Code example 61: Template for Admin Tool script of type TextAutocomplete

What you have to do is to fill the *ScriptAutoCompleteResult* object (called *resultset* in the following examples) which will be returned. This object represents the drop-down menu. You can add Strings, collections and maps to the resultset. Please see the ConSol CM API Doc for a detailed overview of the methods of the Java class *ScriptAutoCompleteResult*.

Four types of objects can be added to the resultset:

- Units Example: myresultset.add(maincustomer).add(additionalcustomer1)
- Engineers Example: myresultset.add(engineerService.current)
- Resources
   Example: myresultset.add(resource#1)
- Strings

Example: myresultset.add("No entries").add("Entries unknown")

The objects which are added to the result set can be derived from CM-internal data (e.g. from an engineer search), or they can also originate from a search in external sources. In this way, you can, for example, offer a search list with names of an external database.

In order to work with input the engineer has provided (e.g. the engineer has started typing a customer name into the string field) without this input being saved yet, you have to work with the **pContext** object. Depending on the page which is open (i.e. depending in the context), the pContext contains different data and can return different objects:

- Unit
  - Available only on unit (contact/company) pages:
  - Example: myunit = pContext.getUnit() or myunit = pContext.unit
- Engineer:
  - Availability different for current and for ticket engineer.
  - Current engineer only via engineerService. Example: def myeng = engineerService.current
  - Ticket engineer via ticket: def myeng = pContext.ticket?.engineer
- Ticket
  - available on/in
  - Ticket create page
  - Ticket edit page
  - ACF
- Resource
  - Available only on resource page
  - Example: myres = pContext.resource
- Strings
  - Always available, no connection with pContext
  - Example: "p1"

The following example script creates a resultset (i.e., drop-down menu) with tree fixed strings, strings which are used if no results are found or if the engineer has not typed enough character to initiate the search, and finally, the resultset contains the result of an engineer search. In principle, the script can be used for customer (Unit) lists and for engineer lists, we will explain the engineer list here. The respective resultset / list is shown in the first figure in this section.

```
import com.consol.cmas.common.model.autocomplete.script.*
/**
* This method is called by web client when the user clicks or types into the
 autocomplete field
* @param pSearchStr the search String types or NULL if user clicked into field
 without typing
* @param pKey fieldKey
* @param pContext (Ticket/Unit/Resource) holder. More about this later in the
 specification (Context section)
*/
log.info '##### Starting Autocomplete script ... #####'
ScriptAutocompleteResult onSearchInput(String pSearchStr, FieldKey pKey, Context
 pContext) {
ScriptAutocompleteResult resultset = new ScriptAutocompleteResult();
// Add fixed string result items
resultset.add("none", "No entries")
```

```
resultset.add("unknown", "Entries unknown")
resultset.add("confidential","Entries confidential")
def autotype
if (pContext.ticket) {
  autotype = "TICKET"
}else if (pContext.unit) {
 autotype = "UNIT"
}else if (pContext.resource) {
 autotype = "RESOURCE"
}
log.info 'autotype is now ' + autotype
// Add matching customer when entering more than 2 characters
if (pSearchStr.length() < 3) {</pre>
  resultset.add("","NOTE: Please type at least 3 characters!");
} else if (autotype.equals("UNIT")){
  log.info ' Building UNIT criteria ... '
  UnitCriteria criteria = new UnitCriteria();
  criteria.setPattern("*"+pSearchStr+"*")
  def units = unitService.getByCriteria(criteria)
  if(units.size()<1){
    resultset.add("","No results")
  } else {
    resultset.add(units);
  }
} else if (autotype.equals("TICKET")) {
  log.info ' Building ENGINEER criteria ....'
  EngineerCriteria criteria = new EngineerCriteria();
  criteria.setPattern("*"+pSearchStr+"*")
  def engs = engineerService.getByCriteria(criteria)
  if(engs.size()<1){
    resultset.add("", "No results")
  } else {
    resultset.add(engs);
  }
}
// Add current engineer
// resultset.add(engineerService.getCurrent())
return resultset;
}
/**
* For custom-fields in ListFields row index is provided as well
*/
ScriptAutocompleteResult onSearchInput(String pSearchStr, FieldKey pKey, int
pRowIndex, Context pContext) {
return ScriptAutocompleteResult.noResults('No Results')
```

Code example 62: *Example Admin Tool Script of type Text Autocomplete. Used to fill the resultset with fixed strings and the result of an engineer search.* 

When the engineer has selected a certain value, a string is inserted into the string field.

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Please note that the string which is set as value into the string field is completely independent of the object type! You, as a script developer, have to take care of all the "intelligence" concerning what should happen with the input string!

The string represents the following data and can be handled as suggested. Of course, there are other methods which can be implemented as well.

- Unit:
  - String is the UnitId -> continue e.g., with unitService.get(<UnitId as Long>)
- Engineer:
  - String is the EngineerId -> continue e.g., with engineerService.get(<EngineerId as Long>)
- Resource:
  - String is the ResourceId -> continue e.g., with resourceService.get(<ResourceId as Long>)
- String:
  - -> Check if one of the Strings you have put into the resultset has been selected

You can control the number of characters the engineer has to type before the search is initiated. This is done using the following if-statement, which you also find in the example above.

if (pSearchStr.length() < 3) { }</pre>

In this example, the engineer will have to type at least three characters into the string field before the search is initiated.

# F.7.1.5 Scripts of Type Clone

In the Web Client, a ticket can be cloned (duplicated) using the *Clone* option in the ticket menu. You can do this with or without a script.

Ticket	Edit Clone Pr	rint   Display	•
100245	Printer does not work ServiceDesk   Work in progress Assigned to ServiceDesk, Susan   Open since 3/19/14 2:58 PM Priority normal Module Web Client Ask for feedback no Desired deadline 4/14/14 12:00 AM		
	Groups	Edit Hid	le

Figure 387: ConSol CM Web Client - Clone option in ticket menu

The following two pictures show the cloning of a ticket without a clone script.

Ticket		Edit	Clone	Print	Displa	y 👻				
100245	Printer does not work         ServiceDesk   Work in progress         Assigned to ServiceDesk, Susan   Open since 3/19/14 2:58 PM         Priority normal       Module Web Client         Ask for feedback no         Desired deadline       4/14/14 12:00 AM         Continent       Europe         Request Type       Request Type         Complaint       Complaint									
	Groups				Edit	Hide				
	Conversations/Meetings Orders Open Customer Tickets on Create Date									
	conversation_list Date of meeting 11/12/14 12/31/14									
	orders_list Hardware Contact person Number Medium printers Mr. Miller 4									
	Customers			1	Add	Hide				
	Main									
<b>.</b>	Mrs Mia Skydiver VyCustomerGroup Starship Operator Dr. Special Forces MySpaceCompany Company MySpaceCompany Address Milkyway 77 7777 Alderaan http://www.consol.de									
	Engineers			1	Add	Hide				
	ServiceDesk, Susan assigned									
	Supervisor									
-	Holler, Konrad 🔻									
	Relations				Add	Hide				
	referenced by									
?	100254 User cannot activate product key v ServiceDesk   Pre-qualify ticket Assigned to ServiceDesk, Susan   Open since 3/31/14 2:24 PM Customer Mia Skydiver Note Connected?									

Figure 388: ConSol CM Web Client - Original ticket

New Tick	et
	Printer does not work *
	Queue: ServiceDesk V Assigned to: ServiceDesk, St X
	Priority normal Module Web Client
	Reaction time Ask for feedback
	Category None -
	Desired 4/14/14 0 tar 00 tar eLevel None V QA_MLA None V
	Continent Europe
	Request Type Complaint
	Add row
	Groups
	Conversations/Meetings Orders Open Customer Tickets on Create Date
mmm	Customers Add
	Customers Add
	Mrs Mia Skydiver VyCustomerGroup Starship Operator Dr. Special Forces
	Content
	Add comment
	Template none -
	B I U S ≣ ≣ ≣ DIV (default) ▼ Font Family ▼ Font Size ▼ A ▼ _ ▼
	x² x₂   ⊟ ≝   ≇ ≢   🛃 📑 🖃 🦞 🖶 📲 🚏 🐜 🔩 ∃° 🎬 📰   Ω 🥯 🜉
	Add attachment

Figure 389: ConSol CM Web Client - Cloning the ticket (without Clone script)

When a ticket is cloned, the following data is transferred from the original ticket (compare the two images above):

- the ticket subject
- the queue
- the engineer (if one was set)
- the values of all Custom Fields (ticket data section and Groups section)
- the main customer
- additional customers

When a ticket is cloned, the following data is **not** transferred from the original ticket (compare the two images above):

- all ticket text:
  - comments
  - e-mails
  - attachments
- the ticket history
- additional engineers
- related tickets

If the queue where the ticket is located uses a *Clone* script (see section <u>Queue Administration</u>), this script will be executed when the engineer clicks on *Clone*. The script can be used similarly to a *Default values* script (see respective section below): you can preset values in the newly-created ticket. In the cloning process the values are pre-filled in the Custom Fields in the Web Client, i.e., before the ticket is generated. The engineer can change the values if required.

Please keep in mind that in a Clone script, you do not work in the workflow context! That means the workflowApi object (implementation of WorkflowContextService) is not available!

In the following example, the *Clone* script is used to reset the data field *Desired deadline* to avoid having incorrect service dates in (cloned) *Service Desk* tickets.

ticket.set("serviceDesk fields.desiredDeadline", null)

Code example 63: Clone script to reset Custom Field for desired deadline

When the script is assigned to the queue (*ServiceDesk*, in the example), the field for the desired deadline is empty when the cloned ticket is opened by the engineer (see following image).

New Tick	et						
	Printer does not	work					*
	Queue:	ServiceDesk	-	Assigned to:	ServiceDesk, Sı 🔀		
	Priority	nomal	*	Module	Web Client		
	Reaction time				Ask for feedback		
	Category	None 🔻					
	Desired deadline		0	‡ tar 00 ‡ ic	alevel None 🔻	QA_MLA None	•
	Continent	Europe		-	-		
	Request Type	Request Typ Complaint	e T	×			
		Add row					
	0						
	Groups Conversations	Maatinga	Orders	Onen Custer	ner Tickets on Create Date		
	Conversations	ameetings	Orders	Open Custon	ner rickets on create Date		
	Customers						Add
	Main						Add
	Main						
<b>_</b>	Mrs Mia Skydi Starship Operat		ustomerGro	up			

Figure 390: ConSol CM Web Client - Cloned ticket (with Clone script assigned to the queue)

# F.7.1.6 Scripts of Type Default Values

Sometimes it is required that a data field of a ticket has a certain value when the ticket is initially created, i.e., when the engineer clicks *New ticket* and the respective form is opened in the Web Client, one or more values should be preset. This saves the engineer from having to set the value every time, e.g., when the default priority is *normal*, this can be preset. In case *high* or *low* is required, the engineer can switch to another value.

This ConSol CM behavior can be achieved by using one or more *Default values* scripts. The default values can be individually defined for each queue. For each queue, exactly one *Default values* script can be assigned. Please see the following example.

New Tick	et								
ø	Subject	t							*
	Qu	Jeue:	HelpDesk 1st Le	•	Assigned to:	Unassigned			
	Pr	riority	Choose One	•	Module	Choose One			
	Reaction					Ask for fee	dback		
	Cate	egory	None 🔻						

Figure 391: ConSol CM Web Client - New ticket without default values

Without a *Default values* script, no value is set for the priority when an engineer creates a new ticket in the Web Client.

To define a default value, a script of type *Default values* has to be created. First, we have to look up where the respective Custom Field is to be found (in which Custom Field Group and under which name) in the *Custom Field Administration*. See section <u>Custom Field Administration (Setting Up the Ticket Data Model)</u> for details.

Please keep in mind that in a Default values script, you do not work in the workflow context! That means the *workflowApi* object (implementation of *WorkflowContextService*) is not available!

ConSol CM6											0	t
1 Home		^	Custom Fields									
Access and Roles	۲		Groups					Fields				
Lists	۲		Filter:			All queues $\sim$		Filter:				
Tickets	۲		Ticket data Activity F	orm data				Name		Data tv		
Custom Fields			Name				11	categories		MLA field		
			helpdesk_standard			^	11	feedback		boolean		
📋 History			sales_standard					module		enum		
Administration			conversation_data				ч.	priority		enum		
			qualification				11	quick_response		boolean		
Search Actions			workaround				11	reaction_time		date		
	$\sim$		feedback gueue_fields				11	test_boolean		boolean		
Customers	۲		queue_neius				- 1					
Resources	۲			8	+			• 🕑 🗾	3	•		•
Global Configuration	۲						=					
🕥 Data Warehouse	۲		Assigned annotations				4	Assigned annotations				_
🔅 Services	۲		Name	Value		Annotation group		Name	Value		Annotation group	
F-Mail	<u></u>		show-labels-in-edit show-labels-in-view	true		layout layout		groupable sortable	true true		cmweb-common cmweb-common	_^
🗹 E-Mail	۲		show-tooltips	true		layout	-11	reportable	true		dwh	-
🕫 System	۲		show-watermarks	true		layout	-11	position	0:0		layout	
				a de		a)out	-11	enum field with ticket	true		ticket display	
								required	true		validation	~
			Labels				٦	Labels				
			Locale		Value		1	Locale		Value		
			English(default)		Helpdesk st	tandard		English(default)		Priority		
			German		Helpdesk st		11	German		Priorität		
			Polish				11	Polish				
		~										

Figure 392: ConSol CM Admin Tool - Custom Field administration

Since *priority* is an *enum* field (i.e., an ordered list), we have to check the possible (technical) values which can appear in the list and we have to look for the required default value in the *Enum Administration*.

ConSol CM6						🕫 📰 🗲
A Home		^	🔩 Enums			
Access and Roles	۲		Туре	Group	Value	
E Lists	۲		Filter:	Filter:	Filter:	
🔩 Enums			Name	Name	Name	Color
			LocationLists	Sales_priority	low	
💑 MLAs			RequestTypeLists	helpdesk_priorities	normal	
			category	qualification	high	
Tickets	۲		companytype			
2 Customers	۲		countryType			
Customers			dismissalLists			
ᢙ Resources	۲		domain			
Global Configuration	۲		feedback			
Giobal Configuration			hardware module			
🕥 Data Warehouse	۲					
			phoneType			
Services	۲		priority			
🗹 E-Mail	۲		product			
			qa_category			
💠 System	۲		reaction			
			s_members			
			sales_chance			
			salutation			
			service_lists			
			software			
			timezones			
			version			
			workaround			
		Ļ	€ 🛛 😂 🖸 🗢	• • • • •		•
[CM_Administration]		*	ļ			

Figure 393: ConSol CM Admin Tool - Priority values in Enum administration

The group, the field, and the correct value can then be used in the respective Groovy method in the new script.

<	Scripts & Templates Administratio	n		
5	Cripts Template			
			Т	-
	Scripts			Source
	Default values		L	<pre>ticket.set("helpdesk_standard.priority","normal")</pre>
	Derault values	•	L	
	Name	Туре	L	
	DefaultValuesServiceDesk.gro	Default values	L	
	setDefaultPrioMedium.groovy	Default values	L	
			L	

Figure 394: ConSol CM Admin Tool - Include group, field, and value in script

In the *Queue Administration* we have to assign the script to the queue where the default value should be used.

Edit queue				X
Edit queue i Please edit the queu	e's data.			
Details				
Queue:	HelpDesk_1st_Level	0	Workflow:	helpdesk1 👻
Prefix:			Calendar:	Standard 👻
FAQ:			Enabled:	
Ticket assignment temp	lates			
Assign:	engineer-assigned-default-mail	•	Unassign:	engineer-removed-default-mail 👻
Scripts	h	4		
E-Mail script:		•		
Default values script:	setDefaultPrioMedium.groovy	•		
Clone script:		_		
Other		•		
Description:				÷ 🔍
Custom fields Custo	omer groups Classes of text Projects			
Assigned 🔺		Available 🔺	L.	
LocationFieldsTable		CustomerTic		
feedback		LocationField		
helpdesk_standard gualification		RequestTyp	e DismissFields	
queue_fields (*)		SolutionField		
workaround		am_fields	-	
		conversation	n_data	
		order_data		
		sales_standa serviceDesk		
		Sci vicebeak		
				Save

Figure 395: ConSol CM Admin Tool - Assign Default values script to queue in queue administration

When the engineer subsequently starts the *create ticket* operation in the Web Client, the default value *normal* will be set in the *Priority* field.

New Tick		
ø	ubject *	
· · · ·	Queue: HelpDesk 1st Le Assigned to: Unassigned	
	Priority normal Module Choose One	
	eaction time Ask for feedback	
	Category None 💌	

Figure 396: ConSol CM Web Client - New ticket with default value

Please keep in mind that for every queue there can be only one *Default values* script. If you have to define various default values, they have to be defined in *one* script. You might want to adapt the script name in this case, to better convey its intent.

If the same default value has to be set in different queues and is set together with other default values, this also has to be coded in one script for each queue.

#### **Overwrite Mode for Default Values Scripts**

By default, the fields of a ticket that are pre-filled by a *Default values* script are not overwritten, i.e., when the ticket is sent to another queue that has a different *Default values* script assigned, this second script will try to set fields that were already filled by the first script. Since this is not possible, the default value(s) from the first script are left intact.

If a *Default values* script should overwrite existing values, *overwrite* mode has to be activated. To activate this mode insert the following code at the beginning of your *Default values* script:

```
import com.consol.cmas.common.model.ticket.TicketPrototypeContext
TicketPrototypeContext.enableOverwriteMode()
```

## F.7.1.7 Scripts of Type Dependent Enum

Dependent enums are hierarchical lists which provide a data structure similar to the one provided by *MLAs* (see section <u>MLA Administration</u>). In contrast to MLAs, with dependent enums only one level at a time is displayed. Depending on the value the user has selected in the list on this level, another list, the one in the sub-level, is opened. There do not have to be sub-lists for every list entry, so in graph terminology, the list might be a combination of nodes and leaves. A dependent enum script is assigned to the Custom Field Group, Data Object Group, or Resource Field Group where it is required.

Please see the following example:

In *Help Desk* tickets a location can be selected. First, the user selects the *continent*. Depending on the selected continent, a sub-list with sub-continents or a sub-list with countries is displayed. All Custom Fields have to be defined as regular *enum* fields first. In the script, the value of the first level list is checked and, depending on this value, another list is displayed in the second level. This can be used for as many levels as required, but please keep in mind that the editing of the script will become more complex with each level.

The *Dependent enum* script is placed in the Admin Tool. Please feel free to ask our ConSol CM consultants for support when creating and/or editing the script, as this is a rather complex task.

ConSol CM6		C 🔤 🌒
A Home	*	Scripts & Templates Administration
Access and Roles	۲	Scripts Template
🗮 Lists	۲	Scripts Source
Tickets	۲	Dependent enum
Customers	۲	Name 🔺 Type import static con.consol.cmas.comnon.model.customfield.dependentenum.DependentEnc 🗏
ᢙ Resources	۲	Build.ocationDependentEnum Dependent enum import static com.consol.cmas.common.model.customfield.dependentenum.DependentEnu
Global Configuration	۲	Build.orationDependentEnumForTable Dependent enum import com.consol.cmas.common.model.customfield.dependentenum.DependentEnumMap import com.consol.cmas.common.model.customfield.dependentenum.EnumFieldScriptCont
🝈 Data Warehouse	۲	import com.consol.cmas.common.model.customfield.Unit
🔅 Services	۲	<pre>import com.consol.cmas.common.model.customfield.EnumField import com.consol.cmas.common.model.customfield.meta.FieldKey</pre>
🗹 E-Mail	۲	
🕫 System	۲	<pre>log.info("TICKET CLASS IS NOW " + ticket.getClass())</pre>
Scripts and Templates		def HyDepEnumMap = new DependentEnumMap()
Support/Export		log.info("DEPENDENT ENUM SCRIPT REACHED ())")
System Properties		<pre>log.info("BINDING VARIABLES: " + binding.variables) log.info("BINDING CLASS is " + binding.getClass())</pre>
System Proper ues		<pre>// create an EmumFieldScriptContext for each Enum used in the DependentEnum const def continentEnumContext = new EnumFieldScriptContext(groupName: 'LocationField def subcontinentEnumContext = new EnumFieldScriptContext(groupName: 'LocationField def countryEnumContext = new EnumFieldScriptContext(groupName: 'LocationField def countryEnumContext = new EnumFieldScriptContext(groupName: 'LocationField the def mufcrount context = new EnumFieldScriptContext(groupName: 'LocationFieldStat '</pre>

Figure 397: ConSol CM Admin Tool - Dependent Enum script

The *Dependent enum* script is assigned to the Custom Field Group, Data Object Group, or Resource Field Group where it is required.

🛃 Edit group	×
Edit group i Manage data and locales for group.	
I Manage data and locales for group.	
Group details	
Name: helpdesk_standard	
For all queues:	
Dependent Enum Scripts	
Assigned scripts	Available scripts
Assigned	Available 🔺
BuildLocationDependentEnum	BuildLocationDependentEnumForTable
	OK Cancel

Figure 398: ConSol CM Admin Tool - Assign Dependent Enum script to Custom Field Group

In the Web Client the engineer only sees the sub-list of the value selected in the first level list.

Ticket		Clone	Print
	Printer doe	es not print	
100364	Queue:	HelpDesk 1st Le 💌 Assigned to: ServiceDesk, Su 🔀	
	Priority	normal  Module Choose one	
	Reaction time	2/9/16 Ask for feedback	
	Category	None 💌	
	LocationsList	Continent Subcontinent Country	
		Europe  Choose One  K	
		Add row Choose One	
	OK Can	cel Germany Italy Spain	

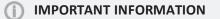
Figure 399: ConSol CM Web Client - Sub-list of continent Europe

Ticket					Clone Print
s O	Printer doe	s not print			_*
100364	Queue:	HelpDesk 1st Le 👻	Assigned to:	ServiceDesk, Su 🔀	
	Priority	normal 💌 *	Module	Choose one	
	Reaction time	2/9/16		Ask for feedback	
	Category	None 🔻			
	LocationsList	Continent	Subcontinent	Country	
		America 💌	Choose One		
		Add row	Choose One North America		
	OK	el	Central America South America		

Figure 400: ConSol CM Web Client - Sub-list of continent America

## F.7.1.8 Scripts of Type E-Mail

Scripts of this type are used for several features. Some of the scripts are part of the default system configuration and have to be modified according to the customer-specific system configuration. You can also add your own scripts.



Since ConSol CM version 6.9.4, there are two modes to receive incoming e-mails:

- Mule/ESB this has also been available in all previous CM versions
- NIMH (New Incoming Mail Handler) new in version 6.9.4

For all configurations/settings which are valid for both modes, no further notes are added. For all settings which vary depending on the mode, this will be explained in separate (i.e., Mule/ESB- or NIMH-specific) sections.

## E-Mail Scripts for the Processing of Incoming E-Mails in Mule/ESB Mail Mode

When an e-mail is received by ConSol CM, it is processed by several scripts, see following figure.

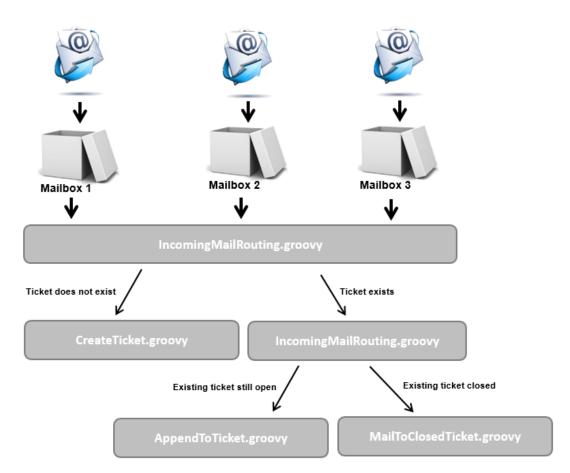


Figure 401: ConSol CM Admin Tool - E-mail scripts (Mule/ESB Mail)

IncomingMailRouting.groovy

Standard script. This is the first script that is executed when an e-mail arrives. Here, it is decided whether a new ticket has to be created, the e-mail pertains to an existing open ticket (then *AppendToTicket.groovy* is executed), or if it pertains to a closed ticket (then *MailToClosedTicket.groovy* is executed). This script does not require any changes to adapt it for a customer-

specific environment.

## CreateTicket.groovy

Standard script which is responsible for the creation of a ticket when an e-mail arrives in one of the ConSol CM-configured mailboxes (see section <u>E-Mail</u> for details). If the e-mail subject does not match the regular expression in the e-mail subject for appending the e-mail to an existing ticket, this script is executed. All e-mails which are received by ConSol CM (and have not been assigned to an existing ticket) are processed here, regardless of which mailbox they are collected from. In the script, the default queue for incoming e-mails has to be defined and more values of Custom Fields can be defined (like, e.g., the default priority for e-mail tickets). Or decisions can be made, e.g., determining which queue the new ticket should be created in, depending on the To address or other parameters. So usually, this script has to be adapted considerably. Please ask a ConSol CM consultant for support with this task.

## AppendToTicket.groovy

Standard script which is responsible for appending an e-mail to an existing, open ticket. The assignment of the e-mail to the ticket is performed using the comparison between the e-mail subject and the required regular expression. Please see section <u>E-Mail</u> for a detailed explanation of this topic. Usually, no changes are required for this script.

## • MailToClosedTicket.groovy

Standard script which is responsible for handling an e-mail when it pertains to a closed ticket. The default system behavior is to create a new ticket for the customer (sender of the e-mail) and to create a reference to the old/closed ticket. Usually, no changes are required in this script.

## E-Mail Scripts for the Processing of Incoming E-Mails in NIMH Mode

When an e-mail is received by ConSol CM, it is processed by several scripts, see following figure.

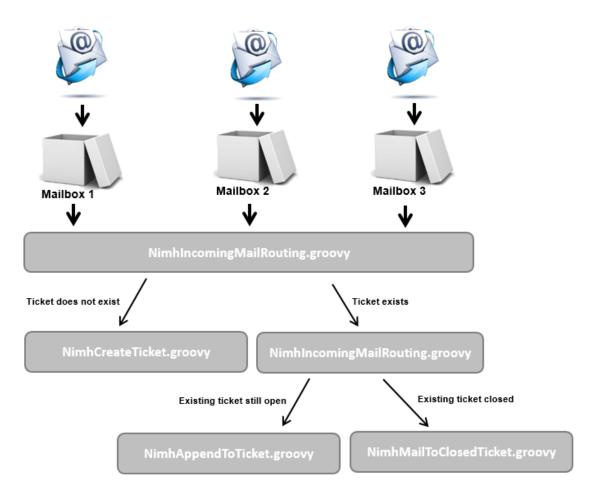


Figure 402: ConSol CM Admin Tool - E-mail scripts (NIMH)

## • NimhIncomingMailRouting.groovy

Standard script. This is the first script that is executed when an e-mail comes in. Here, it is decided whether a new ticket has to be created, the e-mail concerns an existing open ticket (then *NimhAppendToTicket.groovy* is executed), or if it pertains to a closed ticket (then *NimhailToClosedTicket.groovy* is executed). This script does not require any changes to adapt it for a customer-specific environment.

## NimhCreateTicket.groovy

Standard script which is responsible for the creation of a ticket when an e-mail has been received in one of the ConSol CM-configured mailboxes (see section <u>E-Mail</u> for details). If the ticket subject does not match the regular expression for appending the e-mail to an existing ticket, this script is executed. All e-mails which are received by ConSol CM (and have not been assigned to an existing ticket) are processed here, regardless of which mailbox they are collected from. In the script, the default queue for incoming e-mails has to be defined and more values of Custom Fields can be defined (like, e.g., the default priority for e-mail tickets). Or decisions can be made, e.g., determining which queue the new ticket should be created in, depending on the To address or other parameters. So usually, this script has to be adapted considerably. Please ask a ConSol CM consultant for support with this task.

### NimhAppendToTicket.groovy

Standard script which is responsible for appending an e-mail to an existing, open ticket. The assignment of the e-mail to the ticket is performed using the comparison between the ticket subject and the required regular expression. Please see section <u>E-Mail</u> for a detailed explanation of this topic. Usually, no changes are required for this script.

### NimhMailToClosedTicket.groovy

Standard script which is responsible for handling the e-mail when it pertains to a closed ticket. The default system behavior is to create a new ticket for the customer (sender of the e-mail) and to create a reference to the old/closed ticket. Usually, no changes are required in this script.

### Differences between Scripts in Mule/ESB Mail and NIMH

When NIMH is enabled, different Groovy classes have to be used in the e-mail scripts than when using Mule/ESB Mail mode. Please see the mapping in the table below.

Mule	NIMH
where required:	where required:
<pre>import com.consol.cmas.esb.mail.MailContextSe rvice</pre>	<pre>import com.consol.cmas.nimh.extension.MailSupportSe rvice</pre>
	<pre>import com.consol.cmas.nimh.common.model.MailHolder</pre>
mailContextService	mailSupportService
msg	mailHolder
with respective methods, example:	with respective methods, example:
<pre>mailLog.info("Routing " + msg.getUniqueId())</pre>	<pre>mailLog.info("Routing " + mailHolder.getUid ()</pre>
mailLog	mailLog
spring cm services	spring cm services
all places where <i>mailHolder</i> is used Example: see <i>Example OLD</i> below	pipeContext (used as parameter in <i>mailSup-portService</i> invocations)
	Example: see Example NEW below
	pipeContext is an object of class MailPipeContext
<pre>msg.setProperty()</pre>	<pre>pipeContext.setAttribute()</pre>

Mule	NIMH
esb endpoints in mail routing script ("target handlers"):	script endpoints in mail routing script ("target hand- lers"):
<pre>endpoints["esb_mail_ mailToClosedTicketEndpoint"] endpoints["esb_mail_ appendToTicketEndpoint"]</pre>	<pre>endpoints["mailToClosedTicketScript"] endpoints["appendToTicketScript"] endpoints["createTicketScript"]</pre>
endpoints["esb_mail_ createTicketEndpoint"]	

### Example OLD:

String email = mailContextService.extractMailFromField(msg)

### Example NEW:

String email = mailSupportService.extractMailFromField(mailHolder, pipeContext)

The steps you have to perform when you want to switch your ConSol CM system from Mule/ESB Mail mode to NIMH mode are described in section Switching from Mule/ESB Mail to NIMH.

## E-Mail Scripts for Outgoing E-Mails

For every queue, an *E-mail* script can be configured. Please see section <u>Queue Administration</u> for an explanation how to configure this. An e-mail which is written from a ticket in this queue (automatically by the workflow or manually by an engineer) passes through this script before it leaves the ConSol CM system. So in this *E-mail* script you can change or set queue-specific settings for the outgoing e-mail. A common use case is the setting of a queue-specific Reply-To address in order to use team-specific Reply-To addresses.

An example of an outgoing *E-mail* script is the following script which is part of the ConSol CM default application:

#### ChangeOutgoingMail.groovy

Standard script that is not used, but serves as a template for outgoing *E-mail* scripts. You might want to use it to configure queue-specific *E-mail* scripts.

Within the outgoing *E-mail* script, the Java object *mailEntry* is implicitly available as the object *mail*. You have to set all required attributes for the outgoing e-mail using the *mail.setAttribute()* or *mail.-setAttributes()* methods.

```
def queueReplyAddress = "serviceteam@mycompany.com"
// you might also use system properties for the queue-specific e-mail addresses and
fetch an
// address using the configurationService!
mail.setAttribute('Reply-to', queueReplyAddress)
```

### Code example 64: E-mail script

Common e-mail attributes are:

- Bcc
- From
- Reply-to
- To
- Cc
- Subject

For a very detailed description of the e-mail format, please refer to RFC 5322.

When you work with the configuration of the Reply-To e-mail address, please note the following technical behavior of ConSol CM and adapt your system accordingly!

### The technical background:

There are four potential Reply-To addresses which you deal with:

- 1. The **Reply-To address which is set with the system property** *mail.reply.to*. If it is set, it will be displayed in the Ticket E-Mail Editor in the Web Client. If it is really the effective Reply-To address in an e-mail depends on the configuration in the queue-specific outgoing e-mail script. See next item. If the Page Customization attribute *showReplyTo* for the type *mailTemplate* is set to *false*, no Reply-To address will be displayed in the Ticket-E-Mail-Editor, but if the property *mail.reply.to* is set, this address will be used anyway unless an outgoing mail script sets another address, see next item.
- 2. The **Reply-To address which is set in a queue-specific outgoing e-mail script**. Since the outgoing e-mail script is the last instance which processes an outgoing e-mail, the Reply-To address set in this script will always be the effective Reply-To address which is used. In case the *mail.reply.to* property is set, this mail-reply.to-address will not really be used (but it will be displayed in the Ticket E-Mail Editor which might cause some confusion! What that means for your system configuration is explained in the next section).
- 3. The **e-mail address which is set in the system property** *mail.from.* If this is set and neither *mail.reply.to* nor a queue-specific Reply-To address is set, most e-mail clients will set the From address as Reply-To address.
- 4. The **e-mail address of the current engineer** (the engineer who is logged in to the Web Client). This personal e-mail address is used as Reply-To address for e-mails from the Web Client if neither the *mail.reply.to* property is set nor a queue-specific outgoing e-mail script is configured nor the *mail.from* property is set.

In the Web Client, in the ticket history, the Reply-To address which was really used is always displayed for outgoing e-mails. So even in case there should be a difference between the address which was displayed in the Ticket E-Mail Editor (the *mail.reply.to* property) and the Reply-To address which was really used (the Reply-To in the queuespecific outgoing e-mail script), the effective address is displayed. This would be the one from the script in this case.

#### What we recommend:

A system Reply-To address should always be set! You can decide if you

• work with the Reply-To address in the queue-specific outgoing e-mail script

or

• use the *mail.reply.to* system property.

However, since the e-mail communication should take place via ConSol CM and not using personal e-mail addresses, one of the two system settings mentioned above should be used to prevent CM from using personal e-mail addresses as Reply-To. The latter would automatically lead to customer e-mails being sent to an engineer's personal email account instead of CM.

### What that means for your system configuration:

- 1. The simplest way to set a Reply-To address is by using the *mail.reply.to* system property. It will be displayed in the Ticket E-Mail Editor and will be the effective Reply-To address.
- 2. If queue-specific Reply-To addresses are required, we recommend to write one outgoing mail script where queue names are mapped to specific Reply-To addresses. This can then be extended for Bcc, Cc or other addresses. You can combine the *mail.reply.to* property and queue-specific Reply-To addresses: for all queues without a specific outgoing mail script, the *mail.reply.to* address will be used, for all queues which have a queue-specific outgoing mail script that contains a Reply-To address, this will be used.

## What that means when you work with workflow scripts which send e-mails:

(A detailed explanation is provided in the ConSol CM Process Designer Manual!)

- Use the object and method *configurationService.getValue("cmweb-server-adapter", "mail.reply.to")* to retrieve the value of the system property and set it as Reply-To address in the outgoing e-mail.
- Use the Mail object when the queue-specific script should be used: e.g. mail.useDefaultScript(). This will overwrite the mail.reply.to property!

If neither the system property nor the queue-specific outgoing e-mail script is used, i.e. when the Reply-To address is not set, usually the From address will be used as Reply-To by the e-mail client.

## F.7.1.9 Scripts of Type Workflow

Scripts of this type are stored in the Admin Tool because they are used in numerous workflow scripts, i.e., the code in the Admin Tool script is needed more than once in one or more workflows. It is easier, less error-prone, and less time-consuming to store the scripts in one central location (Admin Tool) and just reference them in the workflows than to edit the same code in different locations in every workflow where it is used. Furthermore, during workflow development the Admin Tool script can be modified easily and the change is propagated immediately whereas when editing a workflow changes have to be deployed first.

Please see the *ConSol CM Process Designer Manual* for a detailed introduction to workflow programming. A short example will be provided here. This code in a workflow activity will only reference the script, e.g.:

```
scriptExecutionService.execute(scriptProviderService.createDatabaseProvider
  ("DisplayCustomerData.groovy"))
```

### In the Admin Tool, the respective script is stored:

ConSol CM6				C 🔤 🕤
A Home	*	Scripts & Templates Administration		
Access and Roles	۲	Scripts Template		
≣ Lists	۲	Scripts		Source
Tickets	۲	Workflow	•	import con.consol.cnas.common.model.ticket.Ticket
Lustomers	۲	Name A	Type	import com.consol.cmas.common.model.customfield.meta.UnitDefinitionType
ᢙ Resources	۲	CheckClosedChildTickets.groovy	Workflow	<pre>def ticket = workflowApi.getTicket()</pre>
Global Configuration	۲	CloneTicket.groovy DisplayCustomerData.groovy	Workflow Workflow	<pre>def mcont = ticket.getHainContact()</pre>
💮 Data Warehouse	۲			println "CustomerGroup of main contact is now " + mcont.getCustomerGroup().getNam
Services	۲			<pre>println "Customer definition of main contact is now " + mcont.getCustomerDefiniti println "UnitDefinition of main contact is now " + mcont.getDefinition().getName(</pre>
🗹 E-Mail	۲			
🕫 System	۲			def custmod = mcont.getCustomerDefinition().getName() println "CUSTHOD is now " + custmod
Scripts and Templates				def cityfield
Simport/Export				del citylieid
ticense ?				switch (custmod) (
System Properties				<pre>case "BasicModel" : cityfield = "company:city";</pre>
				<pre>break; case "DirectCustomerModel" : cityfield = "DirCustCompanyData:dir cust com</pre>
				break;
				<pre>case "ResellerModel": cityfield = "ResellerCompanyData:city"; break;</pre>
			]	
	-			
[CM_Administration]				

Figure 403: ConSol CM Admin Tool - Workflow script

It is also possible to pass parameters (key/value pairs) to the Admin Tool script. This is explained in detail in the *ConSol CM Process Designer Manual*.

## F.7.1.10 PostActivityExecutionScript

For certain use cases it might be required to execute a script when a ticket has run through a workflow activity. You might want to use this, for example, to display another ticket in the Web Client after the workflow activity has been executed. From a user's (engineer's) point of view, the Web Client *jumps* to the next ticket. The latter can be a child ticket or the next ticket in a list, depending on the use case.

The system behavior is defined in an Admin Tool script, the *PostActivityExecutionScript* (sometimes also called *Default Workflow Activity Script*). The name of the script has to be set in the system property *cmweb-server-adapter*, *postActivityExecutionScriptName*, see <u>System Properties</u>.

This script is executed after every **manual** workflow activity. That means you have to insert all control mechanisms and *intelligence* into the script:

- After which activity should the script do something? (for all other activities, nothing should happen)
- What should happen?

Starting with version 6.10.2, ConSol CM can open one of four different page types (in *read* mode) coming from the PostActivityExecutionScript:

- a ticket page
- a company detail page
- a contact detail page
- a resource page

The script just has to provide the respective object as return value. The following code shows an example for each of the four types.

```
switch(activity.name){
    case 'defaultScope/Goto_ticket':
        return ticketService.getByName("SUP-11")
    case 'defaultScope/Goto_contact':
        return unitService.getById(123)
    case 'defaultScope/Goto_company':
        return unitService.getById(456)
    case 'defaultScope/Goto_resource':
        return resourceService.getById(890)
}
```

**Example:** Jump to the next ticket in a list.

11.1		no unca dor nober name		 0.00
	cmweb-server-adapter	pagemapLockDurationInSeconds	60	ш.
Ш	cmweb-server-adapter	postActivityExecutionScriptName	postActivityExecutionHandler	ш.
	cmweb-server-adapter	queuesExcludedFromGS		11.

Figure 404: ConSol CM Admin Tool - Property for definition of postActivityExecutionScriptName

The PostActivityExecutionScript can also *jump to* a unit page (i.e., a company page or a contact page) or to a resource page simply by returning the unit or resource within the script.

Please see the following example script:

```
switch(activity.name){
    case 'defaultScope/Goto_the_ticket':
        return ticketService.getByName("SUP-11")
    case 'defaultScope/Goto_the_contact':
        return unitService.getById(123)
    case 'defaultScope/Goto_the_company':
        return unitService.getById(456)
    case 'defaultScope/Goto_the_resource':
        return resourceService.getById(890)
}
```

Code example 65: PostActivityExecutionScript

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A Home	~	Scripts & Templates Administration	
Access and Roles	۲	Scripts Template	
E Lists	۲	Scripts	Source
Tickets	۲	All script types	
Customers	۲	Name Type A	<pre>case 'defaultScope/Service_Desk/New_ticket/Open_Page_of_Main_Contact': def main_cont = ticket.getMainContact()</pre>
ᢙ Resources	۲	maxTicketGridSize	return main_cont
🜐 Global Configuration	۲	postActivityExecutionHandler CloneTicket.groovy Workflow	
💮 Data Warehouse	۲	DisplayCustomerData.groovy Workflow	
🔅 Services	۲	CheckClosedChildTickets.groovy Workflow AppendToTicket.groovy E-mail	
💟 E-Mail	۲	NimhAppendToTicket.groovy E-mail CreateTicket.groovy E-mail	
🛟 System	۲	ChangeOutgoingMail.groovy E-mail	
Scripts and Templates		MailSetReplyTo.groovy E-mail MailToClosedTicket.groovy E-mail	
S Import/Export		NimhIncomingMailRouting.groovy E-mail	
		MailScriptServiceDesk E-mail MessageToEngineerRemove.groovy E-mail	
System Properties		NimhMailToClosedTicket.groovy E-mail NimhCreateTicket.groovy E-mail	
aystem Properties		IncomingMailRouting.groovy E-mail	(f aramle arrive

## Another **example**, which also shows the Web Client behavior:

Figure 405: ConSol CM Admin Tool - PostActivityExecutionHandler script

```
switch(activity.name){
    case 'defaultScope/Service_Desk/New_ticket/Open_Page_of_Main_Contact':
        def main_cont = ticket.getMainContact()
            return main_cont
        // ( ... )
}
```

Code example 66: *PostActivityExecutionHandler* 

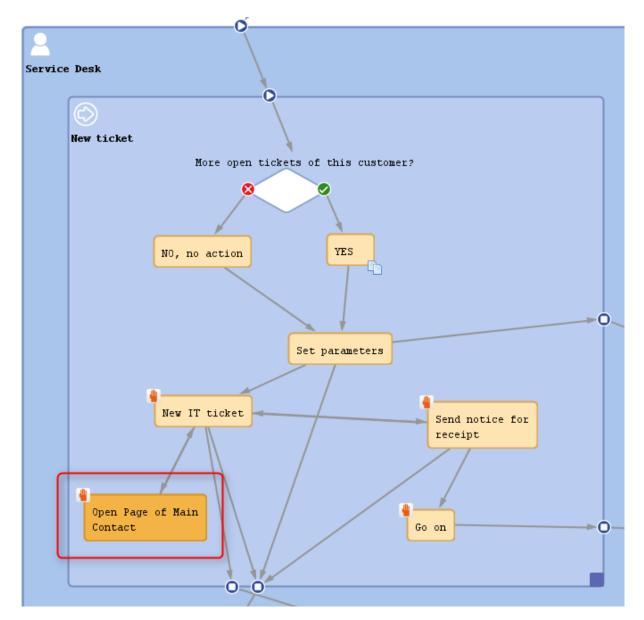


Figure 406: ConSol CM Process Designer - Activity which will be controlled using the PostActivityExecutionScript

Ticke	Edit   Clone   Print	Workflow activities
	Problems with my PC	Work on ticket
10019	ServiceDesk   New ticket Assigned to ServiceDesk, Susan   Open since 7/24/15 9:21 AM Priority high Desired deadline 7/24/15 4:00 PM Request Type Request Type TechnicalProblem	Send notice for receipt Acknowledge: E-Mail has been read Open Page of Main Contact Workspace
	Groups     Edit       Conversations/Meetings     Orders       Open Customer Tickets on Create Date	Workspace is empty All your unsaved tasks are automatically listed in this workspace.
	Customers (1)	Favorites
	Main	All Contacts
0	Skywalker Luke Verseller email katja@consol.de phone 123	HP printers
	vip_person no CM/Track Login (LDAP) luke CM/Track Password	HP Printer: 4712

Figure 407: ConSol CM Web Client - Ticket with workflow activity which will jump to contact page

ontact				Print	Activities
O Skywalker Lul	<b>ke ▼</b> Rese email	eller	phone 123		(Re-)Check service status of the company
	person no				Create new Help Desk ticket
CM/Track Login	(LDAP) luke	CM/Track P	assword *******		
		ipany 999 💌	-		Workspace
		Inknown	ty Alderaan	y number 999 zip 7777	Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Tickets (12)				~	
All tickets 💌					Favorites
				1 to 10 of 12	All Contacts
¢ → Engine	er	Main Customer	Name	Subject	HP printers
Service	esk, Susan	💄 Minnie Mouse	100259	Login in ERP-System not possible!	HP Printer: 4712
Service	esk, Susan	Skywalker,Lea	00286	New Invoice Feb 2015	OpenTicketsAUSTR
Huber, H	arald	💄 Peter Diermau	30P-91	AT: NPE when copying roles	-
Service	esk, Susan	Skywalker,Luke	100263	Question about Order #4711	Service request
Service	esk, Susan	Skywalker,Luke	6 100199	Problems with my PC	
		Skywalker,Luke	100302	Task - Child of Ticket 100263 : Bitte um Bestellung kümmern	
		Skywalker,Luke	100299-001	New Ticket due to Search Result for customerSkywalker	
		Skywalker,Luke	100267	Question concerning delivery July 2014	
		Skywalker,Luke	00307-001	New Ticket due to Search Result for customerSkywalker	
		Skywalker,Luke	00260	Sell a printer to each special end customer	
				1 to 10 of 12	

Figure 408: ConSol CM Web Client - Contact page which has been opened directly from ticket

## F.7.1.11 Scripts for the Action Framework

### Introduction

The ConSol CM Action Framework offers the ability to start actions which are not related to workflow activities, i.e., they can be started or triggered in another context, not only in a workflow context.

The Action Framework consists (as of ConSol CM version 6.10) of three components which are treated in the respective manual sections in detail.

- Customer Actions (Data Object Actions, Unit Actions)
   Actions based on contact or company objects, see section <u>Action Framework Customer</u>
   <u>Actions</u>.
- Resource Actions Actions based on resource objects, see section CM.Resource Pool - Resource Actions.
- Search Actions Actions which are based on the result set of a search, see section <u>Action Framework - Search</u> <u>Actions</u>.

In this section here, you will learn more about Action Framework-specific programming.

### Admin Tool Scripts for the Action Framework

#### Script Types

Each action is based on an Admin Tool script as described in the sections mentioned above. For each Admin Tool script, the correct script type has to be set.

Please note that for each execution script, a condition script *can* be defined. It has to be associated with the execution script in the action definition in the Admin Tool. This condition script will be executed before the execution script.

Thus, the execution script will only be executed if either

• no condition script is defined

or

• the condition script returns *true*.

The following Action Framework-related script types are available:

### • For Customer Actions ( = Data Object Actions, Unit Actions):

- Data object condition
- Data object action
- For Resource Actions:
  - Resource condition
  - Resource action
- For Search Actions ( = Bulk Actions):
  - For actions based on ticket result lists:
    - Bulk ticket condition
    - Bulk ticket action

- For actions based on customer (= data object, unit) result lists, i.e., contact or company result lists:
  - Bulk data object condition
  - Bulk data object action
- For actions based on resource result lists:
  - Bulk resource condition
  - Bulk resource action

## Script Return Values

The return value of a condition script has to be either *true* or *false*.

The return value of a manual execution script has to be one of the following PostActionTypes:

- An object where the object detail page is opened (e.g., a unit page).
- A create page for an object.
- An URL.
- A return status which is also displayed as message in the Web Client.

Please see the details in the following section.

## Action Types

An action can be of one of the following types:

- Automatic
  - Create
  - Update
  - Delete
  - Relation
  - Search
- Manual

## Programming with the Action Framework

One core component of programming scripts for manual actions in the ConSol CM Action Framework is the class **ActionScriptResultFactory**. An instance of this class is available as **actionScriptRes-ultFactory** in each execution script. The type of the returned *PostActionScriptResult*, i.e., the **PostAc-tionType**, defines the step directly following the execution of a manual execution script. You can implement the desired system behavior using the **PostActionType**.

## Open the Create Ticket Page

- *return actionScriptResultFactory.getPostAction(PostActionType.CREATE\_TICKET, ticket)* Redirects to ticket create page with fields filled with ticket data.
- return actionScriptResultFactory.getPostAction(PostActionType.CREATE\_TICKET, ticket, unit)

Redirects to ticket create page with fields filled with ticket data and existing unit as main contact.

#### Example:

```
import com.consol.cmas.core.server.service.action.PostActionType
import com.consol.cmas.common.model.ticket.Ticket
Ticket ticket = new Ticket();
ticket.setQueue(queueService.getByName("Helpdesk"))
ticket.setSubject("sample subject")
ticket.setSubject("sample subject")
ticket.set("queue_fields.string", "test")
ticket.set("queue_fields", "boolean", "true")
return actionScriptResultFactory.getPostAction(PostActionType.CREATE_TICKET,
ticket)
//to additionally set main contact use
//return actionScriptResultFactory.getPostAction(PostActionType.CREATE_TICKET,
ticket, unit)
```

Code example 67: Open the Create ticket page

#### Open the Ticket Page in Display-Only Mode

 return actionScriptResultFactory.getPostAction(PostActionType.GOTO\_TICKET, ticket) Redirects to ticket page of given ticket.

#### Example:

```
UnitCriteria unitCriteria = new UnitCriteria();
Unit companyPattern = new Unit("company", customerGroup);
mdcmCriteriaBuilder.setReferencedCompanyCriteria(unitCriteria, companyPattern);
```

Code example 68: Open the ticket page in display mode

#### Open the Ticket Page in Display-Only Mode and Show ACF Before

 return actionScriptResultFactory.getPostAction(PostActionType.GOTO\_TICKET, ticket, activityControlFormExecutionContext)
 Redirects to ticket page of given ticket and shows given activity control form obtained via ActivityControlFormService.getExecutionContext(Ticket, String).

#### Example:

()
<pre>def executionContext = activityFormDefinitionService.getExecutionContext(newtic, "defaultScope/TaskInProgress/AcceptTask") if (!executionContext) { return actionScriptResultFactory.getPostAction(PostActionType.FAILURE, "action.fail.wrong.activity") } </pre>
<pre>// Modify entities from the execution context - not the original ones // - since the user may still press cancel. executionContext.ticket.add("SpecialTasks_Fields","Deadline", new Date());</pre>
<pre>return actionScriptResultFactory.getPostAction(PostActionType.GOTO_TICKET, newtic, executionContext);</pre>

Code example 69: Open the ticket page in display mode and show ACF before

Please note that the implementation class for the bean activityFormDefinitionService is ActivityControlFormService. Please refer to the class documentation for details. In scripts, access is by its bean name, as in the script above.

#### Open the Create Unit (Contact or Company) Page

 return actionScriptResultFactory.getPostAction(PostActionType.CREATE\_UNIT, unit) Redirects to unit create page with fields filled with unit data.

### Example:

```
import com.consol.cmas.common.model.customfield.Unit
import com.consol.cmas.core.server.service.action.PostActionType
Unit contact = new Unit("customer", unit.getCustomerGroup());
contact.set("firstname", "Luke");
contact.set("name", "Skywalker");
return actionScriptResultFactory.getPostAction(PostActionType.CREATE_UNIT,
contact);
```

Code example 70: Unit execution script (customer implicitly available) to open the Create customer page

#### Open a Unit (= Customer, i.e., Contact or Company) Page in Display-Only Mode

• return actionScriptResultFactory.getPostAction(PostActionType.GOTO\_UNIT, unit) Redirects to unit page of given unit.

#### Example:

```
import com.consol.cmas.common.model.customfield.Unit
import com.consol.cmas.core.server.service.action.PostActionType
Unit contact = unitService.getByCustomerGroup(unit.getCustomerGroup()).get(0)
return actionScriptResultFactory.getPostAction(PostActionType.GOTO_UNIT, contact)
```

Code example 71: Unit execution script (unit implicitly available) to open a customer page in display mode

#### Open a Create Resource Page

 return actionScriptResultFactory.getPostAction(PostActionType.CREATE\_RESOURCE, resource) Redirects to resource create page with fields filled with resource data.

#### Example:

```
import com.consol.cmas.common.model.resource.Resource
import com.consol.cmas.common.model.resource.meta.ResourceType
import com.consol.cmas.core.server.service.action.PostActionType
ResourceType type = resourceTypeService.getByName("resource type 1")
Resource resource = new Resource(type)
resource.setFieldValue("group1", "stringField1", "value1")
resource.setFieldValue("group2", "numberField1", 1L)
return actionScriptResultFactory.getPostAction(PostActionType.CREATE_RESOURCE,
resource)
```

Code example 72: Open a Create resource page

#### Open a Resource Page in Display-Only Mode

• return actionScriptResultFactory.getPostAction(PostActionType.GOTO\_RESOURCE, resource) Redirects to resource page of given resource.

#### Example:

```
import com.consol.cmas.common.model.resource.Resource
import com.consol.cmas.core.server.service.action.PostActionType
Resource resource = resourceService.getAll().iterator().next()
return actionScriptResultFactory.getPostAction(PostActionType.GOTO_RESOURCE,
resource);
```

Code example 73: Open a resource page in display mode

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#### Open a URL

 return actionScriptResultFactory.getPostAction(PostActionType.GOTO\_PAGE, "http://consol.de")
 Redirects to page of given URL.

#### Example:

import com.consol.cmas.core.server.service.action.PostActionType

return actionScriptResultFactory.getPostAction(PostActionType.GOTO\_PAGE,
 "http://consol.de");

### Code example 74: Open a URL

### Display Result Message in Web Client: SUCCESS

- return actionScriptResultFactory.getPostAction(PostActionType.SUCCESS, localizedLabelKey) Remains on the same page with green success feedback panel and a localized message:
  - action.result.success=Action succeed Also consider using actionScriptResult.withRefreshContent() to reload page data.

#### For details, please refer to section Return Values and Return Messages.

#### Display Result Message in Web Client: FAILURE

- *return actionScriptResultFactory.getPostAction(PostActionType.FAILURE, localizedLabelKey)* Remains on the same page with red failure feedback panel and a localized message:
  - action.result.failure=Action failed Also consider using actionScriptResult.withRefreshContent() to reload page data.

For details, please refer to section Return Values and Return Messages.

#### **Return Values and Return Messages**

To indicate the return value of a ConSol CM action for the engineer in the Web Client, you have to use one of two PostActionTypes:

- **PostActionType.SUCCESS** The message will be displayed in green in the Web Client.
- PostActionType.FAILURE

The message will be displayed in red in the Web Client.

You have to set a return value for every execution script. It is not possible to end an execution script without the return value (a run-time error will be thrown in that case).

Example of a positive feedback:

Action succeed	Activities
Search	Assign all those tickets to me
Search criteria	Workspace
Engineer 'Service Desk, Sarah'  Please select  Search	Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Tickets DirectCustomers (DirCustCustomer) DirectCustomers (DirCustCompany)	Favorites
View as: 🗏 List 🔠 Grid	HP Printer: 4712
Search results (0)	OpenTicketsAUSTR
No search results	Service request

Figure 409: ConSol CM Web Client - SUCCESS message after Search (Result) Action

#### Example of a negative feedback:

Action failed	Activities
Search	Assign all those tickets to me
Search criteria	Workspace
Engineer 'Service Desk, Sarah' The Search Search	Workspace is empty All your unsaved tasks are automatically listed in this workspace.
Tickets DirectCustomers (DirCustCustomer) DirectCustomers (DirCustCompany)	Favorites
View as: 📃 List 🔠 Grid	HP Printer: 4712
Search results (0)	OpenTicketsAUSTR
No search results	Service request

Figure 410: ConSol CM Web Client - FAILURE message after Search (Result) Action

The text which is displayed (e.g., *Action succeed* or *Action failed*) can be retrieved using one of two methods:

- Use a ConSol CM standard value which is defined in standard property files, see section <u>CM</u> Standard Values for Return Messages.
- Use a label which has been defined specifically for your ConSol CM system in the *Labels* administration, see section Use System-Specific Labels.

## F.7.1.12 CM Standard Values for Return Messages

action.result.success=Action succeeded

action.result.failure=Action failed

## F.7.1.13 Use System-Specific Labels

You can define your own labels for the display of messages in the Web Client. See section <u>Labels</u> for a detailed explanation.

#### Working with Relation Actions

Relation actions are available in CM versions 6.10.5.4 and up. They are available for all three main object types and are defined in the Admin Tool for the navigation items. Please see the detailed explanations in the respective sections of this manual.

- units / customers
   explained in section <u>Action Framework Customer Actions</u>
- tickets
- resources explained in section CM.Resource Pool - Resource Actions

A relation action is executed when the relation is

- created
- deleted

It is not executed when the comment of the relation has been changed.

Please note that a relation action is always executed when the object type for which the relation is defined is involved. As a consequence, two actions will be executed in case the source as well as the target object belong to a type with a relation action!

In scripts which define the relation actions, the following object are available:

- Unit-Unit Relation:
  - unit object
  - *relation* object (UnitRelation)
- Unit-Ticket Relation:
  - unit object
  - ticket object
  - role object (ContactTicketRole)

- Resource-Unit Relation:
  - resource object
  - unit object
  - relation object (ResourceUnitRelation)
- Resource-Ticket Relation:
  - resource object
  - ticket object
  - relation object (ResourceTicketRelation)
- Resource-Resource relation:
  - resource object
  - relation object (ResourceResourceRelation)

Please note that in CM version 6.10.5.4, it is not possible within the relation action script to distinguish between a CREATE and a DELETE operation.

In the following example, the person who is the contact person for an SLA should receive an email whenever a new relation for this SLA to a customer has been established or has been deleted.

Steps to perform:

- 1. Define a relation, in this example the SLA\_to\_Company\_Relation, with source = resource type *SLAs* and target = *company*, several customer groups
- 2. Write the resource action script, in this example: *SLA\_CompanyRelationAction.groovy*
- 3. Define a resource action (in this example: *SLA\_CompanyRelationAction*) of type Relation which uses the script as execution script
- 4. Assign the resource action to a resource type, in the example to the type SLAs.
- 5. Test the desired use case in the Web Client

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Example relation action script *SLA\_CompanyRelationAction.groovy*:

```
import com.consol.cmas.common.model.mail.MailSendHolder
log.info 'SLA to company relation action has been triggered!'
def myUnit = relation.targetUnit
def myUnitDef = relation.targetUnit.definition.name
log.info 'myUnitDef is ' + myUnitDef
def nameField
def groupField
switch(myUnitDef) {
  case "ResellerCompany": nameField = "company_name";
    break;
  case "company": nameField = "name1";
    break;
  case "DirCustCompany": nameField = "dir cust company name"
     break;
}
def myCustName = myUnit.get(nameField)
log.info 'customer name is ' + myCustName
def contPersMail = resource.get("SLA Fields basic.responsible person email")
  if (contPersMail) {
  log.info ' Email about SLA will be sent to ' + contPersMail
  // Send an email asynchronuously. Mail object is not available outside workflow
   context!
  def pResName = resource.get("SLA Fields basic.SLA Name")
  // alternative to fixed text: use text template
  def pText = "A relation has been modified from resource " + pResName + " to
   company " + myCustName
  def pTo = contPersMail
  def pSubject = " new or deleted SLA relation - please take care"
  def pHtml = false
  def pFromEmail = configurationService.getValue("cmweb-server-
   adapter", "mail.reply.to")
  def holder = MailSendHolder.createSelfSendHolder(pText, pHtml, null, null)
  holder.setSubject(pSubject)
  holder.setTo(pTo)
  holder.setFrom(pFromEmail)
  mailService.sendMailAsynchronous(holder)
} else {
  log.info 'No mail sent to SLA contact person, no email address found'
}
```

Code example 75: *Relation action script to send an email when a resource-company relation has been created or deleted* 

# F.7.2 Admin Tool Templates

## F.7.2.1 Introduction to Templates in the Admin Tool

In ConSol CM, several types of templates are used:

- E-mail templates are stored in one of the following places:
  - the *Text Template Manager*, see section <u>The ConSol CM Text Template Manager</u>.
  - the *Templates* section of the Admin Tool. Details on that topic are provided in this chapter.
- Document templates are stored in
  - the Document Template Manager (part of CM.Doc), see section CM.Doc
- Data representation templates are stored in
  - the Scripts & Templates Administration of the Admin Tool. They are used for:
    - the definition of customer templates, see section <u>Templates for Customer Data</u>
    - the definition of resource templates, see section <u>CM.Resource Pool Templates</u> for Resource Data
- General templates are stored in
  - the *Scripts & Templates Administration* of the Admin Tool. They are explained in this chapter.

In this chapter, the general templates in the *Scripts & Templates Administration* of the Admin Tool are explained.

Admin Tool templates are written using *FreeMarker* notation (see <u>FreeMarker web site</u>) and should only be edited by experienced ConSol CM consultants and administrators. A ConSol CM standard installation already contains system templates and some example templates which might help you, as an administrator, to define new templates for your special use cases.

## F.7.2.2 The Admin Tool Template Editor

To work with templates, open the navigation item *Scripts and Templates* in the navigation group *System* and switch to the *Template* tab.

In the templates list, all templates are listed with:

• Name

Mandatory. A template is referenced by its name when it is referenced by other objects.

• Group

Optional. Groups help you temporarily sort the templates in the templates list. This setting does not have any technical implications and will be lost once you reload the data in the Admin Tool.

To open a template in the editor panel, mark it in the list and open it by clicking the *Edit* button. Each template must have a name, whereas the group name is optional.

If your system works with various languages, you can define each template for each language. Use the drop-down menu *Language* above the editor panel. The Web Client will display the template for the configured locale of the web browser. If there is no template for this language, the default language will be used. Every template has to be defined for the default language.

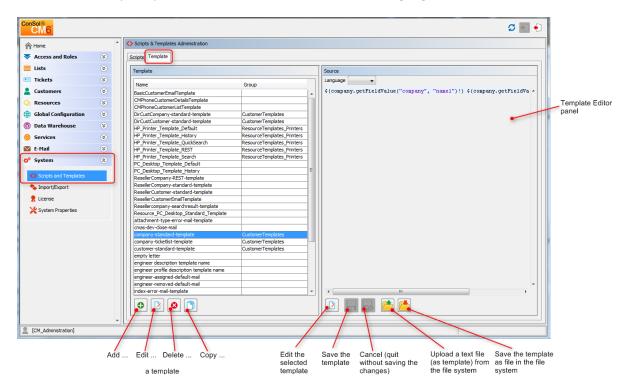


Figure 411: ConSol CM Admin Tool - Template editor

## F.7.2.3 Working with Admin Tool Templates

The Admin Tool templates represent a template pool. Each template can be referenced from different modules of the system and is always referenced by its name. In the following paragraphs, all modules where templates can be used are explained. Within a template, the Data Object Group Fields, Resource Fields, and Custom Fields are referenced by group name and field name, e.g., the company name within the Data Object Group *ResellerCompany* is referenced as shown in the following example.

\${ResellerCompany.getFieldValue("ResellerCompanyData", "company\_name")!}

For a detailed explanation of working with Custom Fields, please see section <u>Custom Field Admin-istration (Setting Up the Ticket Data Model</u>). Data Object Group Fields are explained in section <u>Setting</u> <u>Up the Customer Data Model</u>. Resource Fields are explained in section <u>CM.Resource Pool - Setting Up</u> the Basic Resource Model.

Do not use line breaks in template statements!

## System Templates

A default ConSol CM installation comes with several system templates. They are used in standard situations like error messages sent to an administrator. Please see the following list for an overview of the system templates:

• attachment-type-error-mail-template

An e-mail with this template is sent to the e-mail administrator (e-mail address given in system property *mail.process.error*) when the attachment type of an incoming or outgoing e-mail is not supported and thus the e-mail cannot be processed.

cmas-dev-close-mail

Not used. Removed from the standard installation in ConSol CM version 6.10.1.

- engineer description template name Template used to render the engineer label, e.g., ticket owner.
- engineer profile description template name Template used to render the label on a header of the page, next to the logout button.
- index-error-mail-template Not used. Removed from the standard installation in ConSol CM version 6.10.1.
- password-reset-template
   Template for the body of the e-mail which is sent when a user requests a password reset (on login page).
- representation\_info\_email\_html
   All e-mails sent by CM to the represented engineer are also sent to the representing engineer
   (see *Global Permissions: Representation Permissions* in section <u>Role Administration</u>). The template is used to configure the text which is added to the forwarded e-mail.
- representation\_info\_email\_plain\_text Same as above, as plain text.

## Templates for Definition of Customer Format in the Web Client

The appearance of **customer data** (e.g., name, phone number, and room number or surname and forename only) in different sections of the Web Client can be formatted using templates. The definition has to be made for each data object (i.e., for each company definition and for each contact definition) so that specific templates can be used within each customer group. The configuration of templates for data objects is explained in section Templates for Customer Data.

The same principle applies to the representation of **resource data** (if CM.Resource Pool is active in your ConSol CM system). For a detailed explanation, please refer to section <u>CM.Resource Pool - Templates for Resource Data</u>.

In the following example, the customer data within the *ResellerCustomer* data object should be represented in the standard template with forename and surname.

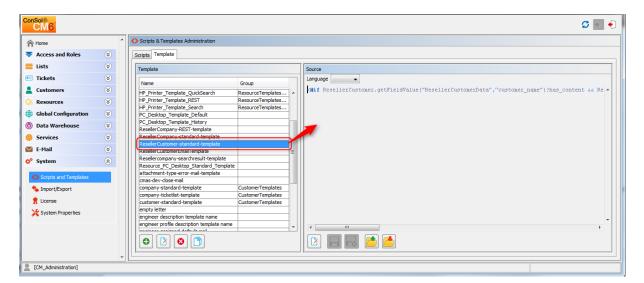


Figure 412: ConSol CM Admin Tool - Example of a customer format definition template

<#if ResellerCustomer.getFieldValue("ResellerCustomerData","customer\_name")?has\_
content && ResellerCustomer.getFieldValue("ResellerCustomerData","forename")?has\_
content>\${ResellerCustomer.getFieldValue("ResellerCustomerData","customer\_
name")!},\${ResellerCustomer.getFieldValue
("ResellerCustomerData","forename")!}<#else> \${ResellerCustomer.getFieldValue
("ResellerCustomerData","customer\_name")!}

## Code example 76: Customer format definition template

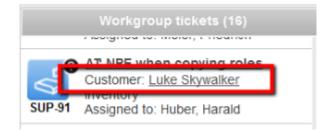


Figure 413: ConSol CM Web Client - Example of a customer format definition template

## **Ticket Assignment Templates**

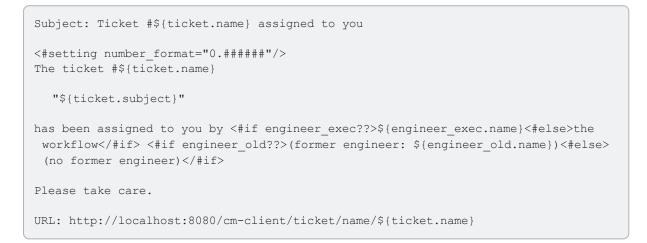
In the queue administration (see section <u>Queue Administration</u>), ticket-engineer-assignment templates can be selected. There are templates for the use cases *assign* and *remove*.

- The *assign* template (*Assign*) is used as text template for an automatic e-mail which is sent by the system to the (new) engineer when a ticket is assigned to the engineer.
- The *remove* template (*Unassign*) is used as text template for an automatic e-mail which is sent by the system to the (old) engineer when a ticket has been taken from the engineer.

You have to write and save the templates here in the *Template* section first. Then they will be available in the drop-down menu in the *Ticket assignment templates* section of the queue administration (see section <u>Queue Administration</u>). You can define a name of your choice - we recommend using a name which describes the use of the template, as shown in the following example.

ConSol CM6		C 🖬	Ð
Home	*	Scripts & Templates Administration	
Access and Roles	۲	Scripts Template	
🗮 Lists	۲	Temolate Source	
Tickets	۲	Name Group Language	
Customers	۲	ReseleCustomer-standard-template _ GOUD	
ᢙ Resources	۲	ReselerCustomerEmailEmplate            Reselercompany-searchres.ifttemplate	
🜐 Global Configuration	۲	Resource_PC_Desktop_Standard_Template The ticket #\$(ticket.name)	
⑦ Data Warehouse	۲	attachment-type-error-mail-template "\$(ticket.subject)"	
🔅 Services	۲	company-standard-template OustomerTemplates company-ticketist-template OustomerTemplates has been assigned to you by <#if engineer exec???>\${engineer exec???>\${engineer exec???>}}	
💟 E-Mail	۲	customer-standard-template OustomerTemplates	
🕫 System	۲	endred destrotent temolate name.	
Scripts and Templates		engineer profile description template name URL: http://localhost:8080/cm-client/ticket/name/%(ticket.name)	
S Import/Export		engineer-assigned default-mail	
🕈 License		Index-error-mai-template assword-reset-template	
System Properties		representation_info_email_html	
		representation_info_email_olain_text	•
[CM_Administration]	Ŧ		

Figure 414: ConSol CM Admin Tool - Example of an e-mail template for ticket assignment to an engineer



Code example 77: Text of the example template engineer-assigned-default-mail

t <b>queue</b> Please edit the que	ue's data.						
etails							
ueue:	HelpDesk_1	st_Level			Workflow:	helpdesk1	-
refix:					Calendar:		•
AQ:					Enabled:		
ket assignment ter							
ssign:		signed-default-m	ail		Unassign:	engineer-removed-default-mail	•
-		-				-	
-Mail script:				•			
efault values script	dv			<b>▼</b>			
her							
escription:							
Custom fields Cus	tomer groups	Classes of text	Projects				
Assigned 🔺				Available 🔺			
feedback				dependent_enum	1		
nelpdesk_standard				faq			
qualification				 numbers			
queue_fields (*)				 sales_standard			
workaround							
				<b>~</b>			

Figure 415: ConSol CM Admin Tool - Configuration of a ticket assignment template for a queue

#### Password Reset Templates

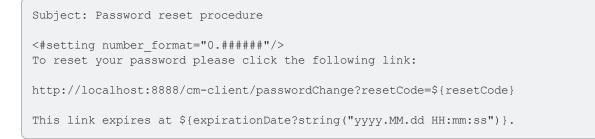
When users forgot their passwords, they can request a new password using ConSol CM standard functionality. The user might be an engineer who works with the Web Client or a customer who has a login to CM.Track. For both cases, the administrator has to configure ConSol CM in a way that an e-mail can be sent to the user who needs a new password. This e-mail is based on a template which is stored in the Admin Tool, in the *Template* section. The e-mail contains a hyperlink to a page where the password reset can be performed.

#### Password Reset Template for Engineers in the Web Client

When an engineer has forgotten his Web Client password, he can request a new password by using the link *Forgot your password?* on the initial login page. An e-mail with a link to an URL where the engineer can set the new password is sent to the engineer.

Please note that this can only work if a valid e-mail account is available for this engineer and if the respective value has been entered as e-mail address for the engineer in the engineer data!

The e-mail which is sent to the engineer is based on the template *password-reset-template*. This template name is mandatory, required for the password to work. The template could look like the following example:



#### Code example 78: Template to reset the engineer's password

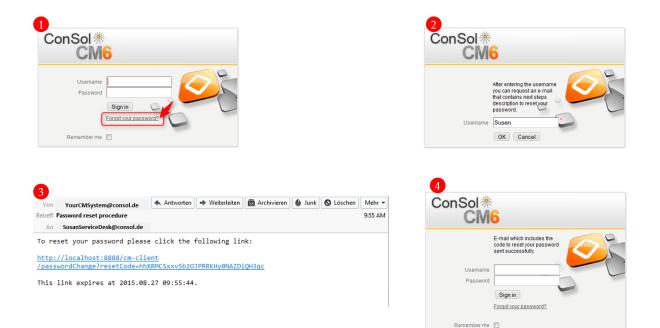


Figure 416: ConSol CM Web Client - Password reset by an engineer

Please note that the password reset in the Web Client is only possible if the standard mode is used. It is not possible if LDAP or Kerberos authentication is in operation. See section <u>Authentication Methods for Engineers in the Web Client</u> for an explanation of all possible authentication modes.

## Password Reset Template for Customers Using CM.Track V1

When a customer has forgotten his CM.Track password, he can request a new password by using the link *Forgot your password?* on the initial login page. An e-mail with a link to an URL where the customer can set the new password is sent to the customer.

Please note that this can only work if a valid e-mail account is available for this customer and if the respective value has been entered as e-mail address for the customer in the respective Data Object Group Field.

The e-mail which is sent to the customer is based on the template *track-password-reset-template*. This template name is mandatory, required for the password to work. The template has to be created/added manually, it will not be present in the system by default.

The template should be formatted like the following example (you can add any text you would like to send to your customers, but please note the *resetCode* variables and the URL!):

```
Your Password Reset Link:
http://mycm6system/cm-track/#track=set_new_password/resetCode-${resetCode} (Reset
Code: ${resetCode})
Valid 24 hours only, please visit before expiry!
```

## Code example 79: Reset the password of a customer in CM. Track

As From address for the e-mail to the customer, the administrator e-mail address is used.

Iogin	ConSol ** CM TRACK	ConSol CM TRACK
login Forgot your password?	reset	
E-mail ir Password Reset Link: <u>http://myserver.de/cm-tracl</u> 5bc37X3dy02gacT5poLIIcH4ZRKTa (Reset Code: ase visit before expiry!	d#track=set_new_password/resetCode_ 1h85bc37X3dy0ZqacT5poLlicH4ZRKTa) Valid 24 hours only,	5 ConSol ** CM TRACK

### Figure 417: CM. Track - Password reset by a customer

Please note that the password reset in CM.Track V1 is only possible when the DATABASE mode is used. It is not possible when LDAP authentication is in operation. See section <u>CM.Track V1: Authentication Modes for the Portal</u> for an explanation of all possible authentication modes.

#### Password Reset Template for Customers Using CM.Track V2

When a customer has forgotten his CM.Track password, he can request a new password by using the link *Forgot your password?* on the initial login page. An e-mail with a link to an URL where the customer can set the new password is sent to the customer.

Please note that this can only work if a valid e-mail account is available for this customer and if the respective value has been entered as e-mail address for the customer in the respective Data Object Group Field.

The e-mail which is sent to the customer is based on the template *track-password-reset-template*. This template name is mandatory, required for the password to work. The template has to be created/added manually, it will not be present in the system by default.

The template should be formatted like the following example (you can add any text you would like to send to your customers, but please note the *resetCode* variables and the URL!):

```
Your Password Reset Link:
<#setting number_format="0.######"/>
To reset your password please click the following link:
http://myserver:myport/track/#/password-reset/resetCode-${resetCode}
This link expires at ${expirationDate?string("yyyy.MM.dd HH:mm:ss")}.
```

Figure 418: Admin Tool template for customer password reset in CM. Track V2 (replace myserver and myport with your system parameters)

Please note that the variable *expirationDate* is a system variable which is set to a date 24 hrs later than the time of the password-reset request by default. You can change the variable using the CM system property *cmas-core-security,resetCode.expiriationPeriod* (Integer, milliseconds). The system property is not present by default but has to be created if it is required.

Please sign in	Forgot your password?	Forgot your password?
Username	Enter your user name and we'll help you reset yout password.	An email was sent to your account. Please folio the instructions in the email.
Password	luke	
Forgot your password?		Continue
password	Continue Cancel	
Sign in		
		A
r Password Reset Link:		5 Change password
	ing link:	
reset your password please click the followi	-	Change password
reset your password please click the followi p://myserver.de:8180/track/#/password-reset/	-	Change password New password
r Password Reset Link: reset your password please click the followi p://myserver.de:8180/track/#/password-reset/ s link expires at 2017.01.19 16:18:05.	-	Change password New password

#### Figure 419: CM. Track - Password reset by a customer

Please note that the password reset in CM.Track V2 is only possible when the DATABASE mode is used. It is not possible when LDAP authentication is in operation. See section <u>CM.Track V2: Authentication Modes for the Portal</u> for an explanation of all possible authentication modes.

#### **Custom Defined Templates**

A ConSol CM administrator or workflow developer can define any template that is required and store it in the *Scripts & Templates Administration*. When used in automatic e-mails which are sent by a workflow activity, you can always use the workflow API *renderTemplate()* method to reference a template. However, most e-mail templates should be managed using the *Text Template Manager* (see section <u>The ConSol CM Text Template Manager</u>). There are only very few use cases which might require that e-mail templates, or parts of e-mail templates, have to be stored in the *Scripts & Templates Administration* of the Admin Tool.

# F.8 Deployment (Import/Export)

This chapter discusses the following:

F.8.1 Introduction	
F.8.2 Scenarios	579
F.8.3 Deployment (Import/Export) Using the Admin Tool	

# F.8.1 Introduction

ConSol CM offers the option to export the system configuration with or without run-time data into a file and to import this file into another ConSol CM system. The transfer file is called a *scenario* (sometimes also called a *scene*). It can contain various data - details are explained in the following sections.

Usually a scenario with configuration data is used to transfer data from a test to a staging or production system.

Since ConSol CM works with transfer keys for all objects it is highly recommended to transfer test to staging or production environments by using a scenario, and **not** to implement the same functionality in both systems. In case a transfer (export/import) is performed later on, there will be duplicate objects! Please read the detailed explanations below.

# F.8.2 Scenarios

A scenario is a file in a proprietary ConSol CM format (similar to *.zip*, *.jar*, and *.tar*) that contains the data of a ConSol CM installation. It can be exported from one ConSol CM system and imported into the same or another system. This can be very helpful, e.g., when a test scenario is built on a test system which can then be transferred to a production server.

When an export file is created (see detailed explanation in the sections below) the administrator can decide which data should be included.

A scenario will always contain:

- all customer-specific system properties, i.e., system properties where the module name starts with *custom*-
- all page customizations

A scenario can contain, depending on the selection of the administrator (see figure below):

- run-time data
- configuration data

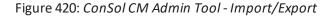
A scenario will never contain:

• general (not customer-specific) system properties (e.g., mail server, LDAP directory, etc.)

# F.8.3 Deployment (Import/Export) Using the Admin Tool

In the Admin Tool, the deployments are managed using the navigation item *Import/Export* in the navigation group *System*. In this navigation item you can import or export scenarios (i.e., the whole configuration or part of it) in an application-specific format. You usually do this to transfer data between different ConSol CM installations. A typical example is transfer of the configuration from a test system to a production system.

ConSol CM6			S 📓 🗧	
A Home	•	🍫 Import/Export		
Access and Roles	۲	Export		
Eists	۲	Export-Archive: C:\Users\Administrator.DUESSELDORF\MyScenario_config_20150730		
Tickets	۲		Export	
Lustomers	۲			Basic settings for exporting a
ᢙ Resources	۲		•	scenario
🖨 Global Configuration	۲			
⑦ Data Warehouse	۲	Import		
🔅 Services	۲	Import-Archive:		
🗹 E-Mail	۲			Basic settings for
💠 System	۲	Mode: <ul> <li>Abort on error</li> <li>Skip corrupt data</li> <li>Force import of corrupt data</li> </ul>		importing a
Scripts and Templates		Delete existing data	Import	scenario
System Properties				
	Ţ	Workflow Deployment	Transfer tickets	Manage ticket transfer after workflow deployment error ir Process Designer
CM_Administration]				



The import of external data can modify, overwrite, or delete existing data irrecoverably. Although the user is prompted for confirmation at critical points during deployment, this cannot prevent erroneous handling. Use this function **only** if you are very sure what you are doing. In case of doubt please ask the ConSol CM support team or a ConSol CM consultant for assistance.

## F.8.3.1 Export

• Export-Archive:

Path to the export archive. When you open the navigation item *Import/Export*, the default path for the export (*<home directory of the admin user>/cm\_export.zip*) will be set. Use this value or enter the path and name of the file you want to create. Alternatively, you can click the *Folder* button to open the file browser.

Click on *Export* afterwards to start the data export.

You will have to select the data that should be included in the export file (scenario):

Export configuration
Export configuration
j Please select the data you want to export.
Selection of the data to be exported
Runtime data
Single ticket
All without tickets
Only customer data
Only resource data
Configuration data
✓ Engineers
✓ Admin-Tool templates
✓ Scripts
✓ Templates
✓ Word templates
✓ Customer model
✓ Resource model
✓ Queue related and other data
OK Cancel

Figure 421: ConSol CM Admin Tool - Import/Export: Export configuration

#### • Runtime data

This refers to data that is stored as operating data, e.g., tickets, resource data, and customer data.

• All

Ticket data, customer data, is exported completely **and** the complete configuration is exported. When you select the checkbox *All*, all other checkboxes are selected automatically. If CM.Resource Pool is active, the resource data is also exported.

#### • Single ticket

If the checkbox *Single ticket* is ticked, you have to insert the ticket name in the input field. (The ticket name is indicated below the ticket icon in the Web Client.) Tick the checkbox *Encrypted* to anonymize (hash) the exported data. In this way, no real customer, engineer, or resource information will be transferred to the importing system. The following data will be anonymized:

- Content of Custom Fields
- Content of Data Object Group Fields
- Ticket attachments
- Unit attachments
- Ticket history
- Unit history
- Resource data

The *Single ticket* option is not supposed to be used for regular system operation, but it is a functionality which is offered to facilitate bug-tracking. The export produces a .zip/.jar file containing the ticket data in XML files. All data required for the ticket (i.e., all related objects) are exported with the ticket, so be careful when the ticket is imported into another system - data might be changed here!

#### All without tickets

The complete installation beside the tickets is exported, i.e., the customer data **and** the complete configuration. When you select the checkbox *All without tickets*, all other checkboxes except for *All* are selected automatically. If CM.Resource Pool is active, the resource data is also exported.

#### Only customer data

Only customer data (i.e., the customer data model and the actual customer data) is exported. Nothing else. (The checkbox *Customer model* is checked automatically.)

Only resource data

Only resource data (i.e., the resource data model and the actual resource data) is exported. Nothing else. (The checkbox *Resource model* is checked automatically.)

#### Configuration data

This refers only to the configuration in the Admin Tool, no run-time data is exported.

• All

The complete configuration is exported. When you select the checkbox *All*, all other checkboxes under *Configuration data* are selected automatically.

