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

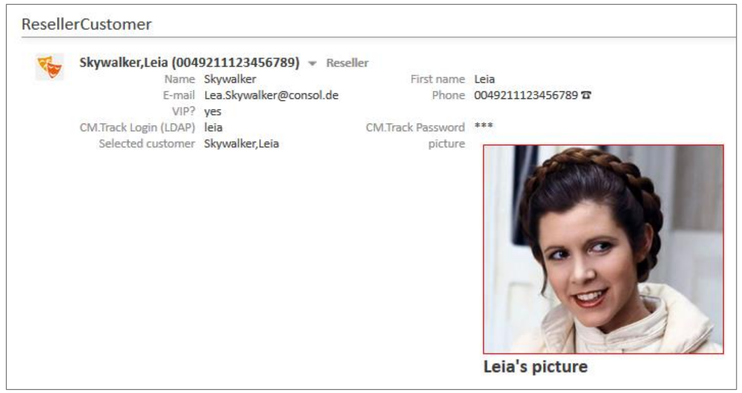
is interested in KPIs and good performance of your ConSol CM system

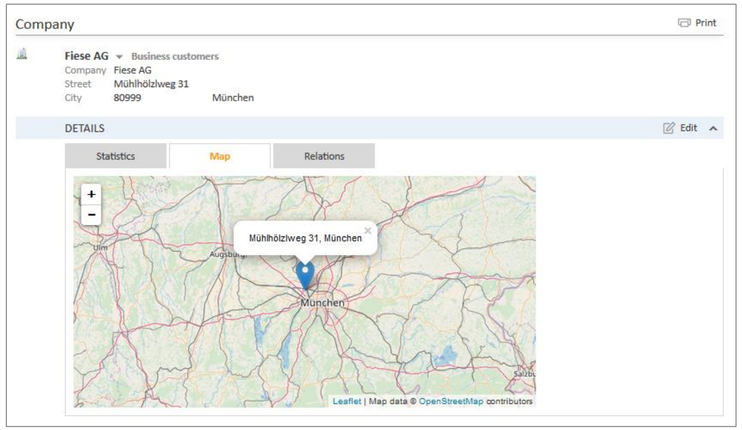
The following presentation guides you through the **new features of ConSol CM version 6.11**.1.1.
Take the following **perspectives** to gain a good overview of what is new and has been improved.

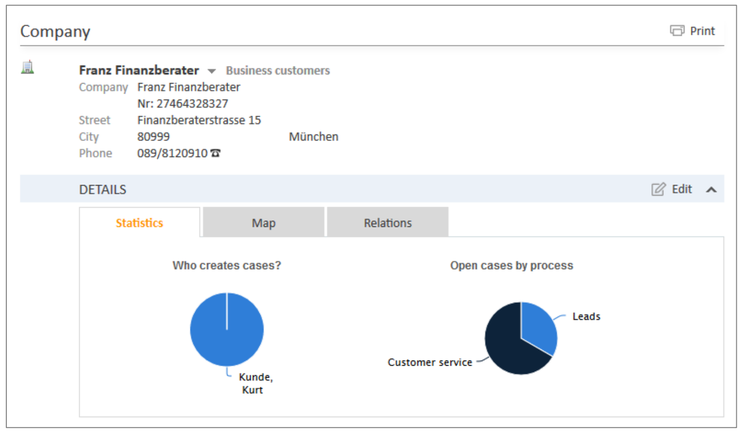
More Information

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

Scripted Field Visualization

Release Notes 6.11.0.6 section 8.2.1

Customize the display of data fields

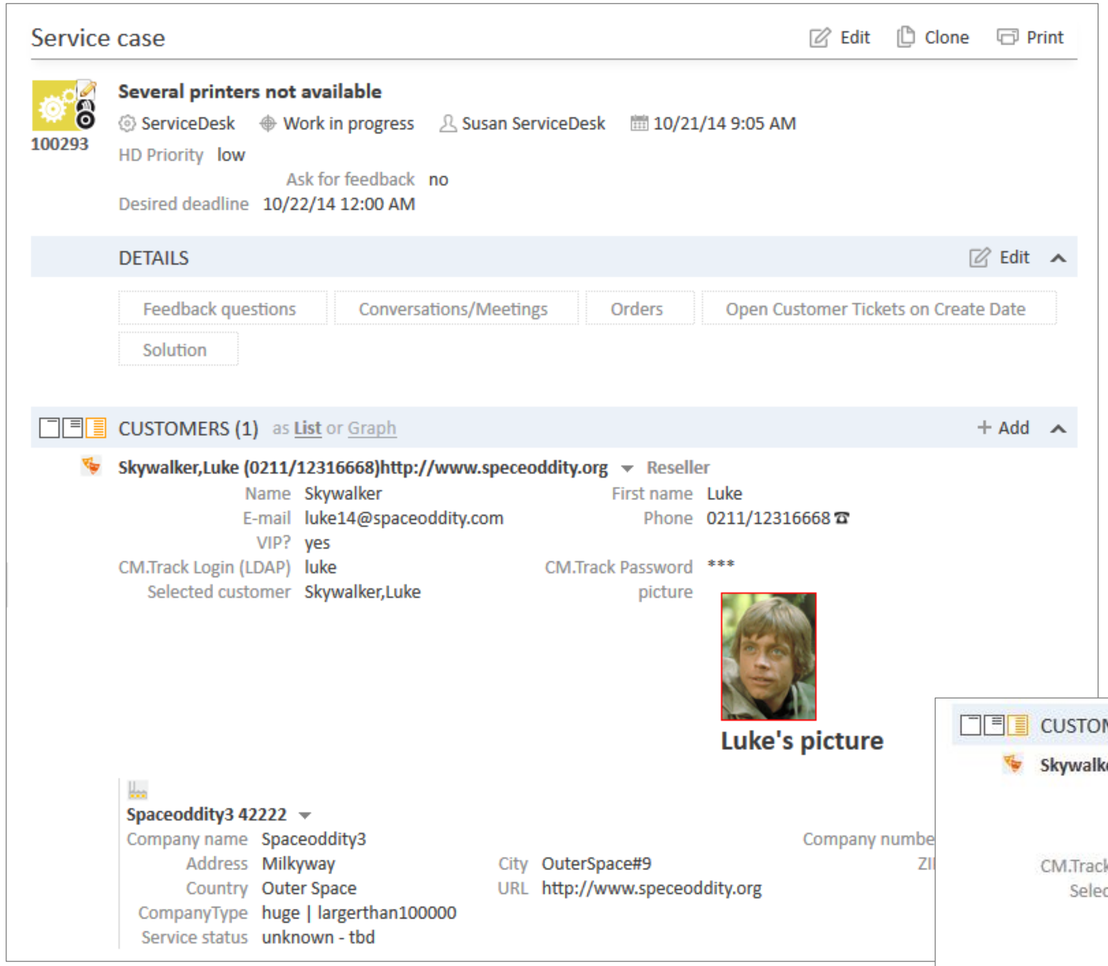
You can, for example:

- 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



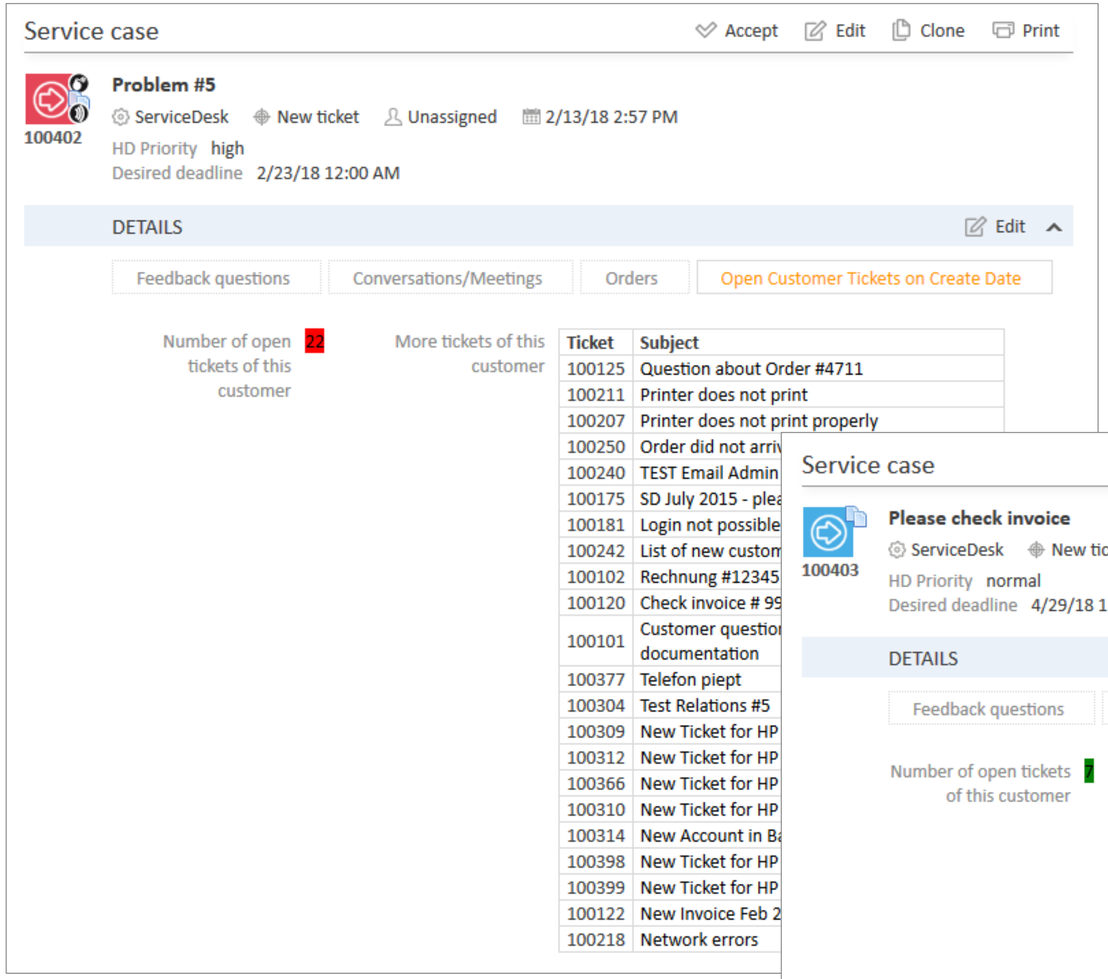
Add pictures of customers, if the customers have agreed.

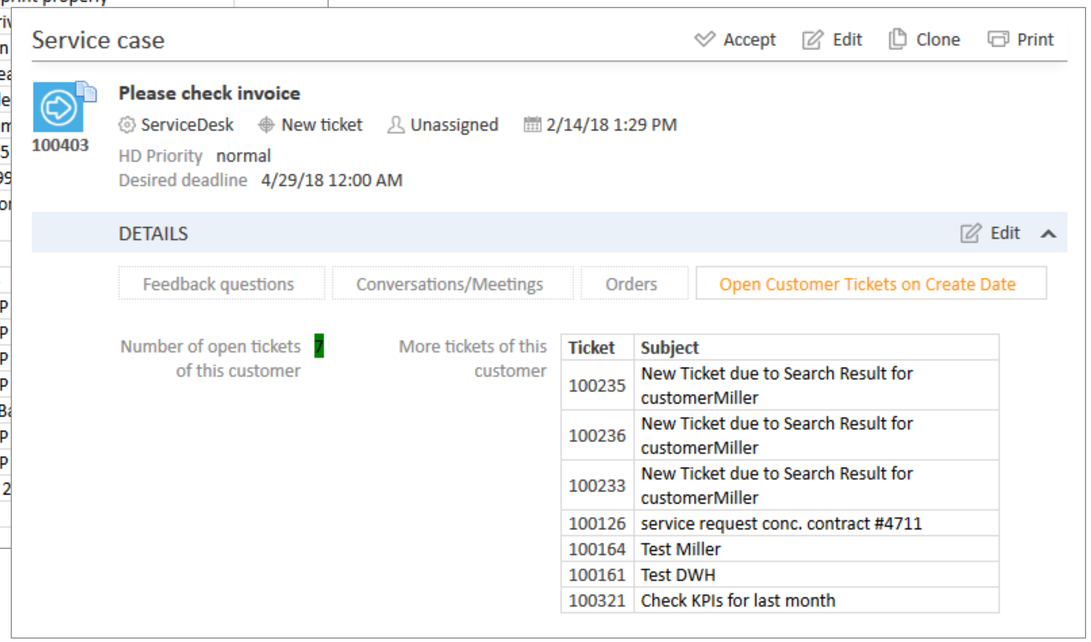
If you manage devices, machines or other technical equipment, you might want to add pictures of the specific model.

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.

