



What is new in ConSol CM?

New features and improvements in Version 6.11.1.0

November 2017, Product Management ConSol CM



Dear ConSol customers, dear ConSol CM customers,

We would here like to introduce the new features of ConSol CM version, 6.11.1.

Since the introduction of the new major version, 6.11, we have further improved the application and would like to show you the new functionalities. This version presents a great number of innovations, for example:

- graphical representation of relations in the Web Client
- dynamic forms to gather data in ticket customer and resource actions
- display of recently visited and recently changed objects in the dashboard

We hope you have fun reading this presentation and getting to know more about the new version.

Please do not hesitate to ask us if you would like to see a live demo or if we can help you with any question regarding your ConSol CM system.

Your ConSol CM Product Management & Sales Team



Jan
Zahalka



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Florian
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CM Perspectives



The engineers

Tom and Susan

use the ConSol CM Web Client and have to work on tickets



Your customer

Mr. King

opens tickets in your ConSol CM system. Might have access to his own tickets if CM/Track is in operation



The administrator

Alf

configures your ConSol CM system using the Admin Tool and the Process Designer



The CM expert

Eric

knows your ConSol CM system perfectly and develops new solutions



The manager

Marco

is interested in KPIs and good performance of your ConSol CM system

The following presentation guides you through the **new features of ConSol CM version 6.11.1.0**. Take the following **perspectives** to gain a good overview of what is new and has been improved.



More Information

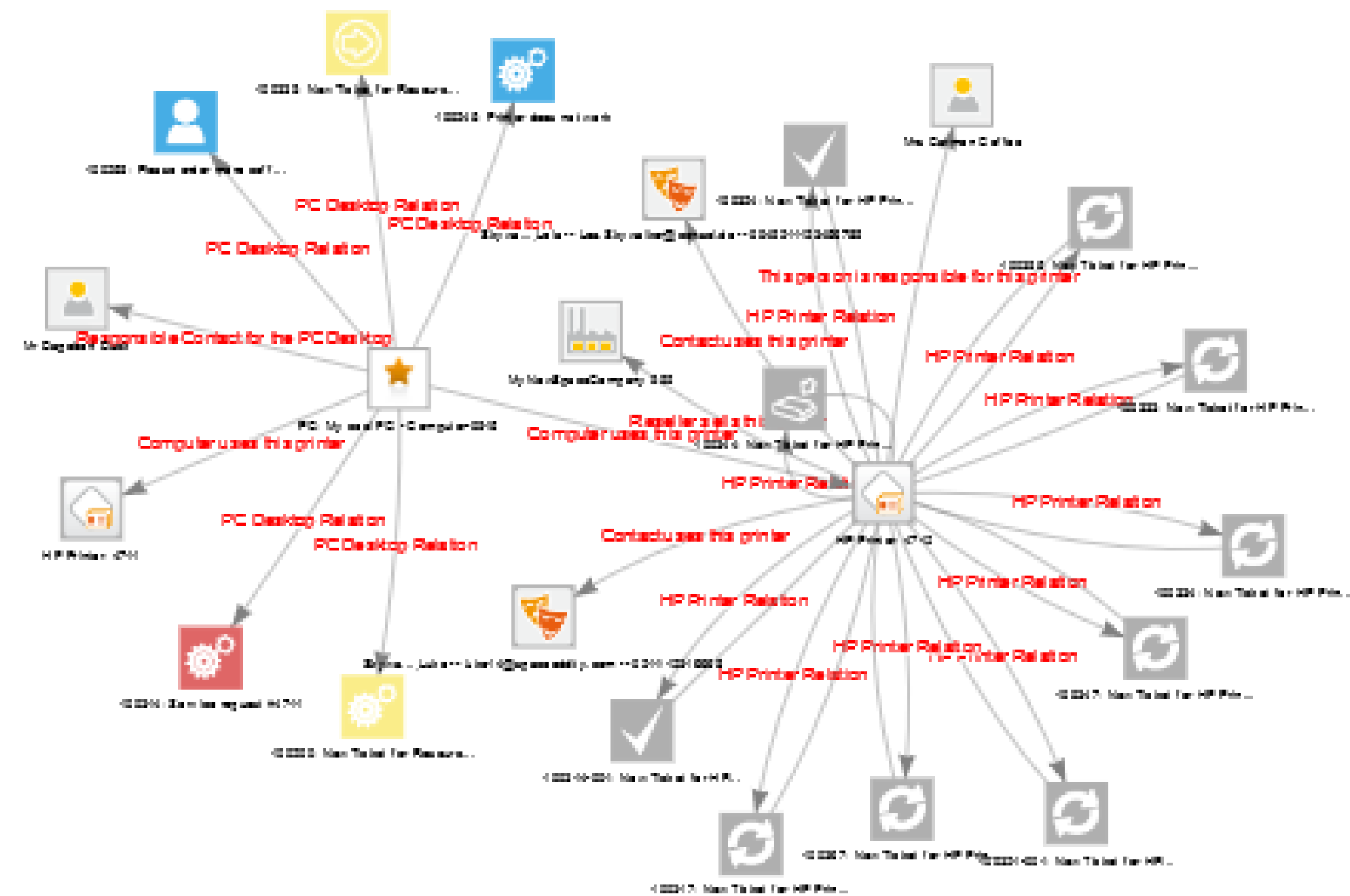
If you belong to the group of our ConSol CM expert customers who have a profound technical knowledge of the application and configure their CM system themselves, you might be interested in reading the Technical Release Notes of ConSol CM version 6.11.1.0 which are available on our TecDoc server:

Look [here](#).

New Feature

Graphical Visualization Of Relations

MY NEW RELATION GRAPH



Graphical Visualization Of Relations

Release Notes 6.11.1.0, section 1.2.1



The relations between objects can be displayed as graph

Seeing all relations of tickets, customers and resources at a glance helps getting a quick overview.

Now, the relations cannot only be displayed as lists but also as graphs which show quickly, e.g.:

- Which other tickets are connected to my ticket? Are there more tickets for one and the same problem?
Is my ticket connected to other customers?
- Do the customers have any cooperations with other customers?
- Which resources, e.g. IT assets, are connected to the incident ticket? Are there problem cascades?
- To which customers, tickets and other resources is my „problem-printer“ connected?

See the following examples ...

Graphical Visualization Of Relations

Release Notes 6.11.1.0, section 1.2.1



Service case Edit Clone Print

Order did not arrive
100377
ServiceDesk Service Desk Susan ServiceDesk 4/4/16 9:49 AM
HD Priority high
Desired deadline 12/22/17 12:00 AM

DETAILS Edit

CUSTOMERS (2) as List or Graph + Add

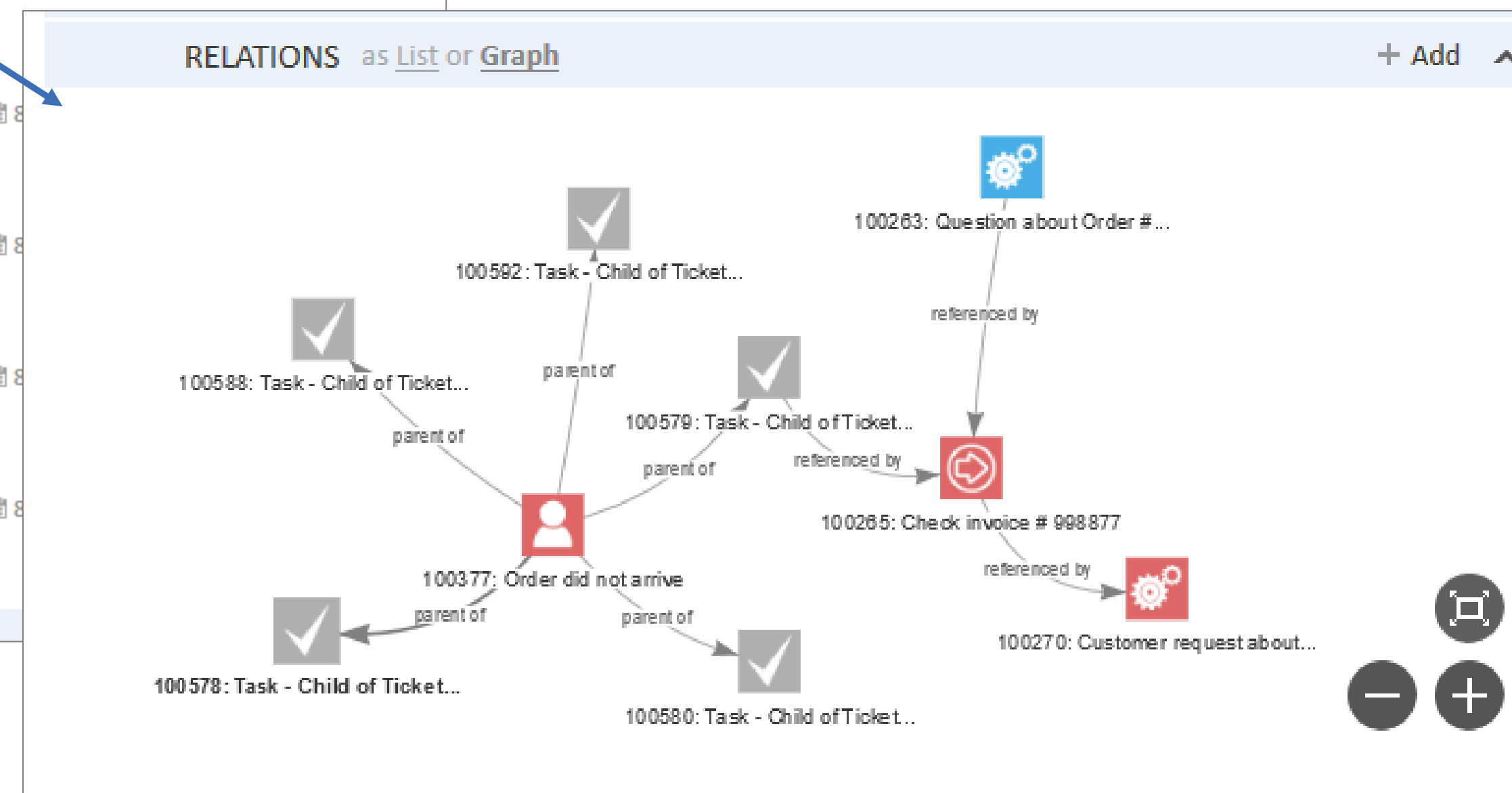
NO ADDITIONAL ENGINEERS + Add

RELATIONS (5) as List or Graph + Add

parent of

- ☒ 100579 Task - Child of Ticket 100536 : Order did not arrive
ServiceDeskSpecialTasks defaultScope Unassigned 8/17/16 11:04 AM
Customer Monroe
referenced by 100265 Check invoice # 998877
- ☒ 100592 Task - Child of Ticket 100536 : Order did not arrive
ServiceDeskSpecialTasks defaultScope Unassigned 8/17/16 11:04 AM
Customer Monroe
- ☒ 100588 Task - Child of Ticket 100536 : Order did not arrive
ServiceDeskSpecialTasks defaultScope Unassigned 8/17/16 11:04 AM
Customer Monroe
- ☒ 100578 Task - Child of Ticket 100536 : Order did not arrive
ServiceDeskSpecialTasks defaultScope Unassigned 8/17/16 11:04 AM
Customer Monroe
- ☒ 100580 Task - Child of Ticket 100536 : Order did not arrive
ServiceDeskSpecialTasks defaultScope Unassigned 8/17/16 11:04 AM
Customer Monroe

CALENDAR



Which other tickets are connected to my service ticket? To which other tickets are those tickets connected?