#### Engineers

Only the engineers with their data are exported. This also includes the roles the engineers have been assigned.

#### Admin Tool templates

Only the Admin Tool templates (see section <u>Admin Tool Templates</u> for details) are exported.

#### • Scripts

Only the Admin Tool scripts are exported (see section Admin Tool Scripts for details).

#### Templates

Only the templates that are stored in the Text Template Manager (see section <u>The</u> <u>ConSol CM Text Template Manager</u> for details) are exported.

#### • Word templates

Only the Microsoft Word or OpenOffice templates are exported, this is only relevant when CM.Doc is in operation (see section <u>CM.Doc</u> for details).

#### Customer model

Only the Data Object Group Fields that are used to define the customer model are exported. No run-time customer data is included.

Resource model

Only the Resource Fields that are used to define the resource model are exported. No run-time resource data is included.

#### • Queue related and other data

Only queue configuration and general configuration settings are exported (workflows, queues, Custom Fields, enum values, MLAs, roles, views, system properties, ...), in short: everything which is not included above.

If you would like to export the complete configuration, select *All* in the *Configuration data* section. The export/import of subsets (e.g., templates only) is usually applied when selected data (e.g., from a test environment) has to be transferred to another (e.g., live) system.

## F.8.3.2 Import

The general principles of ConSol CM scenario import are:

1. If the checkbox *Delete existing data* has **not** been **selected**, the scenarios are **merged**, as described here:

the annotation *visibility = none* and will thus be invisible.

- Data are only **added**, nothing is deleted.
- If the imported scenario contains the same field/parameter as the original scenario, the value from the imported one overwrites that of the original scenario.
   Example: For the field *priority*, the imported scenario has the annotation *position = 0;2*. The original scenario contains the value *position = 2;2* for the field *priority*. Thus, in the resulting scenario after the import, the value for *position* is 0;2.
- If the imported scenario contains more parameters than the original scenario, the parameters are added to the original one.
   Example: The imported scenario has the annotation visibility = none for the field PersonID. In the original scenario, the field PersonID is present, but does not have the annotation. Thus, in the resulting scenario after the import, the field PersonID will have

- If the imported scenario contains less data/fewer parameters than the original one, the original data will be present in the resulting scenario. Nothing is deleted.
   Example: If the field *PersonID* in the imported scenario no longer contains the annotation *visibility = none*, but the original scenario does contain the annotation, it will remain. Thus, in the resulting scenario the field *PersonID* is still invisible.
- For scripts and templates, the latest version (according to the time stamp) is used, no matter from which scenario.
- Objects are identified by an internal key (transfer key).
   When an imported scenario contains an object with the same name but another transfer key, technically, these are two objects, and the new object will be added from the import to the original scenario (e.g., when a user *Mr. Miller* exists in both scenarios, there will be one user *Mr. Miller* and one user *Mr. Miller* (1) in the resulting scenario after the import.

To make sure you can transfer another import scenario from the same source (test system), you can delete the original *Mr. Miller* user and transfer the tickets to *Mr. Miller* (1), an operation that is supported by the ConSol CM Web Client. Then rename *Mr. Miller* (1) to *Mr. Miller*. Now, the *Mr. Miller* user has the transfer key that originated in the import scenario and during the next import there will be no problem.

The general use case is: The transfer key is created by the ConSol CM system and allows the re-import and/or the update of the configuration data.

- 2. If the checkbox *Delete existing data* has been **checked**, the entire system is deleted, i.e., **all** existing data are **deleted**. All data means:
  - Configuration data
  - Run-time data

That means if *Delete existing data* has been selected, it is not possible to preserve anything from the original scenario. **Everything is deleted! Only** system properties are **not** deleted.

3. Imported runtime data do not overwrite existing runtime data. For data import on a large scale, please use ETL tools, not scenario export/import!

The following parameters have to be set for an import operation:

• Import-Archive:

Enter path and file name of the archive from which the data shall be imported. Alternatively, you can click the *Folder* button to open the file browser.

Mode:

Here you can choose what the import should do if an error occurs:

Abort on error

This mode is recommended for production systems.

• Skip corrupt data

This mode is recommended for imports into test systems. It might even be reasonably applied to production systems, because an unexpected error can lead to a corrupt

system, but the import continues even if an error occurs. The problem can be probably handled quickly afterwards, whereas a new import might take longer to perform. **Example:** A referenced object is not found during the import of a view which references a queue which cannot be found.

#### • Force import of corrupt data

Choose this mode only if you want to clone a system with corrupt data, e.g., on a development server or if the support team is performing error analysis.

Click on *Import* afterwards to start the data import.

## F.8.3.3 Workflow Deployment (for Deployment Error Recovery Only)

Usually, all operations concerning workflow design and deployment are performed using the *Process Designer*. However, if an error occurs during workflow deployment, you can transfer the tickets that could not be transferred into the new workflow using the following options.

First select the queue(s), then choose the transfer mode:

#### • Remain at last activity

The ticket will try to stay at its position in the process:

- If the activity and scope have not been changed, i.e., no change in position for the ticket.
- If the activity is no longer present, i.e., the ticket goes as far back in the process as necessary to find the last consistent position in the process.

#### Restart process

The ticket goes back to the START node of the process/workflow.

Please also read the detailed explanation of the workflow deployment process in the *ConSol CM Process Designer Manual*.

# F.9 License Management

This chapter discusses the following:

F.9.1 General Information about Licenses in ConSol CM	.586
F.9.2 Managing the ConSol CM License Using the Admin Tool	588
F.9.3 Expert Information about Accessing Content of CM Licenses	.590

# F.9.1 General Information about Licenses in ConSol CM

A ConSol CM license file is a text file which contains entries for several modules. For each module, the number of valid licenses is indicated. For example, the following excerpt of a license file shows the ConSol CM Web Client, CONCURRENT\_USERS section. Ten licenses have been purchased.

```
[CONCURRENT_USERS]
contractParty = Demo-Licence ConSol
products = WEB_CLIENT,REST
version = 6.10
expirationDate = 31.12.2016
licenses = 10
signature = XXX
```

ConSol CM works with *concurrent users* (sometimes also called *floating licenses*), i.e., the number of users who are logged in simultaneously is registered, no user names are checked. That means the number of engineers who are managed in the Admin Tool (see section Engineer Administration) does not have to be identical to the number of Web Client licenses.

A license is consumed when the user logs in. The license is handed back to the server when the user session is terminated, i.e., when the user logs out or when the user session is terminated automatically by the server because the session timeout has been reached (see system property *cmas-core-server, server.session.timeout* in <u>System Properties</u>).

## F.9.1.1 Sections of a License File

A ConSol CM license file can contain the following sections. All licenses are **concurrent** licenses, see explanation above.

- [ADMINTOOL\_USERS] The number of users who can log in to the CM Admin Tool.
- [CONCURRENT\_USERS] The number of CM engineers who can log in to the Web Client
- [PROCESS\_DESIGNER] The number of users who can log in to the CM Process Designer
- [TRACK] The number of customers who can log in to the portal CM.Track

• [TRACK\_USERS]

The number of user profiles for the portal CM.Track. This is the number of engineers who are marked as *Track* in the Engineer Administration.

#### • [REST\_USERS]

The number of users who can access the REST API. The number of TRACK\_USERS is not included in this number (CM.Track also uses the REST API.) CM.Phone will also consume REST licenses, one license per client (PC/laptop) where CM.Phone is installed and active.

Since several (or even a great number of) customers can use the same user profile in CM.Track, the license numbers of [TRACK] and [TRACK\_USERS] might differ considerably. For example, there might be two user profiles and 1000 customers should be allowed to log in to CM.Track at the same time. This would mean 2 [TRACK\_USERS] licenses and 1000 [TRACK] licenses. Please read section <u>CM.Track V1: System Access for CM.Track Users (Customers) or CM.Track V2: System Access for CM.Track Users (Customers) for a detailed explanation.</u>

# F.9.2 Managing the ConSol CM License Using the Admin Tool

You have to import a valid license for your ConSol CM system in the navigation group *System*, navigation item *License*. You will receive a license for a test and/or a productive system when you have signed the respective software contracts with ConSol. If the license has expired or will expire soon, you can import a new license file. Of course the Admin Tool will always start, even if the license has expired. In the Web Client, in CM.Track, and in the Process Designer, the login is not possible when the license has expired.

Please ask your consultant for details. The license is a plain text file. The license can be modified during ConSol CM operation, no system downtime is required.

There is no *Back* button to undo changes with one click when you enter or delete text in the *License* field. If you accidentally change parts of the license, close the Admin Tool **without** clicking *Save*. This will discard all changes you made to the license text. When you restart the Admin Tool afterwards, the license will be in the same condition as it was before you made the changes.

ConSol CM6		¢	N	
A Home	*	R License		
Access and Roles	۲	License		License file – can be
Eists	۲	License file:		uploaded
Tickets	۲	[PROCESS_DESIGNER]		from file
Lustomers	۲	contractParty = Demo-Lizenz_6-10_10_User		system
Resources	8	products = PROCESS_DESIGNER version = 6.10		
Global Configuration	8	expirationDate = 30.09.2016		
⑦ Data Warehouse	8	licenses = 5		
Services	*	signature = ==		License file can be edited
*		[TRACK_USERS]		directly
E-Mail	8	contractParty = Demo-Lizenz_6-10_10_User products = TRACK	-	,
🗭 System	۲	version = 6.10	-	
Scripts and Templates		IcensedPer = UNIQUE_USER		
http://export		expirationDate = 30.09.2016 licenses = 1		
R License		signature = '==		
X System Properties		[REST_USERS] contractParty = Demo-Lizenz_6-10_10_User		
		products = REST		
		version = 6.10		
		expirationDate = 30.09.2016		
		licenses = 10		
		signature =		
		[ADMINTOOL_USERS]		
		contractParty = Demo-Lizenz_6-10_10_User		
		products = ADMIN_TOOL		
		version = 6.10		
		expirationDate = 30.09.2016		
		enabledModules = RESOURCE_POOL		
		signature =	-	
		Save		
	*			
[CM_Administration]				

Figure 422: ConSol CM Admin Tool - System: License

Choose one of these two ways to import your ConSol CM license file:

- Insert the entire text of the license file via copy and paste. In case an old license is present, just replace the entire text. Click on *Save*.
- Load the license using the file browser next to the field *License file*. Click on *Save*.

You should receive a message that the license has been imported into the system successfully. It goes into effect immediately, without further action.

# F.9.3 Expert Information about Accessing Content of CM Licenses

The content of CM licenses can also be queried using the MBean *licenseDeployer*. This MBean offers three methods:

- getRemainingDays
- deployLicence
- getLicenseInfo

If you are interested in using this feature and would like to have support implementing a system which uses the MBean access, e.g., to set up monitoring for your CM system, please contact your CM consultant.

In case you have purchased a CM license with a limited period of validity, we recommend to set up a monitoring for the license which sends a notification a certain time before the license expires.

# **F.10 System Properties**

This chapter discusses the following:

F.10.1 Introduction	.591
F.10.2 System Property Overview	. 592
F.10.3 Setting System Properties	. 594
F.10.4 Programming with System Properties	595

# F.10.1 Introduction

In the navigation item *System Properties* in the navigation group *System*, you can add, modify, or delete system settings, so called *system properties*, for the ConSol CM application. System properties are used to store, for example, values for the number of seconds for a session timeout, for admin e-mail addresses, or for the configuration of the search page size.

# DO NOT WORK ON THIS NAVIGATION ITEM UNLESS YOU KNOW EXACTLY WHAT YOU ARE DOING !!!

On this page, you have access to basic system settings called *system properties*.

Do not modify, edit, or delete any values of system properties unless you know exactly what the impact will be.

## F.10.2 System Property Overview

A system property has the following parameters:

Module

Mandatory. This indicates in which ConSol CM module the system property will be used.

• Property (name)

Mandatory. The name of the system property. The system property is referenced by this name throughout the system.

• Type

Mandatory. Data type of the system property, i.e., of the value.

• String

A regular string field

• Password

A field which will contain a password and will therefore not be displayed in plain text.

• E-mail

A field which contains an e-mail address, i.e., it has to be formatted according to the standard e-mail format (<address>@<domain>).

Boolean

A boolean (true/false) field.

• Integer

A whole number field (no fractional part). Used, for example, for time intervals or number of restarts.

#### • Value field

The value of the system property. Must be set according to the given data type.

Description

Optional. A text description for the system property.

In case you add company-specific system properties which contain integers for time intervals, we strongly recommend that you use the description to explain the unit of measurement, since it makes a big difference whether an escalation goes off within five minutes, five hours, or five days!

• Restart required

Boolean field (checkbox) to indicate whether a change of the system property will only become active after a system restart.

Optional

Boolean field (checkbox) to indicate if the system property has to be present or is optional. The following behavior will be configured:

- optional = true:
  - The value of the system property can be NULL.
  - The system property can be deleted, e.g., using the Admin Tool.

- optional = *false*:
  - The value of the system property cannot be NULL.
  - The system property cannot be deleted, i.e., there must be a value in the *Value field*.

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CM6					Edit configuratio	n entry			
		<ul> <li>System Properties</li> </ul>			i Please edit the		entry		
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V Access and Roles	۲	Module: All modules							
Eists	۲	Module	Property	Value	Module:	sustom-ser	vicedesk		-
Tickets	۲	cmweb-server-adapter	defaultNumberOfCustomFieldsColumns	3	Property:	escalation.t	time.high		
- lickets	۲	cmweb-server-adapter	diffTrackingEnabled	true					
Customers	۲	cmweb-server-adapter	favoritesSizeLimit	10	Type:	Integer			Ψ
		cmweb-server-adapter	globalSearchResultSizeLimit	10	Value field:	4			
le Resources	۲	cmweb-server-adapter	helpFilePath						
🜐 Global Configuration	۲	cmweb-server-adapter	hideTicketSubject	false	Description:				
giobal configuration	$\mathbf{v}$	cmweb-server-adapter	mail. from						
⑦ Data Warehouse	۲	cmweb-server-adapter	mail.reply.to						
		cmweb-server-adapter	mailTemplateAboveQuotedText	false					
🔅 Services	۲	cmweb-server-adapter	maxSizePerPagemapInMegaBytes	15					
E-Mail	۲	cmweb-server-adapter	pagemapLockDurationInSeconds	60					
C TION		cmweb-server-adapter	postActivityExecutionScriptName	postActivityExecutionH					
🗳 System	8	cmweb-server-adapter	queuesExcludedFromGS		Restart required:				
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		cmweb-server-adapter	supportEmail		1				
🔀 System Properties		cmweb-server-adapter	themeOverlay						
(		cmweb-server-adapter	ticketListRefreshIntervalInSeconds	200					
		cmweb-server-adapter	ticketListSizeLimit	100					
		cmweb-server-adapter	unitIndexSearchResultSizeLimit	5					
		cmweb-server-adapter	urlLogoutPath						
		cmweb-server-adapter	wicketAjaxRequestHeaderFilterEnabled	true					
		custom-servicedesk	escalation.time.high	4					
		custom-servicedesk	escalation.time.low	20					
		custom-servicedesk	escalation.time.medium	10		E			
		custom-servicedesk	escalation.time.medium2	10					
		custom-web	base.url	http://cm6doku-cm1.int	.consol.de:8080	*			
			·						

Figure 423: ConSol CM Admin Tool - System properties

The system properties are managed in a table where three of the system property parameters are displayed as columns:

- Module Module name
- **Property** The name of the system property.
- Value

The value of the system property.

You can sort the table according to a column by clicking on the column header. Another click reverses the order.

## F.10.3 Setting System Properties

The values for system properties are set in different ways. System properties can be ...

- filled automatically with default values by the ConSol CM system, e.g., *cmweb-server-adapter*, *ticketListRefreshIntervalInSeconds* is set to 180 seconds. You can modify the values if necessary.
- prepared by the system, i.e., the system properties are in the list but they are not filled with the required values. For example, LDAP-related system properties will only be filled (manually by an administrator) when you configure the LDAP authentication.
- filled by Admin Tool configurations which you perform by using the graphical user interface of the Admin Tool. For example, when you enter mailbox names in the *E-Mail* configuration, the respective values will be entered into the system property *cmas-esb-mail,mail.incoming.uri* (for an Mule/ESB system). In those cases, you should always use the graphical configuration and not edit the system property directly!
- not set at all in a default installation. Then they have to be added manually, e.g., the activation
  of the TEF (Task Execution Framework) by adding the system property *cmas-app-admin-tool, start.groovy.task.enabled* and setting its value to *true*.
- added to a system manually as customer-specific system properties. If the module name starts with *custom*-, those system properties are exported in a scenario (see section <u>Deployment</u> (<u>Import/Export</u>)). For example, you can define and add your own system properties to manage escalation times. In this way, you can store the values here in the system properties administration and an administrator can change the values without requiring any programming knowledge. In the script code where the system properties are referenced, only the system property name is used. This is explained in the following section.

## F.10.4 Programming with System Properties

To use a system property in a Groovy script, i.e., to retrieve the system property's value, use the following class and method:

• configurationService.getValue(String pModule, String pProperty).

For example, to retrieve a specific escalation time, use:

```
def mytime = configurationService.getValue("custom-
servicedesk","escalation.time.medium2")
```

This will retrieve the value 10.



Figure 424: ConSol CM Admin Tool - Customer-specific system property

# F.11 Working with Text Templates

Text templates are pre-defined texts which an engineer can open and either use as-is or modify. Text templates may be used for e-mails or ticket comments anywhere text, headers, and footers can be specified. Another example is documents which have to be edited using Microsoft Word or OpenOffice.

In both cases, the templates offer not only text, but certain data fields can also be pre-filled with data from the ticket, e.g., customer name or ticket subject.

ConSol CM includes two modules which provide text templates:

• The Text Template Manager for editing and managing e-mail and ticket comment templates (see section <u>The ConSol CM Text Template Manager</u>)

and

 CM.Doc with the Document Template Manager for editing and managing Microsoft Word and OpenOffice templates (see section <u>CM.Doc</u>).

# F.11.1 The ConSol CM Text Template Manager

## F.11.1.1 Introduction to Working with E-Mail and Ticket Text Templates

Using the Text Template Manager, two types of templates can be defined:

- E-mail templates for e-mails written from the ConSol CM system
  - manual e-mails (written by an engineer using the Ticket E-Mail Editor)
  - automatic e-mails initialized by the system (e.g., sent by a workflow script when a certain workflow activity is executed)
- **Text templates** for ticket texts (comments)
  - during ticket creation
  - during ticket editing

#### E-Mail Templates

#### Why E-Mail Templates?

When a system works with e-mails, several criteria have to be considered. If all those requirements are met, e-mail templates are a very helpful tool in everyday working life.

- The e-mails have to have a strictly defined layout, usually following the company's CD (corporate design).
- The texts have to follow the company's letter/text guidelines.
- Texts that are used very frequently have to be provided by templates in order to save time and to avoid typos and other errors while typing the text.
- Customer-, system-, and engineer-specific data have to be integrated into the text.
- The template management should be performed by an administrator and/or power user. No system configuration by the company should be required.

ConSol CM provides a function set which takes all those criteria into consideration.

#### E-Mails in ConSol CM

E-mails are used for core features in ConSol CM. Those features are described in detail in section  $\underline{E}$ -Mail, so here, only a brief review is given.

ConSol CM can receive and send e-mails. Sending e-mails can serve various purposes:

• An engineer writes an e-mail directly from the ticket, using the Ticket E-Mail Editor. This can be an e-mail to the customer, to a co-worker, or to any other person with a valid e-mail address. Often, there are standard texts which are used every day for several recipients. To avoid typing the same text over and over again, ConSol CM offers e-mail templates. These are text templates where parameters like customer name, ticket number, or engineer name and phone number can be integrated. When the template is used, the system fills in the parameters automatically with the valid data from the current ticket. The engineer can add more text or modify the text as required, so e-mail templates are not static, but dynamic. E-mails which are sent manually either do not use a template or are based on a template from the *Text Template Manager*. Templates from the *Script and Template Administration* of the Admin Tool are not available here.

• The system sends an e-mail automatically.

This can be an internal e-mail like a reminder for an engineer when the ticket has entered the escalation status or an internal e-mail to a supervisor when a ticket needs approval before continuing on through the process. Or it can be an external e-mail to the customer, like a confirmation of receipt or a notice that a ticket has been solved. The e-mail is generated automatically based on the respective e-mail template. This can be an e-mail template from the *Text Template Manager* or from the *Script and Template Administration* of the Admin Tool.

#### **Ticket Text Templates**

#### Why Ticket Text Templates?

Using ticket text templates, i.e., predefined text segments you can access when you create or edit a ticket, serves several purposes:

- You, as a ticket engineer, save a lot of time by not typing the same text over and over again.
- You do not risk forgetting important points (e.g., in questions for a pre-qualification when you talk to your customer on the phone).
- You do not have to worry about typos.
- You do not have to look up ticket and/or customer data, because all data is integrated into the text automatically.

#### Ticket Text Templates in ConSol CM

Ticket text templates are defined very similar to e-mail templates. Only the *Used within* parameter is set in a different way when the template is created using the Text Template Manager.

A Technically, there is no difference between e-mail and ticket text templates! So for each template you, working with the Text Template Manager, can decide if the template should be used as ticket text template, as e-mail template, or both.

#### E-Mail and Ticket Text Templates in ConSol CM

#### E-Mail and Ticket Text Template Components

In e-mail and ticket text templates in ConSol CM you can use free-form text and all data that is available for a customer, an engineer, and/or the ticket. All available components are explained in section The Library of Markers.

598

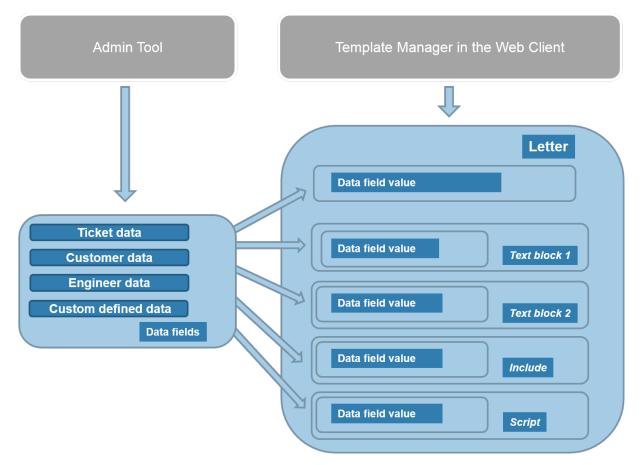


Figure 425: ConSol CM - Availabe components / data for e-mail templates

Please refer to the *ConSol CM User Manual* section *Creating a New Ticket, Updating Tickets,* and *Sending E-Mails* for a detailed description how to use the ticket editing functionalities and the Ticket E-Mail Editor.

#### Storage and Management of E-Mail and Ticket Text Templates

#### **E-Mail Templates**

E-Mail templates are stored and managed at two different locations in ConSol CM:

- 1. In the Text Template Manager
- 2. In the *Script and Template Administration* of the Admin Tool (this is not covered here, but in the respective section of this manual; see <u>Admin Tool Templates</u>)

#### **Ticket Text Templates**

Ticket text templates are stored and managed at two locations in ConSol CM:

- 1. In the Text Template Manager (here, ticket text templates are managed)
- In *CM.Doc* (here, Microsoft Word and OpenOffice documents can be stored for use with CM.Doc, see section <u>CM.Doc</u>)

### F.11.1.2 Introduction to the Text Template Manager

The ConSol CM Text Template Manager is a Web Client-based tool for the creation and management of e-mail and ticket text templates. See section <u>Working with the Text Template Manager</u>.

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		Subgroup	Template name	Language	Туре	Usage	For workflow	For email	For ticket create	
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Figure 426: ConSol CM Web Client - Text Template Manager

Every user who has been assigned a role with the permission *Write template* can access the item *Text templates* in the main menu (which opens the Text Template Manager).

ConSol CM6			🕫 💽 🌜
A Home	*	V Roles	
<ul> <li>Home</li> <li>Access and Roles</li> <li>Engineers</li> <li>Roles</li> <li>Views</li> <li>Engineer Functions</li> <li>Lists</li> <li>Tickets</li> <li>Customers</li> <li>Resources</li> <li>Global Configuration</li> <li>Data Warehouse</li> </ul>	<ul> <li></li> &lt;</ul>	Roles       20 roles         Riter:       All queues         Name       AccountManagementReseller         AccountManagementReseller       CM_Administration         CM_Administration       CM_TrackBasicCustomers         CustomerManager_DirectCustomerGroup       CustomerManager_Partners         CustomerManager_Partners       CustomerManager_Partners         CustomerManager_Reseller       HD_1st_Level_Role         HD_2and_Level_Role       HD_Supervisor         MarketingTeamleitung       Resource Manager_IT	Resource Types Permissions       Views         Queue Permissions       Customer Group Permissions         Engineer Functions       Global Permissions         Global Permissions       Global Permissions         Administrate       Workflow Permissions         Workflow Permissions       Read workflow         Deploy workflow       Template Permissions         Write template       Representation Permissions
🔅 Services	۲	ServiceDesk	Track User Permissions
☑ E-Mail ♂* System	*	TemplateManager TrackAll TrackMyCustomerGroup TrackReseller Workflow_Admin	Access tickets of the own company
CM_Administration]		] ]	

Figure 427: ConSol CM Admin Tool - Permissions for role TemplateManager

We recommend to create a role (e.g., *TemplateManager*) that has only the permission *Write template*, with no queue permissions or other permissions. Every user who should have access to the Text Template Manager can be given this role. In this way, regular permissions (e.g., queue and customer group permissions) are not merged with Text Template Manager permissions and you can grant and remove the Text Template Manager permission in a very flexible way.

When the permission has been granted, the user has access to the main menu item *Text templates*.

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Con	Sol *							
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Overview	Create ticket	Create customer	Asset management	Text templates	Document templates	Con Sol*	Help	
View:	ServiceDeskAll		Overview		,			
[	Own tickets (2	71						

Figure 428: ConSol CM Web Client - Main menu with Text Template Manager access

## F.11.1.3 Working with the Text Template Manager

#### The Text Templates Administration Panel

When you open the Text Template Manager, the Text Templates Administration panel is displayed:

Filter										
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Z Include	inactive templates									
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	general		Salutation Script 0.0.1	en	Script	0	yes	yes	yes	yes
	general		TE ST 0.0.1 🐨	en	Letter	0	no	yes	no	no
	general	Pre-Process	Prequalify Template 0.0.1 💌	en	Letter	1	no	yes	yes	yes
	QuestionsToCustomers		Catalogue 1 0.0.1 💌	en	Text Block	0	no	yes	yes	yes
	Release Notes		Release Notes 6.10.5 0.0.1	en	Letter	2	no	yes	no	no
	Rückfrage		Catalogue2 0.0.1 👻	en	Text Block	0	no	yes	yes	yes
	Rückfrage		Erinnerung 0.0.1 💌	de	Letter	0	no	yes	no	no
	Rückfrage		Initiale Rückfrage 0.0.1 🔻	de	Letter	0	no	yes	no	no
			Katalog PC 0.0.1 💌	de	Text Block	0	no	yes	yes	yes
	Rückfrage									

Figure 429: ConSol CM Web Client - Text Template Manager

A list of all existing templates is shown. If a template uses data fields (Custom Fields or Data Object Group Fields) which are no longer available, that line of the respective template is displayed in red. Templates which have an attachment are marked by the attachment (paper clip) icon. Inactive templates are displayed in gray.

#### Filter

Initially, all templates are displayed in the list of *Search results*. You can filter the displayed list entries by using the filters in the upper part of the page:

#### • Groups/Subgroups

Select one group or subgroup, multiple selection is not possible in this drop-down menu. Only the templates belonging to this group/subgroup will be displayed in the list of templates (*Search results*).

• Text filter

Enter a template name or part of a template name or enter part of the template content. Only the templates matching the given criteria will be displayed in the list of *Search results*.

#### • Include inactive templates

Mark this checkbox to have all templates displayed, active and inactive. If the checkbox is not selected, only active templates are displayed.

#### • Queue

Select one queue from the list, multiple selection is not possible here. Only templates which are available for the selected queue will be displayed in the list of *Search results*.

#### • Available for

Select one value from the list, multiple selection is not possible here. Only the templates matching the given criterion will be displayed in the list of *Search results*. Possible values are:

- All places (default) All templates are displayed.
- Email

Only templates which are available for e-mails will be displayed in the list of *Search results*.

• Ticket create

Only templates which are available as text templates during ticket creation will be displayed in the list of *Search results*.

• Ticket edit

Only templates which are available as text templates during ticket editing will be displayed in the list of *Search results*.

• Workflow

Only templates which have been marked as workflow templates will be displayed in the list of *Search results*.

Please see the following sections for details about which implications it will have to define the availability of a template.

The availability of each template is also indicated in the respective column of the *Search results* list (*For email, For ticket create, For ticket edit, For workflow*), see explanation below.

#### • Template type

Select one value from the list, multiple selection is not possible here. Only the templates matching the given criterion will be displayed in the list of *Search results*. Possible values are

- All (default)
- Letter
- Include
- Text Block
- Script

All types are explained in detail in the following sections.

#### List of Templates / Search Results

The list contains the following columns. It can be sorted according to a column by clicking on the column header. Another click will reverse the display order.

• Group

Mandatory. The group of a template does not have any technical or functional implications within the Text Template Manager. It is used to order the list in a certain way, in the Text Template Manager as well as in the Web Client. Thus, when a great number of templates is defined in your CM system, it makes sense to use the *Groups* feature in order to facilitate the engineers' work with the templates using the Ticket E-Mail or Comment Editor.

#### • Subgroup

Optional. The subgroup of a template does not have any technical or functional implications within the Text Template Manager. It is used to order the list in a certain way, in the Text Template Manager as well as in the Web Client. Thus, when a great number of templates is defined in your CM system, it makes sense to use the *Subgroups* feature (in addition to the *Groups* feature) in order to facilitate the engineers' work with the templates using the Ticket E-Mail or Comment Editor.

#### Template name

The template name. This is also used in workflows to indicate the required template and is displayed in the Web Client (Ticket E-Mail Editor or Ticket Comment Editor) in the template selection.

Language

The language that has been selected during creation of the template (can be modified). The web browser of an engineer will display the template according to the browser locale. So when you need a template in different languages, make sure to set this value correctly.

#### Type

There are five different types of templates which will be explained in detail in the subsequent sections:

#### • Letter

This is the basic form of a template. *Letter* templates are offered in the Ticket E-Mail Editor or Ticket Comment Editor and can be used as workflow e-mail templates. All other template types are only sub-components of a *letter*.

#### Include

This is a sub-component of a *letter* which can be used in *letters*. In this way, you can use the same text in several templates. A typical example is the signature of a company which is used in all other templates. The signature should be defined as *include* and then be integrated in all other (*letter*) templates where the signature is required. Thus, the template administrator has to maintain the signature in only one location and can be sure that it is used in every other template correctly.

#### Workflow Include

This is the same as an *include* but used only for workflows.

Text Block

This is also a sub-component of a *letter*. It can be toggled on or off when writing e-mails, i.e., the text will be displayed or not. A good example is the first analysis in a help desk team where the same questions are sent to every customer. One text block can contain hardware questions, one software questions. Depending on the intent of the e-mail, the engineer uses either one.

• Script

This template type is only available for administrators (i.e., a user who logs in to the Web Client using an administrator account). Here, *intelligent* templates can be constructed, like a template that sets *Dear Sir* for a male and *Dear Madam* for a female customer, depending on the value of the field *salutation*.

• Usage

Indicates how often the template is used.

• For workflow

Boolean. A template can be marked as *workflow template*. Then it is not available in the Ticket E-Mail Editor or Ticket Comment Editor but can only be used by the workflow for automatic e-mails.

• For email

Boolean. All templates which have been marked as Available in Email will be marked yes.

• For ticket create

Boolean. All templates which have been marked as *Available in Ticket create* will be marked *yes*.

• For ticket edit

Boolean. All templates which have been marked as Available in Ticket edit will be marked yes.

	Temp attach	late with ment		-	
ServiceDeskTemplates	Question Operating System 0.0.1 💌	en	Text Block	0	no
ServiceDeskTemplates	receipt_notice_ServiceDesk 0.0.1	en	Letter	0	no
Release Notes	Release Notes 6.10.5 0.0.1	en	Letter	2	no
general	Salutation_Script_MyCustomerGroup 0.0.1	en	Script	0	no

Figure 430: ConSol CM Web Client - Text Template Manager: Template with attachment

For every template you can select an operation by using the context menu:

0	general	Helpdesk contact template (Inactive) 0.0.1 🔻	en	Letter
	general	☑ Edit	en	Letter
	Rückfrage	G Enable	de	Letter
	Rückfrage	1 Delete	de	Text Bloc
	general	Clone	en	Letter
	Vertrag	Use as e-mail standard	de	Text Bloc
	Werbung	Use as comment standard	en	Text Bloc
	ServiceDeskTemplates		en	Letter

Figure 431: ConSol CM Web Client - Text Template Manager: Context menu of a template

• Edit

Edit the template. The same functionality as described for creating a new template is available.

• Disable

(or Enable for disabled templates)

Only enabled (= active) templates are active and available in the system.

Delete

Delete the template. This is not possible when the template is used by a workflow or when an *include* or *text block* is used in other templates (*letters*).

Clone

Create a copy of the template. A new name is required in this case.

#### Use as e-mail standard

(or **Unset standard** for the current standard template) Only one template can be marked as the standard e-mail template. This will be automatically inserted into any e-mail that is opened in the Ticket E-Mail Editor. It can then be removed by the engineer or used in the e-mail. Usually a signature or footer is defined as standard template.

#### Use as comment standard

(or **Unset standard** for the current standard template)

Only one template can be marked as the comment standard template. This will be automatically inserted into a comment that is opened in the Ticket Comment Editor. It can then be removed by the engineer or used for the comment.

A standard template must not contain text blocks or variables.

The template is displayed with a red font if it contains references to fields which are not known to the system. Please edit the template to make sure that all markers refer to available fields. You can find more information about markers in the section <u>The Library</u> of Markers.

#### Preview Functionality within the List of Search Results

In order to get a quick overview of the templates, e.g., when you search the list for a certain topic and you scroll through the list, you can use the preview functionality. Click on the eye icon in the first column of a line to open the preview for the respective template.

	Group	Subgroup	Template name	Language	Туре	<u>Usage</u>	For workt
0	general		Acknowledgement_of_receipt 0.0.1 🔻	en	Letter	0	yes
Than The o Best [First ConS Franz 8166	Mr./Mrs. [customer_name] k you very mich for your e-n case is registered as ticket regards, tname] [Lastname] Sol* Software GmbH ziskanerstraße 38 9 München 189 / 45841- 100] / Fax: -111	nail. We have re number [Name	ceived your request and will get back to you as soo ].	n as possible			

Figure 432: ConSol CM Web Client - Text Template Manager: Preview functionality

The following icons/functionalities are available here (the mouse-over will help you identify the icons):

• Expand view

Displays the entire template.

• Edit

Open the *Edit* mode. For details, please refer to the explanations in the following sections.

#### • Disable

(or **Enable** for disabled templates) Offers a quick way to disable/enable a template.

#### • Delete

Delete the template. This is not possible when the template is used by a workflow or when an *include* or *text block* is used in other templates (*letters*).

Clone

Create a copy of the template. A new name is required in this case.

#### • Attachment

In case the template contains one or more pdf attachments (not shown in the figure above), the two *Attachment* buttons allow you to scroll through these attachments. A preview of each attachment document is displayed.

#### Create a New Template

Here, an example for an e-mail template is shown. The same principle can be applied to ticket text templates.

#### Create a New Letter

To create a new template, click on the *Create new template* link in the Text Template Manager. On the *New Template* page, you can enter all parameters for the new template. In our first example, a *letter* is created which serves as confirmation of receipt for the customer. It can be automatically sent from the workflow or be used in the Web Client.

Details         Name       Acknowledgement_of_recept         Group       general         Y       Add new group         Subgroup       Add new subgroup         Release       0.0.1         Active       Image: Subgroup         Available in       Image: Subgroup         Available in       Image: Subgroup         X       Image: Subgroup         Available in       Image: Subgroup         X       Image: Subgroup         Available in       Image: Subgroup         X       Image: Subgroup         Dear Mr./Mrs.       Customer_name),         Thank you very mich for your e-mail. We have received your request and will get back to you as soon as possible.         The case is registered as ticket number [Name].         Best regards,       [Firstname] [Lastname]         [Signatur Company (en)]       Image: Signatur Company (en)         Customer data models       Signatur Company (en)         Gueues Custom Fields       Signatur Firma (de)         Text	ate				
Group general   Subgroup Add new group   Add new subgroup   Release   0.1   H   Language   English   Active   Image: Type   Letter   Available in   Tenar     Content     B   Image: I	Details				
Group general   Subgroup Add new group   Add new subgroup   Release   0.1   H   Language   English   Active   Image: Type   Letter   Available in   Tenar     Content     B   Image: I	Name Acknowledgement of receipt	•			
Subgroup   Release   0.0.1   H   Language   English   Active   Type   Letter   Available in   Email     Valiable in   Email     Available in   Email     Valiable in     Email     Available in     Email     Content     B   I    I </th <th></th> <th>dd new group</th>		dd new group			
Release 0.0.1   Language English   Active Image: Standard Standa	general .				
Language English Active Type Letter Available in 'Email Content B I U S E E E E DIV (default) Font Family Font Sze I I	Subgroup A	aa new subgroup			
Active Type Letter Available in Ternal Content B I U S S S S S S DIV (default) Font Family Font Size x X = DE T U S S S S S S S S S S S S S S S S S S	Release 0.0.1				
Type   Letter   Available in   'Email	Language English				
Available in Email	Active				
Available in Email   Content  B I I I I I I I I I I I I I I I I I I	Type Letter				
Content          B       I       U       S       S       I       I       Font Size       I					
B I U S E I I Font Family Font Size   x X E E I Font Family Font Size   x X E E I Font Family Font Size   Dear Mr./Mrs. [customer_name],   Thank you very mich for your e-mail. We have received your request and will get back to you as soon as possible.   The case is registered as ticket number [Name].   Best regards,   [Firstname] [Lastname]   [Signatur Company (en)]     Library of markers   Customer data models   Customer Group   Queues   Queue Custom Fields   Ticket   Finineer   Indudes   Text blocks	Ling				
x* X     Dear Mr./Mrs. [customer_name],   Thank you very mich for your e-mail. We have received your request and will get back to you as soon as possible.   The case is registered as ticket number [Name].   Best regards,   [Firstname] [Lastname]   [Signatur Company (en)]     Library of markers   Type of markers   Customer data models   Customer Group   Queues   Oueues   Ticket   Includes   Text blocks	Content				
x* X     Dear Mr./Mrs. [customer_name],   Thank you very mich for your e-mail. We have received your request and will get back to you as soon as possible.   The case is registered as ticket number [Name].   Best regards,   [Firstname] [Lastname]   [Signatur Company (en)]     Library of markers   Type of markers   Customer data models   Customer Group   Queues   Oueues   Ticket   Includes   Text blocks		efault) = Font Family = Font Size = 4			
Dear Mr./Mrs. [customer_name],   Thank you very mich for your e-mail. We have received your request and will get back to you as soon as possible.   The case is registered as ticket number [Name].   Best regards,   [Firstname] [Lastname]   [Signatur Company (en)]     Library of markers   Type of markers   Customer data models   Customer Group   Queues   Oueue Custom Fields   Ticket   Engineer   Includes   Text blocks					
Dear Mr./Mrs. [customer_name],   Thank you very mich for your e-mail. We have received your request and will get back to you as soon as possible.   The case is registered as ticket number [Name].   Best regards,   [Firstname] [Lastname]   [Signatur Company (en)]     Library of markers   Type of markers   Begrüßung (de)   Customer data models   Queues   Queues   Includes   Text blocks	X* X <sub>2</sub>   :=   :=   :=   :=   :				
you as soon as possible. The case is registered as ticket number [Name]. Best regards, [Firstname] [Lastname] [Signatur Company (en)] Library of markers Type of markers Customer data models Customer Group Queues Queues Dueue Custom Fields Ticket Engineer Ticket Engineer Text blocks	Dear Mr./Mrs. [customer_name],	<u>^</u>			
you as soon as possible. The case is registered as ticket number [Name]. Best regards, [Firstname] [Lastname] [Signatur Company (en)] Library of markers Type of markers Type of markers Customer data models Customer Group Queues Queues Ticket Engineer Includes Text blocks	Thank you very mich for your e-mail. We	have received your request and will get back to			
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[Firstname] [Lastname] [Signatur Company (en)]		[Name].			
[Signatur Company (en)]	Best regards,				
Library of markers Type of markers Customer data models Customer Group Queues Queues Includes Ticket Text blocks					
Type of markers       A       Begrüßung (de)       A         Customer data models       Signatur Company (en)       Signatur Company (en)         Customer Group       Signatur Firma (de)       Signatur Firma (de)         Queues       A       Firma (de)       Firma (de)         Ticket       Firma (de)       Firma (de)       Firma (de)         Includes       Firma (de)       Firma (de)       Firma (de)         Text blocks       Firma (de)       Firma (de)       Firma (de)					
Type of markers       A       Begrüßung (de)       A         Customer data models       Signatur Company (en)       Signatur Company (en)         Customer Group       Signatur Firma (de)       Signatur Firma (de)         Queues       A       Firma (de)       Firma (de)         Ticket       Firma (de)       Firma (de)       Firma (de)         Includes       Firma (de)       Firma (de)       Firma (de)         Text blocks       Firma (de)       Firma (de)       Firma (de)	[Firstname] [Lastname]				
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Customer Group   Queues   Queue Custom Fields   Ticket   Engineer   Includes   Text blocks	[Firstname] [Lastname] [Signatur Company (en)]	-			
Queues   Queue Custom Fields   Ticket   Engineer   Includes   Text blocks	[Firstname] [Lastname] [Signatur Company (en)] Library of markers	-			
Queue Custom Fields   Ticket   Engineer   Includes   Text blocks	[Firstname] [Lastname] [Signatur Company (en)] Library of markers Type of markers A Begrüßung Customer data models Signatur C	• g (de)			
Ticket  Engineer  Includes  Text blocks	[Firstname] [Lastname]         [Signatur Company (en)]         Library of markers         Type of markers         Customer data models         Customer Group         Signatur Company	g (de) ompany (en)			
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Workflow Includes	[Firstname] [Lastname] [Signatur Company (en)] Library of markers Type of markers Customer data models Customer Group Queues Signatur C Signatur C Signatur Fi Signatur Fi Signatur Fi Library of markers	g (de) ompany (en)			
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Frad string parameter Frad enam parameter	[Firstname] [Lastname] [Signatur Company (en)] Library of markers Type of markers Customer data models Customer Group Queues Dueue Custom Fields Ticket Engineer Includes Text blocks	g (de) ompany (en) irma (de)			
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Add Attachment File Browse  Description	[Firstname] [Lastname]         [Signatur Company (en)]         Library of markers         Type of markers         Customer data models         Customer Group         Queues         Queue Custom Fields         Ticket         Engineer         Includes         Text blocks         Workflow includes         + Add string parameter         File         Browse         Description	g (de) ompany (en) irma (de) ameter			
Add Attachment	[Firstname] [Lastname]         [Signatur Company (en)]         Library of markers         Type of markers         Customer data models         Customer Group         Queues         Queue Custom Fields         Ticket         Engineer         Includes         Text blocks         Workflow includes         + Add string parameter         File         Browse         Description	g (de) ompany (en) irma (de) ameter			
Add Attachment File Browse  Description Binding	[Firstname] [Lastname]         [Signatur Company (en)]         Library of markers         Type of markers         Customer data models         Customer Group         Queues         Queue Custom Fields         Ticket         Engineer         Includes         Text blocks         Workflow includes         + Add string parameter         + Add enum para         Add Attachment         File         Browse         Description	g (de) ompany (en) irma (de) ameter			
Add Attachment File Browse + Description	[Firstname] [Lastname]         [Signatur Company (en)]         Library of markers         Type of markers         Customer data models         Customer Group         Queues         Queue Custom Fields         Ticket         Engineer         Includes         Yorkflow includes         + Add string parameter         + Add string parameter         File         Browse         Binding         context	g (de) ompany (en) irma (de) ameter +			

Figure 433: ConSol CM Web Client - Create a new template

#### • Name

The name of the template. This name will be displayed in the Ticket E-Mail and Comment Editor in the Web Client, and it will be used as technical reference when a template is used within a script (Admin Tool or workflow).

#### • Group

The group (see previous section). You can either use an existing group or create a new one. The group is used to order the templates within the list of *Search results* in the Text Template Manager and the group is displayed in the Ticket E-Mail and Comment Editor in the Web Client to facilitate work for the engineers.

#### • Subgroup

The subgroup (see previous section). You can either use an existing subgroup or create a new one. The subgroup is used to order the templates within the list of *Search results* in the Text Template Manager and the subgroup is displayed in the Ticket E-Mail and Comment Editor in the Web Client to facilitate work for the engineers.

#### Release

If you want to set up a versioning system for the e-mail templates, you can set the release, i.e., version, here. You can type the numbers (three digits) or you can use the PLUS buttons as help.

• Language

Choose the language of the template. This can be important if you work in an international team. ConSol CM can be used in as many languages as required, and this can be configured using the Admin Tool and in the Process Designer. To make sure the e-mails are sent in the correct language, the corresponding locale has to be set here.

#### • Active

Select if the template should be active (= enabled) or inactive (disabled). This can be changed later, so you can design a template and work on it and set it *active* when you are finished.

• Type

Select the type (*letter, include, text block, script*) of the template. See previous section for explanation.

#### • Available in

#### Workflow

Select if the template should be available in workflows (i.e., not available in the Ticket E-Mail Editor or in the Ticket Comment Editor).

• Email

Select if the template should be available in e-mails.

• Ticket create

Select if the template should be available during ticket creation.

• Ticket edit

Select if the template should be available when the ticket is edited.

#### Content

Here you define the content of the template/letter. You can combine any free text and components of the *Library of Markers* (below the content section, see section <u>The Library of</u>

<u>Markers</u> for details). Write the text and select the desired element from the library by doubleclicking on it.

All functionalities of the Rich Text Editor are available for the design of the template content. Please note that the availability of additional formatting features is influenced by the Page Customization attribute *cmRichTextEditor*! See section <u>cmRichTextEditor</u> of the <u>Page Cus</u>tomization chapter for a detailed explanation of the features.

#### Add Attachment

Here you can add one or more attachment(s) to a template. Use the file browser to select a file from the file system of your computer. All common file types are possible. The system behavior concerning an attachment depends on the availability which is defined.

#### Attachment in e-mail templates

An attachment defined in a template which is available in e-mails will be attached to the tickets like a regular ticket attachment. Additionally, it will be pre-selected as e-mail attachment when the engineer writes an e-mail using the Ticket E-Mail Editor and selects the respective e-mail template.

#### Attachment in ticket comments (ticket edit, ticket create)

An attachment defined in a template which is available for ticket edit and/or ticket create will be attached to the ticket like a regular ticket attachment. Subsequently, it can also be used as e-mail attachment, but it will not be pre-selected in the Ticket E-mail Editor.

#### • Binding/Context

Here you can define a certain context for the template. In case nothing is defined here, the template will be available in all queues and the availability will not depend on any parameters. In case limiting queues and/or Custom Fields are defined, the availability of the template will be restricted respectively. You can select

- Custom Fields for queues
- Queues

where the template should be available, see section <u>Binding Templates to Queues or to Specific</u> <u>Parameters</u> for details.

Please note that the availability of templates in the Web Client also depends on the customer group of the ticket! If parameters are used which reference Data Object Group Fields from a certain customer data model, the template will only be available if the ticket is assigned to a customer from a customer group which uses this model!

In the Web Client, i.e., in the Ticket E-Mail Editor, the template *Acknowledgement\_of\_receipt* would have the following layout:

New E-mail				
show Cc  show Bcc				
To: Skywalker,Luke ×	Skywalker,Luke 🗶			
Reply-To: cmdoku7@consol.de				
Subject Ticket (100199) Problems with my PC				
Attachments Select attachments				
Quote Select entries   Entries visible to the customer	+ Add template			
B I U ↔ E = = =   DIV (default) ▼ Font Family ▼ Font	ا م			
x <sup>2</sup> x <sub>2</sub>   Ξ  Ξ   ∰ ∰ <b>[]</b> 🔂 🖼 🖼 Ψ 🖓 🐜 🗞 🗃	Show templates suitable for this context			
Dear Mr./Mrs. Skywalker ,	general			
Thank you very much for your e-mail. We have received your request		Acknowledgement_of_receipt (en) Dear Mr./Mrs. Skywalker .		
as soon as possible.	Inio_wycustomeroroup (en)			
The case is registered as ticket number 100199. Best regards,	Prequalify Template (de) TEST (en)	Thank you very much for your e-mail. We have received your request and will get back to you as soon as possible.		
Susan ServiceDesk	general - Pre-Process	The case is registered as ticket number 100199.		
JUSUI JEI VICEDESK	Pregualify Template (en)	Best regards,		
	r requany remplace (en)	Susan ServiceDesk		
ConSol Software GmbH Franziskanerstraße 38				
81669 München				
Tel: 089 / 45841-123 / Fax: -111		ConSol Software GmbH Franziskanerstraße 38		
		81669 München		
		Tel: 089 / 45841-123 / Fax: -111		
		<ul> <li>Add template</li> </ul>		

Figure 434: ConSol CM Web Client - E-mail template in Ticket E-Mail Editor

#### New Template Created from an Outbound E-Mail

You can also open the Text Template Manager via the context menu of an outbound e-mail in the history section of a ticket. The Text Template Manager will be opened in the mode *Create new template* with two settings preselected:

- Type: Letter
- Available in: Email

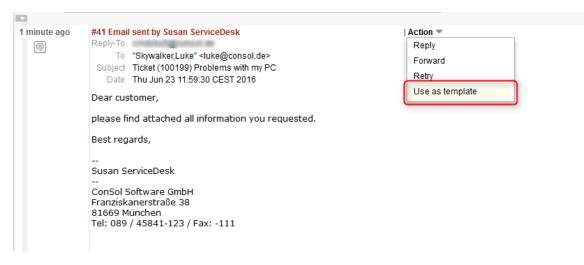


Figure 435: ConSol CM Web Client - Creating a new e-mail template from an outbound e-mail

#### The Library of Markers

The Library of Markers provides a collection of all data fields that are available in the system. These are:

• Default fields

Like *queue* or *engineer* with all corresponding data like *queue name* or *engineer firstname* or *engineer lastname*.

Ticket Custom Fields and/or Data Object Group Fields

That have been designed specifically for the system like, e.g., *customer service number*. Please note that the localized values of the Custom Fields and Data Object Group Fields are displayed in the Library of Markers!

# Components of the Text Template Manager

That are used in other components, e.g., *includes* or *workflow includes*.

• Scripts

That have been defined by an administrator and can help provide content in a dynamic way

The following table provides examples for fields that could be found in a CM system. The names displayed in the Library of Markers are the localized names of the Custom Fields resp. of the Data Object Group Fields. If no localization is provided, the (technical) field name is displayed. If you would like to read the information about Custom Fields, please refer to chapter <u>Custom Field Administration (Setting Up the Ticket Data Model</u>). For Data Object Group Fields (i.e., customer data), see section <u>Setting Up the Customer Data Model</u>.

Field Group or Main Component	Custom Field Resp. Data Object Group Field (Example)	Explanation
Customer data mod- els		<entry all="" customer-specific="" fields="" for="" point=""></entry>
Customer data mod- els	Customer groups	<entry all="" customer="" customer-specific="" fields="" for="" group="" of="" point="" selected="" the=""></entry>
<contact or<br="">company&gt;</contact>	Salutation	
	Academic title	
	Forename	
	Lastname	
	Phone	
	Email	

Field Group or Main Component	Custom Field Resp. Data Object Group Field (Example)	Explanation		
	<more depending<br="" fields="">on FlexCDM definition&gt;</more>			
Customer Group	Name of the customer group			
Queue	Name	The name of the queue where the ticket is being processed at the moment		
Custom Fields for queue	All Custom Fields of Cus- tom Field groups that have been assigned to the queue			
Ticket	ID	The internal ticket ID, not displayed in the Web Client		
	Name	The ticket name, the <i>ID</i> in the Web Client		
	Subject			
	Engineer	The current engineer who is assigned to the ticket. Can be <i>NULL</i> (empty) if no engineer is set.		
	Creation Date	Opening date of the ticket		
Engineer	Login	The login name of the engineer who is currently logged in to the system		
	Firstname	First name, last name, e-mail of the engineer, be sure that		
	Lastname	the respective field has been filled in the engineer data. See chapter Engineer Administration for details about engineer		
	Email	management.		
Includes	<all available="" includes=""></all>			
Text Blocks	<all available="" text<br="">blocks&gt;</all>			
Workflow Includes	<all available="" includes="" workflow=""></all>			
Scripts	<all available="" scripts=""></all>			

If customer-specific fields are used in a template, this template will only be offered when the ticket is assigned to a main customer from the respective customer group!

Since Data Object Group Fields differ between customer data models, it might be necessary to define a similar template for several customer groups.

By clicking on *Add string parameter* or *Add enum parameter* you can define fields where the engineer has to fill in data at run-time. In the following example, the responsible consultant is added as string parameter and the ticket priority is added as enum parameter. An enum (sorted list, see section <u>Managing Sorted Lists: Enum Administration</u>) will only be offered as enum parameter if the option *Template enabled* has been set for the enum.

Content
B I U S ≣ ≣ ≣ DIV (default) ▼ Font Family ▼ Font Size ▼ <u>A</u> ▼ _ ▼
$\mathbf{x}^{*} \ \mathbf{x}_{2} \   \coloneqq \ \models \   \oiint \ \blacksquare \$
Dear Mr./Mrs. [Name] ,
Thank you very much for your e-mail. We have received your request and will get back to you as soon as possible.
In case you have any questions, please ask for 🔺
The case is registered as ticket number [Name] Best regards,
[Firstname] [Lastname]
[Signatur Company (en)]
Library of markers
Type of markers
Customer data models
Customer Group
Queue Custom Fields
Ticket
Engineer
Includes
Text blocks
Workflow includes 🔹
+ Add string parameter + Add enum parameter
New parameter Responsible consultant Add parameter

Figure 436: ConSol CM Web Client - Text Template Manager: Add string parameter in Library of markers

Content					
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Dear Mr./Mrs. [Name]					
Thank you very much t possible.	for your e-mail. We have received your request and will get back to you as soon as				
In case you have any	questions, please ask for [Responsible consultant]				
Your ticket is currently	being hadled with the following priority:				
The case is registered Best regards, [Firstname] [Lastnam	as ticket number [Name].				
[Signatur Company (	en)]				
Library of markers		2			
-	Octologius 1 (co)				
Type of markers Customer data models	Catalogue 1 (en) Catalogue 2 (en)				
Customer Group	Catalogue2 (en)     Fragen_Betriebssystem (de				
Queues	Fragen Browser (de)				
Queue Custom Fields	E Fragan Hardware (do)				
Ticket	<ul> <li>Fragen_nardware (de)</li> <li>Katalog PC (de)</li> </ul>				
Engineer	New offer (de)				
Includes	New products (en)				
Text blocks	Question Browser (en)				
Workflow includes	<ul> <li>Question Operating System (en)</li> </ul>				
+ Add string parameter	+ Add enum parameter				
New parameter					
	Helpdesk priorities Add parameter				
Add Attachment					
	Helpdesk priorities				

Figure 437: ConSol CM Web Client - Text Template Manager: Add enum parameter in Library of markers

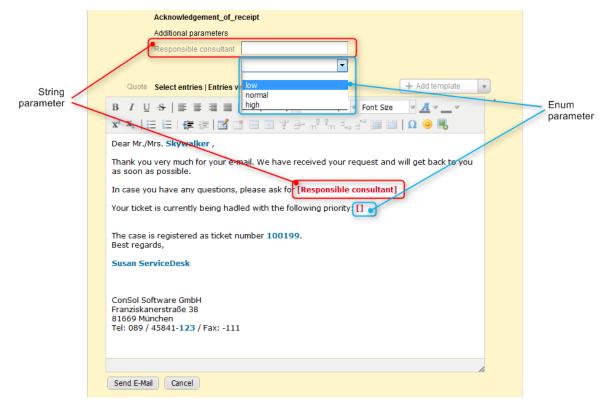


Figure 438: ConSol CM Web Client - Ticket E-Mail Editor: Filling in parameters, 1

When the engineer opens the Ticket E-Mail Editor in the ticket and enters data in the fields (here *Responsible Consultant* and none), the (new) data is automatically written into the field in the template.

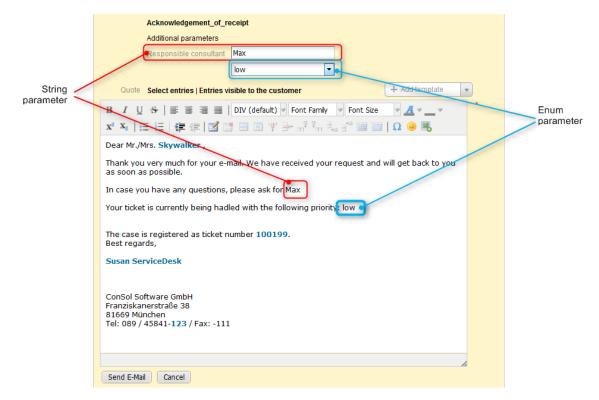


Figure 439: ConSol CM Web Client - Ticket E-Mail Editor: Filling in parameters, 2

#### Create a New Include or Workflow Include

An *include* is a template that cannot be selected by the engineer directly (in the Ticket E-Mail or Comment Editor), but is a component which is integrated in other e-mail or ticket text templates, namely in *letters*.

A standard use case for an *include* is the signature, so we will show you the corresponding example. In order to define the standard company signature, define a signature as an *include* and integrate it into the standard company signature which is a *letter*.

s Vame Signature Company  Group general  Add new group  Add new subgroup  Iease 0.0.1  ++++  puage English  Active  Type Include  Int
Group general Add new group group Add new subgroup lease 0.0.1 * + + + + guage English Active V Type Include nt
group Add new subgroup   lease 0.0.1   * ++++   puage   English   Active   Type Include
Iease 0.0.1 * + + + + + + + + + + + + + + + + + +
auage English
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e of markers
tomer data models
tomer Group
ues •
eue Custom Fields
et 🔹
ineer •
udes •
t blocks
kflow includes .
dd string parameter 🛛 + Add enum parameter
re template Cancel

Figure 440: ConSol CM Web Client - Text Template Manager: Signature Include

Details							
Name	the shead Circuit						*
Name .	Standard Signature						
Group	general	▼ *	Add new group				
Subgroup		-	Add new subgrou	р			
Release	.0.1	+ + +					
Language	English	•					
Active							
Туре	Letter 💌						
Available in	'Email'	*					
Content							
BIU	8 = = =		(default) 🔻 Font F	amily 🚽 Fo	ont Size	▼ <u> </u>	~
X <sup>2</sup> A <sub>2</sub> =		🔛 💷 🚥	100 I 37" m*	*an		M 🦳 🗟	6
[Signature	Company (en)						-
[Signature	Company (en)						_
[Signature	Company (en)						
[Signature							
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Library of Type of mark Customer d Queues Queues Queue Cust	narkers ers ita models roup	<ul> <li>Begrüßu</li> <li>Signatur</li> </ul>	ing (de) e Company (en)				
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Figure 441: ConSol CM Web Client - Text Template Manager: Standard signature letter

The implications of this example:

- The *Standard\_Signature* can be defined as e-mail standard. This will cause it to be automatically displayed for every new e-mail. Of course, the engineer can change the template.
- The *Signature\_Company* can be used in any other template if required (compare image of the new template).

## Create New Text Blocks

A *text block* is a template that cannot be selected by the engineer directly (in the Ticket E-Mail or Comment Editor), but is a component which is integrated in other e-mail or ticket text templates, mostly in *letters*. Usually, several *text blocks* are offered in one *letter* so that the engineer can select which one (s) to use.

The following example shows how to use three *text blocks* to ask the customer to answer preliminary analysis questions.

First, the *text blocks* are created:

Template	
Deta	ails
	Name Question Browser *
	Group ServiceDeskTemplates  Add new group
Sub	Add new subgroup
Re	elease 0.0.1 * + + +
Lan	guage English
	Active
ſ	Type Text Block
L	
Con	tent
в	I U S ≣ ≣ ≣ I DIV (default) ▼ Font Family ▼ Font Size ▼ I ▼ ▼
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	rowser:
Ve	ersion:
	h
	ibrary of markers
-	rpe of markers
	ustomer data models

Figure 442: ConSol CM Web Client - Text Template Manager: Create first text block

620

Template	
Details	
Name Question Operating System	*
Group ServiceDeskTemplates 🗸 * Add new group	
Subgroup Add new subgroup	
Release 0.0.1 * + + +	
Language English	
Active 🔽	
Type Text Block	
Content	
B I U S ≡ ≡ ≡ I DIV (default) ♥ Font Family ♥ Font Size ♥ <u>A</u> ♥	*
x² x₂   Ξ Ξ   ≇ ⋕   🗹 📰 🖃 🖤 🕂 🐂 🔩 😚 🖼 📰   Ω 🥯 尾	
Operating system:	
Version:	
Patch:	
Additional information:	
	10
Library of markers	
Type of markers	<u>^</u>
Customer data models	•
Customer Group	<u>}</u>

Figure 443: ConSol CM Web Client - Text Template Manager: Create second text block

Create new templat	e
Details	
Name	Question Hardware *
Group	ServiceDeskTemplates Add new group
Subgroup	Add new subgroup
Release	0.0.1 * ++++
Language	English
Active	
Туре	Text Block 💌
Content	
B /	U S ≣ ≣ ≣ DIV (default) ▼ Font Family ▼ Font Size ▼ ▲ ▼ _ ▼
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PC or La	aptop?
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RAM size	e: a la l
# CPUs:	: E
Monitor	brand:
Monitor	model
	*
Library	of markers
Type of m	
Custome	er data models 🔹 🕨
Custome	er Group

Figure 444: ConSol CM Web Client - Text Template Manager: Create third text block

Then the *letter* is created where the *text blocks* should be used:

Details					
Name	Pre_Qualify_Erro	r_Resellers			*
Group	ServiceDeskTerr	nplates 💌 *	Add new group		
Subgroup		·	Add new subgroup		
Release	0.0.1	* +++			
Language	English				
Active					
Туре	Letter 💌	1			
Available in	'Email'				
wanabic in	EIIIdii	Ť			
Content					
DI		-		- Frank City	-
_	8 = =		(default) 🔻 Font Family		× <u>A</u> × _ ×
X <sup>2</sup> X <sub>2</sub>	= = = = =	: 🗹 📑 📟	I 🗉 🦞 🖻 📲 🐂	∃., :** 🗰 🛄   !	Ω 🥥 🖳
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			d send the e-mail usi		
e-mail clie		2		-	
Thank you	u very much in a	advance.			
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	n Browser (en) n Hardware (ei				E
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[Question Best rega	n Hardware (ei	n)]			E
[Question Best rega	n Hardware (en rds,	n)]			E
[Question Best rega [Firstnan	n Hardware (en rds, ne] [Lastname]	n)]			E
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[Question Best rega [Firstnan Library of Type of ma Customer Customer	n Hardware (en rds, ne] [Lastname] f markers rkers data models	Catalog Fragen, Fragen, Fragen,	_Betric ssystem (de) _Browser (de)		
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[Question Best rega [Firstnan Library of Type of ma Customer Queues	n Hardware (en rds, ne] [Lastname] f markers rkers data models	n)] Catalog Fragen Fragen Fragen Fragen Katalog	_Betrie ssystem (de) _Browsen (de) _Hardware (19) PC (de)		
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[Question Best rega [Firstnan Library of Type of ma Customer Queues Queue Customer	n Hardware (en rds, ne] [Lastname] f markers rkers data models Group	n)] Catalog Fragen Fragen Fragen Fragen Katalog New off	_Betrie ssystem (de) _Browsen (de) _Hardware (19) PC (de)		
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Figure 445: ConSol CM Web Client - Text Template Manager: Create letter for text blocks

In the Web Client, the engineer can then decide which *text blocks* to use and which ones to deactivate:

New E-m	ail	
	show Cc  show Bcc	
To:	"Luke Skywalker" <ul> <li>duke@localhost&gt;</li> </ul>	
Subject:	Ticket (100003) Test 2	
Template	Questions_Analysis_Error 💌	
	Selected text blocks	
	Questions_Hardware	
	Questions_Software_OS	
	Questions_Software_Browser	
Quote	Select entries   Entries visible to the customer	
B I	U S E E E I DIV V Font Family V Font Size V A V	
X <sup>2</sup> X <sub>2</sub>	註 註   律 譯   🗹 🔠 🗔 🗉 🏋 🖮 👫 🐜 🖅 🎟 💷   Ω 🥥 🔍	
Dear M	r Skywalker,	-
	yze the error in the ticket 100003 as fast as possible, please answer the following questions and send us this as reply.	
PC or L	aptop?	
Brand:		
RAM siz	ze:	-
# CPUs	1	-
Monitor	· brand:	
Monitor	r model:	
Operati	ing System:	
Version		
Patch:		
Further	information:	
Browse	n	
Version	11	
		-
		1.

Figure 446: ConSol CM Web Client - Ticket E-Mail Editor: All text blocks selected

Tit:       "Luke Sywalker" duke@tocalhost>         ubject:       Titcket (100003) Tet 2         mplate:       Questions_Analysis_Error ▼         Statistic foot block:       Questions_Software_OS         Questions_Software_Browser       Questions_Software_Browser         Questions_Software_Browser       Questions_Software_Browser         Questions_Software_Browser       Questions_Software_Browser         Questions_Version:       Path Pont Family Pont Size Questions and send us the email as reply.         Dear Mr Skywalker,       Questions:         Deparating System:       Version:         Path:       Further information:         Browser:       Version:         Charly Chef       My Special ConSol* Company Kanalestraße 8         40472 Disseldorf       Fortpany Kanalestraße 8         40472 Disseldorf       Fo		show Col show Boo
ubject:       Ticket (100003) Tet 2         mplete       Questions_Analysis_Error *         Started text block: <ul> <li>Questions_Software_OS</li> <li>Questions_Software_Browser</li> </ul> Quote       Select entries   Entries visible to the customer         B       I	To:	
Questions_Analysis_Error ▼         Selected text blocks         Questions_Software_OS         Questions_Software_Browser         Quest         Select entries   Entries visible to the customer         B       I       I         B       I       I         Image:	Subject:	
Colored text block         © Questions_Hardware         © Questions_Software_Browser         Quote       Select entries   Entries visible to the customer         B       I <td></td> <td></td>		
Questions_Software_OS   Questions_Software_Browser    Conce Select entries   Entries visible to the customer  B    B  U    S  U       Dear Mr Skywalker,    to analyze the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the	empiate	
Questions_Software_OS   Questions_Software_Browser    Conce Select entries   Entries visible to the customer  B    B  U    S  U       Dear Mr Skywalker,    to analyze the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the error in the ticket 100003 as fast as possible, please answer the following questions and send us the		
Questions_Software_Browser         Quote       Select entries   Entries visible to the customer         B       I       <		
Quote       Select entries   Entries visible to the customer         B       I		
B I U S E E E DIV ▼ Font Family ▼ Font Size ▲ ~ _ ~ x <sup>2</sup> X <sub>2</sub>   E E E E E E E E E E E E E E E E E E		
x²       x₂       x²       x² <td< td=""><td>Quote</td><td>Select entries   Entries visible to the customer</td></td<>	Quote	Select entries   Entries visible to the customer
x²       x₂       x²       x² <td< td=""><td>R I</td><td></td></td<>	R I	
Dear Mr Skywalker, to analyze the error in the ticket 100003 as fast as possible, please answer the following questions and send us th email as reply. Operating System: Version: Patch: Further information: Browser: Version: Thank you very much in advance. Sincerely. Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-101		
to analyze the error in the ticket 100003 as fast as possible, please answer the following questions and send us the email as reply. Operating System: Version: Patch: Further information: Browser: Version: Thank you very much in advance. Sincerely, Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111	X <sup>2</sup> X <sub>2</sub>	注 注   筆 譯   🖾 🖾 🕮 平 🕆 뉴 채 개 김 🎟 🛄   Ω 🥥 🖷
email as reply. Operating System: Version: Patch: Further information: Browser: Version: Thank you very much in advance. Sincerely, Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111	Dear M	r Skywalker,
Operating System: Version: Patch: Further information: Browser: Version: Thank you very much in advance. Sincerely, Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111	to anal	yze the error in the ticket 100003 as fast as possible, please answer the following questions and send us th
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Version: Patch: Further information: Browser: Version: Thank you very much in advance. Sincerely, Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111	0+	ing Sustains
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Further information: Browser: Version: Thank you very much in advance. Sincerely, Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111		1
Browser: Version: Thank you very much in advance. Sincerely, 	Patch:	
Version: Thank you very much in advance. Sincerely, Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111	Further	information:
Thank you very much in advance. Sincerely, Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111	Browse	7
Sincerely, Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111	Versior	1
Sincerely, Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111		
Sincerely, Charly Chef My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111	Thank	very much is advance
My Special ConSol* Company Kanzlerstraße 8 40472 Düsseldorf Fel: 0211/339903-100 Fax: 0211/339903-111		
Kanzlerstraße 8 40472 Düsseldorf Tel.: 0211/339903-100 Fax: 0211/339903-111		
Tel.: 0211/339903-100 Fax: 0211/339903-111		
Fax: 0211/339903-111		
	Kanzle 40472	

Figure 447: ConSol CM Web Client - Ticket E-Mail Editor: One text block deactivated

## Create and Use a Script

Sometimes a system has to have a certain *intelligence* regarding the words and phrases used in e-mail templates, because they are not static but have to be adapted in a dynamic way. A standard example is the use of *Dear Sir* for male customers (salutation = "Mr") and *Dear Madam* for female customers (salutation = "Mr").

Use cases like this can be covered using *scripts* in the Text Template Manager.

This can only be achieved by a ConSol CM administrator. When you log in to the Web Client as a regular user with template managing permissions, you can define all template types but no *scripts*. In order to be able to select *Script* as template type, you have to log in with an administrator account.

For information about the syntax that is used, please see the following web links:

- FreeMarker
- FreeMarker directives

Please note that in the standard Freemarker notation, angle brackets ( <> ) are used for statements. Here, in an HTML environment, this cannot work, and therefore, instead of angle brackets, square brackets ( [ ] ) have to be used.

An example *script* is the following:

Template		
Details		
Name Salutation_Script_MyCustomerGroup	*	
Group general 💽 * Add new group		
Subgroup Add new subgroup		
Release 0.0.1 * + + +		
Language English		
Active 🔽		
Type Script		Customer group-
Content		specific data
<pre>[#assign lastname=ticket.mainContact.get('name')!] [#assign salutation=ticket.mainContact.get('salutation')!] [#assign salutation=ticket.mainContact.get('title')!] [#if salutation = ""] [#if salutation=salutation.name!] [/#if] [#if lastname??] [#if salutation?lower_case = "mr"]Dear Mr. \${title!} [#elseif salutation?lower_case = "mrs"]Dear Mrs. \${title!} [#elseiDear Mr./Mrs. \${title!}[/#if] [#else]Dear customer,[/#if]</pre>		fields
Save template Cancel		

Figure 448: ConSol CM Web Client - Text Template Manager: Example script for salutation

Please keep in mind that ...

- the values of the fields are the technical values (in the example, the technical value of the field *salutation* is *mr / mrs*, the localized value for EN would be *Mr / Mrs*). Always use the technical values!
- the fields are the Custom Fields and Data Object Group Fields managed in the Admin Tool.
   Please refer to sections <u>Custom Field Administration (Setting Up the Ticket Data Model)</u> and <u>Setting Up the Customer Data Model</u> for details.

Template	
Details	
Name	Info_MyCustomerGroup *
Group	general  Add new group
Subgroup	Add new subgroup
Release	0.0.1 * + + +
Language	English
Active	
Туре	Letter 💌
Available in	'Email'
	U S = = = DIV (default) - Font Family - Font Size
	i ion_Script_MyCustomerGroup (en)]
thank yo	u for using ConSol CM.
[Signatu	ire Company (en)]
	of markers
Type of m	
Customer	

The *script* is then integrated into a *letter* template:

Figure 449: ConSol CM Web Client - Text Template Manager: Insert script into letter

In the Web Client, the e-mails are formatted as requested.

Example 1 (for Mrs):

	Customers
	Main MyCustomer
<u> </u>	Mrs Gina Pepper *

Figure 450: ConSol CM Web Client - E-mails formatted by script (customer data, example 1)

New E-ma	il second se							
	show Cc  show Bcc							
To:	Pepper, 🗙							
Reply-To:	creatoku/?@coreati.de							
Subject:	Ticket (100262) Internet connection does not work							
Quote	Select entries   Entries visible to the customer + Add template							
B I	U S   E E E I DIV (default) V Font Family V Font Size V A V							
x <sup>2</sup> X <sub>2</sub>	E E   ≇ #   🗹 📑 🗏 𝔅 '+ 🕂 '+ 1, 3, 3'' 🖩 💷   Ω 🥯 喝							
Dear M	rs. Pepper,							
thank y	you for using ConSol CM.							
	Sol Software GmbH ziskanerstraße 38							
81669	München							
Tel: 08	9 / 45841- <b>123</b> / Fax: -111							

Figure 451: ConSol CM Web Client - E-mails formatted by script (e-mail, example 2)

## Example 2 (for Mr):

Customers
Main MyCustomer
Mr Dieter Macher *

Figure 452: ConSol CM Web Client - E-mails formatted by script (customer data, example 1)

New E-ma	äl	
	show Cc   show Bcc	
To:	Macher, ×	
Reply-To:	cmdoku?@consol.de	
Subject:	Ticket (100262) Internet connection does not work	
Quote	Select entries   Entries visible to the customer + Add template	
B I	U S   E E E I DIV (default) V Font Family V Font Size V A V	
X <sup>2</sup> X <sub>2</sub>	E E   ≇ #   🗹 📰 📟 🖤 🗲 📲 🐜 🔩 3° 🖼 🔛   Ω 🥯 喝	
Dear M	r. Macher,	-
thank y	rou for using ConSol CM.	
	software GmbH	=
	kanerstraße 38 München	-
	9 / 45841- <b>123</b> / Fax: -111	

Figure 453: ConSol CM Web Client - E-mails formatted by script (e-mail, example 2)

## Binding Templates to Queues or to Specific Parameters

The section *Binding* is the last section of the *New Template* page of the Text Template Manager.

For every template you can decide if it should be displayed everywhere without any restrictions (i.e., in every queue and without regarding any parameters) or if it should be bound (= restricted) to specific criteria. This can be:

- queues
- queue-specific parameters (e.g., display the template only if the priority *high* has been set for the ticket)

You can select queues and/or parameters by selecting a *context*, as shown in the following pictures. Use the "+" button to add more binding parameters or the "-" button to remove existing parameters.

Library of markers		
Type of markers		
Customer data models	•	
Customer Group	•	
Queues	•	
Queue Custom Fields	▶ =	
Ticket	•	
Engineer	•	
Includes	•	
Text blocks	•	
Workflow includes	Ψ.	
+ Add string parameter + Add enum parameter		
Add Attachment		
File Durchsuchen Keine Datei ausgewählt.		
Description		
Description Binding		
Binding	soft	
	soft	
Binding context 1 None	soft	
Binding context 1 None  Select binding	soft	×
Binding  context  1 None ▼  Select binding  Custom fields for queue  AccountManagement	soft	
Binding  context  1 None ▼  Select binding  Custom fields for queue  AccountManagement  Queues  EAOs_active	soft	
Binding  context  1 None ▼  Select binding  Custom fields for queue Queues  AccountManagement  EAOs_active HelpDesk 1st Level	soft	
Binding  context  1 None  Select binding  Custom fields for queue  AccountManagement  FAOs_active  HelpDesk 1st Level ServiceDesk	soft	
Binding  context  1 None ▼  Select binding  Custom fields for queue Queues  AccountManagement  EAOs_active HelpDesk 1st Level	soft	
Binding  context  1 None  Select binding  Custom fields for queue  AccountManagement  FAOs_active  HelpDesk 1st Level ServiceDesk	soft	
Binding  context  1 None  Select binding  Custom fields for queue  AccountManagement  FAOs_active  HelpDesk 1st Level ServiceDesk	soft	
Binding  context  1 None  Select binding  Custom fields for queue  AccountManagement  FAOs_active  HelpDesk 1st Level ServiceDesk	soft	
Binding context 1 None  Select binding Custom fields for queue AccountManagement Queues AccountManagement FAOs_active HelpDesk 1st Level ServiceDeskSpeq HelpDesk 1st Level	soft	
Binding  context  1 None  Select binding  Custom fields for queue  AccountManagement  FAOs_active  HelpDesk 1st Level ServiceDesk	soft	

**Example 1:** The template should only be displayed in the *Helpdesk 1st Level* queue:

Figure 454: ConSol CM Web Client - Show template for specific queue

**Example 2:** The template should only be displayed in the *Helpdesk 1st Level* queue and only if the priority is *high*:

contex									9	soft	
1	Queue is HelpDesk 1st Leve	-									-
2	None 💌										
_ (	Select binding										$\mathbf{X}$
	Custom fields for queue	•	*	Dismiss: Reasons	Þ	*	Module	►	*	low	*
- 1	Queues	•		Feedback questions	•		Priority	•		normal	
				Helpdesk standard	•					<u>hiqh</u>	
Sav	0		-	Location					_		_
				LocationFieldsTable	•	=					
				Orders	•						
				Qualification	•						
				RequestType	•						
				SpecialTasks_Fields	•						
			$\overline{\mathbf{v}}$	Workaround	•	Ŧ			$\overline{\mathbf{v}}$		-

Figure 455: ConSol CM Web Client - Display template for specific queue and priority

## Hard and Soft Binding

When the template is only displayed in one (or more) selected queue(s), as shown in the example above, the template is *bound* to those queues or to any other selected (restricting) parameter. There are two types of bindings:

• Hard binding

The checkbox *soft* is **not** checked:

The template is only displayed (offered in the Ticket E-Mail Editor or Ticket Comment Editor) in the selected queues or for the selected parameters. The engineer who works with the template cannot change this configuration.

• Soft binding

The checkbox *soft* is checked:

As default setting, the template is only displayed (offered in the Ticket E-Mail Editor or Ticket Comment Editor) in the selected queues or for the selected parameters. However, the engineer can change the display by clicking on the button *More templates*. All softly bound templates are displayed as well.

## F.11.1.4 Migrating Templates from CM Version 6.8 and Less to CM Version 6.9 and Up

When a ConSol CM system is updated from a version 6.8 and less to a version 6.9 and up, the scripts in the Text Template Manager have to be checked and modified manually.

Parameters which refer to tickets and queues do not have to be changed. However, due to the new customer data model, *FlexCDM*, the syntax for references to Data Object Group Fields has to be adapted.

# F.11.1.5 Page Customization for E-Mail Template Functionalities

Please refer to section <u>Page Customization</u> to learn some details about how to adapt e-mail template parameters.

# F.11.2 CM.Doc

# F.11.2.1 Introduction to CM.Doc

Even in companies where most processes are managed by IT applications, a great number of documents still have to be printed out or are required in *.doc* or *.pdf* format for other reasons. These can be, for example:

- invoices
- contracts
- documents concerning the acceptance of IT systems
- orders

ConSol CM offers the add-on CM.Doc to print documents directly from the business management process. CM.Doc supports Microsoft Word documents and (in CM versions 6.10.1 and up) OpenOffice documents.

Templates guarantee that ...

- all documents of one type are identical (text and layout).
- all documents match the company's CD (corporate design).
- no engineer has to type the same text over and over again.

Data from the ticket can be integrated into the template automatically, these can be:

- ticket data (e.g., amount in an invoice, service level in a contract)
- customer data (name and address of the main customer (and of the company, if the main customer is a contact belonging to a company), additional customers are **not** relevant in CM.Doc!)
- engineer data (name, phone number, e-mail address of the engineer who works on the case)

When CM.Doc is active in ConSol CM, the engineer can select the required Microsoft Word template (or OpenOffice template) in the ticket. The document is opened in Microsoft Word (OpenOffice) automatically with all required data fields already filled in. The engineer can then work on the document and save it. It is automatically attached (as a regular attachment) to the ticket and can be opened by users who have *read* access to the ticket and who have installed the required software (Microsoft Word, OpenOffice) on their PCs.

With special adaptations implemented by the ConSol CM consulting team, the ConSol CM system can be extended in a way that *.docx* documents can also be converted to *.pdf* files in order to make sure no further changes can be made to the document.

## F.11.2.2 Requirements for Using CM.Doc

On the client PC or laptop, the following requirements have to be met to use CM.Doc:

- A JRE (Java Runtime Environment) for the web browser has to be installed, because CM.Doc is based on Java applets. For the supported Java versions, please refer to the current *System Requirements*.
- Microsoft Word / OpenOffice has to be installed. For the supported Microsoft Word and OpenOffice versions, please refer to the current *System Requirements*.

## F.11.2.3 Availability of CM.Doc

CM.Doc is available in ConSol CM version 6.7 and higher and is part of the standard function set of the application.

## F.11.2.4 Configuring the ConSol CM System for CM.Doc

If you want to activate CM.Doc in your ConSol CM system, the first step is to set the system property *cmweb-server-adapter, cmoffice.enabled* to *true*.

