



# What is new in ConSol CM?

New features and improvements in Version 6.11.1.1

*February 2018, Product Management ConSol CM*



## Dear ConSol customers, dear ConSol CM customers,

We would here like to introduce the new features of ConSol CM version, 6.11.1.1, which also includes the new features of CM versions 6.10.8.0 and 6.11.0.6.

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:

- scripted field visualization to improve the display of data fields
- a new welcome page in the customer portal CM/Track
- improved autocomplete lists

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



Engelbert  
Tomes



Florian  
Fiessmann



Kai  
Hinke

# 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 6.11.1.1**. 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 6.11.1.1 which are available on our TecDoc server:

Look [here](#).



# New Feature

## Scripted Field Visualization

- Improve the display of data fields

ResellerCustomer


 **Skywalker,Leia (0049211123456789)** ▼ Reseller

Name Skywalker First name Leia  
E-mail Lea.Skywalker@consol.de Phone 0049211123456789 ☎  
VIP? yes  
CM.Track Login (LDAP) leia CM.Track Password \*\*\*  
Selected customer Skywalker,Leia picture




Leia's picture

Company Print

 **Fiese AG** ▼ Business customers  
Company Fiese AG  
Street Mühlhölzweg 31  
City 80999 München


DETAILS Edit ^

Statistics **Map** Relations



Leaflet | Map data © OpenStreetMap contributors


Company Print

 **Franz Finanzberater** ▼ Business customers  
Company Franz Finanzberater  
Nr: 27464328327  
Street Finanzberaterstrasse 15  
City 80999 München  
Phone 089/8120910 ☎

DETAILS Edit ^

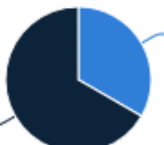
Statistics **Map** Relations

Who creates cases?



Kunde, Kurt

Open cases by process

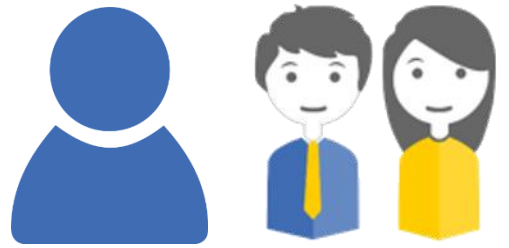


Leads

Customer service

# Scripted Field Visualization

Release Notes 6.11.0.6 section 8.2.1



## Customize the display of data fields

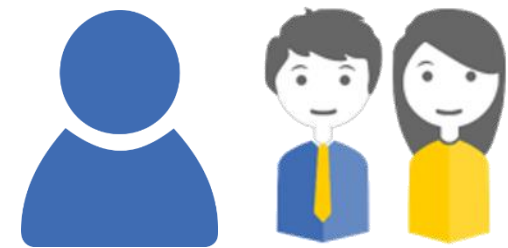
You can, for example:

- organize data fields in several groups with headlines
- change the background color of certain data fields to highlight important information
- add images as field content
- add maps as field content
- adding Highcharts widgets as field content

See the following examples ...

# Scripted Field Visualization

Release Notes 6.11.0.6 section 8.2.1




Add pictures of customers, if the customers have agreed.

If you manage devices, machines or other technical equipment, you might want to add pictures of the specific model.


If you want to have a quick overview of the customer account status, add an indicator of the status, e.g. a traffic light with red/yellow/green status.


Service case Edit Clone Print



 **Several printers not available**  
100293  
ServiceDesk Work in progress Susan ServiceDesk 10/21/14 9:05 AM  
HD Priority low  
Ask for feedback no  
Desired deadline 10/22/14 12:00 AM

**DETAILS** Edit

Feedback questions Conversations/Meetings Orders Open Customer Tickets on Create Date  
Solution

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


 **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	picture	



**Spaceoddity3 42222** ▼

Company name	Spaceoddity3	Company number	
Address	Milkyway	City	OuterSpace#9
Country	Outer Space	URL	<a href="http://www.speceoddity.org">http://www.speceoddity.org</a>
CompanyType	huge   largerthan100000		
Service status	unknown - tbd		

Luke's picture

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

 **Skywalker,Leia (0049211123456789)** ▼ Reseller

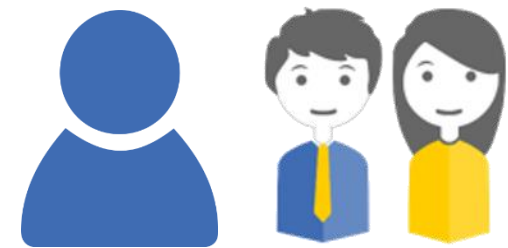
Name	Skywalker	First name	Leia
E-mail	Lea.Skywalker@consol.de	Phone	0049211123456789 
VIP?	yes		
CM.Track Login (LDAP)	leia	CM.Track Password	***
Selected customer	Skywalker,Leia	picture	

**Leia's picture**



# Scripted Field Visualization

Release Notes 6.11.0.6 section 8.2.1



Highlight certain values, depending on the context.

In this example, the maximum value which is allowed for open tickets of a customer is 10. If more tickets are open, the value is highlighted in red. Values less than 10 are highlighted in green.