Graphical Visualization Of Relations

Release Notes 6.11.1.0, section 1.2.1



Resource

HP Printer: 4712

Printers

HP_Printer

Internal

Created: 7/10/15 12:16 PM

Name

My newer HP printer

Inventory number

4712

Next maintenance at

4/6/16

Location

In my office

IP address

123.123.123.123

Flexible printer list

8

DETAILS

Edit

NO COMMENTS AND ATTACHMENTS

Comment

Attachments

RELATED RESOURCES (1)

as List or Graph

RELATED COMPANIES AND CONTACTS (4)

as List or Graph

This person is responsible for this printer (MyCustomerGroup)(Contact)

Contact	Date	First name
Mrs Carmen Coffee	8/4/15 3:48 PM	Carmen

Reseller sells this printer (Reseller)(Company)

Company	Date
MyNewSpaceCompany 999	4/13/15

Contact uses this printer (Reseller)(Contact)

Contact	Date
Skywalker, Luke	5/2/16 10:09 AM
Skywalker, Leia	5/2/16 10:55 AM

Which persons and companies have a relation to the hardware device, e.g., use a certain printer?

RELATED COMPANIES AND CONTACTS

as List or Graph

+ Add

```
graph TD; MrsCarmenCoffee[Mrs Carmen Coffee] -- "This person is responsible for this printer" --> HPPrinter[HP Printer: 4712]; MyNewSpaceCompany999[MyNewSpaceCompany 999] -- "Reseller sells this printer" --> HPPrinter; SkywalkerLuke[Skywalker, Luke] -- "Contact uses this printer" --> HPPrinter; SkywalkerLeia[Skywalker, Leia] -- "Contact uses this printer" --> HPPrinter;
```

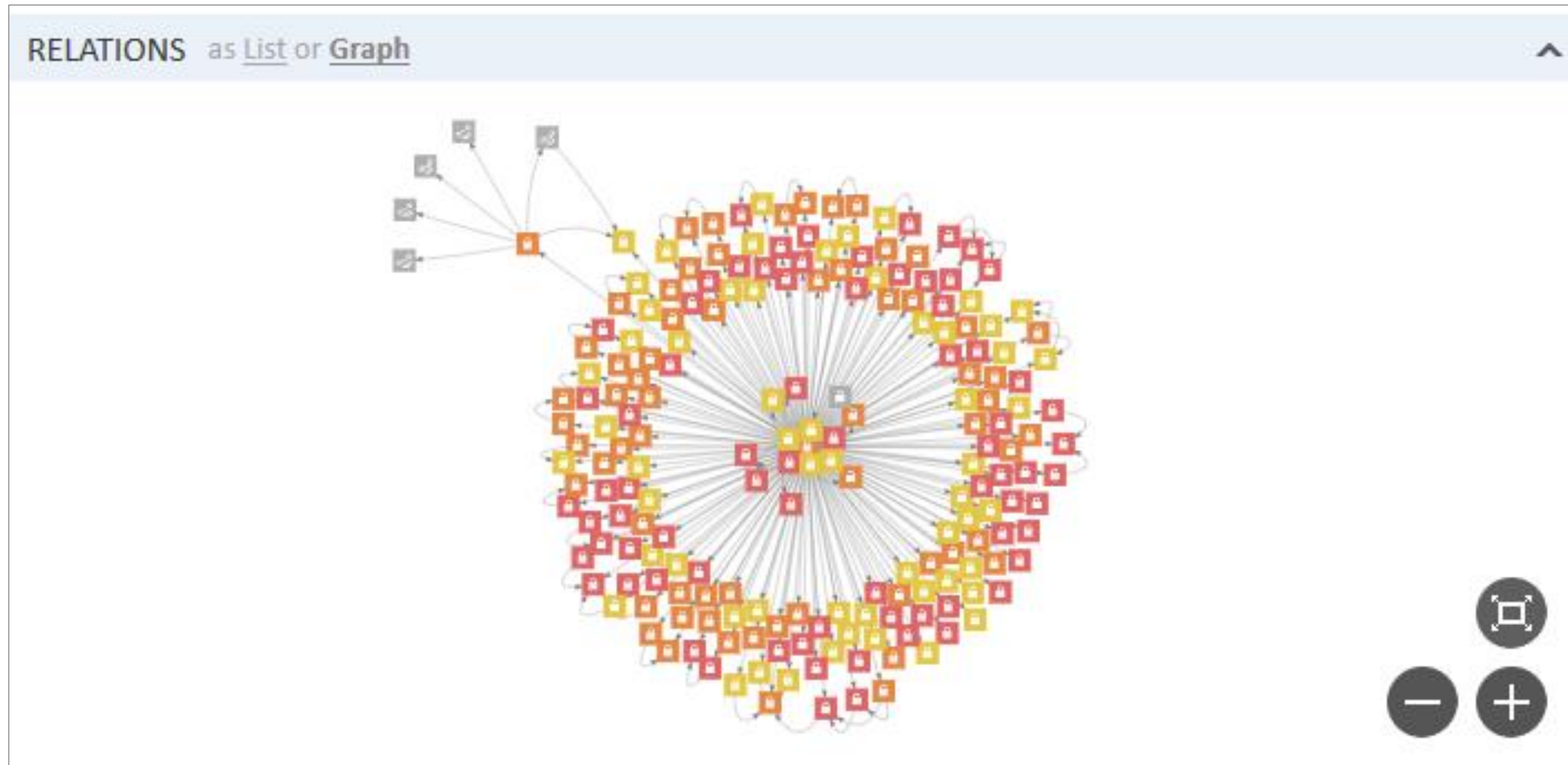
-

+

8

Graphical Visualization Of Relations

Release Notes 6.11.1.0, section 1.2.1



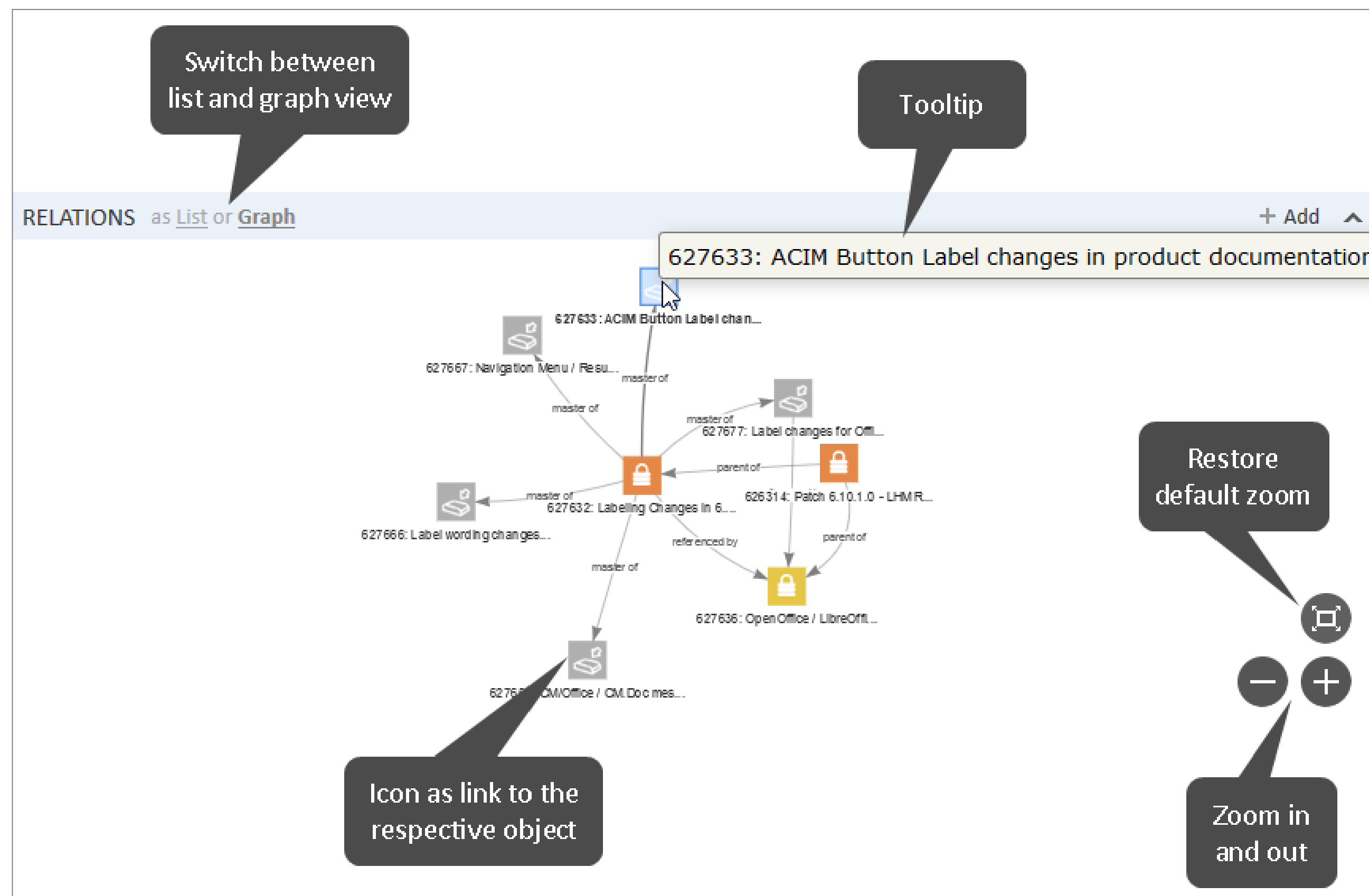
Which and how many other devices
have a relation to the current device?
Are there cascades?