CINO					G	len e a		Q		X
A Home		*	💥 System Properties			Edit configuration				
Access and Roles	۲		Module: All modules		Edit configuration					
						i Please edit the o	onfiguration e	entry		
Lists	۲		Module	Property 🔺	II-					
Tickets	۲		cmas-core-security	admin.email	н.					
- Herees			cmas-core-security	admin.login		Module:	cmweb-serve	er-adapter		•
Customers	8		cmas-app-admin-tool	admin.tool.session.check	k	Property:	cmoffice.ena	bled		
A			cmas-core-server	attachment.max.size						
Resources	۲		cmas-core-security	authentication.method	11.	Type:	Boolean			-
Global Configuration	۲		cmas-dwh-server	autocommit.cf.changes		Value field:	truel			
· ·	-		cmas-app-admin-tool	autocomplete.enabled			uue	J		
💮 Data Warehouse	۲		cmweb-server-adapter	automatic.booking.enabl		Description:				
Services	۲		custom-web	base.url						
🤤 Services	۲		cmas-core-index-common	big.task.minimum.size						
🗹 E-Mail	8		cmas-core-cache	cache-cluster-name	11					
			cmweb-server-adapter	checkUserOnlineInterval	đ.					
🔅 System	8		cmas-core-shared	cluster.mode	11					
			cmas-setup-hibernate	cmas.dropSchemaBefore	e					
Scripts and Templates			cmweb-server-adapter	cmoffice.enabled		Restart required:				
. Toward French			cmweb-server-adapter	cmoffice.oo.path.0						
🍫 Import/Export			cmweb-server-adapter	cmoffice.oo.path.1		Optional:				
📌 License			cmweb-server-adapter	cmoffice.oo.path.2						
			cmweb-server-adapter	cmoffice.oo.path.3	1.	1				
💥 System Properties			cmweb-server-adapter	commentRequiredForTid	1			Save	Cance	el
			cmas-dwh-server	communication.chan el						
			cmas-core-server	config.data.version	-		31			111
			cmas-dwh-server	connection ractory.jndi.r	nam	e	jms/Remote(	ConnectionFactory		III.
			cmas-core-security	contrac.authentication.m	metł	nod	DATABASE			
			cmas-core-security	contact.inherit.permissio	ons.	only.to.own.cust	true			
			cmweb-server-adapter	customizationVersion			6989a73c-d-	148-11e4-a9e6-5bd8fac6c63d		
			cmas-core-shared	data.directory			/opt/cm_6.1	0/cmas		
			cmweb-server-adapter	data.optimization			MINIFICATIO	ON		
			cmas-core-index-common	database.notification.en	nabl	ed	false			
			cmas-core-index-common	database.notification.red	deli	very.delay.seconds	60			
			cmas-core-index-common	database.notification.red	deli	very.max.attempts	60		-	
			0	l, • • •						

Figure 456: ConSol CM Admin Tool - Configuration of system property for CM.Doc

# F.11.2.5 Creating an Engineer Role with Permissions for the Document Template Manager

Only an engineer who has the permission *Write template* (see the following figure) can start the *Document Template Manager* in the Web Client. So, as a second step, you have to create one or more role (s) with the respective permissions. For a detailed explanation about setting role permissions, please refer to section <u>Role Administration</u>.

ConSol CM6					Ø 🗐 🌖
A Home	*	🍫 Roles			
<ul> <li>Access and Roles</li> <li>Engineers</li> <li>Roles</li> <li>Views</li> <li>Engineer Functions</li> <li>Lists</li> <li>Tickets</li> <li>Customers</li> <li>Resources</li> <li>Global Configuration</li> <li>Data Warehouse</li> <li>Services</li> <li>E-Mail</li> <li>System</li> </ul>		Roles         Filter:       All queues         Name       AccountManagementReseller         AccountManager.       CM_TrackBasicCustomers         CustomerManager/DirectCustomers       CustomerManager_DirectCustomers         CustomerManager_Partners       CustomerManager_Partners         CustomerManager_Partners       CustomerManager_Partners         CustomerManager_Partners       CustomerManager_Reseller         HD_1st_Level_Role       HD_2nd_Level_Role         HD_2nd_Level_Role       HD_Sales_Role         HD_Sales_Role       HD_Supervisor         MarketingTeamleitung       Resource Manager_IT         ServiceDesk       TemplateManager         TrackAll       TrackAll         TrackAll       TrackReseller         Workflow_Admin       (*)	Queue Per Engine     Global Permissi     Administra     Workflow Perm     Read work     Write work     Write work     Deploy work     Template Perm     Write temp     Representation     Configure     Track User Per	er Functions	Customer Group Permissions Global Permissions
[CM_Administration]	Ŧ	<u></u>			

Figure 457: ConSol CM Admin Tool - Necessary template permissions

() We recommend to create a role (e.g., *TemplateManager*) that has only the permission Write template, with no queue permissions or other permissions. Every user who should have access to the Document Template Manager can be given this role. In this way, there is no merge between regular user permissions and document template permissions and you can grant and retrieve the document template permission in a very flexible way.

However, the permission *Write template* also grants access to the Text Template Manager (for text templates, see section <u>The ConSol CM Text Template Manager</u>).

## F.11.2.6 Creating Microsoft Word Templates and Making Them Available

#### **Creating Microsoft Word Templates**

As a third step, you have to create the Microsoft Word templates. This is done using Microsoft Word. Please create *.doc* or *.docx* files as templates, **not**.*dot* files!

The OpenOffice-specific configuration is explained in section <u>Using CM.Doc with OpenOffice</u>. However, most of the configuration steps are identical or very similar for Microsoft Word and OpenOffice templates.

### Creating the Template Object in the Template Library

As a fourth step, you have to fill in the requested data fields as *merge* fields in the Microsoft Word template, i.e., you create a CM.Doc template from your regular Microsoft Word document. This is done using the ConSol CM Web Client.

To perform steps three and four, log in to the Web Client and click on *Document templates* in the main menu to open the *Document Template Manager*.

Logged in: Susan ServiceDes	<u>sk</u>				2	
Resources Text templat	es Document templ	ates Report	ng ConSol*	Help	All custo	mer groups
Document templates	<u> </u>					
New document temp	olate					
Name	Template for Invoice					
Group	Billing					
Language	English	-				
Queues	'ServiceDeskSpecialTasks'	-				
Data object	DirCustCustomer (DirectC	-				
Document template	Durchsuchen Keine	Datei ausgewähl				
	OK Cancel					
Document MailMe	rge fields					~
Show MailMerge fiel	ds available for a ticket					
Ticket name or subje	ct					
Reset						
Template library						~
List of templates						
Name	Group	Language (	ueues	Data object	Document template	Delete
Anfragen	Anfragen Gruppe	de H	lelpDesk 1st Level	ResellerCustomer	Vorlage.doc	×
Kundenanfrage	Anfragen	de S	erviceDesk	MyCustomer	Anfrage.docx	×
Vorlage für Rechnu	ingen Rechnungen	de S	erviceDesk	ResellerCustomer	Rechnung.docx	×

Figure 458: ConSol CM Web Client - Document Template Manager

The Document Template Manager is opened.

Enter the following data for each new template, then click on OK:

• Name

The name of the (new) template. This will be displayed for engineers in the Web Client.

• Group

The name of the template group. This does not have any technical implications but serves as an easy-to-use parameter to sort the templates in the template list in the Document Template Manager.

• Language

Select the required language. All languages which have been activated in the Admin Tool are listed.

• Queues

Select the queues for which the template should be available.

• Data object

For the selection of the data object which should be used as reference object for customer data within the template. All data objects are listed, please see section <u>Selection of the Data Object</u> and <u>Its Consequences</u> for a detailed explanation about which data object you have to select.

#### • Document template

Use the file browser to select the .*doc* or .*docs* file that should serve as a template in the file system.

#### Selection of the Data Object and Its Consequences

In the form where you have to fill in all fields for an Microsoft Word template, you also have to select a data object, i.e., a customer object (contact or company object) from your customer data model. If you are not familiar with the ConSol CM customer data model concept, please read the <u>Customer</u> <u>Data Model Section</u> first.

In the drop-down menu Data object, the data objects are listed in the following format:

• [localized name of the data object (localized name of the customer data model)]

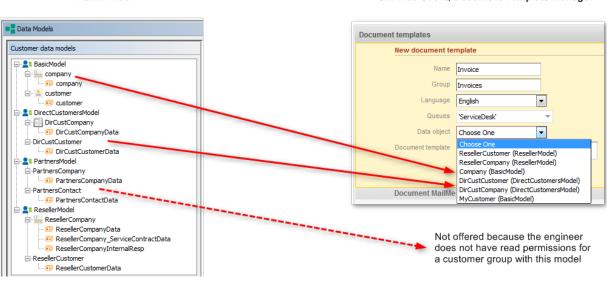
For a data object to be listed in the drop-down menu, the following conditions have to be met:

- 1. The customer data model with the respective data object has to be created in the Admin Tool.
- 2. The customer data model has to be assigned to at least one customer group.
- 3. The engineer who works on the document templates has to have at least *read* access to at least one customer group with the respective customer data model.

You have to select the data object which represents the main customer of the tickets. The Microsoft Word template will only be available in tickets which have main customers from a customer group with this customer data model. This means if you want to use the same Microsoft Word template text for two customer groups with two different customer data models, you have to create two ConSol CM Microsoft Word templates, one for each customer data model. You can, of course, use the same Microsoft Word template for two or more customer groups which all have the same customer data model.

If you try to assign a data object to an Microsoft Word template which is not compatible with the selected queue (because the selected data model is not assigned to the selected queue), you will get an error message.

Please be aware that it makes only sense to select an object at company level if the parameter *Company as customer* has been set for this customer data model.



#### CM Web Client, Document Template Manager

Please be aware that if you leave the *Data object* field empty, the Microsoft Word template will theoretically be available for all customer groups, but there might be run-time errors if the required fields are not found when the template is loaded. ConSol CM will display a message that field content is missing and the fields will be filled with the string 'n/a'. However, we recommend that you always select a data object to keep the system in good working order.

#### How to Control in Which Tickets the Microsoft Word Template Will Be Offered

If the Microsoft Word template is offered in a certain ticket (see section <u>Using Microsoft Word Templates from within the Web Client</u> below) depends on two parameters:

Queue

The template is only listed for tickets in the selected queue(s).

Customer data model

The template is only listed in tickets which have, as main customer, a customer object which is based on the selected data object.

**Example** (we anticipate the use of Microsoft Word templates in the Web Client, for details see section Using Microsoft Word Templates from within the Web Client):

- First, the Microsoft Word template is defined for the queue *ServiceDesk* and for the data object *ResellerCustomer* (first figure).
- In the Web Client, the template **can** be used in a ticket which is in the queue *ServiceDesk***and** which has a main customer of the *ResellerCustomer* data object type (second figure).
- In the Web Client, the template **cannot** be used in a ticket which is in the queue *ServiceDesk* and which has a main customer of a data object which is **not** of the *ResellerCustomer* data object type (third figure).

Admin Tool

• In the Web Client, the template cannot be used in all tickets which are **not** in the queue *ServiceDesk* (not shown).

Document templates									
	New document ter	nplate							
	Name	New Invoice_template							
	Group	Group Number 1							
	Language	English 💌							
	Queues	'ServiceDesk'							
	Data object	ResellerCustomer (Reseller 💌							
	Document template	Durchsuchen Invoice.docx							
		OK Cancel							

Figure 459: ConSol CM Web Client - Definition of a Microsoft Word template for One queue and for a certain data object

Ticket		Accept   Edit   Clone   Pri	nt
100267	Question concerning delivery July 2016 ServiceDesk   New ticket Unassigned   Open since 8/1/14 10:58 AM Priority high Module Resource Pool Ask for feedback no Desired deadline 8/12/14 12:00 AM		
	Groups	Edit	r
	Customers (1)	Add	~
	Main		
@	Skywalker,Luke Reseller		
	No additional engineers	Add	~
	No relations	Add   🖌	~
	Calendar	Add appointment   Refresh	~
	Related Resources		~
	History	Comment E-Mail Attachment Time bookin	g
	Display communication 🔻 Sorting latest first 🔻		
Co	Add Attachment	Time booking	
		Datei ausgewählt	
Í	Office template		
	None 🔻		
	Templates	×	
1 year ago	All  All  All  All  All  All  All  All	^ ^	
Q (	Rechnungen	J	
			~
	-	*	
		Choose	

Figure 460: ConSol CM Web Client - Microsoft Word template offered because of queue and customer group

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Ticket	Edit   Clone   Print
100245	Printer does not work ServiceDesk   Work in progress Assigned to ServiceDesk, Susan   Open since 3/19/14 2:58 PM Priority normal Module Web Client Ask for feedback no Desired deadline 4/14/14 12:00 AM Continent Europe Request Type Request Type Complaint
	Groups Edit V
	Customers (4) Add 🔺
	Main
2	Mia Skydiver V MyCustomerGroup
	There are 3 more customers.
	Additional Engineers (1) Add 🗸
	Relations (1) Add 🗸
	Calendar Add appointment   Refresh   🗸
	Related Resources (*)
	History Comment E-Mail Attachment Time booking
	Display communication 🔻 Sorting latest first 💌
Co	omment E-Mail Attachment Time booking
1 year ago (P) 1 year ago (P)	Anfragen
	Choose ConSol® Software GmbH

Figure 461: ConSol CM Web Client - Microsoft Word template NOT offered because of queue and customer group

## Creating and Editing the Required Microsoft Word Document

When you have filled in all fields and clicked *OK*, the new template appears in the *Template library*, *List of templates*. After entering the new template data, you can perform the following step directly or you can click on the name of the template file (in the *Document template* column) to download and edit the template.

In the next step, *MailMerge* fields, which represent the fields of ticket and customer data, can be added to the template. Select a ticket which has all the requested fields by using the *Document MailMerge fields* section. Enter the ticket name or subject in the field under *Show MailMerge fields available for a ticket* and select the correct one from the search result list.

Document MailMerg	e fields
Show MailMerge field	ds available for a ticket
Ticket name or subject	100313
Reset	100313 Printer still does not work

Figure 462: ConSol CM Web Client - Selection of a ticket to see all required data fields

All available *MailMerge* fields are displayed.

Edit document template							
Norma							
Name	New Invoice_template						
Group	Group Number 1						
Language	English						
Queues	Queues 'ServiceDesk'						
Data object	ResellerCustomer (Reseller						
Download document template	Invoice.docx						
Update document template							
	OK Cancel						
Document MailMerge fields	5						
Show MailMerge fields avail							
Available MailMerge fields for 1	00296 Login not possible						
I	< < 1 2 3 4 5 6 ▶ ▶			1 to 20 of 105			
Key		Group	Field	Value			
engineer_Company							
engineer_Description							
engineer_Division							
engineer_Email				katja@consol.de			
engineer_Fax							
engineer_Firstname				Susan			
engineer_Function							
engineer_Lastname				ServiceDesk			
engineer_Login				Susan			
engineer_Mobile							
engineer_Phone				123			
ticket_conversation_data_co	onversation_date	conversation_data	conversation_date				
ticket_CreationDate				10/21/14 11:12 AM			
_	ds_CustomerTicketList_FieldSubject	CustomerTicketListFields CustomerTicketListFields	CustomerTicketList_FieldSubject				
	ticket_CustomerTicketListFields_CustomerTicketList_FieldTicketldWithLink		CustomerTicketList_FieldTicketldWithLink				
ticket_Engineer_Company							
ticket_Engineer_Description							
ticket_Engineer_Division							
ticket_Engineer_Email				katja@consol.de			
ticket Engineer Fax	ticket_Engineer_Fax 1 to 20 of						

Figure 463: ConSol CM Web Client - Show available MailMerge fields

The list contains the following columns:

• Key

The name of the field (this is the one you will have to use for the MergeField later on)

• Group

This is set for customer data and for ticket data. For customer data, the Data Object Group is shown (here, only the Data Object Groups from the selected data object are offered). For ticket data, the Custom Field Group is shown.

• Field

This is set for customer data and for ticket data. For customer data, the Data Object Group Field name is shown (here, only the Data Object Group Fields from the selected data object are offered). For ticket data, the Custom Field name is shown.

• Value

The value of this field in the selected ticket. You do not have to use this in the document template.

Download and open the Microsoft Word template from one of the following locations. In both cases, the technical file name of the template is shown:

- from the Edit document template section (at Download document template)
- from the list in the Template Library (Document template column)

In this document, go to the position where you want to insert the first field (in our example this will be the customer name). Use *Insert -> Quick parts -> Field* to insert the *MergeField*. Copy and paste the key of the MailMerge field you need into the respective field (*Field properties, Field name*) in Microsoft Word:

Invoice Recipient:			Consol 🔆 Consulting & Solutions
ſ	Field		8 23
	Please choose a field Categories:	Field properties Field name:	Field options
Date of <u>invoice</u>		<pre>pueue_fields_contacts_member_firstname  Format: (none)</pre>	Text to be inserted <u>a</u> fter:
Service period Services:	MacroButton MergeField MergeRec MergeSeq	Uppercase Lowercase First capital Title case	Mapped field
performed by:	Next NextIf NoteRef NumChars NumWords Page PageRef Print PrintDate Private Quote		
	RD T Description: Insert a mail merge field		☑ Preserve formatting during updates
Please pay the	Field Codes		OK Cancel
Thank you.			
Sincerely,			
ConSol* Softwa	re		

Figure 464: Microsoft Word - Insert MergeField into document

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Do this with all fields you would like to have pre-filled when the Microsoft Word template is opened. In the end, your template might look like the example in the following figure.

You can use all fields which are offered in the ticket, i.e.:

• Company fields

Data Object Group Fields from the selected data object if this is a company, or from the company of the selected data object if the selected object is a contact. The keys start with *ticket\_ queue\_fields\_* and have a Data Object Group name as Group.

• Contact fields

Data Object Group Fields from the selected data object if it is a contact, or from the contact of the selected data object if the selected data object is a company. The keys start with *ticket\_queue\_fields\_* and have a Data Object Group name as *Group*.

## • Ticket data fields

Custom Fields from the ticket. The respective keys start with *ticket\_* and have a Custom Field Group name as *Group*.

- Engineer data
  - Data concerning the current engineer of the ticket. The respective keys start with *ticket\_ Engineer\_* and do not have *Group* and *Field* names.
  - Data from the engineer who is currently logged in. This must **not** be confused with the engineer of the ticket! The respective fields start with *engineer\_* and do not have *Group* and *Field* names.

	ConSol Consulting & Sol
Invoice	Consulting & Sor
Recipient:	
«ticket_queue_fields_contacts_member_comp» «ticket_queue_fields_contacts_member_comp»	
<pre>«ticket_queue_fields_contacts_member_cust», «ticket_queue_fields_contacts_member_fore»</pre>	
Date of invoice: <please fill="" in=""></please>	
Service period: «ticket_CreationDate» to <please fill="" in=""></please>	•
Services: <please fill="" in=""></please>	
performed by: «ticket_Engineer_Firstname» «ticket_En	igineer_Lastname»
Please pay the amount of <please fill="" in=""> according to the according to th</please>	ne contract.
Thank you.	
(Stra) 🛪	

Figure 465: Microsoft Word example template

Save the Word document in the local file system and then upload it using the field *Update document template*. This will store the template in the Document Template Manager.

### Details about ConSol CM Keys for MailMerge Fields

For customer data, there are always two keys for the same value, i.e., two keys which in the end retrieve the value from the same Data Object Group Field. You can always use either one - there is no difference as far as the behavior in the templates is concerned.

The two keys are:

- 1. A generic field, e.g., ticket\_queue\_fields\_contacts\_member\_companyReferenceField\_company\_name
- A field which comes from the specific customer data model according to the following syntax: xxx\_[data object]\_[data object group]\_[data object group field], e.g., ticket\_queue\_fields\_contacts\_member\_companyReferenceField\_ResellerCompany\_ResellerCompanyData\_company\_ name

## F.11.2.7 Using Microsoft Word Templates from within the Web Client

#### Creating a New Microsoft Word Attachment Using a Document Template

When Microsoft Word templates are available for a queue, an engineer can use them by clicking on *Attachment* in the *History* section of a ticket and by selecting the requested template. Microsoft Word is started (if it is not already open) and a document based on the selected template is created. The document is opened, with all values/parameters filled-in at the correct positions. This might look like the example in the following figures.

	History							
Display communication 🔻 Sorting latest first 💌								
Co	mment	E-	Mail	Attachment	Time booking			
				, , , , , , , , , , , , , , , , , , ,	- Third Doothing			
	Add Attachm	ent						
			File	rchsuchen Keine Date	i ausgewählt			
Description								
	Add Attachm	Add Attachment Cancel						
		Office template						
1 year ago	None 🔻							
	Templates	۲.	New Invoi	ce_template (en)				
	Group Numbe							
ę	Rechnungen	•						
						-		
			Ŧ			<b>T</b>		
						Choose		

Figure 466: ConSol CM Web Client - Microsoft Word template available as attachment

Invoice	Consulting & S
Recipient: MyNewSpaceCompany, Alderaan	
Luke, Skywalker	
Date of invoice: <please fill="" in=""></please>	
Service period: 8/1/14 10:58 AM to <please fill="" in=""></please>	
Services: <please fill="" in=""></please>	
performed by:	
Please pay the amount of <please fill="" in=""> accordin</please>	ig to the contract.
Thank you.	
Sincerely,	
ConSol* Software	

Figure 467: Microsoft Word example document

The engineer can then edit the document, if required, and save it. This will automatically attach the new version of the document to the ticket.

please call, thanks								
Attachments (1)								~
						١	Number per page 10 🤜	٣
Class	File type	Name	Description	Date	T	Added by	Action	
•	•						Apply filters     Clear filters	
default_attachment_class	docx	New Invoice_template.docx	New Invoice_template	4/15/15 12:21		Susan ServiceDesk	Show in history	

Figure 468: ConSol CM Web Client - Newly edited Word document as attachment at the ticket

From here on, working with the Word document is exactly the same as working with regular Word (.doc, .docx) attachments. See next section.

### Working with Existing Microsoft Word Attachments

An engineer can also open a Microsoft Word document which has been attached to the ticket. As an engineer, click on the attachment name. This will open the file in Microsoft Word. Edit the document and save it. A new version of the document will be attached to the ticket automatically.

## F.11.2.8 Using CM.Doc with OpenOffice

To work with CM.Doc using OpenOffice, perform the following steps:

Step 1: Activate CM.Doc in Your CM System

See section Configuring the ConSol CM System for CM.Doc.

Step 2: Create the Role with the CM.Doc Access Permissions

See section Creating an Engineer Role with Permissions for the Document Template Manager.

### Step 3: Create / Set System Properties

Set the following system property / properties in section *System Properties*, navigation group *System*:

The path to the OpenOffice main program directory: *cmweb-server-adapter*.cmoffice.oo.path.<NUMBER>

These properties are numbered (starting with 0) so that different paths can be used to accommodate different OpenOffice installations on varying operating systems and different system configurations. So a possible list of properties and values for the path configuration would be:

- cmoffice.oo.path.0: C:\Program Files (x86)\openoffice\program
- cmoffice.oo.path.1: /usr/lib/openoffice/program
- cmoffice.oo.path.2: /usr/lib64/openoffice/program

The handling of OpenOffice documents in the ConSol CM Web Client is identical to the handling of Microsoft Word documents. When preparing a document template with ConSol CM data in OpenOffice the basic handling also mirrors the procedure in Microsoft Office. So, generally, the detailed explanation in the sections above (starting in section <u>Creating Microsoft Word Templates and Making</u>)

<u>Them Available</u>) applies here, too. When you want to add a field to the OpenOffice template, the dialog *Fields* can be opened by selecting the menu entry *Insert -> Fields -> Other* and selecting the tab *Variables*.

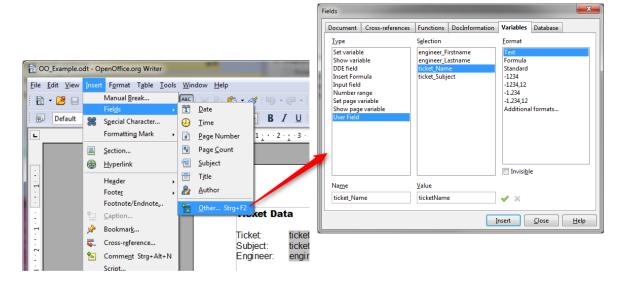


Figure 469: Creating a document template using OpenOffice

This tab allows you to add a ConSol CM field. To do so, select *User Field* as a *Type*, and *Text* as a *Format*. In the next step you enter the field name (from the *Key* column in the *Document MailMerge fields* section) in the *Name* field below the *Type*. Add a useful *Value* for recognizing the field in the document. Click the green checkmark to the right of the field *Value*, so that the field is shown under *Selection* in the middle, and make sure it is selected there. Click the *Insert* button on the bottom right side of the dialog to insert the field into the document at the current cursor position. This has to be repeated for every field that you want to use in the document.

## F.11.2.9 Configuring the Saving Strategy for CM.Doc

Up to ConSol CM version 6.10.5.3, a new Word / OpenOffice attachment is saved and attached to the ticket with each SAVE operation from within the Word / OpenOffice document. This provides a well maintained history of all attached Word / OpenOffice documents but might - on the other hand - lead to a great number of attachments which might increase the ticket size considerably.

Thus, starting with CM version 6.10.5.4, the saving strategy can be configured using the CM system property *cmweb-server-adapter*, *cmoffice.strict.versioning.enabled*, a boolean value, default *true*. The two possible values mean:

- true (default, behavior up to 6.10.5.3)
   A new version of the Word/ OpenOffice document is saved and attached to the ticket with each SAVE operation from within the document.
- false

A SAVE operation from within the Word / OpenOffice document overwrites the existing attachment with the same name as long as Word / OpenOffice has not been restarted in the mean-time.

	History	Comment E-Mail Attachment Time	booking 🗛	
	Display	communication 🔻 Sorting latest first 🔻		
_	Add cor	nment, e-mail or attachment		
4 minutes	ago #	t9 changed by Susan ServiceDesk	-	Version 3
		Attachment Kundenanfrage V2 (Kundenanfrage.docx) doc v added	-	Version 2
5 minutes	ago	7 changed by Susan ServiceDesk		V0151011 2
		Attachment Kundenanfrage (Kundenanfrage.docx) added	•	Version 1

Figure 470: ConSol CM Web Client, documents attached to a ticket, cmoffice.strict.versioning.enabled=false

## F.12 Time Booking Using ConSol CM

This chapter discusses the following:

F.12.1 General Introduction to Time Booking Using ConSol CM	. 654
F.12.2 Manual Time Bookings	.654
F.12.3 Automatic Time Bookings (Available in CM Versions 6.9.4.2 and Up)	.660
F.12.4 DWH Reports	.663
F.12.5 Page Customization for Time Booking	.663

## F.12.1 General Introduction to Time Booking Using ConSol CM

In ConSol CM, working hours can be booked against tickets. There are two booking modes:

- 1. Manual bookings, see section Manual Time Bookings
- 2. Automatic bookings (available in ConSol CM versions 6.9.4.2 and up), see section <u>Automatic</u> Time Bookings (Available in CM Versions 6.9.4.2 and Up)

## F.12.2 Manual Time Bookings

In ConSol CM, an engineer can book working hours on a ticket. Those working hours can then be reported.

With manual time booking, working hours are always booked on projects which have to be assigned to one or more queues. For example, if your company plans to perform a migration from Windows 7 to Windows 8 clients and all the working hours should be registered for this migration project, the ConSol CM administrator has to create a migration project and assign it to all queues where tasks for this project might be performed. Then engineers can book their times on the project and can see their own reports for the project. Additionally, a report over all time bookings, of all engineers, may be implemented using the DWH (Data Warehouse, see section Data Warehouse (DWH) Management).

## F.12.2.1 Configuration of Manual Time Booking Using the Admin Tool

In order to enable engineers to book working hours on projects the ConSol CM administrator has to perform two steps using the Admin Tool:

- 1. Create the projects on the navigation item *Projects* (navigation group *Global Configuration*), see section <u>Projects</u>.
- 2. Assign one or more projects to the desired queues within the Queue Administration.

In the following example, three projects are created. Engineers in the *HelpDesk\_1st\_Level* queue should be able to book working hours on two of them. Thus, the two projects have to be assigned to the *HelpDesk\_1st\_Level* queue.

ConSol CM6			ç	5 💽 🌖
A Home		^	Projects	
Access and Roles	۲		Projects	
Eists	۲		Name	
Tickets	۲		Project1_WindowsMigration	
Lustomers	۲		Project2_NewBPMSystem Project3_WebServerUpdate	
ᢙ Resources	۲		ServiceProjekt	]
😑 Global Configuration	۲			
🤒 Languages				
C Labels				
((() Queues				
Projects				
Business Calendars				
Classes Of Text				
💮 Data Warehouse	۲			
🔅 Services	۲			
🗹 E-Mail	۲			
🕫 System	۲			
		-		
[CM_Administration]				

Figure 471: ConSol CM Admin Tool - Global configuration: Management of projects

Edit queue	(Version 6.10, up to 6.10	1.27			×
Edit queue i Please edit the queu	e's data.				
Details					
Queue:	HelpDesk_1st_Level		Workflow:	helpdesk1	
Prefix:			Calendar:	Standard	•
FAQ:			Enabled:		
Ticket assignment temp	lates				
Assign:	engineer-assigned-default-mail	•	Unassign:	engineer-removed-default-mail	•
Scripts	r				
E-Mail script:	MailSetReplyTo.groovy	•			
Default values script:		<b></b>			
Clone script:		▼]			
Other					
Description:					
Custom fields Cust	omer groups Classes of tex: Projects	-			
Assigned 🔺		Available 🔺			
Project1_WindowsMig		Project3_WebServ	erUpdate		
Project2_NewBPMSys	stem	ServiceProjekt			
				Save	Cancel

Figure 472: ConSol CM Admin Tool - Queue administration: Assigning projects to a queue

## F.12.2.2 Manual Time Booking from a User's Point of View (Web Client)

Please see the *ConSol CM User Manual* for a detailed explanation of the time booking feature. Here, only a brief overview is provided.

The user (engineer) can book working hours on a ticket using two different modes:

- 1. Using the *Time booking* section in a **ticket** to book working hours directly on this ticket.
- 2. Manual time bookings on the engineer profile page.

Ticket			Accept E	Edit   Clone   Print   Display 💌
100520	Printer error HelpDesk 1st Level   Qualify Unassigned   Open since 11/19/13 1:26 PM Priority normal Reaction time 11/20/13 Ask for feedback no Country Germany			
	Customers			Add Hide
	Main customer			
	Mr Luke Skywalker ▼ CustomerGroup luke@consol.de ConSol* GmbH ▼ Company ConSol* GmbH Address Franziskanerstr. 38 81543 München No comment			
	Engineers			Add Hide
	No relations			Add Hide
	History		Comment E-Ma	ail Attachment Time booking
	Display communication 💌 Sorting latest firs	st 🔻		
Co	mment E-Mail At	ttachment	Time booking	
	Add Time Booking			
	Today's time bookings:       00:00         Starting from       1/13/14       hh:mm         or       Choose One           Project       Choose One           OK       Car       Project 1 WindowsMigration         Project2 NewERP system       Project 2 NewERP system	Duration 5	ription	
19.11.13 13 ()	3.26 <b>#1 created by Harald Huber   Action</b> ▼ 13:26 default class Please fix, thanks			

### Using the *Time booking* Section in a Ticket to Book Working Hours Directly on This Ticket

Figure 473: ConSol CM Web Client - Time booking in a ticket

### Manual Time Bookings on the Engineer Profile Page

Using the *Time booking* section on the **engineer profile page** to book working hours on a ticket. Only tickets where the engineer has performed certain activities and tickets owned by the engineer can be selected. A project also has to be selected from the list.

Engineer profile	
Password change	
Old password	
New password	
Repeat	
password	
OK Cancel	
Representation	
Engineers representing me	
Engineer	
Engineers represented by me	
General settings	
View criteria	
Priority Please choose	
ОК	
Default Customer Group	
Reseller	
Default Queue	
Choose One	
Time booking	
Add Time Booking	
Today's	
time 00:20	
bookings	
Ticket name or	
subject	
Display All tickets 🛛 🖌 4/10/15 🔛 Day Week Month	
100313 : Printer still does not work	
100307 : Question about last invoice	
Available 100283 : Problem 1 100296 : Login not possible	
tickets 100263 : Question about Order #4711 100286 : New Invoice Feb 2015	
100259 : Login in ERP-System not possible!	-
10031/ · Senire request #/711	
Starting 4/10/15 hh:mm Duration Duration	
or Choose One	
Project Choose One Comment Description	
OK Cancel New ticket search	
Day 4/10/15	
Time period Day Week Month	
Apr 10, 2015	Today
Time Duration Project Ticket	Comment
12:30 PM - 12:50 PM 00:20 ServiceProjekt #100313 Printer still does not work Total bookings o	n this day: 00:20
	,

Figure 474: ConSol CM Web Client - Time booking on the engineer profile

Engineers can see a list of their time bookings on the engineer profile page. An example is shown in the following figure.

ngineer profile				
Password change				
Old password		*		
New password		*		
Repeat password		*		
0	K Cance			
Representation				
Engineers representi				
Engineer				
Engineers represente	ed by me			
General settings				
View criteria				
Priority Please choose	9	<b>•</b>		
OK				
Default Customer Gro	up			
Choose One				
Time booking				A
Day 2/5/14				
-				
Time period Day <u>We</u>	ek <u>Monun</u>			
Feb 05, 2014				▲ <u>Today</u>
Time	Duration	Project	Ticket	Comment
5:00 AM - 5:04 AM	00:04	Project1 WindowsMigration	#SUP-80 Temporary files created during import/ex	Fix for the problem
	00:56			
6:00 AM - 8:00 AM	02:00	Project2 NewERP system	#100424 without overwrite mode	DB connection fixed
7:00 AM - 10:00 AM	03:00	Project1 WindowsMigration	#SUP-59 Setup: problem with constraints on setup.	
7:00 AM - 7:01 AM	00:01	Project1 WindowsMigration	#100520 Printer error	
7.00 Am - 7.01 Am				

Figure 475: ConSol CM Web Client - Time booking report on the engineer profile

As an engineer, you can select whether you would like to see the bookings for the current day, week, or month. In the *Day* view, the projects are indicated, in the *Week* and *Month* view, only the sum of the booked times per day/week is indicated.

# F.12.3 Automatic Time Bookings (Available in CM Versions 6.9.4.2 and Up)

## F.12.3.1 Introduction to Automatic Time Booking

ConSol CM can be configured in a way that working hours are tracked and booked on tickets automatically. These bookings always refer to tickets and cannot be linked to projects.

The following times are registered:

- Duration of work with the Rich Text Editor Started when the Rich Text Editor is opened and stopped when the *Add* button is clicked.
- Duration of creating a ticket Started when *Create ticket* is selected and stopped when the *Create* button is clicked.

Time booking is suspended when a ticket is transferred to the workspace and resumed when the ticket is brought back to the active work.

No times are booked on the ticket when ...

- an operation is canceled
- the engineer logs out manually
- the engineer session is ended automatically

Times are always booked with minute-precision and are always rounded up to the next full minute.

### F.12.3.2 Configuration of Automatic Time Booking

In order to enable this functionality in your ConSol CM system, set the system property *cmwebserver-adapter*, *automatic.booking.enabled* to *true*.

New configurat	ion entry	23
New configuration i Please enter dat		
Module:	cmweb-server-adapter	•
Property:	automatic.booking.enabled	
Type:	Boolean	-
Value field:	true	
Description:	Enables automatic time tracking (editor and create)	1
Restart required:		
Optional:		
	Save	:el

Figure 476: ConSol CM Admin Tool - Set system property to switch on automatic time booking

## F.12.3.3 Automatic Time Bookings from a User's Point of View (Web Client)

The engineer does not have to do anything in particular to work with automatic time booking. When he enters a comment in a ticket or creates a ticket, the time is booked on this ticket automatically and can be seen in the **time booking report on the engineer profile page**. An example is shown in the following figure.

Engineer profile
Password change
Old password
New password
Repeat password
OK Cancel
Representation
Engineers representing me
Engineer
Engineers represented by me
General settings
View criteria
OK
Default Customer Group
Choose One
Default Queue
Choose One
Time booking Add A
Day 2/12/16
Time period Day Week Month
Feb 12, 2016
Total bookings on this day: 00:00
Entering a comment in ticket #SUP-110
Entering a comment in ticket #30P-110
Time booking Add
Day 2/12/16
Time period Day Week Month
Feb 12, 2016
Time Duration Project Ticket Comment
1:27 PM - 1:29 PM         00:02         #SUP-110 Service Anfrage           Total bookings on this day: 00:02

Figure 477: ConSol CM Web Client - Automatically booked time in time booking report on engineer profile page

## F.12.4 DWH Reports

If your company would like to be able to report at a more detailed level, the DWH provides a good basis. Reports can be developed that use the DWH data and provide, e.g., the times booked on a certain project by all engineers.

## F.12.5 Page Customization for Time Booking

If the time booking feature is not required, you can turn off the feature by using the *Page Customization*, see section <u>Page Customization</u> for details.

The following two parameters are relevant in this context:

- timeBookingSection
- timeBookingFeature

## F.13 Authentication Methods for Engineers in the Web Client

For the authentication of engineers in the Web Client, you can configure one of the following three methods:

### 1. Standard

All user (engineer) data is kept in the ConSol CM database. User name and password are set on the *Engineer Administration* page, see section <u>Engineer Administration</u>.

2. LDAP

The credentials are kept in an LDAP server. ConSol CM sends a request to this server to authenticate the engineer, see section <u>ConSol CM LDAP Authentication</u>.

### 3. Kerberos SSO

The credentials are taken from a valid session using Kerberos, see section <u>Single Sign-On with</u> <u>ConSol CM Using Kerberos (in a Windows Domain)</u>.

## F.13.1 ConSol CM LDAP Authentication

## F.13.1.1 Introduction to ConSol CM LDAP Authentication

ConSol CM offers <u>LDAP</u> authentication for the Web Client as a standard feature, i.e., instead of managing the passwords for the ConSol CM engineers in the ConSol CM database, they can be retrieved from an LDAP server (like e.g., a *Microsoft Active Directory* server).

When engineers want to log in to the ConSol CM Web Client, they enter their user name and password and press *Enter*. Behind the scenes, the ConSol CM server sends a request with the engineer's user name and password and asks the LDAP server whether those credentials are correct.

If the credentials are correct, the approval is sent back to the ConSol CM server and the engineer is logged into the Web Client.

Please keep in mind that the LDAP connection is only used to authenticate the user (confirm the identity). The authorization (i.e., the assignment of access permissions in the system) is done via the engineer and role administration in the Admin Tool. For every user who should work with the system as an engineer, an engineer account has to be created in the engineer administration!

Please see also the following picture for an explanation of the CM authentication process using LDAP.

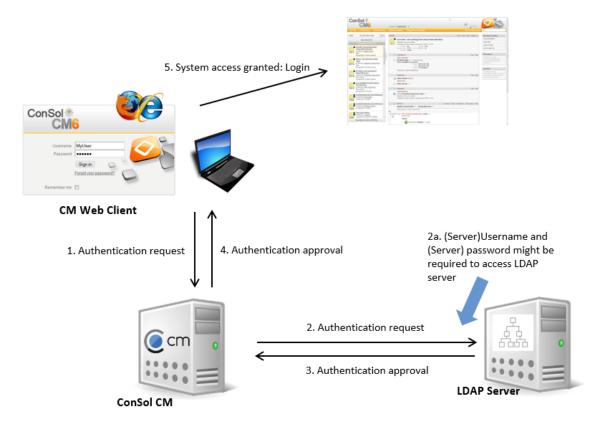


Figure 478: ConSol CM - LDAP authentication process

## F.13.1.2 Configuring the System to Enable LDAP Authentication

There are two ways you can enable the ConSol CM system to use LDAP authentication:

- 1. Select *LDAP* authentication during system set-up and enter the requested parameters (system properties) after the set-up.
- 2. Set up the system with the regular authentication mechanism and switch to LDAP later on, i.e., enter all required system properties later on.

### Configuring the System During Initial Set-Up

During system set-up you can select *LDAP* as the authentication mode. This will set the system property *cmas-core-security*, *authentication.method* (see below) to *LDAP*. No further parameters are entered. You have to set the LDAP parameters manually. Please see the next section for an explanation.

						CM6 Setup
General Database	Administrator	Scene Incoming E-mail	Outgoing E-mail	Index	Data Warehouse	
Administrator						
Please specify the login for a us	er with full administrati	ve permissions.				
Login: admin						
Enter a password for the admin	istrator.					
Password: •••••						
Confirm password for administr	ator.					
Confirm password: •••••						
Please enter an administrator e	mail address to which	error notifications will be se	nt.			
E-mail: luke@localhost						
Authentication can be done usin	g the CM6 database (in	iternal) or through LDAP.				
Select authentication mode:	LDAP -					
Enable Kerberos v5 single sign o	on authentication (previ	ously chosen authentication	mode will be used as	fallback m	nechanism).	
Kerberos v5 authentication:						
Previous Next						

### Figure 479: ConSol CM system set-up - Authentication mode LDAP

### Switching the Authentication Mode to LDAP in a Running System

citica core acryer	o coornine na maximiza	100
cmas-core-security	authentication.method	LDAP
	· · ·	1 <u>-</u> -
cmas-core-security	ldap.authentication	simple
cmas-core-security	ldap.basedn	OU=accounts,DC=consol,DC=de
cmas-core-security	ldap.initialcontextfactory	com.sun.jndi.ldap.LdapCtxFactory
cmas-core-security	ldap.password	
cmas-core-security	ldap.providerurl	ldap://ldap.consol.de:389
cmas-core-security	Idan searchattr	uid

Figure 480: ConSol CM Admin Tool - System properties for LDAP authentication

ldap.userdn

Required values for LDAP authentication (they are set via *system properties*, please see <u>System Prop</u>erties for an explanation):

- authentication.method LDAP
- Idap.authentication simple
- Idap.basedn

cmas-core-security

The DN (distinguished name) of the LDAP (sub-)tree where the required attributes are located.

### • Idap.initialcontextfactory

The Java class name for the initial context factory of the LDAP implementation when using LDAP authentication. Should usually be *com.sun.jndi.ldap.LdapCtxFactory*.

### Idap.password

Password for connecting to the LDAP server to look up users. Only needed if look-up cannot be done anonymously.

### • Idap.userdn

LDAP user for connecting to the LDAP server to look up users. Only needed if look-up cannot be done anonymously.

A server user name/password pair might be required to access the LDAP server. If you are not sure, you might want to use an LDAP browser to confirm.

### Idap.providerurl

The complete URL for the LDAP server:

ldap://<HOSTNAME>:<LDAP PORT>

### • Idap.searchattr

Search attribute for looking up the LDAP entry connected to the CM login, i.e., the attribute which is used as user name for the authentication.

### F.13.1.3 Managing Engineer Accounts for LDAP Authentication

Use the *Engineer Administration* in the Admin Tool to configure the engineer accounts.

When LDAP is used as authentication method, it is not possible to set the ConSol CM password within the engineer administration. The pop-up window for engineer management provides the following fields which are relevant for LDAP authentication. Please refer to section <u>Engineer Administration</u> for details concerning the other (non LDAP-related) data fields.

668

Edit engineer	×				
Edit engineer i Please edit the engineer's data.					
Login:	Holler				
First name:	Konrad				
Last name:	Holler				
E-mail:	holler@localhost.com				
Position:	Team-Chef				
Company:	ConSol Software				
Division:	Support				
Description:					
Phone:	089/45841-1234567				
Mobile:	11111123-34567				
Fax:	089/45841-100				
LDAP ID:					
Kerberos Principal Name:					
Track user:					
	Save Cancel				

Figure 481: ConSol CM Admin Tool - Engineer administration

• Login

If no *LDAP ID* has been provided, this is used as the user name during the LDAP authentication process which is looked up in the LDAP directory in the *ldap.searchattr* node.

LDAP ID

If you would like to employ special user names in ConSol CM which are not identical to the values used in the LDAP directory, fill in this field. During the LDAP authentication process, this LDAP ID is used as the user name which gets looked up in the LDAP directory in the *ldap.searchattr* node.

## F.13.1.4 Using LDAPS (LDAP over SSL)

### Introduction

Per default, when an LDAP client accesses an LDAP server, the information is transferred in clear text. In case you want the user name and password to be transferred to the LDAP server in encrypted form, you have to set up the LDAP authentication using LDAPS.

### Preparations

You have to configure the CM server machine (Java) in a way that can use certificates. One way to do this for a Linux environment is described in the following section.

- 1. Retrieve the certificate:
   openssl s\_client -connect dc2.mydomain.com:ldaps
- The answer will contain a section which starts with "---BEGIN CERTIFICATE " and ends with "END CERTIFICATE ---".
   Copy this section to a file, e.g., /tmp/certificate2\_dc2\_mydomain\_com.txt
- 3. Import the certificate to the truststore of your machine, e.g., /home/mydirectory/mytruststore \$JAVA\_HOME/bin/keytool -import -alias <arbitrary> -trustcacerts -keystore /home/mydirectory/mytruststore -file/tmp/certificate2\_dc2\_mydomain\_com.txt You have to enter (set) a password.
- 4. Enter the truststore in the ConSol CM config file in JAVA\_OPTS:
   -Djavax.net.ssl.trustStore=/home/mydirectory/mytruststore Djavax.net.ssl.trustStorePassword=<see above>

### LDAPS Configuration in the ConSol CM Admin Tool (System Properties)

Configure the ConSol CM server as shown in the following example:

- cmas-core-security;ldap.authentication = simple
- cmas-core-security;ldap.basedn;OU=myOU,DC=myDC
- cmas-core-security;ldap.initialcontextfactory = com.sun.jndi.ldap.LdapCtxFactory
- cmas-core-security;ldap.password = myLDAPpw
- cmas-core-security;ldap.searchattr = sAMAccountName
- cmas-core-security;ldap.userdn = myLDAP\_UserDN

Depending on the LDAP server configuration, use one of the following values for the server URL:

- Standard LDAPs port cmas-core-security;ldap.providerurl = ldaps://dc2.mydomain.com:636
- LDAPs port Global Catalogue cmas-core-security;ldap.providerurl = ldaps://dc2.mydomain.com:3269

# F.13.2 Single Sign-On with ConSol CM Using Kerberos (in a Windows Domain)

## F.13.2.1 Short Introduction to Kerberos

Kerberos is a network protocol which is used to authenticate a user or a system to verify if a user or system has the identity it claims to have. The authentication mechanism is based on so called *tickets*. When a user or system has been authenticated by a Kerberos system, other systems, e.g., a ConSol CM server, can rely on this authentication and grant access for the user or system to their own resources. One of the advantages of using Kerberos is that no passwords (encrypted or plain) are sent over the network. Only information which has been encrypted using the password is sent. Once authenticated, a client has access to all resources within the Kerberos domain/realm without any further login (single sign-on, SSO).

The current version of Kerberos is V5, which was initially developed in 1993. If you want to really dig into this topic, you might want to read <u>RFC 1510</u> (initial RFC) or <u>RFC 4120</u> (V5).

The following components are important in a Kerberos infrastructure:

The Key Distribution Center, which contains two active components:

### Authentication Service

Performs the authentication (e.g., using Microsoft Active Directory as in our example) and creates a *Ticket Granting Ticket (TGT)* if the user or system has been authenticated successfully.

### • Ticket Granting Service

Creates tickets which will grant access to other systems. The user or system who/which wants to receive a *service ticket* has to present a TGT in order to get this *service ticket*.

### F.13.2.2 Short Introduction into ConSol CM with Kerberos in a Windows Domain

The *single sign-on* feature allows users to authenticate against ConSol CM automatically with, e.g., their *Windows* credentials.

This authentication mechanism ...

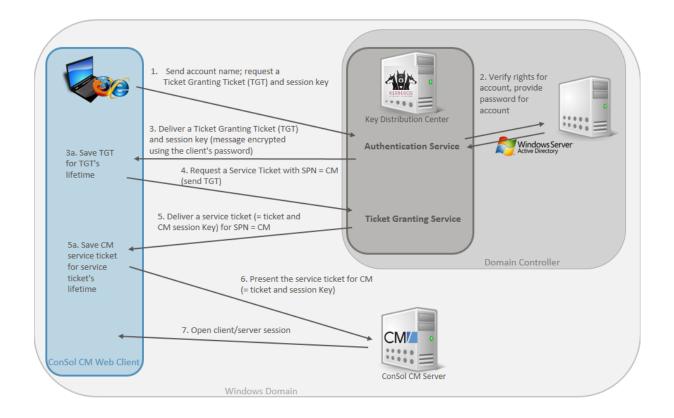
- works completely transparent, no user interaction (i.e., filling in login screen) is required,
- does not interfere with existing authentication mechanisms. If Kerberos authentication fails, whatever authentication mechanism was configured (e.g., LDAP or database authentication, see CM System Property *cmas-core-security, authentication.method*) is used.

The single sign-on feature is based on the *Kerberos V5* protocol, which is integrated in the *Windows Active Directory* (AD).

The ConSol CM server works as a *non-Windows Kerberos service* and can be installed on any operating system/application server.

The ConSol CM server is part of a Windows domain where the Domain Controller is the Key Distribution Center and also runs the Active Directory which stores the user authentication information.

The following graphic provides an (simplified) overview of the steps which are required in order to provide a valid client/server session for a ConSol CM client and the respective ConSol CM server. The explanations in this sections will guide you through the entire configuration process which is required to run ConSol CM with Kerberos authentication.



### Figure 482: Kerberos Authentication in a Windows domain for ConSol CM access

### Steps in the Authentication Process

### Step 1: Send Account Name, Request a Ticket Granting Ticket (TGT) and Session Key

The user logs in to the PC/laptop with username and password. The PC/laptop sends a message to the Authorization Server requesting a ticket granting ticket (TGT).

In case pre-authentication has been enabled, a time stamp will be encrypted using the user's password hash as an encryption key. If the Authentication Server reads a valid time when using the user's password hash (stored in the Active Directory) to decrypt the time stamp, the Authentication Server knows that request is not a renewal of a previous request.

In the example, the pre-authentication is disabled.

### Step 2: Verify Rights for Account, Provide Password for Account

The Authorization Server verifies the user's access rights in the Active Directory and the AD provides the user's password for step 3.

## Step 3: Deliver a Ticket Granting Ticket (TGT) and Session Key (Message Encrypted Using the Client's Password)

The Authentication Service creates a Ticket Granting Ticket (TGT) and a session key. These are sent in a message to the client, encrypted with a key derived from the user's password.

The PC/laptop prompts the user for a password and uses the password to decrypt the incoming message. When decryption succeeds, the user will be able to use the TGT to request a service ticket.

Step 3a. The TGT is saved for the user for the TGT's lifetime and can be used for all service ticket requests during this period of time.

### Step 4: Request a Service Ticket for CM

When the user wants access to a service, i.e., when an engineer wants lo log in to ConSol CM, the workstation client application (CM Web Client) sends a request to the Ticket Granting Service containing the SPN (Service Principal Name) of the requested service, the client name, the realm/domain name, and a timestamp (name and timestamp encrypted with the session key). The user proves his identity by sending an authenticator (TGT) received in step 3.

### Step 5: Deliver a Service Ticket for CM (= Ticket and Session Key)

The Ticket Granting Service decrypts the ticket and authenticator, verifies the request, and creates a service ticket for the requested service (SPN = ConSol CM). The service ticket contains the user (engineer) name. It also contains the realm/domain name and service ticket lifespan. The Service Ticket is encrypted using the Services (CM's) secret. The Ticket Granting Service sends the service ticket to the user.

Step 5a. The Service Ticket is saved for the user for the Service Ticket's lifetime and can be used for all requests to the SPN during this period of time.

### Step 6: Present the Service Ticket for CM (= Ticket and Session Key)

The client application (CM Web Client) now sends a service request to the CM server containing the ticket received in step 5 and an authenticator. The service (CM server) authenticates the request by decrypting the session key. The CM server verifies that the service ticket and authenticator match, and then grants access to the service (ConSol CM application).

### Step 7: Open Client/Server Session

The client/server session is in operation.

### **Encryption in the Process**

Usually, Kerberos is run with symmetric encryption (i.e., one key is used to encrypt and decrypt the message). In Kerberos, encryption is based on the user's password. Optionally, public-key cryptography might be used in a Kerberos environment.

Microsoft Windows uses Kerberos as default authentication method, using <u>RC4</u> for encryption, together with <u>HMAC</u> (Hash-based Message Authentication Code).

### Kerberos Terminology

### **Kerberos Principal**

A *Kerberos* principal is a unique identity to which Kerberos can assign tickets. This might be a user's (person's) account or a system user account. Kerberos principals are composed of a number of components. Each component is separated by a component separator, usually "/". The last component is the realm/domain, separated from the rest of the principal by the realm/domain separator, usually "@". If there is no realm/domain component in the Kerberos principal, then it will be assumed that the principal is in the default realm/domain for the current environment.

Usually, a Kerberos principal is composed of three parts: the primary, the instance, and the realm/domain. The format of a typical Kerberos V5 principal is *primary/instance@REALM*.

- The primary is the first part of the principal, this is the user name (in case of a person's account) or the name/account of a system user or a host name.
- The instance is an optional string that qualifies the primary. The instance is separated from the primary by a slash (/). In the case of a user, the instance is usually *null*, but a user might also have an additional principal, with an instance called *admin*, which he uses to administrate a database. The principal *mycmuser@CONSOL.DE* is completely different from the principal *mycmuser/administrator@CONSOL.DE*, with a separate password and separate permissions. In the case of a host, the instance is the fully qualified hostname, e.g., *mymachine.consol.com*.
- The realm is the Kerberos realm, usually the domain name, in upper-case letters. For example, the machine *myserver@consol.com* would be in the realm *CONSOL.COM*.

### Keytab File

A *keytab* is a file containing pairs of Kerberos principals and the respective encrypted keys (which are derived from the Kerberos password). When a password is changed, you need to rebuild the keytab file. In the ConSol CM context this means, when the password of the (system) user (*tomcat* in our example) has changed, **not** when a CM engineer has changed his password.

## F.13.2.3 Configuration of Kerberos Single Sign-On for ConSol CM

### Requirements

For Kerberos-based single sign-on in ConSol CM you need:

- Domain controller for the Windows domain
- ConSol CM server
- Windows clients

Since in a Kerberos environment, timestamps are used to calculate and check the time period of validity of the tickets, it is absolutely indispensable that all components work with the same system time! For example, a time server/service based on <u>NTP</u> can be used. (Some Win DCs tolerate a max. five-minute difference.)

## F.13.2.4 Setting Up the System

### **Basic Principle and Required Steps**

In order to work with SSO as CM engineer, the respective CM server has to be a member of a Windows domain. The domain controller acts as *Kerberos Key Distribution Center* (KDC) and the user-/account names and passwords are managed in the Active Directory. Therefore, you have to

• register the CM server as Windows domain member.

ConSol CM has to be registered as Kerberos service so that Kerberos service tickets can be created for users who want to work with CM. Therefore CM has to be registered with Kerberos. Because CM runs under a certain system user (*tomcat* in our example) this system user has to be registered for the respective machine. This is why you will have to

• build a keytab file for the system user tomcat for the CM machine.

Since it is not the system user (tomcat) who will then work with CM but the CM engineers,

the option *Trust this computer for delegation to any service* has to be set in the KDC.
 In this way, the system user (*tomcat* in our example) can "impersonate" other users (the CM engineers).

On the CM machine, it is required to configure the application server in a way that Kerberos can be used and to let CM know where to find the keytab file with its system user and principal name to use in Kerberos encryption and communication. This is why you have to

- define the respective module in the application server
- store the keytab file on the CM server
- configure the *cm6-kerberos.properties* file

For users who want to use SSO with Kerberos and CM, a CM engineer name must be assigned to a Kerberos principal name. This is why you have to

• define Kerberos principal names for the CM engineers. This is done in the Admin Tool, in the Engineer Administration.

### Operations to Be Performed on the Domain Controller

The first step is to configure the domain controller so that it knows the ConSol CM server, i.e., to integrate the CM Server into the Windows domain. In our example the domain controller is called *mywin2003srv*, the domain is *MYSSODOMAIN.COM*.

### Registering the ConSol CM Server Machine

First, the ConSol CM server machine needs to be registered in the Active Directory of the domain controller. In our example, the domain controller is the computer *MyComputer*.

The radio button *Trust this computer for delegation to any service (Kerberos only)* must be activated!

execute: dsamsc, machines

? ×	? ×
Delegation Location Managed By Dial-in General Operating System Member Of	General Operating System Member Of Delegation Location Managed By Dial-in
MyWorkstation	Delegation is a security-sensitive operation, which allows services to act on behalf of another user.
Computer name (pre-₩indows 2000): MyComputer DNS name: MyComputer.MySSODomain.com	Do not trust this computer for delegation     Irust this computer for delegation to any service [Kerberos only]     Trust this computer for delegation to specified services only     Use Kerberos only
Bole:         Workstation or server           Description:	Service Type         User or Computer         Port         Service Name         Dc
	Expanded Add Emove
OK Cancel Apply	OK Cancel Apply

Figure 483: Registering the ConSol CM server machine

### Registering the ConSol CM Server User

Second, the user under which the ConSol CM server process will run is created and registered in the Active Directory (which acts as Key Distribution Center), in our example the user *tomcat*.

The following account options must be enabled:

- Account is trusted for delegation
- No Kerberos pre-authentication needed

execute: dsamsc, users

? ×
Member Of         Dial-in         Environment         Sessions           Remote control         Terminal Services Profile         COM+           General         Address         Account         Profile         Telephones         Organization
User logon name:
HTTP/MyComputer
User logon name (pre- <u>W</u> indows 2000):
CM6SSO\ tomcat
Log On Io
Account options:
User must change password at next logon User cannot change password Password never expires Store password using reversible encryption
Account expires       Image: New er       Image: Decide the second
OK Cancel Apply

Figure 484: *Registering the ConSol CM server user* 

Make sure that the CM application server process (e.g., JBoss) runs under the indicated user on the CM machine!

### Generating the keytab File

On the domain controller the ConSol CM server is created as a new (non-Windows) Kerberos service and a Kerberos *keytab* file is generated. This file will be required later on the ConSol CM server machine. The *keytab* file contains the shared secret key of the service (SPN, Service Principal Name).

Use the following <u>ktpass</u> command:

C:\Program Files\Support Tools>ktpass /out tomcat.keytab /ptype KRB5\_NT\_PRINCIPAL /princ HTTP/MyComputer.MySSODomain.com@MYSSODOMAIN.COM /pass consol.123 /mapuser tomcat /crypto rc4-hmac-nt

If *ktpass* is not available, the *Windows Server 2003 Support Tools* must be installed, available here.

### Explanation of the ktpass command

/out tomcat.keytab

### => Use tomcat.keytab as output file

/ptype KRB5\_NT\_PRINCIPAL

### => Specifies the principal type.

- KRB5\_NT\_PRINCIPAL is the general principal type (recommended).
- **KRB5\_NT\_SRV\_INST** is the user service instance.
- KRB5\_NT\_SRV\_HST is the host service instance.

/princ HTTP/MyComputer.MySSODomain.com@MYSSODOMAIN.COM

=> Specifies the Kerberos principal name in the form host/computer.<domain>@<realm>. See User logon name in configuration (figures above)

/pass consol.123

### => sets the password for the *princ* user indicated with /*princ*

/mapuser tomcat

=> Maps the name of the Kerberos principal (/princ parameter), to the specified domain account.

/crypto rc4-hmac-nt

### => Specifies the keys that are generated in the keytab file:

- **DES-CBC-CRC** is used for compatibility.
- DES-CBC-MD5 adheres more closely to the MIT implementation and is used for compatibility.

### • RC4-HMAC-NT employs 128-bit encryption.

- **AES256-SHA1** employs AES256-CTS-HMAC-SHA1-96 encryption.
- AES128-SHA1 employs AES128-CTS-HMAC-SHA1-96 encryption.
- All states that all supported cryptographic types can be used.

### Operations to Be Performed on the ConSol CM Server

Run the application server (e.g., JBoss) under the system user which is registered in the Windows domain (*tomcat* in our example).

Install ConSol CM as usual, then enable and configure Kerberos as described in the next steps.

### Enabling Kerberos in ConSol CM

If you do an initial set-up, you can choose whether Kerberos should be enabled. Please note that this is only a hint and additional configuration is needed (see next steps).

If your ConSol CM is already configured without Kerberos enabled, you can enable it in the Admin Tool by setting the system property *cmas-core-security, kerberos.v5.enabled* to *true*. A server restart is required to activate the new setting.

### **Configuring Kerberos**

A ConSol CM server reads configuration parameters from the file *cm6-kerberos.properties* from the classpath. (Each cluster node may need separate configurations so each node will read the *cm6-kerberos.properties* file from the classpath.)

- Under JBoss 5: ../jboss/server/{domain}/conf/cm6-kerberos.properties
- Under WebLogic:

../{domain}/cm6-kerberos.properties

- Under JBoss 7 and WildFly 8.2:
  - 1. mkdir -p \${jboss}/modules/system/layers/base/com/consol/cmas/main/
  - Create and edit \${jboss}/modules/system/layers/base/com/consol/cmas/main/module.xml

```
<module xmlns="urn:jboss:module:1.1" name="com.consol.cmas">
    <resources>
        <resource-root path="."/>
        </resources>
    </module>
```

 Put the properties file here: \${jboss}/modules/system/layers/base/com/consol/cmas/main/cm6-kerberos.properties 4. Edit the configuration, e.g., \${jboss}/standalone/configuration/cm6.xml

Code example 80: JBoss 7

```
<subsystem xmlns="urn:jboss:domain:ee:2.0">
...
<global-modules>
    <module name="com.consol.cmas" slot="main" />
</global-modules>
</subsystem>
```

Code example 81: WildFly 8.2

In case you have a cluster of more than one ConSol CM servers in operation, each server has to have its own properties file.

The .properties file should contain:

- Reference to a Kerberos config file (e.g., krb5.ini or krb5.conf)
- One or more service principals, i.e., reference to the keytab file

```
# path to kerberos configuration
kerberos.config.location=C:\\conf\\krb5.ini
# one or more service principals (principal = path to keytab file)
HTTP/MyComputer.MySSODomain.com@MYSSODOMAIN.COM=C:\\conf\\tomcat.keytab
```

Code example 82: cm6-kerberos.properties

```
[libdefaults]
  default_realm = MYSSODOMAIN.COM
  default_tkt_enctypes = rc4-hmac des-cbc-md5 des-cbc-crc des3-cbc-shal
  default_tgs_enctypes = rc4-hmac des-cbc-md5 des-cbc-crc des3-cbc-shal
[realms]
  MYSSODOMAIN.COM = {
    kdc = mywin2003srv
    admin_server = mywin2003srv:8888
  }
[domain_realm]
  .mywin2003srv = MYSSODOMAIN.COM
```

### Code example 83: krb5.ini

### keytab File

Copy the *keytab* file you generated on the domain controller to the location you specified in the *cm6-kerberos.properties* config file.

You have to restart the ConSol CM server process for this change to take effect!

### Configuring the CM Engineers for Kerberos

When the system property *cmas-core-security, kerberos.v5.enabled* has been set to *true*, the field *Kerberos Principle Name* will be available for engineer data.

Engineers				lit engineer Please edit the engineer's	data.	
ngineer						
ilter:					-	
All roles	;		1	Login:	Susan	
				First name:	Susan	Ш
First name	Last name	Login	_ P	Last name:	ServiceDesk	
Conrad	Holler	Holler	S PI			
Harald	Huber	Huber		E-mail:	SusanServiceDesk@consol.de	
Friedrich Sallv	Meier Miller	Meier Miller		Position:	Service Agent	
sany Sarah	Miller Service Desk	Miller Sarah		-		
lans	Schmidt	Schmidt		Company:	ConSol GmbH	
Peter	Sellers	Sellers		Division:	Customer Service	
Susan	ServiceDesk	Susan	Cus	Descriptions		Ш
Zum	Testen	Tester		Description:		
Tony	Tester	Tony		Phone:	123	
Tony	Tester	TonyTester	Dev	Mobile:	12345678	
Susanne	Visor	Visor		MODIE:	12545676	
		admin		Fax:		
Admin	Light	admin_light		LDAP ID:	C-4711	
CM	Track	cmtrack_basicc				
(atja	GU	katja		Kerberos Principal Name:	SusanServiceDesk@CONSOLREALM.DE	
Track	All	track_all		Password:		
Track	User for FAQs	track_faq	- 1			
Frack	MyCustomergr			Password (again):		
Frack	Reseller	track_reseller		Track user:		
īrack Norkflow	Reseller Extende Administrator	d track_reseller wfladmin	. 1	Hoer open		
	Administrator	whaumin	-		Save Cancel	

Figure 485: ConSol CM Admin Tool - Kerberos Principal Name in engineer data

The *Kerberos Principal Name* is a user name along with the respective Kerberos realm/domain name, for example SusanServiceDesk@consol.de. This allows to authenticate users of login SusanServiceDesk that belong to different Kerberos realms (SusanServiceDesk@consol.de and SusanServiceDesk@consol.pl are in fact different users). If the field *Kerberos Principal Name* is empty for an engineer, the username (*Login*) will be used. If Kerberos authentication fails, the regular authentication mechanism (DATABASE, LDAP) will be used. In that case, single-sign-on is not possible and the login dialog will be displayed for the engineer.

### Operations to Be Performed on the Client Machine

### Internet Explorer

*Internet Explorer* needs to be configured so that an automatic login is enabled. By default, this is allowed in the *medium-low* security setting, which by default is set for the *local Intranet zone*.

The following settings for login behavior are available.



Figure 486: Internet Explorer login configuration

Each setting and the resulting behavior:

- Anonymous logon
   No single sign-on is possible, the user (CM engineer) will get the ConSol CM login dialog.
- Automatic logon only in Intranet zone Single sign-on is performed automatically but only if the site is part of the *local intranet* zone.
- Automatic logon with current user name and password Single sign-on is performed automatically with the current user credentials.
- Prompt for user name and password OS displays a login dialog, user can enter OS login information, which is then used in Kerberos authentication.

### Firefox

With the default settings, *Firefox* does not support Kerberos single sign-on. To enable single sign-on, you have to add the URI of the ConSol CM Web Client in the Firefox configuration.

To do this:

- Open about:config.
- Add the web server to the property *network.automatic-ntlm-auth.trusted-uris* (for example *http://mycm6server* if that is the URI) if this does not work, perform the following step:
- Add the web server to the property *network.negotiate-auth.trusted-uris* (for example *http://mycm6 server* if that is the URI)

You can set this property also in the file system. Open the file

*C*:\*Users*\[*USER*]\*AppData*\*Roaming*\*Mozilla*\*Firefox*\*Profiles*\[*XYZ*].*default*\*prefs.js* and add/replace the following line:

user\_pref("network.automatic-ntlm-auth.trusted-uris", "http://mycm6server");

or

user\_pref("network.negotiate-auth.trusted-uris", "http://mycm6server");

### You have to restart Firefox after this change.

### F.13.2.5 Using the System

### Single Sign-On from the User's Point of View

An engineer using single sign-on to log into ConSol CM will notice that ...

- no ConSol CM login screen is displayed,
- instead there may be (for a short time) an intermediate text screen (which is used to gather some client data via JavaScript) which immediately forwards the user to the ConSol CM Web Client main screen.

Here, a message is displayed:

You have been automatically logged in and a new session has been created for you.

It is still possible to login as another ConSol CM user by clicking the logout button, which will lead you to the login page, or by explicitly using the ...../cm-client/login URL.

### Multi Domains Single Sign-On

For each domain which you will enable single sign-on for, create a new domain/user and Kerberos principal and put all of them into the *cm6-kerberos.properties* file:

```
# path to kerberos configuration (think krb5.conf or krb5.ini)
kerberos.config.location=/etc/krb5.conf
# one or more service principals (principal = path to keytab file)
HTTP/MyServerMyDomain.com@MYDOMAIN.COM=/etc/krb5_mycompanycom.keytab
HTTP/MyServer.MyDEDomain@MYDOMAIN.DE=/etc/krb5 mycompanyde.keytab
```

### Mapping Kerberos User Name to Engineer Name

Using Kerberos-based single sign-on, the Kerberos principal (i.e., the user's OS login) has to be mapped to a ConSol CM engineer name.

By default, this mapping is done using one of the following two ways:

• Explicit mapping

Take the principal name and try to find a ConSol CM engineer who has this principal stored as *Kerberos Principal Name*. If such an engineer is found, this engineer is used.

Mapping via regular expression

The regular expression defined in the system property *cmas-core-security*, *ker-beros.v5.username.regexp* is taken and applied to the principal. The result of this will be taken and a ConSol CM engineer with this login will be searched:

• First matching regular expression group (in brackets) will be used as engineer login name,

e.g., the default property value (.\*)@.\* will convert *Huber@MySSODomain.com* to *Huber*.

If further customization is needed please refer to UsernameAdapter interface javadoc.

#### Starting and Stopping Kerberos Authentication

Kerberos authentication can be started/stopped in the Admin Tool -> navigation group *Services* -> navigation item *CM Services* -> *Kerberos v5 authentication provider*, see section <u>CM Services</u>.

# F.14 System Architecture

ConSol CM is a Java EE application. It can be operated as

• ConSol CM-only system, see section Architecture of a CM-Only System

or as

 ConSol CM system with reporting infrastructure, see section <u>Architecture of a CM System</u> with DWH

Furthermore, ConSol CM can be installed and operated in an application server cluster. This is explained in detail in the *ConSol CM Set-Up Manual*.

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# F.14.1 Architecture of a CM-Only System

# F.14.1.1 Introduction to ConSol CM System Architecture

ConSol CM is a *Java EE* (Java Enterprise Edition) application that can be run in a standard application server on Unix/Linux or Windows systems. JBoss and Oracle WebLogic are supported.

In this chapter, a short overview of the ConSol CM system architecture will be provided.

A detailed list of supported operation systems, application servers, database systems, and other systems, as well as storage and CPU requirements is given in the current System Requirements.

### F.14.1.2 Basic System Architecture

ConSol CM is a Java EE application which is based on the classical three-tier architecture. The ConSol CM server is deployed in an application server and accesses a relational database. Two web interfaces are available as client interfaces: the standard interface is the ConSol CM Web Client, which is used by the engineers to work on the tickets. Another web client is the ConSol CM portal, CM.Track. This provides access to the system for customers who might want to know some basic facts about the status of their tickets. The two Java applications which are used to configure ConSol CM are the Admin Tool and the Process Designer. Both can be downloaded from the ConSol CM start page using Java Web Start (JWS). JWS is a component of every recent Java edition, so no extra installation is required on the PCs or Laptops you want to use to administer the system. On the contrary - you can do this from every regular web client with a supported web browser. Please make sure that the versions of all components which are used in your company meet the system requirements.

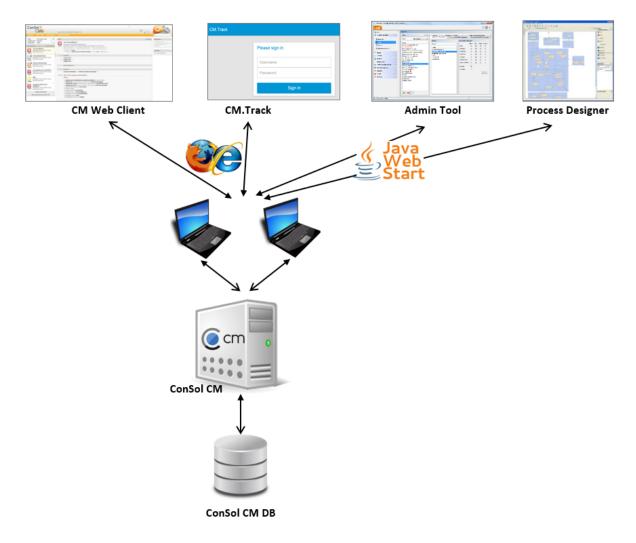


Figure 487: ConSol CM - Basic system architecture

#### **CM** Database

The ConSol CM database (CM DB) is a relational database which can be operated as Oracle, Microsoft SQL Server or MySQL system.

A detailed list of supported operation systems, application servers, database systems, and other systems, as well as storage and CPU requirements is given in the current System Requirements.

#### Oracle

One database schema with one database user is used by ConSol CM.

• MS SQL One database schema with one database user is used by ConSol CM.

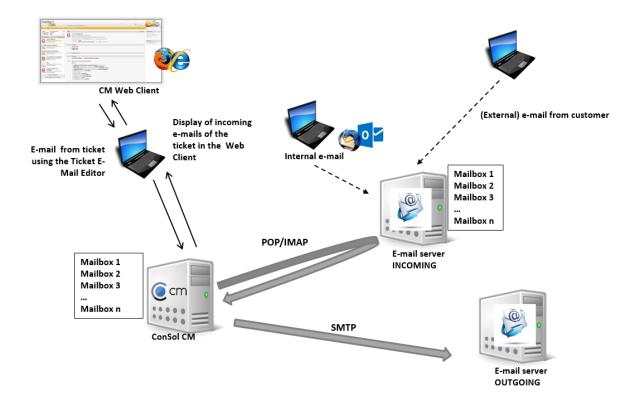
#### MySQL

One database with one database user is used by ConSol CM.

## F.14.1.3 Components for E-Mail Interactions

One of the core functionalities of ConSol CM is integration with mail servers. This allows ConSol CM to send and to receive e-mails. For the engineer, this means new tickets can easily be opened via e-mail and the entire communication regarding a case is located in the respective ticket, including all incoming and outgoing e-mails.

In order to receive e-mails, ConSol CM connects to a mail server and retrieves e-mails from one or more mailboxes. ConSol CM reacts like a regular e-mail client (e.g., Thunderbird, Microsoft Outlook) and uses standard e-mail protocols like IMAP or POP3. If you want to use the secure version, IMAPs and POPs are also supported, in which case the required certificates have to be installed on the server.



In order to send e-mails, ConSol CM uses an SMTP server.

Figure 488: ConSol CM - Mail server interactions

F.14.1.4 System Architecture with Reporting Infrastructure This is explained in section Architecture of a CM System with DWH.

## F.14.1.5 Indexer

In order to perform effective searches in the database, ConSol CM builds an index for each Custom Field, Data Object Group Field, and Resource Group Field which should be included in a search. Furthermore, the engineer data, the ticket comments and the attachments are indexed by default. The indexes are stored in the file system. Please refer to the section <u>ConSol CM File System Structure</u> for an explanation of the index directory structure, and read the detailed introduction to the entire topic in the section <u>Search Configuration and Indexer Management</u>.

# F.14.1.6 LDAP Authentication

As standard feature, ConSol CM can use LDAP authentication in the Web Client and/or in the portal (CM.Track). Depending on the configuration of your LDAP server (e.g., Microsoft Active Directory), a user name and password might be required to establish the LDAP connection. All LDAP parameters are stored as ConSol CM system properties.

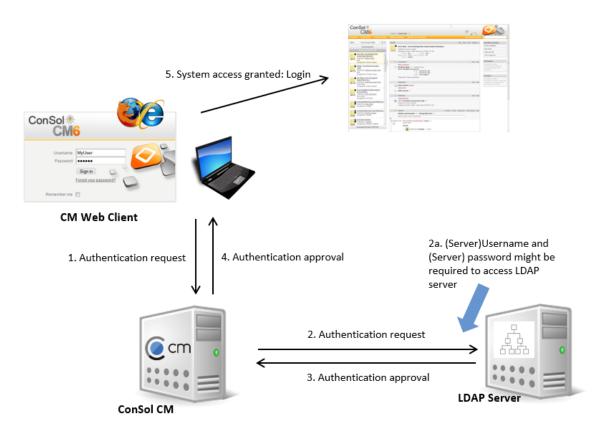


Figure 489: ConSol CM - LDAP authentication (Web Client)

#### F.14.1.7 ConSol CM File System Structure

Most of the data concerning the configuration and operation of ConSol CM is stored in the ConSol CM database. However, some data is saved in the file system in the data directory entered during system setup.

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#### ConSol CM Data Directory

The following figure and list show examples from Windows and Linux systems:

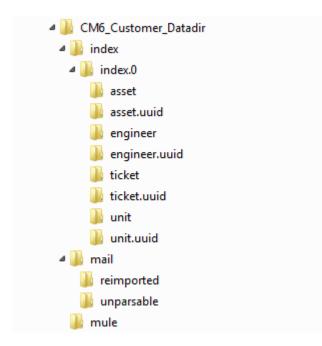


Figure 490: ConSol CM - Data directory (Windows)



Figure 491: ConSol CM - Data directory (Linux)

#### Example directories:

#### • index

This is the directory where all the indexes are stored (see also section <u>Search Configuration and</u> <u>Indexer Management</u>). Be sure to include it into your regular file system backup.

#### index.0

In this directory, there is a subdirectory for each required index.

• mail

This directory is only relevant when the system is operated in Mule/ESB mode. When NIMH is used, all data is stored in the database. Files that are relevant for incoming e-mails are stored in this directory.

#### reimported

In this directory, e-mails are stored which had been stored in the *unparsable* directory and could then be re-imported by a manual action of the administrator.

#### • unparsable

In this directory, incoming e-mails that cannot be processed by the system are stored. They are listed under *E-Mail Backups* in the Admin Tool, see section <u>E-Mail Backups</u>.

#### • mule

This is a directory which might be used for *Mule* (internal *ESB*) data.

#### JBoss 7 Application Server File Structure

The following directories are available in a JBoss 7 installation of ConSol CM:



Figure 492: ConSol CM - File structure in a JBoss 7 system

#### **Example directories:**

• modules\system\layers\base Subfolders contain the *JDBC* drivers:

- com\microsoft\sqlserver\jdbc\main\sqljdbc4.jar (Microsoft SQL)
- oracle\jdbc\main\ojdbc6-11.2.0.3.jar (Oracle)
- com\mysql\jdbc\main\ (MySQL JDBC driver destination, must be installed manually)

#### standalone

Configuration in single-server environments:

- configuration Configuration of the DB connection and logging in the file *cm6.xml*
- data Data for operation, e.g., *tx-operation* keys
- deployments
   Deployed applications, for example *cm6.ear* and *cm-track.war*
- log

Log files, see section Log Files.

• tmp

Temporary data and also working copy of the application server files. Can be emptied, e.g., for error analysis and/or fixing.

#### • domain

Configuration in domain environments

- configuration
   Configuration of the DB connection and logging in the file *domain.xml*
- servers/<server-name>/log Log files

#### Oracle WebLogic Application Server File Structure

In an Oracle WebLogic environment, ConSol CM is installed as a separate domain. ConSol CM and CMRF are *managed servers*. Please see the *ConSol CM Operations Manual* for details.

Here, only some directories are explained. If you want to administer ConSol CM as a WebLogic application, please also refer to general Weblogic tutorials.

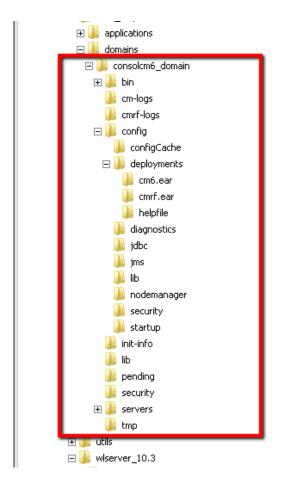


Figure 493: ConSol CM - File structure in an Oracle WebLogic application server

#### **Example directories:**

- bin Start/stop scripts
- cm-logs All log files except for cmrf.log
- cmrf-logs
  - cmrf.log file
     Log messages for the CMRF (ConSol CM Reporting Framework)
- config
   Configuration files
- deployments
   Deployed applications, i.e., here: ConSol CM and CMRF as directories

# F.14.1.8 ConSol CM Logging and Log Files

#### Introduction

Log files are the main information source for the administrator about the activities of the system and potential problems of the system. The administrator should have a look at the log files on a regular basis. There may be problems that do not appear on the user interface, but are reported in the log file.

#### Log Files

The location of the log files and the logging behavior can be configured in the respective .xml files:

- **log4j.xml** (in WebLogic, where *Log4J* is used as logging framework)
- cm6.xml and/or cm6-cmrf.xml (in JBoss 7 standalone, where the built-in logging module of JBoss 7 is used)
- domain.xml, tag <subsystem xmlns="urn:jboss:domain:logging:1.3">
   (in JBoss 7 in domain mode, where the built-in logging module of JBoss 7 is used)

#### Log File Types

The following log files are used:

boot.log

Messages pertaining to system start-up (e.g., the Java version is indicated). JBoss 5 only, application server specific.

• cmrf.log

Messages pertaining to CMRF (ConSol CM Reporting Framework), i.e., messages regarding the data transfer operations from the ConSol CM database to the CMRF database (DWH). This is done using *JMS* (Java Messaging Service).

cmweb.log
 Messages pertaining to the ConSol CM Web Clip

Messages pertaining to the ConSol CM Web Client.

ctx.log

Contains messages from the Spring Framework.

errors.log

Contains only messages that have at least the log level ERROR.

esb.log

Contains messages from the *Mule Framework* (Mule is the internal ESB that is used for the processing of incoming e-mails).

index.log

Messages pertaining to the Indexer.

mail.log

Contains log messages from the e-mail subsystem.

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#### operationtimes.log

Only used when it has been enabled. Contains timing information for requests in order to identify possible performance bottlenecks.

server.log

The general log file that contains all messages, by default, with at least log level *INFO*. It is recommended to use the *DailyRollingFileAppender* in order to prevent the file system from filling up.

#### session.log

Contains messages about logins (session starts) and session timeouts of ConSol CM users.

• sql.log

Contains log entries about SQL statements coming from hibernate if it is set to *DEBUG* level (by default it is set to *INFO*).

#### • support\_libs\_errors.log

Contains errors which are thrown by support libs but are properly handled by the ConSol CM application (this method keeps the *server.log* clean).

timer-manager.log

Contains additional log messages written in log level *DEBUG* when workflow timers are activated or deactivated. Information about the escalation date is logged, too.

• tx.log

Contains Spring Framework transactions related log messages.

• workflow.log

Information about activated/reinitialized/deactivated timers is logged with level *INFO* and all debug output related to the workflow engine is written to this dedicated file.

#### Log File Structure

In the default configuration, log file entries have the following syntax:

Date Timestamp Loglevel [Logger] Message

Example for a log file entry (successful start of ConSol CM in JBoss):

```
2012-11-06 14:22:12,685 INFO [e.coyote.http11.Http11Protocol] Starting Coyote HTTP/1.1 on http-0.0.0.0-8080
```

#### The components of the message:

- Date: November 6th, 2012
- Timestamp: 14:22:12
- Loglevel: INFO

#### • Logger:

e.coyote.http11.Http11Protocol Name of a Java class, not complete (only last 30 characters), the real name would be *org.a-pache.coyote.http11.Http11Protocol*.

- Message:
  - Starting Coyote HTTP/1.1 on http-0.0.0.0-8080

Simple messages, and those reporting a successful operation, often have only one line.

When errors are reported (log level *ERROR*), you might find stack traces in the logs. Please contact one of our ConSol CM consultants or our ConSol CM support team for help.