Service case

Accept

Edit

Clone

Print

Problem #5

100402

ServiceDesk

New ticket

Unassigned

2/13/18 2:57 PM

HD Priority high

Desired deadline 2/23/18 12:00 AM

DETAILS

Edit

Feedback questions

Conversations/Meetings

Orders

Open Customer Tickets on Create Date

Number of open tickets of this customer

22

More tickets of this customer

Ticket	Subject
100125	Question about Order #4711
100211	Printer does not print
100207	Printer does not print properly
100250	Order did not arrive
100240	TEST Email Admin
100175	SD July 2015 - please
100181	Login not possible
100242	List of new customers
100102	Rechnung #12345
100120	Check invoice # 99
100101	Customer question documentation
100377	Telefon piept
100304	Test Relations #5
100309	New Ticket for HP
100312	New Ticket for HP
100366	New Ticket for HP
100310	New Ticket for HP
100314	New Account in B...
100398	New Ticket for HP
100399	New Ticket for HP
100122	New Invoice Feb 2
100218	Network errors

Service case

Accept

Edit

Clone

Print

Please check invoice

100403

ServiceDesk

New ticket

Unassigned

2/14/18 1:29 PM

HD Priority normal

Desired deadline 4/29/18 12:00 AM

DETAILS

Edit

Feedback questions

Conversations/Meetings

Orders

Open Customer Tickets on Create Date

Number of open tickets of this customer

1

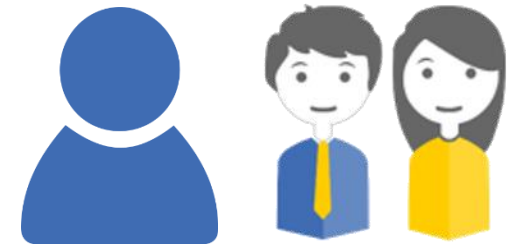
More tickets of this customer

Ticket	Subject
100235	New Ticket due to Search Result for customerMiller
100236	New Ticket due to Search Result for customerMiller
100233	New Ticket due to Search Result for customerMiller
100126	service request conc. contract #4711
100164	Test Miller
100161	Test DWH
100321	Check KPIs for last month



# Scripted Field Visualization


Release Notes 6.11.0.6 section 8.2.1





Add a map to your customer's data page which indicates the company location or the customers's address.

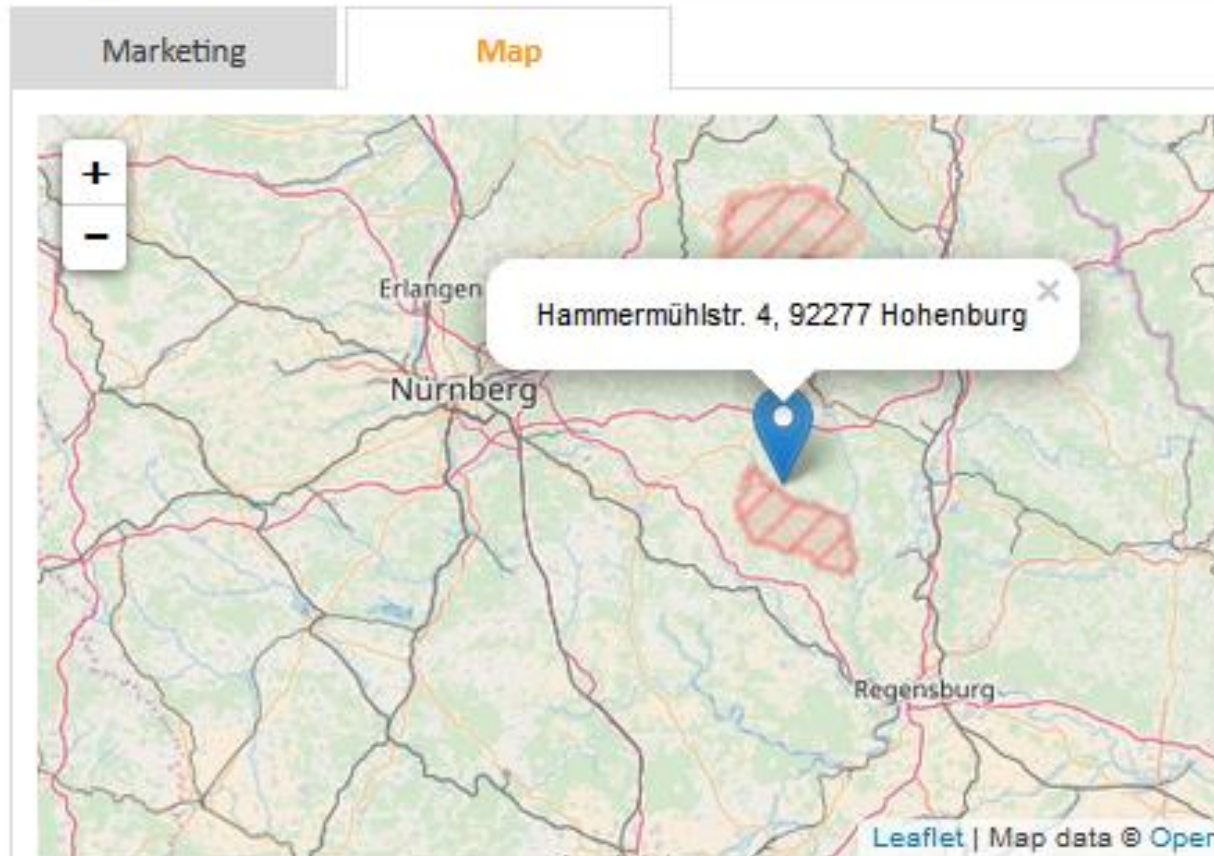
The map is interactive!