Graphical Visualization Of Relations

Release Notes 6.11.1.0, section 1.2.1



Completely intuitive way of working with the graph display



Graphical Visualization Of Relations

Release Notes 6.11.1.0, section 1.2.1



Use the Standard and / or Expert mode for graph display

Standard mode

- Can be switched on easily using Page Customization, no further configuration required
- Can be fine-tuned using more Page Customization, including a configuration script for more complex graphs
- The examples shown so far were pages configured in standard mode


Expert mode


- Display a new section in the ticket, customer or resource page
- Is based on a configuration script
- Can display complex relations of all types of objects
- See following example


Graphical Visualization Of Relations


Release Notes 6.11.1.0, section 1.2.1




**New Ticket for Resource: 3**
100198

 ServiceDesk

 Work in progress

 Susan ServiceDesk



 7/15/15 4:09 PM

HD Priority low


infotext This is my new info text.
Desired deadline 8/16/16 12:00 AM

Ask for feedback yes



DETAILS

CUSTOMERS (1) as [List](#) or [Graph](#)





NO ADDITIONAL ENGINEERS

RELATIONS (1)

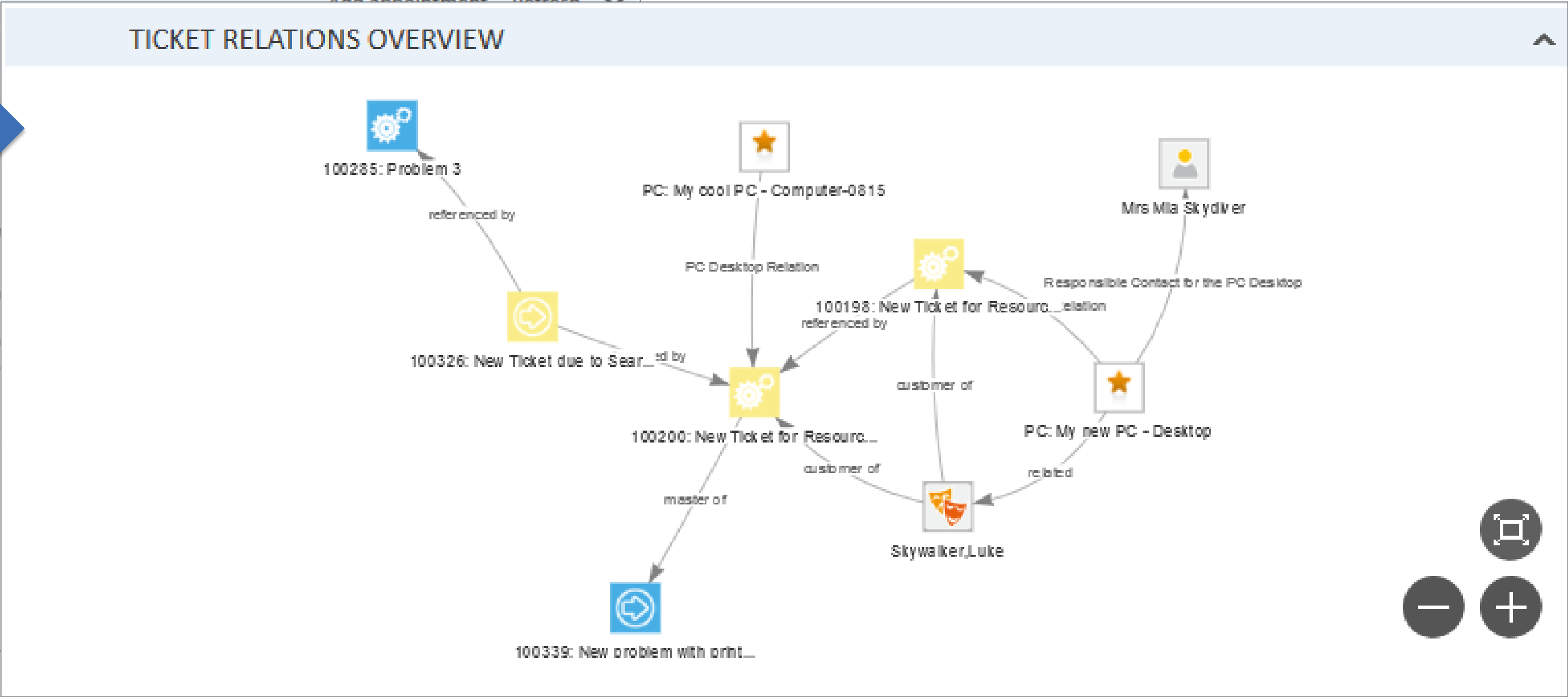
CALENDAR

RELATED RESOURCES (1)

TICKET RELATIONS OVERVIEW

To which other objects does my ticket have relations? To which other objects do those objects have relations?
Where is my ticket or object within the entire CM-object-network?

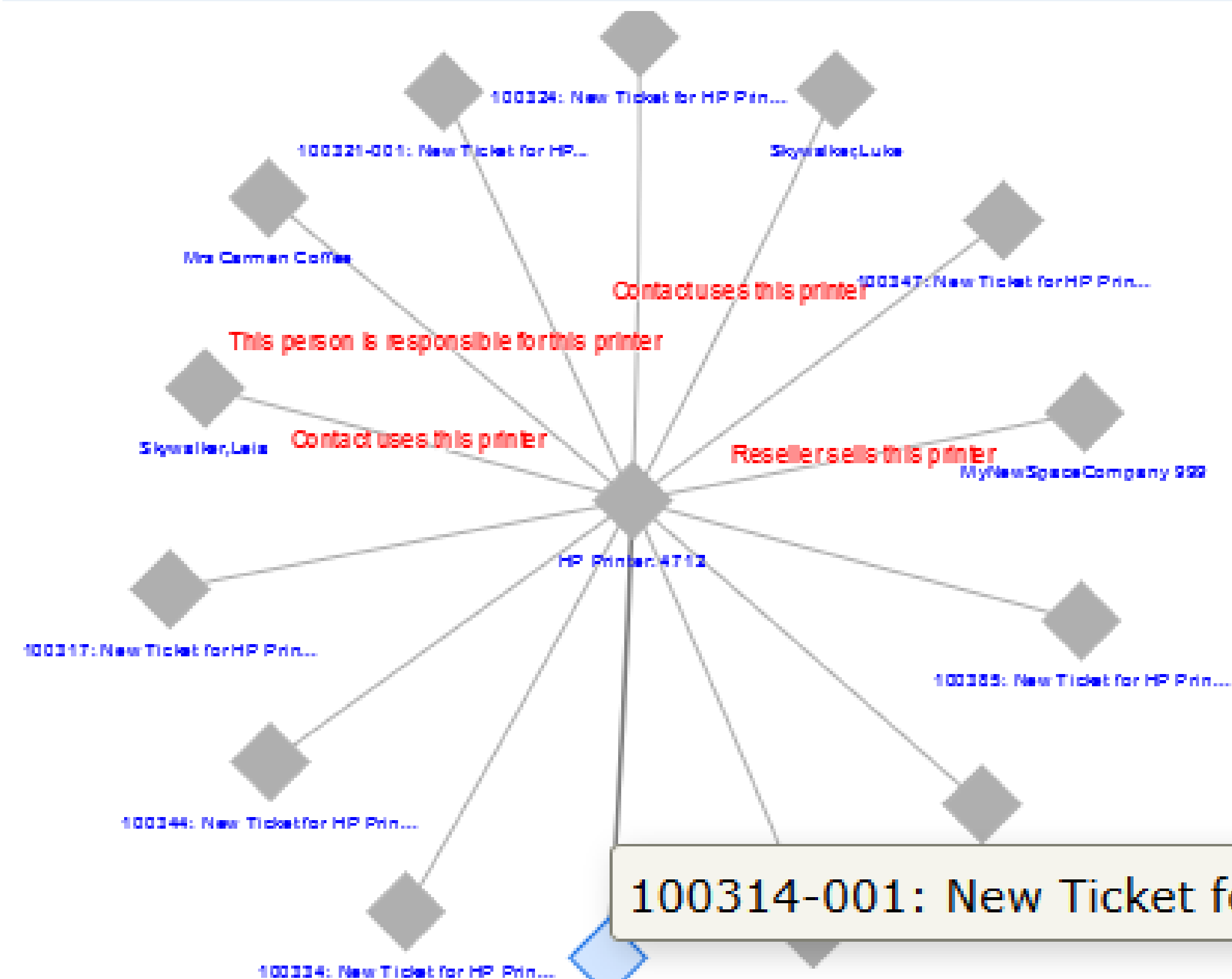


Graphical Visualization Of Relations

Release Notes 6.11.1.0, section 1.2.1













RELATIONS OF THIS RESOURCE

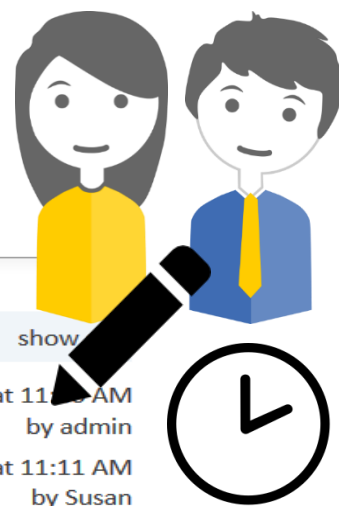


Which other devices have a relation to the current device? Are there cascades?







Expert-configured display

Overview

Recent Changes	
 100200 - New Ticket for Resource: 3 Resource relation added	November 08 at 11:11 AM by admin
 100339 - New problem with printer Ticket relation created	November 08 at 11:11 AM by Susan
 100200 - New Ticket for Resource: 3 Ticket relation created	November 08 at 11:11 AM by Susan
 100339 - New problem with printer Subject changed from Test me to New problem with printer	November 08 at 11:11 AM by Susan
 100285 - Problem 3 Ticket relation created	November 08 at 11:10 AM by Susan
 100326 - New Ticket due to Search Result for customerWiederverkäufer Ticket relation created	November 08 at 11:10 AM by Susan
 100200 - New Ticket for Resource: 3 Ticket relation created	November 08 at 11:09 AM by Susan
 100326 - New Ticket due to Search Result for customerWiederverkäufer Ticket relation created	November 08 at 11:09 AM by Susan
 100200 - New Ticket for Resource: 3 Ticket relation created	November 08 at 10:58 AM by Susan
 100198 - New Ticket for Resource: 3 Ticket relation created	November 08 at 10:58 AM by Susan



Recently visited

-  Problem 3
-  PC: My cool PC - Computer-0815
-  New Ticket for Resource: 3
-  HP Printer: 4712
-  Skywalker,Luke
-  Printer does not print



New Feature

Two new Standard Widgets

- Recently changed
- Recently visited

Dashboard Widget Showing Recent Changes

Release Notes 6.11.1.0, section 1.2.2



See which objects have been **changed** recently

Overview

Recently changed

Recently visited

Tickets in current view

Job table

Recent Changes

100339 - New problem with printer

infotext set to **hello**

less than a minute ago

by Huber

100606 - Windows 10 installation on 20 Laptops required

Subject changed from Windows 10 installation on 20 Laptops required to **Windows 10 installation on 20 Laptops required**

1 minute ago

by Susan

100606 - Windows 10 installation on 20 Laptops required

infotext set to **asap**

1 minute ago

by Susan

100179 - Mailtest6

Take action! No engineer set! has been triggered

2 minutes ago

by System

100179 - Mailtest6

Engineer set? has been triggered, new Scope is **Service Desk**

2 minutes ago

by System

100270 - Customer request about case ABC - please contact asap

closingReasonText set to **ok**

2 minutes ago

by Susan

100243 - Call back Customer from New York

closingReason set to **No ticket required, no problem**

2 minutes ago

by Sarah

100608 - New invoice required

Desired deadline changed from **11/18/16 12:00 AM** to **12/15/16 12:00 AM**

3 minutes ago

by Sarah

100179 - Mailtest6

Time booking added: **12/1/17 8:20 AM** Duration: **00:01**

4 minutes ago

by Sarah

100179 - Mailtest6

Do something else has been triggered, new Scope is **Service Desk**

4 minutes ago

by Sarah

Which tickets, customers and resources have been changed recently?
Who has done the changes?