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# F.14.2 Architecture of a CM System with DWH

In order to allow Business Intelligence (BI) tools or other applications to build specific reports, OLAP cubes, and other analyses, ConSol CM provides a data warehouse (DWH) as one of its standard components. The DWH is a separate database (or database scheme, see below). The DWH is filled by a Java EE application called *ConSol CM Reporting Framework* (CMRF).

The ConSol CM standard function set comprises two components which enable reporting:

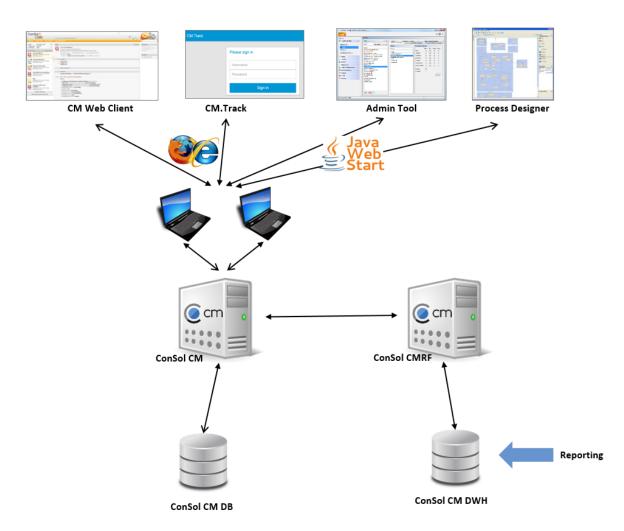
• CMRF (ConSol CM Reporting Framework)

This is a Java EE application which synchronizes the ConSol CM database with the ConSol CM data warehouse (DWH). The CMRF can be deployed into the same application server as the core CM or it can be run on a separate application server. We recommend using two application servers when working with JBoss systems and one application server when using Oracle WebLogic. The synchronization of CM data with the DWH can be based on JMS (Java Messaging Service) queues or on direct messaging. For a detailed explanation, please refer to the *ConSol CM Operations Manual*.

• DWH (data warehouse)

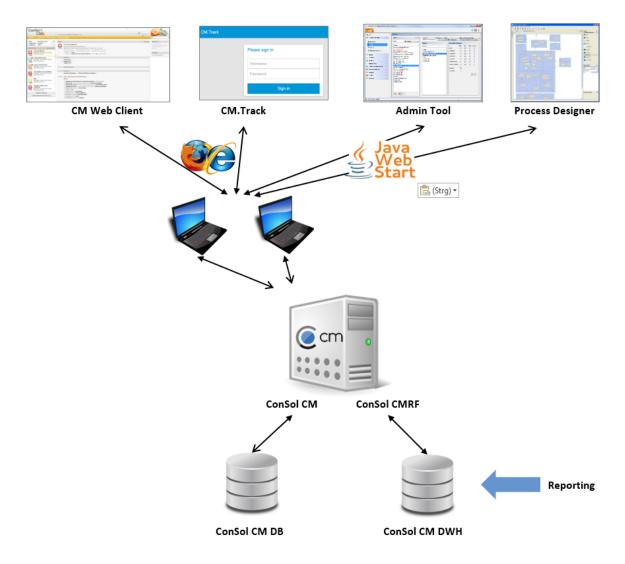
The ConSol CM DWH is a relational database which can be operated as Oracle, Microsoft SQL Server, or MySQL system. It stores the integrated/pre-processed data from the ConSol CM database.

A detailed list of supported operation systems, application servers, database systems, and other systems, as well as storage and CPU requirements is given in the current System Requirements.



Separate application servers for ConSol CM and CMRF (standalone mode):

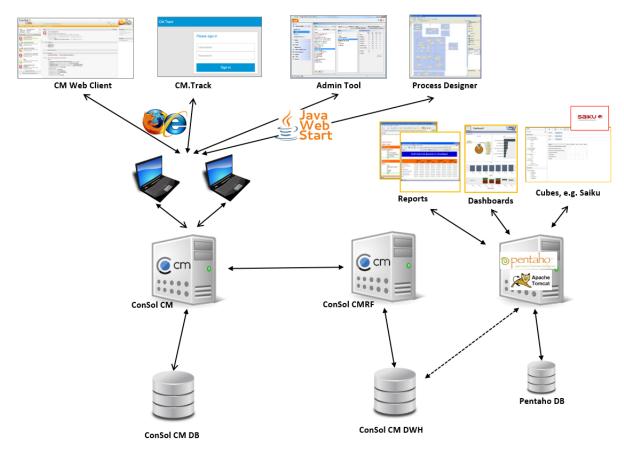
Figure 494: ConSol CM - Infrastructure with CMRF and DWH (2 servers)



#### **One** application server for ConSol CM and CMRF (overlay mode):

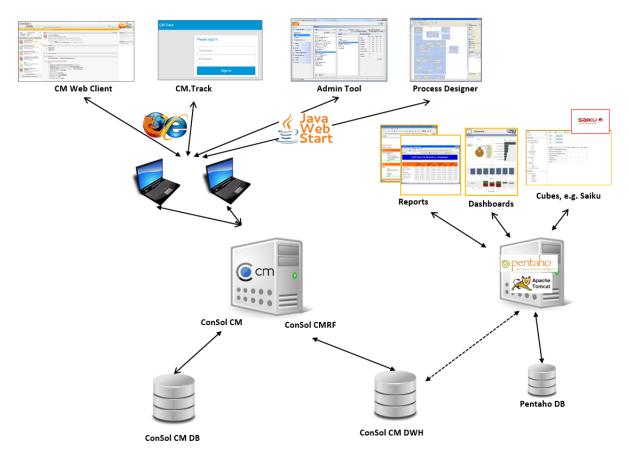
Figure 495: ConSol CM - Infrastructure with CMRF and DWH (1 server)

When the DWH has been established, *BI* (Business Intelligence) applications can be used to create reports, data cubes, and other reporting output formats. Please see the following example with the Pentaho<sup>TM</sup> BI Suite.



#### Separate application servers for ConSol CM and CMRF (standalone mode):

Figure 496: ConSol CM - Reporting infrastructure (2 servers)



#### **One** application server for ConSol CM and CMRF (*overlay mode*):

Figure 497: ConSol CM - Reporting infrastructure (1 server)

# F.14.2.1 DWH Database

#### Oracle

One database scheme with one database user is used by the DWH.

#### Microsoft SQL

One database scheme with one database user is used by the DWH.

#### MySQL

One database with one database user is used by the DWH.

# G - Add-On Section

CM6						0
A Home	^	Data Models				
Access and Roles	۲	Resource Groups and Types		Resource type group fields		
Lists	۲	- 🍙 Printers	^	Filter:		
Tickets	۲	HP_Printer     HP_Printer_Fields_basi				
Customers	8	GofficeSoftware	·	Name	Data type	
	©	🖻 🕢 MS_Word2013		name model	string string	
Resources	8	- 60 MS_Word2013_Fields		model	SURG	
Data Models		PCs     PC_Desktops				
< Relations Overview	_	🙃 PC_Desktop_Fields_ba				
	_	50 PC_Desktop_Fields_ex	tended			
Actions		PC_Laptops     PC_Laptops_Fields_ba	eic .			
		Products	ac			
Global Configuration	۲	🖨 🎑 Jackets				
り Data Warehouse	۲					
Services	۲	Jackets_Fields_extend	ed v			
E-Mail	*	0 🕑 📝 🔕 🜆		• 🕑 🗾 📀	<b>+</b>	
9° System	۲	Assigned annotations		Assigned annotations		
		Name - Value	Annotation group	Name 🔺	Value	Annotation group
		resource-custom-fi internal	resource	position	1;0	layout
				reportable	true	dwh
		Labels		Labels		
		Locale Valu	Je	Locale	Value	
			Desktop_Fields_basic	Deutsch	Model	
			Desktop_Fields_basic	Englisch (default)	Model	
		Polnisch		Polnisch		
	~					

# CM Add-Ons

This section provides information about the optional ConSol CM add-ons:

- CM.Resource Pool
- <u>CM.Doc</u>
- CM.Track: The Customer Portal
- CM.Phone: CTI with ConSol CM

# G.1 CM.Resource Pool

Starting with version 6.10, ConSol CM offers the add-on CM.Resource Pool. Using this module, you can extend the ConSol CM database to store data objects for any type of asset or object in your company. A service enterprise might use the Resource Pool to store and manage SLAs. For an IT Service Desk, the Resource Pool might be used to implement an IT asset database. A marketing department might store design and text templates. A reseller might reflect the product portfolio in the Resource Pool. Hence, implementing the Resource Pool for your company can be a core step in the ConSol CM customization process. To learn how to work with this module, read the following sections:

For a general introduction to the CM.Resource Pool, read the section <u>Introduction to CM.Resource</u> <u>Pool</u>.

All elements in the Admin Tool which you will work with to configure the Resource Pool are explained in section CM.Resource Pool - Admin Tool Elements.

To get an impression of how the Resource Pool objects are managed by engineers working with the Web Client, see the section <u>A Short Introduction to CM.Resource Pool Functionality in the Web Client</u>.

One of the first steps when you start working with the Resource Pool is the set-up of the resource model. This is covered in section <u>CM.Resource Pool - Setting Up the Basic Resource Model</u>.

Similar to customer templates, you can define templates which control the appearance of resource data in the Web Client. These templates are explained in section <u>CM.Resource Pool - Templates for</u> <u>Resource Data</u>.

Resources can be related. Read section <u>CM.Resource Pool - Resource Relations</u> to learn how to define and to work with resource relations.

For every resource type, activities can be performed. They are based on resource actions which are explained in section <u>CM.Resource Pool - Resource Actions</u>. Some more specific information about how to implement scripts for the Action Framework are also provided in section <u>Scripts for the Action</u> Framework.

As per general ConSol CM standards, engineers can have certain access permissions to resources. Those permissions are based on roles. Please read section <u>CM.Resource Pool - Assigning Permissions</u> for Resources for details.

The Resource Pool Dashboard provides a very convenient entry point to all Resource Pool objects. The Dashboard configuration is explained in <u>CM.Resource Pool - The Resource Pool Dashboard</u>.

# G.1.1 Introduction to CM.Resource Pool

# G.1.1.1 Introduction to CM.Resource Pool

Starting with ConSol CM version 6.10, the add-on **CM.Resource Pool** is available. The *Resource Pool* provides a database extension which enables ConSol CM to create and store objects other than tickets or customers. For example, you could represent your IT landscape by modeling each asset (like PCs, laptops, monitors, printers) as a resource in the Resource Pool. Similar resources (e.g., HP printers) are managed in one *Resource Type*, and similar Resource Types form a *Resource Group* (e.g., printers). Every specific object (e.g., the printer #4711) is an instance of a Resource Type (e.g., Resource Type *HP\_Printer*). Other examples for the use of CM.Resource Pool are the use for products, facilities, machines, rooms, vehicles, contracts (e.g., SLAs), or scientific samples.

CM.Resource Pool extends ConSol CM's basic objects:

- 1. A ticket is an instance of a process execution.
- 2. A real-world customer (e.g., a person who calls the service desk to open a ticket) is an instance of a customer (unit) definition.
- 3. A real-world resource (e.g., a printer or an SLA) is an instance of a resource definition.

# G.1.1.2 CM.Resource Pool at a Glance

#### **CM.Resource Pool Structure**

The Resource Pool is structured based on a two-level hierarchy and comprises any number of Resource Groups. Each Resource Group represents a subtree within the Resource Pool. You can manage any number of Resource Groups, i.e., any number of subtrees, within the Resource Pool. In this way, you could, for example, manage the IT landscape, as well as your product portfolio, as resources, each in one or more specific Resource Groups/subtrees.

Relations between resources and other ConSol CM objects can mirror various constellations, e.g., a resource of resource group *printer* and of resource type *HP printer* can have a relation to a ticket which was opened for a specific printer. Or, e.g., the printer is related to all contacts which use this printer. Relations between resources are also possible. For a detailed explanation of working with Resource Relations, see section CM.Resource Pool - Resource Relations.

Data fields are defined for each Resource Type in a way similar to the field definition for ticket data (Custom Fields) and customer data (Data Object Group Fields). Data fields are called *Resource Fields* and are always managed in groups which are called *Resource Field Groups*. The set-up of the data model for the Resource Pool, i.e., the *Resource Model*, is explained in detail in section <u>CM.Resource Pool - Setting Up the Basic Resource Model</u>.

For each Resource Type, Resource Actions can be defined, very similar to Customer Actions for customer objects (companies and contacts). The Resource Actions will trigger scripts which perform resource-specific activities, like updating the data of a resource (e.g., providing a list with all companies which are related to the printer #4711 and create a maintenance ticket for a firmware update). Resource Actions are a component of the Action Framework and are explained in detail in section <u>CM.Resource Pool - Resource Actions</u>.

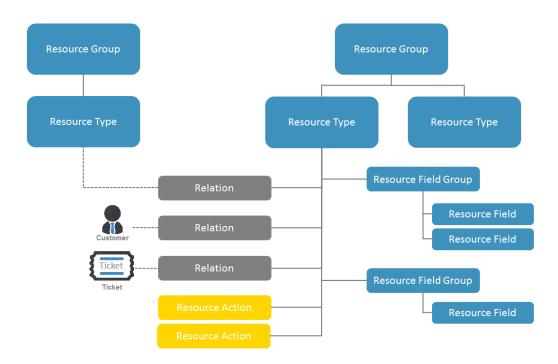


Figure 498: CM. Resource Pool - Objects in a resource model

#### **Important Terms**

• A Resource Group

represents the highest hierarchy level in the Resource Pool, it can be seen as the root node of a Resource Pool subtree. For example, the Resource Pool of a company could have a Resource Group *Printers*. A Resource Group comprises one or more Resource Types, e.g., HP\_Printers, Kyocera\_Printers, Lexmark\_Printers.

#### • A Resource Type

represents similar resources which share the same data fields, but with differing values. For example, the Resource Type *HP\_Printers* has the data fields (Resource Fields) *Model, IP Address, Inventory Number,* and *Location*. Each real-world HP printer is represented by an object of this Resource type. Lexmark printers might have the data fields (Resource Fields) *Model, IP Address, Location* and *SLA type*. Each real-world Lexmark printer is represented by an object of this Resource Type.

Within the Resource Pool hierarchy, there is no inheritance! Data fields (Resource Fields) are always defined as Resource Field Groups for each specific Resource Type!

#### A Resource Field Group

groups one or more Resource Fields within one Resource Type. On the Resource Detail page, a Resource Field Group can be displayed as tab, just like the Custom Field Group for ticket data on the ticket page. Resource Field Groups can be annotated.

#### • A Resource Field

is a data field for data of a Resource Type, e.g., *Model, IP address*, or *Location*. A Resource Field always is of one specific data type. Resource Fields contain resource data as Custom Fields contain ticket data. Resource Fields can be annotated to modify their logical behavior or graphical appearance.

#### • The Resource Model

is the complete data model which defines all objects within the Resource Pool. It is built using the Admin Tool, navigation group *Resources*, navigation item *Data Models*.

#### A Resource Relation

is a relation of a resource to another ConSol CM object. This can be a ticket, a customer or another resource.

#### • A Resource Action

is an action defined for a resource type and available for each real-world resource object of this type. The action can be triggered automatically or manually. Manual Resource Actions can be selected in the Web Client on the Resource Detail page like workflow activities for tickets.

#### • The resource page

is the page in the Web Client where all data for one real-world resource is displayed, e.g., the resource page for the HP printer #4711.

#### • The Resource Type page

is the page in the Web Client which provides information about a resource type and an overview (list) of all resources of this type.

#### • The Resource Pool Dashboard

is the overview page in the Web Client where all Resource Groups and Resource Types are displayed to which the current engineer has access.

# G.1.1.3 Defining Resource Models Using the Admin Tool

To be able to create real-world resources (e.g., HP printer #4711), a resource model has to be defined, i.e., a definition of all data fields which are required for all resources of a type, e.g., of type *HP\_printer*. All resource data models have to be defined using the Admin Tool. This applies to:

- Resource Groups (e.g., Resource Group Printers)
- Resource Types (e.g., Resource Type HP Printer)
- Resource Relations (e.g., possible relation between Resource Type *HP Printer* and *Ticket*)
- Resource Actions (e.g., Resource Action *Retrieve Maintenance Contract Data from ERP System*)

The following figure shows an example of a simple Resource Pool configuration with four Resource Groups. All steps you have to perform to configure this constellation will be explained in detail in the following sections. The Admin Tool sections involved in Resource Pool configuration are described in section <u>CM.Resource Pool - Admin Tool Elements</u>.

#### 708

ConSol CM6				S 💽 🌖
A Home	^	Data Models		
Access and Roles	۲	Resource Groups and Types	Details Relations	
🗮 Lists	۲	Printers	Resource Type Details	
Tickets	۲	Generation HP_Printer     Generation HP_Printer_Fields_basic	Name: PC_Desktops	
Lustomers	۲	OfficeSoftware     G MS_Word2013	Mode: Internal Enabled:	
ᢙ Resources	۲	MS_Word2013_Fields		
Data Models			Icon:	
Relations Overview		EPC_Desktop_Fields_basic     EPC_Desktop_Fields_extended	Description:	^
Actions		C_laptops	Templates	×
Global Configuration	8		Туре	Name
	8		Default	PC_Desktop_Template_Default
AP.	-	Assigned annotations	History	PC_Desktop_Template_History
Services	8	Name 🔺 Value Annotation group		
E-Mail	8			
🗘 System	۲			
			Actions	
		]	Туре	Name
		Labels	Manual	CreateTicketForPC_DesktopAction
		Locale Value		
		English(default) PC_Desktops		
		German PC_Desktops		
	~			,
[CM_Administration]		1		

Figure 499: ConSol CM Admin Tool - Simple Resource Pool configuration

Once you have defined the resources (i.e., the data model for the real resources) using the Admin Tool, the engineers can start working with real resource objects using the Web Client. This is explained briefly in section <u>A Short Introduction to CM.Resource Pool Functionality in the Web Client</u>. A detailed explanation is provided in the *ConSol CM User Manual*.

# G.1.1.4 Licensing

CM.Resource Pool has to be licensed separately. Please ask your ConSol CM sales representative for more information.

# G.1.1.5 Programming with Resource Pool Objects

The ConSol CM Java API has been extended considerably to implement the Resource Pool. The explanation of important Groovy classes and various programming examples are provided in the *ConSol CM Process Designer Manual*, CM version 6.10.

# G.1.2 CM.Resource Pool - Admin Tool Elements

You will have to work with several sections of the Admin Tool to configure CM.Resource Pool:

- Navigation group Access and Roles
   To assign Resource Pool permissions to roles
- Navigation group *Lists* If you use MLAs and/or enums (sorted lists) in Resource Fields
- Navigation group Resources (see following figure)
  - Data Models
     Definition of the Resource Model, including Resource Relations
  - Relations Overview
     Contains a list of all Resource Relations, read-only mode, no definitions/configurations here
  - Actions
     Definition of Resource Actions

#### • Navigation group Global Configuration

• Labels

In case you would like to modify labels of Resource Pool elements in the Web Client or define your own labels used in scripts

- Navigation group System
  - Scripts and Templates
    - Scripts for Resource Actions
    - Templates for the display of resource data in the Web Client
  - License

To activate a new license for CM version 6.10 with CM.Resource Pool

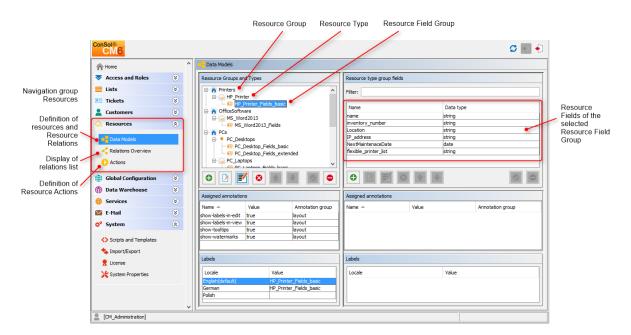


Figure 500: ConSol CM Admin Tool - Main elements for the configuration of CM. Resource Pool

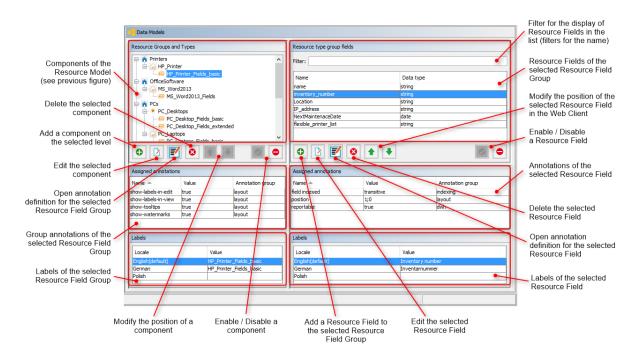


Figure 501: ConSol CM Admin Tool - CM. Resource Pool configuration

# G.1.3 A Short Introduction to CM.Resource Pool Functionality in the Web Client

## G.1.3.1 Overview of Resource Pool Operations in the Web Client

When you, as an administrator, have defined the Resource Data Model (Resource Groups and the required Resource Types with their Resource Field Groups and Resource Fields) using the Admin Tool, engineers can start working with real-world Resource Pool objects, provided they have the required access permissions. Permissions are discussed in section <u>CM.Resource Pool - Assigning Permissions</u> for Resources. In this section, you will get an overview of the following operations:

- Creating Resources Using the Web Client
- Working with the Resource Type Page
- Setting a Resource as Favorite
- Defining and Using Resource Relations
- Defining and Using Resource Actions
- Using the Quick Search to Find Resources
- Using the Detailed Search to Find Resources

#### G.1.3.2 Creating Resources Using the Web Client

In the Admin Tool, you only define the data models for the objects (developers: this is comparable to defining classes in object-oriented programming). The real objects (the instances of the defined data models) have to be defined using the Web Client where the Resource Pool Dashboard provides the required graphical user interface. The permissions to resources are managed based on Resource Types, using roles, according to the ConSol CM standard. An engineer only sees the Resource Types in the Resource Pool Dashboard if he has the required permissions. The role management for resources is explained in detail in section <u>CM.Resource Pool - Assigning Permissions for Resources</u>.

The following figure shows the Resource Pool Dashboard with the resource models which have been defined in the Admin Tool (see section <u>CM.Resource Pool - Admin Tool Elements</u>). The logged-in engineer has access permissions for all Resource Types.

The label for the Resource Pool in the main menu (as shown in the following figure) can be modified according to the requirements in the specific system. Examples for alternative wording could be *Asset management, Products, Machines,* or *Inventory*. Please refer to the <u>Labels</u> section for an explanation of how to change the label.

ConSol €	Logged in: Susan ServiceDesk	Q	0	Sh
Overview Create ticket Create customer	Resource pool Text templates Documen	templates	All customer groups	Q
View: ServiceDeskAll View	Resource pool			Workspace
Own tickets (19)	Search or create Resources		~	Workspace is empty All your unsaved tasks are
New Ticket for Resource: 3	n Printers	<ul> <li>Office Software</li> </ul>		automatically listed in this
Customer: Katja GU	HP_Printer Cre	te new MS_Word2013	Create new	workspace.
100198 -	n PCs	n Products		Favorites
Service request #4711 Customer: Arnold Schwarzenegger	PC_Desktops Cre	te new Jackets	Create new	HP Printer: 4712
100314 Web Client Assigned to: ServiceDesk, Susan	PC_Laptops Cre	te new Shoes	Create new	OpenTicketsAUSTR
Printer still does not work		Skirts	Create new	Service request
Customer: Luigi Arcon Web Client Assigned to: ServiceDesk, Susan				
Complaint #42 - please take care asag!!! Customer: <u>Mia Skvdiver</u> Assigned to: ServiceDesk, Susan				
Question about last invoice Customer: <u>MyNewSpaceCompany</u> 999				

Figure 502: ConSol CM Web Client - Resource Pool Dashboard

Once the data models have been defined (in the Admin Tool) and you, as an engineer, have the required access permissions, you can create a real object, e.g., you can create an object for the printer #4711 which is located on the top floor.

The following figures demonstrate the required steps.

Logged in: Susan	0			
Resource pool	Text templates	Document template	es	All customer groups
Resource pool		1		
Search or create	Resources			~
n Printers			n Office Software	
HP_Printer		Create new	MS_Word2013	Create new
n PCs			A Products	
PC_Desktops		Create new	Jackets	Create new
PC_Laptops		Create new	Shoes	Create new
			Skirts	Create new

Figure 503: ConSol CM Web Client - Resource Pool Dashboard: Create a new resource of type HP\_ Printer, step 1

	Resourc	e pool	Text templa	ates Document	templates	All customer groups
ĺ	Create Ne	ew resou	irce			
		Printers	s/HP_Printer			
		Inventory	number 4711			
			Name Best	Printer ever		
			Location top fle	por		
		IP	address 192.1	68.123.123		
		Create	•			

Figure 504: ConSol CM Web Client - Create a new resource of type HP\_Printer, step 2

Resource	3	Edit Deactivate Del	lete
	HP Printer: 4711 Printers  HP_Printer Internal   Creation date: 7/24/15 8:30 AM Inventory number 4711 Name Best Printer ever Location top floor IP address 192.168.123.123		
	No additional details	Comment Attachments	~
	Comments Attachments		
	New		
	Click here to add a comment		
	List of comments		
	Resource does not have any comments.		
	Related Resources		~
	n PCs		
	PC_Desktop_TO_HP_Printer_Relation Add (0)		
	Related Companies and Contacts		
	Related Tickets		
	All 🔻		
	No search results		
	History		~
7/24/15	<ul> <li>08:30 changed by Susan ServiceDesk</li> <li>Name set to Best Printer ever</li> <li>IP address set to 192.168.123.123</li> <li>Inventory number set to 4711</li> <li>Location set to top floor</li> </ul>		

Figure 505: ConSol CM Web Client - Resource page: Create a new resource of type HP\_Printer, step 3

Now you have created a new *HP\_Printer* object, i.e., you have registered the printer #4711 (located on the top floor). The resource page of this specific printer is displayed (see figure above).

For a detailed introduction to the work with CM.Resource Pool using the Web Client, please refer to the *ConSol CM User Manual*. Here we will only provide short explanations to show you, as an administrator, what happens when you work with the Admin Tool configuration for the ConSol CM Resources.

# How You, as an Administrator, Can Manipulate the Layout of the Resource Pool Dashboard Section *Search or create Resources*

- The roles of an engineer determine whether he has access permissions to a Resource Type. Hence, for the engineer currently logged in, only the Resource Types are displayed to which he has access permissions.
- The name of a Resource Type is displayed as a hyperlink which leads to the Resource Type page. This hyperlink is only active if the engineer has the access privilege READ for the respective Resource Type.
- The Link *Create new* for a Resource Type is only displayed if the engineer has the access permission CREATE for this Resource Type.

#### How You, as an Administrator, Can Manipulate the Layout of the Resource Page

- In the top section of the resource page, the localized values of the Resource Fields are displayed (analog to ticket data of Custom Fields in a ticket). Data of Resource Fields may also be displayed in tabs which represent Resource Field Groups (also analog to tabs on a ticket page which represent Custom Field Groups). The Resource Fields are displayed according to the layout you have defined. See section <u>CM.Resource Pool Setting Up the Basic Resource Model</u> for details.
- The icon for each resource of the Resource Type can be defined in the Admin Tool.
- The template for the display of the resource name is defined for the Resource Type. Here on the resource page, the *Default* template is used, see section <u>CM.Resource Pool - Templates for</u> <u>Resource Data</u> for details.
- The menu entries (links) in the top right corner of the page are only visible if the engineer has the required access permissions:
  - Edit link: WRITE permission
  - Deactivate link: DEACTIVATE / ACTIVATE permission
  - Delete link: DELETE permission
- If Resource Actions are defined for resources of this type (not shown in the figure above), they
  will be available on the resource page as well, just like workflow activities for tickets. See section
  <u>CM.Resource Pool Resource Actions</u> for details. However, an engineer will only see the
  Resource Actions if he has the permission ACT for the respective Resource Type.
- For an engineer, the section Additional Details might not be displayed if his roles do not have the permission Details read. See section CM.Resource Pool - Assigning Permissions for <u>Resources</u>.
- If relations to other resources, contacts or companies, or to tickets have been defined in the Admin Tool, relations might be displayed in the respective sections of the resource page if real relations have been created for the resource by an engineer. See section <u>CM.Resource Pool</u> -<u>Resource Relations</u> for details.

# G.1.3.3 Working with the Resource Type Page

The Resource Type page provides an overview of all resources of one specific Resource Type. You can open the Resource Type page by opening the Resource Pool Dashboard and clicking on the name of the Resource Type.

Open Resource		Resource pool	Text templates	Document template	es l	All customer groups
Pool - Dashboard		Resource pool Search or create	Resources			
Click to open Resource Type Page		Printers     HP_Printer		Create new	Office Software     MS_Word2013	Create new
Faye	-	n PCs PC_Desktops		Create new	n Products Jackets	Create new
		PC_Laptops		Create new	Shoes	Create new
					Skirts	Create new

Figure 506: ConSol CM Web Client - Opening a resource type page

	HP_Printer			Create
	Search results (2)			
	Keyword (Pattern)	Enter text or pattern     Deactivated incl.	🛱 🕂 🛛 Filter	
	<b>⇔</b> ▼ Inventory number	IP address	Location	Name
1	4712	123.123.123.123	In my office	My new HP printer
	4711	192.168.123.123	top floor	Best Printer ever

Figure 507: ConSol CM Web Client - Resource type page

On the Resource Type page, all resources of this type are listed. They can be filtered by the values of the Resource Fields using the search in the top section of the page.

How You, as an Administrator, Can Manipulate the Layout of the Resource Type Page

- In the drop-down menu for the search, only fields which have been indexed are available for selection. See section Search Configuration and Indexer Management for details.
- The column headers represent the localized values of the names of the Resource Fields which an admin has defined. See section <u>CM.Resource Pool Setting Up the Basic Resource Model</u> for details.

#### G.1.3.4 Setting a Resource as Favorite

Like tickets, searches and customers, resources can also be placed in the Favorites section using dragand-drop, e.g., on the resource page.

Resource to be placed in Favorites (drag-and-drop)	
Resource Edit Deactivate Dek	te Activities
PC: My cool PC - Computer-0815	Create a new ticket in SD for this resource
Internal ICreation date: 775446 11 00-041 name My cool PC model Computer-0615 PC: My cool PC	Workspace Workspace is empty
	All your unsaved tasks are automatically listed in this workspace.
No additional details Comment Attachment	already stored
Comments Attachments	Favorites in Favorites
New	HP Printer: 4712
Click here to add a comment	OpenTicketsAUSTR
	Service request
List of comments	-
Resource does not have any comments.	
Related Resources (2)	^
Printers Office Software	
Represents usage of the HP printer by the desktop PC (2)     Add       IP Printer ATI I       Wrentsy number       Name     4711       Location     Best Printer ever       Location     top floor	
P address 192.168.123.123 Date 7/24/15 10:50 AM HP Printer: 47/2 ▼	
Aritz Inventory number Name Location IP address 4712 Wy new HP printer In my office IP address 12,123,123,123	
Date 7/13/15 11:33 AM	

Figure 508: ConSol CM Web Client - Resource page: Using drag-and-drop to put a resource into the Favorites section

How You, as an Administrator, Can Manipulate the Display Format of the Resource Concerning Dragand-Drop to Favorites

- The format for the display of the resource in the Favorites section is based on the *Default* template, as described in section <u>CM.Resource Pool</u> <u>Templates</u> for <u>Resource Data</u>.
- The format for the display of the resource in the drag-and-drop box is based on the *Default* template, as described in section CM.Resource Pool Templates for Resource Data.

#### G.1.3.5 Defining and Using Resource Relations

The same principle as for Resource Groups and Resource Types also applies to Resource Relations:

- First, the Resource Relation has to be defined in the data model using the Admin Tool
- Then, the real relations between resources (objects of a certain Resource Type) and other objects (tickets, customers or other resources) have to be created using the Web Client.

This is explained in detail in section <u>CM.Resource Pool - Resource Relations</u>. A short example:

To link a resource (e.g., a PC desktop) to tickets in the queue *ServiceDesk*, first, define this relation type (i.e., resource-ticket) in the Admin Tool.

Then an engineer can create a relation for a PC to a ticket, e.g., when an incident ticket involving this machine is created.

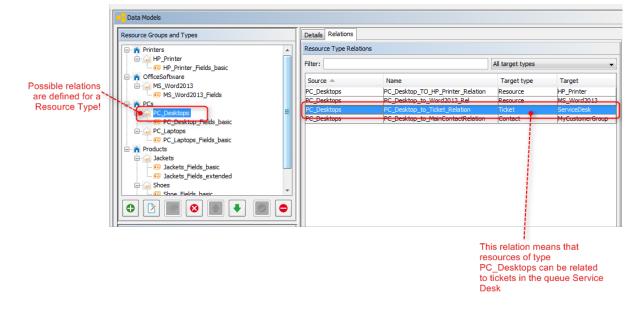


Figure 509: ConSol CM Admin Tool - Defining a new resource relation

	Ticket	Accept Edit Clor	ne   Print
Ticket in queue Service Desk	100199	Problems with my PC ServiceDesk New ticket Unassigned Open since 7/24/15 9:21 AM Priority high Desired deadline 7/24/15 4:00 PM Request Type Request Type TechnicalProblem	
		Groups	Edit 🗛
		Conversations/Meetings Orders Open Customer Tickets on Create Date	
		Customers (1)	Add 🔺
		Main	
	@	Skywalker Luke  Reseller  email luke@starship.com phone 123 vip_person no CM/Track Login (LDAP) luke CM/Track Password  MyNewSpaceCompany 999  company_name MyNewSpaceCompany Company number 999 address Milkyway 77 city Alderaan zip 7777 country Unknown phone_frontdesk 123	
		No additional engineers	Add 🗛
		No relations //	Add 🗛
Relation type is		Related Resources	-
offered, no real relation created yet		PCs PC_Desktop_to_Ticket_Relation (0) Add	
		History Comment   E-Mail   Attachment   Time book	king 🗛
		Display communication 💌 Sorting latest first 💌	
		Add comment, e-mail or attachment	
	1 minute a	ago #1 created by Susan ServiceDesk   Action 💌	

Figure 510: ConSol CM Web Client - Ticket where a relation to a PC can be created

No relations		Add 🗛
Related Resources		-
n PCs		
PC_Desktop_to_Ticket_Relation (0)		
Add Relation		
PC_Desktops	_	
PC: My cool PC - Computer-0815		
OK Cancel		
History	Comment F-Mail Attachment T	ime booking

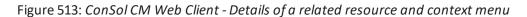
Figure 511: ConSol CM Web Client - Creating a relation between a ticket and a PC

 NOTEIAUOIIS					^
Related Resources (1)					^
PCs PC_Desktop_to_Ticket_Relation (1)	Add				
History		Comment E-M	Iail Attachment	Time booking	~

Figure 512: ConSol CM Web Client - Ticket with relation to a PC

When the relation has been created, the counter of the relation is set to 1. The engineer can then display details of the relation by clicking on the relation name.

Related Resources (1)	
PC_Desktop_to_Ticket_Relation (1)  PC: My cool PC - Computer-0815  Jump to resource Remove relation	Add



The context menu of the related resource offers two options:

- Jump to resource
   Opens the resource page of the related resource.
- Remove relation
   Removes the relation of the ticket with the resource.

How You, as an Administrator, Can Manipulate the Display of Resource Relations

- The name and description of the relation which is displayed is the localized value of the relation name and description which you defined using the Admin Tool. Please note that there is one description for the source side and one for the target side of a relation.
- A note for a resource relation can only be added in the Web Client if the check box *Note field is available* has been set for the resource relation definition in the Admin Tool.
- When one resource of a type has been added to an object (e.g., to a ticket), the *Add* option (e.g., to add another resource of the type PC to the ticket) will only be available when the cardinality of the relation is set to *many-to-one, one-to-many* or *many-to-many*.

### G.1.3.6 Defining and Using Resource Actions

Resource Actions also have to be defined using the Admin Tool. Each Resource Action is based on an Admin Tool script.

Resource Actions are explained in detail in section <u>CM.Resource Pool - Resource Actions</u>. Here, only a short example is provided.

A Resource Action is always defined on the navigation item *Actions* in the navigation group *Resources* and the assigned to one or more Resource Type(s). For example, an action is defined which should offer the possibility to create a new ticket in the queue ServiceDesk, directly from the resource page. Thus, when a customer calls to complain about a problem with the PC, the Service Desk agent can start by opening the PC's detail page for information about this asset. If necessary, the agent can directly create a new Service Desk ticket for the customer.

ConSol CM6	0	•
A Home	Actions	
Access and Roles	Resource Type Action Administration Details	
E Lists	Filter:     All action types     All resource types     Name:     CreateTicketForPC_DesktopAction	
🗉 Tickets	Vame Type Manual Condition Script:	
Lustomers	CreateTicketForPC_DesktopAction Manual Execution Script: CerateTicketForPC_Desktop.groovy	
ᢙ Resources	Description:	
Data Models Relations Overview Actions Global Configuration Data Warehouse Services E-Mail	Resource types	
🗘 System	Locale Value Deutsch Neues Ticket in SD für diese Ressource erstellen	
	Englisch Create a new ticket in SD for this resource	
CM_Administration]		

Figure 514: ConSol CM Admin Tool - Definition of a resource action

										Resource
Resource	е				Edit	Deactivate	Delete	Activities -		Action offered
	PC: My cool PC - Com							Create a new ticket in SD for this resource	J	as activity on the Resource Detail Page
	Internal   Creation date: 7							Workspace		
	name My cool PC modell Computer-0815							Workspace is empty All your unsaved tasks are automatically listed in this workspace.		
	No additional details				Comm	ent Attachme	nts 🗛			
	Comments	Attach	ments					Favorites	Ξ	
	New							HP Printer: 4712		
	Click here to add a co	mmont						OpenTicketsAUSTR		
		inition.						Service request	-	
	List of comments									
	Resource does not ha	ve any comments.								
	Related Resources (	1)					~			
	Printers			n Office Sof	tware					
	Represents usage desktop PC (1)	of the HP printer	by the Add	PC_Desktop	_to_Word2013_Rel (0)		Add			
	Related Companies a	nd Contacts (1)				A	dd 🗛			
	PC_Desktop_to_Main	ContactRelation	(MyCustomerGrou	p)(Contact)						
	🕸 🔻 Contact	Date	Fi	rst name	Lastname	Actions				
	💄 Luigi Arcon	7/14/15 11:42 AN	l Li	ılgi	Arcon	×				
	Related Tickets (1)					A	dd 🔺			
	All 👻									
	Ø.▼ Date	Name	Relation		Subject	Actio	ons			
	7/24/15 9:28 AM	00199 🔞	PC_Desktop_to_Tic	ket_Relation	Problems with my PC	. 🗵				
	11° 4									
	History						~		Ŧ	

Figure 515: ConSol CM Web Client - Resource activity (based on resource action)

Ticket		Accept   Edit   Clon	e   Print
100337	New Ticket for Resource: My cool PC ServiceDesk   New ticket Unassigned   Open since 8/14/15 1:54 PM Priority low		
	Groups	E	dit   🔺
	Conversations/Meetings Orders Open Customer Ticke	ts on Create Date	
	Customers (1)	A	A   bb.
	Main		
<b>_</b>	Luigi Arcon v MyCustomerGroup		
	No additional engineers	Α	Ad 🛛 木
	No relations	A	dd   木
	Related Resources (1)		
	n PCs		
	PC_Desktop_to_Ticket_Relation (1) Add		
	History	Comment   E-Mail   Attachment   Time book	ing   木
	Display communication 💌 Sorting latest first 💌		
	Add comment, e-mail or attachment		
	No attachments		

#### Figure 516: ConSol CM Web Client - Service Desk ticket created by a resource action

#### How You, as an Administrator, Can Manipulate the Display of Resource Actions

- The name of the resource activity which is displayed in the Web Client is the localized name of the Resource Action which an administrator has defined in the *Resource Actions* panel. For details see section <u>CM.Resource Pool Resource Actions</u>.
- The localized value of the description of the Resource Action will be displayed as mouse-over text for the resource activity in the Web Client.

## G.1.3.7 Using the Quick Search to Find Resources

In the result list of the Quick Search, resources are displayed in a distinct section:

			-			
	All cus	tomer groups	Q, printer	r		
TICKETS						
ServiceDesk	100245	Printer does no	ot work			
1	100313	Printer still doe	es not work			
	100260	Sell a printer to	each spec	cial end customer		Resources
RESOURCES						section in
HP_Printer	HP Printer: My new HP printer - 4712 HP Printer: Best Printer ever - 4711				1	Quick Search result list
	Show all	Create	e ticket	Create custom	er	

Figure 517: ConSol CM Web Client - Result list of Quick Search with distinct resource section

How You, as an Administrator, Can Manipulate the Display of Resources in the Quick Search

- The format for the display of the resource in the Quick Search result list section is based on the *Quick Search* template. For details see section <u>CM.Resource Pool Templates for Resource</u> <u>Data</u>.
- The value of the system property *cmweb-server-adapter, globalSearchResultSizeLimit* defines the maximum number of hits displayed in the result list.

## G.1.3.8 Using the Detailed Search to Find Resources

In the Detailed Search, an engineer can search for all resources of a certain type, provided that the respective Resource Field is indexed (the annotation *field indexed* has been set, usually to the value *transitive*).

Logged in: <u>Susan ServiceDe</u>	sk 💌			
	plates Document templates		All customer groups	A
Search				Workspace
Search criteria Resource type Please select	<u>^</u>	Search		Workspace is empty All your unsaved tasks are automatically listed in this workspace.
	Printers ^			Favorites
	HP_Printer			HP Printer: 4712
Partners (PartnersCompan		r) Reseller (ResellerCompany) Resources		OpenTicketsAUSTR
Search results (0)	PCs E			Service request
No search results	PC_Desktops PC_Laptops			
	Products			
	Jackets			

Figure 518: ConSol CM Web Client - Detailed Search for resources

Search									
Search criteria									
Resource type HP_Printer  Please select  Deactivated incl.									
Partners (PartnersCom	pany)	Reseller (ResellerCustomer)	Res	eller (ResellerCompany)		Resources	≣▼		
Search results (2)	Search results (2)								
to v Inventory number	Inventory number         IP address         Location         Name								
4712	4712 123.123.123			In my office		My new HP printer			
4711	192.	168.123.123		top floor		Best Printer ever			

Figure 519: ConSol CM Web Client - Result list of a Detailed Search for resources

#### How You, as an Administrator, Can Manipulate the Display of Resources in the Detail Search

- On the Detailed Search page, in the drop-down menu where Resource Types are listed, a Resource Type will only appear if the respective Resource Field has been annotated with *field indexed* (usually with the value *transitive*).
- The value of the system property *cmweb-server-adapter, searchPageSize* defines the number of hits which are initially displayed
- If search actions are defined for a certain resource type, the engineer will see the possible actions as Activities in the Web Client in each search result list where resources of this type are listed. Please refer to section <u>Action Framework Search Actions</u> for details about this topic.

# G.1.4 CM.Resource Pool - Setting Up the Basic Resource Model

## G.1.4.1 Introduction

This chapter will guide you through the complete set-up of a resource model. You will learn how to

- create a Resource Group
- create two Resource Types within this Resource Group
- create data fields for the resources, i.e., create Resource Field Groups for the Resource Types
- create Resource Fields within the Resource Field Groups. i.e., create the data fields
- define templates for the display format of the resource names in the Web Client

In our example, you are an administrator who has to set up a resource model for a company which wants to manage their IT assets, as well as their products, using the Resource Pool.

The complete model will look like the one in the following figure. We will show you how to define the Printers and the Office software to demonstrate the basic principles. Then you should be able to configure all remaining resources yourself.

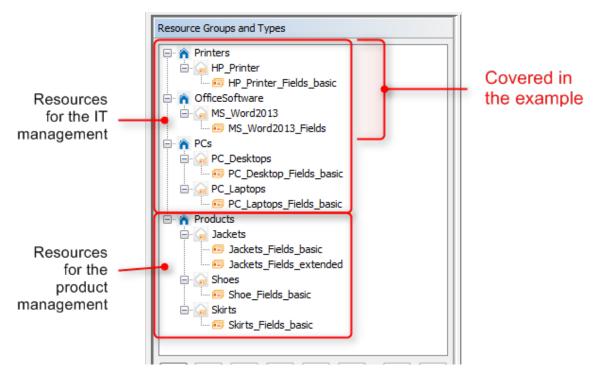


Figure 520: ConSol CM Admin Tool - Example of a resource model

## G.1.4.2 Creating a Resource Group with the First Resource Type

A Resource Group represents the objects at the highest hierarchical level in the data model of the Resource Pool. In our example, all printers are managed in a Resource Group *Printers* and all office software packages are managed in a Resource Group called *OfficeSoftware*. The following figure shows some Resource Groups and Resource Types in the Web Client. This should provide you with an

overview of the configuration in the Admin Tool and its consequences in the Web Client. Please keep in mind that the technical object names which are used in the Admin Tool are usually not the (localized) names which are displayed in the Web Client.

		Resource Groups		Resource Types
	Logged in: Susan ServiceDesk 🔸			0
	Resource pool Text templates			All customer groups
	Resource pool Search or create Resources		Office Software	~
1	HP_Printer	Create new	MS_Word2013	Create new
ĺ	n PCs		n Products	
	PC_Desktops	Create new	Jackets	Create new
	PC Laptops	Create new	Shoes	Create new
			Skirts	Create new

Figure 521: ConSol CM Web Client - Resources in the Resource Pool Dashboard

The first step in a new (empty) resource model is to create a new Resource Group which contains one Resource Type. The Resource Type contains one Resource Field Group.

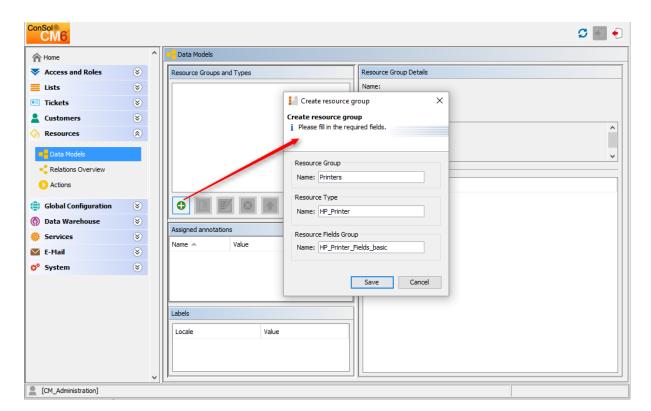


Figure 522: ConSol CM Admin Tool - Creating a new resource group

To create a Resource Group, fill out the following fields. The localization for the names of Resource Group, Resource Type and Resource Field Group is done using the fields on the main *Data Models* tab and is explained in section Localization of Data Fields. The descriptions are localized using the *Localize* button which is explained in section Localization of Objects in General, Type 1.

Resource Group, Name

The technical name of the Resource Group.

• Resource Type, Name

The technical name of the first Resource Type within the Resource Group. More Resource Types for the Resource Group can be added later on.

• Resource Field Group, Name

The name of the first Resource Field Group (similar to a Custom Field Group for ticket data) within the Resource Type. In case the Resource Field Group is displayed in the Group section of the resource page (annotation *show-in-group-section = true*), the localized name will be displayed as header of the respective tab.

More Resource Field Groups for the same Resource Type can be added later.

Click Save to create the Resource Group, Type and first Field Group.

Once you have defined the Resource Group, you can add some more data for the created objects.

Data Models			_	
Resource Groups and Types	Edit resource Edit resource gr i Please edit res		× -	
		inters he world's coolest printers		^
	Icon:			· · ·
		Save	ncel	
Assigned annotations           Name         Value         Annotation g	roup			
Labels				
Locale Value				
English(default) Printers German				
Polish				

#### Editing the Resource Group

Figure 523: ConSol CM Admin Tool - Editing a Resource Group

Mark the Resource Group and click the *Edit* button to edit some Resource Group parameters:

• Description

You can enter the description directly in the pop-up window, which will become the default description, or you can use the *Localize* button to enter localized values for each language. The Resource Group description is displayed only in the Admin Tool, not in the Web Client.

• Icon

Select one of the ConSol CM standard icons by clicking the icon, or use the file browser to upload an icon of your choice. The Resource Group icon will be displayed in the Web Client next to the name of the Resource Group. In this way, you can, for example, select a Printer icon for printers, a PC icon for PCs, etc. Allowed image file formats are: jpg, png, gif. We recommend to use 32 x 32 px as image size to achieve a reasonable size of the icon on the Resource Type Page. In tables and at other locations on the GUI where the resource is displayed, the icon is re-sized automatically.

Search or create Resou	Irces
Printers	
HP_Printer	Create new

Figure 524: ConSol CM Web Client - Customized icon for a Resource Group

Click *Save* to commit your changes.

### Editing the Resource Type

	Edit resou	urce type		×
Data Models      Resource Groups and Types	Edit resource i Please edit	e <b>type</b> t the resource type data.		
Printers	Name:	HP_Printer		
	Description:	Internal		<b>\$</b>
	Icon:			
	Templates	Automatic Actions Manua	Actions Search Actions	
	templateT Default Quick Sear Search		templateName HP_Printer_Template_Default	
Assigned annotations           Name A         Value         Annotation group	Rest History			
	Type		Save	Cancel
Labels				

Figure 525: ConSol CM Admin Tool - Editing a Resource Type

Mark the Resource Type and click the *Edit* button to edit the following Resource Type parameters:

## • Description

You can enter the description directly in the pop-up window, this will become the default description. Or you can use the *Localize* button to enter localized values for each language. The Resource Type description is displayed as information in the Admin Tool only, not in the Web Client.

- Mode (for a detailed explanation of all modes, refer to section <u>Information about Resource</u> <u>Modes</u>)
  - Internal

Resource data is fully managed by ConSol CM. For details see section Internal Resources.

• On the fly

Resource data are retrieved from an external backend system whenever requested (available in ConSol CM version 6.10.3.0 and higher). For details see section <u>On the fly</u> <u>Resources</u>.

Cached

Resource data come from an external backend system and are cached in ConSol CM. A refresh of an item can be triggered manually (available in ConSol CM version 6.10.3.0 and higher). For details see section <u>Cached Resources</u>.

Imported

Resource data come from an external backend system and are stored in ConSol CM. An update requires a new bulk data import (available in ConSol CM version 6.10.3.0 and higher). For details see section Imported Resources.

#### • Icon

Select one of the ConSol CM standard icons by clicking the icon, or use the file browser to upload an icon of your choice. The Resource Type icon will be displayed in the Web Client next to the name of the Resource Type, e.g., on the Resource Type page. In this way, you can, for example, select a Printer icon for printers, a PC icon for PCs etc. Allowed formats are: jpg, png, gif. We recommend to use 32 x 32 px as image size to achieve a reasonable size of the icon on the resource page. In tables and at other locations on the GUI where the resource is displayed, the icon is re-sized automatically.

• Templates

Here you can define the templates for the display format of resource data in the Web Client (analog to templates for customer data). This is explained in detail in section <u>CM.Resource Pool</u> - <u>Templates for Resource Data</u>.

### Automatic Actions

Here you can assign automatic resource actions to the Resource Type. The resource actions have to be defined first, using the *Resource Actions* section of the Admin Tool. See section CM.Resource Pool - Resource Actions for a detailed explanation.

Manual Actions

Here you can assign manual resource actions to the Resource Type. The resource actions have to be defined first, using the *Resource Actions* section of the Admin Tool. See section <u>CM.Re</u>source Pool - Resource Actions for a detailed explanation.

## Search Actions

Here you can assign search actions to the Resource Type. The resource search actions have to be defined first using the *Scripts and Templates* section of the Admin Tool. See section <u>Action</u> <u>Framework - Search Actions</u> for a detailed explanation.

The Resource Relations are also defined for a Resource Type. This is described in detail in the section <u>CM.Resource Pool - Resource Relations</u>.

### Information about Resource Modes

The mode of a resource type defines whether the resource data is stored in the ConSol CM system and - if required - how the transfer from the external system to ConSol CM is managed. Once the mode has been set and resources of the respective type are present in the system, the mode cannot be changed!

In ConSol CM, you have to distinguish between *internal resources* and *external resources*. The latter comprise *On the fly Resources, Cached Resources* and *Imported Resources*, i.e., all resources which are not completely stored in and managed by ConSol CM.

Only internal resources can be created using the Web Client. External resources can be neither created nor modified (permanently) nor deleted using the Web Client. For all external resources the complete data model has to be defined in the Admin Tool before the first data transfer can be performed. The use of *On the fly Resources* and *Cached Resources* is based on the implementation of a specific interface. Therefore, those resources can only be used with a customer-specific ConSol CM *.ear* file. The respective development project has to be built and deployed before the first data transfer takes place. The following sections provide a detailed overview of all four resource types.

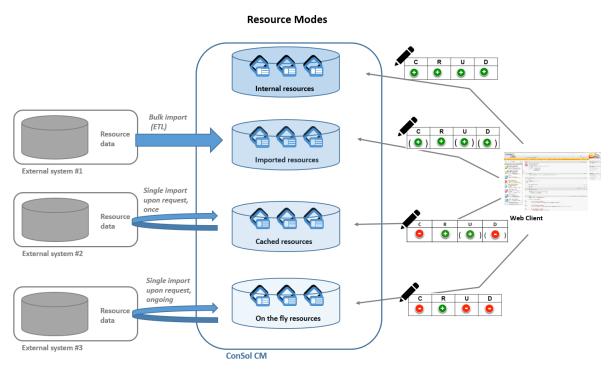
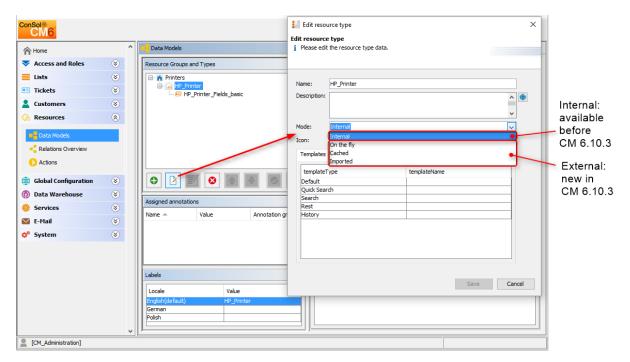


Figure 526: Resource modes



Definition only possible for a newly created Resource Type!

Figure 527: ConSol CM Admin Tool - Configuration of Resource Type mode

### **Internal Resources**

This mode is available in all ConSol CM versions with a Resource Pool, i.e., starting with CM version 6.10.1.

The resource data is fully managed by ConSol CM. Engineers who have sufficient access permissions can use the Web Client to create, modify or delete resources.

### On the fly Resources

This mode is available in ConSol CM versions 6.10.3.0 and higher. In previous versions this mode is not available.

The resource data is retrieved from an external backend system whenever requested. The mode *on-the-fly* relies on a customer-specific implementation of the Java interface *ResourceExternalSource*.

An *on-the-fly* resource does not have any data which is stored in ConSol CM except for an external ID. This ID is used to retrieve data from the external system upon request.

In the Web Client:

- The Detailed Search is not available.
- In order to search CM for an on-the-fly resource, only the external ID can be used.
- There is no resource page.
- There is no Resource Type Page

- The resource is only available/visible in the Relations section of
  - tickets
  - customers
  - other resources.
- The resource data cannot be edited.

### **Cached Resources**

This mode is available in ConSol CM versions 6.10.3.0 and higher. In previous versions this mode cannot be selected.

The resource data originates from an external backend system. The data is transferred into ConSol CM upon the first request and is then cached in the ConSol CM database. The first request to the external system is executed when the resource is linked to another object (a ticket, a customer or another resource), i.e., when a relation is established. The mode *Cached* relies on a customer specific implementation of the Java interface *ResourceExternalSource*.

In the Web Client:

- The Detailed Search is only available for resources that have been requested at least once and are thus present in ConSol CM with their full data set.
- For resources which are already present in ConSol CM (i.e., are cached)
  - a resource page is available.
  - a Resource Type Page is available.
  - a refresh of the resource data can be triggered manually on the Resource Page.
- In order to search ConSol CM for a *cached* resource which has not yet been requested, only the external ID can be used.
- There are no Resource Pages for resources which have not yet been cached.
- The resource is only available in the *Relations* section of tickets, customers or other resources. The Resource Fields are only displayed in the *Relations* section as well.
- The resource data cannot be edited.

### **Imported Resources**

This mode is available in ConSol CM versions 6.10.3.0 and higher. In previous versions, the mode cannot be selected.

The resource data originates from an external backend system and is stored in the ConSol CM database. Once the data has been imported into ConSol CM, it is treated almost like internal data. The import into ConSol CM usually relies on an *ETL* (*Extract - Transform - Load*) job which is run once or on a certain schedule.

In the Web Client:

- The Detailed Search is fully available for imported resources.
- A resource page is available.
- A Resource Type Page is available.

- Imported resource cannot be created using the Web Client (only via import).
- The resource data can be edited, but a new import might overwrite changes.
- In order to integrate external resources into your CM system, you have to write a special Java / Groovy class which implements the interface *ResourceExternalSource* with the three methods
  - PageResult<Resource>searchByPattern(ResourceType pType, String pPattern, int pPageSize, int pPageNumber)
  - Resource *importResource*(Resource pResource)
  - Resource getByExternalld(ResourceType pType, String pExternalld)

A detailed example for a mock class is provided in the ConSol CM Release Notes for version 6.10.3. You will have to implement the methods for your system to provide real data from your IT infrastructure.

#### Editing the Resource Field Group

A Resource Field Group is a collection of Resource Fields, the data fields for resource data (analog to a Custom Field Group which is a collection of Custom Fields for ticket data). Resource Fields can never be managed as singular objects, they are always managed (e.g., faded in or out) as a Resource Field Group.

A Resource Field Group has the following group-specific parameters. Mark the desired Resource Field Group and click *Edit* to edit those values (see the next section).

Data Models	Edit resource field group	×
Resource Groups and Types	Edit resource field group i Please edit resource field group data	
	Name: HP_Printer_Fields_basic Dependent Enum Scripts Assigned Available	
Assigned annotations Name  Value Annot	name       name         BuildLocationDependentEnum         BuildLocationDependentEnum         Image: State Sta	
Labels Value	Sa	ave Cancel
English(default) HP_Printer_Fields German Polish	_basic	

#### Editing Resource Field Group-Specific Parameters

Figure 528: ConSol CM Admin Tool - Editing Resource Field Group-specific parameters

Here, you can edit the following fields:

#### • Name

The technical name of the Resource Field Group. This should only be changed if truly required, as changing it might have side effects on all scripts (workflow and Admin Tool) which use the Resource Group name. To change the term of the Resource Field Group which is displayed in the GUI, use the mechanism which is explained in section Localization of Data Fields.

#### Dependent Enum Scripts

Here you can assign a Dependent Enum to the Resource Field Group. The Dependent Enum has to be defined as an Admin Tool script first, as described in section <u>Scripts of Type Dependent</u> Enum.

#### Setting Resource Field Group Annotations

A Resource Field Group can have annotations. Select the Resource Field Group and press the *Annotations* button to set or unset annotations. The annotations are the same as for Custom Field groups. All annotations are listed and explained in <u>Annotations</u>.

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Data Models			Group annotations X
Resource Groups ar			Group annotations     Add annotations.
Assigned annotation Name A auto-open-group show-labels-in-edit show-tooltips	8	Annotation group layout layout layout layout	Assigned annotations       Unassigned annotations         Name ▲       dwh-no-history         auto-open-group       who-history         show-labels-in-edit       mo-history         show-tooltips       reportable group         reportable group       resource-custom-fields-group-mode         show-labels-in-view       show-in-group-section         show-labels-in-view       show-watermarks         unit is a contact       init is a contact
Labels			Labels
Locale English(default) German Polish	Val	ue Printer_Fields_basic	Locale Value

Figure 529: ConSol CM Admin Tool - Resource Field Group annotations

#### **Creating and Editing Resource Fields**

Resource Fields are containers for the data of resources (analog to Custom Fields for ticket data). Resource Fields always belong to a Resource Field Group. To add or edit Resource Fields of a Resource Field Group, select the group in the resource data model and enter all required data on the right-hand side of the Admin Tool.

Data Models						
Resource Groups ar	nd Types		Resource type group fie	lds		
Printers	ter		Filter:			
HP_	Printer_Fields_ba	sic	Name		Data type	
			inventory_number		string	
			location		string	
			IP_address		string	
Assigned annotation		Annotation group	Assigned annotations	Value	]	Annotation group
auto-open-group		layout	field indexed	transitive		indexing
show-labels-in-edit	true	layout	position	0;0		layout
show-tooltips	true	layout				
Labels			Labels			
Locale	Valu	e	Locale		Value	
English(default)	HP_F	Printer_Fields_basic	English(default)		inventory_num	nber
German			German			
Polish			Polish			

Figure 530: ConSol CM Admin Tool - Managing Resource Fields

## Creating a New Resource Field

To create a new Resource Field, click the *Add* button and enter the required data in the pop-up window.

		11	Create fie	ld			×
Resource type group fiel	lds	-					
-1.			ate field				
Filter:		1 9	Create new	/ neid.			
Name	Data type						
inventory_number	string	1					
location	string	F	ield details				
IP_address	string	-					1
		N	lame:	note			
			ata type:	string		~	
				list		~	
				struct			
				number			
				fixed-point number			
				string			
Assigned annotations		1 L		long string			
Assigned annotations				short string			
Name 🔺	Value			MLA field		×	
		1			Save	Cancel	

Figure 531: ConSol CM Admin Tool - Creating a new Resource Field

Enter the following data:

• Name

The technical name of the Resource Field. This is used in scripts and templates. The localization mechanism is explained in section Localization of Data Fields.

• Data type

The data type of the Resource Field. You can select a data type from a drop-down list, like for Custom Fields or Data Object Group Fields. The following section provides detailed information about the available data types.

### Types of Data Fields

The following data types are available for Custom Fields, Data Object Group Fields and Resource Fields.

• boolean

Values: true/false. Depending on the annotation *boolean-type*, the value is displayed as checkbox, radio buttons, or drop-down list.

If you work with scripts, either in CM workflows or in the Admin Tool, please note that the behavior of boolean fields which are represented as checkboxes, i.e. with annotation *boolean-type = checkbox* (default) is different depending on the CM version!

#### • In CM versions prior to 6.9.4.0:

If a boolean field has not been touched, its value is *false*. If it is checked, its value is *true*, and if it is unchecked again, its value is *false* again.

#### • In version 6.9.4.0 and up:

If a boolean field has not been touched, its value is *NULL*. If it is checked, its value is *true*, and if it is unchecked again, its value is *false*.

Fields which have already been filled with values in the database will not be changed during an update from a version prior to 6.9.4.0 to a version 6.9.4.0 and up.

Boolean fields represented as radio buttons (annotation *boolean-type = radio*) or drop-down menu (annotation *boolean-type = select*) are always shown and behave as described for versions 6.9.4.0 and up, i.e., with *NULL* value if untouched.

#### date

Format and accuracy can be set by annotations.

#### enum

For sorted lists. The engineer can choose one of the enum values in the Web Client. Enums and values have to be created previously within the <u>Managing Sorted Lists: Enum Administration</u>. Select the desired *Enum type* and *group* in the fields below.

list

A data field of this data type is the first step to creating a list (one column) or a table (multiple columns) of input fields in the Web Client.

- For a table the next step will be to create another field of type *struct* (see below) to contain the input of the individual list fields (which will become the columns of the table).
   So, if you want to create a table you have to define a field of the type *struct* first (see below) before you can add the fields for the table columns.
- For a **simple list**, the next step will be to create fields which belong to the list. No *struct* is required.

For all fields belonging to a list or table you have to set the dependencies in the field *Belongs to* (see below). For example, a table field (which is a regular data field) always belongs to a *struct*, a struct always belongs to a *list*.

• struct

A data field of this type defines a data structure (line of a table) which groups one or multiple fields. It is the second step to building a table after you have created a field of the type *list*. Add the fields for the columns of the table in the next step. The dependencies have to be set for each field in the *Belongs to* field (see below), i.e., a *struct* always belongs to a *list*.

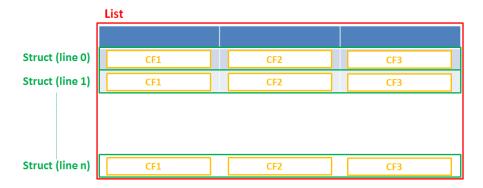


Figure 532: Scheme: List of Structs

Technically spoken, the list is an array which contains a map (= key:value pairs) in each field.

List = ar	ray
List [0]	Struct (= Map)         Fieldname0 = value0         Fieldname1 = value1         Fieldname0 = value0
List [1]	Struct (= Map)
List [2]	Struct (= Map)
List [3]	Struct (= Map)

Figure 533: List of structs, tecnical principle

#### number

For integer values.

• fixed point number

For numbers with a fractional part, e.g., currencies. You have to enter the total number of digits (*Precision*) and the number of digits that fall to the right of the decimal point (*Scale*) in the respective fields below.

## • string

For up to 4000 alphanumeric characters.

Restriction when using an Oracle database: at most 4000 bytes can be saved in UTF encoding. Starting with Oracle12c.

#### • long string

For large objects.

For long strings the limit depends on the database system used for ConSol CM: MS SQL Server: 2 GByte; MySQL: 4 GByte; Oracle: 16 - 64 GByte (depending on page size of tablespace).

#### short string

For up to 255 alphanumeric characters.

For *string* fields, you can use specific annotations to fine-tune the field definition. For example, a *string* field can be defined to contain a URL which will automatically be displayed as hyperlink or can be the hook for an autocomplete list. Please read the following section.

#### contact data reference

Special data type used internally for referencing the contacts associated with a ticket. In FlexCDM (i.e., starting with CM version 6.9.0), this data type is no longer displayed but only used internally in the CM system.

• MLA field

This data type is used for fields that contain hierarchical lists with a tree structure called *MLA* (Multi Level Attributes). The name of the field is the name of the new MLA that has to be defined within the <u>MLA Administration</u>. The group of the field has to be referenced when the MLA is created.

The data type you choose on creating a data field cannot be changed afterwards!

### Details about String Fields: Use Annotations to Fine-Tune Strings

String fields are widely used for customer, ticket, and resource data and strings can be used to contain various content, for example, a text box with a comment, a simple input field with only 20 characters, a URL or a password. The fine-tuning of string fields is implemented using specific annotations which are all listed on the <u>Annotations</u> page. However, since work with these annotations is an every-day task of CM administrators, the most important and most commonly used annotations will be explained here as well.

How can I ...

#### ... insert a text box instead of a single line?

#### Value for annotation text-type: textarea

The size of the text box can be adjusted, displayed as standard text box depending on web browser. Use the *field-size* annotation in case a specific size of the text box is required.

### ... hide the input of the fields for **passwords**?

### Value for annotation text-type: password

Only dots will be displayed. This annotation does **not** define the field to contain a password! It only defines the display mode! Use the *password* annotation to define a string field to contain the CM.Track password.

## ... display a hyperlink, display the name instead of the link?

Value for annotation *text-type*: **url** 

Input will be displayed as a hyperlink in *view* mode. String has to match a specific URL pattern:

• "^((?:mailto\:|(?:(?:ht|f)tps?)\://)1\S+)(?: (?:\|)?(.\*))?\$"

First part of the string is the link (url), second part is the name which should be displayed.

Example: "http://consol.de ConSol"

## ... display a file link?

Value for annotation text-type: file-url

Input will be displayed as a link to a file on the file system. The web browser has to allow/support those links!

Example: Enabling file:// URLs in a Firefox browser

Add the following lines to either the configuration file *prefs.js* or to *user.js* in the user profile. On a Windows system usually in a folder like

C:\Users\<USERNAME>\AppData\Roaming\Mozilla\Firefox\Profiles\uvubg4fj.default

- user\_pref("capability.policy.localfilelinks.checkloaduri.enabled", "allAccess");
- user\_pref("capability.policy.localfilelinks.sites", "http://cm-server.domain.com:8080");
- user\_pref("capability.policy.policynames", "localfilelinks");

Alternatively a Firefox browser add-on like *Local Filesystem Links* can be installed for better access to the referenced files and folders.

The link will also be displayed as tooltip.

The URL is correctly formed if the following conditions are met:

- It starts with *file:* followed by regular slashes:
  - three slashes "///" for files on the same computer as the browser (alternatively "//localhost/") or
  - two slashes followed by the server name followed by another slash for files on file servers accessible from the computer running the browser.
- These are followed by the full path to the file ending with the file name.
- The path on Microsoft Windows systems is also written with forward slashes instead of backslashes.
- The drive letter of a local path on Microsoft Windows systems is noted as usual, for example C:.

• Paths with spaces and special characters like "{, }, ^, #, ?" need to be percent encoded ("%20" for a space for example) for Microsoft Windows systems.

### **Example URLs:**

- file://file-server/path/to/my/file.ext
- file:///linux/local/file.pdf
- file:///C:/Users/myuser/localfile.doc

### ... define a label?

Value for annotation *text-type*: **label** 

This will be a read-only field which is displayed in gray, use the *label-group* annotation to link label and input fields which belong together. Please take a look at the annotations for labels (*show-label-in-edit*, *show-label-in-view*) before implementing special label fields!

### ... define a field for the CM.Track login?

Value for annotation username: true

Will be used for authentication against CM.Track server. Only for Data Object Group Fields in a contact object.

### ... define a field for the CM.Track password?

Value for annotation password: true

Will be used for authentication against CM.Track server (in DATABASE mode). Only for Data Object Group Fields in a contact object.

### ... define a field for the valid e-mail addresses?

### Value for annotation email: true

The field may only contain valid e-mail addresses. Input will be validated according to standard e-mail format <name>@<domain>.

### ... define a scripted autocomplete list?

### Value for the annotation *text-type* = **autocomplete**

Optional: value for the annotation *autocomplete-script* = <name of the respective script>

A scripted autocomplete list is used to provide a drop-down menu which is filled dynamically using the input the engineer has provided so far. For example, when the user types "Mil", the possible values "Miller", "Milberg", and "Milhouse" are displayed as list and the engineer can select the one required for the field. You know this behavior from other autocomplete fields, e.g., the search for engineers for a ticket or the search for customers while creating a ticket. However, in these cases, CM generates the list automatically. The behavior cannot be influenced or customized. Scripted autocomplete lists, on the contrary, can be implemented by the CM administrator. The values are based on a result set which is dynamically created. The result set can contain strings, engineers, customers (Units), and resources.

A detailed description of scripted autocomplete lists is provided in section <u>Scripted Autocomplete</u> <u>Lists</u>.

#### Setting Resource Field Annotations

The characteristics of a Resource Field, e.g., the visibility, the position in the Web Client, and whether the field should be indexed or reportable, are defined using annotations. You might know this principle from your work with Custom Field annotations.

D 6-14		Field annotations	×
Resource type group field	IS	Field annotations	
Filter:		i Add annotations.	
Name	Data type		
inventory_number	string	Assigned annotations Unassigned annotations	
location	string		
IP_address	string	×	~
note	string	Name 🔺 Name 🔺	
		position required	
		text-type resource-color	
		rowspan	
		show-label-in-edit	
	🚯 🔺 🛛	show-label-in-view	
		show-tooltip	
		show-watermark	
Assigned annotations		sortable	
Name 🔺	Value	ticket-list-colspan	~
		Save	Cancel
Labels			

Figure 534: ConSol CM Admin Tool - Defining Resource Field annotations

The annotations which are available are the same as for Custom Fields and are listed and explained in detail in <u>Annotations</u>.

The position annotation marks the position of the field on

- the form which is used to create a new resource. See section <u>A Short Introduction to CM.Re</u>source Pool Functionalities in the Web Client, Resource Create Form.
- the resource page which is explained in section <u>A Short Introduction to CM.Resource Pool Func-</u> tionalities in the Web Client, Resource Page.

As with ticket layout, you can place the Resource Fields in the GUI by using the matrix principle and setting the position accordingly:

0;0	0;1	0;2
1;0	1;1	1;2
2;0	2;1	2;2
n;0	n;1	n;2

Figure 535: Example matrix for position annotation

## G.1.4.3 Creating Further Resource Types within a Resource Group

To add a new Resource Type within a Resource Group, mark another Resource Type of the desired Resource Group in the list and click the *Add* button. Then fill in all required data as described in the section Editing the Resource Type.

## G.1.4.4 Creating Resource Field Groups and Resource Fields

To create a new Resource Field Group within a Resource Type, select another Resource Field Group of the desired Resource Type in the list and click the *Add* button. Then enter all the required data as described in the section Editing the Resource Field Group.

## G.1.4.5 Creating Further Resource Groups

To create a new Resource Group (OfficeSoftware in our example), select another Resource Group in the list and click the *Add* button.

Enter all the data as for the first Resource Group, see section Editing the Resource Group.

Data Models	
Resource Groups and Types	Create resource group X
□·	Create resource group i Please fill in the required fields.
	Resource Group Name: OfficeSoftware
	Resource Type Name: MS_Word2013
	Resource Fields Group Name: MS_Word2013_Fields
Assigned annotations	
Name Annotation group	Save Cancel

Figure 536: ConSol CM Admin Tool - Adding a new Resource Group

To fill the new Resource Group with Resource Types and Resource Fields, proceed as described in the previous sections.

## G.1.4.6 Example for a Complete Resource Model

In our example, the following resource model has been created. It will be used as a basis for later examples in this manual.

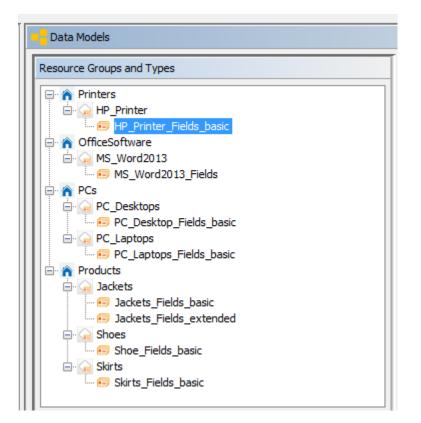


Figure 537: ConSol CM Admin Tool - Example for a resource model

Resource pool	Text templates			All customer groups
Resource pool				
Search or create	Resources			^
A Printers			<ul> <li>Office Software</li> </ul>	
HP_Printer		Create new	MS_Word2013	Create new
n PCs			n Products	
PC_Desktops		Create new	Jackets	Create new
PC_Laptops		Create new	Shoes	Create new
			Skirts	Create new

Figure 538: ConSol CM Web Client - Example for a resource model (in Resource Pool Dashboard)

## G.1.4.7 Defining Resource Relations

This is explained in detail in the section CM.Resource Pool - Resource Relations.

## G.1.4.8 Defining Resource Actions

This is explained in detail in the section <u>CM.Resource Pool - Resource Actions</u>.

G.1.4.9 Assigning Access Permissions for Resources to Engineers Using Roles

This is explained in detail in the section <u>CM.Resource Pool - Assigning Permissions for Resources</u>.

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# G.1.5 CM.Resource Pool - Templates for Resource Data

## G.1.5.1 Introduction to Using Templates for the Display of Resource Data

In the ConSol CM Web Client, resource data sets are displayed in short form at various locations, based on templates. For example, in the ticket history, the resource name, inventory number and location might be required, whereas in the Quick Search only the name and inventory number should be displayed. This section will show you where short forms are used and how the respective templates are configured using the Admin Tool.

**Templates are always defined for a Resource Type**. In our example, *HP\_Printer* is a Resource Type, i.e., the templates will be valid for all real-world HP printers which are stored in the ConSol CM system.

The configuration is based on the following principle (very similar to the display of customer data):

- A template for a specific location in the Web Client is assigned to a Resource Type in the Resource Model definition (navigation group *Resources*, navigation item *Data model*).
- The referenced template must be the name of a template which is stored in the navigation item *Scripts and Templates*, navigation group *System* of the Admin Tool. You, as an administrator, are free to assign names to the templates. All you have to make sure of is that the referenced template name in the Resource Type definition and the template name in the *Scripts and Templates* section are identical.

## G.1.5.2 Creating and Editing Resource Data Format Templates

To create and edit resource data format templates, edit the desired Resource Type in the Admin Tool and enter the names of the templates. Name them however you like resp. following any naming conventions defined by your organization.

	📔 Edit reso	urce type		×
Data Models	Edit resource			
Resource Groups and Types	1 Please edit	t the resource type data.		
Printers	Name:	HP_Printer		
🖃 🍙 OfficeSoftware	Description:			<b>)</b> 🔍
i → MS_Word2013 MS_Word2013_Fields	Mode:	Internal		~
E PCs E PC_Desktops	Icon:			-
PC_Desktop_Fields_basic	Templates	Automatic Actions Manu	al Actions Search Actions	
PC_Laptops_Fields_basic	templateT	Гуре	templateName	
	Default		HP_Printer_Template_Default	
	Quick Sear	ch	HP_Printer_Template_QuickSearch	
	Search Rest		HP_Printer_Template_Search	
Assigned annotations	History		HP_Printer_Template_History	_
Name 🔺 Value Annotation group				
			Save	Cancel
	Type		Name	T

Figure 539: ConSol CM Admin Tool - Resource data format template definition for a Resource Type

In the next step, you have to create the respective templates and store them in the *Scripts and Templates* section, as described in the following section.

## G.1.5.3 Coding Resource Data Format Templates

#### **General Principle**

The templates are written in *FreeMarker* notation. For detailed information, please refer to the <u>FreeMarker web site</u>.

Within the templates, you work with three object types:

- 1. resource: this is the current resource object
- 2. the technical name of the Resource Field Group
- 3. the technical names of the Resource Fields

Please note that there might be more than one Resource Field Group within a Resource Type!

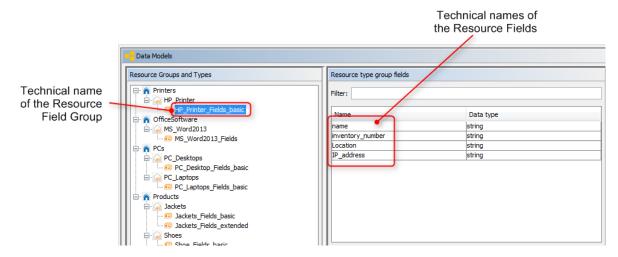


Figure 540: ConSol CM Admin Tool - Objects used in resource data template definition

The resource templates must be single-row! They must not contain line-breaks!

### **Examples for Templates**

```
// Example 1
// Resource Field group is named vehicleProperties, Resource Fields are named
vehicleIdentification and vehicleLicense
${resource.get("vehicleProperties", "vehicleIdentification") + ' (' + resource.get
    ("vehicleProperties", "vehicleLicense") + ')'}
```

```
// Example 2
// // Resource Field group is named publicTransportProperties, Resource Fields is
named passName
${resource.get("publicTransportProperties", "passName")}
```

### Localizing Enum Values in Resource Templates

Starting with ConSol CM version 6.10.5.4, enum values can be localized, i.e. you can have the localized value displayed in the Web Client. For example, an enum "SLA\_country" contains a list of countries where an SLA might be valid. In the Admin Tool, technical values are used and a localized value has to be defined for each desired language. In the Web Client, the correct country name in the respective browser locale should be displayed. If the locale of the browser is not configured explicitly, the standard CM locale will be used.

The following example works with the "SLA\_country" enum.

SLA: \${resource.getFieldValue("SLA\_Fields\_basic","SLA\_Name")!} (\${localize
 (resource.getFieldValue("SLA\_Fields\_basic","SLA\_country"))!})

Resource	SLAs
SLA: SLA_reaction_2days(France) Contracts SLAs Internal   Created: 10/20/16 8:13 AM SLA_Name SLA_reaction_2days ReactionTime [Days] 2 Valid for country France	Search results (2)          Keyword (Pattern)       Enter text or pattern       Image: text or pattern       Image: text or pattern         Image: Deactivated incl.       Deactivated incl.
Display with locale en	Resource       Image: SLA: SLA_reaction_2days (France)       Image: SLA: ReactionTime_1day (Italy)
Ressource	SLAs
SLA: SLA_reaction_2days (Frankreich)	Ergebnisliste (2)          Suchbegriff (Muster)       Text oder Suchmuster eingeben       Image: Head to be a constrained of the second of the s
Display with locale de	Ressource       Image: SLA: SLA_reaction_2days (Frankreich)       Image: SLA: ReactionTime_1dag (Italien)

Figure 541: ConSol CM Web Client: Display of an enum value based on a resource template

## G.1.5.4 Template Types

The following Template types can be defined:

- Default
- Quick Search
- Search
- Rest
- History

### Default

This template must always be defined. If it is not, there will be an error in the Web Client (*unknown* is displayed as name of all resources of this type). The template will be used for all locations in the Web Client for which no other templates have been defined and will also be used as REST template for CM.Track in case there is no dedicated <u>Rest</u> template. The templates which are described in the subsequent sections will override the default template for the specific Web Client location.

```
HP Printer: ${resource.getFieldValue("HP_Printer_Fields_basic","inventory_
number")!}
```

The template is used for

- Header of the Resource Page
- Dragged Resource in Drag-and-Drop Operations
- <u>Favorites</u>

### **Quick Search**

This template defines the format of the resource data in the result of the Quick Search. For an example see section <u>Quick Search</u>.

### Search

This template defines the format of the resource data in the result of the search (in suggestion lists) for resources when a resource is linked to another object, e.g., a ticket. For an example see section <u>Search</u>.

### Rest

This template defines the format of the resource data in the result of the REST API. In the standard configuration, no resource data are displayed in the ConSol CM portal, CM.Track, which is based on the REST API. This template will only be effective when you address the REST API directly, e.g., for programming with ConSol CM interfaces. For an example see section <u>Rest</u>.

## History

This template defines the format of the resource data in the result of the ticket, customer and resource history, e.g., when a relation to or from a resource was added. For an example see section <u>History Sections of Resource Page, Customer Page and Ticket</u>.