Scripted Field Visualization

Release Notes 6.11.0.6 section 8.2.1



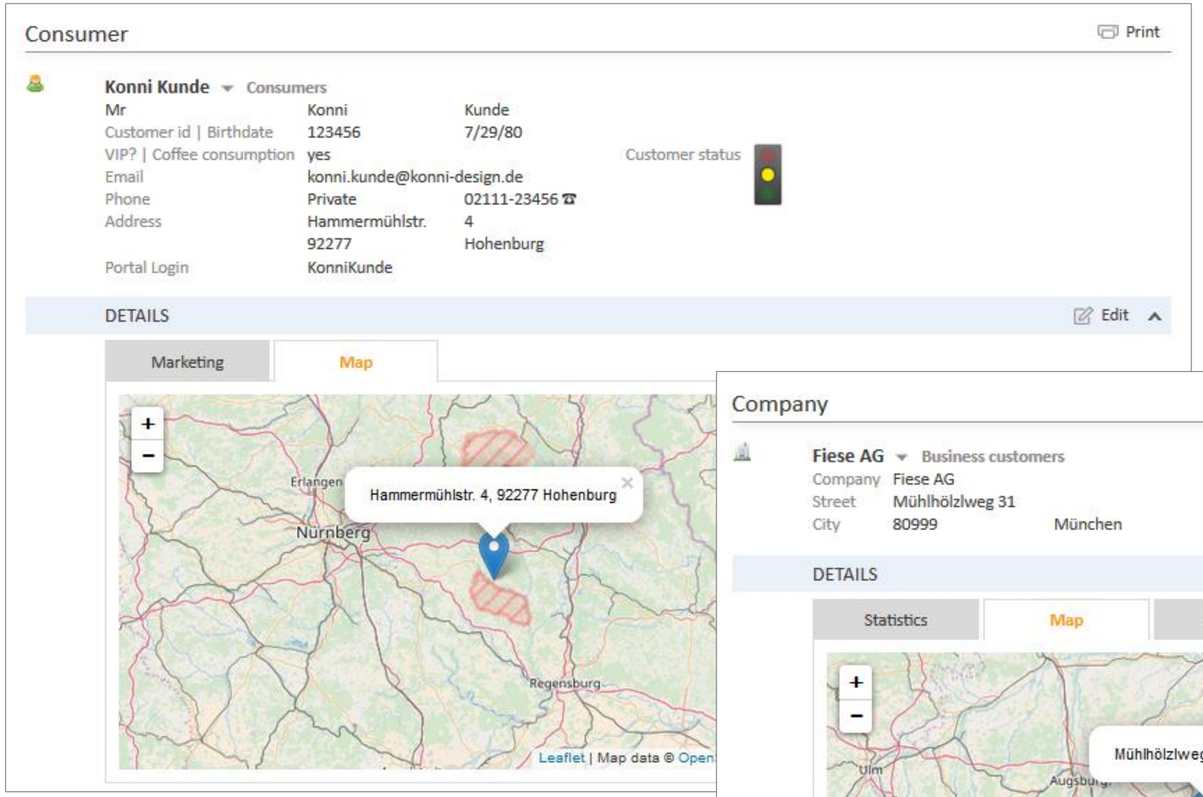


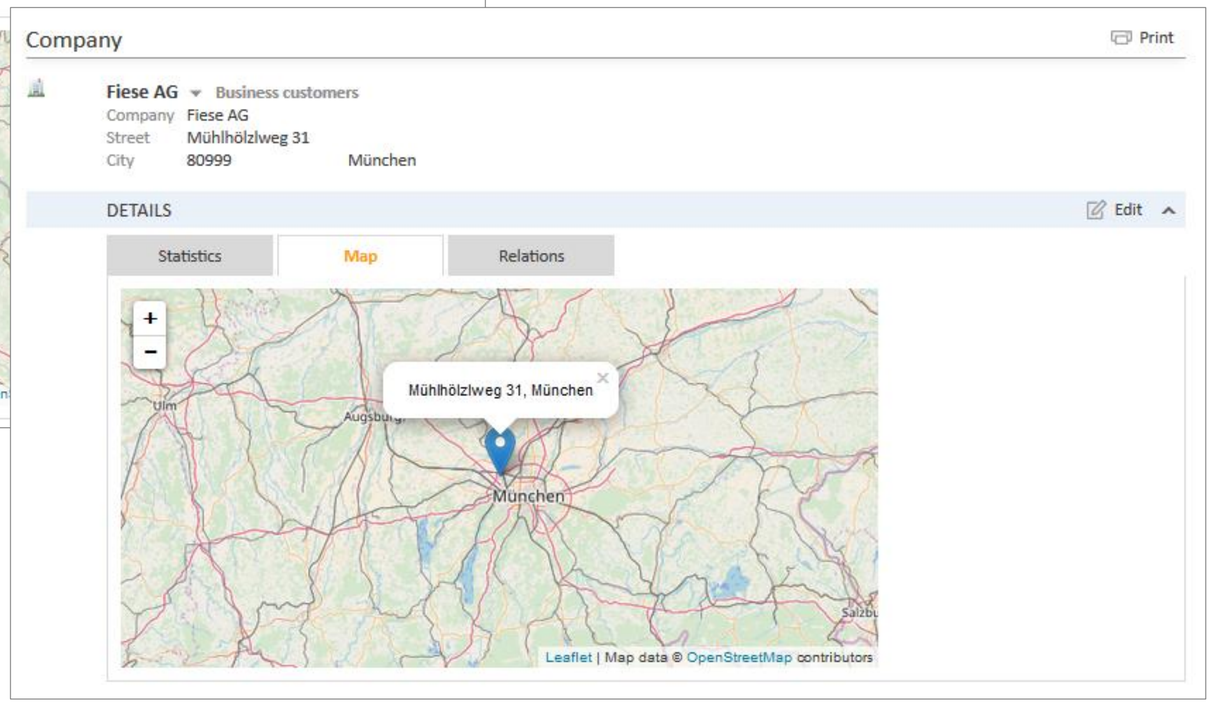
Highlight certain values, depending on the context.

In this example, the maximum value which is allows 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.