Dashboard Widget Showing Recent Changes

Release Notes 6.11.1.0, section 1.2.2



Configured using Page Customization only

Overview

Recently changed

Recently visited

Tickets in current view

Job table

Recent Changes

100339 - New problem with printer

infotext set to **hello**

less than a minute ago

by Huber

100606 - Windows 10 installation on 20 Laptops required

Subject changed from Windows 10 installation on 20 Laptops required to **Windows 10 installation on 20 Laptops required**

1 minute ago

by Susan

100606 - Windows 10 installation on 20 Laptops required

infotext set to **asap**

1 minute ago

by Susan

100179 - Mailtest6

Take action! No engineer set! has been triggered

2 minutes ago

by System

100179 - Mailtest6

Engineer set? has been triggered, new Scope is **Service Desk**

2 minutes ago

by System

widgetsGrid

/welcomePage

WidgetsPanelCustomization

type

scope

className

configuration script:

run with admin privileges:

☒

Attribute name	Description	Value
layout	Widgets layout configuration. Configure for each tab, preserve parameter order: tabName, i18n (optional), widgets. For example: [tabName: 'overview', i18n: {de: 'Übersicht', en: 'Overview'}, widgets:[[process:Table, escalation:Chart], [process:Table, null]]	<div><div>[recentDataChanges:RecentChanges]</div><div>(java.lang.String) (+) (-)</div></div>

Dashboard Widget With The Elements Recently Visited

Release Notes 6.11.1.0, section 1.2.3



See which objects have been **visited** recently

Overview

Recently changed

Recently visited

Tickets in current view

Job table

Recently visited

show all

Problem printing of invoices

MS Word 2013: 1,234,567,890

Universal Operations 111

Skywalker,Leia

Test Relations #5

Ticket for deactivated

Call VIP customer! Trade fair apointment!

Please call customer: question about contract

Recently visited

Today

Windows 10 installation on 20 Laptops required

Customer request about case ABC - please contact asap

Order did not arrive

Check invoice # 998877

Task - Child of Ticket 100536 : Order did not arrive

Please send invoice duplcte

Web Service not available!

Yesterday

Skywa...,Luke -- luke14@spaceoddity.com -- 0211/12316668

Warehouse Inc.

HP Printer: 4712

HP Printer: 4711

IBM 789

Printer does not print

Last week

Spaceoddity3 42

New Ticket for HP Printer: 2

New problem with printer

New Ticket for Resource: 3

Last month

My next new ticket

Several printers not available

Mr Sunny Surfer

Blue Ocean Sports

New Ticket for Resource: 3

Kundenservice Anfrage

New Ticket for Resource: 3

New Ticket for Resource: 3

New Ticket due to Search Result for customerWiederverkäufer

Which tickets, customers and resources have been displayed?
Find the objects you work with quickly!

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Dashboard Widget With The Elements Recently Visited

Release Notes 6.11.1.0, section 1.2.3



Configured using Page Customization only

Recently visited

show all

- Problem 3
- PC: My cool PC - Computer-0815
- New Ticket for Resource: 3
- HP Printer: 4712
- Skywalker,Luke
- Printer does not print

widgetsGrid

/welcomePage

WidgetsPanelCustomization

type

scope

className

configuration script:

run with admin privileges: ☒

Attribute name	Description	Value
layout	Widgets layout configuration. Configure for each tab, preserve parameter order: tabName, i18n (optional), widgets. For example: [tabName: 'overview', i18n: {de: 'Übersicht', en: 'Overview'}, widgets:[[process:Table, escalation:Chart], [process:Table, null]]	<div>[recentlyVisitedObjects:RecentlyVisited]</div> <div>(java.lang.String) (+) (-)</div>

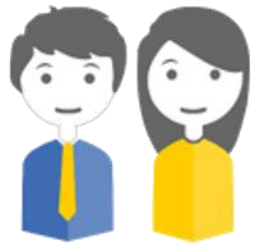


More New Web Client Features

- Parallel editing of resources and of customers
- Checking of parallel user sessions with message for engineer
- *Undo* functionality for relations removed
- Representation information for engineers improved

Parallel Editing Of Resources And Of Customers

Release Notes 6.11.1.0, section 1.2.7



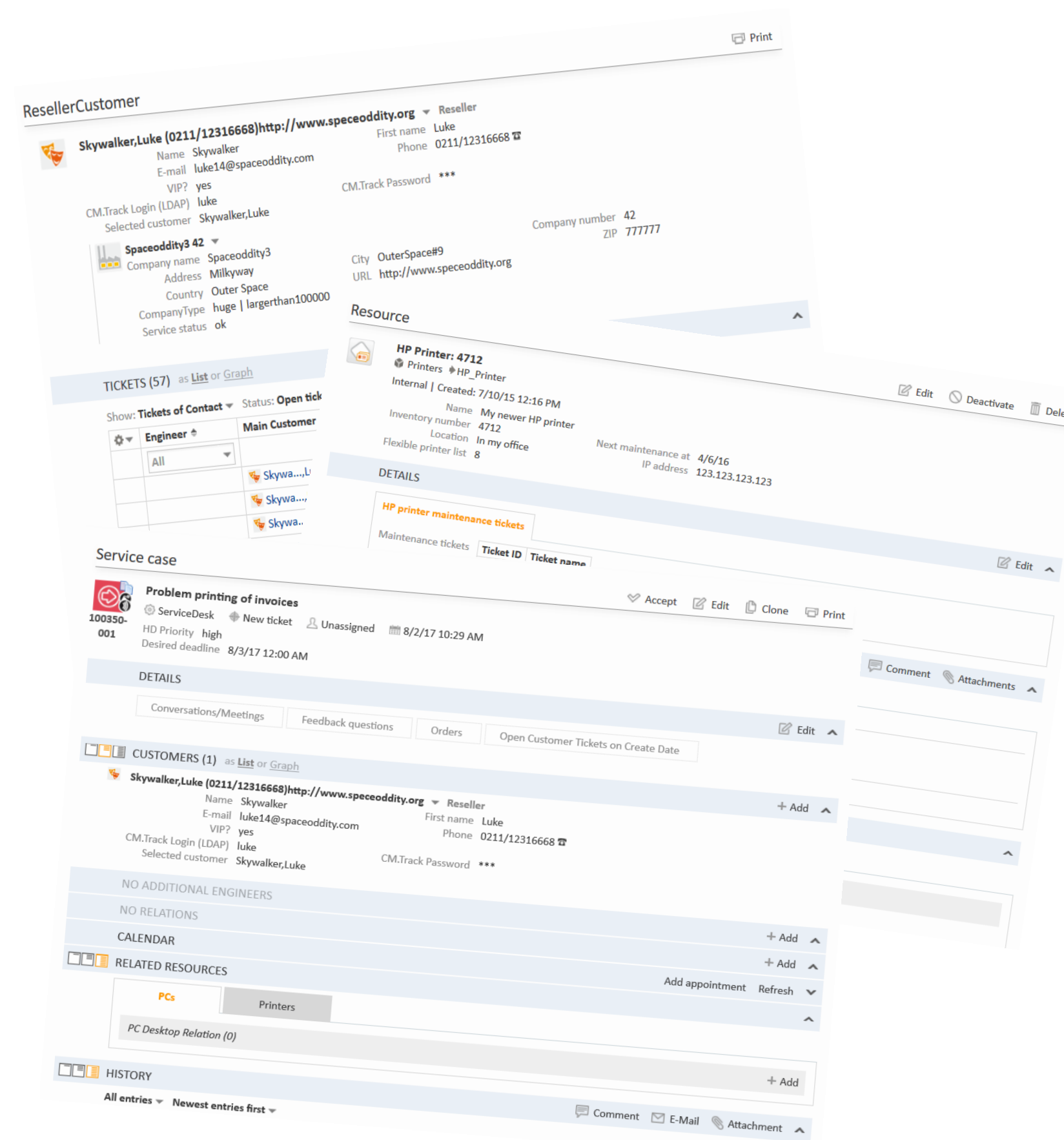
Two or more engineers can edit objects simultaneously
and no changes are lost

Engineers can edit:

- a ticket (old feature)
- a customer, i.e., company or contact (new)
- a resource (new)

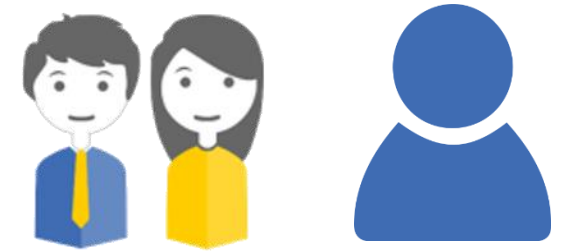
at the same time. The information is merged –
no information is lost.

(Switch off this behavior if it is not required in your CM system.)



GUI Message When More Than One Session Is Used

Release Notes 6.11.1.0, section 1.3.6



The number of used licenses by an engineer is checked

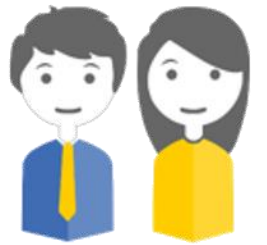
This helps to use the CM license in an economic way

- No engineer should use more than one license (blocking licenses for co-workers)
 - Might be the case with:
 - more than one session (cookie) in different browsers
 - an old (not-usable) session (cookie) from a previous session which broke down

Your account is already logged in with another session, likely in another Browser. Please be aware that two active licenses are consumed currently. ✕

Representation Information For Engineers Improved

Release Notes 6.11.1.0, section 1.3.12



Engineers are informed via email about representations

An engineer is always informed about representations:



- when he is set as new representative of a co-worker
 - when the representation of a co-worker is terminated
 - when he has set a co-worker as representative
 - when this setting of a co-worker as representative is terminated
-
- The emails which are sent can be configured using email templates.

Dear Susan Service Desk,



A new representation has been configured for you.

You are now representing Sarah Service Desk.

Please take care of the respective tickets.

Best regards,
Your ConSol CM system



More New Web Client Features

A great number of layout improvements and other improvements have been implemented – please see Release Notes, section *Changes*, for details.

https://tecdoc.consol.de/ReleaseNotes/6.11.1/OnlineHelp/EN/Default.htm#ReleaseTopics/6.11.1.0Topics/Changes/C000000-IntroductionChanges.htm%3FTocPath%3DVersion%25206.11.1.0%7CChanges%7C_____0

New Feature

Control Forms for

- Ticket search actions
- Customer actions
 - Manual
 - Search
- Resource actions
 - Manual
 - Search

Resource

 Edit  Deactivate

Create maintenance ticket for HP printer

Deadline  * Task Priority  *

Save and continue

Cancel

Reseller Company Data

(Re-)Check service status of the company

Enter customer details

Account started  Desired deadline  0 : 00 Hardware Company name

Save and continue

Cancel

Enrich the Action Framework using Control Forms

- Collect data which is used for the subsequent action
- You know the principle from Activity Control Forms for tickets
- Use the new forms for
 - ticket search actions
 - customer actions
 - manual
 - search
 - resource actions
 - manual
 - search

The screenshot displays a 'Resource' control form for an HP printer. The main form area is titled 'Create maintenance ticket for HP printer' and contains a 'Deadline' field with the value '11/30/17' and a 'Task Priority' dropdown menu set to 'high'. Below these fields are 'Save and continue' and 'Cancel' buttons. A blue arrow points from the 'Activities' section of the sidebar to the 'Create maintenance ticket for HP printer' form. The sidebar on the right includes sections for 'Activities' (listing 'Create maintenance ticket for HP printer' and 'displayHpPrinterInfos'), 'Workspace' (stating 'Workspace is empty'), and 'Favorites' (listing 'HP Printer: 4712' and 'New problem with printer'). The main form also displays details for the 'HP Printer: 4712', including its name, inventory number, location, and next maintenance date.