**Consumer** Print


 **Konni Kunde** ▾ Consumers

Mr	Konni	Kunde
Customer id   Birthdate	123456	7/29/80
VIP?   Coffee consumption	yes	Customer status 
Email	konni.kunde@konni-design.de	
Phone	Private	02111-23456 
Address	Hammermühlstr. 4	Hohenburg
Postal code	92277	
Portal Login	KonniKunde	

**DETAILS** Edit



**Company** Print

 **Fiese AG** ▾ Business customers

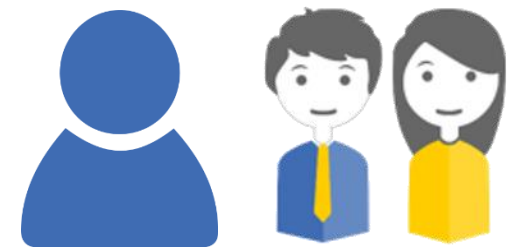
Company	Fiese AG	
Street	Mühlhölzweg 31	
City	80999	München

**DETAILS** Edit

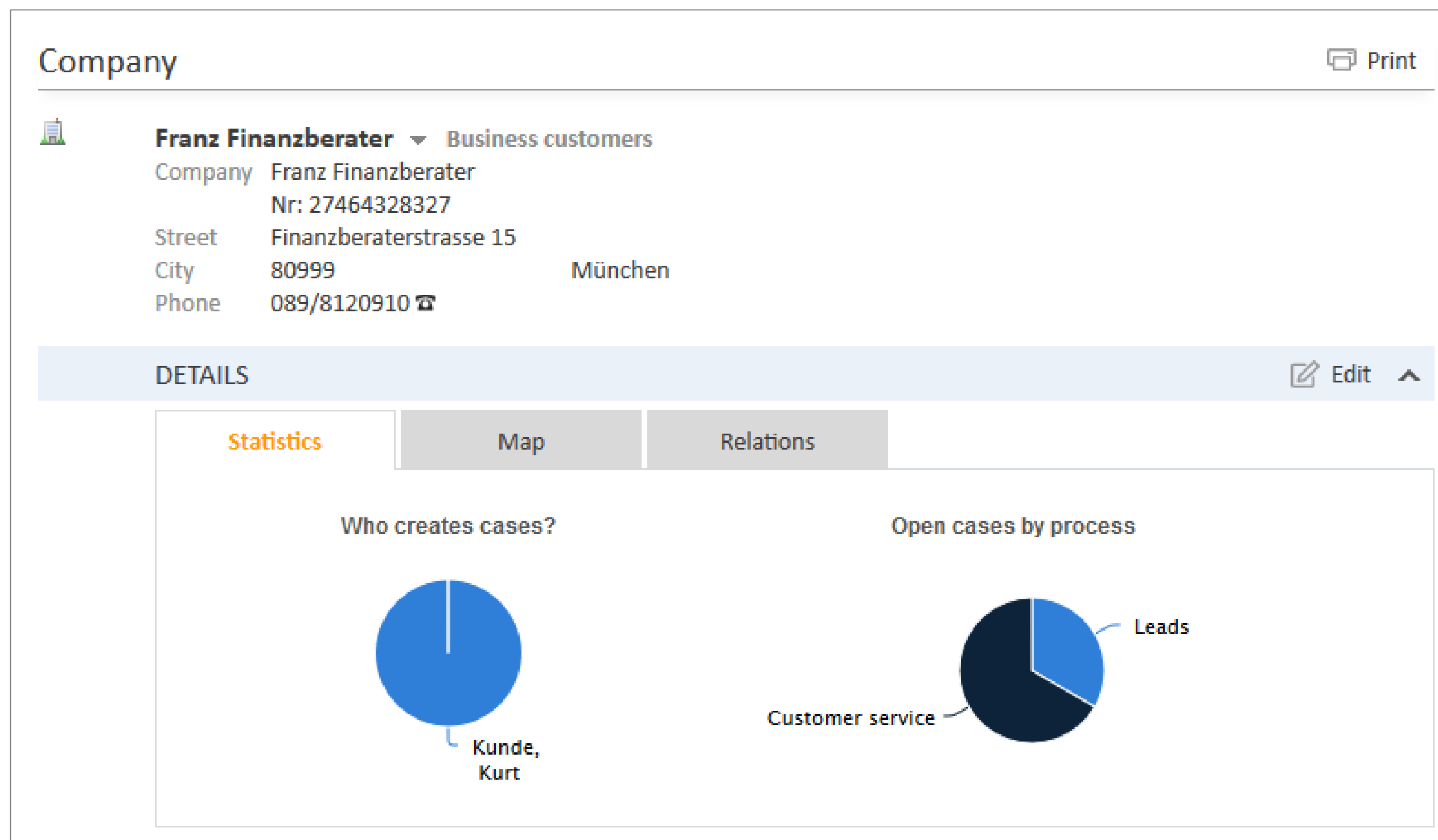
Statistics **Map** Relations