## G.1.5.5 Web Client Locations for the Use of Templates

The following locations are specified:

- Header of the Resource Page
- Dragged Resource in Drag-and-Drop Operations
- Favorites
- Quick Search
- Search
- <u>Rest</u>
- History Sections of Resource Page, Customer Page and Ticket

## Header of the Resource Page

Resource
HP Printer: 4712
Internal   Creation date: 7/10/15 12:16 PM inventory_number 4712 name My new HP printer Location In my office IP_address 123.123.123
No additional details
Comments Attachments
New
Click here to add a comment
List of comments
Resource does not have any comments.

Figure 542: ConSol CM Web Client - Header of the resource page

**Used template:** *Default* (see example above)

### Dragged Resource in Drag-and-Drop Operations

Resource	ce
	HP Printer: 4712 Printers  HP_Printer Internal   Creation da HP Printer: 4712 Inventory_number Name My new HP printer Location In my office IP_address 123.123.123.123.
	No additional details
	Comments Attachments New

ConSol CM Web Client - Dragged resource in drag-and-drop operations

Used template: Default (see example above)

## Favorites

Favorites	
HP Printer: 4712	

Figure 543: ConSol CM Web Client - Resource name in Favorites

**Used template:** *Default* (see example above)

## Quick Search

	1		$\sim$		
	All custom	er groups	Q, 4712		
RESOURCES					
HP_Printer	HP Printer: My	new HP printer	- 4712		
	Show all	Create ti	cket	Create cus	stomer
			automatic	ally listed in th	is

Figure 544: ConSol CM Web Client - Results for Quick Search (resource)

**Used template:** *Quick Search,* if this is defined. If not, *Default*.

HP Printer: \${resource.getFieldValue("HP\_Printer\_Fields\_basic", "name")!} \${resource.getFieldValue("HP\_Printer\_Fields\_basic", "inventory\_number")!}

Search

Resourc	ce	Edit Deactivate	Delete	
	PC: My cool PC - Computer-0815 PCs  PC_Desktops Internal   Creation date: 7/13/15 11:02 AM name My cool PC modell Computer-0815			
	No additional details	Comment Attachm	ents   🗸	
	Related Resources (1)		~	
	n Printers	Office Software		
	Represents usage of the HP printer by the desktop PC (1)	PC_Desktop_to_Word2013_Rel (0)	Add	
	Add Relation HP_Printer HP_Printer HP Printer: Best Printer ever 192.1	68.123.123 <b>-</b>		Resource representation according to Search template
	Polatod Companies and Contacts (1)		م العام ٥	

Figure 545: ConSol CM Web Client - Resource in suggestion list, format based on search template

Used template: Search, if this is defined. If not, Default.

HP Printer: \${resource.getFieldValue("HP\_Printer\_Fields\_basic","name")!} - \${resource.getFieldValue("HP\_Printer\_Fields\_basic","IP\_address")!}

#### History Sections of Resource Page, Customer Page and Ticket

The history template for a resource will be displayed, for example, in the ticket history for the extended level, if *Show all entries* has been selected.

Ticket		Edit   Clone   Print
100314	Service request #4711 ServiceDesk   Work in progress Assigned to ServiceDesk, Susan   Open since 11/11/14 2:36 PM Priority high Module Web Client Ask for feedback no Desired deadline 11/11/14 10:10 AM This is a clone of ticket # 100313 Continent Europe Request Type Request Type Complaint	
	Groups	Edit   🗸
	Customers (2)	Add 🗸
	No additional engineers	Add Add
	No relations	Add 🗛
	Related Resources (1)	~
	PC_Desktop_to_Ticket_Relation (1)     Add	
	History	Comment   E-Mail   Attachment   Time booking   🔨
	Display all entries 🔻 Sorting latest first 💌	
	Add comment, e-mail or attachment	
8/14/15	#15 changed by Susan ServiceDesk 14:44 Resource relation added: PC_Desktop_to_Tic	cket_Relation PC: My cool PC - Computer-0815
2/26/15	#14 changed by Workflow Timer	

Figure 546: ConSol CM Web Client - History template for resource data

**Used Template:** *History*, if this is defined. If not, *Default*.

# REST

The following example shows a REST client request for resource data and the resulting answer of the ConSol CM server via REST API. The value within the <mark> tag in the XML output is the resource information which is formatted using the REST template. In the example, the resource name (My new HP Printer) and the inventory number (4712) are part of the template.

File - Authenticat	ion - Headers - View	V -		Favorite Requests 👻	Setting 👻	RESTClien
-] Request						
Method GET	✓ URL htt	p://cm6doku-cm1.int.consc	ol.de:8280/restapi/resources	.xml	*	✓ SEND
Body						
Request Body						
						ii.
-] Response Response Headers	Response Body (Raw)	Response Body (Highlight)	Response Body (Preview)			4

Figure 547: REST API - List of all resources

# ConSol CM Administrator Manual (Version 6.10.5.4) - G - Add-On Section

Method GET	✓ URL h	ttp://cm6doku-cm1.int.consc	ol.de:8280/restapi/resource	s/2.xml	* *	SEND
Body						
Request Body						
Response						
Response Headers	Response Body (Raw)	Response Body (Highlight)	Response Body (Preview)			
<resource <="" id="2" th=""><th>uri="http://cm6doku-c</th><th>m1 int consol de:8280/resta</th><th>ni/resources/2"&gt;</th><th></th><th></th><th></th></resource>	uri="http://cm6doku-c	m1 int consol de:8280/resta	ni/resources/2">			
	ter: My new HP printer					
				A T 10001014 004		
		cm1.int.consol.de:8280/resta	pi/resourcetypes/HP_Print	er?v=m1sdGGBk9Vmo6DA	zpwC3AA%3D%3D"/	>
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Figure 548: REST API - Details of one selected resource (ID 2)

HP Printer: \${resource.getFieldValue("HP\_Printer\_Fields\_basic", "name")!} \${resource.getFieldValue("HP\_Printer\_Fields\_basic", "inventory\_number")!}

Used template: REST, if defined. If not, Default.

# G.1.6 CM.Resource Pool - Resource Relations

# G.1.6.1 Introduction

A resource can have relations to other ConSol CM objects. In contrast to Customer Relations, no hierarchy levels are defined. All relations are simple references. A resource can have zero or more relations to the following types of ConSol CM objects:

• Ticket

E.g., an incident ticket has a ticket-resource relation to the printer which caused a problem.

• Company

E.g., a company has a company-resource relation to a specific SLA.

• Contact

E.g., a contact has a contact-resource-relation to the terminal server access rights.

- Customer (i.e., company or contact of a customer group)
   E.g., a resource has a resource-customer relation to a customer group to reflect that customers in this customer group are all potential receivers of a newsletter.
- Resource

E.g., a laptop has a resource-resource relation to all connected/configured printers.

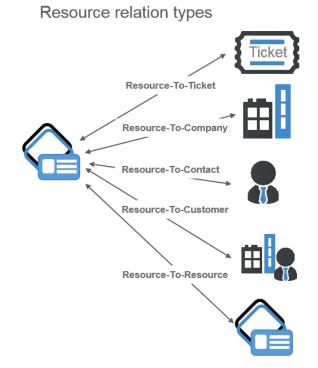


Figure 549: ConSol CM Resource Relation types

For a Resource Relation, the multiplicity (cardinality) has to be defined, i.e., for each relation, how many objects of the selected type may participate in a relation must be defined.

The following configurations are possible for the Resource Relation multiplicity (cardinality):

One-to-one

Each resource can only be related to a single target object.

• One-to-many

Each resource can be related to many different target objects (e.g., one laptop can have resource-resource relation to one, two, or more printers).

• Many-to-one

Many resources can be related to one single target object.

• Many-to-many

Many resources can be related to many different target objects.

# Resource relation multiplicity

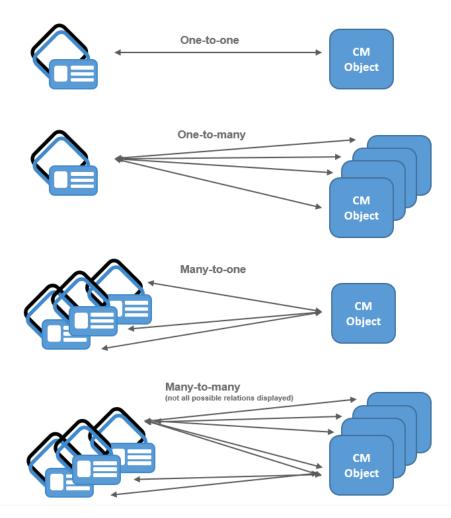


Figure 550: ConSol CM Resource Relation multiplicity

# G.1.6.2 Creating Resource Relations in the Data Model Using the Admin Tool

Resource Relations are always defined for a Resource Type, e.g., for the Resource Type *HP\_Printer*.

To create new Resource Relations or to edit Resource Relations, open the Resource Type panel in the Admin Tool (navigation group *Resources*, navigation item *Data Models*).

() Please note that you cannot create or edit Resource Relations using the navigation item *Relations Overview*. This panel is only used for the display of relations and for defining the order of relations for display in the Web Client!

ConSol CM6			S 💽 🗧
A Home	Data Models		
✓ Access and Roles	Resource Groups and Types	Details Relations	
Elists 🛞	Printers	Resource Type Relations	
Tickets	HP_Printer_Fields_basic	Filter:	All target types $\checkmark$
💄 Customers 🛛 🛞	OfficeSoftware     MS_Word2013	Source 🔺 Name	Target type Target
ᢙ Resources 🛛 🛞	MS_Word2013	PC_Desktops PC_Desktop_TO_HP_Printer_Relat	ion Resource HP_Printer
Data Models	e PCs e Q PC Desktops		
Relations Overview			
Actions	PC_Laptops     PC_Laptops_Fields_basic		
Actions			
😩 Global Configuration 🛛 🛞			
🕥 Data Warehouse 🛛 🛞	Assigned annotations		
🔅 Services 🛛 🛞	Name  Value Annotation group		
🗹 E-Mail 🛛 🛞	Value Annotation group		
🗳 System 🛛 🛞			
	Labels		
	Locale Value		
	English(default) HP_Printer		
	German Polish	0 0 8	
[CM Administration]			

Figure 551: ConSol CM Admin Tool - Creating and editing Resource Relations

To define a new Resource Relation, click the *Add* button and fill in the required fields in the pop-up window.

			Create resource relation	×
12			Create resource relation i Please fill in the required field:	s.
ConSol CM6				-
Home		Data Models	Name:	PC_Desktop_to_MainContactRelation
Access and Roles	۲	Resource Groups and Types Details Relation	Anonymous:	
Eists	۲	🖃 🏠 Printers Resource Type	ela Cardinality:	One-to-one v
Tickets	۲	George Printer     Filter:     Filter:	Reportable:	
Lustomers	۲	□ 🍙 OfficeSoftware	Only configurable via workflow:	
A Resources	۲	MS_Word2013 MS_Word2013 Fields PC_Desktops	Note field is available:	
Data Models		PCs     PC     Pc	Source Type:	PC_Desktops v
Relations Overview		PC_Desktop_rielos_basic		This desktop has the person
Actions		PC_Laptops_Fields_basic	Description:	as main contact
(=) Global Configuration	۲		Target	Contact v
⑦ Data Warehouse	۲	Assigned annotations		Assigned Customer Groups Available Customer Groups
Services	۲	Name Annotation group		
🗹 E-Mail	۲		1	Name A Name A DirectCustomers
Ö <sup>6</sup> System	۲			MyCustomercroup DirectCustomers  Reseller RetalCompanies RetalCustomers
		Labels           Locale         Value           English(default)         PC_Desktops	Description:	This person is responsible for the PC
CM Administration		Corman Polsh		Save Cancel

Figure 552: ConSol CM Admin Tool - Creating a new Resource Relation

## • Name

The technical name of the Resource Relation. You can localize it using the *Localize* button. This name will be displayed in the Web Client when a Resource Relation of this type has been established. For a detailed explanation of the localization mechanism, please refer to section <u>Localization of Objects in General, Type 1</u>.

## • Anonymous

If this checkbox is selected, *related* will be displayed as the description for the relation in the Web Client. Use this checkbox if you do not want to have a description displayed. (Since you cannot leave the name field empty, the only other way would be to display the technical name of the relation.)

• Multiplicity

Select the multiplicity (cardinality) for the relation (see the explanation of cardinality above).

• Reportable

If this checkbox is checked, the relations of this type will be transferred to the DWH.

Only configurable via workflow

If this checkbox is checked, the relation can only be set / removed using workflow scripts. The relation will not be available in the respective menus in the Web Client.

• Note field is available

If this checkbox is checked, a note field will be displayed for each resource when a new Resource Relation is established (see the following two figures)

Resource			Edit Deactivate De	lete
	PC: My cool PC - Computer-0815			
	Internal   Creation date: 7/13/15 11:02 AM name My cool PC modell Computer-0815			
	No additional details		Comment Attachments	~
	Related Resources			~
	n Printers	n Office Software		
	Represents usage of the HP printer by the desktop PC (0)	PC_Desktop_to_Word2013_Rel (0)	Ac	bb
	Add Relation			
	HP_Printer HP Printer: My new I			
	OK Cancel			

Figure 553: ConSol CM Web Client - Establishing a resource-resource relation with Note field

	Resource			Edit Deactivate Delete
		PC: My cool PC - Computer-0815 PCs  PC_Desktops Internal   Creation date: 7/13/15 11:02 AM name My cool PC modell Computer-0815		
J		No additional details		Comment Attachments
		Related Resources		~
		n Printers	<ul> <li>Office Software</li> </ul>	
		Represents usage of the HP printer by the desktop PC (0)	PC_Desktop_to_Word2013_Rel (0)	Add
		Add Relation HP_Printer HP Printer: My new IX OK Cancel		

Figure 554: ConSol CM Web Client - Establishing a resource-resource relation without Note field

766

### • Source

# • Type

The current resource. The value is pre-selected and cannot be modified.

# • Description

The description of the relation. It will be displayed in the Web Client as a header for any relation of this type on the source side. The description can be localized using the *Localize* button. For a detailed explanation of the localization mechanism, please refer to section Localization of Objects in General, Type 1.

## • Target

## • Type

The object type of the target of this relation. For an explanation, please see the <u>section</u> <u>about relation types</u>.

## Assignment table

You can assign objects of the selected type to the relation here, i.e., the Resource Relation will only be available for these objects. Depending on the selected target object type, there will be different objects which can be selected in the assignment table:

- Target type Resource: assigned/available Resource Types
- Target type Customer: assigned/available customer groups
- Target type **Contact**: assigned/available customer groups
- Target type **Company**: assigned/available customer groups
- Target type Ticket: assigned/available queues

## • Description

The description of the relation. It will be displayed in the Web Client as a header for any relation of this type on the target side. The description can be localized using the *Localize* button.

# G.1.6.3 Relations Overview

The navigation item *Relations Overview* provides a list of all defined relations and provides the possibility to define the display order of the relations in the Web Client.

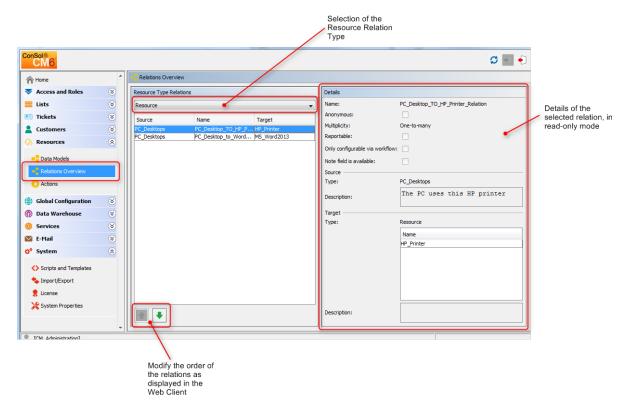


Figure 555: ConSol CM Admin Tool - Relations overview

Use the filter (drop-down menu) in the top row to select the target object type. Only relations with this target object type will be displayed in the list. Please refer to the <u>section about relation types</u> for details about possible target object types.

Please note the filter above the list. You have to select one Resource Relation type:

- Resource
- Customer
- Contact
- Company
- Ticket

Only relations of this type will be displayed in the list.

Two functions are available in the Relations Overview:

• Display relation details

Select a relation. Its details will be displayed on the right-hand side in read-only mode.

• Modify display order

Select a relation and use the *Up* and *Down* arrows to move it up/down within the list. This will define the position of the relation in the list when more than one relation is available for selection in the Web Client.

# G.1.6.4 Creating Resource Relations Using the Web Client

Resource Relations can be established on several pages in the Web Client, depending on the source object.

- Ticket-to-X relations can be created on the ticket page.
- Resource-to-X relations can be created on the resource page.
- Contact-to-X relations can be created on the contact page.
- Company-to-X relations can be created on the company page.

For a short explanation of working with Resource Relations, see section <u>A Short Introduction to</u> <u>CM.Resource Pool Functionality in the Web Client</u>. A detailed explanation of all resource-related Web Client functions is provided in the *ConSol CM User Manual*.

# G.1.6.5 Configuration of Resource Relations in the Web Client

Some parameters related to the display mode of Resource Relations can be configured using Page Customization. These are:

- The default limit for the number of Resource Relations before the table filter control elements are displayed.
- The sorting strategy for Resource Relations.

For details about parameters affecting customer (unit) pages, please see section UnitResourceRelation of the Page Customization chapter.

For details about parameters affecting the resource page, please see section <u>TicketRelation</u> of the <u>Page Customization</u> chapter.

For details about parameters affecting the ticket page, see section <u>resourceRelations</u> of the <u>Page Cus</u>tomization chapter.

# G.1.7 CM.Resource Pool - Resource Actions

# G.1.7.1 Introduction

*Resource Actions* are a component of the *ConSol CM Action Framework*. Resource Actions are actions which can be performed for a resource, i.e., an object which is stored in the Resource Pool. The actions can be performed automatically by the system or manually, triggered by an engineer who has the required permissions. You might want to apply Resource Actions for use cases like the following:

- Create a maintenance ticket for a printer.
- Find all companies which use a certain SLA.

You can use the following types of Resource Actions:

- Automatic actions which are performed by the system after one of the following resource operations:
  - CREATE
  - UPDATE
  - DELETE
  - RELATION
  - SEARCH
- **Manual** actions which are performed by the engineer using *Activities* links on a resource page in the Web Client (similar to *Workflow activities* for tickets). Manual actions are executed for the resource which is displayed.

Please keep in mind that only engineers who have at least one role with the following access permissions for the respective Resource Type are allowed to use the Resource Actions, i.e., only then will the Activities link be displayed in the Web Client:

• Act

Resource PC: My cool PC - Computer-0815 PC PC_ Desktops	Edit   Deactivate   Delete   Create a new ticket in SD for the resource
Internal   Creation date: 7/13/15 11:02 AM name My cool PC modell Computer-0815	Workspace Workspace is empty All your unsaved tasks are automatically listed in this workspace.
No additional details	Comment Attachments

Figure 556: ConSol CM Web Client - Resource Action (on resource page)

Resource Actions are defined as Groovy scripts which are stored in the *Script and Template* section of the Admin Tool.

The execution of Resource Actions can be controlled using condition scripts, i.e., you can implement a condition script which is executed before the execution script of the Resource Action. The execution script is only executed if the condition script returns *true*.

So there are two types of scripts you have to deal with when you use ConSol CM Resource Actions:

- Resource Execution Scripts Defines the action which should be performed.
- Resource Condition Scripts

Defines one or more conditions for the execution of the execution script. Has to return *true* or *false*. If *false* is returned the execution script is not executed. If this is a manual action, it is not displayed as *Activity* in the Web Client.

When you want to implement a Resource Action you have to proceed in three steps:

- 1. Create a script for the Resource Action (either an execution script only or an execution script and a condition script).
- 2. Create the Resource Action(s) which use(s) the script(s).
- 3. Assign the Resource Action(s) to the Resource Type(s) where they should be available.

In the following sections, all three steps are explained in detail.

# G.1.7.2 Creating Resource Actions Using the Admin Tool

## Step 1: Write the Resource Execution Script

Create a new Admin Tool script of type *Resource action*. If required, create another script of type *Resource condition*.

For a detailed explanation of Admin Tool scripts in general, please refer to section Admin Tool Scripts.

ripts Template	
Scripts	
All script types	
Name 🔺	Туре
AppendToTicket.groovy	E-mail
BuildLocationDependentEnum	Dependent enum
BuildLocationDependentEnumForTable	Dependent enum
ChangeOutgoingMail.groovy	E-mail
CheckAndUpdateCompanyServiceSt	Data object action
CheckClosedChildTickets.groovy	Workflow
CloneServiceTickets.groovy	Clone
CloneTicket.groovy	Workflow
ConditionUpdateContactData	Data object condition
CreateTicket.groovy	E-mail
CreateTicketForPC_Desktop.groovy	Resource action
DefaultValuesServiceDesk.groovy	Default values
DisplayCustomerData.groovy	Workflow
Do something interesting	Data object action
GoToAMTicketScript	Data object action
GoToCompanyURL	Data object action
IncomingMailRouting.groovy	E-mail
Load data	Data object action
MailScriptServiceDesk	E-mail
MailSetReplyTo.groovy	E-mail
MailToClosedTicket.groovy	E-mail
	- 4
MessageToEngineerRemove.groovy	E-mail

Figure 557: ConSol CM Admin Tool - Resource Action script in Scripts section

```
// this script creates a new ticket for the resource from which the activity is
executed, i.e., creates new ticket and links it to resource
// resource - ticket relation must be configured beforehand!
import com.consol.cmas.common.model.ticket.Ticket
import com.consol.cmas.common.model.customfield.Unit
import com.consol.cmas.common.model.resource.*
import com.consol.cmas.common.service.resource.*
import com.consol.cmas.common.model.ticket.Queue
import com.consol.cmas.common.model.resource.meta.*
println 'CreateTicketForResource.groovy started ...'
Ticket newtic = new Ticket()
Queue qu = queueService.getByName("ServiceDesk")
newtic.setQueue(qu)
newtic.setSubject("New Ticket for Resource: " + resource.getId())
newtic.set("helpdesk_standard.priority","low")
// use main contact person of the resource as main contact for the ticket
Unit maincont = new Unit()
def crit = new ResourceRelationWithTargetUnitCriteria()
crit.setResource(resource)
List<ResourceRelationWithTargetUnit> cont list =
resourceRelationService.getByCriteria(crit)
if (cont list.size() == 0) {
  //cmweb.rp.resource.action.no_contact_set has to be configured as label in the
   ΑТ
  return actionScriptResultFactory.getPostAction(PostActionType.FAILURE,
   "cmweb.rp.resource.action.no_contact_set")
} else {
  def cont rel = cont list[0]
  maincont = cont rel.getTargetUnit()
}
ticketService.createWithUnit(newtic,maincont)
println 'New Ticket created for resource with ID' + resource.getId()
// link ticket to resource
def resRelationDefCriteria = new ResourceRelationDefinitionCriteria()
resRelationDefCriteria.addDefinitionName("PC Desktop_to_Ticket_Relation")
def s_res_type = resource.getResourceType()
resRelationDefCriteria.addSourceResourceType(s_res_type)
resRelationDefCriteria.addTargetQueue(qu)
//log.info "resRelationDefCriteria = " + resRelationDefCriteria
//log.info "resRelationDefCriteria.definitionName = " +
 resRelationDefCriteria.getDefinitionsNames()
```

```
def resRelationDef = resourceRelationDefinitionService.getByCriteriaUniqueResult
  (resRelationDefCriteria)
  def resRelation = new ResourceTicketRelation(resRelationDef, resource, newtic)
  // log.info "resRelation" + resRelation
  resourceRelationService.create(resRelation)
```

#### Code example 84: Resource execution script

#### Step 2: Create Resource Action(s) Which Use(s) the Script

To create, edit, or delete Resource Actions, open the navigation item *Actions* in navigation group *Resources* in the Admin Tool.

To create or add a new action click the *Add* button and fill-in the required data in the pop-up window (the pop-up window is the same for adding and for editing a resource action).

ConSol <sup>®</sup>			c. 📰 🖌
			Edit resource action X
A Home	^	O Actions	Edit resource action
Access and Roles	۲	Resource Type Action Administration	i Please edit resource action's data
🗮 Lists	۲	Filter: All action types ~	ul r
Tickets	۲		
Lustomers	۲	Name A Type CreateMaintenanceTickeForHP_Printer Manual	Name: CreateTicketForPC_DesktopAction
le Resources	۲	CreateTicketForPC_DesktopAction Manual	Type: Manual v
Data Models		displayHpPrinterInfos Manual SetNextMaintenanceDate_HP_Printers Search	Condition Script:
< Relations Overview			Execution Script: CreateTicketForPC_Desktop.groovy
Actions			Description: This will create a new Service Desk Ticket and
Actions			relate it to this PC
🖨 Global Configuration	۲		
💮 Data Warehouse	۲		
👰 Services	۲		Save Cancel
💟 E-Mail	۲		
💣 System	۲		
			Name Localizations
			Locale Value
			Deutsch Neues Ticket in SD für diese R
			Englisch Create a new ticket in SD for t
	~		
. [HD 1st Level Role CM Ad	ministration	AccountManagementReseller ServiceDesk1	

Figure 558: ConSol CM Admin Tool - Creating a Resource Action

#### • Name

The technical name of the Resource Action. You can localize the value by using the *Localize* button. The localized name will be displayed in the Web Client. For a detailed explanation of the localization mechanism, please refer to section Localization of Objects in General, Type 1.

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## • Type

The Resource Action type. Select one of the following types. Once a type has been defined, it cannot be modified afterwards (when you edit an existing Resource Action).

# Create

This action will be executed automatically when the resource is created.

# • Update

This action will be executed automatically when the resource is updated, i.e., when the data has been modified (either manually or automatically) and is saved again.

Delete

This action will be executed automatically when the resource is deleted.

• Relation

This script will be executed automatically when a relation to or from a resource of this type is

- created
- deleted

(The script will not be executed when the comment of a relation is changed.)

Manual

The Resource Action is displayed as *Activity* in the Web Client and can be executed only manually. If a Resource Condition Script is implemented, the activity will only be displayed in the Web Client if the condition script has returned *true*.

• Search

The Resource Action is a search action. Actions of this type are explained in section Action Framework - Search Actions.

# Condition Script

In case a condition script should be executed before the execution script, the name of the condition script must be entered here. Use the drop-down menu to select from a list with all scripts of type *Resource condition* which are stored in the Scripts section of the Admin Tool. The execution script will only be executed if the condition script returns *true*. If there is no condition, just leave this field empty.

• Execution Script

The name of the execution script which should be executed. Use the drop-down menu to select from a list with all scripts of type *Resource action* which are stored in the *Scripts* section of the Admin Tool.

Description

Enter the description which should be displayed as mouse-over in the Web Client (for manual actions only).

Save the action. Then you can assign it to Resource Types. Please see following step.

## Step 3: Assign Resource Actions to Resource Types

To assign pre-defined Resource Execution and/or Resource Condition Scripts to Resource Types, the respective manual and/or automatic actions have to be assigned to a Resource Type. Open the navigation item *Data Models* in navigation group *Resources* in the Admin Tool. Select the Resource Type

you would like to edit and click the *Edit* button to open the pop-up window where you can assign the Resource Actions. An action might contain only a Resource Execution Script or a Resource Condition Script and a Resource Execution Script.

In the following example (next figure), a manual Resource Action is assigned to the resource type *PC\_Desktop*.

ConSol CM6			La Edit resource type	×
秴 Home	^	e Data Models	Edit resource type	
Access and Roles	۲	Resource Groups and Types	i Please edit the resource type data.	
Lists	۲	Printers	-	
Tickets	۲	HP_Printer		
Lustomers	۲	🗐 🍙 🏠 OfficeSoftware	Name: PC_Desktops	
lesources	۲	MS_Word2013 MS_Word2013_Fields	Description:	ð
Data Models		PC Desktops	· · · ·	
Relations Overview	_	PC_Desktop_Fields_basic	Mode: Internal V	
Actions		PC_Desktop_Fields_extended	Icon:	
		PC_Laptops_Fields_Jasic	Templates Automatic Actions Manual Actions Search Actions	
Global Configuration	8	🚊 🔓 Jackets	Assigned Available	
⑦ Data Warehouse	8	Jackets_Fields_basic		
Services	8		Name CreateTicketForPC DesktopAction CreateMaintenanceTickeForHP P	
E-Mail	8	Assigned annotations	displayHpPrinterInfos	
🕫 System	۲	Name A Value Annotation gro		
		Name – Value Amotation gro		
			Save Cancel	I
			Manual Create LicketForPC_DesktopAction	
		Labels		
		Locale Value		
		Deutsch PC_Desktops		
		Englisch(default) PC_Desktops Polnisch		
			<u></u>	
FHD 1st Level Role CM Ad	Y ministration	, AccountManagementReseller,ServiceDesk]		_

Figure 559: ConSol CM Admin Tool - Assigning manual Resource Actions to a resource type

You can assign Resource Actions of the following action types:

Automatic Actions

Those actions will be executed automatically when the respective type of event (Create, Update, Delete, Relation) has been triggered. Select an action for each type which is required. Only the actions with the correct type (which have been defined as Resource Actions, see step 2) are listed in each drop-down menu. For example, for an automatic action of type *Create*, only Resource Actions of type *Create* (which have been defined in navigation item *Actions*) will be available.

Manual Actions

Those actions are displayed as activities on the resource page in the Web Client and have to be executed manually. An activity is only displayed if either no Resource Condition Script is present or if the respective Resource Condition Script has returned *true*.

#### Search Actions

See section Action Framework - Search Actions.

# G.1.7.3 Using Resource Actions in the Web Client (as an Engineer)

As an engineer (user), two Resource Action types are relevant for you because they are available as activities in the Web Client:

Manual

Manual actions are offered in the Web Client similar to workflow activities for a ticket. Please see *Example 1* in the next section.

Search

See section Action Framework - Search Actions.

The CREATE, UPDATE, RELATION, and DELETE actions run in the background.

#### G.1.7.4 Programming Resource Execution and Resource Condition Scripts

Please read the section about <u>Scripts for the Action Framework</u> for a general introduction about important principles, classes, and methods for execution and condition scripts.

#### G.1.7.5 Examples for Resource Actions

#### **Example 1: Simple Manual Action**

**Use case:** The engineer should be able to create a new Service Desk ticket directly from a resource page of a PC. The new ticket should be related to the resource (PC). The main contact of the new Service Desk ticket should be the person who is responsible for the PC. This is implemented as *resource-contact* relation in the Resource Type *PC\_Desktops*. To implement the Resource Action, perform the following steps.

Write the Resource Execution Script:

```
// this script creates a new ticket for the resource from which the activity is
executed, i.e., creates new ticket and links it to resource
// resource - ticket relation must be configured beforehand!
import com.consol.cmas.common.model.ticket.Ticket
import com.consol.cmas.common.model.resource.*
import com.consol.cmas.common.model.ticket.Queue
import com.consol.cmas.common.model.ticket.Queue
import com.consol.cmas.common.model.resource.meta.*
import com.consol.cmas.core.server.service.action.*
println 'CreateTicketForResource.groovy started ...'
Ticket newtic = new Ticket()
Queue qu = queueService.getByName("ServiceDesk")
newtic.setQueue(qu)
def subj = resource.get("PC_Desktop_Fields_basic.name")
```

```
// newtic.setSubject("New Ticket for Resource: " + resource.getId())
newtic.setSubject("New Ticket for Resource: " + subj)
newtic.set("helpdesk standard.priority","low")
\ensuremath{\prime\prime} use main contact person of the resource as main contact for the ticket
Unit maincont = new Unit()
def crit = new ResourceRelationWithTargetUnitCriteria()
crit.setResource(resource)
List<ResourceRelationWithTargetUnit> cont list =
resourceRelationService.getByCriteria(crit)
if (cont list.size() == 0) {
  workflowApi.addValidationError("ERRROR", "No contact set!")
} else {
  def cont rel = cont list[0]
  maincont = cont_rel.getTargetUnit()
}
ticketService.createWithUnit(newtic,maincont)
println 'New Ticket created for resource with ID' + resource.getId()
// link ticket to resource
def resRelationDefCriteria = new ResourceRelationDefinitionCriteria()
resRelationDefCriteria.addDefinitionName("PC_Desktop_to_Ticket_Relation")
def s res type = resource.getResourceType()
resRelationDefCriteria.addSourceResourceType(s res type)
resRelationDefCriteria.addTargetQueue(qu)
log.info "resRelationDefCriteria = " + resRelationDefCriteria
log.info "resRelationDefCriteria.definitionName = " +
resRelationDefCriteria.getDefinitionsNames()
def resRelationDef = resourceRelationDefinitionService.getByCriteriaUniqueResult
 (resRelationDefCriteria)
def resRelation = new ResourceTicketRelation(resRelationDef, resource, newtic)
log.info "resRelation" + resRelation
resourceRelationService.create(resRelation)
// go to new ticket
return actionScriptResultFactory.getPostAction(PostActionType.GOTO_TICKET, newtic)
```

Code example 85: Resource Execution Script for PC\_Desktops to create a new Service Desk ticket for responsible PC contact

778

ConSol CM6					S 📰 🜖
A Home		^	Actions		
Access and Roles	۲		Resource Type Action Administration		Details
E Lists	۲		Filter: All action types 🗸 All r	esource type 📔 Edit reso	urce action X
💷 Tickets	۲		Name 🔺 Type	Edit resource	e action
Lustomers	۲		CreateMaintenanceTickeForHP_Printer Manual	j Please edit	it resource action's data
lesources	۲		CreateTicketForPC_DesktopAction Manual displayHpPrinterInfos Manual		
Data Models			DisplayResourceInfoAction Manual		
			SetNextMaintenanceDate_HP_Printers Search	Name:	CreateTicketForPC_DesktopAction
Relations Overview	_			Type:	Manual
Actions				Condition Sc	cript:
Global Configuration	8			Execution So	cript: CreateTicketForPC_Desktop.groovy ~
Data Warehouse	8			Description:	This will create a new Service Desk Ticket 🗐
ALC: No.	-				relate it to this PC
Services	8				< > >
🗹 E-Mail	۲				
🕫 System	۲				Save Cancel
Scripts and Templates					Concerte Concerte
Simport/Export					English Create a new ticket in SD for this resource
R License					German Neues Ticket in SD für diese Ressource erstellen
🔀 System Properties					
		~	)		
CM_Administration]					

Create a Resource Action based on the script:

Figure 560: ConSol CM Admin Tool - Creating a new Resource Action

ConSol CM6			Edit resource type	×
A Home	^	Data Models	Edit resource type i Please edit the resource type data.	
Access and Roles	۲	Resource Groups and Types		
🗮 Lists	۲	Printers	A	
Tickets	۲	HP_Printer	Name: PC_Desktops	
Customers	۲	GrificeSoftware	Description:	^ ())
lesources	۲	MS_Word2013_Fields		~
Data Models		PC_Desktops	Mode: Internal	~
Relations Overview		PC_Desktop_Fields_basic	Icon:	
Actions		PC_Laptops_Field_basic	Templates Automatic Actions Manual Actions Search Actions	
<ul> <li>Global Configuration</li> <li>Data Warehouse</li> <li>Services</li> <li>E-Mail</li> <li>System</li> </ul>	<ul> <li>(%)</li> <li>(%)</li></ul>	Assigned annotations Name  Value	Assigned Available Name CreateTicketForPC_DesktopAction CreateMaintenanceTickeForHP_Printer DisplayResourceInfoAction	
Scripts and Templates				
Market Import/Export				
R License		Labels	Save	Cancel
System Properties		Locale Value English(default) PC_Desktog German Polish		

Assign the action to the correct Resource Type:

Figure 561: ConSol CM Admin Tool - Assign the Resource Action to the correct resource type

Resource	e detail PC: My cool PC - Com	puter-0815			Edit   Deactivate   E	elete	Activities Create a new ticket in resource	SD for this	<ul> <li>Resource Action</li> </ul>
	PCs  PC_Desktops Internal   Creation date: 7 name My cool PC modell Computer-0815						Workspace Workspace is empty All your unsaved tasks automatically listed in th		
	No additional details			Co	mment   Attachment	sv	workspace.		
	Related Resources (2					V	Favorites		Resource-contact
	Related Companies a	ind Contacts (1)			Ad	d 🔨	💄 Susanne Stuller		relation to reflect
	Responsible Contact	for the PC Desktop (MyCust	omerGroup)(Contact)				All Contacts		<ul> <li>responsibility for</li> </ul>
	⇔ ⊂ Contact	Date	First name	Lastname	Actions		HP printers		the PC
	💄 Luigi Arcon	7/14/15 11:42 AM	Luigi	Arcon	×		HP Printer: 4712		
							OpenTicketsAUST		
	Related Tickets (1)				Ad				
	PC_Desktop_to_Ticke	t_Relation All 💌					Service request		
	🗘 🔻 Date	Name	Subject		Actions				
	8/14/15 2:44 PM	100314	Service request #4711		×				
	History					-			
8/17/15	09:17 changed by Susa	an ServiceDesk							
	<ul> <li>Relation removed: F</li> <li>Relation removed: F</li> </ul>	PC_Desktop_to_Ticket_Relat PC_Desktop_to_Ticket_Relat PC_Desktop_to_Ticket_Relat	tion 100336 tion 100321						
		PC_Desktop_to_Ticket_Relat PC_Desktop_to_Ticket_Relat							
		C_Desktop_to_Ticket_Relat		blem with this PC)				_	

Check the functionality using the Web Client:

Figure 562: ConSol CM Web Client - Resource page with the Resource Action

	Ticket			Accept   Edit   Clone   Print	Workflow activities
New Service Desk		New Ticket for Resource: My cool PC			New IT ticket
ticket has been		ServiceDesk   New ticket			Dismiss ticket
created	100338	Unassigned   Open since 8/17/15 9:25 AM			Run my task77-1
		Priority low			
		Groups		Edit 🔺	Workspace
			ckets on Create Date	Luit	Workspace is empty
		on order of the second of the			All your unsaved tasks are automatically listed in this
					workspace.
Main contact is the		Customers (1)		Add 🔺	
responsible contact for the PC		Main			Favorites
	<b>_</b>	Luigi Arcon 👻 MyCustomerGroup			💄 Susanne Stuller
	L				All Contacts
		No additional engineers		Add A	HP printers
		No relations		Add 🗛	
		Related Resources (1)		~	HP Printer: 4712
Ticket is related to the PC (resource)	•	n PCs			OpenTicketsAUSTR
the PC (resource)		PC_Desktop_to_Ticket_Relation (1)	14		Service request
		History	Comment E-Mail	Attachment   Time booking   🔺	
		Display all entries 🔻 Sorting latest first 🔻			
		Add comment, e-mail or attachment			
	8/17/15	#4 sharped by Super ServiceDeek			
	0/1//15	#1 changed by Susan ServiceDesk 09:25 Resource relation added: PC_Desktop_to_1	icket Relation PC: My cool PC		
		09:25 Set parameters has been triggered			
		09:25 YES has been triggered			
		00.00 Mars 41-10-44 -5461		Lisk	

Figure 563: ConSol CM Web Client - New Service Desk ticket created by the Resource Action

Resource	detail					Edit D	eactivate Del	ete	Activities		
	PC: My cool PC - Com	•							Create a new ticket in SD for this resource		
	Internal   Creation date: 7/								Workspace		
	name My cool PC modell Computer-0815								Workspace is empty All your unsaved tasks are automatically listed in this workspace.		
	No additional details					Comment	Attachments	$\mathbf{v}$		1	
	Related Resources (2	2)						$\mathbf{v}$	Favorites		
	Related Companies a	nd Contacts (1)					Add	^	💄 Susanne Stuller		
	Responsible Contact f	or the PC Desktop (	MyCustome	rGroup)(Contact)					All Contacts		
	Ø.▼ Contact	Date		First name	Lastname		Actions		HP printers		
	💄 Luigi Arcon	7/14/15 11:42 AM		Luigi	Arcon		×		HP Printer: 4712		
									OpenTicketsAUSTR		
	Related Tickets (2)						Add	^	Service request		
	PC_Desktop_to_Ticke	t_Relation All 🔻									
	Ø.▼ Date	Name	Subject				Actions				
-	8/14/15 2:44 PM	<b>100314</b>	Service re	guest #4711			×				New Service
	8/17/15 9:25 AM	100338	New Ticke	t for Resource: My cool F	°C		×				<ul> <li>Desk ticket is related to the</li> </ul>
C C		1	1						)		resource

Figure 564: ConSol CM Web Client - Resource page with one or more ticket relations (new Service Desk ticket)

#### Example 2: Open a Maintenance Ticket from a Resource Using an ACF

The Action Framework offers the possibility to open an ACF (Activity Control Form) when a ticket is created. The ACF is used to gather data for the following workflow activity, i.e., the ticket can be created and moved through the first workflow step very easily. The following example demonstrates this functionality. A maintenance ticket should be created for a resource (an HP printer). During the (sub-) process, an ACF should be offered to ask for data which will then be used during the next workflow activity.

To implement the Resource Action, perform the following steps.

Write the Resource Execution Script:

```
// this script creates a new ticket for the resource from which the activity is
executed, i.e., creates new ticket and links it to resource
// resource - ticket relation must be configured beforehand!
// CreateTicketForHP_PrinterWithACF.groovy
import com.consol.cmas.common.model.ticket.Ticket
import com.consol.cmas.common.model.resource.*
import com.consol.cmas.common.model.ticket.Queue
import com.consol.cmas.common.model.ticket.Queue
import com.consol.cmas.cormon.model.resource.meta.*
import com.consol.cmas.cormon.service.action.*
import com.consol.cmas.common.service.*
println 'CreateTicketForHP_PrinterWithACF.groovy started ...'
Ticket newtic = new Ticket()
```

```
Queue qu = queueService.getByName("SpecialTasks")
newtic.setQueue(qu)
newtic.setSubject("New Ticket for HP Printer: " + resource.getId())
newtic.set("SpecialTasks Fields.SpecialTasksPrio", "normal")
// use main contact person of the resource as main contact for the ticket
Unit maincont = new Unit()
def crit = new ResourceRelationWithTargetUnitCriteria()
crit.setResource(resource)
List<ResourceRelationWithTargetUnit> cont list =
resourceRelationService.getByCriteria(crit)
if (cont list.size() == 0) {
  log.info("ERRROR in script CreateTicketForHP PrinterWithACF -- No contact set!")
} else {
  def cont rel = cont list[0]
  maincont = cont_rel.getTargetUnit()
}
ticketService.createWithUnit(newtic,maincont)
println 'New Ticket created for resource with ID' + resource.getId()
// link ticket to resource
def resRelationDefCriteria = new ResourceRelationDefinitionCriteria()
resRelationDefCriteria.addDefinitionName("HP Printer ToTicket Relation")
def s res type = resource.getResourceType()
resRelationDefCriteria.addSourceResourceType(s res type)
resRelationDefCriteria.addTargetQueue(qu)
log.info "resRelationDefCriteria = " + resRelationDefCriteria
log.info "resRelationDefCriteria.definitionName = " +
resRelationDefCriteria.getDefinitionsNames()
def resRelationDef = resourceRelationDefinitionService.getByCriteriaUniqueResult
 (resRelationDefCriteria)
def resRelation = new ResourceTicketRelation(resRelationDef, resource, newtic)
log.info "resRelation" + resRelation
resourceRelationService.create(resRelation)
// go to new ticket, but fill ACF before
def executionContext = activityFormDefinitionService.getExecutionContext(newtic,
 "defaultScope/TaskInProgress/Aufgabe_annehmen")
if (!executionContext) {
  return actionScriptResultFactory.getPostAction(PostActionType.FAILURE,
   "action.fail.wrong.activity")
}
// Modify entities from the execution context - not the original ones
// - since the user may still press cancel.
```

```
executionContext.ticket.add("SpecialTasks_Fields","Deadline", new Date());
return actionScriptResultFactory.getPostAction(PostActionType.GOTO_TICKET, newtic,
```

executionContext);

Code example 86: Resource Execution Script which opens a ticket and uses an ACF

ConSol\* 🗯 💽 🌖 Actions A Home Access and Roles ۲ Resource Type Action Administration Details Lists ۲ Name: CreateMaintenanceTickeForHP\_Printer Filter: All action types  $\checkmark$  All resource types  $\sim$ Manual Type: Tickets ۲ Name 🔺 Туре Edit resource action Х Customers ۲ CreateTicketForPC\_DesktopAction Manual Edit resource action Resources ۲ displayHpPrinterInfos Manual i Please edit resource action's data DisplayResourceInfoAction Manual Data Models SetNextMaintenanceDate\_HP\_Printers Search C Relations Overview ۲ Name: CreateMaintenanceTickeForHP\_Printer Type: Manual  $\sim$ Global Configuration 8 Condition Script: ⑦ Data Warehouse ۲ Execution Script: CreateTicketForHP\_PrinterWithACF.groovy 🔅 Services ۲ Description ۲ 🗹 E-Mail 8 ۲ 🔗 System Scripts and Templates Save Cancel http://export 👷 License X System Properties 0 📝 🕴 • [CM\_Administration]

Create a Resource Action based on the script.

Figure 565: ConSol CM Admin Tool - Create the Resource Action for the HP Printer maintenance ticket

ConSol CM6				P	Edit resou	urce type		×
Abome A Data Models			Edit resource type j Please edit the resource type data.				-	
Access and Roles	۲		Resource Groups and Types					
E Lists	۲		Printers	1				
💷 Tickets	۲		HP_Printer     HP_Printer_Fields_basic	N	Name:	HP_Printer		
Lustomers	۲		🗐 🍙 🏠 OfficeSoftware	1	Description:	HP printer, general IT	asset	^ ()
lesources	۲		MS_Word2013					~
Data Models			PCs	N	Mode:	Internal		~
Relations Overview			PC_Desktop_Fields_basic	I	lcon:			-
Actions			PC_Laptops	-	Templates	Automatic Actions Manual Actions	Search Actions	
					Assigned		Available	
Global Configuration	۲				Assigned		Available	_
🕥 Data Warehouse	۲		Assigned annotations		Name		Name	
🔅 Services	۲		Name  Value An			esourceInfoAction aintenanceTickeForHP_Printer	displayHpPrinterInfos CreateTicketForPC_DesktopAction	
🗹 E-Mail	۲		Value All		Crediteria			
🕫 System	۲							
Scripts and Templates						*	4	
🝫 Import/Export					J			
👷 License			Labels	_				
💥 System Properties			Locale Value				Save	Cancel
			English(default) HP_Printer German					
			Polish					
		~	J					
[CM_Administration]								

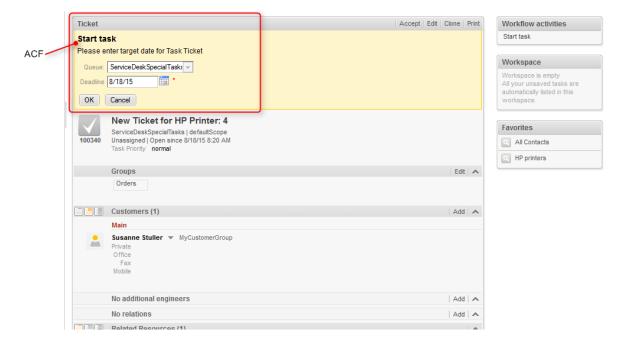
Assign the action to the correct Resource Type:

Figure 566: ConSol CM Admin Tool - Assigning the Resource Action to the correct resource type (HP Printer)

Check the functionality using the Web Client:

Resourc	e detail	Edit Deactivate Delete	Activities Create maintenance ticke for HP
	HP Printer: 4711		printer
	Internal   Creation date: 7/24/15 8:30 AM		Workspace
	Name Best Printer ever Inventory number 4711 Next maintenace at 8/24/15 Location top floor IP address 192.168.12	3.123	Workspace is empty All your unsaved tasks are automatically listed in this workspace.
1	No additional details	Comment   Attachments   🗸	Favorites
	Related Resources (1)		All Contacts
	Related Companies and Contacts (1)	Add 🗸	All Contacts
	Related Tickets	Add	HP printers
	HP_Printer_ToTicket_Relation All 🔻		
	No search results		
	History	~	
8/10/15	15:41 changed by Susan ServiceDesk		

Figure 567: ConSol CM Web Client - Resource Action for HP Printer



#### Figure 568: ConSol CM Web Client - New maintenance ticket for resource (HP Printer), ACF

## Working with the Changes Object in Resource Update Actions

Starting with CM version 6.10.5.4, it is possible to monitor the changes which have been performed during a resource update action. (The same applies to unit Update actions, explained in section <u>Working with the Changes Object in Customer Update Actions</u>).

To find out which changes have been performed use the object of class *ResourceChanges* in resource actions.

Please remember, the Update script will be executed:

- in an explicit Update action
- when additional details (comments and/or attachments) are added
- when additional details (comments and/or attachments) are removed

There are two methods of the ResourceChanges object which provide information about the changed data:

- getCustomFieldChangeInfo() provides information about changes of resource data (in Resource Fields)
- getContentChangeInfo()
  provides information about changes in the resource history (comments, attachments)

Since the method return parameters contain rather complex components, we recommend to read the API doc of the *ResourceChanges* class. The following code provides an example for a script where a resourceChanges object is used.

```
/**
* Available script variables:
* Manual action:
* resource - Resource for which action is executed
* Create, Delete Action:
* resource - Resource for which action is executed
* Update Action:
* resource - Resource for which action is executed
* changes - ResourceChanges object containing information about changes done for
resource entity
*
* Relation action:
* resource - Resource for which action is executed (resource-resource)
* relation - Relation object
* resourceExternalId - External resource id (resource, unit, ticket - ext resource)
*/
// Update Action Script displayPC DesktpChangesInLog.groovy for resources in PC
Desktops
import com.consol.cmas.common.model.content.unit.UnitCommentEntry
import com.consol.cmas.common.model.content.unit.UnitAttachmentEntry
log.info 'Resource (PC Desktop) data have been UPDATEd!'
// Are there any changes?
if (changes) {
  log.info 'Yes, changes have been made to unit'
  log.info 'Changes object is a ' + changes.class
}
// Have Custom Fields been changed? If yes - which?
if (changes.customFieldChangeInfo) {
  log.info 'Yes, changes have been made to Custom Fields (Resource Fields)'
  log.info changes.customFieldChangeInfo
  log.info changes.customFieldChangeInfo.each { k, v ->
  log.info "Changed field: ${k.groupName}/ ${k.fieldName}"
  log.info "New value: ${v.value.value}"
  log.info "Old value: ${v.previousValue.value}"
}
} else {
  log.info 'No changes to Custom Fields'
// Have comments or attachmenst been changed? If yes - which?
log.info changes.contentChangeInfo
if (changes.contentChangeInfo) {
  log.info 'Yes, changes have been made in detail section'
  if (changes.contentChangeInfo.value) {
     log.info changes?.contentChangeInfo.each { ctEntry ->
```

```
if (ctEntry?.value[0] instanceof UnitCommentEntry) {
          log.info 'A comment has been added.'
          log.info 'Old value: ' + ctEntry?.previousValue
          log.info 'New value: ' + ctEntry.value[0]?.text
          log.info 'Made by the engineer ' + ctEntry.value[0]?.engineer?.name
          log.info 'Creation date of the comment: ' + ctEntry.value
           [0]?.creationDate
        } else if (ctEntry?.value[0] instanceof UnitAttachmentEntry) {
          log.info 'An attachment has been added.'
          log.info 'Old value: ' + ctEntry?.previousValue
          log.info 'New value text: ' + ctEntry.value[0]?.text
          log.info 'New value file name: ' + ctEntry.value[0]?.filename
        }
     }
  } else {
     log.info 'Entry has been deleted.'
  }
}
```

Code example 87: *Resource Update script where changes are monitored and printed out to server.log* 

When for a resource of type *PC\_Desktops*, the content of the two Resource Fields *modell* and *name* are modified, the following text is printed into the *server.log* file.

```
PC DesktpChangesInLog.groovy] [Susan-] Resource (PDC Desktop) data have been
UPDATEd!
PC DesktpChangesInLog.groovy] [Susan-] Yes, changes have been made to unit
PC DesktpChangesInLog.groovy] [Susan-] Changes object is a class
com.consol.cmas.common.model.resource.history.ResourceChanges
PC_DesktpChangesInLog.groovy] [Susan-] Yes, changes have been made to Custom Fields
 (Resource Fields)
PC DesktpChangesInLog.groovy] [Susan-] { (modell, PC Desktop Fields
basic)=Modification{value=AbstractField{key=(modell,PC Desktop Fields basic),
 value=Computer-0815-01}, previousValue=AbstractField{key=(modell,PC Desktop
 Fields_basic), value=Computer-0815}}, (name, PC_Desktop_Fields_basic)=Modification
 {value=AbstractField{key=(name,PC Desktop Fields basic), value=My cool PC11},
 previousValue=AbstractField{key=(name,PC Desktop Fields basic), value=My cool
PC } } }
PC_DesktpChangesInLog.groovy] [Susan-] Changed field: PC_Desktop_Fields_basic/
modell
PC_DesktpChangesInLog.groovy] [Susan-] New value: Computer-0815-01
PC_DesktpChangesInLog.groovy] [Susan-] Old value: Computer-0815
PC_DesktpChangesInLog.groovy] [Susan-] Changed field: PC_Desktop_Fields_basic/ name
PC_DesktpChangesInLog.groovy] [Susan-] New value: My cool PC11
PC_DesktpChangesInLog.groovy] [Susan-] Old value: My cool PC
```

Code example 88: Log output from the script above

# G.1.8 CM.Resource Pool - Assigning Permissions for Resources

# G.1.8.1 Introduction to Permissions Concerning Resources

According to the ConSol CM basic principle, engineers can only access resources if they have the required permissions, i.e., if he has at least one role which has the required permissions. Resource permissions are granted at the Resource Type level, e.g., members of the role *ResourceManager\_IT* can access the Resource Types *HP\_Printer*, *MS\_Word2013*, *PC\_Desktops*, and *PC\_Laptops*.

# G.1.8.2 Assigning Resource Permissions Using the Admin Tool

To manage resource permissions, open the tab *Resource Types Permissions* (navigation group *Access and Roles*, navigation item *Roles*) in the Admin Tool.

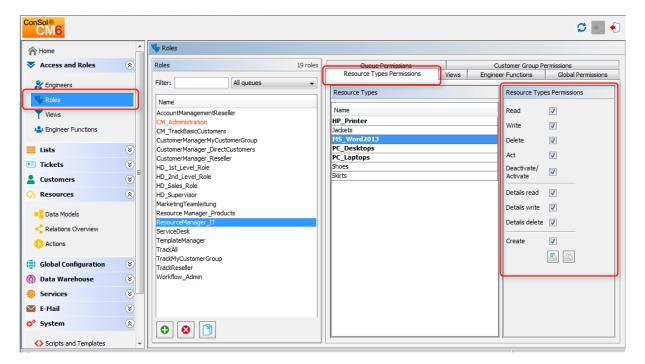


Figure 569: ConSol CM Admin Tool - Assigning resource permissions

For a detailed description of the permissions, see section Tab Resource Types Permissions.

# G.1.9 CM.Resource Pool - The Resource Pool Dashboard

# G.1.9.1 Introduction

The Resource Pool Dashboard provides an overview of all objects in the Resource Pool. As per ConSol CM principles, only the objects are displayed which are covered by the access permissions of the engineer who is using the dashboard.

The Resource Pool Dashboard always contains the overview of all resources (section *Search or create Resources*, see the following figure). It might also contain some charts and/or tables which display figures/reports about resources.

Open the Resource Pool Dashboard by clicking *Resource pool* (or the label which has been configured in your CM system, see section <u>Labels</u> for details) in the main menu:

		- 0
Document templates		All customer groups
		~
	n Office Software	
Create new	MS_Word2013	Create new
	A Products	
Create new	Jackets	Create new
Create new	Shoes	Create new
	Skirts	Create new
	Create new Create new	Create new Create new Create new Create new Shoes

Figure 570: ConSol CM Web Client - Resource Pool Dashboard without reports

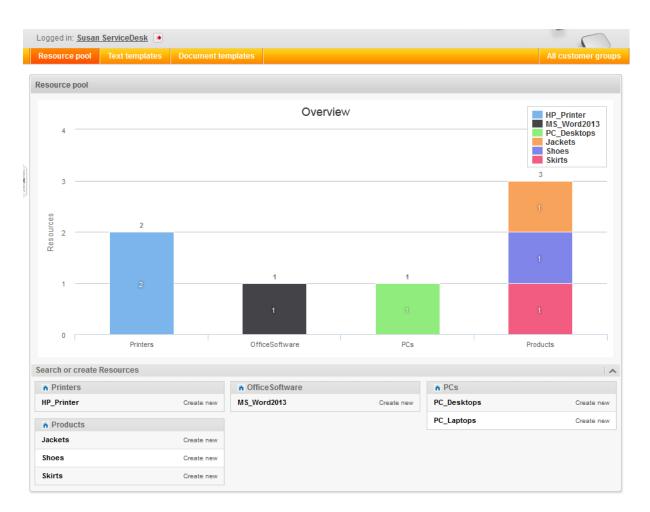


Figure 571: ConSol CM Web Client - Resource Pool Dashboard with report

The Resource Pool, including the Resource Pool Dashboard, is a new feature which has been introduced in ConSol CM version 6.10. However, after a system update from a version previous to 6.10, only the section *Search or create Resources* will be displayed (if the license for CM.Resource Pool is present). Any Resource Pool Dashboard report (chart and/or table widgets) has to be configured manually.

# G.1.9.2 Configuring Reports for the Resource Pool Dashboard

When you configure reports with graphs and tables (or both) for the Resource Pool Dashboard, you follow the same process as for configuring the Web Client Dashboard (see section <u>Page Customization</u> for the Web Client Dashboard).

The **Resource Pool Dashboard** is configured using *page customization*.

Log in as *admin*, open the *Resource pool* page and select *Enable page customization* in the main menu. Besides other attributes which are not relevant for the Dashboard (and are explained in section <u>Page Customization</u>), the following (Resource Pool Dashboard-relevant) elements can be configured (i.e., attributes can be set). Each of the three elements is represented by a subtree in the page customization tree.

## 1. widgetsGrid / resourceDashboard

The Resource Pool Dashboard can be switched on or off here. If a valid value is entered in the layout field, the Dashboard is displayed. If the field is empty, no Dashboard is shown. The following configuration can be performed here:

- a. The Dashboard layout, i.e., the layout of the grid on which the Dashboard is based (see section <u>Definition of the Overall Dashboard Layout</u>), this comprises:
  - i. The widgets which should be displayed.
  - ii. The order and placement of those widgets on the Dashboard page.
- 2. chartWidget / resourceDashboard (only available if chart widgets are present)
  - a. The definition/layout for all chart widgets in the *chartWidget* subtree.
  - b. Each widget is represented by one node which has the name of the widget, e.g., *chartWidget / resourceDashboard / ResourceDashboardOverview1*.
  - c. A new chart widget is added when its name has been added in the *layout* value.
  - d. Attributes can be defined for all chart widgets on the level *chartWidget* or *chartWidget / resourceDashboard* or they can be configured for one chart widget individually using the values of the attributes for the chart widget, e.g., *chartWidget / resourceDashboard / ResourceDashboardOverview1*.
- 3. tableWidget / resourceDashboard (only available if table widgets are present)
  - a. The definition of all table widgets in the *tableWidget* subtree.
  - b. Each widget is represented by one node which has the name of the widget, e.g., tableWidget / resourceDashboard / ResourceDashboardOverview2\_table.
  - c. A new table widget is added when its name has been added in the *layout* value.
  - d. Attributes can be defined for all table widgets on the level *tableWidget* or *tableWidget / resourceDashboard* or they can be configured for one table widget individually using the values of the attributes for the table widget, e.g., *tableWidget / resourceDashboard / ResourceDashboardOverview2\_table*.

The following figure provides an example page customization tree with subtrees relevant for the Resource Pool Dashboard. A detailed explanation is provided in the following sections.

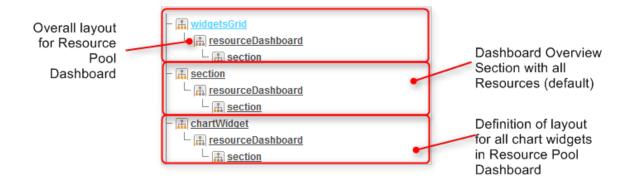


Figure 572: ConSol CM Web Client - Page Customization subtree for Resource Pool Dashboard configuration

## G.1.9.3 Definition of the Overall Dashboard Layout

The overall layout of the entire Resource Pool Dashboard is defined using the page customization attribute *widgetsGrid* / *resourceDashboard*.

#### Attributes:

layout

This defines the layout of the entire dashboard on the Resource Pool Dashboard page based on the following:

- Each row of the dashboard grid is represented as an array of elements: [x,y,z]. A new widget object will be added to the page customization tree automatically when it is added as value in the *layout* attribute, e.g., when the value *has been* [*ResourceDashboardOverview1:Chart*] and the value is *now* [*ResourceDashboardOverview1:Chart*, *ResourceDashboardOverview1*, *ResourceDashboardOverview2\_table:Table*], a new table widget named *ResourceDashboardOverview2\_table* will appear in the page customization tree (see the figure above). In the same way, widgets can be removed from the dashboard - just remove the name and type of the widget in the *layout* value. After saving and reloading the page all layout changes are available in the tree for further configuration.
- A widget is described by its name and its type, separated by a colon, e.g., *ResourceDashboardOverview1:Chart*. The name for a specific widget must be unique.
- The grid starts with the upper left corner (0,0) and it is built up row after row, e.g., a layout value with two pairs of [] brackets will represent two rows as shown in the figure and code below.
- null is a reserved keyword for an empty cell.
- The type of a widget is *Chart* or *Table*. The type has to be indicated only at the first appearance of the widget's name. Afterwards it can be omitted, e.g., [*ResourceDashboardOverview1*; *Chart*, *ResourceDashboardOverview1*, *ResourceDashboardOverview1*] for a three-column chart.

- The widget can occupy multiple adjacent rows and columns.
- The dashboard can be completely disabled by removing the value from the attribute *layout*.

The following figure and code show the organization of an example grid and its representation in the page customization. This is a simple example with only one chart. For a more complex example which is shown for the Web Client Dashboard, please take a look at the respective section in <u>Page Cus</u>-tomization for the Web Client Dashboard.



Figure 573: Organization of an example grid (1 row, 1 column only) for Page Customization for the Resource Pool Dashboard

The value of the respective *layout* attribute would be:

[ResourceDashboardOverview1:Chart]

If you work with only one chart or table, it is not necessary to indicate more than one column since the entire width of the page will be filled with the widget.

## G.1.9.4 Configuration of Widgets

## **Configuration Script for Widgets**

Each chart widget and each table widget has a configuration script which will provide the data for the chart or table (e.g., connect to the database and execute the SQL statements to retrieve the data and to render the data correctly in the next step). This script is a Groovy script which is stored in the Admin Tool section *Scripts and Templates* and is referenced by its name. The script has to be of type *Page customization*. Select the widget in the page customization and enter the script's name:

			- 🔝 section
chartWidget	/resourceDashboard/section/ResourceDashboardOverview1	ChartWidgetCustomization	ResourceDashboard
type	scope	className	-
	configuration script: ResourcePoolOverv	ier un with admin privileges: 🗵	
			ResourceDashboardOverview1

Figure 574: ConSol CM Web Client - Script definition for a chart widget

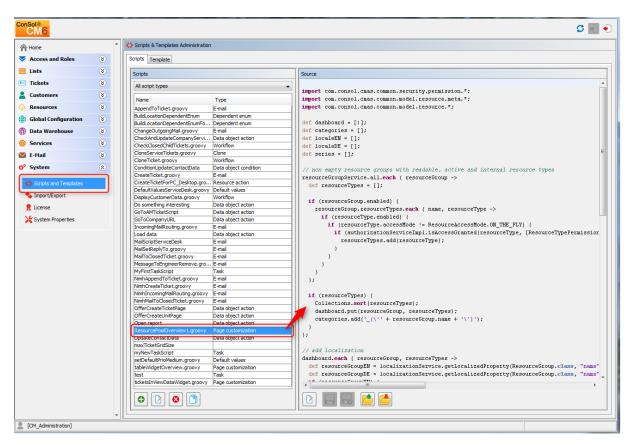


Figure 575: ConSol CM Admin Tool - Admin Tool script for a widget of the Resource Pool Dashboard

The configuration script of a widget is the place where the statements are defined which retrieve the required data from the ConSol CM system and where the widget layout is defined. The execution of this Groovy script is a core part of the customization. The script must return a map of variables which correspond to the defined widget properties.

The script overwrites the configuration data provided in the page customization. The values are not merged!

The script thus will override any widget attribute value set in the page customization, so please make sure that the desired attribute is not set within the script if you want to use the page customization for attribute settings.

A **script** which is associated with a widget is usually executed with user (= engineer) permissions. However, sometimes values have to be used which are not available in the engineer context, e.g., escalated tickets (of all engineers) in a certain queue. In order to execute a script with admin permissions, select the check box *run with admin privileges*. Please keep in mind that the results of the Java or Groovy methods which retrieve the data will vary depending on the context. For example, the method *ticketService.getAll()* will return only tickets for which the current engineer has at least read permissions, but will return all tickets in the system when executed as admin. The **chart** representation in the Resource Pool Dashboard is based on the <u>Highcharts library</u>. Thus, for chart widgets, the Admin Tool script has to return a HashMap containing the attributes which should be set (see the return statement in the code example below).

The **table** representation in the Resource Pool Dashboard is based on the <u>Datatables library</u>. Thus, for table widgets, the Admin Tool script has to return a HashMap containing the attributes which should be set.

Please note: Very complex scripts can decrease system performance!!!

The following example shows the script ResourceDashboardOverview1.groovy.

```
import com.consol.cmas.common.security.permission.*;
import com.consol.cmas.common.model.resource.meta.*;
import com.consol.cmas.common.model.resource.*;
def dashboard = [:];
def categories = [];
def localeEN = [];
def localeDE = [];
def series = [];
// non empty resource groups with readable, active and internal resource types
resourceGroupService.all.each { resourceGroup ->
  def resourceTypes = [];
  if (resourceGroup.enabled) {
     resourceGroup.resourceTypes.each { name, resourceType ->
        if (resourceType.enabled) {
          if (resourceType.accessMode != ResourceAccessMode.ON THE FLY) {
             if (authorizationServiceImpl.isAccessGranted(resourceType,
              [ResourceTypePermissionType.READ] as Set)) {
                resourceTypes.add(resourceType);
             }
          }
        }
     }
  };
  if (resourceTypes) {
     Collections.sort(resourceTypes);
     dashboard.put(resourceGroup, resourceTypes);
     categories.add(' (\'' + resourceGroup.name + '\')');
  }
};
// add localization
dashboard.each { resourceGroup, resourceTypes ->
  def resourceGroupEN = localizationService.getLocalizedProperty
    (ResourceGroup.class, "name", resourceGroup.getId(), Locale.ENGLISH);
  def resourceGroupDE = localizationService.getLocalizedProperty
    (ResourceGroup.class, "name", resourceGroup.getId(), Locale.GERMAN);
```

```
if (resourceGroupEN) {
     localeEN.add("${resourceGroup.name}:${resourceGroupEN}" as String);
  3
  if (resourceGroupDE) {
     localeDE.add("${resourceGroup.name}:${resourceGroupDE}" as String);
  }
  resourceTypes.each { resourceType ->
     def resourceTypeEN = localizationService.getLocalizedProperty
      (ResourceType.class, "name", resourceType.getId(), Locale.ENGLISH);
     def resourceTypeDE = localizationService.getLocalizedProperty
      (ResourceType.class, "name", resourceType.getId(), Locale.GERMAN);
     if (resourceTypeEN) {
       localeEN.add("${resourceType.name}:${resourceTypeEN}" as String);
     }
     if (resourceTypeDE) {
       localeDE.add("${resourceType.name}:${resourceTypeDE}" as String);
     }
  };
};
// prepare data
Map<Long, Long> counters =
 resourceService.getResourceTypesIdsToActiveResourcesCountersMapping();
dashboard.eachWithIndex { resourceGroup, resourceTypes, index ->
  resourceTypes.each { resourceType ->
     def count = counters.get(resourceType.id);
     if (count != null && count > 0) {
       def data = [null] * categories.size;
       data[index] = count;
       series.add("{ name: _('${resourceType.name}'), data:[${data.join(',')}] }"
         as String);
     }
  };
};
return [
  visible: "true",
  chart: "{ type: 'column' }",
  title: "{ text: 'Overview' }",
  legend: "{ layout: 'vertical', align: 'right', verticalAlign: 'top', floating:
   true, maxHeight: 200, backgroundColor: 'white', borderColor: '#CCC',
   borderWidth: 1, shadow: false, navigation: { animation: true } }",
  xAxis: "{ categories: [${categories.join(',')}] }" as String,
  yAxis: "{ allowDecimals: false, min: 0, title: { text: 'Resources' },
   stackLabels: { enabled: true, style: { fontWeight: 'bold', color: 'gray' } }
   }",
  tooltip: "{ headerFormat: '<b>{point.key}: </b>', pointFormat: '
   {point.stackTotal}<br><span style=\"color:{series.color}\">?</span>
   {series.name}: {point.y}'",
  plotOptions: "{ column: { stacking: 'normal', dataLabels: { enabled: true,
    zIndex: 5, color: 'white', style: { textShadow: '0 0 3px black' } } }",
```

```
series: "[ ${series.join(',')} ]" as String,
localization: "{ de: {${localeDE.join(',')}}, en: {${localeEN.join(',')}}}" as
String
];
```

## Code example 89: ResourceDashboardOverview1.groovy



The following chart is defined by the script above.

Figure 576: Example chart widget

## Configuration Attributes for Widgets

These are the same as for the Web Client Dashboard. Please refer to section <u>Configuration Attributes</u> for Widgets.

# G.2 CM.Doc

CM.Doc is a ConSol CM add-on that allows you to create document templates. These templates can be used to create documents directly from the business management process. CM.Doc supports Microsoft Word documents and (in CM versions 6.10.1 and up) OpenOffice documents.

Please see section <u>CM.Doc</u> for a detailed description of this add-on.

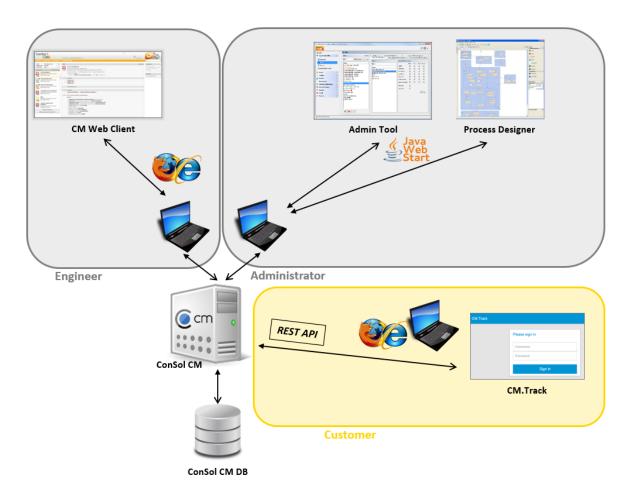
# G.3 CM.Track: The Customer Portal

## G.3.1 Overview

## G.3.1.1 Introduction

The customer portal *CM.Track* allows customers to log in to the ConSol CM system. Like the ConSol CM Web Client, CM.Track is a web-based application, i.e., the customer only needs a standard web browser for access to the portal.

Technically, the data for CM.Track is retrieved using a REST (Representational State Transfer, see <u>Gloss-ary</u>.



## Figure 577: ConSol CM system architecture with CM. Track

In a standard environment, a customer can perform the following operations via CM.Track:

- See a list of his tickets.
- See a list of all tickets of his company (if this has been configured).
- Add comments and/or attachments for a ticket.

- Open/Create a new ticket.
- Search the FAQs for solutions.

## G.3.1.2 CM.Track Versions

There are two versions of CM.Track:

- <u>CM.Track V1</u> Available as portal solution in ConSol CM versions 6.10.4 and less.
- CM.Track V2

Available as (new) portal solution in ConSol CM versions 6.10.5 and up.

The functionalities and the user interface are very similar in both versions, however, to provide an easy access to the version of your CM system and to avoid any miscommunications, you will find two separate sections in the Admin Manual.

If you run CM.Track V1 and perform an update to CM version 6.10.5 (or higher), you can continue operating V1. Of course you could also migrate to V2, which would include adapting V2 in the same way V1 was adapted, if you do not use the standard flavor of CM.Track. Please note that there is **no automatic update** from V1 to V2, since the two are separate web applications which are deployed in the application server!

We recommend to consider operating (and if required: migrating to) V2 because this version provides extended security features and will be part of future versions of ConSol CM.

## G.3.2 CM.Track V1

See the following sections for topics which concern CM.Track V1:

- General system access to CM.Track for customers: See section CM.Track V1: System Access for CM.Track Users (Customers).
- Customer authentication modes: See section CM.Track V1: Authentication Modes for the Portal.
- Using the portal for FAQs: See section CM.Track V1: FAQs in CM.Track.

## G.3.2.1 CM.Track V1: System Access for CM.Track Users (Customers)

In the following chapter you will find detailed information about how to configure your ConSol CM system to grant access to CM.Track (the ConSol CM portal) to your customers.

CM.Track V1 is a ConSol CM add-on which has to be purchased separately.

Please note that for every CM.Track user (i.e., user profile), a ConSol CM license is required. Since numerous customers can log in to CM.Track using one user profile, you do not need a ConSol CM license for every customer. Please refer to section <u>License</u> <u>Management</u> for details.

#### Precondition

CM.Track V1 is part of every default shipment of ConSol CM in versions 6.10.4 and below, so there are no new files that have to be deployed. However, the default function set of CM.Track provides basic functionalities (e.g., viewing a ticket list, creating a new ticket, seeing ticket details) and the pages have a CM standard layout. In order to use CM.Track as a powerful portal for customer access to the system, the layout should be adapted to a company's CD (corporate design), a process called *Skinning*. The forms and lists which are displayed for the customer might be modified and/or extended. Please contact our consulting team or your account manager if you would like to adjust CM.Track for your company in an optimal way.

#### CM.Track Technical Background

The portal CM.Track is based on the *REST API* of ConSol CM. Please refer to the separate document *ConSol CM REST API Documentation* for details.

#### General Principle of System Access via CM.Track

A customer who wants, or should, have access to your ConSol CM system using the portal CM.Track has to have a login and a password. Both can be initially provided by the engineer who edits the customer data using the ConSol CM Web Client, or the values can be imported automatically into the database.

The fields for the login and password of customers are Data Object Group Fields which are defined like any other Data Object Group Field and which have special annotations. If you are not familiar with Data Object Group Fields, please refer to section <u>Data Object Group Field Management and GUI</u> <u>Design for Customer Data</u>.

The access permissions of the customer are defined by assigning a user profile to the customer's account. The user profiles are managed by the ConSol CM administrator using the Admin Tool.

#### Defining the User Profiles/Access Permissions for CM.Track

As one of the first steps, you have to define user profiles, i.e., profiles of access permissions to CM.Track. A CM.Track user profile is defined like a regular engineer (please see section Engineer Administration for details), but is marked as *Track*.

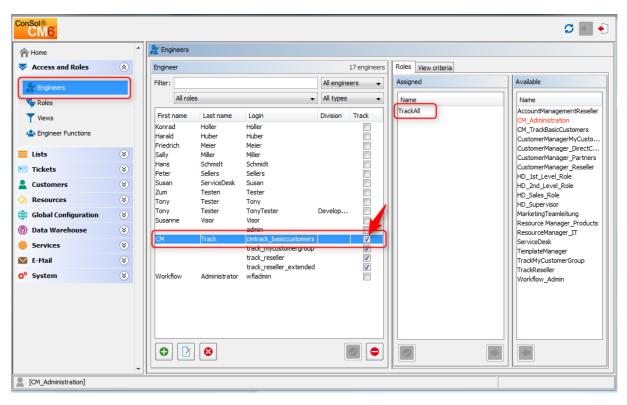


Figure 578: ConSol CM Admin Tool - CM. Track: User profile name

The user profile is then assigned to one or more roles to define the access permissions to queues and customer groups. For example you can set up a user profile (engineer) *cmtrack\_basiccustomers* that has the role *TrackAll*. This role has read/write/append permissions for the queues *Helpdesk\_2nd\_ Level* and *ServiceDesk* and has customer group permissions for three customer groups. Please note that

- always queue **and** customer group permissions have to be granted to allow ticket acces via CM.Track for customers
- you must assign matching queue and customer group permissions, i.e. assign queues where the respective customer groups have been assigned (see section <u>Queue Administration</u>).
- read permissions for customer groups will be sufficient in most (standard) cases, since it is not possible to edit customer data using the portal.

In our example, the role *TrackAll* has read access to all customer groups. In your system, it might be required to create different CM.Track roles with access to different customer groups. For a detailed introduction to role administration, please refer to section <u>Role Administration</u>.

ConSol CM6				c 🔳 <del>(</del>
A Home	*	Noles		
Access and Roles	۲	Roles	20 roles	
<ul> <li>Engineers</li> <li>Roles</li> <li>Views</li> <li>Engineer Functions</li> <li>Lists</li> <li>Tickets</li> <li>Customers</li> <li>Resources</li> <li>Global Configuration</li> <li>Data Warehouse</li> <li>Services</li> <li>E-Mail</li> <li>System</li> </ul>	8 8 8 8 8 8 8	Filter:       All queues         Name       AccountManagementReseller         CM_Administration       CM         CM_TrackBasicCustomers       CustomerManager/WrCustomerGroup         CustomerManager_DirectCustomers       CustomerManager_Partners         CustomerManager_Reseller       HD_1st_Level_Role         HD_2nd_Level_Role       HD_Sales_Role         HD_Sales_Role       HD_Sales_Role         Marketingtextomerstoup       TrackAleseler         Workflow_Admin       Holeseler		Queue Permissions       Customer Group Permissions       Resource Types Permissions         Queues       Queue Permissions       Queue Permissions         Filter:       Mine       Ref.       None         Name       V       V       V         AccountManagement       HelphDesk, 2nd_Level       Append       V       V         ServiceDesk       SpecialTasks       Refer       V       V       V         Change queue       Image: Create       Image: Create </th
CM_Administration]	*	<u> </u>		

Figure 579: ConSol CM Admin Tool - CM. Track: User profile - Role (queue permissions)

ConSol CM6			S 💽 🗧
A Home		V Roles	
V Access and Roles	۲	Roles 24 roles Queue Peri	missions
		Engineer Functions	Global Permissions
差 Engineers		Filter:     All queues     Customer Group Permissions     Re	esource Types Permissions Views
🤯 Roles		Name Customer Groups	Customer Group Permissions
<b>Views</b>		AccountManagementReseller Name	Own All
ser Functions		CM_Administration DirectCustomers	Read 🔽 🔽
E Lists	8	CM_TrackBasicCustomers CustomerManagerMyCustomerGroup OurPartnerCompanies	Write
		CustomerManager DirectCustomers Reseller	Delete
Tickets	۲	CustomerManager_Partners RetailCompanies	Act 🗖
Lustomers	۲	CustomerManager_Reseller RetailCustomers	
le Resources	۲	CustomerManager_RetailCompanies	Deactivate/
(a) Global Configuration	۲	HD_1st_Level_Role HD_2nd_Level_Role	Details read
⑦ Data Warehouse	۲	HD_Sales_Role	Details write
🙆 Services	۲	HD_Supervisor	Details delete
*		MarketingTeamleitung Resource Manager Products	
E-Mail	۲	ResourceManager_IT	Create 📃
🕫 System	۲	ServiceDesk	
		TrackMyCustomerGroup	
[CM_Administration]			

Figure 580: ConSol CM Admin Tool - CM. Track User profile - Role (customer group permissions)

With this approach, a customer with the CM.Track user profile *cmtrack\_basiccustomers* can only see and add comments to tickets from those queues. Another user profile might have access to *Sales* tickets and/or to an *FAQ* queue.

## Defining the Data Object Group Fields for CM.Track Login and Password

The fields for login and password for a customer are regular Data Object Group Fields at the contact level. Please see section <u>Setting Up the Customer Data Model</u> for an introduction to Data Object Group Field management and GUI configuration for customer data.

Edit the fields which contain the customer data (if there are two levels: **not** the company level, but the contact level!):

CM6								0
A Home	^	Data Models						
Access and Roles	۲	Customer data mode	els		Data object group	fields		
Lists	۲		nersCompanyD	ata ^	Filter:			
Tickets	۲	PartnersCon     PartnersCon	tact nersContactDai	ta				
Custom Fields     History		- 2 ResellerMod	el	-	Name customer_name forename		Type short string short string	
		- 🙃 Rese	llerCompany_S	ServiceContractData	email		string string	
Administration     General ResellerCompanyInternalResp      General ResellerCustomer					vip person		boolean	
Search Actions			llerCustomerDa	ata	cmtrack_reseller_lo cmtrack_reseller_p	assword	string string	
Customers	۲				cmtrack_reseller_usernameOnlvstring			
La Customer Groups								
Data Models		Assigned annotation	s		Assigned annotatio	ns		
Actions	_	Name 🔺	Value	Annotation group	Name 🔺	Value		Annotation group
🚣 Roles		show-labels-in-edit	true	layout	field indexed	transitive		indexing
Relations		show-labels-in-view	true	layout	Idapid	true		contact authentication
Relations		show-watermarks	true	layout	position	3;0 true		layout contact authentication
Resources	۲				username	tue		contact authentication
Global Configuration	۲	Labels			Labels			
Data Warehouse	۲	Locale	Va	lue	Locale		Value	
Services	۲	English(default)		sellerCustomerData	English(default)		CM.Track Lo	gin (LDAP)
E-Mail	۲	German Polish	Res	sellerCustomerData	German Polish		CM.Track-Lo	gin (LDAP)
System	۲						1	

• One field for the login has to be created, annotation *username = true*.

Figure 581: ConSol CM Admin Tool - CM. Track: Annotation for login

• One field for the password has to be created, annotation *password = true*. The annotation *text-type = password* guarantees that only stars/dots are displayed in the Web Client, not the clear text password.

Filter:						
Name		Туре				
customer_name		short string				
forename		short string				
email		string				
phone		string	string			
vip_person		boolean				
cmtrack_reseller_logi	n	string				
cmtrack_reseller_pas		string				
antrade reseller use		lstrina ♥				
Assigned annotations	;					
Name 🔺	Value		Annotation group			
assword	true		contact authentication			
osition	3;1		layout			
ext-type	password		component-type			

Figure 582: ConSol CM Admin Tool - CM. Track: Annotation for password

### Granting Access to CM.Track for Customers

The engineer working with the Web Client can then assign a user name, initial password, and a CM.Track user profile to every customer who should have access to the portal CM.Track.