Scripted Field Visualization

Release Notes 6.11.0.6 section 8.2.1



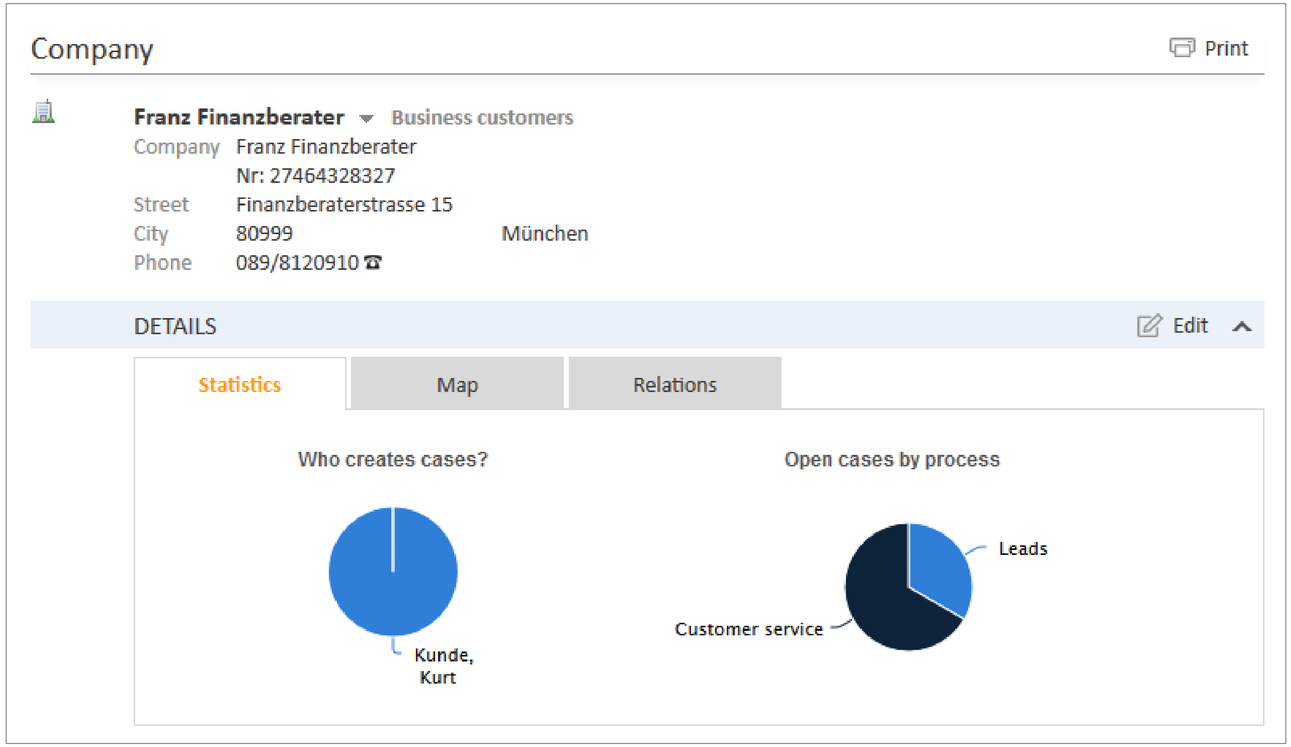


Add a map to your customer‘s data page which indicates the company location or the customers‘s address.

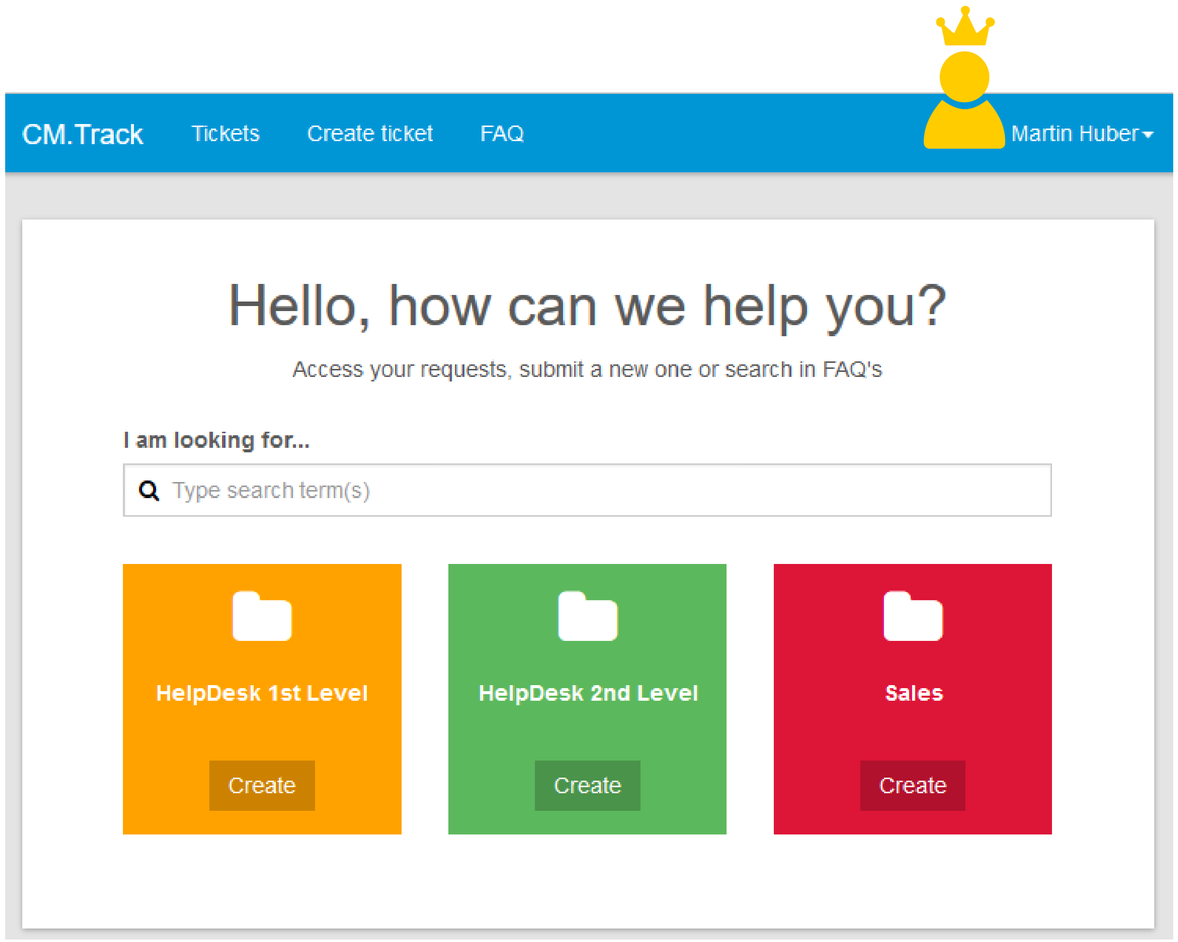
The map is interactive!