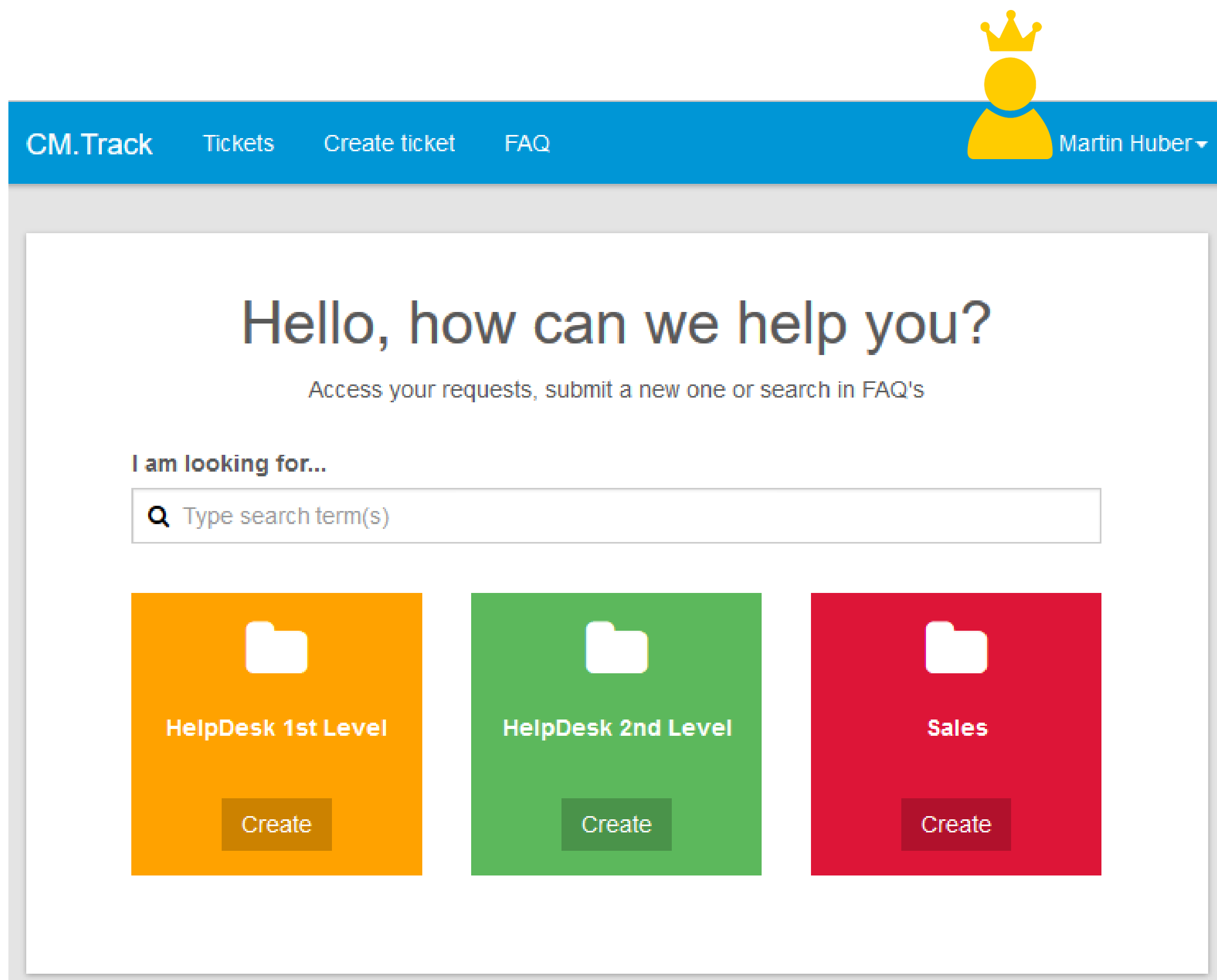
# Scripted Field Visualization

Release Notes 6.11.0.6 section 8.2.1



Add graphics (based on the *Highcharts*® library) to customer pages to give an instant overview of important customer account parameters.





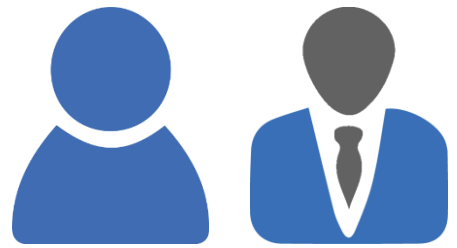
# New Feature

## Welcome Page in Customer Portal CM/Track



# Welcome Page in Customer Portal CM/Track

Release Notes 6.10.8.0, section 1.3.3



## Customize the Welcome Page for customers

Make your ConSol CM/Track customer portal even more customer-friendly!