	Customers		A
	Main ResellerCustomer		
@	Skywalker	Luke	
	katja@consol.de	123	
	vip_person		
	luke	•••••	
	Track user		
	track_mycustomer		
	track_reseller_exte	inded	

Figure 583: ConSol CM Web Client - CM. Track users

### Customer Login to the System

Then customers can log in to the system and see their tickets. Please refer to the *ConSol CM User Manual*, section *CM.Track* for a detailed explanation on how to work with ConSol CM as a customer.

There are two mechanisms for performing user authentication:

- simple authentication
- LDAP authentication

Please refer to section CM.Track V1: Authentication Modes for the Portal for details.

ConSo	<b>₩CM</b> TRACK
login	luke
password	•••••
	login

Figure 584: ConSol CM. Track - Customer login

ConSol <sup>*</sup> CM TRACK									
My tic	kets New ticket	Logout							
Scope	2	Ticket name	Creation date	Queue	Subject				
ø°	Work in progress	100260	05.05.2014 15:07	ServiceDesk	Sell a printer to each special end customer				
٢	New ticket	100259	02.05.2014 15:36	ServiceDesk	Login in ERP-System not possible!				

Figure 585: ConSol CM. Track - Ticket list

#### Extended Customer Permissions to See Company Tickets

In some cases it might be required that customers log in to the ConSol CM portal CM.Track and have to have access not only to their personal tickets but to all tickets of their company. In this case, the role for the CM.Track user (user profile) should be assigned the permission *Access tickets of the own company* under *Track User Permissions*. Please refer to the section <u>Role Administration</u> for a detailed explanation.

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## Configure CM. Track for Password Reset by Customers

Starting with ConSol CM version 6.10.0, CM.Track can be configured to offer a hyperlink for customers where a customer can reset his password. This is based on the template *track-password-reset-tem-plate*. Please refer to section Password Reset Template for Customers Using CM.Track V1 for a detailed explanation.

The password reset in CM.Track is only possible when the *DATABASE* mode is used. It is not possible when LDAP authentication is in operation. See section <u>CM.Track V1: Authentication Modes for the</u> <u>Portal</u> for an explanation of all possible authentication modes.

## G.3.2.2 CM.Track V1: Authentication Modes for the Portal

## Introduction to Authentication Modes in CM.Track

Customers who log in to the ConSol CM portal (CM.Track) use their login and password. Both are Data Object Group Fields in the contact data.

There are three possible authentication modes:

- Against the ConSol CM database This is called *DATABASE mode*.
- Against an LDAP server This is called LDAP mode.
- Against an LDAP server and the ConSol CM database The order can be configured. This is called *Mixed mode*.

## Definition of the CM.Track Authentication Mode

The authentication mode is specified by the system property *cmas-core-security, contact.authentication.method*. A change of this property does not require a server restart, and is propagated to all cluster nodes.

The possible values (see also section System Properties) and their respective system behaviors are:

• DATABASE

Attempt a database login if the unit has a database password. I.e., the login and password are stored in the ConSol CM database and are thus managed by the ConSol CM engineers, or indirectly by the customers themselves when they reset their password. The customer can reset his own password, see section Password Reset Template for Customers Using CM.Track V1.

• LDAP

Try authentication using the available LDAP server(s), if an LDAP ID is provided. I.e., the password is stored in the LDAP directory and cannot be changed via ConSol CM, neither by the customer nor by an engineer.

• LDAP, DATABASE

First attempt authentication using the available LDAP server(s), if an LDAP ID is provided. On failure, try a database login if the unit (customer) has a database password.

#### • DATABASE,LDAP

First attempt a database login if the unit (customer) has a database password. On failure try authentication using the available LDAP server(s) if an LDAP ID is provided.

The values are case insensitive, and commas and whitespace are ignored.

## DATABASE Authentication Mode

## System Property for DATABASE Authentication Mode

Set the system property *cmas-core-security*, *contact.authentication.method* to *DATABASE* (this is the default value).

## Data Object Group Fields for Contact Login

Two Data Object Group Fields for the contact data are required:

- Login
- Password

Please see section <u>CM.Track V1: System Access for CM.Track Users (Customers)</u> for a detailed explanation.

## LDAP Authentication Mode

## System Property for LDAP Authentication Mode

Set the system property *cmas-core-security*, *contact.authentication.method* to *LDAP*.

## System Properties Defining the LDAP Server(s)

The LDAP servers can be defined using the following system properties from the module *cmas-core*-security.

{name} is a string that you can choose to distinguish LDAP servers. It must always be set, even if only one LDAP server is configured. You should use a simple string for the {name}, not containing any keywords, like *internal* or *external*, and which does not contain special characters.

## Idap.contact.{name}.providerurl

The property value is the address of the LDAP server in the form *ldap[s]://host:port*.

- Idap.contact.{name}.userdn
   The value is the user DN used to look up the contact DN by the LDAP ID. An anonymous account is used if the value is not set.
- Idap.contact.{name}.password The property contains the password to look up the contact DN by the LDAP ID. An anonymous account is used if the value is not set.
- Idap.contact.{name}.basedn
   This represents the base path to search for the contact DN by the LDAP ID, e.g., *ou=a-ccounts,dc=consol,dc=de*.
- Idap.contact.{name}.searchattr The property value stands for the attribute to search for the contact DN by the LDAP ID, e.g., *uid*.

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Initially, these system properties might not be present in your CM system. Just add them manually. Changes to any of the above system properties do not require a server restart and are propagated to all cluster nodes. The use of the placeholder {name} allows configurations to define several different LDAP servers.

## • Idap.initialcontextfactory

This is a predefined global property. If it is not set, *com.sun.jndi.ldap.LdapCtxFactory* is used as its value.

Authentication attempts against LDAP servers are made until first success, where the server order is determined by their {name} values (ascending alphabetical order of the values).

## Data Object Group Field for Contact Login

When LDAP mode is used, aside from the annotation *username* = *true*, the Data Object Group Field which is used for the CM.Track user name (login) has to have an additional annotation.

• Idapid

ConSol CM6						🗘 💽 🌖		
A Home	^	Data Models						
Access and Roles	۲	Customer data models		Data object group fields				
Elists	۲		^	Filter:				
Tickets	۲	🖻 🔜 company		Name	Type			
Customers	۲	customer		pnonetype4	enum			
Lustomer Groups				robinson	boolean boolean			
Data Models		DirCustCompany		vip_label	short string			
Actions		DirCustCustomer		vip cmtrack label	boolean short string			
A Roles		DirCustCusto		cmtrack_login	short string			
-			×	cmtrack_password	short string	V		
Relations		022		0 🕑 🛃 (	8 🛧 🕈			
lesources	۲	Assigned annotations		Assigned annotations				
Global Configuration	۲	Name  Value	Annotation group	Name	Value	Annotation group		
⑦ Data Warehouse	۲	show-labels-in-edit false	layout	field indexed	transitive	indexing		
🔅 Services	۲	show-watermarks true unit is a contact true	layout ticket contact rela	Idapid position	true	contact authentication		
🗹 E-Mail	۲	unicis a contact urue	ucket contact rela	username	14;0 true	contact authentication		
🕫 System	۲			visibility	edit	common		
		Labels		Labels				
		Locale	Value	Locale	Value			
		English(default)	customer	English(default)	CM/Track			
		German Polish	Kontakt	German Polish	CM/Track	Login		
	~			,				
CM_Administration]								

Figure 586: ConSol CM Admin Tool - Data Object Group Field for LDAP authentication of CM. Track users

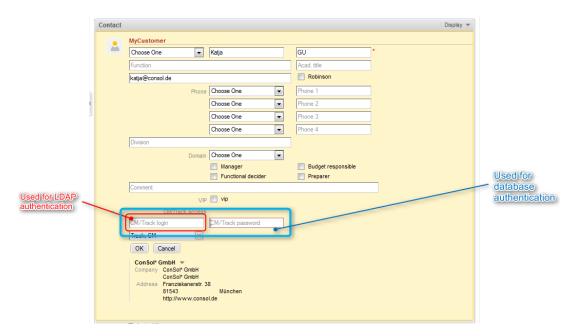


Figure 587: ConSol CM Web Client - Field (red) for LDAP ID in contact data

#### Mixed Authentication Mode

#### System Property for Mixed Authentication Mode

Set the system property *cmas-core-security, contact.authentication.method* depending on the desired order of authentication instances:

- LDAP, DATABASE
- DATABASE,LDAP

The CM system will first contact the instance which is mentioned first, than the second one. For example, when the contact authentication method is set to *LDAP*, *DATABASE* and the customer (contact) uses the password which is only valid in the database, the login will succeed.

In *server.log* the following message will be displayed:

LDAP login failed: [LDAP: error code 49 - Invalid Credentials]; nested exception is javax.naming.AuthenticationException: [LDAP: error code 49 - Invalid Credentials]

#### System Properties Defining the LDAP Server(s)

See the respective paragraph in section *LDAP Authentication Mode*: <u>System Properties Defining the</u> LDAP Server(s).

Data Object Group Field for Contact Login

See the respective paragraph in section LDAP Authentication Mode: LDAP ID

#### Logging of LDAP Login Attempts in CM.Track

All LDAP errors encountered are logged without a stack trace using loggers with the following prefix:

The stack trace of LDAP errors is not logged because failed login attempts on the first LDAP server would clutter logs if a following login on the second LDAP server succeeded.

## Using LDAPS for Authentication

The LDAPS authentication for CM.Track follows the same principle as using LDAPS for the authentication in the ConSol CM Web Client. Please refer to section <u>Using LDAPS (LDAP over SSL)</u>.

## G.3.2.3 CM.Track V1: FAQs in CM.Track

## Introduction to FAQs in CM.Track

If you use CM.Track as a portal where your customers can access their tickets or the tickets of their company, you might consider offering an FAQ (Frequently Asked Questions) search to this clientele. This has proven very helpful in help desk or service desk environments where customers can check if the problem they face has occurred before and if there is a known solution. They only need to contact the service desk and/or open a new ticket if they do not find any help in the FAQ, saving time for both customer and the service team. It might also be employed in other environments where you would like to offer this service.

In ConSol CM, every FAQ is treated as a ticket. Any queues which should be available as FAQ queues via CM.Track have to be defined as special FAQ queues because customers are usually allowed to see only their own tickets or tickets from their company, but FAQ tickets do not belong to any specific customer. They can be accessed by every customer who logs in with a user profile that has access to the FAQ queues. Here, only read access has to be granted.

## Configuring the ConSol CM System to Allow FAQ Search in CM.Track

As a first step you have to create an FAQ workflow (please see the *ConSol CM Process Designer Manual* for details) and create an FAQ queue that is marked as a queue for frequently asked questions (checkbox *FAQ*). In addition, you have to assign at least one class of text which has the option *Customer readable* selected (see <u>Classes of Text</u> for details) to the queue. The comments which should be visible to the customers in CM.Track must be marked with this class of text in the Web Client.

Edit queue	X
Edit queue i Please edit the queue's da	ata.
Details	
Queue: Freq	quently_Asked_Questions 🛞 Workflow: FAQ_WFL 🚽
Prefix:	Calendar:
FAQ:	Enabled: 🔽
Ticket assignment templates	
Assign:	✓ Unassign: ✓
Scripts E-Mail script:	
	▼
Default values script:	▼
Other Description:	
Custom fields Customer	groups Classes of text Projects
Assigned 🔺	Available 🔺
faq	dependent_enum
feedback	numbers
helpdesk_standard gualification	sales_standard
queue_fields (*)	
workaround	
	Save Cancel

Figure 588: ConSol CM Admin Tool - Queue administration

Then a role has to be defined which can access the FAQ queue in read-only mode. Please keep in mind that this role also needs read access to the customer group under which you have located the FAQ queue tickets.

A Home	*	🌾 Roles			
Access and Roles	۲	Roles 21 roles	Resource Types Permissions Views Queue Permissions	Engineer Functions Customer Group P	Global Permissions ermissions
Service Engineers	_	Filter: All queues	Queues	Queue Permissions	
Views		Name AccountManagementReseller CM_Administration CM_TrackBasicCustomers	Filter:	Mine Re Read V	f. None Other
Lists	8	CustomerManagerMyCustomerGroup CustomerManager_DirectCustomers CustomerManager_Partners	FAQs_active HelpDesk_Ist_Level HelpDesk_2nd_Level	Append Act	
Customers	*	CustomerManager_Reseller HD_1st_Level_Role HD_2nd_Level_Role HD_Sales_Role	Sales ServiceDesk SpecialTasks	Assign	
Global Configuration	*	HD_Supervisor MarketingTeamleitung Resource Manager_Products		Change queue	
<ul> <li>Services</li> <li>E-Mail</li> </ul>	8	ResourceManager_IT ServiceDesk TemplateManager TrackAll		Get assigned	
5° System	۲	Trad/WyCustomerGroup Trad/Reseller Trad/_FAQ Workflow_Admin			

Figure 589: ConSol CM Admin Tool - Role administration

Then this new role has to be assigned to the user (profile) which is used as CM.Track access user (see section CM.Track V1: System Access for CM.Track Users (Customers)).

ConSol CM6								S 📓 🗧	
A Home	*	🦹 Engineers							
Access and Roles	۲	Engineer				18 engineers	Roles View criteria		
👷 Engineers		Filter:			All engi	neers 👻	Assigned	Available	
V Roles	_	All role	S		✓ All type	s 👻	Name	Name	
Views		First name	Last name	Login	Division	Track	Track_FAQ	AccountManagementReseller CM_Administration	
Lengineer Functions		Konrad Harald Friedrich	Holler Huber Meier	Holler Huber Meier				CM_TrackBasicCustomers CustomerManagerMyCusto	
Lists	۲	Sally	Miller	Miller				CustomerManager_DirectCu CustomerManager_Partners	
Tickets	۲	Hans Peter	Schmidt Sellers	Schmidt Sellers				CustomerManager_Reseller	
Customers	۲	Susan	ServiceDesk	Susan				HD_1st_Level_Role HD_2nd_Level_Role	
Resources	۲	Zum	Testen Tester	Tester Tony	Develop			HD_Sales_Role	
Global Configuration	8	Tony				Develop			HD_Supervisor MarketingTeamleitung
Data Warehouse	8	Susanne						Resource Manager_Products ResourceManager_IT	
Services	8	Track	Track User for FAQs	cmtrack_basiccusto		<b>_</b>		ServiceDesk	
E-Mail	8		USEI TOI FAQS	track_mycustomerg		<b>V</b>		TemplateManager TrackAll	
Ç <sup>o</sup> System	8	Workflow	Administrator	track_reseller track_reseller_exte wfladmin				TraddMyCustomerGroup TradkReseller Workflow_Admin	
			8						
[CM_Administration]	Ŧ								

Figure 590: ConSol CM Admin Tool - Engineer administration

## FAQ Search in CM.Track from a Customer's Point of View

A customer can search the FAQ queue using a search pattern. A list with the search results is displayed. By opening one ticket from the list, the fields of the tickets are displayed. Results might include a solution, as in the following example, or other service information.

Cor	ConSol*CM TRACK					
My tio	kets New	ticket FAQ	Logout			
FAQ						
Queue:	Service_FAQ	•				
Pattern:	solved					
Search						
Scope	e	Ticket name	Creation date	Queue	Subject	
$\bigcirc$	New ticket	100214	24.06.2015 16:35	Service_FAQ	Printer makes weird noises - solved	
	New ticket	FAQ-100213	24.06.2015 16:21	Service_FAQ	Printer does not work - solved	

Figure 591: ConSol CM.Track - Example for FAQ search (1)

ConSo	ConSol <sup></sup> <sup></sup> <sup></sup> CM TRACK						
My tickets	New tic	ket	FAQ	Change password	Logout		
Ticket det	Ticket details						
	Ticket	1003	865				
S	ubject	Conf	iguring a	new printer			
Creatio	n date	23.02.2016 11:43					
Scope		$\checkmark$					
Category		Hardware/Printer					
F	Priority	normal					
23.02.2016 11:43 Please proceed as follows to configure a new printer:							
1. Go to the C 2. Select the c				control Panel) Option "Devices and Pri	nters"		

## Figure 592: ConSol CM. Track - Example for FAQ search (2)

#### More Complex Solutions for Managing FAQs

#### Using Two FAQ Queues: FAQ Management and Active FAQs

Instead of using only one FAQ queue, two queues might be used. One can be an FAQ management queue where tickets can be placed manually or be transferred from help or service desk queues. An FAQ manager checks the FAQ and edits the ticket if required. Then the ticket is placed in the queue for active FAQs. Here it can be accessed by customers. After a certain period of time, or when the FAQ manager decides the FAQ should no longer be available, it is transferred back to the FAQ management queue. It may later be re-activated or closed.

## Setting Up Two (or More) Parallel FAQ Environments Using Track Users

By creating more than one FAQ queue (or a pair of FAQ queues) and creating the respective CM.Track user profiles, it is possible to provide FAQs for different customer groups. For example, for one customer group technical help desk questions and answers are provided, whereas for the other customer group support and update information is provided. Of course, there can also be a CM.Track user profile which has access to both FAQ environments.

## G.3.3 CM.Track V2

See the following sections for topics which concern CM.Track V2:

- General system access to CM.Track V2 for customers: See section: CM.Track V2: System Access for CM.Track Users (Customers).
- Customer authentication modes in CM.Track V2: See section: <u>CM.Track V2: Authentication Modes for the Portal.</u>
- Using the portal for FAQ: See section: <u>CM.Track V2: FAQs in CM.Track</u>.

## G.3.3.1 CM.Track V2: System Access for CM.Track Users (Customers)

In the following chapter you will find detailed information about how to configure your ConSol CM system to grant access to CM.Track V2 (the ConSol CM portal) to your customers.

CM.Track V2 is a ConSol CM add-on which has to be purchased separately.

Please note that for every CM.Track user (i.e., user profile), a ConSol CM license is required. Since numerous customers can log in to CM.Track using one user profile, you do not need a ConSol CM license for every customer. Please refer to section <u>License</u> <u>Management</u> for details.

#### Precondition

CM.Track V2 is part of every default shipment of ConSol CM versions 6.10.5.0 and up. Some minor modifications have to be made in CM configuration files in the application server in order to operate CM.Track V2. These are explained in the *ConSol CM Set-Up Manual*.

The default function set of CM.Track provides basic functionalities (e.g., viewing a ticket list, creating a new ticket, seeing ticket details) and the pages have a CM standard layout. In order to use CM.Track as a powerful portal for customer access to the system, the layout should be adapted to a company's CD (corporate design), a process called *Skinning*. The forms and lists which are displayed for the customer might be modified and/or extended. Please contact our consulting team or your account manager if you would like to adjust CM.Track for your company in an optimal way.

## CM.Track V2 Technical Background

The portal CM.Track is based on the *REST API* of ConSol CM. Please refer to the separate document *ConSol CM REST API Documentation* for details.

#### General Principle of System Access via CM.Track V2

A customer who wants, or should, have access to your ConSol CM system using the portal CM.Track has to have a login and a password. Both can be initially provided by the engineer who edits the customer data using the ConSol CM Web Client, or the values can be imported automatically into the database.

The fields for the login and password of customers are Data Object Group Fields which are defined like any other Data Object Group Field and which have special annotations. If you are not familiar with Data Object Group Fields, please refer to section <u>Data Object Group Field Management and GUI</u> <u>Design for Customer Data</u>.

The access permissions of the customer are defined by assigning a user profile to the customer's account. The user profiles are managed by the ConSol CM administrator using the Admin Tool.

## Defining the User Profiles/Access Permissions for CM.Track V2

As one of the first steps, you have to define user profiles, i.e., profiles of access permissions to CM.Track. A CM.Track user profile is defined like a regular engineer (please see section Engineer Administration for details), but is marked as *Track*.

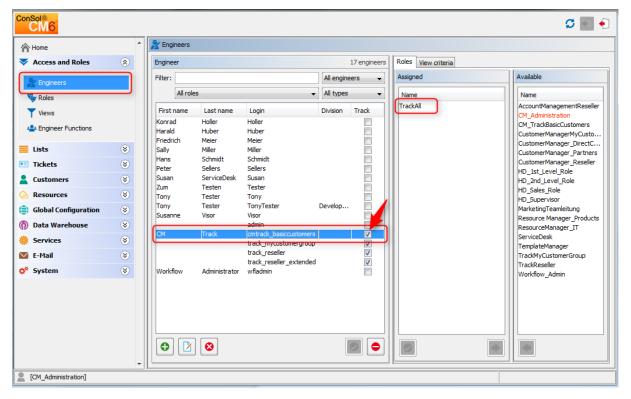


Figure 593: ConSol CM Admin Tool - CM. Track: User profile name

The user profile is then assigned to one or more roles to define the access permissions to queues and customer groups. For example you can set up a user profile (engineer) *cmtrack\_basiccustomers* that has the role *TrackAll*. This role has read/write/append permissions for the queues *Helpdesk\_2nd\_ Level* and *ServiceDesk* and has customer group permissions for three customer groups. Please note that

- always queue **and** customer group permissions have to be granted to allow ticket acces via CM.Track for customers
- you must assign matching queue and customer group permissions, i.e. assign queues where the respective customer groups have been assigned (see section <u>Queue Administration</u>).

• read permissions for customer groups will be sufficient in most (standard) cases, since it is not possible to edit customer data using the portal.

In our example, the role *TrackAll* has read access to all customer groups. In your system, it might be required to create different CM.Track roles with access to different customer groups. For a detailed introduction to role administration, please refer to section **Role Administration**.

ConSol CM6					S 💽 🜖
A Home	*	😼 Roles			
Access and Roles	۲	Roles 20 roles	-	er Functions mer Group Permissions	Global Permissions Resource Types Permissions
2 Engineers		Filter:     All queues       Name	Queues Filter:	Queue Permissions Min	e Ref. None Other
Views		AccountManagementReseller CM_Administration CM_TrackBasicCustomers CustomerManagerMyCustomerGroup	Name           AccountManagement	Read 🔽 Write 🔽	
<ul> <li>Lists</li> <li>Tickets</li> </ul>	8	CustomerManager_Partners CustomerManager_Partners CustomerManager_Partners	HelpDesk_1st_Level HelpDesk_2nd_Level Sales	Append 🔽 Act 🔽	
Customers	*	HD_1st_Level_Role HD_2nd_Level_Role HD_Sales_Role	SpecialTasks	Assign 🔽 Refer 🔽 Change queue	
<ul> <li>Global Configuration</li> <li>Data Warehouse</li> </ul>	8	HD_Supervisor MarketingTeamleitung Resource Manager_Products		Change queue	
<ul> <li>Services</li> <li>E-Mail</li> </ul>	8	ResourceManager_IT ServiceDesk  TemplateManager		Get assigned 👿	
System	*	TrackAl TrackmyCustomerGoup TrackReseller Workflow_Admin			
	Ŧ				
CM_Administration]					

Figure 594: ConSol CM Admin Tool - CM. Track user profile - Role (queue permissions)

A Home		V Roles		
Access and Roles	۲	Roles 24 roles	Queue Permissions	
		Engineer Fund		s
<u> Engineers</u>		Filter: All queues Customer Group Pern	missions Resource Types Permissions	Views
😽 Roles		Name Customer Groups	Customer Group Peri	nissions
Yiews		AccountManagementReseller	Own	All
🚣 Engineer Functions		AdminLightRole Name OM Administration DirectCustomers	Read 🗸	<b>V</b>
_	~	CM_TrackBasicCustomers MyCustomerGroup	- VVrite	
Lists	۲	CustomerManagerMyCustomerGroup OurPartnerCompar CustomerManager_DirectCustomers Reseller	Delete	
Tickets	۲	CustomerManager_Partners RetailCompanies	Act	
Customers	۲	CustomerManager_Reseller RetailCustomers		
Resources	8	CustomerManager_RetailCompanies	Deactivate/	
Global Configuration	8	HD_1st_Level_Role	Details read	
		HD_2nd_Level_Role		
Data Warehouse	۲	HD_Sales_Role HD Supervisor	Details write	
Services	۲	MarketingTeamleitung	Details delete 📃	
🖌 E-Mail	۲	Resource Manager_Products ResourceManager_IT	Create	
🕫 System	۲	ServiceDesk		
	0	TemplateManager TrackAll		
		TrackMyCustomerGroup TrackReseller		

Figure 595: Admin Tool - CM. Track user profile - Role (customer group permissions)

With this approach, a customer with the CM.Track user profile *cmtrack\_basiccustomers* can only see and add comments to tickets from those queues. Another user profile might have access to *Sales* tickets and/or to an *FAQ* queue.

## Defining the Data Object Group Fields for CM.Track V2 Login and Password

The fields for login and password for a customer are regular Data Object Group Fields at the contact level. Please see section <u>Setting Up the Customer Data Model</u> for an introduction to Data Object Group Field management and GUI configuration for customer data.

Edit the fields which contain the customer data (if there are two levels: **not** the company level, but the contact level!):

ConSol CM6								S 💽 🕇
A Home	^	Data Models						
Access and Roles	۲	Customer data mode	ls		Data object group f	ields		
Lists	۲		nersCompanyD	ata ^	Filter:			
Tickets	۲	-PartnersCon	tact hersContactDa	ta				
Custom Fields		e- Le ResellerMod	el		Name customer_name		Type short string	~
History			llerCompanyD		forename		short string string	
Administration			llerCompany_ llerCompanyIr	ServiceContractData	phone		string	
		-ResellerCust		iter nui (esp	vip_person		boolean	
Search Actions			llerCustomerD	ata	cmtrack_reseller_lo cmtrack_reseller_pa		string string	
Lustomers	۲	RetailCompa	niesModel	~	cmtrack_reseller_u		string	~
Lustomer Groups		0 🛛 🖻					÷	
Data Models		Assigned annotation	s		Assigned annotation	ns		
Actions		Name 🔺	Value	Annotation group	Name 🔺	Value		Annotation group
🚣 Roles		show-labels-in-edit	true	layout	field indexed	transitive		indexing
Relations		show-labels-in-view	true	layout	Idapid	true		contact authentication
Nelduoris		show-watermarks	true	layout	position	3;0 true		layout contact authentication
ᢙ Resources	۲				username	0.00		contact data chacadon
Global Configuration	۲	Labels			Labels			
🕥 Data Warehouse	۲	Locale	Va	alue	Locale		Value	
🔅 Services	۲	English(default)		sellerCustomerData	English(default)		CM.Track Lo	gin (LDAP)
🗹 E-Mail	۲	German Polish	Re	sellerCustomerData	German Polish		CM.Track-Lo	gin (LDAP)
🕫 System	8							

• One field for the login has to be created, annotation *username = true*.

Figure 596: ConSol CM Admin Tool - CM. Track: Annotation for login

• One field for the password has to be created, annotation *password = true*. The annotation *text-type = password* guarantees that only stars/dots are displayed in the Web Client, not the clear text password.

Filter:			
Name		Туре	
customer_name		short string	
forename		short string	
email		string	
phone		string	
vip_person		boolean	
cmtrack_reseller_logi	n	string	
cmtrack_reseller_pas		string	
antrade reseller use		lstring	
Assigned annotations	;		
Name 🔺	Value		Annotation group
assword	true		contact authentication
osition	3;1		layout
ext-type	password		component-type

Figure 597: ConSol CM Admin Tool - CM. Track: Annotation for password

### Granting Access to CM.Track V2 for Customers

The engineer working with the Web Client can then assign a user name, initial password, and a CM.Track user profile to every customer who should have access to the portal CM.Track.

	Customers		Add H			
	Main ResellerCustomer					
@	Skywalker	Luke				
	katja@consol.de	123				
	vip_person					
	luke	•••••				
	Track user 💌					
	track_mycustomergr					
	track_reseller_extend Track, CM	ded				

Figure 598: ConSol CM Web Client - CM. Track users

## Customer Login to the System

Then customers can log in to the system and see their tickets. Please refer to the *ConSol CM User Manual*, section *CM.Track* for a detailed explanation on how to work with ConSol CM as a customer.

There are two mechanisms for performing user authentication:

- simple authentication
- LDAP authentication

Please refer to section <u>CM.Track V2: Authentication Modes for the Portal</u> for details.

CM.Track		
	Please sign in	
	Username	
	Password	
	Sign in	

Figure 599: ConSol CM. Track - Customer login

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CM.Track Tickets Create ticket FAQ	▲ Skywalker,Luke +
Show My tickets • Status Open + Closed • Sort by Queue • 1	
	View per page 20 -
SUP-91   AT: NPE when copying roles	
Qualify HelpDesk 1st Level Created: Apr 3, 2008	
Support         HelpDesk 1st Level         Created: Feb 8, 2016	
n 100368   Printer does not print properly	
Qualify HelpDesk 1st Level   Created: Mar 22, 2016	
a 100387   Keyboard problem	
Qualify HelpDesk 1st Level Created: Apr 26, 2016	
100393   Please install Office 2013 on my computer	
Ouality HelpDeck 1st Level Created: May 13, 2016	

Figure 600: ConSol CM. Track - Ticket list

## Extended Customer Permissions to See Company Tickets

In some cases it might be required that customers log in to the ConSol CM portal CM.Track and have to have access not only to their personal tickets but to all tickets of their company. In this case, the role for the CM.Track user (user profile) should be assigned the permission *Access tickets of the own company* under *Track User Permissions*. Please refer to the section <u>Role Administration</u> for a detailed explanation.

## Configure CM.Track V2 for Password Reset by Customers

Starting with ConSol CM version 6.10.5.4, CM.Track V2 can be configured to offer a hyperlink for customers where a customer can reset the password. This is based on the template *track-passwordreset-template*. Please refer to section <u>Password Reset Template for Customers Using CM.Track V2</u> for a detailed explanation. The password reset in CM.Track is only possible when the DATABASE mode is used. It is not possible when LDAP authentication is in operation. See section <u>CM.Track V2</u>: <u>Authentic-</u> <u>ation Modes for the Portal</u> for the portal for an explanation of all possible authentication modes.

## G.3.3.2 CM.Track V2: Authentication Modes for the Portal

## Introduction to Authentication Modes in CM.Track V2

Customers who log in to the ConSol CM portal (CM.Track) use their login and password. Both are Data Object Group Fields in the contact data.

There are three possible authentication modes:

• Against the ConSol CM database This is called *DATABASE mode*.

- Against an LDAP server This is called *LDAP mode*.
- Against an LDAP server and the ConSol CM database The order can be configured. This is called *Mixed mode*.

## Definition of the CM.Track V2 Authentication Mode

The authentication mode is specified by the system property *cmas-core-security, contact.authentication.method*. A change of this property does not require a server restart, and is propagated to all cluster nodes.

The possible values (see also section System Properties) and their respective system behaviors are:

• DATABASE

Attempt a database login if the unit has a database password. I.e., the login and password are stored in the ConSol CM database and are thus managed by the ConSol CM engineers.

• LDAP

Try authentication using the available LDAP server(s), if an LDAP ID is provided. I.e., the password is stored in the LDAP directory and cannot be changed via ConSol CM.

• LDAP, DATABASE

First attempt authentication using the available LDAP server(s), if an LDAP ID is provided. On failure, try a database login if the unit (customer) has a database password.

• DATABASE,LDAP

First attempt a database login if the unit (customer) has a database password. On failure try authentication using the available LDAP server(s) if an LDAP ID is provided.

The values are case insensitive, and commas and whitespace are ignored.

## DATABASE Authentication Mode

## System Property for DATABASE Authentication Mode

Set the system property *cmas-core-security*, *contact.authentication.method* to *DATABASE* (this is the default value).

## Data Object Group Fields for Contact Login

Two Data Object Group Fields for the contact data are required:

- Login
- Password

Please see section <u>CM.Track V2: System Access for CM.Track Users (Customers)</u> for a detailed explanation.

## LDAP Authentication Mode

## System Property for LDAP Authentication Mode

Set the system property *cmas-core-security*, *contact.authentication.method* to *LDAP*.

#### ConSol CM Administrator Manual (Version 6.10.5.4) - G - Add-On Section

#### System Properties Defining the LDAP Server(s)

The LDAP servers can be defined using the following system properties from the module *cmas-core*-security.

{name} is a string that you can choose to distinguish LDAP servers. It must always be set, even if only one LDAP server is configured. You should use a simple string for the {name}, not containing any keywords, like *internal* or *external*, and which does not contain special characters.

### • Idap.contact.{name}.providerurl The property value is the address of the LDAP server in the form *ldap[s]://host:port*.

- Idap.contact.{name}.userdn The value is the user DN used to look up the contact DN by the LDAP ID. An anonymous account is used if the value is not set.
- Idap.contact.{name}.password
   The property contains the password to look up the contact DN by the LDAP ID. An anonymous account is used if the value is not set.
- Idap.contact.{name}.basedn

This represents the base path to search for the contact DN by the LDAP ID, e.g., *ou=a-ccounts,dc=mycompany,dc=de*.

Idap.contact.{name}.searchattr

The property value stands for the attribute to search for the contact DN by the LDAP ID, e.g., *uid*.

Initially, these system properties might not be present in your CM system. Just add them manually. Changes to any of the above system properties do not require a server restart and are propagated to all cluster nodes. The use of the placeholder {name} allows configurations to define several different LDAP servers.

#### • Idap.initialcontextfactory

This is a predefined global property. If it is not set, *com.sun.jndi.ldap.LdapCtxFactory* is used as its value.

Authentication attempts against LDAP servers are made until first success, where the server order is determined by their {name} values (ascending alphabetical order of the values).

#### Data Object Group Field for Contact Login

When LDAP mode is used, aside from the annotation *username* = *true*, the Data Object Group Field which is used for the CM.Track user name (login) has to have an additional annotation.

Idapid

ConSol CM6								🖸 💽 🌖
A Home	^	Data Models						
Access and Roles	۲	Customer data mode	els		Data object group fi	elds		
Eists	۲			^	Filter:			
Tickets	۲	🖻 🐜 company						
Lustomers	۲	🖃 💄 custome	r		Name pnonetype4		Type enum	
La Customer Groups		⊡ 📼 cust			preparer robinson		boolean boolean	
Data Models		DirCust	Company ustCompanyData		vip_label		short string	
		DirCustCust	omer		vip cmtrack_label		boolean short string	
Actions			ustCustomerData		cmtrack_login		short string	
A Roles		Partiershot		~	cmtrack_password		short string	×
Relations		0 🔰 🖻	🛛 😣 💽	-	0 🔰 🖻	1 😣 🛧 🖣	•	
ᢙ Resources	۲	Assigned annotation			Assigned annotation			
😩 Global Configuration	۲	Name	Value	Annotation group	Name	Value		Annah Kan anna
⑦ Data Warehouse	۲	show-labels-in-edit	false	lavout	field indexed	transitive		Annotation group indexing
🔅 Services	۲	show-watermarks	true	layout	ldapid	true		contact authentication
🗹 E-Mail	۲	unit is a contact	true	ticket contact rela	position username	14;0 true		layout contact authentication
🕫 System	۲				visibility	edit		common
		Labels			Labels			
		Locale	Value		Locale		Value	
		English(default) German	customer Kontakt		English(default) German		CM/Track lo CM/Track Lo	
		Polish	NOTLAKL		Polish		CHI/ ITACK L	Jgm i
	~							]
[CM_Administration]								

Figure 601: ConSol CM Admin Tool - Data Object Group Field for LDAP authentication of CM. Track users

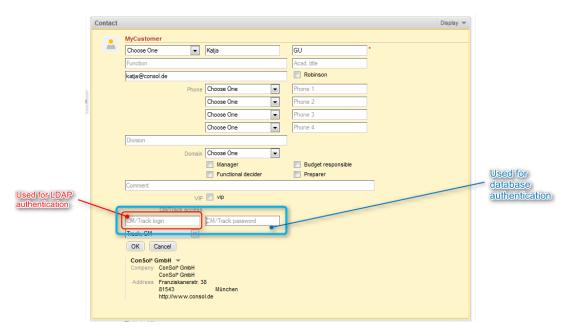


Figure 602: ConSol CM Web Client - Field (red) for LDAP ID in contact data

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#### Mixed Authentication Mode

#### System Property for Mixed Authentication Mode

Set the system property *cmas-core-security, contact.authentication.method* depending on the desired order of authentication instances:

- LDAP, DATABASE
- DATABASE,LDAP

The CM system will first contact the instance which is mentioned first, than the second one. For example, when the contact authentication method is set to *LDAP*, *DATABASE* and the customer (contact) uses the password which is only valid in the database, the login will succeed.

In *server.log* the following message will be displayed:

```
LDAP login failed: [LDAP: error code 49 - Invalid Credentials]; nested exception is javax.naming.AuthenticationException: [LDAP: error code 49 - Invalid Credentials]
```

#### System Properties Defining the LDAP Server(s)

See the respective paragraph in section *LDAP Authentication Mode*: <u>System Properties Defining the</u> <u>LDAP Server(s)</u>.

#### Data Object Group Field for Contact Login

See the respective paragraph in section LDAP Authentication Mode: LDAP ID

#### Logging of LDAP Login Attempts in CM.Track V2

All LDAP errors encountered are logged without a stack trace using loggers with the following prefix:

com.consol.cmas.core.security.contact

The stack trace of LDAP errors is not logged because failed login attempts on the first LDAP server would clutter logs if a following login on the second LDAP server succeeded.

#### Using LDAPS for Authentication

The LDAPS authentication for CM.Track follows the same principle as using LDAPS for the authentication in the ConSol CM Web Client. Please refer to section Using LDAPS (LDAP over SSL).

## G.3.3.3 CM.Track V2: FAQs in CM.Track

#### Introduction to FAQs in CM.Track V2

If you use CM.Track as a portal where your customers can access their tickets or the tickets of their company, you might consider offering an FAQ (Frequently Asked Questions) search to this clientele. This has proven very helpful in help desk or service desk environments where customers can check if the problem they face has occurred before and if there is a known solution. They only need to contact the service desk and/or open a new ticket if they do not find any help in the FAQ, saving time for both customer and the service team. It might also be employed in other environments where you would like to offer this service.

In ConSol CM, every FAQ is treated as a ticket. Any queues which should be available as FAQ queues via CM.Track have to be defined as special FAQ queues because customers are usually allowed to see only their own tickets or tickets from their company, but FAQ tickets do not belong to any specific customer. They can be accessed by every customer who logs in with a user profile that has access to the FAQ queues. Here, only read access has to be granted.

#### Configuring the ConSol CM System to Allow FAQ Search in CM.Track V2

As a first step you have to create an FAQ workflow (please see the *ConSol CM Process Designer Manual* for details) and create an FAQ queue that is marked as a queue for frequently asked questions (checkbox *FAQ*). In addition, you have to assign at least one class of text which has the option *Customer readable* selected (see <u>Classes of Text</u> for details) to the queue. The comments which should be visible to the customers in CM.Track must be marked with this class of text in the Web Client.

Edit queue		× •
Edit queue i Please edit the queu	e's data.	
Details		
Queue:	Frequently_Asked_Questions	Workflow: FAQ_WFL -
Prefix:		Calendar:
FAQ:		Enabled: 🔽
Ticket assignment temp	lates -	
Assign:	•	Unassign:
Scripts E-Mail script:		
Default values script:	· · · · · · · · · · · · · · · · · · ·	
Other	· · · · ·	
Description:		
Custom fields Cust	omer groups Classes of text Projects	
Assigned 🔺		Available 🔺
faq		dependent_enum
feedback helpdesk_standard		numbers sales_standard
qualification		
queue_fields (*)		
workaround		
11		Save Cancel

Figure 603: ConSol CM Admin Tool - Queue administration

Then a role has to be defined which can access the FAQ queue in read-only mode. Please keep in mind that this role also needs read access to the customer group under which you have located the FAQ queue tickets.

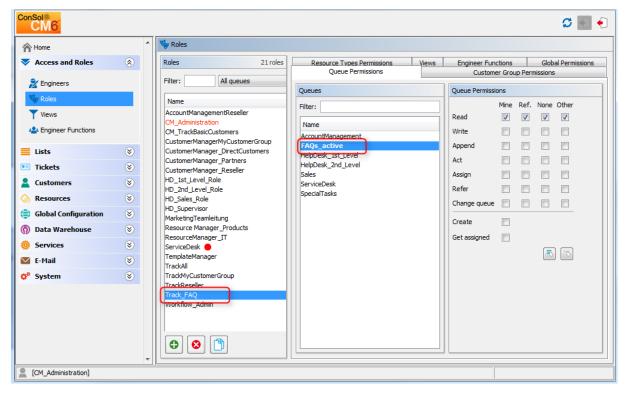


Figure 604: ConSol CM Admin Tool - Role administration

Then this new role has to be assigned to the user (profile) which is used as CM.Track access user (see section CM.Track V2: System Access for CM.Track Users (Customers)).

ConSol CM6								S 🗐 🗧
A Home	*	🦹 Engineers						
Access and Roles	۲	Engineer				18 engineers	Roles View criteria	
2 Engineers		Filter:			All engi	neers 👻	Assigned	Available
V Roles		All role	S		<ul> <li>All type</li> </ul>	s 👻	Name	Name
Views		First name	Last name	Login	Division	Track	Track_FAQ	AccountManagementReseller CM_Administration
Langineer Functions		Konrad Harald Friedrich	Holler Huber Meier	Holler Huber Meier				CM_TrackBasicCustomers CustomerManagerMyCusto
Eists	۲	Sally	Miller	Miller				CustomerManager_DirectCu CustomerManager_Partners
Tickets	۲	Hans	Schmidt Sellers	Schmidt Sellers				CustomerManager_Reseller
Customers	۲	Susan	ServiceDesk	Susan				HD_1st_Level_Role HD_2nd_Level_Role
Resources	۲	Zum Tony	Testen Tester	Tester Tony				HD_Sales_Role HD_Supervisor
🜐 Global Configuration	۲	Tony	Tester	TonyTester	Develop			MarketingTeamleitung
⑦ Data Warehouse	۲	Susanne	Visor	Visor admin				Resource Manager_Products ResourceManager_IT
Services	۲	Track	Track User for FAQs	cmtrack_basiccusto				ServiceDesk
E-Mail	۲		ober för i ridge	track_mycustomerg				TemplateManager TrackAll
🞸 System	۲	Workflow	Administrator	track_reseller track_reseller_exte wfladmin				TrackMyCustomerGroup TrackReseller Workflow_Admin
			8		[			
[CM_Administration]	Ŧ							

Figure 605: ConSol CM Admin Tool - Engineer administration

#### FAQ Search in CM.Track V2 from a Customer's Point of View

All queues which are marked as *FAQ* are automatically offered as FAQ queues in the portal (see following figure). No further access configuration is required.

Initially, the FAQ queue selector is set to *All FAQ Lists*, thus all tickets from all FAQ queues are displayed. A customer can narrow down the FAQ ticket list by using the string filter option or by selecting a particular queue using the queue selector. By opening one ticket from the list, the fields of the tickets are displayed.

M.Track	Tickets	Create ticket	FAQ		L Skywalker,L
Question	s and Ans	wers (Q&A)			
		words to get bette		and described solutions for cases that have already b your request.	een solvea.
print				All FAQ Lists - Search	
				All FAQ Lists	View per page 20
				FAQs_active	
	oblems with	print quality			
Sa	etting up a n	aw printer			
	Qs_active	ew printer			
На	ow to add a p	orinter			
	Qs_active				
					View per page 20
					view per page 20

Figure 606: ConSol CM. Track - Example for FAQ search (1)

### More Complex Solutions for Managing FAQs

#### Using Two FAQ Queues: FAQ Management and Active FAQs

Instead of using only one FAQ queue, two queues might be used. One can be an FAQ management queue where tickets can be placed manually or be transferred from help or service desk queues. An FAQ manager checks the FAQ and edits the ticket if required. Then the ticket is placed in the queue for active FAQs. Only this active queue is marked as FAQ in the queue management, thus only tickets in this queue can be accessed by customers. After a certain period of time, or when the FAQ manager decides the FAQ should no longer be available, it is transferred back to the FAQ management queue. It may later be re-activated or closed.

#### Setting Up Two (or More) Parallel FAQ Environments Using Track Users

By creating more than one FAQ queue (or a pair of FAQ queues) and creating the respective CM.Track user profiles, it is possible to provide FAQs for different customer groups. For example, for one customer group technical help desk questions and answers are provided, whereas for the other customer group support and update information is provided. Of course, there can also be a CM.Track user profile which has access to both FAQ environments.

# G.4 CM.Phone: CTI with ConSol CM

This chapter discusses the following:

G.4.1 Introduction to CM.Phone	836
G.4.2 CM.Phone Set-Up	.839
G.4.3 Configuration of CM.Phone in the Admin Tool	.840

# G.4.1 Introduction to CM.Phone

CM.Phone is a distinct ConSol CM module which has to be licensed in addition to the core ConSol CM system. For license information, please see section License Management, REST.

CM.Phone is a Windows client application for the integration of telephony systems using the *TAPI 3* protocol. TAPI is part of any Windows operating system and provides generic telephony functions. The CM.Phone client has to be installed on each Windows client which should use the CTI (Computer Telephony Integration) functionality with ConSol CM.

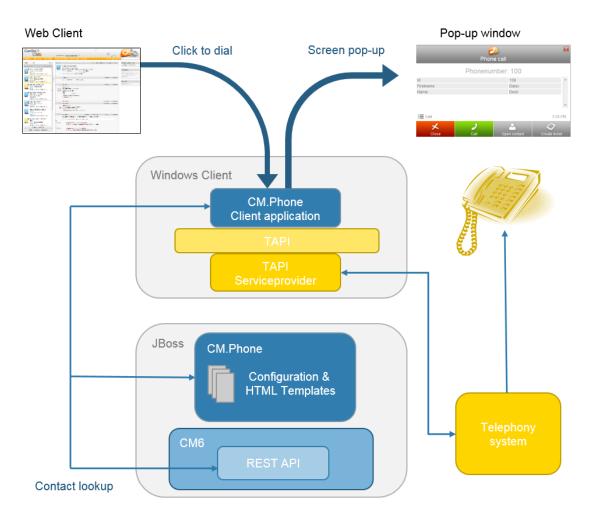


Figure 607: ConSol CM. Phone - Basic principle

# G.4.1.1 Incoming Calls

The CM.Phone client monitors the telephone handset (i.e., the selected TAPI device, *address* or *line*) for incoming calls. When an incoming call has been registered, a pop-up window is displayed with the phone number of the caller. The ConSol CM customer database is searched for matches for this customer. If one or more matches have been found, a customer list is offered for selection. Engineers can then decide if they want to create a ticket for the customer or if they want to have the customer page displayed. If no corresponding customer data matches the phone number, just the calling number is displayed and the option *Create customer* is offered.

Please note that a user can only see the customer data in the CM.Phone pop-up window which is allowed by the user's permissions. Others will be filtered out and will thus not be visible. The pop-up window is based on *HTML* template files which are located in the CM.Phone folder on the ConSol CM server. These templates are loaded by the CM.Phone client application during startup. The information displayed in the pop-up window (Data Object Group Fields from the customer data model) can be customized by editing the template files (see *ConSol CM Set-Up Manual*).

The following options can be selected in the pop-up window if exactly one customer matches in the CM database:

• Open customer

Opens the customer page (contact/company) in the Web Client (alternatively *Create customer* will be listed if the caller is unknown in ConSol CM).

- Create ticket
   Opens the Create ticket page for this found (or new) customer in the Web Client.
- Call back Will be available in the case of a missed call.
- Close

Closes the CM.Phone pop-up window.

In case the customer is not yet present in the ConSol CM system, the caller's phone number will be used to fill in the phone number field in the customer data (Data Object Group Fields) annotated as *dialable*. This will be done for new customers and newly created tickets. Should multiple fields be annotated as *dialable*, the first one will be pre-filled. If the user has access to multiple customer groups, the respective *dialable* phone number fields of each customer group will be pre-filled.

# G.4.1.2 Outgoing Calls

The engineer can start an outgoing call directly by clicking on a phone number (e.g., in the customer data) in a Data Object Group Field which has been annotated as *dialable*. The CM.Phone application is started automatically by the browser and the phone number is passed to the telephone system as a command line parameter. The CM.Phone application creates an outgoing call via TAPI and quits immediately.

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# G.4.2 CM.Phone Set-Up

Please refer to the *ConSol CM Set-Up Manual* for a detailed explanation about how to install CM.Phone on the CM server and clients. Here, only the CM.Phone configuration in the Admin Tool will be described.

# G.4.3 Configuration of CM.Phone in the Admin Tool

In the Admin Tool you have to perform the following steps to configure CM. Phone:

- Set the annotations for the Data Object Group Fields which contain phone numbers.
- Configure the Admin Tool templates for customer data for each customer group.
- Configure the phone number format for each customer group.
- Set the system properties.
- Optional: Change the dialing prefix for outgoing calls.

## G.4.3.1 Set Annotations for Data Object Group Fields Containing Phone Numbers

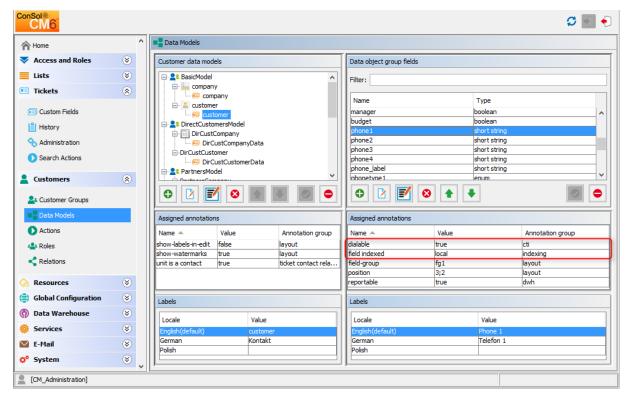


Figure 608: ConSol CM Admin Tool - Annotations for Data Object Group Fields with phone numbers

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Contact		Display 🔻
@	Mr Max Mustermann  phone:08945841100 Gruppenleiter max.mustermann@consol.de Office 08945841100 01627673232	
	ConSol* GmbH ▼ Company ConSol* GmbH Address Franziskanerstr. 38 81543 München	

Figure 609: ConSol CM Web Client - Dialable number when using CM.Phone

Two annotations are required for Data Object Group Fields which contain phone numbers:

- **dialable =** *true* This configures the phone numbers as dialable links in the Web Client. This is for outgoing calls.
- field-indexed = *local*

This makes the field searchable which is important for the customer look-up. This is for incoming calls.

# G.4.3.2 Configure the Admin Tool Templates for Customer Data for Each Customer Group (Used for Incoming Calls)

The customer data model configuration includes two CM.Phone-specific types of templates:

• CMPhone customer details

For the display of customer data for a single customer (contact or company, the definition can be made on contact and/or on company level)

CMPhone customer list

For the display of a list of customers (contact or company, the definition can be made on contact and/or on company level)

They are used for defining how CM.Phone should render incoming call information. The first one is used for exactly one data object matching the phone number and the second one is used for multiple matches, so that the engineer may select the desired customer.

You have to perform two steps:

- 1. Write the templates and store them in the *Scripts and Templates* section of the Admin Tool.
- 2. Assign the templates to customer data models (navigation group *Customers*, navigation item *Data Models*).

ConSol® CM6		•	C 💽 🌖
A Home	*	Scripts & Templates Administration	
Access and Roles	۲	Scripts Template	
E Lists	۲	Template Source	
Tickets	8	Language Englisch -	
<b>2</b> Customers	۲	Name Group BasicCustomerEmailTemplate Ktable class="contactdata">	
A Resources	۲	CMPhoneCustomerDetailsTemplate CM_Phone	
(a) Global Configuration	۲	OMPhoneCustomerListTemplate          DirCustCompany-standard-template           Vir>          Vir>          Vir>           Vir>            Vir>            Vir>	
		DirCustCustomer-standard-template //table>	
⑦ Data Warehouse	۲	HP_Printer_Template_Default	
🔅 Services	۲	HP_Printer_Template_History HP_Printer_Template_QuidSearch	
E-Mail	۲	HP_Printe_Template_REST	
😋 System	۲	HP_Printer_Template_Search	
V System	$\sim$	PC_Desktop_Template_Default	
Scripts and Templates		ReselerCompany-REST-template	
S Import/Export		Reselier Company standard -template	
- import/export		ResellerCustomerEmailTemplate	
👷 License		Resellercompany-searchresult-template	
X System Properties		Resource_PC_Desktop_Standard_Temp attachment-type-error-mail-template	
		attadministrypreerrormainempate	
		company-standard-template	
		company-ticketlist-template	
		customer-standard-template	
		empty letter engineer description template name	
		engineer description template name	
		engineer-assigned-default-mail	
		engineer-removed-default-mail	
		index-error-mail-template	
		password-reset-template	*
		representation_info_email_html v 4	•
CM Administration]	-		

Figure 610: ConSol CM Admin Tool - Example template for rendering customer data for display in CM.Phone

ConSol CM6						🛃 Edit data	object		×
A Home		^	Data Models			Edit data obj i Please edit	ect t the data object's data.		
Access and Roles	۲		Customer data mode	els					
E Lists	۲		BasicModel	<b>ה</b>					
Tickets	۲		company			Name:	company		
Custom Fields			custome	r omer		Description:			•
History			DirCusto						
Administration			🗔 🗔 DirCu	ustCompanyData	1				
Search Actions			DirCustCusto	omer ustCustomerData		Type:	Company		
			PartnersMod			Icon:			<b>—</b>
Lustomers	۲				_	Templates:	Туре	Name	
La Customer Groups			0 🗹 🖻	1 😣 🔺			Default	company-standard-template	
-	_				_		REST		
Data Models			Assigned annotation	IS			Dragged E-mail		
Actions			Name 🔺	Value	Ar		Cuick Search		
Roles				Tulue	~		Data object search result		
Roles							Ticket search result		
Relations							Ticket page		
							Ticket list		
ᢙ Resources	۲						Ticket relation		
(a) Global Configuration	۲				_		Workspace and Favorites		
Giobal Configuration			Labels				History Suggestion	company-standard-template	
⑦ Data Warehouse	۲		Locale	Value	-		CMPhone customer details	CMPhoneCustomerDetailsTem	plate
Services	۲		English(default)	Compa	2)/		CMPhone customer list	CMPhoneCustomerListTemplat	
-			German	FirmaX				· · · · · · · · · · · · · · · · · · ·	
🗹 E-Mail	۲		Polish		-				
🗘 System	۲	~			-			Sa	ve Cancel
[CM_Administration]									

Figure 611: ConSol CM Admin Tool - Assignment of CM.Phone templates for customer data to customer groups

# G.4.3.3 Configure the Phone Number Format for Each Customer Group (for Incoming and Outgoing Calls)

The format defined here is used to transform phone numbers (from the respective customer group) to a common canonical form. The engineer can enter a phone number in any format with or without prefixes, e.g., as company internal number. To avoid problems with interpreting such numbers there is a dedicated configuration per customer group which is used when a user submits a phone number for a particular data object. The patterns/elements of the different formats which can be interpreted as a phone number in the fields marked as *dialable* can be defined in detail in the Admin Tool.

The navigation item *Customer Groups* in navigation group *Customers* has to be selected after logging in to the Admin Tool for this configuration. On the navigation item *Customer groups*, the desired customer group has to be selected for editing. After clicking the *Edit* button below the list of customer groups, the edit dialog opens, containing a new tab titled *CMPhone*.

On the *CMPhone* tab of the *Edit customer group* dialog there are fields in which you can enter phone number prefixes for different scopes and number patterns for several phone number types.

The fields for configuration values are:

Country prefix

The international country prefix for extending national phone numbers, without prefixes like "0" or "+". Such a prefix is not allowed here!

The country prefix is required in order to check whether or not an outgoing call is within the

same country. Some phone providers do not handle canonical (so, theoretically, correct) numbers for domestic calls, and the country prefix has to be removed from the number in such cases.

#### Area prefix

The local city/area prefix for extending local phone numbers. Please note that this also does not include general prefixes like "0" or "1", so the entry for Munich in Germany would be 89, not 089!

#### Company prefix

The phone number of the company as used in (local) calls without extensions. Adding an extension number to this prefix would allow a local call from outside the company to this extension.

#### Subscriber pattern

This regular expression (RegEx) describes a number pattern used to identify whether the number provided is a full subscriber number (potentially including an extension) which would allow for a local call.

#### Internal pattern

The regular expression (RegEx) in this field defines the pattern to classify extensions if only a phone extension is entered.

#### Mobile pattern

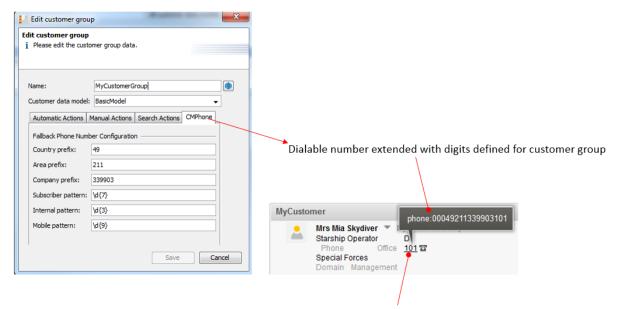
This regular expression (RegEx) is used to identify a number entered as a mobile/cell phone number in the country, which would be valid to make a national call to a mobile phone.

For example, for all numbers (12, 33990312, 21133990312) from above points the result should be always the full canonical number: 4921133990312. For mobile numbers, a country prefix will also be added, so the result will be: 49600289906. If the engineer enters a full number starting with "+" or "0" then the configuration is skipped - ConSol CM assumes no number conversion is required.

ConSol CM6				G
	•			Edit customer group
A Home	î	La Customer Groups		Edit customer group
Access and Roles	۲	Customer groups		Please edit the customer group data.
Lists	۲	Filter:	All customer data models	
Tickets	۲	Name 🔺	Customer data model	Name: MyCustomerGroup
Customers	۲	DirectCustomers	DirectCustomersModel	Name: MyCustomerGroup
		MyCustomerGroup	BasicModel	Customer data model: BasicModel
La Customer Groups		OurPartnerCompanies Reseller	PartnersModel ResellerModel	Automatic Actions Manual Actions Search Actions CMPhone
Data Models		Reseller	ResellerModel	Fallback Phone Number Configuration
Actions				Country prefix: 49
🚢 Roles				
Relations				Area prefix: 211
Address Autocomplete				Company prefix: 339903
Address Autocomplete				Subscriber pattern: \d{7}
Resources	۲			Internal pattern: \d{3}
Global Configuration	۲			Mobile pattern: \d{9}
🕥 Data Warehouse	8			
Services	8			
	8			
🕫 System	8			
у зузсені	V			Save Cancel
				Fallback Phone Number Configuration
				Country prefix: 49
				Area prefix: 211
				Company prefix: 339903
				Subscriber pattern: \d{7}
				Internal pattern:     \d{3}       Mobile pattern:     \d{9}
	-			
[CM_Administration]				

Figure 612: ConSol CM Admin Tool - Configuration of phone number formats for a customer group

These prefix values are defaults for extending phone numbers which are not fully qualified. They can always be overridden by entering a fully qualified phone number.



Phone number in customer data only three digits

# Figure 613: CM.Phone - Use of customer group-specific number configuration for dialable numbers (outgoing calls)

The patterns are used to guess the type of a phone number which is not fully qualified. The guessed type determines its use and necessary additions for connecting a call. For this purpose, after removing unnecessary characters, a number is checked to determine whether it is already fully qualified. If not, it is matched against these patterns. For exactly one match, a valid number is constructed and used. If two matches are area code and mobile number, these are combined with the country prefix to create the number to be dialed. In all other cases the supplied original number cannot be used for making a connection.

# G.4.3.4 Set the System Properties

There are three new properties in ConSol CM, to be set in the Admin Tool, which are relevant for CM.Phone. The correct configuration for these is essential for proper usage of phone numbers for connection calls. The properties are elements of the module *cmas-core-server*:

local.country.prefix

String. This is the local country code. The value is an international country code, like 49 for Germany. Default value is 49.

• internal.line.access.prefix

This is a prefix that the company's telephony system uses for outside lines, if required. So, if a *0* or a *9* needs to be dialed in order to make a call to any number outside the company, this value needs to be configured here. Default value is *0*.

## external.line.access.prefix

This is the general prefix to dial before an area code to get a long-distance connection in the country. For example, in Germany it is a 0 that needs to be prepended to the area code. Default value is 0.

These properties are all optional, so they have to be added manually, if needed.

# G.4.3.5 Change the Prefix for Outgoing Calls

This step is optional!

Usually the prefix *phone:* is set before the number for outgoing calls for interaction with the TAPI. If another prefix (e.g., *tel:*) is required, this can be configured in the *Windows Registry*. Please ask your ConSol CM consultant for advice.

# H - Appendix

This section contains several appendices:

- Annotations
- System Properties
- <u>Administrator and Notification E-Mail Addresses</u>
- List of Code Examples
- Trademarks
- Glossary
- Index

# **H.1** Annotations

There are two types of annotations: field annotations and group annotations. Field annotations are applied to a single ticket, customer or resource field. Group annotations are applied to a ticket, customer or resource field group. Please see:

- List of Field Annotations
- List of Group Annotations

# H.1.1 List of Field Annotations

This chapter describes the following field annotations grouped by annotation type:

groupable	
sortable	
leave-trailing-zeros	
readonly	
visibility	
boolean-type	
enum-in-search-type	j
enum-type	,
list-type	,
text-type	,
Idapid	
password	)
username	)
dwh-no-history-field	)
reportable	)
field indexed	)
phonetic	)
colspan	)
field-group	)
fieldsize	)
label-group	,
label-in-view	,
order-in-result	,
position	,
rowspan	,
show-label-in-edit	,
show-label-in-view	;
show-tooltip	;
show-watermark	
ticket-list-colspan	
ticket-list-position	
-	

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ticket-list-rowspan	
no-history-field	
dialable	
resource-color	
contact search result column	
contains contacts	
enum field with ticket color	
accuracy	
email	
format	
matches	
maxLength	
maxValue	
minLength	
minValue	
required	
visibility configuration	

# H.1.1.1 cmweb-common (type)

#### groupable

- type: cmweb-common
- **description**: Enables grouping in the ticket list.
- values:
  - *true*: Used only with *enum* data fields. Remove the annotation if you want to disable grouping.

#### sortable

- type: cmweb-common
- **description**: Used to enable sorting of the ticket list.
- values:
  - *true*: Used for data fields of type *date* or of type *enum*. Remove the annotation if you want to disable sorting.
    - For enum fields: Works only if order index is set for all values of the enum field.

# H.1.1.2 common (type)

#### leave-trailing-zeros

- type: common
- description: Used for the display of fixed point numbers.
- values:
  - true / false: Trailing zeros in the fractional part are not cut off when value is true.

#### readonly

- type: common
- **description**: Used to indicate that the Custom Field cannot be modified.
- values:
  - *true / false*: Field is read-only if value is set to *true*. Lack of value, or any value except *false*, is treated as *true*.

#### visibility

- type: common
- **description**: Defines when the field is visible.
- values:
  - *edit*: Field will be displayed in edit mode.
  - *view*: Field will be displayed in view mode.
  - none: Field is not visible.

• If any other, or no value, is set then the field will always be visible.

### H.1.1.3 component type (type)

#### boolean-type

- type: component-type
- **description**: Definition of the layout of a boolean field.
- values:
  - checkbox (default): Field that can be checked (set to false by default).
  - radio: 2 radio buttons (yes/no) for selection (only one can be active).
  - *select*: Drop-down field with 2 values (yes/no).

#### enum-in-search-type

- type: component-type
- description: Defines whether an *enum* field used in a search accepts searching over multiple values.
- values:
  - single (default) / multiple: Accepts searching over multiple values if value multiple is set.

#### enum-type

- type: component-type
- description: Layout definition of list display
- values:
  - select (default): Drop-down list for selection.
  - radio: List of radio buttons to select (only one option can be active).
  - *autocomplete*: Drop-down list for selections where the field is an input field used to filter the list.

#### list-type

- type: component-type
- description: Disables the add and/or delete options for data fields of type list or struct.
- values:
  - *fixed-size*: It is not possible to add or delete fields/rows.
  - *non-shrinkable*: It is not possible to delete fields/rows.
  - non-growable: It is not possible to add fields/rows.

#### text-type

- type: component-type
- description: Defines the possible types of a string field.

- values:
  - *text* (default): Single-line input field
  - textarea: Multi-line input field
  - password: Input field for passwords.
     Password will be displayed as \*\*\*\*\*\*\* in view mode.
  - *label*: Input will be displayed as a label, i.e., the field is displayed only, no input is possible.
  - url: Input will be displayed as a hyperlink in view mode. String has to match a specific URL pattern: "^((?:mailto\:|(?:(?:ht|f)tps?)\://)1\S+)(?: (?:\|)?(.\*))?\$"
    - Example: "http://consol.de ConSol"
  - file-url: Input will be displayed as a link to a file on the file system. The web browser has to allow/support those links! See section <u>Details about String Fields: Use Annotations to Fine-Tune Strings</u> on how to achieve this. The link will also be displayed as tooltip. The URL is correctly formed if the following conditions are met: It starts with *file:* followed by regular slashes:
    - three slashes "///" for files on the same computer as the browser (alternatively "//localhost/") or
    - two slashes followed by the server name followed by another slash for files on file servers accessible from the computer running the browser.

These are followed by the full path to the file ending with the file name. The path on Microsoft Windows systems is also written with forward slashes instead of backslashes. The drive letter of a local path on Microsoft Windows systems is noted as usual, for example C:. Paths with spaces and special characters like "{, }, ^, #, ?" need to be percent encoded ("%20" for a space for example) for Microsoft Windows systems. **Example URLs:** 

- file://file-server/path/to/my/file.ext
- file:///linux/local/file.pdf
- file:///C:/Users/myuser/localfile.doc

## H.1.1.4 contact authentication (type)

#### Idapid

- type: contact authentication
- **description**: Used in a Data Object Group of type *contact*, for the Data Object Group Field which contains the LDAP ID for CM.Track authentication.
- values: Indicates that this field will be used as an LDAP ID in the authentication process. Data type string is required.

Since the definition is made at the customer group level, the LDAP authentication can be run in mixed mode. I.e., use LDAP for some customer groups and regular authentication for other customer groups.

#### password

- type: contact authentication
- description: Indicates that this field will be used as a password in the authentication process.
- values:
  - *<string>*: Used for CM.Track.

#### username

- type: contact authentification
- description: Indicates that this field will be used as a login name in the authentication process.
- values:
  - *true / false*: Used for CM.Track.

### H.1.1.5 dwh (type)

#### dwh-no-history-field

- type: dwh
- description: Annotation used to indicate that field will not be historized in DWH
- values:
  - true / false: Since version 6.10.2.0.

#### reportable

- type: dwh
- **description**: Indicates that the field is reportable and that it should be transferred to the DWH.
- values:
  - *true / false*: Field is reportable if value is set to *true*.

## H.1.1.6 indexing (type)

#### field indexed

- type: indexing
- **description**: Indicates that a database index will be created for this field. If it should be possible to sort result tables (in the Web Client) according to a column (by clicking on the column header), the respective field has to be indexed!
- values:
  - transitive (default): All data is displayed (ticket data, customer data and resource data).
  - *unit*: Used for customer data. Only the unit and the parent unit (i.e., company) is given as a search result, no tickets are provided.
  - local: Used for customer data. Only the unit is given as a search result, no company and

- no tickets are displayed.
- not indexed: Field is not indexed.

#### phonetic

- **type**: indexing
- **description**: activates the phonetic search for this field. Can only be used for data fields of type String (also long or short string).
- values: *true/false*. Will automatically set to *true* when the annotation is added.

# H.1.1.7 layout (type)

#### colspan

- type: layout
- **description**: Defines how many columns are reserved for the field in the layout.
- values:
  - <number>: Number of columns.

#### field-group

- type: layout
- **description**: Allows grouping of fields in view mode. Annotation is ignored in edit mode.
- values:
  - <*string*>: To group fields the same string value has to be set in the annotation of each field. Two or more data fields are bound when they share the same value for this annotation. The group of coupled data fields is shown only if all of them have values set.

#### fieldsize

- type: layout
- **description**: Displayed field size within ticket layout.
- values:
  - <rows>;<cols>: Displayed field size.
     Format for string fields and number fields: n indicates the number of characters, for string fields this is the number of monospaced capital M characters.
     Format for textarea: rows;cols (corresponds to <textarea rows=""><te>cols="">>).

     Enums are displayed as a choice box with n elements, instead of a drop-down. Format for enums: n.

     Note: this is only a layout configuration, for validation use maxlength of type group val

idation.

• <*number>*: For *enum* data fields. Defines how many values are directly visible in the list box. Used only for layout purposes.

#### label-group

- type: layout
- **description**: Indicates a group of fields along with its descriptive label in view mode. Annotation is ignored in edit mode.
- values:
  - <string>: Indicates a group of data fields along with its descriptive label. The annotation
    is used in view mode, ignored in edit mode. The group can have exactly one label (a data
    field of type string with assigned additional annotation text-type with value label). The
    label is shown when at least one data field from its group has a value set. All fields with
    the same label value are grouped and displayed under this label.
    The annotation label-group has to be assigned to the label, too.

#### label-in-view

- type: layout
- description: Shows data field value as a label in view mode. Annotation is ignored in edit mode.
- values:
  - *true*: Remove the annotation if the label should not be visible in view mode.

#### order-in-result

- type: layout
- **description**: Shows field as a column at given position in the search result list.
- values:
  - <number>: The columns are sorted in ascending order.
     Since CM version 6.0.1. Please see detailed explanation in info box in section <u>Search and</u> Indexer Configuration, order-in-result.

#### position

- type: layout
- **description**: Defines the position of a field within a grid layout or defines the position of a field within a list (*struct*).
- values:
  - <*number>;*<*number>*: Values define *row* and *column* (row;column), numbering starts at 0;0. If no values are set, the data field will take the next free grid cell.
  - *0;<number>*: Only the *column* value is used, the *row* value is ignored.

#### rowspan

- type: layout
- **description**: Indicates how many rows within the layout are occupied by this field.
- values:
  - <number>: Number of rows.

#### show-label-in-edit

- type: layout
- **description**: Whether the data field should be displayed in edit mode with label.
- values:
  - true / false: Since version 6.9.4

#### show-label-in-view

- type: layout
- **description**: Whether the data field should be displayed in view mode with label.
- values:
  - true / false: Since version 6.9.4

#### show-tooltip

- type: layout
- description: Whether the data field should be displayed with tooltip.
- values:
  - true / false: Since version 6.9.4

#### show-watermark

- type: layout
- description: Whether the data field should be displayed with watermark.
- values:
  - true / false: Since version 6.9.4

#### ticket-list-colspan

- type: layout
- description: Defines how many columns are occupied by the field in the ticket list box.
- values:
  - <number>: Number of columns.

#### ticket-list-position

- type: layout
- **description**: Defines the position of the field in the ticket list box.
- values:
  - <*number>;*<*number>*: Values define *row* and *column* (row;column), numbering starts at 0;0.

#### ticket-list-rowspan

- type: layout
- **description**: Defines how many rows are occupied by the field in the ticket list box.
- values:
  - <number>: Number of rows.

# H.1.1.8 performance (type)

#### no-history-field

- type: performance
- **description**: Indicates that a single data field should not be historicized. Overwrites the group annotation *no-history*.
- values:
  - true / false: Annotation is active if value is set to true. For fields that should be stored but not be visible in history use annotation visibility configuration.
     In CM versions up to 6.10.2, the DWH transfer of a field history is also controlled by this annotation.
     Starting with CM version 6.10.2, use the annotation dwh-no-history-field for this.

## H.1.1.9 phone commander (type)

#### dialable

- type: phone commander (CM.Phone)
- **description**: Defines a field with a phone number.
- values:
  - *true*: Used with CM.Phone only. Marks a phone number as automatically dialable for outgoing calls for the CTI system.

# H.1.1.10 resource (type)

#### resource-color

- type: resource
- description:
- values:
  - *true / false*: Should be assigned to a color *enum*. Color of selected enum value should be applied to a resource icon's background.

## H.1.1.11 search result (type)

#### contact search result column

- type: search result
- **description**: Identifies whether the field should be presented in the search result by default. **Deprecated! Do not use!**
- values:
  - true: Remove the annotation if the field should not be visible by default. Since CM version 6.1.3. (Replaced by order-in-result, contact search result column is obsolete!)

### H.1.1.12 ticket contact relation type (type)

#### contains contacts

- type: ticket contact relation type
- **description**: Used only for list field definition, indicates that it can hold unit references to units annotated as contacts.
- values:
  - *true/false*: Value type is boolean. Specifies whether the list is shown with the contact (true) or with the ticket (false).

## H.1.1.13 ticket display (type)

#### enum field with ticket color

- type: ticket display
- **description**: Defines the background color of the ticket icon for ticket list and ticket.
- values:
  - true / false: The field has to exist within Enum Administration where lists, values, and colors are defined.

## H.1.1.14 validation (type)

#### accuracy

- type: validation
- description: For data fields, to define the level of detail displayed
- values:
  - date (default): Show date without time.
  - *date-time*: Show date with time.
  - *only-time*: Show only time, no date.

#### email

- type: validation
- **description**: Used for e-mail addresses to validate that the format is correct, i.e., that it matches <name>@<domain>.
- values:
  - *true*: May be used with *string* data fields. Remove the annotation if the format should not be validated.

#### format

- type: validation
- **description**: Used for validating the format of date fields.
- values:
  - <date format>: The pattern for the date is based on SimpleDateFormat, e.g., dd.MM.yyyy.

Remember to set the proper *colspan* when including hours/minutes in the format. See <u>http://docs.oracle.com/javase/6/docs/api/java/text/SimpleDateFormat.html</u> for the format reference.

#### matches

- type: validation
- **description**: Checks if input of *string* data fields matches the given RegEx.
- values:
  - *<string>*: May be used with *string* data fields.

#### maxLength

- type: validation
- **description**: Defines the maximum length of input for *string* data fields.
- values:
  - *<number>*: May be used with *string* data fields.

#### maxValue

- type: validation
- **description**: Defines the maximum value for number data fields.
- values:
  - *<number>*: May be used with *number* data fields, i.e., *number* and *fixed-point number*.

#### minLength

- type: validation
- description: Defines the minimum length of input for string data fields.

#### • values:

• *<number>*: May be used with *string* data fields.

#### minValue

- type: validation
- **description**: Defines the minimum value for *number* data fields.
- values:
  - *<number>*: May be used with *number* data fields, i.e., *number* and *fixed-point number*.

#### required

- type: validation
- **description**: Indicates that this is a required field.
- values:
  - *true / false*: Field is required if value is set to *true*. The user cannot save the ticket without having entered a value in a required field. In the Web Client, required fields are marked by a red asterisk.

# H.1.1.15 visibility (type)

#### visibility configuration

- type: visibility
- **description**: Indicates the visibility of this field in history.
- values:
  - on every level: Field is shown on every level of history.
  - 2nd level and 3rd level: Field is shown only on the 2nd and the 3rd level of history.
  - only 3rd level: Field is shown only on the 3rd level of history.

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# H.1.2 List of Group Annotations

This chapter describes the following group annotations grouped by annotation type:

group-visibility	864
dwh-no-history	864
eportable group	864
auto-open-group	864
show-contact-in-ticket-list	864
show-in-group-section	865
show-labels-in-edit	865
show-labels-in-view	865
show-tooltips	865
show-watermarks	865
no-history	865
esource-fields-group-mode	866
esource-custom-fields-group-mode	866
unit is a contact	866

# H.1.2.1 common (type)

#### group-visibility

- type: common
- **description**: Defines the default visibility of a data field group.
- values:
  - *true / false*: The annotation can be overwritten at the field level.

## H.1.2.2 dwh (type)

#### dwh-no-history

- type: dwh
- description: Indicates that all fields in the group will not be historicized in DWH
- values:
  - true / false: Since version 6.10.2.0

#### reportable group

- type: dwh
- **description**: Indicates that all data fields belonging to this group are reportable and should be transferred to CMRF.
- values:
  - true / false: A value has to be set. Annotation is active if value is set to true.

# H.1.2.3 layout (type)

#### auto-open-group

- type: layout
- **description**: The group will be opened initially. More than one value can be entered as a comma- or semicolon-separated list (can be used for the customer annotation).
- values:
  - *ticket:create*: Group is opened initially when a new ticket is created.
  - customer:create: Group is opened initially when a new customer is created.
  - *customer:view*: Group is opened when the customer (contact or company) page is opened.

#### show-contact-in-ticket-list

- type: layout
- description: Obsolete! Use page customization! accordionTicketList.mainCustomerDescriptionVisible={true, false}
- values: obsolete

#### show-in-group-section

- type: layout
- description: Defines that a data field group is displayed in the Groups section (as tab).
- values:
  - *true / false*: Without this annotation the group is shown in the non-tabbed ticket, customer or resource section.

#### show-labels-in-edit

- type: layout
- description: Whether the data fields in this group should be displayed in edit mode with labels.
- values:
  - true / false: Since version 6.9.4

#### show-labels-in-view

- type: layout
- **description**: Whether the data fields in this group should be displayed in view mode with labels.
- values:
  - true / false: Since version 6.9.4

#### show-tooltips

- type: layout
- description: Whether the data fields in this group should be displayed with tooltips.
- values:
  - true / false: Since version 6.9.4

#### show-watermarks

- type: layout
- **description**: Whether the data fields in this group should be displayed with watermarks.
- values:
  - true / false: Since version 6.9.4

## H.1.2.4 performance (type)

#### no-history

- type: performance
- **description**: Indicates that all data fields belonging to this group will not be historicized.

- values:
  - true / false: Indicates that all data fields that belong to this group should not be historicized. Possible values are true if this annotation should be active or false, which is the same as removing the annotation. Use this annotation if you want to prevent storing history for all/many fields in a group. If you only want to prevent historization for a single/some field(s), use the annotation *no-history-field* at the field level. In CM versions up to 6.10.2, the DWH transfer of a field history is also controlled by this annotation.
    - Starting with CM version 6.10.2, use the annotation *dwh-no-history* for this.

## H.1.2.5 resource (type)

## resource-fields-group-mode

- type: resource
- description: Controls the mode of a Resource Field Group concerning editing via Web Client.
- values:
  - internal / external: Possible values: internal, external. A Resource Group Field is not editable in the Web Client if value is external.
     Since 6.10.4.0
     Removed 6.10.5.0

#### resource-custom-fields-group-mode

- type: resource
- **description**: Controls the mode of a Resource Field Group concerning editing via Web Client.
- values:
  - internal / external: Possible values: internal, external. A Resource Group Field is not editable in the Web Client if value is external.
     Since 6.10.5.0

# H.1.2.6 ticket contact relation (type)

## unit is a contact

- type: ticket contact relation
- description: deprecated
- values:
  - true/false: Removed in version 6.9.0.

# **H.2 System Properties**

The following chapter provides detailed information about the system properties used in ConSol CM.