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

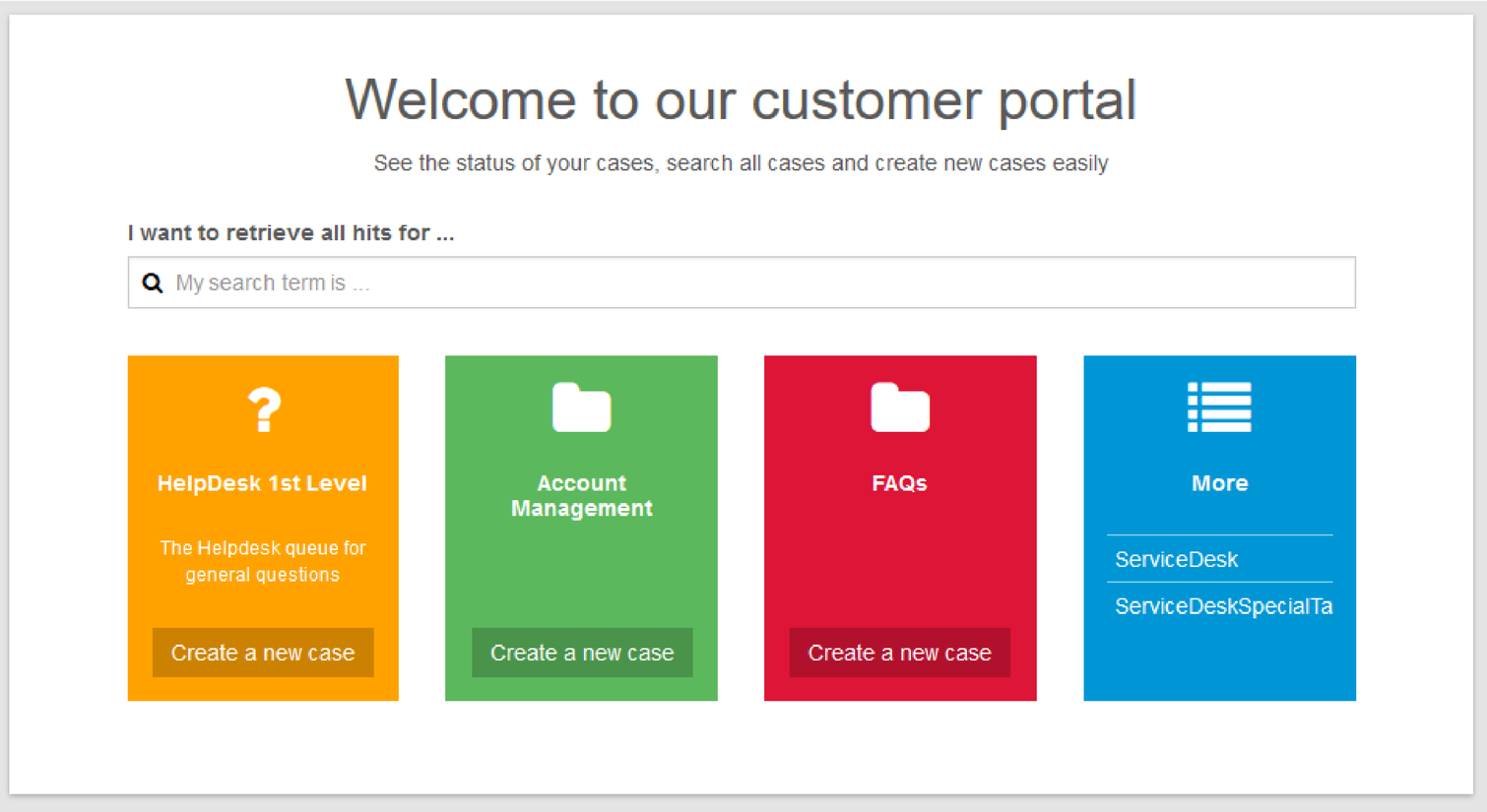
Customize the Welcome Page for customers

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

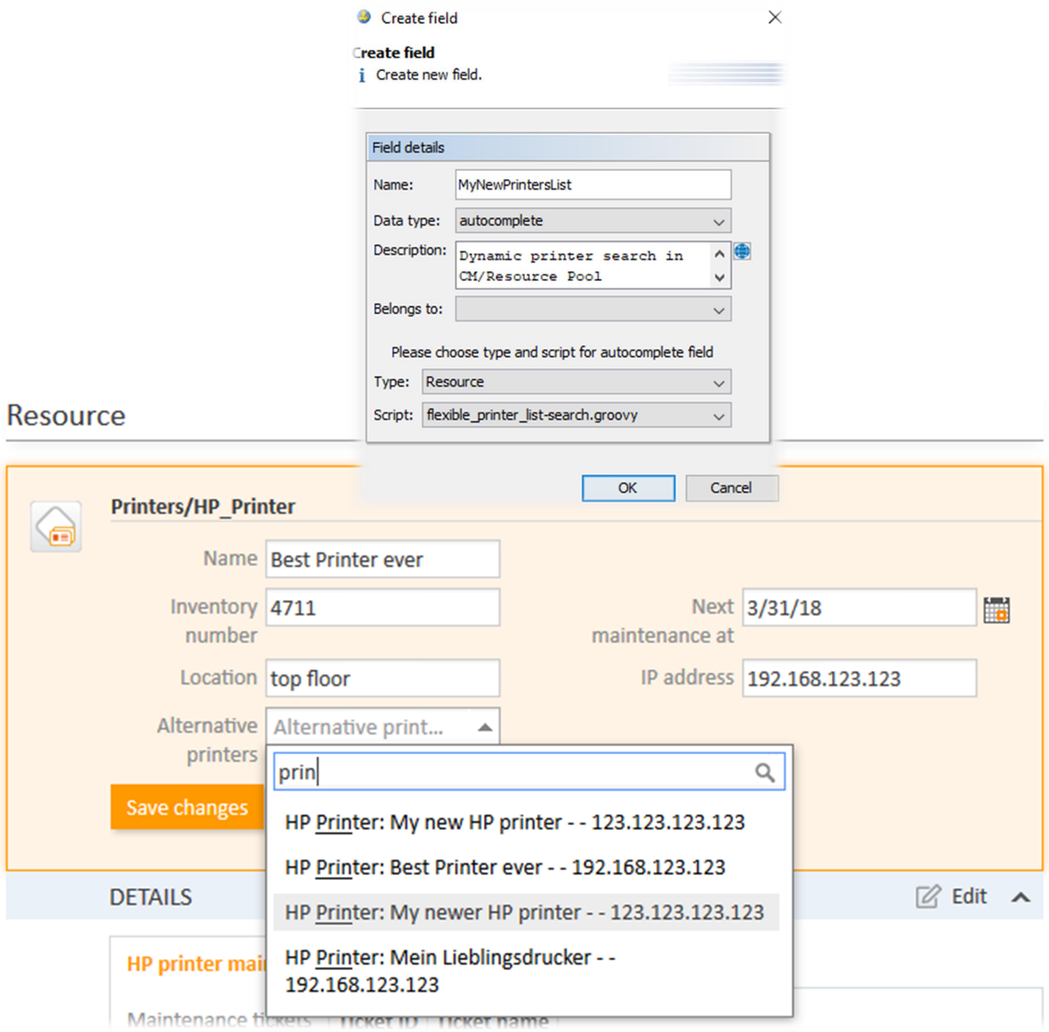


Use the quick-and-easy search in all your tickets or all tickets of your company.