Resource Edit Deactivate Delete

Create maintenance ticket for HP printer

Deadline 11/30/17 * Task Priority high *

Save and continue Cancel

HP Printer: 4712
Printers HP_Printer
Internal | Created: 7/10/15 12:16 PM

Name	My newer HP printer		
Inventory number	4712	Next maintenance at	4/6/16
Location	In my office	IP address	123.123.123.123
Flexible printer list	8		

Activities

- Create maintenance ticket for HP printer
- displayHpPrinterInfos

Workspace

Workspace is empty
All your unsaved tasks are automatically listed in this workspace.

Favorites

- HP Printer: 4712
- New problem with printer

Enrich the Action Framework using Control Forms

Collect data for a subsequent action, e.g.:



Company action:

Enter new contact data into the form - create a new contact for the company with one click



Ticket search action

Enter the new contract expiry date for each asset in a list of IT assets, found in a search operation, with one click



Company search action

Enter all dates concerning an upcoming conference in each company of a list of companies you want to invite



Contact search action

Enter only the name of the email template you want to use and send an email to a list of recipients:

- inform job candidates about the start date of the assessment center
- inform all employees who have a certain type of software license about the necessity to update the license

New Feature

DWH Monitor



ConSol CM DB



Get a quick overview of all DWH operations

- Use the new DWH Monitor in the Admin Tool
- See the DWH status and complete CMRF statistics

Monitor

Status

DWH Status: OK

Last transfer date: 2017.11.27 15:55:48

Live Mode Status: Disabled

Last Live message date:

Queues

Transfer:

CMRF Statistics

Calendars: 5 Units: 125

Customer Groups: 6 Tickets: 344

Custom Field Groups: 50 Resources: 20

Custom Fields: 228 Unit history: 595

Enum Groups: 50 Ticket history: 16720

MLAs: 4 Resource history: 217

Roles: 5 Time bookings: 101

2 Content entries: 454

5 Content entry history: 468

Monitor

Status

DWH Status: Action is processed

Last transfer date:

Live Mode Status: Disabled

Last Live message date:

Queues

Transfer: 2

Live: 0

Log: 2

Control: 0

Refresh

Connection

Test

CMRF Statistics

Calendars: 5 Units: 125

Customer Groups: 6 Tickets: 344

Custom Field Groups: 50 Resources: 14

Custom Fields: 228 Unit history: 576

Enum Groups: 49 Ticket history: 16580

MLAs: 4 Resource history: 200

Roles: 5 Time bookings: 96

Ticket Functions: 2 Content entries: 449

Projects: 5 Content entry history: 463

Workflows: 9

Queues: 7

Engineers: 22

Locales: 3

Localized properties: 23767

Classes of text: 16

Customer definitions: 6

Resource groups: 6

Resource types: 11

Resource relation definitions: 12

Unit relation definitions: 5

not taken at: 2017.11.27 16:03:07

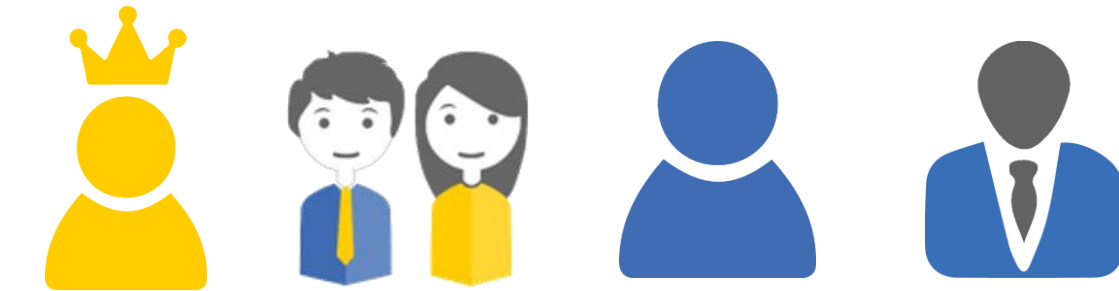


New Feature

Webhooks

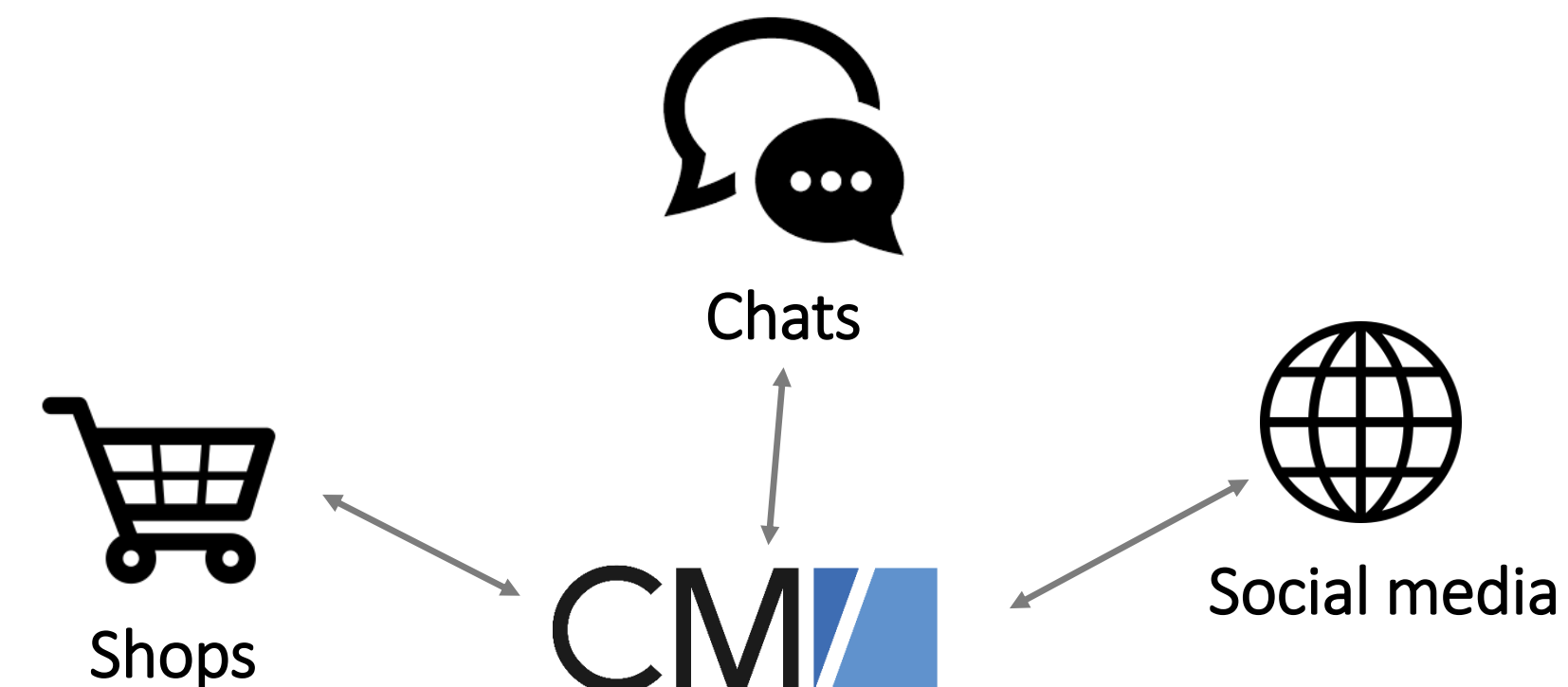
Webhook Integration Interface

Release Notes 6.11.1.0, section 1.2.4



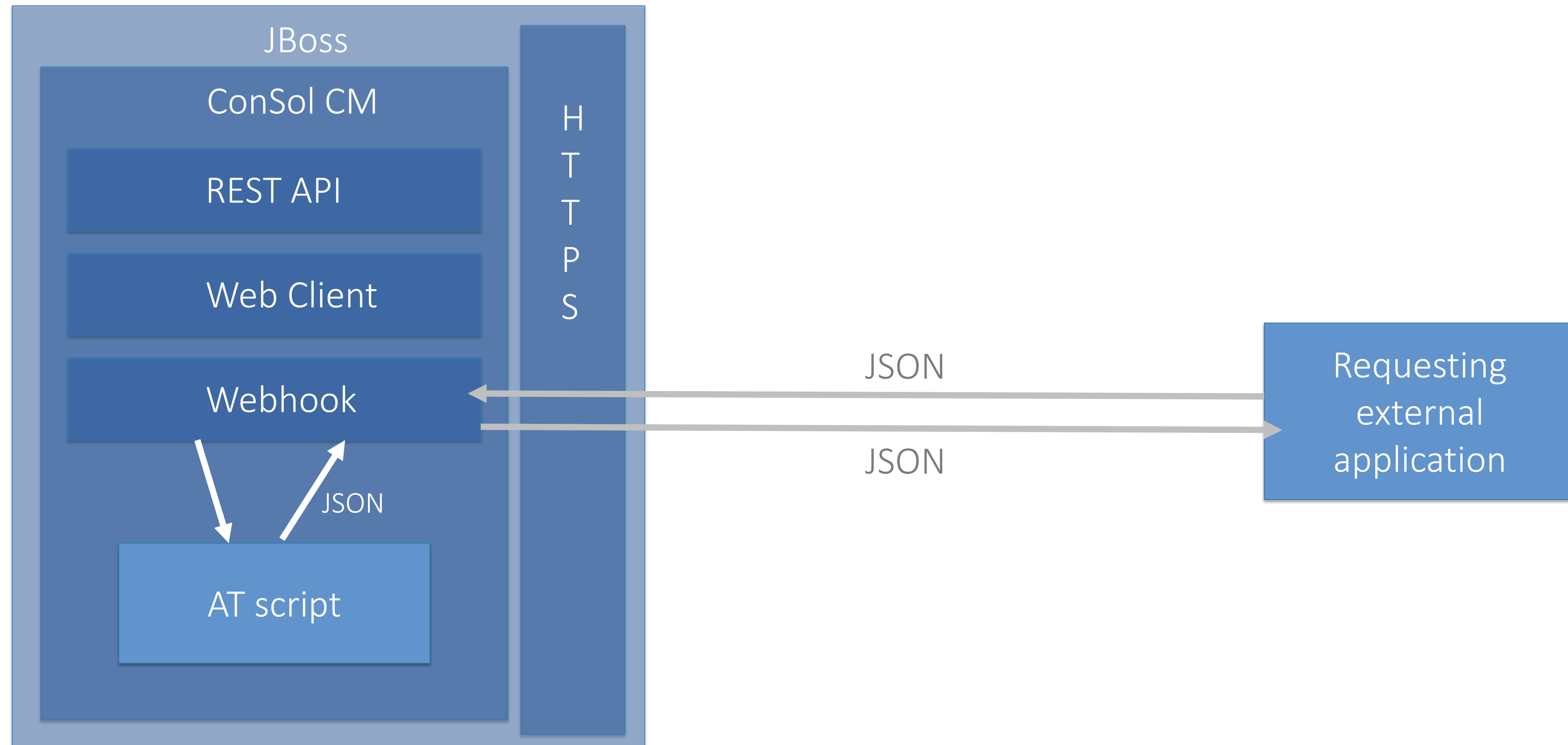
Use the new Webhooks Interface which ...

