



What is new in ConSol CM?

New features and improvements in versions 6.11.1.2 – 6.11.1.7

July 2018, Product Management ConSol CM



Dear ConSol customers, dear ConSol CM customers,

We would here like to introduce the new features of ConSol CM versions 6.11.1.2 – 6.11.1.7.

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, especially:

- GDPR-compliant contact anonymization and deletion

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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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 versions 6.11.1.2 to 6.11.1.7**. 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 versions 6.11.1.2 to 6.11.1.7 which are available on our TecDoc server:

Look [here](#).



New Features

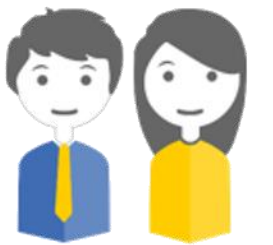
- GDPR-compliant contact deletion
- GDPR-compliant contact anonymization

Background:

Any person can request his/her data to be removed from the ConSol CM system according to the General Data Protection Regulation.

GDPR-compliant contact deletion

Release Notes 6.11.1.6, section 7.2.1



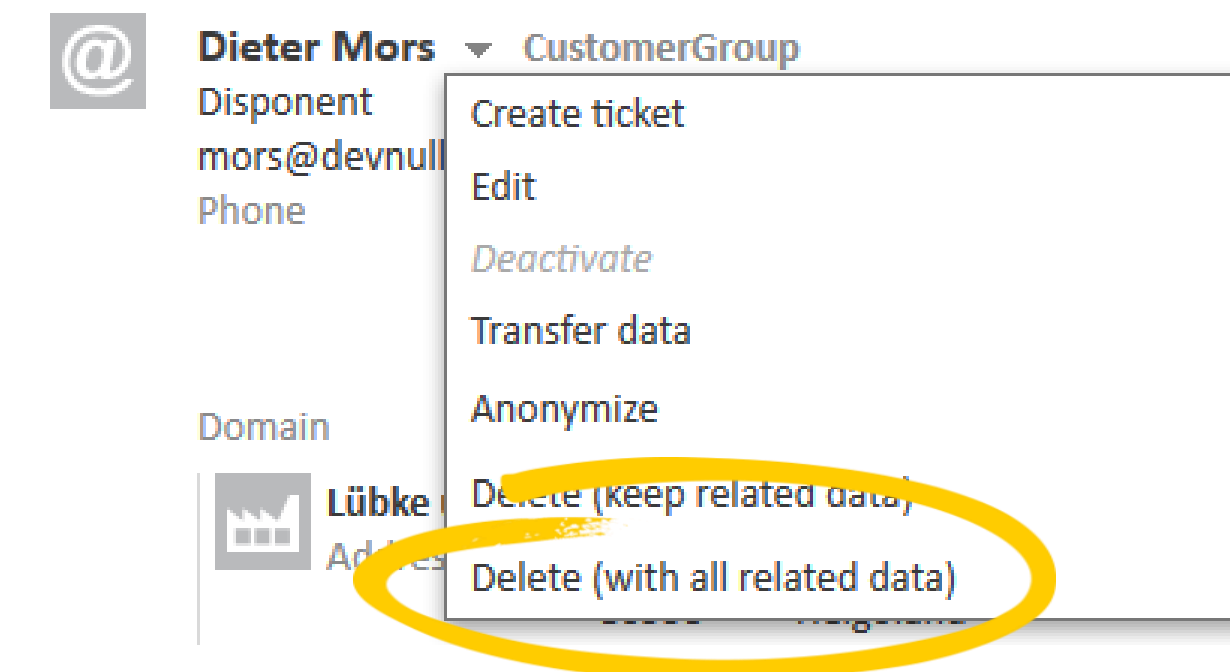
Completely delete a contact with all related data

New option *Delete (with all related data)*:

- Removes a contact from the ConSol CM system.
- Removes the contact's tickets from the ConSol CM system.
- Removes all relations of the contact to other objects and anonymizes the contact in the history of these objects.

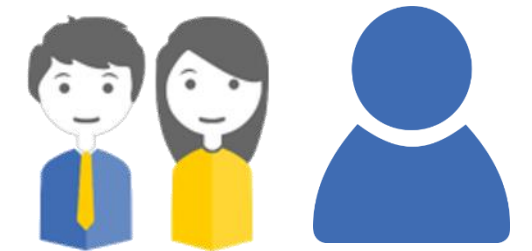
Delete permissions for the respective customer group are required.

Only use this option if the contact is not needed for reports anymore!