Create new tickets easily.

New Feature

Easy implementation of autocomplete lists



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

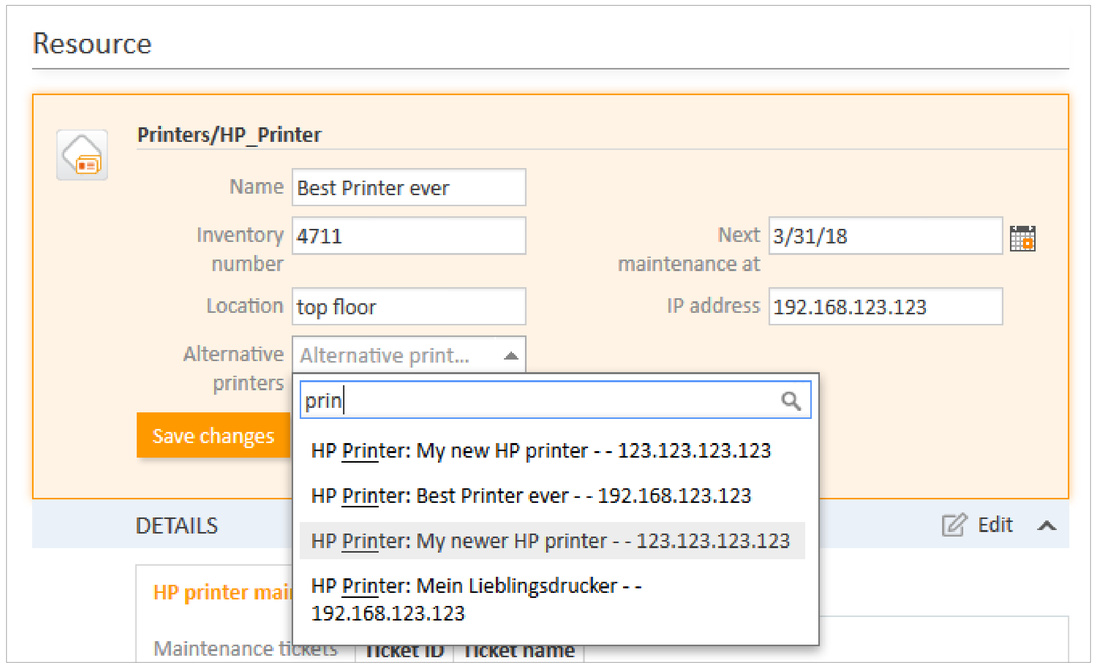
Scripted autocomplete lists have already been available in CM version 6.10., but now

- 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

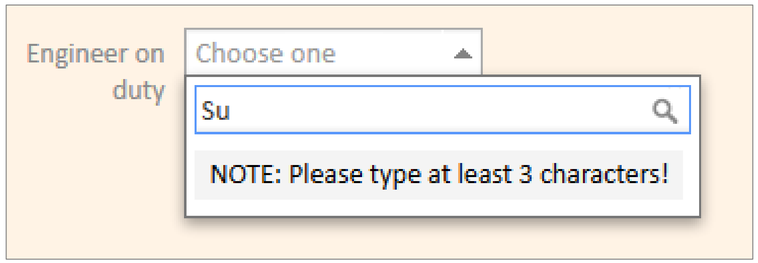


Use the flexible search of all elements, for example search all printers.

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

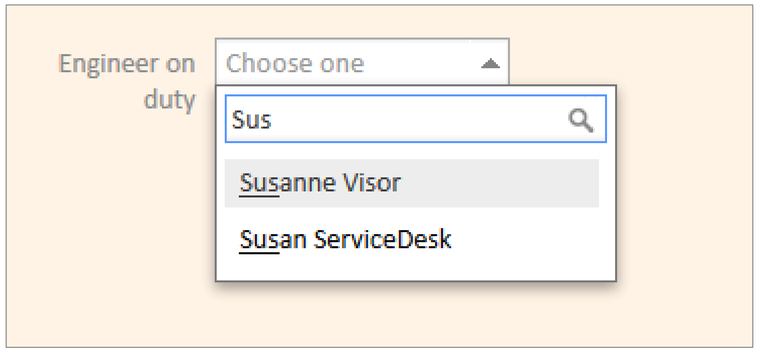
Easy implementation of autocomplete lists

Release Notes 6.11.1.1, section 2.2.1

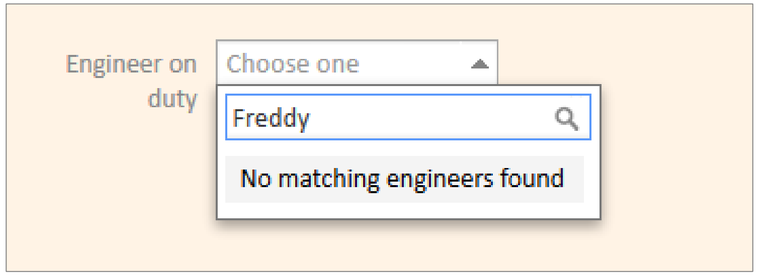


Use the flexible search of all elements, for example search all engineers.