- integrates ConSol CM **smoothly with your IT infrastructure**
- offers **multiple endpoints** to implement different services, e.g., chat, shopping
- supports **various security providers**, independent of endpoints
- does not **require an authentication**



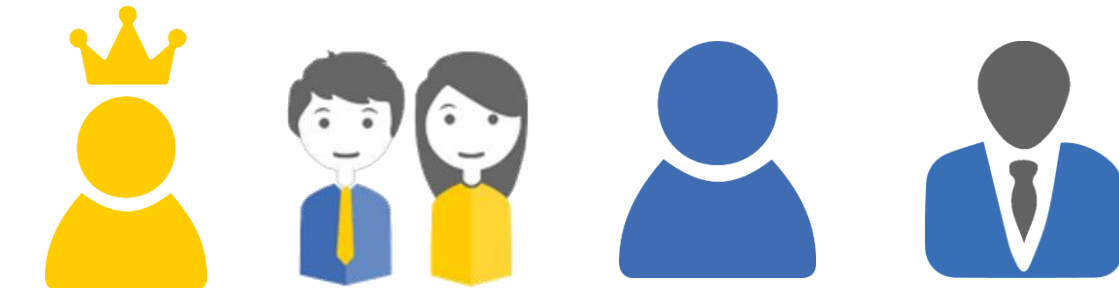
Webhook Integration Interface

Release Notes 6.11.1.0, section 1.2.4




Webhook Integration Interface

Release Notes 6.11.1.0, section 1.2.4



Example

OuterSpaceSocialMeetings




Name:
Luke Skywalker

Address:
Outer Space


Phone:
0211/12316668


Email:
luke14@spaceoddity.com

Hobbies:
Flying spacecrafts
Fighting with laser sword



ResellerCustomer

 Print



Skywalker,Luke (0211/12316668)<http://www.speceoddity.org> ▼ Reseller

Name Skywalker

First name Luke

E-mail luke14@spaceoddity.com

Phone 0211/12316668

VIP? yes

CM.Track Login (LDAP) luke

CM.Track Password ***

Selected customer Skywalker,Luke

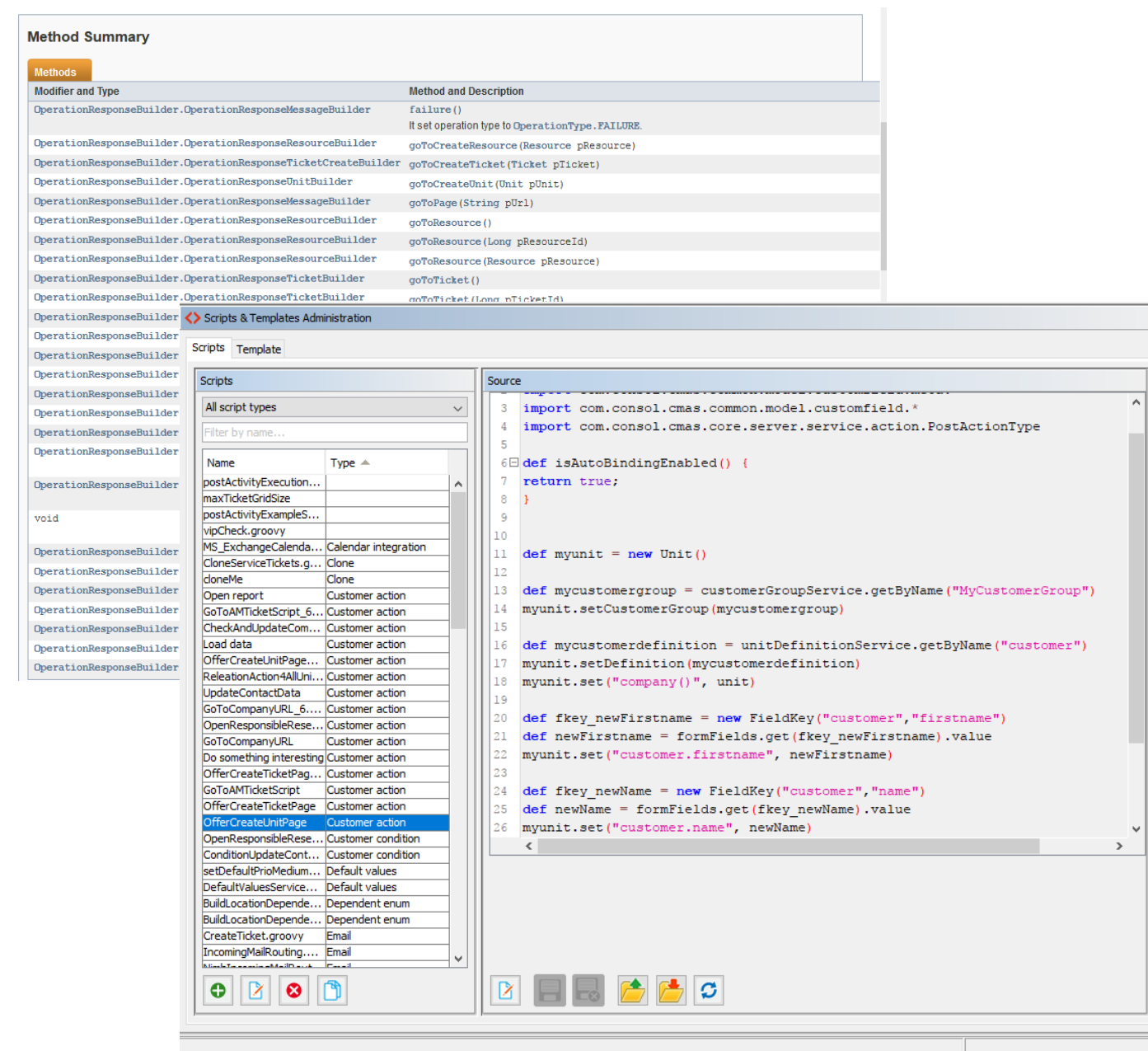
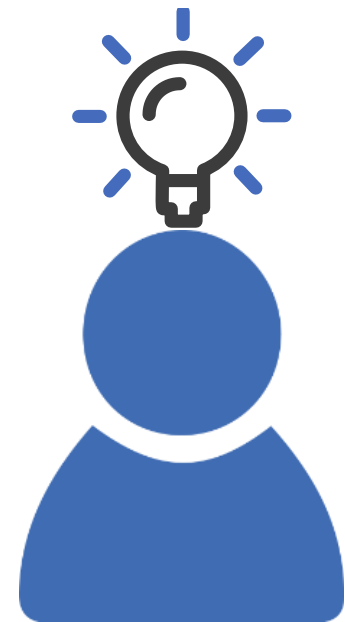
Grab and add

1. Grab contact in social media platform
2. Add contact data to ConSol CM with one click

New Expert Feature

Unified Interface for Action-Related Operations

- Workflow activities
- Ticket search actions
- Customer actions
- Resource actions



Unified Interface For Action-Related Operations

Release Notes 6.11.1.0, section 1.2.6



What can CM do with the new interface?

After having executed a certain action, CM can

- Open the create page or the edit page of
 - a ticket
 - a unit
 - a resource
- Open an URL
- Open an ACF
- Display a message in the Web Client
 - error message
 - warning message
 - info message
- Roll back an action
- Concatenate two or more of the actions
- Implement wizards using ACFs

The new interface replaces:

- Work with `ActionScriptResult` / `ActionScriptResultFactory`
- `postActivityExecutionHandler`

The new interface does NOT replace:

- `workflowApi.addValidationError()`

Unified Interface For Action-Related Operations

Release Notes 6.11.1.0, section 1.2.6

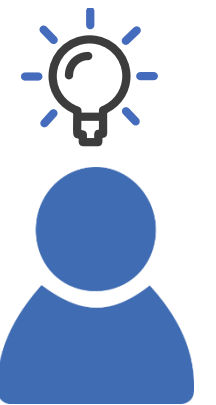
Old

```
// Assign all ticket 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 mysize = tickets.size()
log.info("SIZE is Now " + mysize)

def engineer = engineerService.getCurrent();
tickets.each { ticket ->
    // ticket.setEngineer(engineer);
    log.info("Ticket ID is " + ticket.getId())
    log.info ticket
};
```

```
return actionScriptResultFactory.getPostAction(PostActionType.SUCCESS, "cmweb.search.assigned").withRefreshContent();
```



Unified Interface For Action-Related Operations

Release Notes 6.11.1.0, section 1.2.6

New

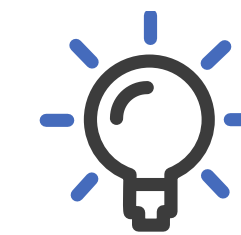
```
// Assign all ticket in the result list to the current engineer
import com.consol.cmas.core.server.service.action.PostActionType
import com.consol.cmas.common.model.ticket.Ticket
```

```
def mysize = tickets.size()
log.info("SIZE is Now " + mysize)
```

```
def engineer = engineerService.getCurrent();
tickets.each { ticket ->
    // ticket.setEngineer(engineer);
    log.info("Ticket ID is " + ticket.getId())
    log.info ticket
};
```

```
return client.showInfoMessage("cmweb.search.assigned").withRefreshContent();
```

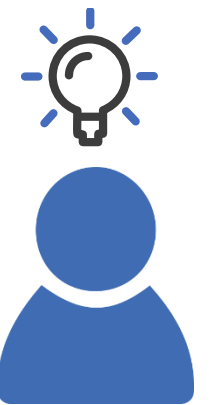
client is a `com.consol.cmas.core.server.service.script.OperationResponseBuilder`



Please see Release Notes for

- mapping of old/new classes and methods
- scripting examples

https://tecdoc.consol.de/ReleaseNotes/6.11.1/OnlineHelp/EN/Default.htm#ReleaseTopics/6.11.1.0Topics/NewFeatures/F629296-UnifiedInterfaceForManualOperations.htm%3FTocPath%3DVersion%25206.11.1.0%7CNew%2520Features%7C_____6