- Define the welcome message
- Define the welcome sub-header
- Offer the quick-and-easy CM/Track search field
- Configure the queues for quick access to create new tickets

# Welcome Page in Customer Portal CM/Track

Release Notes 6.10.8.0, section 1.3.3



Use the quick-and-easy search in all your tickets or all tickets of your company.

Create new tickets easily.

## Welcome to our customer portal

See the status of your cases, search all cases and create new cases easily

I want to retrieve all hits for ...

Q My search term is ...



### HelpDesk 1st Level

The Helpdesk queue for general questions

Create a new case



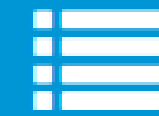
### Account Management

Create a new case



### FAQs

Create a new case



### More

ServiceDesk

ServiceDeskSpecialTa

# New Feature

Easy implementation of  
autocomplete lists

Create field

Create new field.

Field details

Name: MyNewPrintersList

Data type: autocomplete

Description: Dynamic printer search in CM/Resource Pool

Belongs to:

Please choose type and script for autocomplete field

Type: Resource

Script: flexible\_printer\_list-search.groovy

OK Cancel

Printers/HP\_Printer

Name: Best Printer ever

Inventory number: 4711

Next maintenance at: 3/31/18

Location: top floor

IP address: 192.168.123.123

Alternative printers: Alternative print...

Save changes

DETAILS

HP printer mail

Maintenance tickets

ticket ID: ticket name:

prin

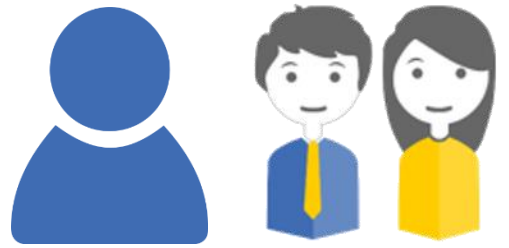
- HP Printer: My new HP printer - - 123.123.123.123
- HP Printer: Best Printer ever - - 192.168.123.123
- HP Printer: My newer HP printer - - 123.123.123.123
- HP Printer: Mein Lieblingsdrucker - - 192.168.123.123

Edit



# Easy implementation of autocomplete lists

Release Notes 6.11.1.1, section 2.2.1



A new type of data field is available: *autocomplete*

Use this new field type for

- Ticket fields
- Resource fields
- Customer fields
- Engineer fields

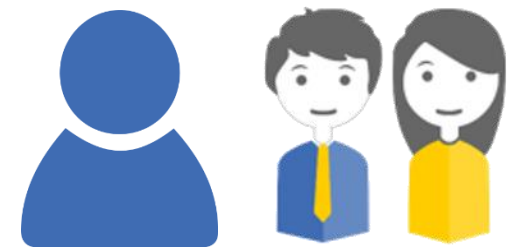
Scripted autocomplete lists have already been available in CM version 6.10., but now

- the implementation is very easy using the new field type
- you can work with a dynamic display value which always represents the description of the object (ticket, resource, customer)

See the following examples ...

# Easy implementation of autocomplete lists

Release Notes 6.11.1.1, section 2.2.1



Resource

**Printers/HP\_Printer**

Name

Inventory number  Next maintenance at

Location  IP address

Alternative printers

**DETAILS**

**HP printer main**

Maintenance tickets

Ticket ID	Ticket name
-----------	-------------

HP Printer: My new HP printer - - 123.123.123.123

HP Printer: Best Printer ever - - 192.168.123.123

HP Printer: My newer HP printer - - 123.123.123.123

HP Printer: Mein Lieblingsdrucker - - 192.168.123.123

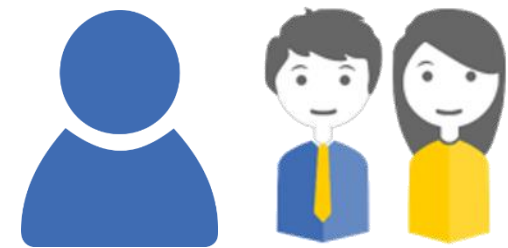
Edit

Use the flexible search of all elements, for example search all printers.

This lets you fill in the required fields in no time!

# Easy implementation of autocomplete lists

Release Notes 6.11.1.1, section 2.2.1



Engineer on duty

Choose one

Su

NOTE: Please type at least 3 characters!

Use the flexible search of all elements, for example search all engineers.

This lets you fill in the required fields in no time!