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



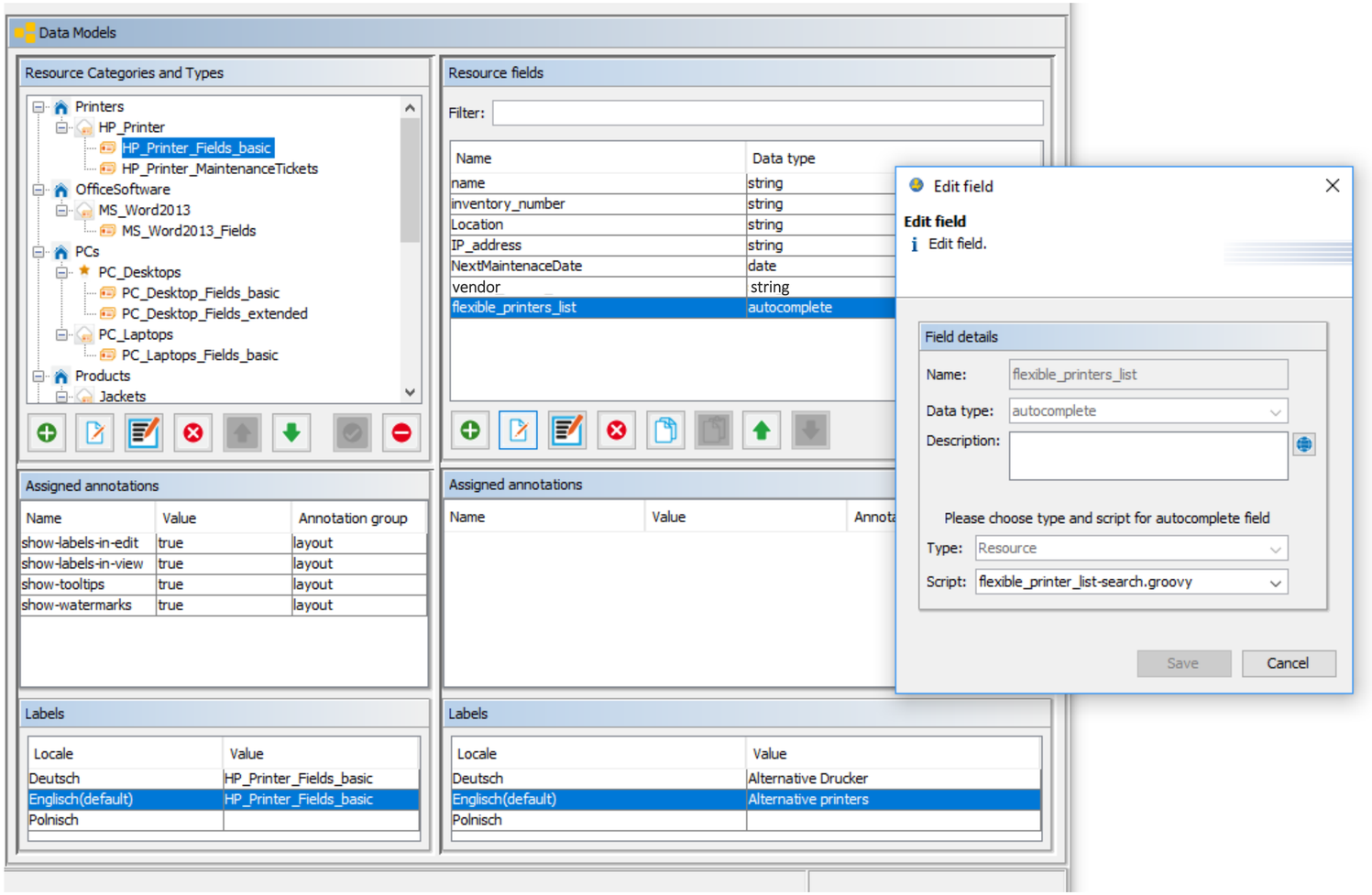
As an administrator, pick the type of display names of the objects, e.g. engineers
Dynamic:
the current name of the object is displayed
Static:
Define your own static names for the objects