More Admin and Expert Features

- Logging improved



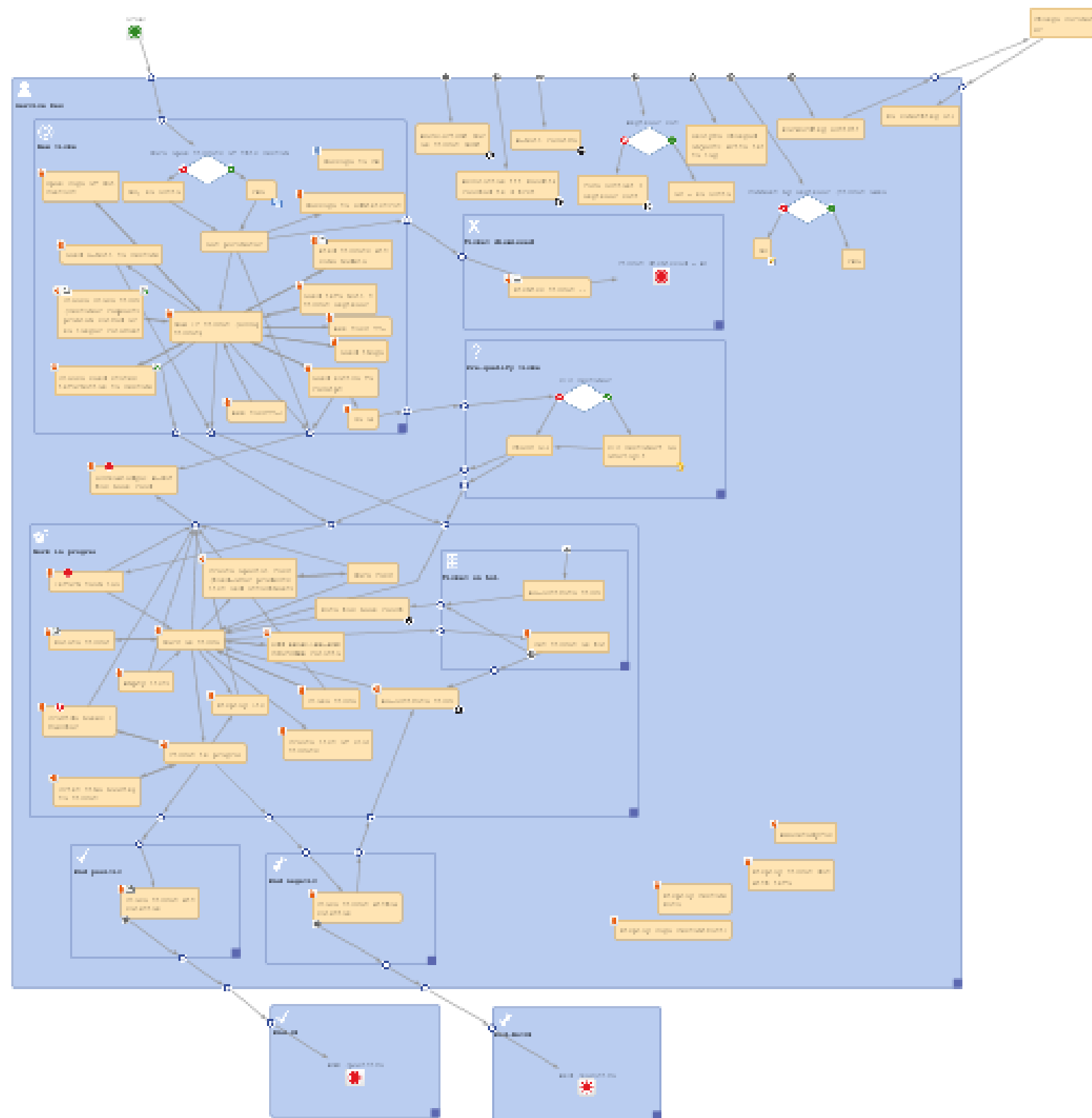
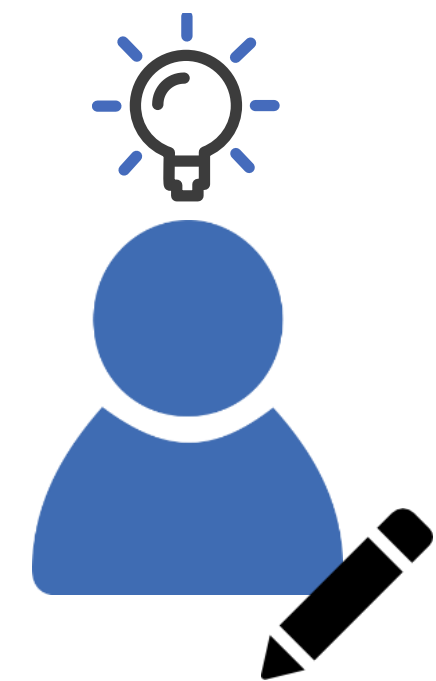
New log files and improved logging configurations!

Ask your ConSol CM consultant about the exact configuration.

Feature	Log file
Info about exact resource operation in log file example: RESOURCE_LOAD	operationtimes.log
Log file for deletion of units	 unit-deletion.log
Default setting for REST API logging changed	server.log
Improved logging when a scenario import failed	server.log
Irrelevant log messages of server start filtered out	server.log
Database performance can be logged. Use new system properties for configuration!	 operationtimes-db.log

Logging of *delete* operations of contacts and companies

Logging of db access operations, can be fine-tuned to log defined operations

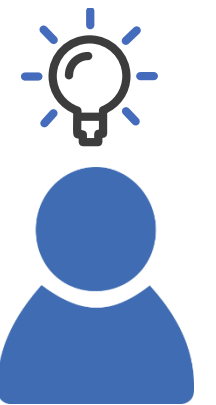


New Feature in Process Designer

- Control which activities are listed in the ticket history

Activity Execution Hidden From Ticket History

Release Notes 6.11.1.0, section 1.2.10



Execution of an activity can be hidden

Will not appear in ticket protocol

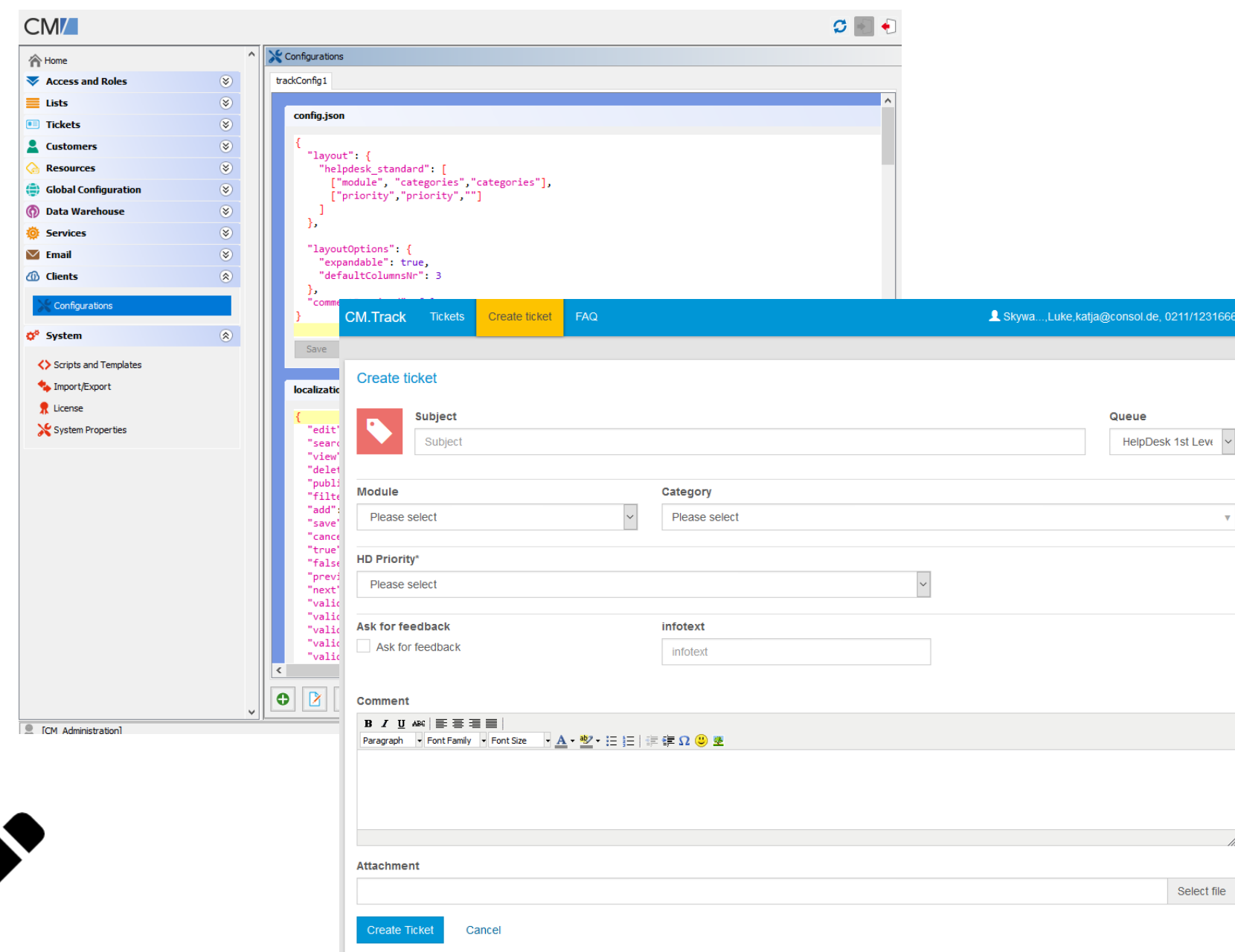
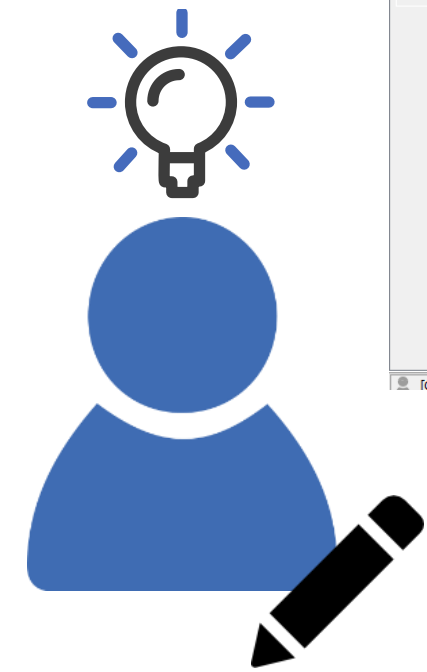
Properties x	
Properties	
name	Run_my_task_772
label	Run task 77-2
description	
sort index	43
overlay	
precondition	
script	Script is provided
activity type	Manual
history visibility	default
disable auto update	default
expose to customers	only 3rd level
	2nd level and 3rd level
	on every level
	hidden on all levels

HISTORY	
All entries ▾ Newest entries first ▾	
Add comment, e-mail or attachment	
15.11.2017 13:25	#22 changed by Workflow Timer 13:25 Escalation !!! Deadline reached in 4 hrs! has been triggered, new Scope is Service Desk
15.11.2017 13:25	#21 changed by Susan ServiceDesk 13:25 New IT ticket (Accept ticket) has been triggered 13:25 Run task 77-2 has been triggered

Execution of Run task 77-2 visible in ticket history

HISTORY	
All entries ▾ Newest entries first ▾	
Add comment, e-mail or attachment	
15.11.2017 13:28	#24 changed by Workflow Timer 13:28 Escalation !!! Deadline reached in 4 hrs! has been triggered, new Scope is Service Desk
15.11.2017 13:28	#23 changed by Susan ServiceDesk 13:28 New IT ticket (Accept ticket) has been triggered

Execution of Run task 77-2 not visible in ticket history



New Feature

REST Client Configuration in Admin Tool

- Feature of ConSol CM version 6.10.7

REST Client Configuration In Admin Tool

Release Notes 6.10.7.0, section 1.2.2



Configuration of user interface of REST clients in AT

for

- CM/Track V2 (currently available)
- CM/Phone (will be available in upcoming versions)
- CM/Mobile (will be available in upcoming versions)
- customer-specific CM REST clients

See detailed documentation:

- https://tecdoc.consol.de/Admin/6.11.0.5/OnlineHelp/EN/AT_Help_6.11.0.5_EN/Default.htm#TicketTopics/REST_ClientGUI_Design_EN.htm%3FTocPath%3DTicket%2520Data%2520Model%2520and%2520GUI%25C2%25A0Design%2520Section%7C_____8

REST Client Configuration In Admin Tool

Release Notes 6.10.7.0, section 1.2.2



The screenshot displays the CM/Track Admin Tool interface. On the left is a sidebar with navigation options: Home, Access and Roles, Lists, Tickets, Ticket Fields, History, Administration, Search Actions, Customers, Resources, Global Configuration, Languages, Labels, Queues, Projects, Business Calendars, Classes Of Text, Data Warehouse, Services, Email, Clients, Configurations (highlighted), and System. The main area is divided into two panes. The top pane, titled 'trackConfig1', shows the 'config.json' file with the following content:

```
{
  "layout": {
    "helpdesk_standard": [
      ["module", "categories", "category"],
      ["priority", "priority", ""],
    ],
  },
  "layoutOptions": {
    "expandable": true,
    "defaultColumnsNr": 3
  },
  "commentRequired": false
}
```