GDPR-compliant contact anonymization

Release Notes 6.11.1.7, section 8.2.1



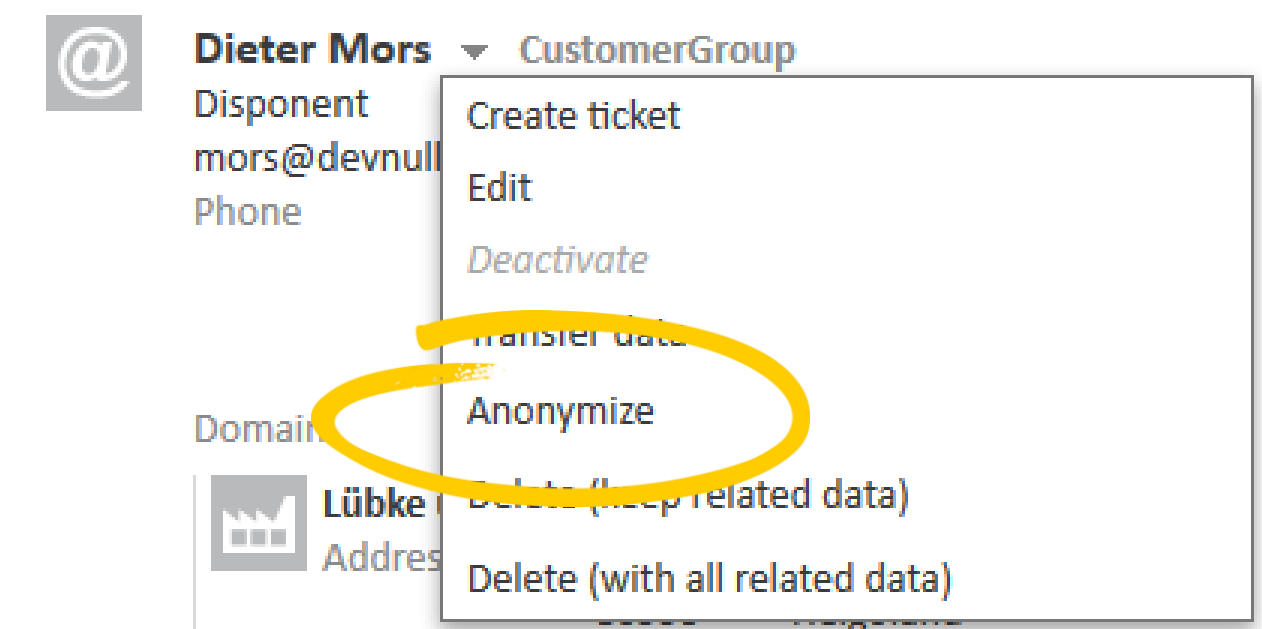
Anonymize a contact

New option *Anonymize*:

- Removes personal data of a contact from the ConSol CM system.
- Removes the contact's history, comments and attachments.
- Removes personal data of the contact's tickets from the ConSol CM system.
- Removes the history of the contact's tickets.
- Removes all relations of the contact to other objects and anonymizes the contact in the history of these objects.

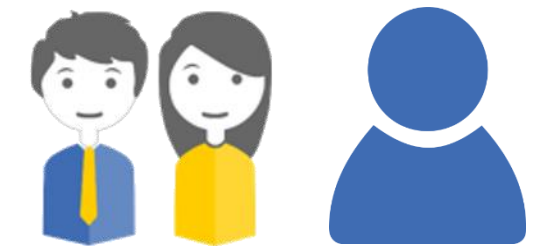
Delete permissions for the respective customer group are required.

The contact and his tickets can still be used in reports.



GDPR-compliant contact anonymization

Release Notes 6.11.1.7, section 8.2.1



Define the fields containing personal data

- The new annotation *personal-data* has been introduced.
- It can be assigned to contact and ticket fields.
- Assign the annotation if the field contains personal data and should be deleted during contact anonymization.