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

Easy implementation of autocomplete lists

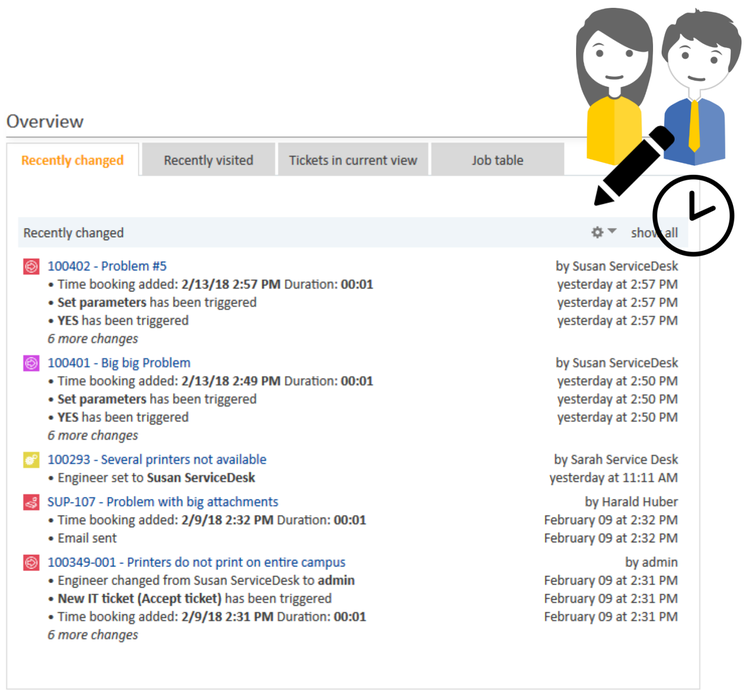
Release Notes 6.11.1.1, section 2.2.1



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

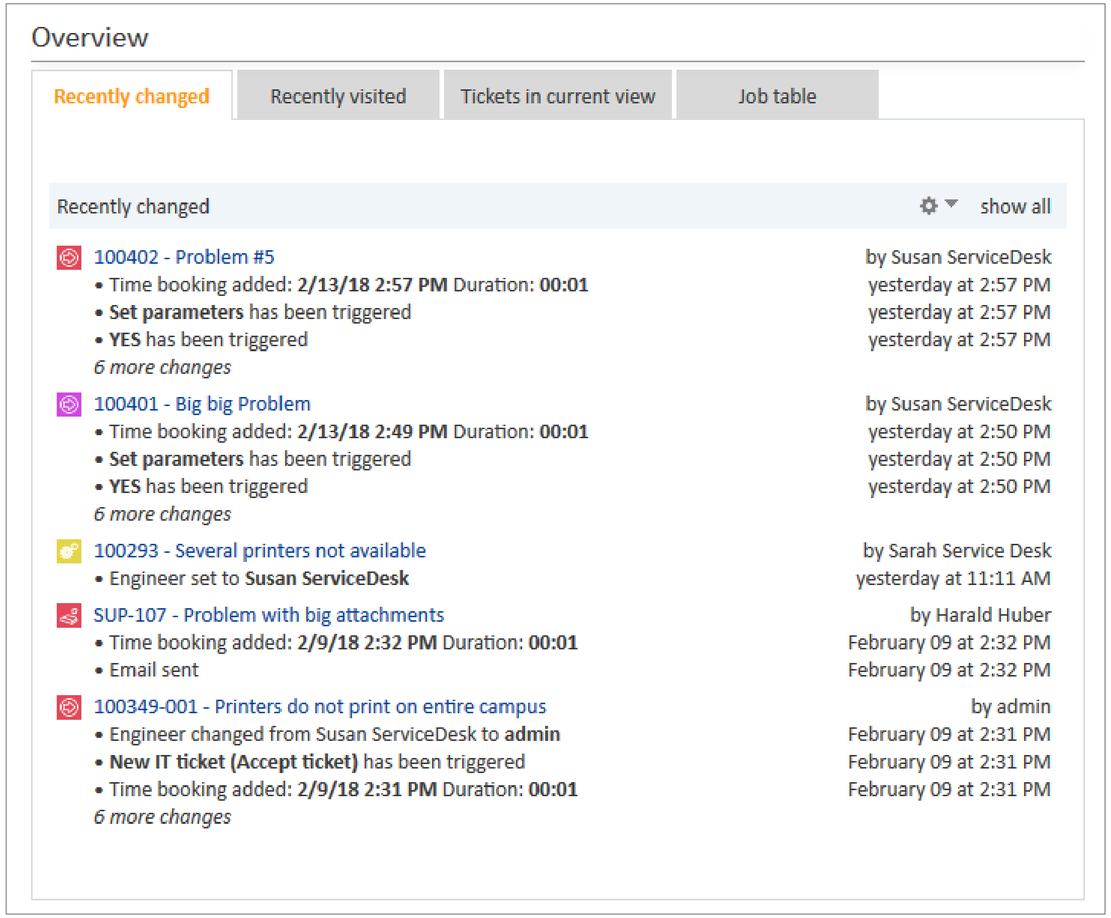
- Recently changed

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



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 precondiciton script
- Very convenient to execute mass operations (in loops).

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

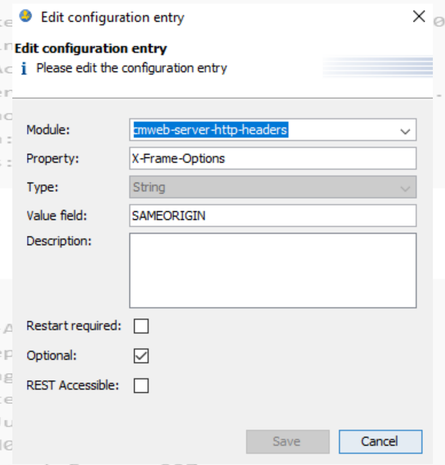
```
for(Ticket t : tickets){
    t.executeActivity("defaultScope/Service_Desk/Ticket_dismissed/Dismiss_ticket_");
}
```

```
200 OK
Access-Control-Allow-Origin: *
Connection: Keep-Alive
Content-Encoding: gzip
Content-Type: text/html; charset=utf-8
Date: Mon, 18 Jul 2016 16:06:00 GMT
Etag: "c561c68d0ba92bbeb8b0f612a9199f722e3a621a"
Keep-Alive: timeout=5, max=997
Last-Modified: Mon, 18 Jul 2016 02:36:04 GMT
Server: Apache
Set-Cookie: mykey=myvalue; expires=Mon, 17-Jul-2017 16:06:00 GMT; Max-Age=31449600; Path=/; secure
Transfer-Encoding: chunked
Vary: Cookie, Accept-Encoding
X-Backend-Server: developer2.webapp.scl3.mozilla.com
X-Cache-Info: not cacheable; meta data too large
X-kuma-revision: 1085259
x-frame-options: DENY
```

New Feature

HTTP Header Configuration


```
200 OK
Access-Control-Allow-Origin: *
Connection: Keep-Alive
Content-Encoding: gzip
Content-Type: text/html; charset=utf-8
Date: Mon, 18 Jul 2016 16:06:00 GMT
Etag: "c561c68d0ba92bbeb8b0f612a9199f722e3a621a"
Keep-Alive: timeout=5, max=997
Last-Modified: Mon, 18 Jul 2016 02:36:04 GMT
Server: Apache
Set-Cookie: myke                                    017 16:06:00 GMT; Max-Age=31449600; Path=/; secure
Transfer-Encodi
Vary: Cookie, Ac
X-Backend-Server                                    .com
X-Cache-Info: nc
X-kuma-revision:
x-frame-options:
```


```
200 OK
Access-Control-A
Connection: Keep
Content-Encoding
Content-Type: te
Date: Mon, 18 Ju
Etag: "c561c68d0
Keep-Alive: timeout=5, max=997
Last-Modified: Mon, 18 Jul 2016 02:36:04 GMT
Server: Apache
Set-Cookie: mykey=myvalue; expires=Mon, 17-Jul-2017 16:06:00 GMT; Max-Age=31449600; Path=/; secure
Transfer-Encoding: chunked
Vary: Cookie, Accept-Encoding
X-Backend-Server: developer2.webapp.scl3.mozilla.com
X-Cache-Info: not cacheable; meta data too large
X-kuma-revision: 1085259
x-frame-options: DENY
```

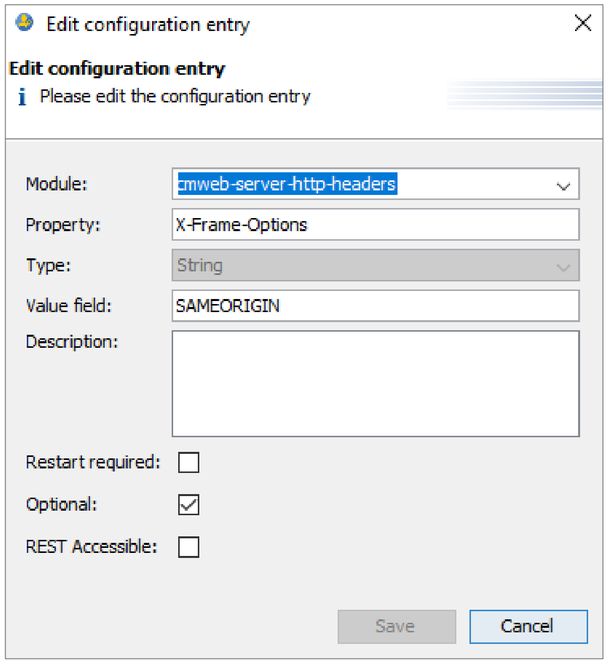
HTTP Header Configuration

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



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

Have fun using the new ConSol CM version!

ConSol
Consulting & Solutions Software GmbH

St.-Cajetan-Straße 43
D-81669 München
Tel.: +49-89-45841-100
info@consol.de
https://cm.consol.de

Follow us on Twitter: @consol_de

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

CM/ is a registered trademark of ConSol Consulting & Solutions Software GmbH.