Engineer on duty

Choose one

Sus

Susanne Visor

Susan ServiceDesk

As an administrator, pick the type of display names of the objects, e.g. engineers

*Dynamic:*

the current name of the object is displayed

*Static:*

Define your own static names for the objects

Engineer on duty

Choose one

Freddy

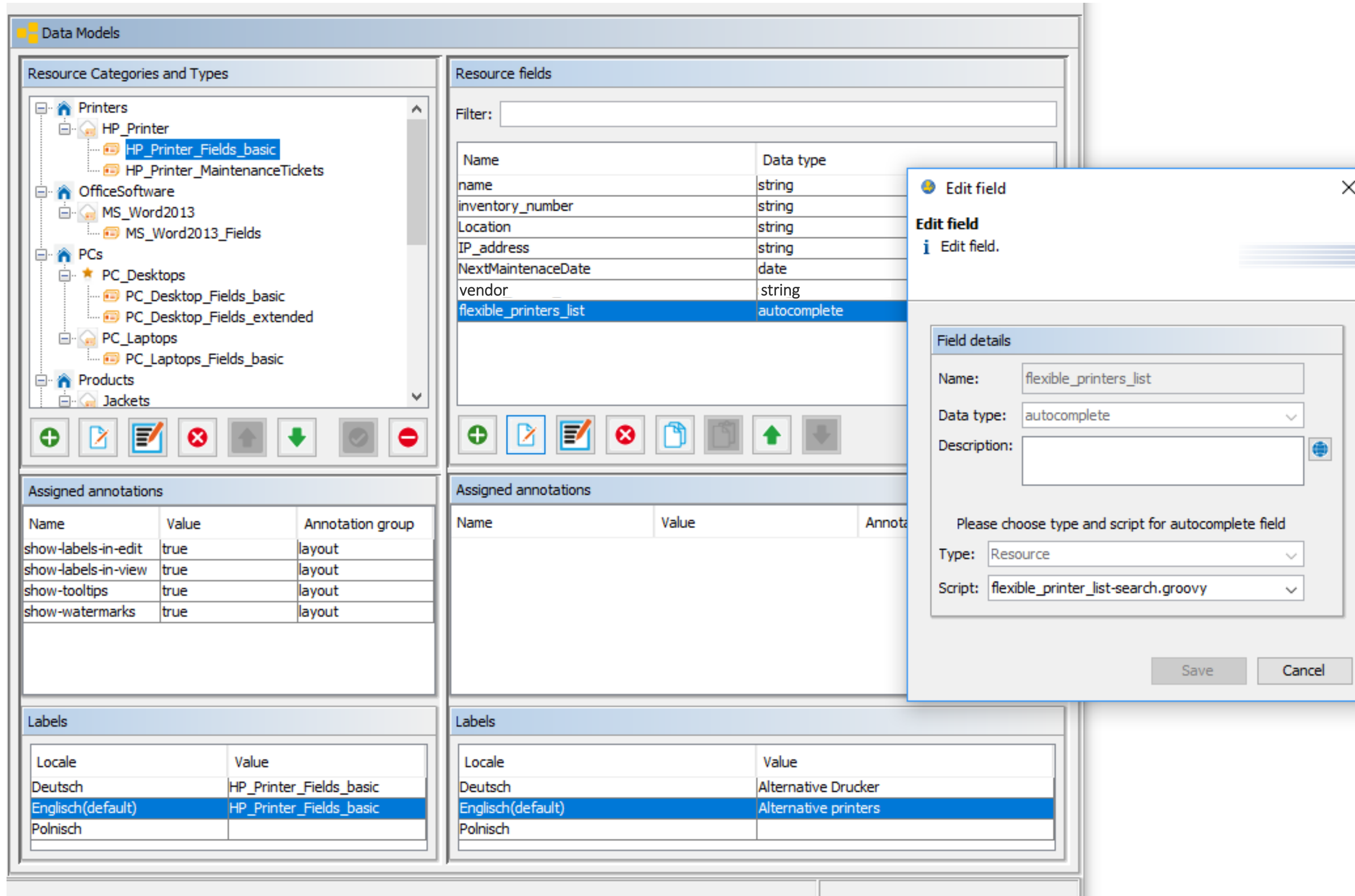
No matching engineers found

The texts which are displayed can be configured as required by your clientele.



# Easy implementation of autocomplete lists

Release Notes 6.11.1.1, section 2.2.1



The screenshot displays the 'Data Models' application interface. On the left, a tree view shows a hierarchy of resource categories: Printers, OfficeSoftware, PCs, and Products. Under 'Printers', 'HP\_Printer' is expanded, showing 'HP\_Printer\_Fields\_basic' and 'HP\_Printer\_MaintenanceTickets'. The main pane shows the 'Resource fields' table for 'HP\_Printer\_Fields\_basic', with 'flexible\_printers\_list' selected. An 'Edit field' dialog is open, showing the 'Field details' tab. The dialog fields are: Name: 'flexible\_printers\_list', Data type: 'autocomplete', and Description: (empty). Below these, a section titled 'Please choose type and script for autocomplete field' shows 'Type' set to 'Resource' and 'Script' set to 'flexible\_printer\_list-search.groovy'. The 'Assigned annotations' and 'Labels' sections are also visible at the bottom.

Name	Data type
name	string
inventory_number	string
Location	string
IP_address	string
NextMaintenanceDate	date
vendor	string
flexible_printers_list	autocomplete

Name	Value	Annotation group
show-labels-in-edit	true	layout
show-labels-in-view	true	layout
show-tooltips	true	layout
show-watermarks	true	layout

Locale	Value
Deutsch	HP_Printer_Fields_basic
Englisch(default)	HP_Printer_Fields_basic
Polnisch	

Locale	Value
Deutsch	Alternative Drucker
Englisch(default)	Alternative printers
Polnisch	

Use the new field type *autocomplete* to easily define the list field.