Below this is the 'localization_de.json' file with the following content:

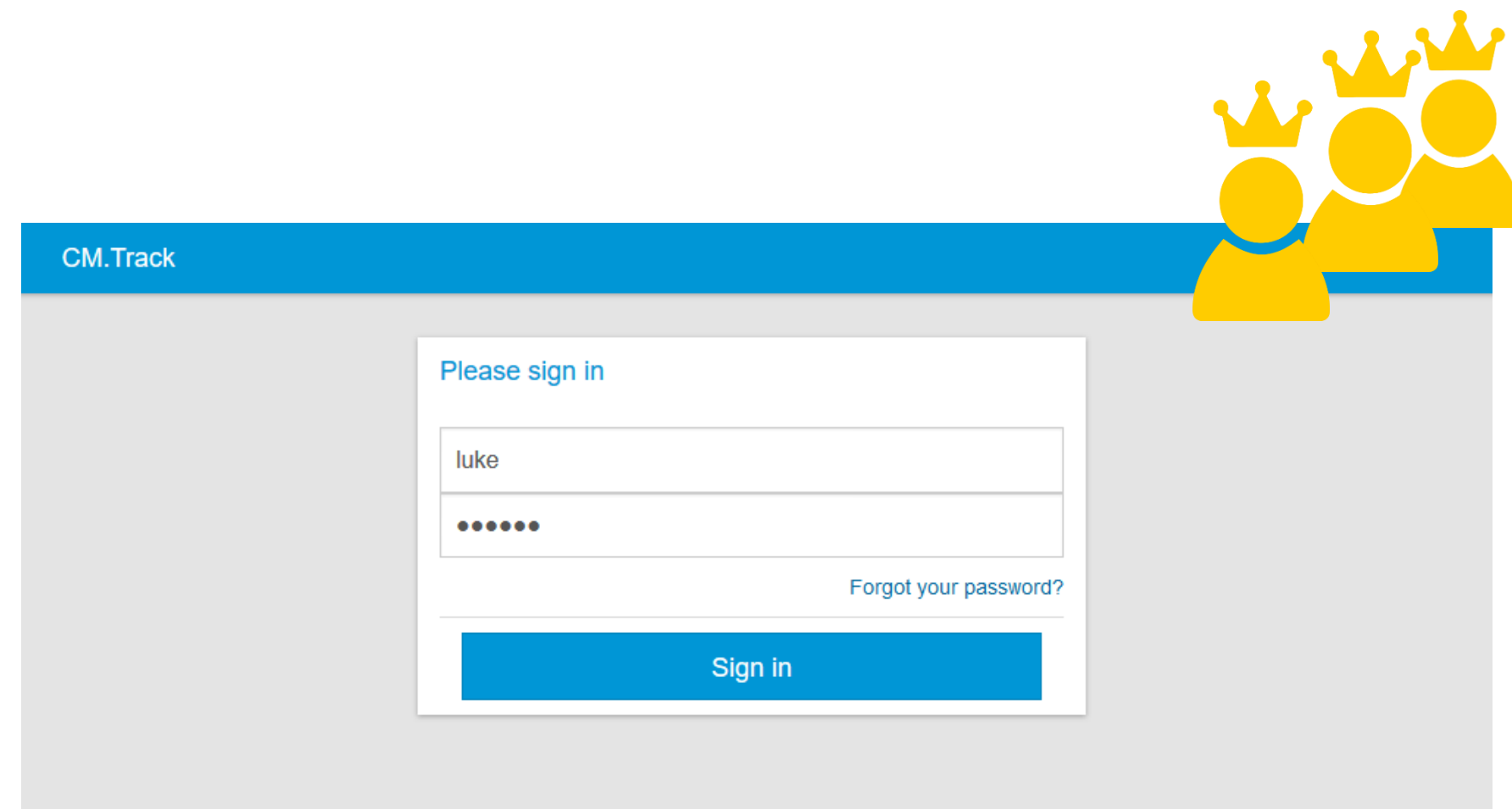
```
{
  "edit": "Bearbeiten",
  "search": "Suchen",
  "view": "Anzeigen",
  "delete": "Löschen",
  "publish": "Veröffentlichen",
  "filter": "Filtern",
  "add": "Hinzufügen",
  "save": "Speichern",
  "cancel": "Abbrechen",
  "true": "Ja",
  "false": "Nein",
  "previous": "Vorheriges",
  "next": "Nächstes",
  "validation_required": "Dieses Feld ist erforderlich",
  "validation_password": "Geben Sie ein Passwort ein",
  "validation_email": "Geben Sie eine gültige E-Mail-Adresse ein",
  "validation_pattern": "Ungültiges Eingabemuster",
  "validation_date": "Geben Sie ein gültiges Datum ein",
  "validation_time": "Geben Sie eine gültige Uhrzeit ein"
}
```

The bottom pane shows the 'Create ticket' form. It includes fields for Subject, Queue (HelpDesk 1st Lev), Module (Please select), Category (Please select), HD Priority* (Please select), Ask for feedback (checkbox), infotext, Comment (with a rich text editor), and Attachment (with a 'Select file' button). The form has 'Create Ticket' and 'Cancel' buttons at the bottom.

Design the CM/Track user interface easily according to your company's requirements – offer the perfect interface for your customers

New Feature

Pre-Defined User Profile for CM/Track Customers



Different Modes For Setting CM/Track User Profile

Release Notes 6.11.1.0, section 1.2.19



Mode of user profile can be configured

- Definition for each customer group
 - **Manual** – behavior as known
 - **Fixed** – one user profile for all customers of one customer group
 - **None/Internal** – user profile cannot be set via Web Client, only in scripts

Customer Groups

Name	Customer data model
DirectCustomers	DirectCustomersModel
MyCustomerGroup	BasicModel
OurPartnerCompanies	PartnersModel
Reseller	ResellerModel
RetailCompanies	RetailCompaniesModel
RetailCustomers	RetailCustomersModel

Filter: All customer data models

Details

Name: MyCustomerGroup

Customer data model: BasicModel

User assignment: Fixed

User:

Contact actions

Type

Company actions

Type

Manual action

Manual action

Relation action

Fallback Phone Number

Country prefix:

Area prefix:

Company prefix:

Subscriber pattern:

Internal pattern:

Mobile pattern:

Automatic Actions

Manual Actions

Search Actions

CMPhone

Contact Automatic Actions

Create:

Update:

Delete:

Relation:

Company Automatic Actions

Create:

Update:

Delete:

Relation: UnitRelationAction4Companies

CM.Track user assignment: Fixed

CM.Track user:

cmtrack_basiccustomers

track_all

track_fa

track_mycustomergroup

track_reseller

track_reseller_extended

Save working time of engineers who
assign customer profiles
Ensure consistent management of
user profiles within a customer group

Different Modes For Setting CM/Track User Profile

Release Notes 6.11.1.0, section 1.2.19



Mode of user profile can be configured

MyCustomer

MyCustomer

Mr Sunny Surfer *

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 Management

☐ Manager ☐ Budget responsible

☐ Functional decider ☐ Preparer

Comment

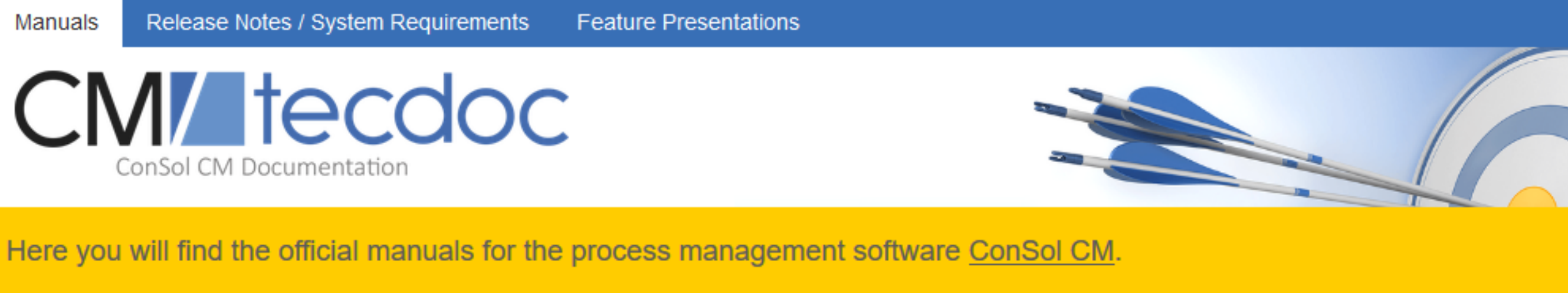
VIP ☐ vip

CM/Track access

CM.Track login

A *fixed* CM/Track user profile will not be displayed in the Web Client, can only be seen in AT

CM.Track user assignment: Fixed CM.Track user: track_mycustomergroup



You want to know more about ConSol CM?

Use our [TecDoc server](#)

You find there:

- **Manuals**
 - **Administrator**
 - **User**
 - **Process Designer**
- **Release Notes**
- **System Requirements**

You have questions about ConSol CM details? We will be happy to answer!

Send an email to tecdoc-l@consol.de

☐ PDF☐ Online Help☐ English☐ Deutsch

☐ User☐ Administrator☐ Process Designer☐ CM/Mobile☐ CM/Outlook-Add-in☐ DWH


☐ Setup and Operation

☒ Latest version☐ Version 6.11.2.1☐ Version 6.11.1.11☐ Version 6.11.1.7☐ Version 6.11.1.4☐ Version 6.11.1.2

☐ Version 6.11.1.0☐ Version 6.11.0.5☐ Version 6.11.0.4☐ Version 6.11.0.3☐ Version 6.10.8.0

☐ Version 6.10.7.0☐ Version 6.10.5☐ Version 6.10.4☐ Version 6.10.2☐ Version 6.9☐ Version 6.8


User

 Online Help


User Manual 6.11.2.1 (English)

 PDF

User Manual 6.11.2.1 (English)


 Online Help

Benutzerhandbuch 6.11.2.1 (Deutsch)

 PDF

Benutzerhandbuch 6.11.2.1 (Deutsch)


Administrator

 Online Help


Administrator Manual 6.11.2.1 (English)

 PDF

Administrator Manual 6.11.2.1 (English)

 Online Help

Administratorhandbuch 6.11.2.1 (Deutsch)


 PDF

Administratorhandbuch 6.11.2.1 (Deutsch)


Process Designer

 Online Help


Process Designer Manual 6.11.1.7 (English)

 PDF

Process Designer Manual 6.11.1.7 (English)


 Online Help

Process Designer Handbuch 6.11.1.7 (Deutsch)


 PDF

Process Designer Handbuch 6.11.1.7 (Deutsch)

DWH

 Online Help

DWH Manual 6.11.0 (English)


 PDF

DWH Manual 6.11.0 (English)

Setup and Operation

 Online Help

Setup Manual 6.11.1 (English)

 PDF

Setup Manual 6.11.1 (English)

Have fun using the new ConSol CM version!





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Please do not hesitate to contact us if you have any further questions!