Customer fields

Filter:

Name	Type
division	short string
domain	enum
domain_label	short string
email	short string
firstname	short string
fixed_size_list	list
fixed_size_string_member	string
function_field	short string

Assigned annotations

Name	Value	Annotation group
field indexed	transitive	indexing
order-in-result	1	layout
personal-data	true	anonymize
phonetic	true	indexing
position	0;1	layout

GDPR-compliant contact anonymization and deletion



API improvements for contact deletion and anonymization (I)

Variable *deleteType* available in contact delete scripts

- Possible values:
 - *delete* (regular deletion which keeps related data)
 - *delete_all* (GDPR deletion which removes related data)
 - *anonymize* (anonymization)
- The contact delete script is executed as the first step of contact deletion and anonymization. Therefore, the variable can be used to implement any required specific behavior and workarounds.

```
if (deleteType == "anonymize") {  
    log.info "Contact is going to be anonymized"  
} else if (deleteType == "delete") {  
    log.info "Contact is going to be deleted (normal)"  
} else if (deleteType == "delete_all") {  
    log.info "Contact is going to be deleted with all data"  
}
```

GDPR-compliant contact anonymization and deletion



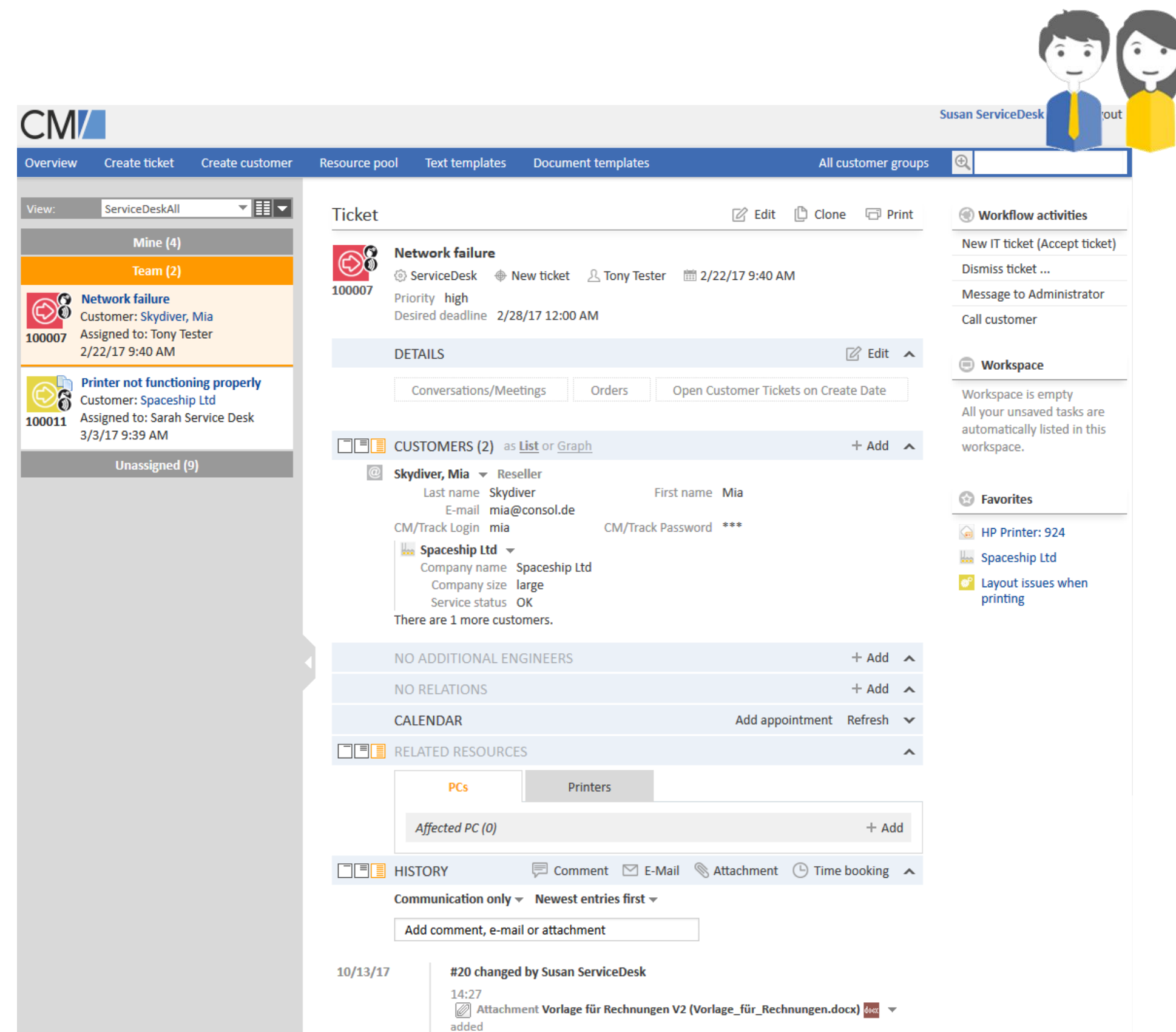
API improvements for contact deletion and anonymization (II)