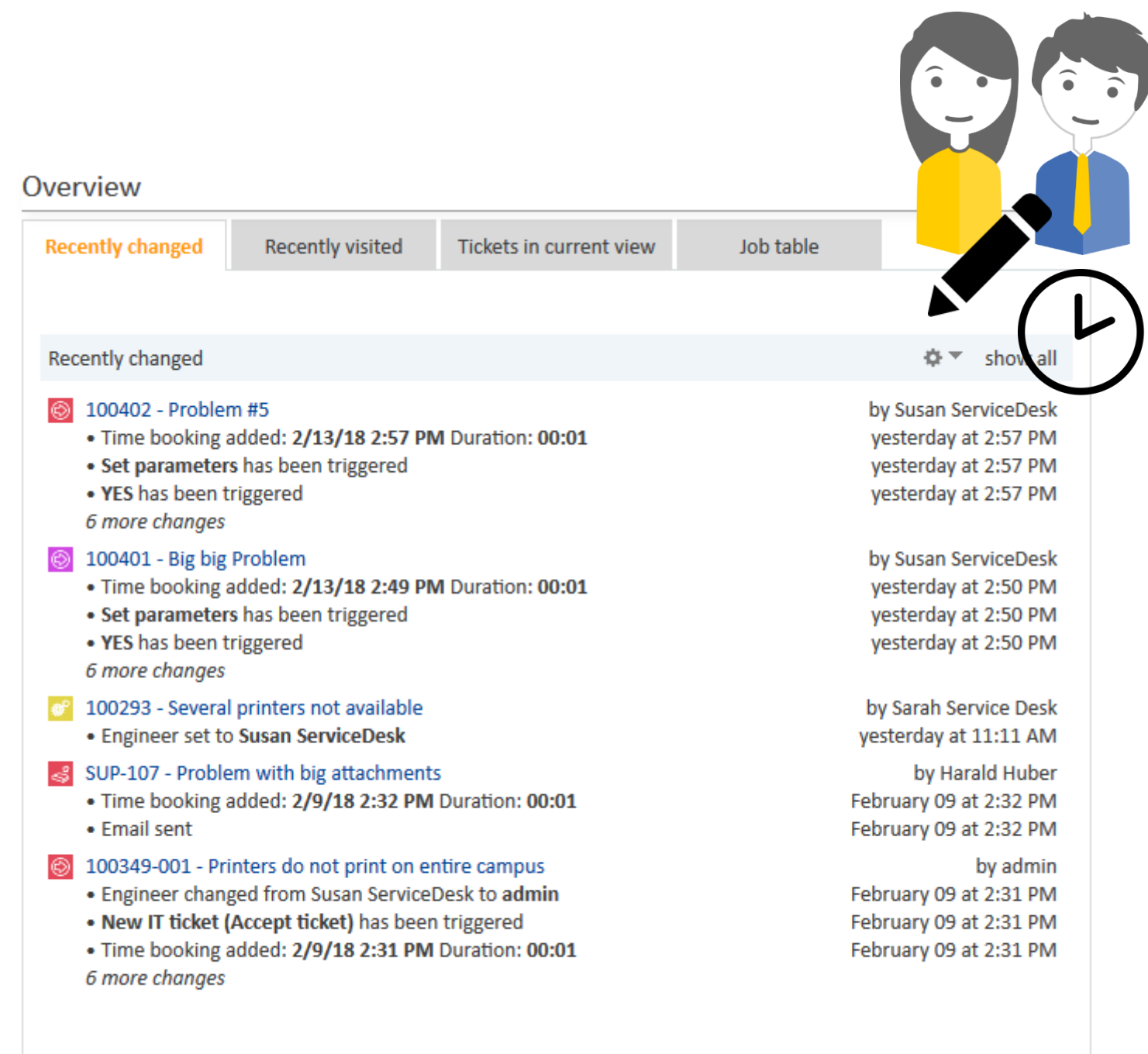
Use a Groovy script to implement exactly the desired behavior of the list.

# Improvement

## Standard Widget improved

- Recently changed

The feature *Standard Widgets* has been introduced in ConSol CM version 6.11.1.0. For information, please refer to the respective [NewFeatures presentation](#) the [Release Notes](#).



# Improved Standard Widgets

Release Notes 6.11.1.1, section 2.3.7



## See which objects have been **changed** recently

### Overview

**Recently changed**Recently visitedTickets in current viewJob table

Recently changed⚙️ show all

100402 - Problem #5

- Time booking added: 2/13/18 2:57 PM Duration: 00:01
- Set parameters has been triggered
- YES has been triggered
- 6 more changes

by Susan ServiceDesk  
yesterday at 2:57 PM  
yesterday at 2:57 PM  
yesterday at 2:57 PM

100401 - Big big Problem

- Time booking added: 2/13/18 2:49 PM Duration: 00:01
- Set parameters has been triggered
- YES has been triggered
- 6 more changes

by Susan ServiceDesk  
yesterday at 2:50 PM  
yesterday at 2:50 PM  
yesterday at 2:50 PM

100293 - Several printers not available

- Engineer set to Susan ServiceDesk

by Sarah Service Desk  
yesterday at 11:11 AM

SUP-107 - Problem with big attachments

- Time booking added: 2/9/18 2:32 PM Duration: 00:01
- Email sent

by Harald Huber  
February 09 at 2:32 PM  
February 09 at 2:32 PM

100349-001 - Printers do not print on entire campus

- Engineer changed from Susan ServiceDesk to admin
- New IT ticket (Accept ticket) has been triggered
- Time booking added: 2/9/18 2:31 PM Duration: 00:01
- 6 more changes

by admin  
February 09 at 2:31 PM  
February 09 at 2:31 PM  
February 09 at 2:31 PM

Which tickets, customers and resources have been changed recently?