- Alphabetical List of System Properties
- List of System Properties by Module
- List of System Properties by Area

# H.2.1 Alphabetical List of System Properties

This chapter describes the following properties:

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## admin.email

- Module: cmas-core-security
- **Description**: The e-mail address of the ConSol CM administrator. The value which you entered during system set-up is used initially.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- **Since**: 6.0

#### admin.login

- Module: cmas-core-security
- **Description**: The name of the ConSol CM administrator. The value which you entered during system set-up is used initially.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: admin
- Since: 6.0

## admin.tool.session.check.interval

- Module: cmas-app-admin-tool
- Description: Admin Tool inactive (ended) sessions check time interval (in seconds)
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 30
- **Since**: 6.7.5

## attachment.allowed.types

- Module: cmas-core-server
- **Description**: Comma-separated list of allowed filename extensions (if no value defined, all file extensions are allowed).
- Type: string

- Restart required: no
- System: yes
- Optional: yes
- Example value: txt,zip,doc
- Since: 6.5.0

#### attachment.max.size

- Module: cmas-core-server
- **Description**: Maximum attachment size, in MB. This is a validation property of the CM API. It controls the size of attachments at tickets, at units, and at resources. It also controls the size of incoming (not outgoing!) e-mail attachments in NIMH as well as in Mule/ESB mode.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 100
- Since: 6.4.0

#### attachment.upload.timeout

- Module: cmweb-server-adapter
- **Description**: Defines the transaction timeout in minutes for adding attachments to a ticket, a resource or a customer. Counts the time for the upload of all attachments of one transaction. When the timeout occurs, all files which have been temporarily stored on the server are deleted. No file is uploaded.
- Type: Integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 3
- Since: 6.10.5.3

#### authentication.method

- Module: cmas-core-security
- **Description**: User authentication method (internal CM database or LDAP authentication). Allowed values are LDAP or DATABASE.
- Type: string
- Restart required: no
- System: yes

- Optional: no
- Example value: DATABASE
- Since: 6.0

#### autocommit.cf.changes

- Module: cmas-dwh-server
- **Description**: Defines whether DWH tasks which result from configurational changes on Custom Fields are executed automatically without manual interaction in the Admin Tool. Can be also set in the Admin Tool in the navigation item *DWH*. The default and recommended value is *false*.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.7.0

## autocomplete.enabled

- Module: cmas-app-admin-tool
- **Description**: If the flag is missing or its value is *false*, then the *Autocomplete address* navigation item is hidden in Admin Tool.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: true
- Since: 6.9.2.0

## automatic.booking.enabled

- Module: cmweb-server-adapter
- **Description**: If enabled, time spend on creating comment/e-mail will be measured and automatic time booking will be added.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: true
- Since: 6.9.4.2

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#### batch-commit-interval

- Module: cmas-dwh-server
- **Description**: Number of objects in a JMS message. Larger values mean better transfer performance at the cost of higher memory usage.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 100
- Since: 6.0.0

## big.task.minimum.size

- Module: cmas-core-index-common
- **Description**: Indicates the minimum size of index task (in parts, each part has 100 entities) to qualify this task as a big one. Big tasks have lower priority than normal tasks.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 15 (default)
- Since: 6.8.3

#### cache-cluster-name

- Module: cmas-core-cache
- **Description**: JBoss cache cluster name.
- Type: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: 635a6de1-629a-4129-8299-2d98633310f0
- Since: 6.4.0

## checkUserOnlineIntervalInSeconds

- Module: cmweb-server-adapter
- **Description**: The interval in seconds to check which users are online (default 180sec = 3min).
- Type: integer
- Restart required: no

- System: yes
- Optional: no
- Example value: 180
- Since: 6.0
- Removed in: 6.5 / 6.11.0.1

#### cluster.mode

- Module: cmas-core-shared
- **Description**: Specifies whether CMAS is running in cluster.
- Type: boolean
- Restart required: yes
- System: yes
- Optional: no
- Example value: false
- Since: 6.1.0

## cmas.dropSchemaBeforeSetup

- Module: cmas-setup-hibernate
- Description: Flag if schema is to be (was) dropped during setup
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.0

## cmoffice.enabled

- Module: cmweb-server-adapter
- **Description**: Flag if CM.Doc (former CM/Office) is enabled.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- **Since**: 6.4.0

#### cmoffice.strict.versioning.enabled

- Module: cmweb-server-adapter
- **Description**: Controls if the SAVE operation in Microsoft Word / OpenOffice documents creates a new attachment (*true*) or overwrites the existing attachment (*false*). This concerns the behavior within one session using the text editing program. If the program is stopped, the overwrite mechanism will not work anymore.
- Type: Boolean.
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.10.5.4

#### commentRequiredForTicketCreation

- Module: cmweb-server-adapter
- **Description**: Flag if comment is a required field for ticket creation.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true (default)
- Since: 6.2.0

#### communication.channel

- Module: cmas-dwh-server
- **Description**: Communication channel. Possible values are DIRECT (database communication channel, default value since 6.9.4.1), JMS (default value before 6.9.4.1). Before 6.9.4.1 it has to be manually added.
- **Type**: string
- Restart required: no
- System: yes
- Optional: no
- Example value: DIRECT
- Since: 6.8.5.0
- Removed in: 6.11.0.0

#### config.data.version

- Module: cmas-core-server
- **Description**: The internal version number of the current system configuration. This property is maintained internally, please do not change it unless advised by ConSol.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 11
- **Since**: 6.0

## contact.authentication.method

- Module: cmas-core-security
- **Description**: Indicates contact authentication method, where possible values are DATABASE or LDAP or LDAP, DATABASE or DATABASE, LDAP.
- **Type**: string
- Restart required: no
- System: yes
- Optional: no
- Since: 6.9.3.0

## contact. in herit. permissions. only. to. own. customer. group

- Module: cmas-core-security
- **Description**: Indicates whether authenticated contact inherits all customer group permissions from the representing engineer (false) or only has permissions to his own customer group (true).
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Since: 6.9.2.3

## customizationVersion

- Module: cmweb-server-adapter
- **Description**: UID representing the latest web customization version. Used only internally, please do not change the value.
- **Type**: string

- Restart required: no
- System: yes
- Optional: no
- Example value: cd58453e-f3cc-4538-8030-d15e8796a4a7
- Since: 6.5.0

#### data.directory

- Module: cmas-core-shared
- **Description**: Directory for CMAS data (e.g., index)
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: C:\Users\user\cmas
- Since: 6.0

#### data.optimization

- Module: cmweb-server-adapter
- **Description**: Defines optimization to be applied on response data. So far, the following values are supported (for setting more than one value, separate values by '|'): MINIFICATION and COMPRESSION. MINIFICATION minifies HTML data by e.g. stripping whitespaces and comments. COMPRESSION applies gzip compression to HTTP response. (Note: If you are running in cluster mode and want to test different configurations in parallel, you can set different values for each cluster node by specifying property *data.optimization.nodeld* to override default property.)
- **Type**: string
- **Restart required**: COMPRESSION can be switched on/off without restart, MINIFICATION requires restart.
- System: yes
- Optional: yes
- Example value: MINIFICATION | COMPRESSION

## database.notification.enabled

- Module: cmas-core-index-common
- **Description**: Indicates whether index update database notification channel should be used instead of JMS.
- Type: boolean
- Restart required: no

- System: yes
- Optional: no
- Example value: false
- Since: 6.8.4.7

## database.notification.redelivery.delay.seconds

- Module: cmas-core-index-common
- **Description**: In case of index update database notification channel, indicates notification redelivery delay when an exception occurs.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.8.4.7

#### database.notification.redelivery.max.attempts

- Module: cmas-core-index-common
- **Description**: In case of index update database notification channel, indicates maximum redelivery attempts when an exception occurs.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.8.4.7

## defaultCommentClassName

- Module: cmas-core-server
- **Description**: Default text class name for comments.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value:
- Since: 6.3.0

#### defaultContentEntryClassName

- Module: cmweb-server-adapter
- **Description**: Default text class for new ACIMs.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: default\_class
- Since: 6.3.0

## defaultIncommingMailClassName

- Module: cmas-core-server
- **Description**: Default text class name for incoming e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- **Since**: 6.3.0

## $default {\it Number Of Custom Fields Columns}$

- Module: cmweb-server-adapter
- **Description**: Default number of columns for Custom Fields.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 3
- Since: 6.2.0

## defaultOutgoingMailClassName

- Module: cmas-core-server
- **Description**: Default text class name for outgoing e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes

- Example value:
- Since: 6.3.0

## delete.ticket.enabled

- Module: cmas-app-admin-tool
- **Description**: Controls if the menu entry *Delete* is displayed in the context menu in the Admin Tool for the ticket list in ticket administration.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.9.4.0

## diffTrackingEnabled

- Module: cmweb-server-adapter
- **Description**: Defines if parallel editing of a ticket by different engineers should be possible. Default is *true*.

*false*: Previous way of handling changes when editing a ticket. If the ticket has been changed in the meantime, the current engineer will not be able to submit his changes without being forced to reload the page before submitting.

*true*: New changes handling mode. If the ticket has been changed, this will not block the submission of other changes anymore. If the part of the ticket that was changed was exactly the part that is changed by the submitting engineer, then an information message will be displayed, but the ticket change will be persisted/stored anyway.

- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true (default)
- Since: 6.10.1
- Removed in: 6.11.0

## disable.admin.task.auto.commit

- Module: cmas-core-index-common
- **Description**: All tasks created for index update will be automatically executed right after creation.
- Type: boolean
- Restart required: no

- System: yes
- Optional: no
- Example value: false
- Since: 6.6.1

## dwh.mode

- Module: cmas-dwh-server
- Description: Current mode for DWH data transfer. Possible values are OFF, ADMIN, LIVE
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: OFF
- Since: 6.0.1

#### esb.directory

- Module: cmas-esb-core
- **Description**: Directory used by Mule/ESB.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: C:\Users\user\cmas\mule
- Since: 6.0
- Removed in: 6.11.0

## eviction.event.queue.size

- Module: cmas-core-cache
- **Description**: The size of the queue holding cache events. The default value is 200000. It is recommended to increase the value slightly (up to 400000) on systems with high traffic or load.
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 200000
- Since: 6.4.0

#### eviction.max.nodes

- Module: cmas-core-cache
- **Description**: Sets the maximum size of internal caches. The default value is 100000. Increasing it will lead to higher memory consumption and is not recommended unless explicitly advised by ConSol.
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 100000
- Since: 6.4.0

#### eviction.wakeup.interval

- Module: cmas-core-cache
- **Description**: Sets the interval (in milliseconds) between two cache queue event processing cycles. The default value is 3000. It is recommended to decrease it (minimum is 1500) on systems with high traffic or load.
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 3000
- Since: 6.4.0

## favoritesSizeLimit

- Module: cmweb-server-adapter
- Description: Maximum number of items in Favorites list.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 10
- **Since**: 6.0

#### fetchLock.interval

- Module: cmas-workflow-jbpm
- Description:

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- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5000
- Removed in: 6.8.0

## fetchSize.strategy

- Module: cmas-core-server
- **Description**: Strategy for selecting the fetch size on JDBC result sets.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- **Example value**: FetchSizePageBasedStrategy, FetchSizeThresholdStrategy, FetchSizeFixedStrategy
- Since: 6.8.4.1

## fetchSize.strategy.FetchSizeFixedStrategy.value

- Module: cmas-core-server
- **Description**: Sets fetch size value if the selected strategy to set the fetch size is *FetchSizeFixedStrategy*.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 150
- Since: 6.8.4.1

#### fetchSize.strategy.FetchSizePageBasedStrategy.limit

- Module: cmas-core-server
- **Description**: Sets maximum fetch size value if the selected strategy to set the fetch size is *FetchSizePageBasedStrategy*.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes

- Example value: 10000
- Since: 6.8.4.1

## $fetch {\it Size.strategy.Fetch SizeThreshold Strategy.value}$

- Module: cmas-core-server
- **Description**: Sets fetch size threshold border values if the selected strategy to set the fetch size is *FetchSizeThresholdStrategy*.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 150,300,600,1000
- Since: 6.8.4.1

## filesystem.polling.threads.number

- Module: cmas-nimh
- **Description**: Number of threads started for db e-mails' queue polling. Default: 1
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 10
- Since: 6.4.0

## file system. polling. threads. shutdown. timeout. seconds

- Module: cmas-nimh
- **Description**: Waiting time after the shutdown signal. When the timeout reached, thread will be terminated. Default: 60
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- **Since**: 6.4.0

#### filesystem.polling.threads.watchdog.interval.seconds

- Module: cmas-nimh
- **Description**: Watchdog thread interval. Default: 30
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

## filesystem.task.enabled

- Module: cmas-nimh
- **Description**: With this property service thread related to given poller can be disabled. Default: true
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.4.0

#### filesystem.task.interval.seconds

- Module: cmas-nimh
- Description: Default interval for polling mailboxes. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

#### filesystem.task.polling.folder

- Module: cmas-nimh
- **Description**: Polling folder location which will be scanned for e-mails in the format of eml files. Default: "mail" subdir of cmas data directory
- **Type**: string
- Restart required: no

- System: no
- Optional: yes
- Example value: c://cmas//mail
- Since: 6.4.0

## filesystem.task.timeout.seconds

- Module: cmas-nimh
- **Description**: After this time (of inactivity) the service thread is considered as damaged and automatically restarted. Default: 120 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

## filesystem.task.transaction.timeout.seconds

- Module: cmas-nimh
- **Description**: Default transaction timeout for e-mail fetching transactions. Should be correlated with number of messages fetched at once. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

## globalSearchResultSizeLimit

- Module: cmweb-server-adapter
- **Description**: Maximum number of items in Quick Search result.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 10
- Since: 6.0

## helpFilePath

- Module: cmweb-server-adapter
- **Description**: URL for online help. If not empty, Help button is displayed in Web Client.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: http://www.consol.de
- Since: 6.2.1

#### hibernate.dialect

- Module: cmas-setup-hibernate
- **Description**: The dialect used by hibernate. Usually set during initial set-up (depending on the database system).
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: org.hibernate.dialect.MySQL5InnoDBDialect
- **Since**: 6.0

#### hideTicketSubject

- Module: cmweb-server-adapter
- **Description**: If set to *true*, ticket subject is hidden.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.2.1

#### ignore-queues

- Module: cmas-dwh-server
- **Description**: A comma-separated list of queue names which are not not transferred to the DWH.
- Type: string
- Restart required: no

- System: yes
- Optional: yes
- Example value: QueueName1,QueueName2,QueueName3
- Since: 6.6.19
- Removed in: 6.8.1

#### index.attachment

- Module: cmas-core-index-common
- Description: Specifies whether content of attachments is indexed.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.4.3

#### index.history

- Module: cmas-core-index-common
- **Description**: Specifies whether unit and ticket history are indexed.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.1.0
- Removed in: 6.11.0

## index.status

- Module: cmas-core-index-common
- **Description**: Status of the Indexer, possible values RED, YELLOW, GREEN, will be displayed in the Admin Tool.
- Type: string
- Restart required: no
- System: yes
- Optional: no

- Example value: GREEN
- Since: 6.6.1

#### index.task.worker.threads

- Module: cmas-core-index-common
- **Description**: How many threads will be used to execute index tasks (synchronization, administrative, and repair tasks).
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1 (default) (we recommend to use a value not larger than 2)
- Since: 6.6.14, 6.7.3. Since 6.8.0 and exclusively in 6.6.21 also normal (live) index updates are affected by this property.

#### index.version.current

- Module: cmas-core-index-common
- **Description**: Holds information about current (possibly old) index version.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1 (default)
- Since: 6.7.0

#### index.version.newest

- Module: cmas-core-index-common
- Description: Holds information about which index version is considered newest.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1 (default)
- **Since**: 6.7.0

## indexed.assets.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many assets should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 200 (default)
- Since: 6.8.0

## indexed.engineers.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many engineers should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 300 (default)
- Since: 6.6.14, 6.7.3

#### indexed.resources.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many resources should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 200 (default)
- Since: 6.10.0.0

## indexed.tickets.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many tickets should be loaded into memory at once, per thread, during indexing.

- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 100 (default)
- Since: 6.6.14, 6.7.3

## indexed.units.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many units should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 200 (default)
- Since: 6.6.14, 6.7.3

## initialized

- Module: cmas-setup-manager
- **Description**: Flag if CMAS is initialized. If this value is missing or not *true*, set-up will be performed.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.0

Be careful with using this property!!! When you set the value to *false*, the ConSol CM server will perform the system set-up at the next start, i.e. all data of the existing system is lost, including system properties!!!

#### is.cmrf.alive

- Module: cmas-dwh-server
- **Description**: As a starting point, the time the last message was sent to CMRF should be used. If a response from CMRF is not received after value (in seconds), it should create a DWH operation status with an error message indicating that CMRF is down.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1200
- Since: 6.7.0

#### java.naming.factory.initial

- Module: cmas-dwh-server
- **Description**: Factory class for the DWH context factory.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: org.jnp.interfaces.NamingContextFactory
- Since: 6.0.1
- Removed in: 6.11.0.0

#### java.naming.factory.url.pkgs

- Module: cmas-dwh-server
- Description:
- Type: string
- Restart required: no
- System: yes
- Optional: no
- **Example value**: org.jboss.naming:org.jnp.interfaces
- Since: 6.0.1
- Removed in: 6.11.0.0

#### java.naming.provider.url

- Module: cmas-dwh-server
- **Description**: URL of naming provider.

- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: localhost
- Since: 6.0.1
- Removed in: 6.11.0.0

## jobExecutor.adminMail

- Module: cmas-workflow-engine
- **Description**: E-mail address which will get notified about job execution problems (when retry counter is exceeded).
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: admin@consol.de
- **Since**: 6.8.0

## jobExecutor.idleInterval

- Module: cmas-workflow-jbpm
- Description:
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 45000
- Removed in: 6.8.0
- Replaced by: jobExecutor.idleInterval.seconds

## jobExecutor.idleInterval.seconds

- Module: cmas-workflow-engine
- Description: Determines how often job executor thread will look for new jobs to execute.
- Type: integer
- Restart required: no
- System: yes

- Optional: yes
- Example value: 45 (default up to CM version 6.10.5.2. Default CM versions 6.10.5.3 and up is 5)
- Since: 6.8.0

## jobExecutor.jobExecuteRetryNumber

- Module: cmas-workflow-jbpm
- Description:
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Removed in: 6.8.0
- Replaced by: jobExecutor.jobMaxRetries

## jobExecutor.jobMaxRetries

- Module: cmas-workflow-engine
- **Description**: Controls the number of retry attempts the job executor will do before declaring a job as failed.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 5 (default)
- Since: 6.8.0

## jobExecutor.jobMaxRetriesReachedSubject

- Module: cmas-workflow-engine
- **Description**: The subject used in the notification mail admins receive about failed job executors.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: Job maximum retries reached. Job was removed!!! (default)
- Since: 6.8.0

## jobExecutor.lockingLimit

- Module: cmas-workflow-engine
- **Description**: Number of jobs locked at once (marked for execution) by job executor thread.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 5 (default since CM version 6.10.5.3)
- Since: 6.8.0

# jobExecutor.lockTimeout.seconds

- Module: cmas-workflow-engine
- **Description**: How long the job can be locked (marked for execution) by job executor.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 360 (default)
- Since: 6.8.0

## jobExecutor.mailFrom

- Module: cmas-workflow-engine
- **Description**: E-mail which will be set as From header during admin notifications.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: jobexecutor@consol.de
- Since: 6.8.0

## jobExecutor.maxInactivityInterval.minutes

- Module: cmas-workflow-engine
- **Description**: Number of minutes of allowed job executor inactivity (e.g. when it is blocked by long timer execution). After this time executors threads are restarted.
- Type: integer
- Restart required: no

- System: yes
- Optional: yes. Default value is set to 30 minutes
- Example value: 15 (default)
- Since: 6.9.2.0

## jobExecutor.threads

- Module: cmas-workflow-engine
- **Description**: Number of job execution threads.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 1 (default)
- Since: 6.8.0

## jobExecutor.timerRetryInterval

- Module: cmas-workflow-jbpm
- Description:
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 10000
- Removed in: 6.8.0
- Replaced by: jobExecutor.timerRetryInterval.seconds

## jobExecutor.timerRetryInterval.seconds

- Module: cmas-workflow-engine
- **Description**: Determines how long job executor thread will wait after job execution error.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 10 (default up to CM version 6.10.5.2. Default CM versions 6.10.5.3 and up is 30)
- Since: 6.8.0

#### jobExecutor.txTimeout.seconds

- Module: cmas-workflow-engine
- **Description**: Transaction timeout used for job execution.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 60 (default)
- Since: 6.8.0

## kerberos.v5.enabled

- Module: cmas-core-security
- Description: Indicates whether SSO via Kerberos is enabled.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false (default if Kerberos was not enabled during system set-up)
- Since: 6.2.0

#### kerberos.v5.username.regex

- Module: cmas-core-security
- Description: Regular expression used for mapping Kerberos principals to CM user login names.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: (.\*)@.\*
- Since: 6.2.0

## last.config.change

- Module: cmas-core-server
- **Description**: Random UUID created during the last configuration change.
- Type: string
- Restart required: no
- System: yes

- Optional: no
- Example value: 2573c7b7-2bf5-47ff-b5a2-bad31951a266
- Since: 6.1.0, 6.2.1

## Idap.authentication

- Module: cmas-core-security
- **Description**: Authentication method used when using LDAP authentication.
- Type: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: simple
- Since: 6.0

#### ldap.basedn

- Module: cmas-core-security
- **Description**: Base DN used for looking up LDAP user accounts when using LDAP authentication.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: ou=accounts,dc=consol,dc=de
- Since: 6.0

## ldap.certificate.basedn

- Module: cmas-core-server
- **Description**: Base DN for certificates location in the LDAP tree. If not provided, *cmas-core-secur-ity, ldap.basedn* is used.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: ou=accounts,dc=consol,dc=de
- **Since**: 6.8.4

# ldap.certificate.content.attribute

- Module: cmas-core-server
- **Description**: LDAP attribute name used where certificate data is stored in the LDAP tree. Default value: usercertificate
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: usercertificate
- Since: 6.8.4

#### ldap.certificate.password

- Module: cmas-core-server
- **Description**: LDAP Certificates manager password. If not set, *cmas-core-security, ldap.- password* is used.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- **Since**: 6.8.4

#### ldap.certificate.providerurl

- Module: cmas-core-server
- **Description**: LDAP Certificates provider URL. If not set, *cmas-core-security, ldap.providerurl* is used.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: ldap://ldap.consol.de:389
- Since: 6.8.4

## ldap.certificate.searchattr

- Module: cmas-core-server
- **Description**: LDAP attribute name used to search for certificate in the LDAP tree. Default value: mail
- Type: string

- Restart required: no
- System: yes
- Optional: yes
- Example value: mail
- Since: 6.8.4

## ldap.certificate.userdn

- Module: cmas-core-server
- **Description**: LDAP Certificates manager DN. If not set, *cmas-core-security, ldap.userdn* is used.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.8.4

## ldap.contact.name.basedn

- Module: cmas-core-security
- **Description**: Base path to search for contact DN by LDAP ID (e.g. ou=a-ccounts,dc=consol,dc=de).
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

## ldap.contact.name.password

- **Module**: cmas-core-security
- **Description**: Password to look up contact DN by LDAP ID. If not set, the anonymous account is used.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

#### ldap.contact.name.providerurl

- Module: cmas-core-security
- **Description**: Address of the LDAP server (ldap[s]://host:port).
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

#### ldap.contact.name.searchattr

- Module: cmas-core-security
- Description: Attribute to search for contact DN by LDAP ID (e.g. uid).
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

## ldap.contact.name.userdn

- Module: cmas-core-security
- **Description**: User DN to look up contact DN by LDAP ID. If not set, the anonymous account is used.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

#### Idap.initialcontextfactory

- Module: cmas-core-security
- **Description**: Class name for the initial context factory of the LDAP implementation when using LDAP authentication. If it is not set, *com.sun.jndi.ldap.LdapCtxFactory* is used.
- Type: string
- Restart required: yes
- System: yes
- Optional: no

- Example value: com.sun.jndi.ldap.LdapCtxFactory
- **Since**: 6.0

## ldap.password

- Module: cmas-core-security
- **Description**: Password for connecting to LDAP to look up users when using LDAP authentication. Only needed if look-up cannot be performed anonymously.
- Type: password
- Restart required: no
- System: yes
- Optional: yes
- **Since**: 6.1.2

# ldap.providerurl

- Module: cmas-core-security
- **Description**: LDAP provider when using LDAP authentication.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: ldap://myserver.consol.de:389
- **Since**: 6.0

## Idap.searchattr

- Module: cmas-core-security
- Description: Search attribute for looking up LDAP entry associated with a CM login.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: uid
- Since: 6.0

## ldap.userdn

- Module: cmas-core-security
- **Description**: LDAP user for connecting to LDAP to look up users when using LDAP authentication. Only needed if look-up cannot be performed anonymously.

- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.1.2

## mail.attachments.validation.info.sender

- Module: cmas-esb-mail
- **Description**: Sets From header of attachments type error *notification e-mail*. As a default the e-mail address of the administrator which you have entered during system set-up is used.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: admin@consolcm.com
- Since: 6.7.5
- Removed in: 6.11.0

## mail.attachments.validation.info.sender

- Module: cmas-nimh-extension
- Description: Sets From header of attachments type error notification mail
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: admin@mail.com
- **Since**: 6.7.5

This is an equivalent to the old *cmas-esb-mail, mail.at-tachments.validation.info.sender* 

## mail.attachments.validation.info.subject

- Module: cmas-esb-mail
- Description: Sets subject of attachments type error notification e-mail.
- **Type**: string
- Restart required: no

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- System: yes
- Optional: no
- Example value: E-mail was not processed because its attachments were rejected!
- Since: 6.7.5
- Removed in: 6.11.0

## mail.attachments.validation.info.subject

- Module: cmas-nimh-extension
- Description: Sets subject of attachments type error notification mail.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: E-mail was not processed because its attachments were rejected!
- Since: 6.7.5

This is an equivalent to the old *cmas-esb-mail, mail.at-*(i) tachments.validation.info.subject

#### mail.callname.pattern

- Module: cmas-esb-mail
- **Description**: Regular expression for subject of incoming e-mails. Available as TICKET NAME PATTERN FORMAT in incoming e-mail scripts.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: .\*?Ticket\s+\((\S+)\).\*
- Since: 6.0
- Removed in: 6.11.0

#### mail.cluster.node.id

- Module: cmas-esb-mail
- Description: Only the node whose mail.cluster.node.id equals cmas.clusternode.id will start the Mule/ESB e-mail services.
- Type: string
- Restart required: no

- System: yes
- Optional: no
- Example value: unspecified
- Since: 6.6.5
- Removed in: 6.11.0

#### mail.db.archive

- Module: cmas-esb-mail
- Description: If property is set to true, incoming e-mails are archived in the database.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: false (default)
- Since: 6.8.5.5
- Removed in: 6.11.0

**Obsolete!** In Mule/ESB mode, no e-mails are saved in the database. E-mails which could not be processed are stored in the file system, see section <u>E-Mail Backups</u>.

#### mail.db.archive

- Module: cmas-nimh-extension
- Description: If property is set to true, incoming e-mails are archived in the database.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: false (default)
- Since: 6.8.5.5

## mail.delete.read

- Module: cmas-esb-mail
- **Description**: Determines whether CM deletes messages fetched via IMAP(S). Setting value to *true* will cause deletion of messages after fetching. Default is to not delete messages fetched via IMAP(S). Note: Messages fetched via POP3(S) will always be deleted.
- Type: boolean
- Restart required: no
- System: yes

- Optional: no
- Example value: true
- Since: 6.7.3
- Removed in: 6.11.0

#### mail.encryption

- Module: cmas-core-server
- **Description**: If property is set to *true*, the encrypt checkbox in the Ticket E-Mail Editor is checked by default.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true (default = false)
- Since: 6.8.4.0

#### mail.error.from.address

This is an equivalent to the old cmas-esb-mail, mail. mule. service

#### mail.error.to.address

() This is an equivalent to the old *cmas-esb-mail, mail.process.error* 

#### mail.from

- Module: cmweb-server-adapter
- **Description**: Use this address if set instead of engineer e-mail address during e-mail conversation.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.1.2

#### mail.incoming.uri

- Module: cmas-esb-mail
- **Description**: URL for incoming e-mails.
- Type: string

- Restart required: no
- System: yes
- Optional: no
- Example value: pop3://cm-incoming-user:password@localhost:10110
- Since: 6.0
- Removed in: 6.11.0

This value should not be edited here using the system properties pop-up window, but the mailboxes should be configured using the navigation item *E-mail*. Using this standard feature all entries are controlled - i.e., for each mailbox which is added, CM establishes a test connection during mailbox set-up. That way it is not possible to enter wrong values.

#### mail.max.restarts

- Module: cmas-esb-mail
- Description: Maximum number of e-mail service restarts before giving up.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 3
- Since: 6.0
- Removed in: 6.11.0

#### mail.mime.strict

- Module: cmas-esb-mail
- **Description**: If set to *false*, e-mail addresses are not parsed for strict MIME compliance. Default is *true*, which means check for strict MIME compliance.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.17, 6.7.3
- Removed in: 6.11.0

#### mail.mule.service

- Module: cmas-esb-mail
- Description: From address for e-mails sent by Mule service
- Type: email
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0
- Removed in: 6.11.0

## mail.notification.engineerChange

- Module: cmas-core-server
- **Description**: Whether notification e-mails should be sent when the engineer of a ticket is changed.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.1.0

## mail.notification.sender

- Module: cmas-core-server
- **Description**: From address for notification e-mails when the engineer of a ticket is changed. If not set, *cmas-core-security, admin.email* is used instead.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: cm6notification@cm6installation
- **Since**: 6.6.3

## mail.on.error

- **Module**: cmas-nimh-extension
- **Description**: If set to *true* an error e-mail is sent to the above configured address in case the email message could not be processed. Default: true

- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.4.0

## mail.polling.interval

- Module: cmas-esb-mail
- **Description**: E-mail polling interval in ms.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60000
- Since: 6.0
- Removed in: 6.11.0

## mail.process.error

- Module: cmas-esb-mail
- **Description**: To address for error e-mails from Mule. As a default the e-mail address of the administrator which you have entered during system set-up is used.
- Type: email
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0
- Removed in: 6.11.0

#### mail.process.error

- Module: cmas-nimh-extension
- **Description**: To address for error e-mails from Mule.
- Type: email
- Restart required: no
- System: yes

- Optional: no
- Example value: myuser@consol.de
- Since: 6.4.0

#### mail.process.retry.attempts

- Module: cmas-esb-mail
- Description: Number of retries when processing e-mail
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 3
- Since: 6.0.2
- Removed in: 6.11.0

#### mail.process.timeout

- Module: cmas-esb-mail
- **Description**: E-mail processing timeout in seconds.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.1.3
- Removed in: 6.11.0

#### mail.redelivery.retry.count

- Module: cmas-esb-mail
- **Description**: Indicates the number of retries of re-delivering an e-mail from the CM system.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 3
- Since: 6.1.0
- Removed in: 6.11.0

#### mail.reply.to

- Module: cmweb-server-adapter
- **Description**: When set, Web Client will display Reply-To field on e-mail send, prefilled with this value.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

Please read the detailed information about ConSol CM Reply-To addresses in section <u>Scripts of Type E-Mail</u>.

#### mail.sender.address

- Module: cmas-workflow-jbpm
- **Description**: From address for e-mails from the workflow engine.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Removed in: 6.8.0
- Replaced by: jobExecutor.mailFrom

#### mail.smtp.email

- Module: cmas-core-server
- Description: SMTP e-mail URL for outgoing e-mails
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: smtp://mail.mydomain.com:25
- **Since**: 6.0

#### mail.smtp.envelopesender

- Module: cmas-core-server
- **Description**: E-mail address used as sender in SMTP envelope. If not set, the From address of the e-mail is used.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: mysender@mydomain.com
- Since: 6.5.7

### mail.ticketname.pattern

- Module: cmas-nimh-extension
- **Description**: Regular expression pattern used to identify the ticket name in the subject of incoming mails.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: .\*?Ticket\s+\((\S+)\).\*
- Since: 6.4.0

#### mailbox.1.connection.host

- Module: cmas-nimh
- **Description**: Host (server) for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.host*.

#### mailbox.1.connection.password

- Module: cmas-nimh
- **Description**: Password for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.password*.

#### mailbox.1.connection.port

- Module: cmas-nimh
- **Description**: Port for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.port*.

#### mailbox.1.connection.protocol

- Module: cmas-nimh
- **Description**: Protocol (e.g., IMAP or POP3) for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.protocol*.

### mailbox.1.connection.username

- Module: cmas-nimh
- **Description**: User name for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.username*.

#### mailbox.2.connection.host

- Module: cmas-nimh
- **Description**: Host (server) for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.host*.

#### mailbox.2.connection.password

- Module: cmas-nimh
- **Description**: Password for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.password*.

#### mailbox.2.connection.port

- Module: cmas-nimh
- **Description**: Port for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.port*.

#### mailbox.2.connection.protocol

- Module: cmas-nimh
- **Description**: Protocol (e.g., IMAP or POP3) for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.protocol*.

#### mailbox.2.connection.username

- Module: cmas-nimh
- **Description**: User name for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.username*.
- For all NIMH-related mailbox properties, the following principle is used: a default property is defined (e.g. *mailbox.default.connection.port*). If no mailbox-specific value is configured, this default value will be used.

## mailbox.default.connection.host

- Module: cmas-nimh
- **Description**: Host (server name) of a given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: 10.10.1.157
- **Since**: 6.4.0

## mailbox.default.connection.password

- Module: cmas-nimh
- **Description**: Password for given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: consol
- Since: 6.4.0

## mailbox.default.connection.port

- Module: cmas-nimh
- **Description**: Port for a given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: 143
- Since: 6.4.0

## mailbox.default.connection.protocol

- Module: cmas-nimh
- Description: Poller's protocol e.g., IMAP or POP3. No default value
- Type: string
- Restart required: no
- System: no

- Optional: yes
- Example value: imap
- Since: 6.4.0

### mailbox.default.connection.username

- Module: cmas-nimh
- Description: User name for a given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: username
- Since: 6.4.0

## mailbox.default.session.mail.debug

- Module: cmas-nimh
- **Description**: Example javax.mail property allows for more detailed javax.mail session debugging
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.4.0

## mailbox.default.session.mail.imap.timeout

- Module: cmas-nimh
- Description: Example javax.mail property
- **Type**: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 120
- **Since**: 6.4.0

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#### mailbox.default.session.mail.mime.address.strict

- Module: cmas-nimh
- **Description**: Example javax.mail property counterpart of the old *mule mail.mime.strict*, allows to set not so strict e-mail header parsing
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.4.0

## mailbox.default.session.mail.pop3.timeout

- Module: cmas-nimh
- Description: Example javax.mail property.
- Type:
- Restart required:
- System:
- Optional:
- Example value:
- **Since**: 6.4.0

#### mailbox.default.session.mail.<protocol>.partialfetch

- Module: cmas-nimh
- Description: e.g. mailbox.default.session.mail.imaps.partialfetch
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.10

#### mailbox.default.task.delete.read.messages

- Module: cmas-nimh
- **Description**: This defines whether messages should be removed from the mailbox after processing. For IMAP protocol messages are marked as SEEN by default. For POP3 protocol, when flag is set to true the message is removed, otherwise remains on server and will result in infinite reads. Default: false.

- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.4.0

# mailbox.default.task.enabled

- Module: cmas-nimh
- **Description**: With this property service thread related to given poller can be disabled. Default: true
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.4.0

## mailbox.default.task.interval.seconds

- Module: cmas-nimh
- Description: Default interval for polling mailboxes. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- **Since**: 6.4.0

## mailbox.default.task.max.message.size

- Module: cmas-nimh
- **Description**: Maximum size of e-mail messages (i.e., e-mail plus attachment). E-mails exceeding the size limit will not be automatically processed by NIMH but will be stored in the database (table *cmas\_nimh\_archived\_mail*) and will therefore appear in the e-mail backups in the Admin Tool (see section <u>E-Mail Backups</u>). From there they can be resent, downloaded to the file system, or deleted. For those operations the message size is not relevant. Default is set to 10MB: 10485760
- Type: integer
- Restart required: no

- System: no
- Optional: yes
- Example value: 10485760
- Since: 6.4.0

## mailbox.default.task.max.messages.per.run

- Module: cmas-nimh
- **Description**: Number of messages fetched at once from mailbox. Must be correlated with transaction timeout. Default set to: 20
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

## mailbox.default.task.timeout.seconds

- Module: cmas-nimh
- **Description**: After this time (of inactivity) the service thread is considered as damaged and automatically restarted. Default: 120 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

## mailbox.default.task.transaction.timeout.seconds

- Module: cmas-nimh
- **Description**: Default transaction timeout for e-mail fetching transactions. Should be correlated with number of messages fetched at once. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

#### mailbox.polling.threads.mail.log.enabled

- Module: cmas-nimh
- **Description**: Enables e-mail logging which is especially crucial in cluster environment (used as semaphore there)
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true (default)
- Since: 6.9.4.1

#### mailbox.polling.threads.number

- Module: cmas-nimh
- Description: Number of threads for accessing mailboxes. Default: 1
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 1
- Since: 6.4.0

#### mailTemplateAboveQuotedText

- Module: cmweb-server-adapter
- **Description**: Indicates behavior of e-mail template in the Ticket E-Mail Editor when another email is quoted, i.e. forwarded or replied to. Often used to place the signature correctly.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.2.4

#### max.licences.perUser

- Module: cmas-core-server
- **Description**: Sets maximum licenses single user can use (e.g., logging in from different browsers). By default this value is not restricted.
- Type: integer

- Restart required: no
- System: yes
- Optional: yes
- Example value: 10
- Since: 6.8.4.5

## maxSizePerPagemapInMegaBytes

- Module: cmweb-server-adapter
- **Description**: Maximum size (in MB) for each Wicket pagemap.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 15
- Since: 6.3.5

## monitoring.engineer.login

- Module: cmas-core-server
- **Description**: Login of monitoring engineer.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: nagios
- Since: 6.9.3.0

## monitoring.unit.login

- Module: cmas-core-server
- **Description**: Login of monitoring unit.
- **Type**: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: nagios
- Since: 6.9.3.0

#### nimh.enabled

- Module: cmas-core-server
- **Description**: Enables NIMH service. Must be suffixed with the cluster node ID, e.g., *nimh.enabled.NODEID* = true.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.9.4.0

## notification.error.description

- Module: cmas-dwh-server
- **Description**: Text for error e-mails from the DWH.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Error occurred
- Since: 6.0.1

#### notification.error.from

- Module: cmas-dwh-server
- Description: From address for error e-mails from the DWH
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

#### notification.error.subject

- Module: cmas-dwh-server
- Description: Subject for error e-mails from the DWH
- Type: string
- Restart required: no
- System: yes

- Optional: no
- Example value: Error occurred
- Since: 6.0.1

### notification.error.to

- Module: cmas-dwh-server
- Description: To address for error e-mails from the DWH
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0.1

## notification.finished\_successfully.description

- Module: cmas-dwh-server
- Description: Text for e-mails from the DWH when a transfer finishes successfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished successfully
- **Since**: 6.0.1

## notification.finished\_successfully.from

- Module: cmas-dwh-server
- **Description**: From address for e-mails from the DWH when a transfer finishes successfully.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

## notification.finished\_successfully.subject

- Module: cmas-dwh-server
- **Description**: Subject for e-mails from the DWH when a transfer finishes successfully.
- Type: string

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- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished successfully
- Since: 6.0.1

# notification.finished\_successfully.to

- Module: cmas-dwh-server
- Description: To address for e-mails from the DWH when a transfer finishes successfully.
- Type: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0.1

#### notification.finished\_unsuccessfully.description

- Module: cmas-dwh-server
- **Description**: Text for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished unsuccessfully
- Since: 6.0.1

#### notification.finished\_unsuccessfully.from

- Module: cmas-dwh-server
- Description: From address for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

## notification.finished\_unsuccessfully.subject

- Module: cmas-dwh-server
- **Description**: Subject for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished unsuccessfully
- Since: 6.0.1

## notification.finished\_unsuccessfully.to

- Module: cmas-dwh-server
- **Description**: To address for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0.1

## notification.host

- Module: cmas-dwh-server
- **Description**: E-mail (SMTP) server hostname for sending DWH e-mails.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: myserver.consol.de
- Since: 6.0.1

## notification.password

- Module: cmas-dwh-server
- **Description**: Password for sending DWH e-mails (optional).
- Type: string
- Restart required: no
- System: yes

- Optional: yes
- Since: 6.0.1

### notification.port

- Module: cmas-dwh-server
- Description: SMTP port for sending DWH e-mails.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: 25
- Since: 6.0.1

#### notification.protocol

- Module: cmas-dwh-server
- **Description**: The protocol used for sending e-mails from the DWH.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: pop3\

## notification.username

- Module: cmas-dwh-server
- **Description**: (SMTP) User name for sending DWH e-mails.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: myuser
- **Since**: 6.0.1

## outdated.lock.age

- Module: cmas-workflow-jbpm
- Description:
- Type: integer
- Restart required: no

- System: yes
- Optional: no
- Example value: 60000
- Removed in: 6.8.0
- Replaced by: cmas-workflow-engine, jobExecutor.lockTimeout.seconds

## pagemapLockDurationInSeconds

- Module: cmweb-server-adapter
- **Description**: Number of seconds to pass before pagemap is considered to be locked for too long.
- Type: integer
- Restart required: yes
- System: yes
- Optional: yes
- Example value: 60
- Since: 6.7.3

### policy.password.age

- Module: cmas-core-security
- **Description**: Defines (in days) how old the password may be.
- **Type**: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 5500 (15 years, default)
- Since: 6.10.1.0

## policy.password.pattern

- Module: cmas-core-security
- Description: Defines password pattern.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: "^.3,\$" (default)
- Since: 6.10.1.0

#### policy.rotation.ratio

- Module: cmas-core-security
- **Description**: Defines how often password may repeat. E.g., setting the value to X means that the new password cannot be present among the user's X previous passwords.
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- **Example value**: 1 (default)
- Since: 6.10.1.0

#### policy.username.case.sensitive

- Module: cmas-core-security
- Description: Defines whether user names are case-sensitive.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true (default)
- Since: 6.10.1.0

#### postActivityExecutionScriptName

- Module: cmweb-server-adapter
- **Description**: Defines the name for the script which should be executed after every workflow activity, see section <u>PostActivityExecutionScript</u>. If no script should be executed, leave the value empty.
- **Type**: string
- Restart required: no
- System: yes
- Optional: no
- Example value: postActivityExecutionHandler
- Since: 6.2.0

#### queue.polling.threads.number

- Module: cmas-nimh
- **Description**: Number of threads started for e-mails' queue polling. Default: 1
- Type: integer

- Restart required: no
- System: no
- Optional: yes
- Example value: 1
- Since: 6.4.0

## queue.polling.threads.shutdown.timeout.seconds

- Module: cmas-nimh
- **Description**: Waiting time after the shutdown signal. When the timeout is reached, the thread will be terminated. Default: 60
- **Type**: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### queue.polling.threads.watchdog.interval.seconds

- Module: cmas-nimh
- Description: Watchdog thread interval. Default: 30
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 30
- Since: 6.4.0

## queue.task.error.pause.seconds

- Module: cmas-nimh
- **Description**: Maximum number of seconds, the queue poller waits after infrastructure (e.g. database) error. Default 180 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 180
- **Since**: 6.4.0

#### queue.task.interval.seconds

- Module: cmas-nimh
- Description: Main e-mails' queue polling thread interval. Default: 15
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 15
- Since: 6.4.0

#### queue.task.max.retries

- Module: cmas-nimh
- **Description**: Maximum number of e-mail processing retries after an exception. When reached, the e-mail is moved to the e-mail archive. This e-mail can be rescheduled again using NIMH API (or the Admin Tool).
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 10
- Since: 6.4.0

#### queue.task.timeout.seconds

- Module: cmas-nimh
- **Description**: After this time (of inactivity) the service thread is considered as damaged and automatically restarted. Default: 600 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 600
- Since: 6.4.0

#### queue.task.transaction.timeout.seconds

- Module: cmas-nimh
- Description: Transaction timeout for e-mail processing in the pipe. Default: 60
- Type: integer

- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

## queuesExcludedFromGS

- Module: cmweb-server-adapter
- **Description**: Comma-separated list of queue names which are excluded from Quick Search.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0

## $refresh {\tt TimeInCaseOfConcurrentRememberMeRequests}$

- Module: cmas-workflow-jbpm
- **Description**: It sets the refresh time (in seconds) after which page will be reloaded in case of concurrent remember me requests. This feature prevents one user from occupying many licenses. Please increase that time if sessions are still occupying.
- Type: integer
- Restart required: yes
- System: yes
- Optional: yes
- Example value: 5
- Since: 6.8.2

## rememberMeLifetimeInMinutes

- Module: cmweb-server-adapter
- **Description**: Lifetime for *remember me* in minutes.
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 1440
- Since: 6.0

#### request.scope.transaction

- Module: cmweb-server-adapter
- **Description**: It allows to disable request scope transaction. By default one transaction is used per request. Setting this property to *false* there will cause one transaction per service method invocation.
- Type: boolean
- Restart required: yes
- System: yes
- Optional: yes
- Example value: true
- Since: 6.8.1

#### resetCode.expiriationPeriod

- Module: cmas-core-security
- **Description**: Defines the expiration period for the link when resetting the password in CM.Track.
- Type: Integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 86400000 (default, 24 hours)
- Since: 6.10.1

# resource.replace.batchSize

- Module: cmas-core-server
- Description: Defines the number of objects to be processed in a resource replace action.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Since: 6.10.0.0

#### resource.replace.timeout

- Module: cmas-core-server
- **Description**: Transaction timeout (in seconds) of a resource replacement action step.
- Type: integer

- Restart required: no
- System: yes
- Optional: no
- Example value: 120
- Since: 6.10.0.0

## scene

- Module: cmas-setup-scene
- Description: Scene file which was imported during set-up (can be empty).
- Type: string
- Restart required: no
- System: yes
- Optional: no
- **Example value**: vfszip:/P:/dist/target/jboss/server/cmas/deploy/cm-dist-6.5.1-SNAPSHOT.ear/APP-INF/lib/dist-scene-6.5.1-SNAPSHOT.jar/META-INF/cmas/scenes/helpdesksales\_scene.jar/
- **Since**: 6.0

# script.logging.threshold.seconds

- Module: cmas-core-server
- **Description**: When this time, in seconds, is exceeded during script execution, a warning is emitted in the logs.
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 10 (default)
- Since: 6.10.1.0

# searchPageSize

- Module: cmweb-server-adapter
- **Description**: Default page size for search results.
- Type: integer
- Restart required: no
- System: yes
- Optional: no

- Example value: 20
- Since: 6.0

# searchPageSizeOptions

- Module: cmweb-server-adapter
- **Description**: Options for page size for search results.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: 10 20 30 40 50 75 100
- Since: 6.0

#### security.fields.customer.exposure.check.enabled

- Module: cmas-restapi-core
- **Description**: Enables customer exposure annotation checks for Custom Fields.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true (default)
- Since: 6.10.5.4

#### server.session.archive.reaper.interval

- Module: cmas-core-server
- Description: Server archived sessions reaper interval (in seconds).
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 60
- Since: 6.7.1

#### server.session.archive.timeout

- Module: cmas-core-server
- **Description**: Server sessions archive validity timeout (in days). After this time session info is removed from the DB.

- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 31
- Since: 6.7.1

# server.session.reaper.interval

- Module: cmas-core-server
- **Description**: Server inactive (ended) sessions reaper interval (in seconds).
- Type: integer
- Restart required: only Session Service
- System: yes
- Optional: no
- Example value: 60
- Since: 6.6.1, 6.7.1

# server.session.timeout

- Module: cmas-core-server
- Description: Server session timeout (in seconds) for connected clients. Each client can overwrite this timeout with custom value using its ID (ADMIN\_TOOL, WEB\_CLIENT, WORKFLOW\_EDITOR, TRACK (before 6.8, please use PORTER), ETL, REST) appended to property name, e.g., server.session.timeout.ADMIN\_TOOL.

Please see also the Page Customization attributes *updateTimeServerSessionActivityEnabled* and *updateTimeServerSessionActivity*, both of type *cmApplicationCustomization*.

- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1800
- Since: 6.6.1, 6.7.1

# Detailed explanation for the Admin Tool:

server.session.timeout.ADMIN\_TOOL
 Defines the time interval how long the server considers a session valid while there is no activity from the Admin Tool holding the session. The Admin Tool is not aware of this value, it only suffers having an invalid session, if the last activity has been longer in the past.

- admin.tool.session.check.interval
- Defines the time between two checks done by the Admin Tool, if the server still considers its session valid.

For example, if admin.tool.session.check.interval = 60 the Admin Tool queries the server every minute if its session is still active/valid. In case server.session.timeout.ADMIN\_TOOL = 600 the Admin Tool will get the response that the session is now invalid after ten minutes of inactivity.

# serverPoolingInterval

- Module: cmweb-server-adapter
- **Description**: Defines the time in seconds for pooling server to invalidate caches on the web layer.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Since: 6.1.0

#### skip-ticket

- Module: cmas-dwh-server
- Description: Tickets are not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.19
- Removed in: 6.8.1

#### skip-ticket-history

- Module: cmas-dwh-server
- **Description**: History of ticket is not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false

- Since: 6.6.19
- Removed in: 6.8.1

#### skip-unit

- Module: cmas-dwh-server
- **Description**: Units are not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.19
- Removed in: 6.8.1

#### skip-unit-history

- Module: cmas-dwh-server
- **Description**: History of unit is not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.19
- Removed in: 6.8.1

# skip.wfl.transfer.cleanup

- Module: cmas-core-server
- **Description**: If set to *true*, skips workflow cleanup after transfer.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false (default)
- Since: 6.9.4.1

### split.history

- Module: cmas-dwh-server
- **Description**: Changes the SQL that fetches the history for the tickets during DWH transfer not to all tickets at once but only for one ticket per SQL.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: false
- Since: 6.8.0

# start.groovy.task.enabled

- Module: cmas-app-admin-tool
- **Description**: For being able to run Admin Tool scripts of type *Task* in the Admin Tool (navigation group *Services*, navigation item *Task Execution*). It is required to enable the *Start task* button, which is hidden by default. This is done by setting this system property to *true*.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.9.4.0

# supportEmail

- Module: cmweb-server-adapter
- Description:
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0
- Removed in: 6.11.0.1

#### synchronize.master.address

- Module: cmas-core-index-common
- **Description**: Value of -*Dcmas.http.host.port* specifying how to connect to the indexing master server. Default null. Since 6.6.17 this value is configurable in set-up to designate the initial indexing master server. Please note that changing this value is only allowed when all cluster nodes' index change receivers are stopped.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 127.0.0.1:80
- Since: 6.6.0

#### synchronize.master.security.token

- Module: cmas-core-index-common
- **Description**: The password for accessing the index snapshot via URL, e.g., for index synchronization or for backups.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: token
- Since: 6.6.0

#### synchronize.master.security.user

- Module: cmas-core-index-common
- **Description**: The user name for accessing the index snapshot via URL, e.g., for index synchronization or for backups.
- **Type**: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: user
- Since: 6.6.0

#### synchronize.master.timeout.minutes

- Module: cmas-core-index-common
- **Description**: How long the master server may continually fail until a new master gets elected. Default 5. Since 6.6.17 this value is configurable in set-up, where zero means that master server will never change (failover is disabled).
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Since: 6.6.0

### synchronize.megabits.per.second

- Module: cmas-core-index-common
- **Description**: How much bandwidth the master server may consume when transferring index changes to all slave servers. Default 85. Please do not use all available bandwidth to transfer index changes between hosts, as doing so will most probably partition the cluster due to some subsystems being unable to communicate.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 85
- Since: 6.6.0

#### synchronize.sleep.millis

- Module: cmas-core-index-common
- **Description**: How often each slave server polls the master server for index changes. Default 1000.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1000
- **Since**: 6.6.0

#### task.panel.refresh.interval.seconds

- Module: cmas-app-admin-tool
- **Description**: Time in seconds after which the task list (in the Admin Tool) of the Task Execution Framework is refreshed.
- Type: Integer
- Restart required: no
- System: no
- Optional: no
- Example value: 10
- Since: 6.10.5.3 (not added automatically during update from versions prior to 6.10.5.3!)

#### themeOverlay

- Module: cmweb-server-adapter
- Description: Name of used theme overlay
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: consolINT
- **Since**: 6.0

### ticket.delete.timeout

- Module: cmas-core-server
- Description: Transaction timeout (in seconds) for deleting tickets.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.1.3

#### ticketListRefreshIntervalInSeconds

- Module: cmweb-server-adapter
- **Description**: Refresh interval for ticket list (in seconds).
- Type: integer
- Restart required: no

- System: yes
- Optional: no
- Example value: 180
- Since: 6.0

# ticketListSizeLimit

- Module: cmweb-server-adapter
- Description: Maximum number of tickets in ticket list.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 100
- Since: 6.0

# tickets.delete.size

- Module: cmas-core-server
- **Description**: Defines a number of tickets deleted per transaction. By default it is set to 10.
- Type: integer
- Restart required: only Session Service
- System: yes
- Optional: no
- Example value: 10
- Since: 6.8.1

# transaction.timeout.minutes

- Module: cmas-core-server
- **Description**: Sets the transaction timeout for the task execution service, i.e., one run of a task must finish before this timeout is reached. The changes are visible only for new tasks, the execution of which started after the configuration change.
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 10\*3600 (10 hours default)
- Since: 6.10

## unit.replace.batchSize

- Module: cmas-core-server
- **Description**: Defines the number of objects to be processed in a unit replace action.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Since: 6.8.2

# unit.replace.timeout

- Module: cmas-core-server
- **Description**: Transaction timeout (seconds) of a unit replacement action step.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 120
- Since: 6.8.2

# unit.transfer.order

- Module: cmas-dwh-server
- **Description**: Define in which order Data Object Groups should be transferred to the DWH.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: company;customer
- Since: 6.6.19
- Removed in: 6.8.1

# unitIndexSearchResultSizeLimit

- Module: cmweb-server-adapter
- Description: Maximum number of units in unit search result (e.g. when searching for contact).
- **Type**: integer
- Restart required: no

- System: yes
- Optional: no
- Example value: 5
- Since: 6.0

#### unused.content.remover.cluster.node.id

- Module: cmas-core-server
- **Description**: Value of a *cmas.clusternode.id* designating which node will remove unused ticket attachments and unit content entries.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: 1 (assuming cluster node started with the parameter -Dcmas.clusternode.id=1)
- Since: 6.9.0.0

#### unused.content.remover.enabled

- Module: cmas-core-server
- **Description**: Specifies whether removal of unused ticket attachments and unit content entries should take place.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.9.0.0

#### unused.content.remover.polling.minutes

- Module: cmas-core-server
- **Description**: How often unused ticket attachments and unit content entries should be checked for removal.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 15
- Since: 6.9.0.0

#### unused.content.remover.ttl.minutes

- Module: cmas-core-server
- **Description**: Minimum interval, in minutes, after which unused ticket attachments and unit content entries can be removed.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1440
- Since: 6.9.0.0

#### urlLogoutPath

- Module: cmweb-server-adapter
- Description: URL which is used when user logs out. (If no value is set, logout leads to loginmask.)
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: http://intranet.consol.de
- Since: 6.3.1

#### warmup.executor.enabled

- Module: cmas-core-server
- **Description**: Specifies whether the server should asynchronously warm up during startup (e.g., fill some of the internal caches).
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.9.4.2

#### webSessionTimeoutInMinutes

- Module: cmweb-server-adapter
- **Description**: Session timeout in minutes.
- Type: integer

- Restart required: yes
- System: yes
- Optional: no
- Example value: 180
- Removed in: 6.7.1
- Replaced by: cmas-core-server, server.session.timeout

wicketAjaxRequestHeaderFilterEnabled

- Module: cmweb-server-adapter
- **Description**: This enables filter for Wicket AJAX requests, coming from stale pages with Wicket 1.4 scripting (CM pre-6.8.0), after update to CM6 post-6.8.0.
- Type: boolean
- Restart required: yes
- System: yes
- Optional: yes
- Example value: false
- Since: 6.8.1

# H.2.2 List of System Properties by Area

This chapter lists the system properties which are relevant for the following areas:

- CMRF & DWH Configuration
- Indexer and Search Configuration
- LDAP Configuration
- E-Mail Configuration
- Activity Interval Configuration
- Administrator E-Mail Addresses

# H.2.2.1 CMRF & DWH Configuration

#### autocommit.cf.changes

- Module: cmas-dwh-server
- **Description**: Defines whether DWH tasks which result from configurational changes on Custom Fields are executed automatically without manual interaction in the Admin Tool. Can be also set in the Admin Tool in the navigation item *DWH*. The default and recommended value is *false*.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.7.0

#### batch-commit-interval

- Module: cmas-dwh-server
- **Description**: Number of objects in a JMS message. Larger values mean better transfer performance at the cost of higher memory usage.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 100
- Since: 6.0.0

#### communication.channel

- Module: cmas-dwh-server
- **Description**: Communication channel. Possible values are DIRECT (database communication channel, default value since 6.9.4.1), JMS (default value before 6.9.4.1). Before 6.9.4.1 it has to be manually added.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: DIRECT
- Since: 6.8.5.0
- Removed in: 6.11.0.0

## dwh.mode

- Module: cmas-dwh-server
- Description: Current mode for DWH data transfer. Possible values are OFF, ADMIN, LIVE
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: OFF
- **Since**: 6.0.1

## ignore-queues

- Module: cmas-dwh-server
- **Description**: A comma-separated list of queue names which are not not transferred to the DWH.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: QueueName1, QueueName2, QueueName3
- Since: 6.6.19
- Removed in: 6.8.1

# is.cmrf.alive

- Module: cmas-dwh-server
- **Description**: As a starting point, the time the last message was sent to CMRF should be used. If a response from CMRF is not received after value (in seconds), it should create a DWH operation status with an error message indicating that CMRF is down.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1200
- Since: 6.7.0

# java.naming.factory.initial

- Module: cmas-dwh-server
- **Description**: Factory class for the DWH context factory.

- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: org.jnp.interfaces.NamingContextFactory
- Since: 6.0.1
- Removed in: 6.11.0.0

# java.naming.factory.url.pkgs

- Module: cmas-dwh-server
- Description:
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: org.jboss.naming:org.jnp.interfaces
- Since: 6.0.1
- Removed in: 6.11.0.0

# java.naming.provider.url

- Module: cmas-dwh-server
- **Description**: URL of naming provider.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: localhost
- Since: 6.0.1
- Removed in: 6.11.0.0

# notification.error.description

- Module: cmas-dwh-server
- **Description**: Text for error e-mails from the DWH.
- **Type**: string
- Restart required: no
- System: yes

- Optional: no
- Example value: Error occurred
- Since: 6.0.1

# notification.error.from

- Module: cmas-dwh-server
- Description: From address for error e-mails from the DWH
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- **Since**: 6.0.1

# notification.error.subject

- Module: cmas-dwh-server
- Description: Subject for error e-mails from the DWH
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Error occurred
- Since: 6.0.1

# notification.error.to

- Module: cmas-dwh-server
- Description: To address for error e-mails from the DWH
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0.1

# notification.finished\_successfully.description

- Module: cmas-dwh-server
- Description: Text for e-mails from the DWH when a transfer finishes successfully.
- Type: string

- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished successfully
- Since: 6.0.1

# notification.finished\_successfully.from

- Module: cmas-dwh-server
- Description: From address for e-mails from the DWH when a transfer finishes successfully.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

# notification.finished\_successfully.subject

- Module: cmas-dwh-server
- **Description**: Subject for e-mails from the DWH when a transfer finishes successfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished successfully
- Since: 6.0.1

### notification.finished\_successfully.to

- Module: cmas-dwh-server
- Description: To address for e-mails from the DWH when a transfer finishes successfully.
- Type: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0.1

# notification.finished\_unsuccessfully.description

- Module: cmas-dwh-server
- **Description**: Text for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished unsuccessfully
- Since: 6.0.1

# notification.finished\_unsuccessfully.from

- Module: cmas-dwh-server
- **Description**: From address for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

# notification.finished\_unsuccessfully.subject

- Module: cmas-dwh-server
- **Description**: Subject for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished unsuccessfully
- Since: 6.0.1

# notification.finished\_unsuccessfully.to

- Module: cmas-dwh-server
- Description: To address for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no

- Example value: myuser@consol.de
- Since: 6.0.1

### notification.host

- Module: cmas-dwh-server
- Description: E-mail (SMTP) server hostname for sending DWH e-mails.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: myserver.consol.de
- Since: 6.0.1

#### notification.password

- Module: cmas-dwh-server
- Description: Password for sending DWH e-mails (optional).
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

#### notification.port

- Module: cmas-dwh-server
- **Description**: SMTP port for sending DWH e-mails.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: 25
- Since: 6.0.1

### notification.protocol

- Module: cmas-dwh-server
- Description: The protocol used for sending e-mails from the DWH.
- Type: string
- Restart required: no

- System: yes
- Optional: yes
- Example value: pop3\

# notification.username

- Module: cmas-dwh-server
- **Description**: (SMTP) User name for sending DWH e-mails.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: myuser
- Since: 6.0.1

## skip-ticket

- Module: cmas-dwh-server
- Description: Tickets are not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.19
- Removed in: 6.8.1

# skip-ticket-history

- Module: cmas-dwh-server
- **Description**: History of ticket is not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.19
- Removed in: 6.8.1

### skip-unit

- Module: cmas-dwh-server
- **Description**: Units are not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.19
- Removed in: 6.8.1

# skip-unit-history

- Module: cmas-dwh-server
- **Description**: History of unit is not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.19
- Removed in: 6.8.1

# split.history

- Module: cmas-dwh-server
- **Description**: Changes the SQL that fetches the history for the tickets during DWH transfer not to all tickets at once but only for one ticket per SQL.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: false
- Since: 6.8.0

# unit.transfer.order

- Module: cmas-dwh-server
- **Description**: Define in which order Data Object Groups should be transferred to the DWH.

- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: company;customer
- Since: 6.6.19
- Removed in: 6.8.1

# H.2.2.2 Indexer and Search Configuration

## Indexer

## big.task.minimum.size

- Module: cmas-core-index-common
- **Description**: Indicates the minimum size of index task (in parts, each part has 100 entities) to qualify this task as a big one. Big tasks have lower priority than normal tasks.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 15 (default)
- Since: 6.8.3

# database.notification.enabled

- Module: cmas-core-index-common
- **Description**: Indicates whether index update database notification channel should be used instead of JMS.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.8.4.7

#### database.notification.redelivery.delay.seconds

- Module: cmas-core-index-common
- **Description**: In case of index update database notification channel, indicates notification redelivery delay when an exception occurs.

- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.8.4.7

# database.notification.redelivery.max.attempts

- Module: cmas-core-index-common
- **Description**: In case of index update database notification channel, indicates maximum redelivery attempts when an exception occurs.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.8.4.7

# disable.admin.task.auto.commit

- Module: cmas-core-index-common
- **Description**: All tasks created for index update will be automatically executed right after creation.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.1

# index.attachment

- Module: cmas-core-index-common
- Description: Specifies whether content of attachments is indexed.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no

- Example value: true
- Since: 6.4.3

# index.history

- Module: cmas-core-index-common
- **Description**: Specifies whether unit and ticket history are indexed.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- **Since**: 6.1.0
- Removed in: 6.11.0

## index.status

- Module: cmas-core-index-common
- **Description**: Status of the Indexer, possible values RED, YELLOW, GREEN, will be displayed in the Admin Tool.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: GREEN
- Since: 6.6.1

# index.task.worker.threads

- Module: cmas-core-index-common
- **Description**: How many threads will be used to execute index tasks (synchronization, administrative, and repair tasks).
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1 (default) (we recommend to use a value not larger than 2)
- Since: 6.6.14, 6.7.3. Since 6.8.0 and exclusively in 6.6.21 also normal (live) index updates are affected by this property.

## index.version.current

- Module: cmas-core-index-common
- **Description**: Holds information about current (possibly old) index version.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1 (default)
- Since: 6.7.0

## index.version.newest

- Module: cmas-core-index-common
- Description: Holds information about which index version is considered newest.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1 (default)
- **Since**: 6.7.0

# indexed.assets.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many assets should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 200 (default)
- Since: 6.8.0

# indexed.engineers.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many engineers should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no

- System: yes
- Optional: no
- Example value: 300 (default)
- Since: 6.6.14, 6.7.3

# indexed.resources.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many resources should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 200 (default)
- Since: 6.10.0.0

## indexed.tickets.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many tickets should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 100 (default)
- Since: 6.6.14, 6.7.3

# indexed.units.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many units should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 200 (default)
- Since: 6.6.14, 6.7.3

#### synchronize.master.address

- Module: cmas-core-index-common
- **Description**: Value of -*Dcmas.http.host.port* specifying how to connect to the indexing master server. Default null. Since 6.6.17 this value is configurable in set-up to designate the initial indexing master server. Please note that changing this value is only allowed when all cluster nodes' index change receivers are stopped.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 127.0.0.1:80
- Since: 6.6.0

#### synchronize.master.security.token

- Module: cmas-core-index-common
- **Description**: The password for accessing the index snapshot via URL, e.g., for index synchronization or for backups.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: token
- Since: 6.6.0

#### synchronize.master.security.user

- Module: cmas-core-index-common
- **Description**: The user name for accessing the index snapshot via URL, e.g., for index synchronization or for backups.
- **Type**: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: user
- Since: 6.6.0

#### synchronize.master.timeout.minutes

- Module: cmas-core-index-common
- **Description**: How long the master server may continually fail until a new master gets elected. Default 5. Since 6.6.17 this value is configurable in set-up, where zero means that master server will never change (failover is disabled).
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Since: 6.6.0

### synchronize.megabits.per.second

- Module: cmas-core-index-common
- **Description**: How much bandwidth the master server may consume when transferring index changes to all slave servers. Default 85. Please do not use all available bandwidth to transfer index changes between hosts, as doing so will most probably partition the cluster due to some subsystems being unable to communicate.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 85
- Since: 6.6.0

#### synchronize.sleep.millis

- Module: cmas-core-index-common
- **Description**: How often each slave server polls the master server for index changes. Default 1000.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1000
- **Since**: 6.6.0

# Search Results

#### globalSearchResultSizeLimit

- Module: cmweb-server-adapter
- Description: Maximum number of items in Quick Search result.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 10
- Since: 6.0

#### searchPageSize

- **Module**: cmweb-server-adapter
- **Description**: Default page size for search results.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 20
- Since: 6.0

### searchPageSizeOptions

- Module: cmweb-server-adapter
- **Description**: Options for page size for search results.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: 10|20|30|40|50|75|100
- Since: 6.0

#### unitIndexSearchResultSizeLimit

- Module: cmweb-server-adapter
- Description: Maximum number of units in unit search result (e.g. when searching for contact).
- Type: integer
- Restart required: no

- System: yes
- Optional: no
- Example value: 5
- Since: 6.0

# H.2.2.3 LDAP Configuration

LDAP Configuration (if LDAP is Used as Authentication Mode in the CM Web Client)

LDAP parameters apply only if the authentication mode for the CM Web Client has been set to LDAP:

## authentication.method

- Module: cmas-core-security
- **Description**: User authentication method (internal CM database or LDAP authentication). Allowed values are LDAP or DATABASE.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: DATABASE
- Since: 6.0

#### Idap.authentication

- Module: cmas-core-security
- Description: Authentication method used when using LDAP authentication.
- Type: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: simple
- **Since**: 6.0

### ldap.basedn

- Module: cmas-core-security
- **Description**: Base DN used for looking up LDAP user accounts when using LDAP authentication.
- Type: string
- Restart required: no
- System: yes
- Optional: no

- Example value: ou=accounts,dc=consol,dc=de
- Since: 6.0

# ldap.initialcontextfactory

- Module: cmas-core-security
- **Description**: Class name for the initial context factory of the LDAP implementation when using LDAP authentication. If it is not set, *com.sun.jndi.ldap.LdapCtxFactory* is used.
- Type: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: com.sun.jndi.ldap.LdapCtxFactory
- Since: 6.0

#### ldap.password

- Module: cmas-core-security
- **Description**: Password for connecting to LDAP to look up users when using LDAP authentication. Only needed if look-up cannot be performed anonymously.
- Type: password
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.1.2

#### Idap.providerurl

- Module: cmas-core-security
- **Description**: LDAP provider when using LDAP authentication.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: ldap://myserver.consol.de:389
- **Since**: 6.0

# Idap.searchattr

- Module: cmas-core-security
- Description: Search attribute for looking up LDAP entry associated with a CM login.

- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: uid
- Since: 6.0

## ldap.userdn

- Module: cmas-core-security
- **Description**: LDAP user for connecting to LDAP to look up users when using LDAP authentication. Only needed if look-up cannot be performed anonymously.
- **Type**: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.1.2

# LDAP Configuration (if LDAP is Used as Authentication Mode in CM.Track)

LDAP parameters apply only if the authentication mode for CM.Track has been set to LDAP:

#### contact.authentication.method

- Module: cmas-core-security
- **Description**: Indicates contact authentication method, where possible values are DATABASE or LDAP or LDAP, DATABASE or DATABASE, LDAP.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Since: 6.9.3.0

#### ldap.contact.name.basedn

- Module: cmas-core-security
- **Description**: Base path to search for contact DN by LDAP ID (e.g. ou=a-ccounts,dc=consol,dc=de).
- Type: string
- Restart required: no
- System: no

- Optional: yes
- Since: 6.9.3.0

### ldap.contact.name.password

- Module: cmas-core-security
- **Description**: Password to look up contact DN by LDAP ID. If not set, the anonymous account is used.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

### ldap.contact.name.providerurl

- Module: cmas-core-security
- Description: Address of the LDAP server (ldap[s]://host:port).
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

### ldap.contact.name.searchattr

- Module: cmas-core-security
- **Description**: Attribute to search for contact DN by LDAP ID (e.g. uid).
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

### ldap.contact.name.userdn

- Module: cmas-core-security
- **Description**: User DN to look up contact DN by LDAP ID. If not set, the anonymous account is used.
- Type: string
- Restart required: no

- System: no
- Optional: yes
- Since: 6.9.3.0

### ldap.initialcontextfactory

- Module: cmas-core-security
- **Description**: Class name for the initial context factory of the LDAP implementation when using LDAP authentication. If it is not set, *com.sun.jndi.ldap.LdapCtxFactory* is used.
- Type: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: com.sun.jndi.ldap.LdapCtxFactory
- Since: 6.0

## H.2.2.4 E-Mail Configuration

### **Outgoing E-Mail**

Independent of incoming e-mail mode (Mule/ESB and NIMH).

### mail.smtp.email

- Module: cmas-core-server
- Description: SMTP e-mail URL for outgoing e-mails
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: smtp://mail.mydomain.com:25
- **Since**: 6.0

#### mail.smtp.envelopesender

- Module: cmas-core-server
- **Description**: E-mail address used as sender in SMTP envelope. If not set, the From address of the e-mail is used.
- Type: string
- Restart required: no
- System: yes
- Optional: no

- Example value: mysender@mydomain.com
- Since: 6.5.7

#### mail.from

- Module: cmweb-server-adapter
- **Description**: Use this address if set instead of engineer e-mail address during e-mail conversation.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.1.2

#### mail.reply.to

- Module: cmweb-server-adapter
- **Description**: When set, Web Client will display Reply-To field on e-mail send, prefilled with this value.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

Please read the detailed information about ConSol CM Reply-To addresses in section <u>Scripts of Type E-Mail</u>.

#### mailTemplateAboveQuotedText

- Module: cmweb-server-adapter
- **Description**: Indicates behavior of e-mail template in the Ticket E-Mail Editor when another email is quoted, i.e. forwarded or replied to. Often used to place the signature correctly.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.2.4

### mail.sender.address

- Module: cmas-workflow-jbpm
- **Description**: From address for e-mails from the workflow engine.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Removed in: 6.8.0
- Replaced by: jobExecutor.mailFrom

#### Incoming E-Mail

### Settings for Mule/ESB

#### esb.directory

- Module: cmas-esb-core
- Description: Directory used by Mule/ESB.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- **Example value**: C:\Users\user\cmas\mule
- Since: 6.0
- Removed in: 6.11.0

### mail.attachments.validation.info.sender

- Module: cmas-esb-mail
- **Description**: Sets From header of attachments type error *notification e-mail*. As a default the e-mail address of the administrator which you have entered during system set-up is used.
- **Type**: string
- Restart required: no
- System: yes
- Optional: no
- Example value: admin@consolcm.com
- **Since**: 6.7.5
- Removed in: 6.11.0

#### mail.attachments.validation.info.subject

- Module: cmas-esb-mail
- Description: Sets subject of attachments type error notification e-mail.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: E-mail was not processed because its attachments were rejected!
- Since: 6.7.5
- Removed in: 6.11.0

#### mail.callname.pattern

- Module: cmas-esb-mail
- **Description**: Regular expression for subject of incoming e-mails. Available as TICKET\_NAME\_ PATTERN\_FORMAT in incoming e-mail scripts.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: .\*?Ticket\s+\((\S+)\).\*
- Since: 6.0
- **Removed in**: 6.11.0

#### mail.cluster.node.id

- Module: cmas-esb-mail
- **Description**: Only the node whose *mail.cluster.node.id* equals *cmas.clusternode.id* will start the Mule/ESB e-mail services.
- **Type**: string
- Restart required: no
- System: yes
- Optional: no
- Example value: unspecified
- Since: 6.6.5
- Removed in: 6.11.0

### mail.db.archive

- Module: cmas-esb-mail
- **Description**: If property is set to *true*, incoming e-mails are archived in the database.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: false (default)
- Since: 6.8.5.5
- Removed in: 6.11.0

**Obsolete!** In Mule/ESB mode, no e-mails are saved in the database. E-mails which could not be processed are stored in the file system, see section E-Mail Backups.

#### mail.delete.read

- Module: cmas-esb-mail
- **Description**: Determines whether CM deletes messages fetched via IMAP(S). Setting value to *true* will cause deletion of messages after fetching. Default is to not delete messages fetched via IMAP(S). Note: Messages fetched via POP3(S) will always be deleted.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.7.3
- Removed in: 6.11.0

### mail.incoming.uri

- Module: cmas-esb-mail
- **Description**: URL for incoming e-mails.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: pop3://cm-incoming-user:password@localhost:10110
- Since: 6.0
- Removed in: 6.11.0

This value should not be edited here using the system properties pop-up window, but the mailboxes should be configured using the navigation item *E-mail*. Using this standard feature all entries are controlled - i.e., for each mailbox which is added, CM establishes a test connection during mailbox set-up. That way it is not possible to enter wrong values.

#### mail.max.restarts

- Module: cmas-esb-mail
- **Description**: Maximum number of e-mail service restarts before giving up.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 3
- Since: 6.0
- Removed in: 6.11.0

#### mail.mime.strict

- Module: cmas-esb-mail
- **Description**: If set to *false*, e-mail addresses are not parsed for strict MIME compliance. Default is *true*, which means check for strict MIME compliance.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.17, 6.7.3
- Removed in: 6.11.0

#### mail.mule.service

- Module: cmas-esb-mail
- Description: From address for e-mails sent by Mule service
- Type: email
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de

- Since: 6.0
- Removed in: 6.11.0

### mail.polling.interval

- Module: cmas-esb-mail
- **Description**: E-mail polling interval in ms.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60000
- **Since**: 6.0
- Removed in: 6.11.0

#### mail.process.error

- Module: cmas-esb-mail
- **Description**: To address for error e-mails from Mule. As a default the e-mail address of the administrator which you have entered during system set-up is used.
- Type: email
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0
- Removed in: 6.11.0

### mail.process.retry.attempts

- Module: cmas-esb-mail
- Description: Number of retries when processing e-mail
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 3
- Since: 6.0.2
- Removed in: 6.11.0

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#### mail.process.timeout

- Module: cmas-esb-mail
- **Description**: E-mail processing timeout in seconds.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.1.3
- Removed in: 6.11.0

#### mail.redelivery.retry.count

- Module: cmas-esb-mail
- **Description**: Indicates the number of retries of re-delivering an e-mail from the CM system.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 3
- Since: 6.1.0
- Removed in: 6.11.0

### Settings for NIMH

Those settings apply if NIMH is enabled (and therefore Mule/ESB is disabled):

nimh.enabled

- Module: cmas-core-server
- **Description**: Enables NIMH service. Must be suffixed with the cluster node ID, e.g., *nim*-*h.enabled.NODEID* = *true*.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.9.4.0

### filesystem.polling.threads.number

- Module: cmas-nimh
- Description: Number of threads started for db e-mails' queue polling. Default: 1
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 10
- Since: 6.4.0

### file system. polling. threads. shutdown. timeout. seconds

- Module: cmas-nimh
- **Description**: Waiting time after the shutdown signal. When the timeout reached, thread will be terminated. Default: 60
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### filesystem.polling.threads.watchdog.interval.seconds

- Module: cmas-nimh
- Description: Watchdog thread interval. Default: 30
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### filesystem.task.enabled

- Module: cmas-nimh
- **Description**: With this property service thread related to given poller can be disabled. Default: true
- Type: boolean
- Restart required: no

- System: no
- Optional: yes
- Example value: true
- Since: 6.4.0

### filesystem.task.interval.seconds

- Module: cmas-nimh
- Description: Default interval for polling mailboxes. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### filesystem.task.polling.folder

- Module: cmas-nimh
- **Description**: Polling folder location which will be scanned for e-mails in the format of eml files. Default: "mail" subdir of cmas data directory
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: c://cmas//mail
- Since: 6.4.0

### filesystem.task.timeout.seconds

- Module: cmas-nimh
- **Description**: After this time (of inactivity) the service thread is considered as damaged and automatically restarted. Default: 120 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### filesystem.task.transaction.timeout.seconds

- Module: cmas-nimh
- **Description**: Default transaction timeout for e-mail fetching transactions. Should be correlated with number of messages fetched at once. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### mailbox.1.connection.host

- Module: cmas-nimh
- **Description**: Host (server) for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.host*.

#### mailbox.1.connection.password

- Module: cmas-nimh
- **Description**: Password for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.password*.

#### mailbox.1.connection.port

- Module: cmas-nimh
- **Description**: Port for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.port*.

### mailbox.1.connection.protocol

- Module: cmas-nimh
- **Description**: Protocol (e.g., IMAP or POP3) for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.protocol*.

#### mailbox.1.connection.username

- Module: cmas-nimh
- **Description**: User name for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.username*.

### mailbox.2.connection.host

- Module: cmas-nimh
- **Description**: Host (server) for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.host*.

#### mailbox.2.connection.password

- Module: cmas-nimh
- **Description**: Password for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.password*.

### mailbox.2.connection.port

- Module: cmas-nimh
- **Description**: Port for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.port*.

#### mailbox.2.connection.protocol

- Module: cmas-nimh
- **Description**: Protocol (e.g., IMAP or POP3) for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.protocol*.

#### mailbox.2.connection.username

- Module: cmas-nimh
- **Description**: User name for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.username*.

For all NIMH-related mailbox properties, the following principle is used: a default property is defined (e.g. *mailbox.default.connection.port*). If no mailbox-specific value is configured, this default value will be used.

### mailbox.default.connection.host

- Module: cmas-nimh
- **Description**: Host (server name) of a given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: 10.10.1.157
- **Since**: 6.4.0

### mailbox.default.connection.password

- Module: cmas-nimh
- **Description**: Password for given mailbox from which the poller reads e-mails.
- **Type**: string
- Restart required: no

- System: no
- Optional: yes
- Example value: consol
- Since: 6.4.0

### mailbox.default.connection.port

- Module: cmas-nimh
- **Description**: Port for a given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: 143
- Since: 6.4.0

### mailbox.default.connection.protocol

- Module: cmas-nimh
- Description: Poller's protocol e.g., IMAP or POP3. No default value
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: imap
- Since: 6.4.0

### mailbox.default.connection.username

- Module: cmas-nimh
- **Description**: User name for a given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: username
- **Since**: 6.4.0

### mailbox.default.session.mail.debug

- Module: cmas-nimh
- **Description**: Example javax.mail property allows for more detailed javax.mail session debugging
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.4.0

### mailbox.default.session.mail.imap.timeout

- Module: cmas-nimh
- Description: Example javax.mail property
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 120
- Since: 6.4.0

#### mailbox.default.session.mail.mime.address.strict

- Module: cmas-nimh
- **Description**: Example javax.mail property counterpart of the old *mule mail.mime.strict*, allows to set not so strict e-mail header parsing
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.4.0

#### mailbox.default.session.mail.pop3.timeout

- Module: cmas-nimh
- **Description**: Example javax.mail property.
- Type:
- Restart required:

- System:
- Optional:
- Example value:
- Since: 6.4.0

### mailbox.default.session.mail.<protocol>.partialfetch

- Module: cmas-nimh
- Description: e.g. mailbox.default.session.mail.imaps.partialfetch
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.10

### mailbox.default.task.delete.read.messages

- Module: cmas-nimh
- **Description**: This defines whether messages should be removed from the mailbox after processing. For IMAP protocol messages are marked as SEEN by default. For POP3 protocol, when flag is set to true the message is removed, otherwise remains on server and will result in infinite reads. Default: false.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.4.0

### mailbox.default.task.enabled

- Module: cmas-nimh
- **Description**: With this property service thread related to given poller can be disabled. Default: true
- Type: boolean
- Restart required: no
- System: no
- Optional: yes

- Example value: false
- Since: 6.4.0

### mailbox.default.task.interval.seconds

- Module: cmas-nimh
- Description: Default interval for polling mailboxes. Default: 60 seconds
- **Type**: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### mailbox.default.task.max.message.size

- Module: cmas-nimh
- **Description**: Maximum size of e-mail messages (i.e., e-mail plus attachment). E-mails exceeding the size limit will not be automatically processed by NIMH but will be stored in the database (table *cmas\_nimh\_archived\_mail*) and will therefore appear in the e-mail backups in the Admin Tool (see section <u>E-Mail Backups</u>). From there they can be resent, downloaded to the file system, or deleted. For those operations the message size is not relevant. Default is set to 10MB: 10485760
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 10485760
- Since: 6.4.0

#### mailbox.default.task.max.messages.per.run

- Module: cmas-nimh
- **Description**: Number of messages fetched at once from mailbox. Must be correlated with transaction timeout. Default set to: 20
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### mailbox.default.task.timeout.seconds

- Module: cmas-nimh
- **Description**: After this time (of inactivity) the service thread is considered as damaged and automatically restarted. Default: 120 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### mailbox.default.task.transaction.timeout.seconds

- Module: cmas-nimh
- **Description**: Default transaction timeout for e-mail fetching transactions. Should be correlated with number of messages fetched at once. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

#### mailbox.polling.threads.mail.log.enabled

- Module: cmas-nimh
- **Description**: Enables e-mail logging which is especially crucial in cluster environment (used as semaphore there)
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true (default)
- Since: 6.9.4.1

### mailbox.polling.threads.number

- Module: cmas-nimh
- Description: Number of threads for accessing mailboxes. Default: 1
- Type: integer

- Restart required: no
- System: no
- Optional: yes
- Example value: 1
- Since: 6.4.0

### queue.polling.threads.number

- Module: cmas-nimh
- Description: Number of threads started for e-mails' queue polling. Default: 1
- **Type**: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 1
- Since: 6.4.0

### queue.polling.threads.shutdown.timeout.seconds

- Module: cmas-nimh
- **Description**: Waiting time after the shutdown signal. When the timeout is reached, the thread will be terminated. Default: 60
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

 ${\tt queue.polling.threads.watchdog.interval.seconds}$ 

- Module: cmas-nimh
- Description: Watchdog thread interval. Default: 30
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 30
- Since: 6.4.0

#### queue.task.error.pause.seconds

- Module: cmas-nimh
- **Description**: Maximum number of seconds, the queue poller waits after infrastructure (e.g. database) error. Default 180 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 180
- Since: 6.4.0

#### queue.task.interval.seconds

- Module: cmas-nimh
- Description: Main e-mails' queue polling thread interval. Default: 15
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 15
- Since: 6.4.0

#### queue.task.max.retries

- Module: cmas-nimh
- **Description**: Maximum number of e-mail processing retries after an exception. When reached, the e-mail is moved to the e-mail archive. This e-mail can be rescheduled again using NIMH API (or the Admin Tool).
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 10
- Since: 6.4.0

#### queue.task.timeout.seconds

- Module: cmas-nimh
- **Description**: After this time (of inactivity) the service thread is considered as damaged and automatically restarted. Default: 600 seconds

- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 600
- Since: 6.4.0

### queue.task.transaction.timeout.seconds

- Module: cmas-nimh
- Description: Transaction timeout for e-mail processing in the pipe. Default: 60
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### mail.attachments.validation.info.sender

- Module: cmas-nimh-extension
- Description: Sets From header of attachments type error notification mail
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: admin@mail.com
- **Since**: 6.7.5

This is an equivalent to the old *cmas-esb-mail, mail.at-tachments.validation.info.sender* 

### mail.attachments.validation.info.subject

- Module: cmas-nimh-extension
- Description: Sets subject of attachments type error notification mail.
- Type: string
- Restart required: no
- System: yes

- Optional: no
- Example value: E-mail was not processed because its attachments were rejected!
- **Since**: 6.7.5

This is an equivalent to the old cmas-esb-mail, mail.attachments.validation.info.subject

#### mail.db.archive

- Module: cmas-nimh-extension
- Description: If property is set to true, incoming e-mails are archived in the database.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: false (default)
- Since: 6.8.5.5

#### mail.error.from.address

This is an equivalent to the old *cmas-esb-mail,mail.mule.service* 

### mail.error.to.address

This is an equivalent to the old *cmas-esb-mail, mail.process.error* 

#### mail.on.error

- Module: cmas-nimh-extension
- **Description**: If set to *true* an error e-mail is sent to the above configured address in case the email message could not be processed. Default: true
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.4.0

#### mail.process.error

- Module: cmas-nimh-extension
- **Description**: To address for error e-mails from Mule.
- Type: email
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.4.0

#### mail.ticketname.pattern

- Module: cmas-nimh-extension
- **Description**: Regular expression pattern used to identify the ticket name in the subject of incoming mails.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: .\*?Ticket\s+\((\S+)\).\*
- Since: 6.4.0

#### Mapping of Former Mule and New NIMH Properties

Mule property	NIMH property
<pre>cmas-esb-mail, mail.delete.read</pre>	<pre>cmas-nimh, mailbox.default.task.delete.read.messages</pre>
<pre>cmas-esb-mail, mail.polling.interval</pre>	<pre>cmas-nimh, mailbox.default.task.interval.seconds</pre>
<pre>cmas-esb-mail, mail.process.retry.attempts</pre>	cmas-nimh, queue.task.max.retries
<pre>cmas-esb-mail, mail.mime.strict</pre>	<pre>cmas-nimh, mailbox.default.session.mail.mime.address.str ict</pre>
cmas-esb-mail, mail.encryption	<pre>cmas-core-server, mail.encryption (moved to core server properties)</pre>
<pre>cmas-esb-mail, mail.callname.pattern</pre>	<pre>cmas-nimh-extension, mail.ticketname.pattern</pre>

Mule property	NIMH property
<pre>cmas-esb-mail, mail.attachments.validation.info.send er</pre>	<pre>cmas-nimh-extension, mail.attachments.validation.info.sender</pre>
cmas-esb-mail, mail.attachments.validation.info.subj ect	<pre>cmas-nimh-extension, mail.attachments.validation.info.subject</pre>
(cmas-esb-mail, mail.db.archive)	<pre>cmas-nimh-extension, mail.db.archive</pre>
<pre>cmas-esb-mail, mail.mule.service</pre>	<pre>cmas-nimh-extension, mail.error.from.address</pre>
<pre>cmas-esb-mail, mail.process.error</pre>	<pre>cmas-nimh-extension, mail.error.to.address</pre>

#### Attachments for Incoming E-Mails

These settings apply to Mule/ESB and NIMH.

#### attachment.allowed.types

- Module: cmas-core-server
- **Description**: Comma-separated list of allowed filename extensions (if no value defined, all file extensions are allowed).
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: txt,zip,doc
- Since: 6.5.0

#### attachment.max.size

- Module: cmas-core-server
- **Description**: Maximum attachment size, in MB. This is a validation property of the CM API. It controls the size of attachments at tickets, at units, and at resources. It also controls the size of incoming (not outgoing!) e-mail attachments in NIMH as well as in Mule/ESB mode.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 100
- Since: 6.4.0

### E-Mail Encryption (Outgoing and Incoming)

These settings only apply if e-mail encryption is active (true). This is valid for Mule/ESB Mail and NIMH.

#### mail.encryption

- Module: cmas-core-server
- **Description**: If property is set to *true*, the encrypt checkbox in the Ticket E-Mail Editor is checked by default.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true (default = false)
- Since: 6.8.4.0

In case certificates are stored in an LDAP directory, the following settings have to be made:

#### ldap.certificate.basedn

- Module: cmas-core-server
- **Description**: Base DN for certificates location in the LDAP tree. If not provided, *cmas-core-security, ldap.basedn* is used.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: ou=accounts,dc=consol,dc=de
- Since: 6.8.4

#### ldap.certificate.content.attribute

- Module: cmas-core-server
- **Description**: LDAP attribute name used where certificate data is stored in the LDAP tree. Default value: usercertificate
- **Type**: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: usercertificate
- **Since**: 6.8.4

### ldap.certificate.password

- Module: cmas-core-server
- **Description**: LDAP Certificates manager password. If not set, *cmas-core-security, ldap.- password* is used.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.8.4

### ldap.certificate.providerurl

- Module: cmas-core-server
- **Description**: LDAP Certificates provider URL. If not set, *cmas-core-security, ldap.providerurl* is used.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: ldap://ldap.consol.de:389
- **Since**: 6.8.4

### ldap.certificate.searchattr

- Module: cmas-core-server
- **Description**: LDAP attribute name used to search for certificate in the LDAP tree. Default value: mail
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: mail
- **Since**: 6.8.4

### ldap.certificate.userdn

- Module: cmas-core-server
- **Description**: LDAP Certificates manager DN. If not set, *cmas-core-security, ldap.userdn* is used.
- **Type**: string
- Restart required: no

- System: yes
- Optional: yes
- **Since**: 6.8.4

# H.2.2.5 Activity Interval Configuration

#### admin.tool.session.check.interval

- Module: cmas-app-admin-tool
- Description: Admin Tool inactive (ended) sessions check time interval (in seconds)
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 30
- Since: 6.7.5

#### server.session.timeout

- Module: cmas-core-server
- Description: Server session timeout (in seconds) for connected clients. Each client can overwrite this timeout with custom value using its ID (ADMIN\_TOOL, WEB\_CLIENT, WORKFLOW\_EDITOR, TRACK (before 6.8, please use PORTER), ETL, REST) appended to property name, e.g., server.session.timeout.ADMIN\_TOOL.

Please see also the Page Customization attributes *updateTimeServerSessionActivityEnabled* and *updateTimeServerSessionActivity*, both of type *cmApplicationCustomization*.

- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1800
- Since: 6.6.1, 6.7.1

#### Detailed explanation for the Admin Tool:

- server.session.timeout.ADMIN\_TOOL
   Defines the time interval how long the server considers a session valid while there is no activity from the Admin Tool holding the session. The Admin Tool is not aware of this value, it only suffers having an invalid session, if the last activity has been longer in the past.
- admin.tool.session.check.interval Defines the time between two checks done by the Admin Tool, if the server still considers its session valid.

For example, if admin.tool.session.check.interval = 60 the Admin Tool queries the server every minute if its session is still active/valid. In case server.session.timeout.ADMIN\_TOOL = 600 the Admin Tool will get the response that the session is now invalid after ten minutes of inactivity.

# H.2.2.6 Administrator E-Mail Addresses

ConSol CM can use different administrator e-mail addresses, depending on the subsystem. Please see <u>Administrator and Notification E-Mail Addresses</u> for detailed explanations concerning admin e-mail addresses. If no specific admin e-mail addresses are configured, the global admin e-mail address (that you have defined during system set-up) is used.

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# H.2.3 List of System Properties by Module

This chapter lists the system properties included in the following modules:

- <u>cmas-app-admin-tool (module)</u>
- cmas-core-cache (module)
- cmas-core-index-common (module)
- <u>cmas-core-security (module)</u>
- cmas-core-server (module)
- cmas-core-shared (module)
- cmas-dwh-server (module)
- cmas-esb-core (module)
- cmas-esb-mail (module)
- cmas-nimh (module)
- cmas-nimh-extension (module)
- cmas-restapi-core (module)
- <u>cmas-setup-hibernate (module)</u>
- <u>cmas-setup-manager (module)</u>
- <u>cmas-setup-scene (module)</u>
- cmas-workflow-engine (module)
- <u>cmas-workflow-jbpm (module)</u>
- cmweb-server-adapter (module)

# H.2.3.1 cmas-app-admin-tool (module)

#### admin.tool.session.check.interval

- Module: cmas-app-admin-tool
- Description: Admin Tool inactive (ended) sessions check time interval (in seconds)
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 30
- Since: 6.7.5

#### autocomplete.enabled

- Module: cmas-app-admin-tool
- **Description**: If the flag is missing or its value is *false*, then the *Autocomplete address* navigation item is hidden in Admin Tool.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: true
- Since: 6.9.2.0

### delete.ticket.enabled

- Module: cmas-app-admin-tool
- **Description**: Controls if the menu entry *Delete* is displayed in the context menu in the Admin Tool for the ticket list in ticket administration.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.9.4.0

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#### start.groovy.task.enabled

- Module: cmas-app-admin-tool
- **Description**: For being able to run Admin Tool scripts of type *Task* in the Admin Tool (navigation group *Services*, navigation item *Task Execution*). It is required to enable the *Start task* button, which is hidden by default. This is done by setting this system property to *true*.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.9.4.0

#### task.panel.refresh.interval.seconds

- Module: cmas-app-admin-tool
- **Description**: Time in seconds after which the task list (in the Admin Tool) of the Task Execution Framework is refreshed.
- Type: Integer
- Restart required: no
- System: no
- Optional: no
- Example value: 10
- Since: 6.10.5.3 (not added automatically during update from versions prior to 6.10.5.3!)

### H.2.3.2 cmas-core-cache (module)

#### cache-cluster-name

- Module: cmas-core-cache
- Description: JBoss cache cluster name.
- **Type**: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: 635a6de1-629a-4129-8299-2d98633310f0
- **Since**: 6.4.0

#### eviction.event.queue.size

- Module: cmas-core-cache
- **Description**: The size of the queue holding cache events. The default value is 200000. It is recommended to increase the value slightly (up to 400000) on systems with high traffic or load.
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 200000
- Since: 6.4.0

#### eviction.max.nodes

- Module: cmas-core-cache
- **Description**: Sets the maximum size of internal caches. The default value is 100000. Increasing it will lead to higher memory consumption and is not recommended unless explicitly advised by ConSol.
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 100000
- Since: 6.4.0

### eviction.wakeup.interval

- Module: cmas-core-cache
- **Description**: Sets the interval (in milliseconds) between two cache queue event processing cycles. The default value is 3000. It is recommended to decrease it (minimum is 1500) on systems with high traffic or load.
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 3000
- **Since**: 6.4.0

# H.2.3.3 cmas-core-index-common (module)

#### big.task.minimum.size

- Module: cmas-core-index-common
- **Description**: Indicates the minimum size of index task (in parts, each part has 100 entities) to qualify this task as a big one. Big tasks have lower priority than normal tasks.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 15 (default)
- **Since**: 6.8.3

#### database.notification.enabled

- Module: cmas-core-index-common
- **Description**: Indicates whether index update database notification channel should be used instead of JMS.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.8.4.7

#### database.notification.redelivery.delay.seconds

- Module: cmas-core-index-common
- **Description**: In case of index update database notification channel, indicates notification redelivery delay when an exception occurs.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.8.4.7

### database.notification.redelivery.max.attempts

- Module: cmas-core-index-common
- **Description**: In case of index update database notification channel, indicates maximum redelivery attempts when an exception occurs.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.8.4.7

### disable.admin.task.auto.commit

- Module: cmas-core-index-common
- **Description**: All tasks created for index update will be automatically executed right after creation.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.1

#### index.attachment

- **Module**: cmas-core-index-common
- Description: Specifies whether content of attachments is indexed.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.4.3

#### index.history

- Module: cmas-core-index-common
- **Description**: Specifies whether unit and ticket history are indexed.
- Type: boolean
- Restart required: no

- System: yes
- Optional: no
- Example value: false
- Since: 6.1.0
- Removed in: 6.11.0

#### index.status

- Module: cmas-core-index-common
- **Description**: Status of the Indexer, possible values RED, YELLOW, GREEN, will be displayed in the Admin Tool.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: GREEN
- Since: 6.6.1

### index.task.worker.threads

- Module: cmas-core-index-common
- **Description**: How many threads will be used to execute index tasks (synchronization, administrative, and repair tasks).
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- **Example value**: 1 (default) (we recommend to use a value not larger than 2)
- Since: 6.6.14, 6.7.3. Since 6.8.0 and exclusively in 6.6.21 also normal (live) index updates are affected by this property.

### index.version.current

- Module: cmas-core-index-common
- Description: Holds information about current (possibly old) index version.
- Type: integer
- Restart required: no
- System: yes
- Optional: no

- Example value: 1 (default)
- Since: 6.7.0

### index.version.newest

- Module: cmas-core-index-common
- Description: Holds information about which index version is considered newest.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1 (default)
- **Since**: 6.7.0

### indexed.assets.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many assets should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 200 (default)
- Since: 6.8.0

### indexed.engineers.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many engineers should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 300 (default)
- Since: 6.6.14, 6.7.3

#### indexed.resources.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many resources should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 200 (default)
- Since: 6.10.0.0

#### indexed.tickets.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many tickets should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 100 (default)
- Since: 6.6.14, 6.7.3

#### indexed.units.per.thread.in.memory

- Module: cmas-core-index-common
- **Description**: How many units should be loaded into memory at once, per thread, during indexing.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 200 (default)
- Since: 6.6.14, 6.7.3

#### synchronize.master.address

- Module: cmas-core-index-common
- **Description**: Value of -*Dcmas.http.host.port* specifying how to connect to the indexing master server. Default null. Since 6.6.17 this value is configurable in set-up to designate the initial indexing master server. Please note that changing this value is only allowed when all cluster nodes' index change receivers are stopped.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 127.0.0.1:80
- Since: 6.6.0

#### synchronize.master.security.token

- Module: cmas-core-index-common
- **Description**: The password for accessing the index snapshot via URL, e.g., for index synchronization or for backups.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: token
- Since: 6.6.0

#### synchronize.master.security.user

- Module: cmas-core-index-common
- **Description**: The user name for accessing the index snapshot via URL, e.g., for index synchronization or for backups.
- **Type**: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: user
- Since: 6.6.0

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#### synchronize.master.timeout.minutes

- Module: cmas-core-index-common
- **Description**: How long the master server may continually fail until a new master gets elected. Default 5. Since 6.6.17 this value is configurable in set-up, where zero means that master server will never change (failover is disabled).
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Since: 6.6.0

#### synchronize.megabits.per.second

- Module: cmas-core-index-common
- **Description**: How much bandwidth the master server may consume when transferring index changes to all slave servers. Default 85. Please do not use all available bandwidth to transfer index changes between hosts, as doing so will most probably partition the cluster due to some subsystems being unable to communicate.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 85
- Since: 6.6.0

#### synchronize.sleep.millis

- Module: cmas-core-index-common
- **Description**: How often each slave server polls the master server for index changes. Default 1000.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1000
- **Since**: 6.6.0

# H.2.3.4 cmas-core-security (module)

admin.email

- Module: cmas-core-security
- **Description**: The e-mail address of the ConSol CM administrator. The value which you entered during system set-up is used initially.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0

#### admin.login

- Module: cmas-core-security
- **Description**: The name of the ConSol CM administrator. The value which you entered during system set-up is used initially.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: admin
- Since: 6.0

# authentication.method

- Module: cmas-core-security
- **Description**: User authentication method (internal CM database or LDAP authentication). Allowed values are LDAP or DATABASE.
- **Type**: string
- Restart required: no
- System: yes
- Optional: no
- Example value: DATABASE
- Since: 6.0

#### contact.authentication.method

- Module: cmas-core-security
- **Description**: Indicates contact authentication method, where possible values are DATABASE or LDAP or LDAP, DATABASE or DATABASE, LDAP.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Since: 6.9.3.0

#### contact.inherit.permissions.only.to.own.customer.group

- Module: cmas-core-security
- **Description**: Indicates whether authenticated contact inherits all customer group permissions from the representing engineer (false) or only has permissions to his own customer group (true).
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- **Since**: 6.9.2.3

#### kerberos.v5.enabled

- Module: cmas-core-security
- Description: Indicates whether SSO via Kerberos is enabled.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false (default if Kerberos was not enabled during system set-up)
- Since: 6.2.0

#### kerberos.v5.username.regex

- Module: cmas-core-security
- Description: Regular expression used for mapping Kerberos principals to CM user login names.
- Type: string
- Restart required: no
- System: yes

- Optional: no
- Example value: (.\*)@.\*
- Since: 6.2.0

#### Idap.authentication

- Module: cmas-core-security
- **Description**: Authentication method used when using LDAP authentication.
- Type: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: simple
- Since: 6.0

#### ldap.basedn

- Module: cmas-core-security
- **Description**: Base DN used for looking up LDAP user accounts when using LDAP authentication.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: ou=accounts,dc=consol,dc=de
- Since: 6.0

# ldap.contact.name.basedn

- Module: cmas-core-security
- **Description**: Base path to search for contact DN by LDAP ID (e.g. ou=a-ccounts,dc=consol,dc=de).
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

#### ldap.contact.name.password

- Module: cmas-core-security
- **Description**: Password to look up contact DN by LDAP ID. If not set, the anonymous account is used.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

#### ldap.contact.name.providerurl

- Module: cmas-core-security
- Description: Address of the LDAP server (ldap[s]://host:port).
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

#### ldap.contact.name.searchattr

- Module: cmas-core-security
- Description: Attribute to search for contact DN by LDAP ID (e.g. uid).
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

#### ldap.contact.name.userdn

- Module: cmas-core-security
- **Description**: User DN to look up contact DN by LDAP ID. If not set, the anonymous account is used.
- **Type**: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.9.3.0

#### ldap.initialcontextfactory

- Module: cmas-core-security
- **Description**: Class name for the initial context factory of the LDAP implementation when using LDAP authentication. If it is not set, *com.sun.jndi.ldap.LdapCtxFactory* is used.
- Type: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: com.sun.jndi.ldap.LdapCtxFactory
- **Since**: 6.0

# ldap.password

- Module: cmas-core-security
- **Description**: Password for connecting to LDAP to look up users when using LDAP authentication. Only needed if look-up cannot be performed anonymously.
- Type: password
- Restart required: no
- System: yes
- Optional: yes
- **Since**: 6.1.2

#### Idap.providerurl

- Module: cmas-core-security
- **Description**: LDAP provider when using LDAP authentication.
- **Type**: string
- Restart required: no
- System: yes
- Optional: no
- Example value: ldap://myserver.consol.de:389
- **Since**: 6.0

#### Idap.searchattr

- Module: cmas-core-security
- Description: Search attribute for looking up LDAP entry associated with a CM login.
- Type: string
- Restart required: no
- System: yes

- Optional: no
- Example value: uid
- Since: 6.0

#### ldap.userdn

- Module: cmas-core-security
- **Description**: LDAP user for connecting to LDAP to look up users when using LDAP authentication. Only needed if look-up cannot be performed anonymously.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.1.2

# policy.password.age

- Module: cmas-core-security
- **Description**: Defines (in days) how old the password may be.
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 5500 (15 years, default)
- Since: 6.10.1.0

# policy.password.pattern

- Module: cmas-core-security
- **Description**: Defines password pattern.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: "^.3,\$" (default)
- Since: 6.10.1.0

#### policy.rotation.ratio

- Module: cmas-core-security
- **Description**: Defines how often password may repeat. E.g., setting the value to X means that the new password cannot be present among the user's X previous passwords.
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 1 (default)
- Since: 6.10.1.0

# policy.username.case.sensitive

- Module: cmas-core-security
- **Description**: Defines whether user names are case-sensitive.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true (default)
- Since: 6.10.1.0

# resetCode.expiriationPeriod

- Module: cmas-core-security
- **Description**: Defines the expiration period for the link when resetting the password in CM.Track.
- Type: Integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 86400000 (default, 24 hours)
- Since: 6.10.1

# H.2.3.5 cmas-core-server (module)

#### attachment.allowed.types

- Module: cmas-core-server
- **Description**: Comma-separated list of allowed filename extensions (if no value defined, all file extensions are allowed).
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: txt,zip,doc
- Since: 6.5.0

#### attachment.max.size

- Module: cmas-core-server
- **Description**: Maximum attachment size, in MB. This is a validation property of the CM API. It controls the size of attachments at tickets, at units, and at resources. It also controls the size of incoming (not outgoing!) e-mail attachments in NIMH as well as in Mule/ESB mode.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 100
- Since: 6.4.0

# config.data.version

- Module: cmas-core-server
- **Description**: The internal version number of the current system configuration. This property is maintained internally, please do not change it unless advised by ConSol.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 11
- **Since**: 6.0

# defaultCommentClassName

- Module: cmas-core-server
- Description: Default text class name for comments.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value:
- Since: 6.3.0

# defaultIncommingMailClassName

- Module: cmas-core-server
- **Description**: Default text class name for incoming e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Since: 6.3.0

# defaultOutgoingMailClassName

- Module: cmas-core-server
- **Description**: Default text class name for outgoing e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value:
- **Since**: 6.3.0

# fetchSize.strategy

- Module: cmas-core-server
- **Description**: Strategy for selecting the fetch size on JDBC result sets.
- Type: string
- Restart required: no
- System: yes
- Optional: yes

- **Example value**: FetchSizePageBasedStrategy, FetchSizeThresholdStrategy, FetchSizeFixedStrategy
- Since: 6.8.4.1

# fetchSize.strategy.FetchSizeFixedStrategy.value

- Module: cmas-core-server
- **Description**: Sets fetch size value if the selected strategy to set the fetch size is *FetchS*-*izeFixedStrategy*.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 150
- Since: 6.8.4.1

# fetchSize.strategy.FetchSizePageBasedStrategy.limit

- Module: cmas-core-server
- **Description**: Sets maximum fetch size value if the selected strategy to set the fetch size is *FetchSizePageBasedStrategy*.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 10000
- Since: 6.8.4.1

# $fetch {\it Size.strategy.Fetch SizeThreshold Strategy.value}$

- Module: cmas-core-server
- **Description**: Sets fetch size threshold border values if the selected strategy to set the fetch size is *FetchSizeThresholdStrategy*.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 150,300,600,1000
- Since: 6.8.4.1

# last.config.change

- Module: cmas-core-server
- **Description**: Random UUID created during the last configuration change.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: 2573c7b7-2bf5-47ff-b5a2-bad31951a266
- Since: 6.1.0, 6.2.1

# ldap.certificate.basedn

- Module: cmas-core-server
- **Description**: Base DN for certificates location in the LDAP tree. If not provided, *cmas-core-security, ldap.basedn* is used.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: ou=accounts,dc=consol,dc=de
- Since: 6.8.4

# ldap.certificate.content.attribute

- Module: cmas-core-server
- **Description**: LDAP attribute name used where certificate data is stored in the LDAP tree. Default value: usercertificate
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: usercertificate
- **Since**: 6.8.4

# ldap.certificate.password

- Module: cmas-core-server
- **Description**: LDAP Certificates manager password. If not set, *cmas-core-security, ldap.- password* is used.
- Type: string

- Restart required: no
- System: yes
- Optional: yes
- **Since**: 6.8.4

# ldap.certificate.providerurl

- Module: cmas-core-server
- **Description**: LDAP Certificates provider URL. If not set, *cmas-core-security, ldap.providerurl* is used.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: ldap://ldap.consol.de:389
- Since: 6.8.4

#### ldap.certificate.searchattr

- Module: cmas-core-server
- **Description**: LDAP attribute name used to search for certificate in the LDAP tree. Default value: mail
- **Type**: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: mail
- Since: 6.8.4

# ldap.certificate.userdn

- Module: cmas-core-server
- **Description**: LDAP Certificates manager DN. If not set, *cmas-core-security, ldap.userdn* is used.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.8.4

#### mail.encryption

- Module: cmas-core-server
- **Description**: If property is set to *true*, the encrypt checkbox in the Ticket E-Mail Editor is checked by default.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true (default = false)
- Since: 6.8.4.0

# mail.notification.engineerChange

- Module: cmas-core-server
- **Description**: Whether notification e-mails should be sent when the engineer of a ticket is changed.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.1.0

# mail.notification.sender

- Module: cmas-core-server
- **Description**: From address for notification e-mails when the engineer of a ticket is changed. If not set, *cmas-core-security, admin.email* is used instead.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: cm6notification@cm6installation
- Since: 6.6.3

# mail.smtp.email

- Module: cmas-core-server
- **Description**: SMTP e-mail URL for outgoing e-mails
- Type: string

# 1024

- Restart required: no
- System: yes
- Optional: no
- Example value: smtp://mail.mydomain.com:25
- Since: 6.0

#### mail.smtp.envelopesender

- Module: cmas-core-server
- **Description**: E-mail address used as sender in SMTP envelope. If not set, the From address of the e-mail is used.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: mysender@mydomain.com
- Since: 6.5.7

#### max.licences.perUser

- Module: cmas-core-server
- **Description**: Sets maximum licenses single user can use (e.g., logging in from different browsers). By default this value is not restricted.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 10
- Since: 6.8.4.5

#### monitoring.engineer.login

- Module: cmas-core-server
- **Description**: Login of monitoring engineer.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: nagios
- Since: 6.9.3.0

# monitoring.unit.login

- Module: cmas-core-server
- **Description**: Login of monitoring unit.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: nagios
- **Since**: 6.9.3.0

#### nimh.enabled

- Module: cmas-core-server
- **Description**: Enables NIMH service. Must be suffixed with the cluster node ID, e.g., *nim*-*h.enabled.NODEID = true*.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.9.4.0

#### resource.replace.batchSize

- Module: cmas-core-server
- **Description**: Defines the number of objects to be processed in a resource replace action.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Since: 6.10.0.0

#### resource.replace.timeout

- Module: cmas-core-server
- **Description**: Transaction timeout (in seconds) of a resource replacement action step.
- **Type**: integer
- Restart required: no

- System: yes
- Optional: no
- Example value: 120
- Since: 6.10.0.0

# script.logging.threshold.seconds

- Module: cmas-core-server
- **Description**: When this time, in seconds, is exceeded during script execution, a warning is emitted in the logs.
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 10 (default)
- Since: 6.10.1.0

# server.session.archive.reaper.interval

- Module: cmas-core-server
- Description: Server archived sessions reaper interval (in seconds).
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 60
- Since: 6.7.1

# server.session.archive.timeout

- Module: cmas-core-server
- **Description**: Server sessions archive validity timeout (in days). After this time session info is removed from the DB.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 31
- Since: 6.7.1

#### server.session.reaper.interval

- Module: cmas-core-server
- Description: Server inactive (ended) sessions reaper interval (in seconds).
- Type: integer
- Restart required: only Session Service
- System: yes
- Optional: no
- Example value: 60
- Since: 6.6.1, 6.7.1

# server.session.timeout

- Module: cmas-core-server
- Description: Server session timeout (in seconds) for connected clients. Each client can overwrite this timeout with custom value using its ID (ADMIN\_TOOL, WEB\_CLIENT, WORKFLOW\_ EDITOR, TRACK (before 6.8, please use PORTER), ETL, REST) appended to property name, e.g., server.session.timeout.ADMIN\_TOOL.

Please see also the Page Customization attributes *updateTimeServerSessionActivityEnabled* and *updateTimeServerSessionActivity*, both of type *cmApplicationCustomization*.

- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1800
- Since: 6.6.1, 6.7.1

# Detailed explanation for the Admin Tool:

- server.session.timeout.ADMIN\_TOOL
   Defines the time interval how long the server considers a session valid while there is no activity from the Admin Tool holding the session. The Admin Tool is not aware of this value, it only suffers having an invalid session, if the last activity has been longer in the past.
- admin.tool.session.check.interval Defines the time between two checks done by the Admin Tool, if the server still considers its session valid.

For example, if admin.tool.session.check.interval = 60 the Admin Tool queries the server every minute if its session is still active/valid. In case server.session.timeout.ADMIN\_TOOL = 600 the Admin Tool will get the response that the session is now invalid after ten minutes of inactivity.

# skip.wfl.transfer.cleanup

- Module: cmas-core-server
- **Description**: If set to *true*, skips workflow cleanup after transfer.

- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false (default)
- Since: 6.9.4.1

# tickets.delete.size

- Module: cmas-core-server
- **Description**: Defines a number of tickets deleted per transaction. By default it is set to 10.
- Type: integer
- Restart required: only Session Service
- System: yes
- Optional: no
- Example value: 10
- Since: 6.8.1

# ticket.delete.timeout

- Module: cmas-core-server
- Description: Transaction timeout (in seconds) for deleting tickets.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.1.3

# transaction.timeout.minutes

- Module: cmas-core-server
- **Description**: Sets the transaction timeout for the task execution service, i.e., one run of a task must finish before this timeout is reached. The changes are visible only for new tasks, the execution of which started after the configuration change.
- Type: integer
- Restart required: no
- System: no
- Optional: yes

- Example value: 10\*3600 (10 hours default)
- Since: 6.10

# unit.replace.batchSize

- Module: cmas-core-server
- **Description**: Defines the number of objects to be processed in a unit replace action.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Since: 6.8.2

#### unit.replace.timeout

- Module: cmas-core-server
- **Description**: Transaction timeout (seconds) of a unit replacement action step.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 120
- Since: 6.8.2

# unused.content.remover.cluster.node.id

- Module: cmas-core-server
- **Description**: Value of a *cmas.clusternode.id* designating which node will remove unused ticket attachments and unit content entries.
- **Type**: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: 1 (assuming cluster node started with the parameter -Dcmas.clusternode.id=1)
- **Since**: 6.9.0.0

1030

#### unused.content.remover.enabled

- Module: cmas-core-server
- **Description**: Specifies whether removal of unused ticket attachments and unit content entries should take place.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.9.0.0

# unused.content.remover.polling.minutes

- Module: cmas-core-server
- **Description**: How often unused ticket attachments and unit content entries should be checked for removal.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 15
- Since: 6.9.0.0

#### unused.content.remover.ttl.minutes

- Module: cmas-core-server
- **Description**: Minimum interval, in minutes, after which unused ticket attachments and unit content entries can be removed.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1440
- Since: 6.9.0.0

#### warmup.executor.enabled

- Module: cmas-core-server
- **Description**: Specifies whether the server should asynchronously warm up during startup (e.g., fill some of the internal caches).

- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.9.4.2

# H.2.3.6 cmas-core-shared (module)

# cluster.mode

- Module: cmas-core-shared
- **Description**: Specifies whether CMAS is running in cluster.
- Type: boolean
- Restart required: yes
- System: yes
- Optional: no
- Example value: false
- Since: 6.1.0

# data.directory

- Module: cmas-core-shared
- Description: Directory for CMAS data (e.g., index)
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: C:\Users\user\cmas
- **Since**: 6.0

# H.2.3.7 cmas-dwh-server (module)

# autocommit.cf.changes

- Module: cmas-dwh-server
- **Description**: Defines whether DWH tasks which result from configurational changes on Custom Fields are executed automatically without manual interaction in the Admin Tool. Can be also set in the Admin Tool in the navigation item *DWH*. The default and recommended value is *false*.
- Type: boolean
- Restart required: no

- System: yes
- Optional: no
- Example value: false
- Since: 6.7.0

# batch-commit-interval

- Module: cmas-dwh-server
- **Description**: Number of objects in a JMS message. Larger values mean better transfer performance at the cost of higher memory usage.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 100
- Since: 6.0.0

#### communication.channel

- Module: cmas-dwh-server
- **Description**: Communication channel. Possible values are DIRECT (database communication channel, default value since 6.9.4.1), JMS (default value before 6.9.4.1). Before 6.9.4.1 it has to be manually added.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: DIRECT
- Since: 6.8.5.0
- Removed in: 6.11.0.0

# dwh.mode

- Module: cmas-dwh-server
- Description: Current mode for DWH data transfer. Possible values are OFF, ADMIN, LIVE
- Type: string
- Restart required: no
- System: yes
- Optional: no

- Example value: OFF
- Since: 6.0.1

# ignore-queues

- Module: cmas-dwh-server
- **Description**: A comma-separated list of queue names which are not not transferred to the DWH.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: QueueName1, QueueName2, QueueName3
- Since: 6.6.19
- Removed in: 6.8.1

#### is.cmrf.alive

- Module: cmas-dwh-server
- **Description**: As a starting point, the time the last message was sent to CMRF should be used. If a response from CMRF is not received after value (in seconds), it should create a DWH operation status with an error message indicating that CMRF is down.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 1200
- Since: 6.7.0

# java.naming.factory.initial

- Module: cmas-dwh-server
- **Description**: Factory class for the DWH context factory.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- **Example value**: org.jnp.interfaces.NamingContextFactory
- Since: 6.0.1
- Removed in: 6.11.0.0

#### java.naming.factory.url.pkgs

- Module: cmas-dwh-server
- Description:
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: org.jboss.naming:org.jnp.interfaces
- Since: 6.0.1
- Removed in: 6.11.0.0

#### java.naming.provider.url

- Module: cmas-dwh-server
- **Description**: URL of naming provider.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: localhost
- Since: 6.0.1
- Removed in: 6.11.0.0

#### notification.error.description

- Module: cmas-dwh-server
- **Description**: Text for error e-mails from the DWH.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Error occurred
- Since: 6.0.1

#### notification.error.from

- Module: cmas-dwh-server
- Description: From address for error e-mails from the DWH
- Type: string

- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

# notification.error.subject

- Module: cmas-dwh-server
- Description: Subject for error e-mails from the DWH
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Error occurred
- Since: 6.0.1

#### notification.error.to

- Module: cmas-dwh-server
- Description: To address for error e-mails from the DWH
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0.1

# notification.finished\_successfully.description

- Module: cmas-dwh-server
- Description: Text for e-mails from the DWH when a transfer finishes successfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished successfully
- Since: 6.0.1

#### notification.finished\_successfully.from

- Module: cmas-dwh-server
- **Description**: From address for e-mails from the DWH when a transfer finishes successfully.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

# notification.finished\_successfully.subject

- Module: cmas-dwh-server
- **Description**: Subject for e-mails from the DWH when a transfer finishes successfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished successfully
- Since: 6.0.1

# notification.finished\_successfully.to

- Module: cmas-dwh-server
- Description: To address for e-mails from the DWH when a transfer finishes successfully.
- Type: string
- Restart required: yes
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0.1

# $notification. finished\_unsuccessfully. description$

- Module: cmas-dwh-server
- Description: Text for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no

- Example value: Transfer finished unsuccessfully
- Since: 6.0.1

# notification.finished\_unsuccessfully.from

- Module: cmas-dwh-server
- **Description**: From address for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- **Since**: 6.0.1

# notification.finished\_unsuccessfully.subject

- Module: cmas-dwh-server
- **Description**: Subject for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: Transfer finished unsuccessfully
- Since: 6.0.1

# notification.finished\_unsuccessfully.to

- Module: cmas-dwh-server
- **Description**: To address for e-mails from the DWH when a transfer finishes unsuccessfully.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- **Since**: 6.0.1

# notification.host

- Module: cmas-dwh-server
- **Description**: E-mail (SMTP) server hostname for sending DWH e-mails.
- Type: string
- Restart required: no

- System: yes
- Optional: yes
- Example value: myserver.consol.de
- Since: 6.0.1

#### notification.password

- Module: cmas-dwh-server
- **Description**: Password for sending DWH e-mails (optional).
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

#### notification.port

- Module: cmas-dwh-server
- **Description**: SMTP port for sending DWH e-mails.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: 25
- Since: 6.0.1

#### notification.protocol

- Module: cmas-dwh-server
- **Description**: The protocol used for sending e-mails from the DWH.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: pop3\

#### notification.username

- Module: cmas-dwh-server
- **Description**: (SMTP) User name for sending DWH e-mails.
- Type: string

- Restart required: no
- System: yes
- Optional: yes
- Example value: myuser
- Since: 6.0.1

# skip-ticket

- Module: cmas-dwh-server
- Description: Tickets are not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.19
- Removed in: 6.8.1

# skip-ticket-history

- Module: cmas-dwh-server
- **Description**: History of ticket is not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.19
- Removed in: 6.8.1

# skip-unit

- Module: cmas-dwh-server
- Description: Units are not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false

- Since: 6.6.19
- Removed in: 6.8.1

#### skip-unit-history

- Module: cmas-dwh-server
- **Description**: History of unit is not transferred during transfer/update.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.19
- Removed in: 6.8.1

#### split.history

- Module: cmas-dwh-server
- **Description**: Changes the SQL that fetches the history for the tickets during DWH transfer not to all tickets at once but only for one ticket per SQL.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: false
- Since: 6.8.0

# unit.transfer.order

- Module: cmas-dwh-server
- **Description**: Define in which order Data Object Groups should be transferred to the DWH.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: company;customer
- Since: 6.6.19
- Removed in: 6.8.1

# H.2.3.8 cmas-esb-core (module)

esb.directory

- Module: cmas-esb-core
- **Description**: Directory used by Mule/ESB.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- **Example value**: C:\Users\user\cmas\mule
- Since: 6.0
- Removed in: 6.11.0

# H.2.3.9 cmas-esb-mail (module)

# mail.attachments.validation.info.sender

- Module: cmas-esb-mail
- **Description**: Sets From header of attachments type error *notification e-mail*. As a default the email address of the administrator which you have entered during system set-up is used.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: admin@consolcm.com
- Since: 6.7.5
- Removed in: 6.11.0

# mail.attachments.validation.info.subject

- Module: cmas-esb-mail
- Description: Sets subject of attachments type error notification e-mail.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: E-mail was not processed because its attachments were rejected!
- **Since**: 6.7.5
- Removed in: 6.11.0

#### mail.callname.pattern

- Module: cmas-esb-mail
- **Description**: Regular expression for subject of incoming e-mails. Available as TICKET\_NAME\_ PATTERN\_FORMAT in incoming e-mail scripts.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: .\*?Ticket\s+\((\S+)\).\*
- Since: 6.0
- Removed in: 6.11.0

#### mail.cluster.node.id

- Module: cmas-esb-mail
- **Description**: Only the node whose *mail.cluster.node.id* equals *cmas.clusternode.id* will start the Mule/ESB e-mail services.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: unspecified
- Since: 6.6.5
- Removed in: 6.11.0

# mail.db.archive

- Module: cmas-esb-mail
- Description: If property is set to true, incoming e-mails are archived in the database.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes
- Example value: false (default)
- Since: 6.8.5.5
- Removed in: 6.11.0

**Obsolete!** In Mule/ESB mode, no e-mails are saved in the database. E-mails which could not be processed are stored in the file system, see section <u>E-Mail Backups</u>.

#### mail.delete.read

- Module: cmas-esb-mail
- **Description**: Determines whether CM deletes messages fetched via IMAP(S). Setting value to *true* will cause deletion of messages after fetching. Default is to not delete messages fetched via IMAP(S). Note: Messages fetched via POP3(S) will always be deleted.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.7.3
- Removed in: 6.11.0

#### mail.incoming.uri

- Module: cmas-esb-mail
- **Description**: URL for incoming e-mails.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: pop3://cm-incoming-user:password@localhost:10110
- Since: 6.0
- Removed in: 6.11.0

This value should not be edited here using the system properties pop-up window, but the mailboxes should be configured using the navigation item *E-mail*. Using this standard feature all entries are controlled - i.e., for each mailbox which is added, CM establishes a test connection during mailbox set-up. That way it is not possible to enter wrong values.

#### mail.max.restarts

- Module: cmas-esb-mail
- **Description**: Maximum number of e-mail service restarts before giving up.
- Type: integer
- Restart required: no
- System: yes
- Optional: no

- Example value: 3
- Since: 6.0
- Removed in: 6.11.0

### mail.mime.strict

- Module: cmas-esb-mail
- **Description**: If set to *false*, e-mail addresses are not parsed for strict MIME compliance. Default is *true*, which means check for strict MIME compliance.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.6.17, 6.7.3
- Removed in: 6.11.0

### mail.mule.service

- Module: cmas-esb-mail
- Description: From address for e-mails sent by Mule service
- Type: email
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0
- Removed in: 6.11.0

# mail.polling.interval

- Module: cmas-esb-mail
- **Description**: E-mail polling interval in ms.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60000

- Since: 6.0
- Removed in: 6.11.0

### mail.process.error

- Module: cmas-esb-mail
- **Description**: To address for error e-mails from Mule. As a default the e-mail address of the administrator which you have entered during system set-up is used.
- Type: email
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Since: 6.0
- Removed in: 6.11.0

### mail.process.retry.attempts

- Module: cmas-esb-mail
- Description: Number of retries when processing e-mail
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 3
- Since: 6.0.2
- Removed in: 6.11.0

### mail.process.timeout

- Module: cmas-esb-mail
- **Description**: E-mail processing timeout in seconds.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 60
- Since: 6.1.3
- Removed in: 6.11.0

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### mail.redelivery.retry.count

- Module: cmas-esb-mail
- **Description**: Indicates the number of retries of re-delivering an e-mail from the CM system.
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 3
- Since: 6.1.0
- Removed in: 6.11.0

# H.2.3.10 cmas-nimh (module)

# filesystem.polling.threads.number

- Module: cmas-nimh
- Description: Number of threads started for db e-mails' queue polling. Default: 1
- **Type**: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 10
- Since: 6.4.0

# file system. polling. threads. shutdown. timeout. seconds

- Module: cmas-nimh
- **Description**: Waiting time after the shutdown signal. When the timeout reached, thread will be terminated. Default: 60
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### file system. polling. threads. watchdog. interval. seconds

- Module: cmas-nimh
- Description: Watchdog thread interval. Default: 30

- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

# filesystem.task.enabled

- Module: cmas-nimh
- **Description**: With this property service thread related to given poller can be disabled. Default: true
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.4.0

# filesystem.task.interval.seconds

- Module: cmas-nimh
- Description: Default interval for polling mailboxes. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- **Since**: 6.4.0

# filesystem.task.polling.folder

- Module: cmas-nimh
- **Description**: Polling folder location which will be scanned for e-mails in the format of eml files. Default: "mail" subdir of cmas data directory
- Type: string
- Restart required: no
- System: no
- Optional: yes

- Example value: c://cmas//mail
- Since: 6.4.0

# filesystem.task.timeout.seconds

- Module: cmas-nimh
- **Description**: After this time (of inactivity) the service thread is considered as damaged and automatically restarted. Default: 120 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

# filesystem.task.transaction.timeout.seconds

- Module: cmas-nimh
- **Description**: Default transaction timeout for e-mail fetching transactions. Should be correlated with number of messages fetched at once. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

# mailbox.1.connection.host

- Module: cmas-nimh
- **Description**: Host (server) for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.host*.

# mailbox.1.connection.password

- Module: cmas-nimh
- **Description**: Password for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.password*.

# mailbox.1.connection.port

- Module: cmas-nimh
- **Description**: Port for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.port*.

### mailbox.1.connection.protocol

- Module: cmas-nimh
- **Description**: Protocol (e.g., IMAP or POP3) for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.protocol*.

### mailbox.1.connection.username

- Module: cmas-nimh
- **Description**: User name for first configured mailbox. Will overwrite the default parameter *mailbox.default.connection.username*.

### mailbox.2.connection.host

- Module: cmas-nimh
- **Description**: Host (server) for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.host*.

### mailbox.2.connection.password

- Module: cmas-nimh
- **Description**: Password for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.password*.

### mailbox.2.connection.port

- Module: cmas-nimh
- **Description**: Port for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.port*.

### mailbox.2.connection.protocol

- Module: cmas-nimh
- **Description**: Protocol (e.g., IMAP or POP3) for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.protocol*.

### mailbox.2.connection.username

- Module: cmas-nimh
- **Description**: User name for second configured mailbox. Will overwrite the default parameter *mailbox.default.connection.username*.
- For all NIMH-related mailbox properties, the following principle is used: a default property is defined (e.g. *mailbox.default.connection.port*). If no mailbox-specific value is configured, this default value will be used.

# mailbox.default.connection.host

- Module: cmas-nimh
- **Description**: Host (server name) of a given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: 10.10.1.157
- Since: 6.4.0

# mailbox.default.connection.password

- Module: cmas-nimh
- **Description**: Password for given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: consol
- Since: 6.4.0

# mailbox.default.connection.port

- Module: cmas-nimh
- **Description**: Port for a given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: 143
- Since: 6.4.0

# mailbox.default.connection.protocol

- Module: cmas-nimh
- Description: Poller's protocol e.g., IMAP or POP3. No default value
- Type: string
- Restart required: no
- System: no

- Optional: yes
- Example value: imap
- Since: 6.4.0

# mailbox.default.connection.username

- Module: cmas-nimh
- Description: User name for a given mailbox from which the poller reads e-mails.
- Type: string
- Restart required: no
- System: no
- Optional: yes
- Example value: username
- Since: 6.4.0

# mailbox.default.session.mail.debug

- Module: cmas-nimh
- **Description**: Example javax.mail property allows for more detailed javax.mail session debugging
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.4.0

# mailbox.default.session.mail.imap.timeout

- Module: cmas-nimh
- Description: Example javax.mail property
- **Type**: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 120
- **Since**: 6.4.0

### mailbox.default.session.mail.mime.address.strict

- Module: cmas-nimh
- **Description**: Example javax.mail property counterpart of the old *mule mail.mime.strict*, allows to set not so strict e-mail header parsing
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.4.0

# mailbox.default.session.mail.pop3.timeout

- Module: cmas-nimh
- Description: Example javax.mail property.
- Type:
- Restart required:
- System:
- Optional:
- Example value:
- **Since**: 6.4.0

### mailbox.default.session.mail.<protocol>.partialfetch

- Module: cmas-nimh
- Description: e.g. mailbox.default.session.mail.imaps.partialfetch
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.10

### mailbox.default.task.delete.read.messages

- Module: cmas-nimh
- **Description**: This defines whether messages should be removed from the mailbox after processing. For IMAP protocol messages are marked as SEEN by default. For POP3 protocol, when flag is set to true the message is removed, otherwise remains on server and will result in infinite reads. Default: false.

- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.4.0

# mailbox.default.task.enabled

- Module: cmas-nimh
- **Description**: With this property service thread related to given poller can be disabled. Default: true
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.4.0

# mailbox.default.task.interval.seconds

- Module: cmas-nimh
- Description: Default interval for polling mailboxes. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- **Since**: 6.4.0

# mailbox.default.task.max.message.size

- Module: cmas-nimh
- **Description**: Maximum size of e-mail messages (i.e., e-mail plus attachment). E-mails exceeding the size limit will not be automatically processed by NIMH but will be stored in the database (table *cmas\_nimh\_archived\_mail*) and will therefore appear in the e-mail backups in the Admin Tool (see section <u>E-Mail Backups</u>). From there they can be resent, downloaded to the file system, or deleted. For those operations the message size is not relevant. Default is set to 10MB: 10485760
- Type: integer
- Restart required: no

- System: no
- Optional: yes
- Example value: 10485760
- Since: 6.4.0

### mailbox.default.task.max.messages.per.run

- Module: cmas-nimh
- **Description**: Number of messages fetched at once from mailbox. Must be correlated with transaction timeout. Default set to: 20
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### mailbox.default.task.timeout.seconds

- Module: cmas-nimh
- **Description**: After this time (of inactivity) the service thread is considered as damaged and automatically restarted. Default: 120 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### mailbox.default.task.transaction.timeout.seconds

- Module: cmas-nimh
- **Description**: Default transaction timeout for e-mail fetching transactions. Should be correlated with number of messages fetched at once. Default: 60 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

### mailbox.polling.threads.mail.log.enabled

- Module: cmas-nimh
- **Description**: Enables e-mail logging which is especially crucial in cluster environment (used as semaphore there)
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true (default)
- Since: 6.9.4.1

# mailbox.polling.threads.number

- Module: cmas-nimh
- Description: Number of threads for accessing mailboxes. Default: 1
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 1
- Since: 6.4.0

# queue.polling.threads.number

- Module: cmas-nimh
- Description: Number of threads started for e-mails' queue polling. Default: 1
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 1
- Since: 6.4.0

# ${\it queue.polling.threads.shutdown.timeout.seconds}$

- Module: cmas-nimh
- **Description**: Waiting time after the shutdown signal. When the timeout is reached, the thread will be terminated. Default: 60
- **Type**: integer
- Restart required: no

- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

# queue.polling.threads.watchdog.interval.seconds

- Module: cmas-nimh
- **Description**: Watchdog thread interval. Default: 30
- **Type**: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 30
- Since: 6.4.0

# queue.task.error.pause.seconds

- Module: cmas-nimh
- **Description**: Maximum number of seconds, the queue poller waits after infrastructure (e.g. database) error. Default 180 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 180
- Since: 6.4.0

# queue.task.interval.seconds

- Module: cmas-nimh
- Description: Main e-mails' queue polling thread interval. Default: 15
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 15
- Since: 6.4.0

### queue.task.max.retries

- Module: cmas-nimh
- **Description**: Maximum number of e-mail processing retries after an exception. When reached, the e-mail is moved to the e-mail archive. This e-mail can be rescheduled again using NIMH API (or the Admin Tool).
- **Type**: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 10
- Since: 6.4.0

# queue.task.timeout.seconds

- Module: cmas-nimh
- **Description**: After this time (of inactivity) the service thread is considered as damaged and automatically restarted. Default: 600 seconds
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 600
- Since: 6.4.0

# queue.task.transaction.timeout.seconds

- Module: cmas-nimh
- Description: Transaction timeout for e-mail processing in the pipe. Default: 60
- Type: integer
- Restart required: no
- System: no
- Optional: yes
- Example value: 60
- Since: 6.4.0

# H.2.3.11 cmas-nimh-extension (module)

### mail.attachments.validation.info.sender

- Module: cmas-nimh-extension
- Description: Sets From header of attachments type error notification mail
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: admin@mail.com
- **Since**: 6.7.5

This is an equivalent to the old *cmas-esb-mail, mail.at-tachments.validation.info.sender* 

### mail.attachments.validation.info.subject

- Module: cmas-nimh-extension
- Description: Sets subject of attachments type error notification mail.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: E-mail was not processed because its attachments were rejected!
- Since: 6.7.5

This is an equivalent to the old *cmas-esb-mail, mail.at-tachments.validation.info.subject* 

### mail.db.archive

- Module: cmas-nimh-extension
- Description: If property is set to true, incoming e-mails are archived in the database.
- Type: boolean
- Restart required: no
- System: yes
- Optional: yes

- Example value: false (default)
- Since: 6.8.5.5

### mail.error.from.address

This is an equivalent to the old *cmas-esb-mail,mail.mule.service* 

### mail.error.to.address

(i) This is an equivalent to the old *cmas-esb-mail, mail.process.error* 

### mail.on.error

- Module: cmas-nimh-extension
- **Description**: If set to *true* an error e-mail is sent to the above configured address in case the email message could not be processed. Default: true
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: false
- Since: 6.4.0

### mail.process.error

- Module: cmas-nimh-extension
- **Description**: To address for error e-mails from Mule.
- Type: email
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- **Since**: 6.4.0

### mail.ticketname.pattern

- Module: cmas-nimh-extension
- **Description**: Regular expression pattern used to identify the ticket name in the subject of incoming mails.
- Type: string
- Restart required: no

- System: yes
- Optional: no
- Example value: .\*?Ticket\s+\((\S+)\).\*
- Since: 6.4.0

# H.2.3.12 cmas-restapi-core (module)

# security.fields.customer.exposure.check.enabled

- Module: cmas-restapi-core
- **Description**: Enables customer exposure annotation checks for Custom Fields.
- Type: boolean
- Restart required: no
- System: no
- Optional: yes
- Example value: true (default)
- Since: 6.10.5.4

# H.2.3.13 cmas-setup-hibernate (module)

# cmas.dropSchemaBeforeSetup

- Module: cmas-setup-hibernate
- Description: Flag if schema is to be (was) dropped during setup
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.0

# hibernate.dialect

- **Module**: cmas-setup-hibernate
- **Description**: The dialect used by hibernate. Usually set during initial set-up (depending on the database system).
- Type: string
- Restart required: no
- System: yes
- Optional: no

- Example value: org.hibernate.dialect.MySQL5InnoDBDialect
- **Since**: 6.0

# H.2.3.14 cmas-setup-manager (module)

# initialized

- Module: cmas-setup-manager
- **Description**: Flag if CMAS is initialized. If this value is missing or not *true*, set-up will be performed.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true
- Since: 6.0

Be careful with using this property!!! When you set the value to *false*, the ConSol CM server will perform the system set-up at the next start, i.e. all data of the existing system is lost, including system properties!!!

# H.2.3.15 cmas-setup-scene (module)

# scene

- Module: cmas-setup-scene
- Description: Scene file which was imported during set-up (can be empty).
- Type: string
- Restart required: no
- System: yes
- Optional: no
- **Example value**: vfszip:/P:/dist/target/jboss/server/cmas/deploy/cm-dist-6.5.1-SNAPSHOT.ear/APP-INF/lib/dist-scene-6.5.1-SNAPSHOT.jar/META-INF/cmas/scenes/helpdesksales\_scene.jar/
- **Since**: 6.0

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# H.2.3.16 cmas-workflow-engine (module)

### jobExecutor.adminMail

- Module: cmas-workflow-engine
- **Description**: E-mail address which will get notified about job execution problems (when retry counter is exceeded).
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: admin@consol.de
- **Since**: 6.8.0

### jobExecutor.idleInterval.seconds

- Module: cmas-workflow-engine
- Description: Determines how often job executor thread will look for new jobs to execute.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 45 (default up to CM version 6.10.5.2. Default CM versions 6.10.5.3 and up is 5)
- Since: 6.8.0

# jobExecutor.jobMaxRetries

- Module: cmas-workflow-engine
- **Description**: Controls the number of retry attempts the job executor will do before declaring a job as failed.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 5 (default)
- Since: 6.8.0

# jobExecutor.jobMaxRetriesReachedSubject

- Module: cmas-workflow-engine
- **Description**: The subject used in the notification mail admins receive about failed job executors.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: Job maximum retries reached. Job was removed!!! (default)
- Since: 6.8.0

# jobExecutor.lockingLimit

- Module: cmas-workflow-engine
- **Description**: Number of jobs locked at once (marked for execution) by job executor thread.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 5 (default since CM version 6.10.5.3)
- Since: 6.8.0

# jobExecutor.lockTimeout.seconds

- Module: cmas-workflow-engine
- **Description**: How long the job can be locked (marked for execution) by job executor.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 360 (default)
- Since: 6.8.0

# jobExecutor.mailFrom

- Module: cmas-workflow-engine
- **Description**: E-mail which will be set as From header during admin notifications.
- **Type**: string
- Restart required: no

- System: yes
- Optional: yes
- Example value: jobexecutor@consol.de
- Since: 6.8.0

### jobExecutor.maxInactivityInterval.minutes

- Module: cmas-workflow-engine
- **Description**: Number of minutes of allowed job executor inactivity (e.g. when it is blocked by long timer execution). After this time executors threads are restarted.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes. Default value is set to 30 minutes
- Example value: 15 (default)
- Since: 6.9.2.0

### jobExecutor.threads

- Module: cmas-workflow-engine
- **Description**: Number of job execution threads.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 1 (default)
- Since: 6.8.0

### jobExecutor.timerRetryInterval.seconds

- Module: cmas-workflow-engine
- Description: Determines how long job executor thread will wait after job execution error.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 10 (default up to CM version 6.10.5.2. Default CM versions 6.10.5.3 and up is 30)
- Since: 6.8.0

# jobExecutor.txTimeout.seconds

- Module: cmas-workflow-engine
- **Description**: Transaction timeout used for job execution.
- Type: integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 60 (default)
- Since: 6.8.0

# H.2.3.17 cmas-workflow-jbpm (module)

# fetchLock.interval

- Module: cmas-workflow-jbpm
- Description:
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5000
- Removed in: 6.8.0

# jobExecutor.idleInterval

- Module: cmas-workflow-jbpm
- Description:
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 45000
- Removed in: 6.8.0
- Replaced by: jobExecutor.idleInterval.seconds

# jobExecutor.jobExecuteRetryNumber

- Module: cmas-workflow-jbpm
- Description:
- Type: integer

- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Removed in: 6.8.0
- Replaced by: jobExecutor.jobMaxRetries

# jobExecutor.timerRetryInterval

- Module: cmas-workflow-jbpm
- Description:
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 10000
- Removed in: 6.8.0
- Replaced by: jobExecutor.timerRetryInterval.seconds

# mail.sender.address

- Module: cmas-workflow-jbpm
- **Description**: From address for e-mails from the workflow engine.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: myuser@consol.de
- Removed in: 6.8.0
- Replaced by: jobExecutor.mailFrom

# outdated.lock.age

- Module: cmas-workflow-jbpm
- Description:
- Type: integer
- Restart required: no
- System: yes
- Optional: no

- Example value: 60000
- Removed in: 6.8.0
- Replaced by: cmas-workflow-engine, jobExecutor.lockTimeout.seconds

# refreshTimeInCaseOfConcurrentRememberMeRequests

- Module: cmas-workflow-jbpm
- **Description**: It sets the refresh time (in seconds) after which page will be reloaded in case of concurrent remember me requests. This feature prevents one user from occupying many licenses. Please increase that time if sessions are still occupying.
- Type: integer
- Restart required: yes
- System: yes
- Optional: yes
- Example value: 5
- Since: 6.8.2

# H.2.3.18 cmweb-server-adapter (module)

# attachment.upload.timeout

- Module: cmweb-server-adapter
- **Description**: Defines the transaction timeout in minutes for adding attachments to a ticket, a resource or a customer. Counts the time for the upload of all attachments of one transaction. When the timeout occurs, all files which have been temporarily stored on the server are deleted. No file is uploaded.
- Type: Integer
- Restart required: no
- System: yes
- Optional: yes
- Example value: 3
- Since: 6.10.5.3

# automatic.booking.enabled

- Module: cmweb-server-adapter
- **Description**: If enabled, time spend on creating comment/e-mail will be measured and automatic time booking will be added.
- Type: boolean
- Restart required: no
- System: yes

- Optional: yes
- Example value: true
- Since: 6.9.4.2

# checkUserOnlineIntervalInSeconds

- Module: cmweb-server-adapter
- **Description**: The interval in seconds to check which users are online (default 180sec = 3min).
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 180
- Since: 6.0
- Removed in: 6.5 / 6.11.0.1

# cmoffice.enabled

- Module: cmweb-server-adapter
- **Description**: Flag if CM.Doc (former CM/Office) is enabled.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.4.0

# cmoffice.strict.versioning.enabled

- Module: cmweb-server-adapter
- **Description**: Controls if the SAVE operation in Microsoft Word / OpenOffice documents creates a new attachment (*true*) or overwrites the existing attachment (*false*). This concerns the behavior within one session using the text editing program. If the program is stopped, the overwrite mechanism will not work anymore.
- Type: Boolean.
- Restart required: no
- System: no
- Optional: yes
- Example value: true
- Since: 6.10.5.4

### commentRequiredForTicketCreation

- Module: cmweb-server-adapter
- **Description**: Flag if comment is a required field for ticket creation.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true (default)
- Since: 6.2.0

### customizationVersion

- Module: cmweb-server-adapter
- **Description**: UID representing the latest web customization version. Used only internally, please do not change the value.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: cd58453e-f3cc-4538-8030-d15e8796a4a7
- Since: 6.5.0

### data.optimization

- Module: cmweb-server-adapter
- **Description**: Defines optimization to be applied on response data. So far, the following values are supported (for setting more than one value, separate values by '|'): MINIFICATION and COMPRESSION. MINIFICATION minifies HTML data by e.g. stripping whitespaces and comments. COMPRESSION applies gzip compression to HTTP response. (Note: If you are running in cluster mode and want to test different configurations in parallel, you can set different values for each cluster node by specifying property *data.optimization.nodeld* to override default property.)
- Type: string
- **Restart required**: COMPRESSION can be switched on/off without restart, MINIFICATION requires restart.
- System: yes
- Optional: yes
- Example value: MINIFICATION | COMPRESSION

### defaultContentEntryClassName

- Module: cmweb-server-adapter
- **Description**: Default text class for new ACIMs.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: default\_class
- **Since**: 6.3.0

# defaultNumberOfCustomFieldsColumns

- Module: cmweb-server-adapter
- **Description**: Default number of columns for Custom Fields.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 3
- Since: 6.2.0

# diffTrackingEnabled

- Module: cmweb-server-adapter
- **Description**: Defines if parallel editing of a ticket by different engineers should be possible. Default is *true*.

*false*: Previous way of handling changes when editing a ticket. If the ticket has been changed in the meantime, the current engineer will not be able to submit his changes without being forced to reload the page before submitting.

*true*: New changes handling mode. If the ticket has been changed, this will not block the submission of other changes anymore. If the part of the ticket that was changed was exactly the part that is changed by the submitting engineer, then an information message will be displayed, but the ticket change will be persisted/stored anyway.

- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: true (default)
- Since: 6.10.1
- Removed in: 6.11.0

# favoritesSizeLimit

- Module: cmweb-server-adapter
- Description: Maximum number of items in Favorites list.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 10
- Since: 6.0

# globalSearchResultSizeLimit

- Module: cmweb-server-adapter
- Description: Maximum number of items in Quick Search result.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 10
- **Since**: 6.0

# helpFilePath

- Module: cmweb-server-adapter
- **Description**: URL for online help. If not empty, Help button is displayed in Web Client.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: http://www.consol.de
- Since: 6.2.1

# hideTicketSubject

- Module: cmweb-server-adapter
- **Description**: If set to *true*, ticket subject is hidden.
- Type: boolean
- Restart required: no
- System: yes

- Optional: no
- Example value: false
- Since: 6.2.1

### mail.from

- Module: cmweb-server-adapter
- **Description**: Use this address if set instead of engineer e-mail address during e-mail conversation.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.1.2

# mail.reply.to

- Module: cmweb-server-adapter
- **Description**: When set, Web Client will display Reply-To field on e-mail send, prefilled with this value.
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0.1

Please read the detailed information about ConSol CM Reply-To addresses in section <u>Scripts of Type E-Mail</u>.

# mailTemplateAboveQuotedText

- Module: cmweb-server-adapter
- **Description**: Indicates behavior of e-mail template in the Ticket E-Mail Editor when another email is quoted, i.e. forwarded or replied to. Often used to place the signature correctly.
- Type: boolean
- Restart required: no
- System: yes
- Optional: no
- Example value: false
- Since: 6.2.4

### maxSizePerPagemapInMegaBytes

- Module: cmweb-server-adapter
- Description: Maximum size (in MB) for each Wicket pagemap.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 15
- Since: 6.3.5

# pagemapLockDurationInSeconds

- Module: cmweb-server-adapter
- **Description**: Number of seconds to pass before pagemap is considered to be locked for too long.
- Type: integer
- Restart required: yes
- System: yes
- Optional: yes
- Example value: 60
- Since: 6.7.3

# postActivityExecutionScriptName

- Module: cmweb-server-adapter
- **Description**: Defines the name for the script which should be executed after every workflow activity, see section <u>PostActivityExecutionScript</u>. If no script should be executed, leave the value empty.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: postActivityExecutionHandler
- Since: 6.2.0

# queuesExcludedFromGS

- Module: cmweb-server-adapter
- **Description**: Comma-separated list of queue names which are excluded from Quick Search.
- Type: string

- Restart required: no
- System: yes
- Optional: yes
- **Since**: 6.0

### rememberMeLifetimeInMinutes

- Module: cmweb-server-adapter
- **Description**: Lifetime for *remember me* in minutes.
- **Type**: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 1440
- Since: 6.0

### request.scope.transaction

- Module: cmweb-server-adapter
- **Description**: It allows to disable request scope transaction. By default one transaction is used per request. Setting this property to *false* there will cause one transaction per service method invocation.
- Type: boolean
- Restart required: yes
- System: yes
- Optional: yes
- Example value: true
- Since: 6.8.1

### searchPageSize

- Module: cmweb-server-adapter
- **Description**: Default page size for search results.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 20
- Since: 6.0

# $search {\sf PageSizeOptions}$

- Module: cmweb-server-adapter
- **Description**: Options for page size for search results.
- Type: string
- Restart required: no
- System: yes
- Optional: no
- Example value: 10|20|30|40|50|75|100
- **Since**: 6.0

### serverPoolingInterval

- Module: cmweb-server-adapter
- **Description**: Defines the time in seconds for pooling server to invalidate caches on the web layer.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- Since: 6.1.0

### supportEmail

- Module: cmweb-server-adapter
- Description:
- **Type**: string
- Restart required: no
- System: yes
- Optional: yes
- Since: 6.0
- Removed in: 6.11.0.1

# themeOverlay

- Module: cmweb-server-adapter
- **Description**: Name of used theme overlay
- Type: string
- Restart required: no

- System: yes
- Optional: yes
- Example value: consolINT
- Since: 6.0

# ticketListRefreshIntervalInSeconds

- Module: cmweb-server-adapter
- **Description**: Refresh interval for ticket list (in seconds).
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 180
- Since: 6.0

# ticketListSizeLimit

- Module: cmweb-server-adapter
- Description: Maximum number of tickets in ticket list.
- Type: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 100
- Since: 6.0

# unitIndexSearchResultSizeLimit

- Module: cmweb-server-adapter
- Description: Maximum number of units in unit search result (e.g. when searching for contact).
- **Type**: integer
- Restart required: no
- System: yes
- Optional: no
- Example value: 5
- **Since**: 6.0

# urlLogoutPath

- Module: cmweb-server-adapter
- **Description**: URL which is used when user logs out. (If no value is set, logout leads to login-mask.)
- Type: string
- Restart required: no
- System: yes
- Optional: yes
- Example value: http://intranet.consol.de
- Since: 6.3.1

# webSessionTimeoutInMinutes

- Module: cmweb-server-adapter
- **Description**: Session timeout in minutes.
- Type: integer
- Restart required: yes
- System: yes
- Optional: no
- Example value: 180
- Removed in: 6.7.1
- Replaced by: cmas-core-server, server.session.timeout

# wicketAjaxRequestHeaderFilterEnabled

- Module: cmweb-server-adapter
- **Description**: This enables filter for Wicket AJAX requests, coming from stale pages with Wicket 1.4 scripting (CM pre-6.8.0), after update to CM6 post-6.8.0.
- Type: boolean
- Restart required: yes
- System: yes
- Optional: yes
- Example value: false
- Since: 6.8.1

# H.3 Administrator and Notification E-Mail Addresses

This chapter discusses the following:

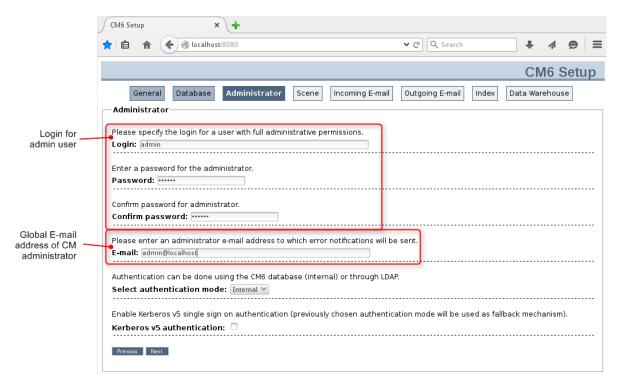
H.3.1 Introduction	
H.3.2 Default Configuration	
H.3.3 Subsystem-Specific Notification E-Mail Addresses	

# H.3.1 Introduction

In ConSol CM, several administrator e-mail addresses (or notification e-mail addresses respectively) can be configured. Here, an overview of all those addresses is provided.

# H.3.2 Default Configuration

When you set-up a ConSol CM system, you have to enter one global admin e-mail address.



# Figure 614: Admin e-mail address configuration during system set-up

This global e-mail address (system property *cmas-core-security, admin.email*) will be used for all notifications and will be entered automatically for all subsystem-specific e-mail addresses. This means that this admin e-mail address will initially be set automatically for all system properties which contain admin or notification e-mail addresses. The properties can then be changed using the Admin Tool GUI to configure the specific subsystem, e.g., you can configure a specific notification address for DWH operations in the *DWH Configuration* section of the Admin Tool. By configuring different admin/notification e-mail addresses for different subsystems, you can spread responsibilities according to responsibilities and roles within your company. For some notifications, even the From address, text, and the subject can be configured.

# H.3.3 Subsystem-Specific Notification E-Mail Addresses

# H.3.3.1 DWH (Data Warehouse) - Specific Notification E-Mail Addresses and E-Mail Configurations

# **System Properties**

- Error
  - cmas-dwh-server, notification.error.to
     An e-mail will be sent to this address when a DWH operation has failed. If the property is
     not set, no e-mail will be sent.
  - **cmas-dwh-server, notification.error.from** An e-mail will be sent with this From address when a DWH operation has failed.
  - cmas-dwh-server, notification.error.subject Subject for error e-mails from the DWH
  - **cmas-dwh-server**, **notification.error.description** Text for error e-mails from the DWH.
- Successful
  - **cmas-dwh-server, notification.finished\_successfully.to** An e-mail will be sent to this address when a DWH transfer has been completed successfully, e.g., when the transfer has been completed without errors. If the property is not set, no e-mail will be sent.
  - cmas-dwh-server, notification.finished\_successfully.from From address for e-mails from the DWH when a transfer finishes successfully.
  - cmas-dwh-server, notification.finished\_successfully.subject Subject for e-mails from the DWH when a transfer finishes successfully.
  - **cmas-dwh-server, notification.finished\_successfully.description** Text for e-mails from the DWH when a transfer finishes successfully.
- Unsuccessful
  - cmas-dwh-server, notification.finished\_unsuccessfully.to
     An e-mail will be sent to this address when a DWH transfer has been completed, but not
     successfully, e.g., when the transfer has been completed with errors. If the property is
     not set, no e-mail will be sent.
  - cmas-dwh-server, notification.finished\_unsuccessfully.from From address for e-mails from the DWH when a transfer finishes unsuccessfully.
  - cmas-dwh-server, notification.finished\_unsuccessfully.subject Subject for e-mails from the DWH when a transfer finishes unsuccessfully.
  - cmas-dwh-server, notification.finished\_unsuccessfully.description Text for e-mails from the DWH when a transfer finishes unsuccessfully.
  - **cmas-dwh-server, cmas-dwh-server, notification.error.description** The text for error e-mails from the DWH

For an overview of all system properties which can be set for DWH notifications, please refer to section <u>CMRF & DWH Configuration</u> of the <u>List of System Properties by Area</u> chapter. All properties which are relevant in this context start with *notification*.

# **Graphical Configuration**

ConSol CM6		DWH Configuration
	DWH Configuration and Logs	
A Home	a DWH Configuration and Logs	DWH Configuration
▼ Access and Roles	27.03.2015 07:33:46 Starting initialization	
<ul> <li>Access and Roles (♠)</li> <li>Engineers</li> <li>Roles</li> <li>Views</li> <li>Engineer Functions</li> <li>Elsts (♥)</li> <li>Customers (♥)</li> <li>Global Configuration (♥)</li> <li>Global Configuration (♥)</li> <li>Data Warehouse (♠)</li> <li>DWH Tasks</li> <li>DWH Configuration and Logs</li> <li>Services (♥)</li> <li>E-Mail (♥)</li> <li>System (♥)</li> </ul>	27.03.2015 07:33:46 Starting initializati 27.03.2015 07:34:21 Database structure or 27.03.2015 07:34:21 Filling tables 27.03.2015 07:34:21 Filling tables 27.03.2015 07:34:21 Filling tables 27.03.2015 07:34:47 Initialization finish 09.07.2015 10:13:43 Starting reinitializa 09.07.2015 10:14:33 Deleting dynamic table 09.07.2015 10:14:33 Dynamic tables delete 09.07.2015 10:14:49 Tables deleted 09.07.2015 10:14:49 Creating database str 09.07.2015 10:1212 Database structure or 09.07.2015 10:20:12 Filling tables 09.07.2015 10:20:12 Filling tables	Configuration     Notification       Protocol:     •       Host:     •       Le:     Port:       User:     •       Password:     •       Error     Successful       From:     myconsolsystem@mydomain.com
	Initialize overwrite Transfer	Update Configuration

Figure 615: ConSol CM Admin Tool - Notification address for DWH errors

The e-mail addresses are checked when you click *Save*. If an e-mail address is not valid, a message is displayed. No mails will be sent to this address.

# H.3.3.2 E-Mail - Specific Notification E-Mail Addresses

# System Properties (NIMH Mode)

cmas-nimh-extension, mail.error.to.address

An error e-mail is sent to the address in case an e-mail message could not be processed. Starting with CM version 6.10.5.1, an e-mail to this address is also sent when a mail timeout occurs. If the value for this property is not set, no e-mail will be sent and an exception will be written into the log file.

• **cmas-nimh-extension, mail.attachments.validation.info.sender** Sets the From header of attachments type *error notification e-mail*.

Please note that the sending is controlled by the system property *cmas-nimh-extension, mail.on.error.* Only if this property is set to *true,* an error e-mail is sent to the above configured address in case an e-mail message could not be processed.

# System Properties (Mule/ESB Mode)

# • cmas-esb-mail, mail.process.error

To address for error e-mails from Mule/ESB Mail Service. An error e-mail is sent to the address in case an e-mail message could not be processed, there are state problems, or any other problem with the Mule/ESB Mail Service. If the property is not set, the sending of the e-mail will fail and this fact will be logged.

• cmas-esb-mail, mail.mule.service From address for e-mails sent by Mule/ESB Mail Service.

# **Graphical Configuration**

The value which is entered here (*Error e-mail address*) in the graphical user interface is set for NIMH as well as for Mule/ESB.

	Global E-mail address of CM administrator	
ConSol CM6		S 🔄
A Home	▲ E-mail	
▼ Access and Roles	Administration	
📃 Lists	Admin e-mail: admin@localhost	
Tickets	Incoming e-mail	
La Customers		
A Resources	Configured accounts	
Global Configuration	S	
⑦ Data Warehouse	⊗	
🔅 Services		
🗹 E-Mail	Configuration	
E-mail	Incoming e-mail subject pattern: .*?Ticket\s+\((\S+)\).*	
Server Certificates	Outgoing e-mail subject template: Ticket (\${ticketName})	Edit Notification e-mail
🚱 Client Certificates	Maximum number of restarts: 3	address for errors
🖄 E-mail Backups	Error e-mail address: mymailadmin@mydomain.com	during mail processing
🞸 System	S Outgoing e-mail	
	Outgoing e-mail connector:	
CM_Administration]		

Figure 616: ConSol CM Admin Tool - Configuration of global admin e-mail address and of notification e-mail address for e-mail processing problems

Do not mix up the two e-mail addresses which can be configured on the tab of the navigation item *E-mail*:

- Admin e-mail is the global administrator e-mail (which has been set during system set-up).
- Error e-mail address is the address of an e-mail administrator or another person who should receive the error messages if the processing of e-mails (incoming or outgoing) does not work correctly.

# H.3.3.3 Workflow Engine - Specific Notification E-Mail Addresses

- cmas-workflow-engine, jobExecutor.adminMail E-mail address which will get notified about job execution problems (when retry counter is exceeded). If the property is not set, no e-mail will be sent.
- **cmas-workflow-engine, jobExecutor.mailFrom** E-mail address which will be set as *From* header during admin notifications.

# H.4 List of Code Examples

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# Glossary

# Α

# ACF

ACF is the abbreviation of Activity Control Form. ACFs can be used in workflow activities to force the engineer to fill out certain fields before proceeding.

# ACIM

Activity item - entry in the history section of a ticket (e.g., comment, e-mail, attachment, time booking entry).

#### AD

Microsoft Active Directory - an LDAPbased directory service for Microsoft Windows domain networks.

# additional customer

Additional customers are customers (companies or contacts) who are interested in the ticket. They are optional and usually have a role indicating the reason why they were added.

# additional engineer

Additional engineers are engineers who have a specific purpose, which depends on your business process. Usually, they have to carry out certain tasks within the process.

#### Admin Tool

ConSol CM component, graphical application to configure and manage a

ConSol CM system. Uses Java Web Start.

# В

# BI

Business Intelligence - methods, technologies, and architectures to transform data into useful information for business purposes.

# C

# CFEL

Custom Field Expression Language -Java classes and methods of the ConSol CM API to access data in Custom Fields, Data Object Group Fields and resource fields.

# CM.Doc

A standard module of ConSol CM which enables the engineer via ConSol CM Web Client to work with Microsoft Word or OpenOffice documents prefilled with ConSol CM ticket or customer parameters.

# **CM.Phone**

The ConSol CM module which provides CTI for CM.

#### **CM.Resource Pool**

CM.Resource Pool is an optional addon which allows to store different kinds of objects as resources in ConSol CM.

# CM.Track

CM.Track is the portal of ConSol CM. Customers can access their tickets through CM.Track.

# CMDB

ConSol CM database - the working database of the CM system.

# CMRF

ConSol CM Reporting Framework - a JEE application which synchronizes data between the ConSol CM database and the DWH.

# company

The company is the upper hierarchical level of a two-level customer model. A company can have several contacts.

# contact

The contact is the lower hierarchical level of a two-level customer model. A contact can only belong to one company.

# CTI

Computer Telephony Integration - a denomination for any technology that facilitates interaction between a telephone and a computer.

# **Custom Field**

A field where ticket data can be stored.

# **Custom Field Group**

A group of Custom Fields where ticket data can be stored.

# customer

The customer represents the external side of a ticket. It designates the person or object that gave the reason for creating a ticket. A customer can either be a company or a contact.

# customer action

Part of the Action Framework. An action which is performed for a customer object, i.e., a contact or company object.

# customer data model

The customer data model is the definition of the customers. It determines the available data fields and possible relations.

# customer group

The customer group determines which customer data model is used for its customers and which actions are available.

# D

# Data Object

A customer (a contact or a company). Formerly Unit.

# **Data Object Group**

A group of fields where data for customers (contacts or companies) can be stored. Similar to Custom Field Group for ticket data.

# Data Object Group Field

A field where data for customers (contacts or companies) can be stored. Similar to Custom Field for ticket data.

# DWH

Data Warehouse - A database used for reporting and data analysis. In a standard ConSol CM distribution, a DWH is included and only has to be installed and configured.

#### E

#### engineer

Engineers are the users who work on the tickets in the Web Client

\_\_\_\_\_

#### **ERP** system

Enterprise Resource Planning - often used for this type of enterprise management software.

# ESB

Enterprise Service Bus - a software architecture used for communication between mutually interacting software applications in a service-oriented architecture (SOA).

# ETL

Extract Transform Load - extracts data from one source (a database or other source), transforms it, and loads it into a database, e.g., a data warehouse.

# F

# FlexCDM

Flexible Customer Data Model - the customer data model introduced in ConSol CM in version 6.9. For each customer group, a specific customer data model can be defined.

G\_\_\_\_\_

# GUI

Graphical User Interface

Н

#### history

The history contains all changes which were carried out for the ticket, customer, or resource.

# I

#### IMAP

Internet Message Access Protocol -Internet standard protocol to access email on a remote e-mail server. Can be used as plain IMAP or as secure IMAP (IMAPs). In the latter case, proper certificates are required.

#### J

# Java EE

Java Enterprise Edition

# JMS

Java Message Service - Java EE component used to send messages between JMS clients.

# JRE

Java Runtime Environment. Provides a Java Virtual Machine for Clients.

#### Κ

# Kerberos

A network authentication protocol based on (Kerberos) tickets which requires a special infrastructure.

# KPI

Key Performance Indicator - parameter used for performance measurement for companies, projects, etc.

#### L

# LDAP

LDAP is the abbreviation of Lightweight Directory Access Protocol. It is a protocol used to manage login information for several applications.

#### LDAPS

LDAP over SSL

# Μ

# mailbox

Destination to which e-mail messages are delivered. Mailboxes are managed on an e-mail server. ConSol CM can access one or more mailboxes to retrieve e-mails.

# main customer

The main customer is the customer who gave the reason for creating the ticket. The main customer is mandatory for a ticket.

# Mule

An open source Java-based Enterprise Service Bus (ESB).

#### N

#### NIMH

New Incoming Mail Handler - module for retrieving incoming e-mails, new in version 6.9.4.

# Ρ

# PCDS

Page Customization Definition Section

#### Pentaho

PentahoTM is a business intelligence (BI) suite which is available in open source and as enterprise editions.

#### permission

Permissions determine which tickets an engineer can see in the Web Client and which actions he is allowed to perform. Permissions are always granted via roles, i.e., they are not assigned to a single user but to a group of users sharing a common role. Usually these users belong to the same team and/or have similar functions in the company.

# POP

Post Office Protocol - Internet standard protocol to retrieve e-mails from a remote server via TCP/IP. Can be used as plain POP or as secure POP (POPs). In the latter case, proper certificates are required.

# portal

CM.Track - provides customer access to ConSol CM.

#### **Process Designer**

ConSol CM component used to design, develop, and deploy workflows.

#### Q

# queue

The queue contains thematically related tickets which should be handled in the same way and follow the same business process (workflow). Permissions and other parameters are also defined based on queues.

#### R

# RDBMS

Relational Database Management System - e.g. Oracle <sup>®</sup> , MS SQL Server <sup>®</sup> , MySQL.

# relation

Relations are connections between different data objects in ConSol CM. This can be a relation between two objects of the same type, e.g., between tickets, customers, and resources, or a relation between objects of different types, e.g., between a ticket and a resource or a customer and a resource.

#### resource

Resources are objects managed in CM.Resource Pool.

#### resource action

Part of the Action Framework. An action performed for a resource object.

# resource field

A field where resource data can be stored.

#### resource field group

A group of fields where data for resources can be stored. Similar to Custom Field Group for ticket data.

# resource type

The resource type is the definition of the resources. It determines the available data fields and possible relations and actions.

# REST

Representational State Transfer - conventions for transferring data over HTTP connections.

#### role

Roles are assigned to engineers. They define the engineers' access permissions and views.

S

# script

Program written for a specific run-time environment that can interpret and automate the execution of tasks. In ConSol CM, scripts are stored in the Admin Tool and are stored as scripts for activities in workflows.

#### search action

Part of the Action Framework. An action performed for the result set of a search.

# SMTP

Simple Message Transfer Protocol - standard protocol for sending e-mails.

# Т

# TAPI

Telephony Application Programming Interface - a Microsoft Windows API which provides computer/telephony integration and enables PCs running Microsoft Windows to use telephone services.

#### TEF

Task Execution Framework - a ConSol CM module which can execute tasks asynchronously. A new feature as of version 6.9.4.

# template

Templates contain predefined and preformatted text. They can be used for comments, e-mails, and documents.

# ticket

The ticket is the request of the customer which the engineer works on. It is the object which runs through the business process defined by the workflow.

# time booking

Time bookings allow the engineers to register the time they worked on a ticket or project.

#### V

#### view

Views limit the tickets which are shown in the ticket list in the ConSol CM Web Client to those tickets matching specific criteria (scopes from one or more workflows). Views are assigned to roles.

# W

# Web Client

The Web Client is the primary access to the system for the engineers.

# workflow

The workflow is the implementation of the business process managed in ConSol CM. It contains a series of steps which are carried out by the engineers.

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