Who has done the changes?

Find more detailed information about

- the changes which have been made
- the engineer who has performed the changes





# Improvement

## Webhooks

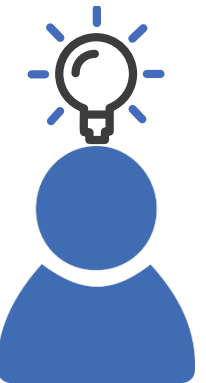
- Improved implementation

The feature *Webhooks* has been introduced in ConSol CM version 6.11.1.0. For information, please refer to the respective [NewFeatures presentation](#) the [Release Notes](#).

# Improved Implementation of Webhooks

Release Notes 6.11.1.1, section 2.3.12

## Work with the new *IntgServiceResponse* class



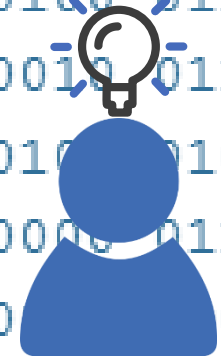
The standard HTTP status and error codes are now supported by default.

### Customize the HTTP answer

- Define customized HTTP status and error code which should be returned.
- Define the HTTP header if required.
- Put the JSON statement into the message body.

# Improvement

## ConSol CM API improved



```
if(actionType=="ADD") {  
    return true;  
} else {  
    return false;  
}
```

```
for(Ticket t : tickets){  
    t.executeActivity  
        ("defaultScope/Service_Desk/myactivity");  
}
```



# ConSol CM API improved: ActionType

Release Notes 6.11.1.1, section 2.3.14



## Work with the new *actionType* class for relation actions

Check if a relation has been added or removed.

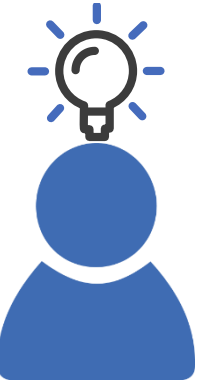
- Distinguish between ADD and REMOVE to fine-tune your relation action scripts
- Works for
  - customer relation actions
  - resource relation actions

For example, use the following code in a condition script to control if a relation action is executed or not:

```
if(actionType=="ADD") {  
    return true;  
} else {  
    return false;  
}
```

# ConSol CM API improved: executeActivity()

Release Notes 6.11.0.6, section 8.3.13



## Execute a ticket activity in a script

The new convenience method *executeActivity()* allows this easily!

- Use the method in workflow scripts, or in Admin Tool scripts of type *workflow*.
- Only activities which could be executed manually or automatically at this point of the process can be executed, i.e. considered are:
  - the ticket's position in the workflow
  - the return value of the precondition script
- Very convenient to execute mass operations (in loops).

For example, use the following code in a script to execute the activity *Dismiss ticket*.

```
for(Ticket t : tickets){  
    t.executeActivity("defaultScope/Service_Desk/Ticket_dismissed/Dismiss_ticket");  
}
```



**Edit configuration entry**

Please edit the configuration entry

Module: **mnweb-server-http-headers**

Property: X-Frame-Options

Type: String

Value field: SAMEORIGIN

Description:

Restart required: ☐

Optional: ☒

REST Accessible: ☐

Save Cancel

**Edit configuration entry**

Please edit the configuration entry

Module: **mnweb-server-http-headers**

Property: X-Frame-Options

Type: String

Value field: SAMEORIGIN

Description:

Restart required: ☐

Optional: ☒

REST Accessible: ☐

Save Cancel

# HTTP Header Configuration



# HTTP Header Configuration

Release Notes 6.10.8.0, section 1.2.1



## Define the HTTP Response Headers of the Web Client

Adapt ConSol CM to Security Rules and Constraints

- Define the HTTP response headers returned with the web pages of the Web Client
- Use the Admin Tool to easily define the header
- Example: Use the key *X-Frame-Options* with the value SAMEORIGIN

**Edit configuration entry**

**Edit configuration entry**  
Please edit the configuration entry

Module: **cmweb-server-http-headers**

Property: **X-Frame-Options**

Type: **String**

Value field: **SAMEORIGIN**

Description:

Restart required: ☐

Optional: ☒

REST Accessible: ☐

Save Cancel

Manuals


Release Notes / System Requirements

Feature Presentations

CM

tecdoc

ConSol CM Documentation



Here you will find the official manuals for the process management software [ConSol CM](#).

☐ 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)

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](mailto:tecdoc-l@consol.de)



Have fun using the new ConSol CM version!







## ConSol

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