New methods to check if a contact or ticket has been anonymized

- The new methods *isAnonymized()* and *getAnonymizationDate()* are available in the classes *Unit* and *Ticket*.
- They can be used **after** anonymization to check if a certain contact or ticket has been anonymized.
- During anonymization *isAnonymized()* returns “false”. This means that the method **cannot** be used to adapt the behavior of contact update actions and business event triggers which are executed in the scope of the anonymization (e.g. event trigger reacting on the deletion of a field containing personal data or the automatic contact update action script for the respective customer group).

```
if (!contact.isAnonymized()) {  
    // execute some action for the contact  
}
```

Web Client Improvements



The screenshot displays the CM/ ServiceDesk web client interface. The top navigation bar includes links for Overview, Create ticket, Create customer, Resource pool, Text templates, Document templates, and All customer groups. A search bar is located on the right. The left sidebar shows a list of tickets, with the selected ticket 'Network failure' (ID 100007) highlighted. The main content area shows the details of this ticket, including the customer 'Skydiver, Mia', the assigned technician 'Tony Tester', and the priority 'high'. The ticket is categorized as 'Network failure'. The interface also shows a list of related resources, including 'PCs' and 'Printers', and a history of actions taken on the ticket. The right sidebar contains sections for 'Workflow activities' (New IT ticket, Dismiss ticket, Message to Administrator, Call customer), 'Workspace' (Workspace is empty), and 'Favorites' (HP Printer: 924, Spaceship Ltd, Layout issues when printing).

CM/ ServiceDesk

Overview Create ticket Create customer Resource pool Text templates Document templates All customer groups

View: ServiceDeskAll

Mine (4)

Team (2)

Network failure
Customer: Skydiver, Mia
Assigned to: Tony Tester
2/22/17 9:40 AM

Printer not functioning properly
Customer: Spaceship Ltd
Assigned to: Sarah Service Desk
3/3/17 9:39 AM

Unassigned (9)

Ticket

Network failure
100007
Priority: high
Desired deadline: 2/28/17 12:00 AM

ServiceDesk New ticket Tony Tester 2/22/17 9:40 AM

DETAILS

Conversations/Meetings Orders Open Customer Tickets on Create Date

CUSTOMERS (2) as List or Graph

Skydiver, Mia Reseller
Last name: Skydiver First name: Mia
E-mail: mia@consol.de
CM/Track Login: mia CM/Track Password: ***

Spaceship Ltd
Company name: Spaceship Ltd
Company size: large
Service status: OK
There are 1 more customers.

NO ADDITIONAL ENGINEERS + Add ^

NO RELATIONS + Add ^

CALENDAR Add appointment Refresh ^

RELATED RESOURCES

PCs Printers

Affected PC (0) + Add

HISTORY Comment E-Mail Attachment Time booking ^

Communication only Newest entries first ^

Add comment, e-mail or attachment

10/13/17 #20 changed by Susan ServiceDesk
14:27 Attachment Vorlage für Rechnungen V2 (Vorlage_für_Rechnungen.docx) added

Workflow activities

New IT ticket (Accept ticket)
Dismiss ticket ...
Message to Administrator
Call customer

Workspace

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

Favorites

HP Printer: 924
Spaceship Ltd
Layout issues when printing

- Printing ticket emails and comments
- Hiding empty groups in the ticket list

Printing ticket emails and comments

Release Notes 6.11.1.4, section 5.2.1



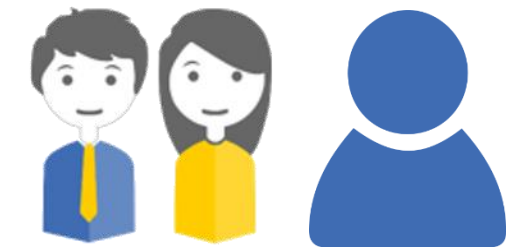
Print emails and comments from the ticket history

- The new option *Print* has been added to the context menu in the ticket history.
- It is available for comments, incoming emails and outgoing emails.
- The ticket number and subject, and date and author of the entry are added to the output.
- The output can be sent to a printer or printed to a PDF file using the PDF utility of the operating system.

#5 created by Susan | Action ▾
default class
Reply
Print
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean massa. Cum sociis natoque penatibus et magnis dis
mus. Donec quam felis, ultricies nec, pellentesque eu, pretiu
quis enim. Donec pede justo, fringilla vel, aliquet nec, vulput
ut, imperdiet a, venenatis vitae, justo. Nullam dictum felis ei
tincidunt. Cras dapibus. Vivamus elementum semper nisi. A
Aenean leo ligula, porttitor eu, consequat vitae, eleifend ac,

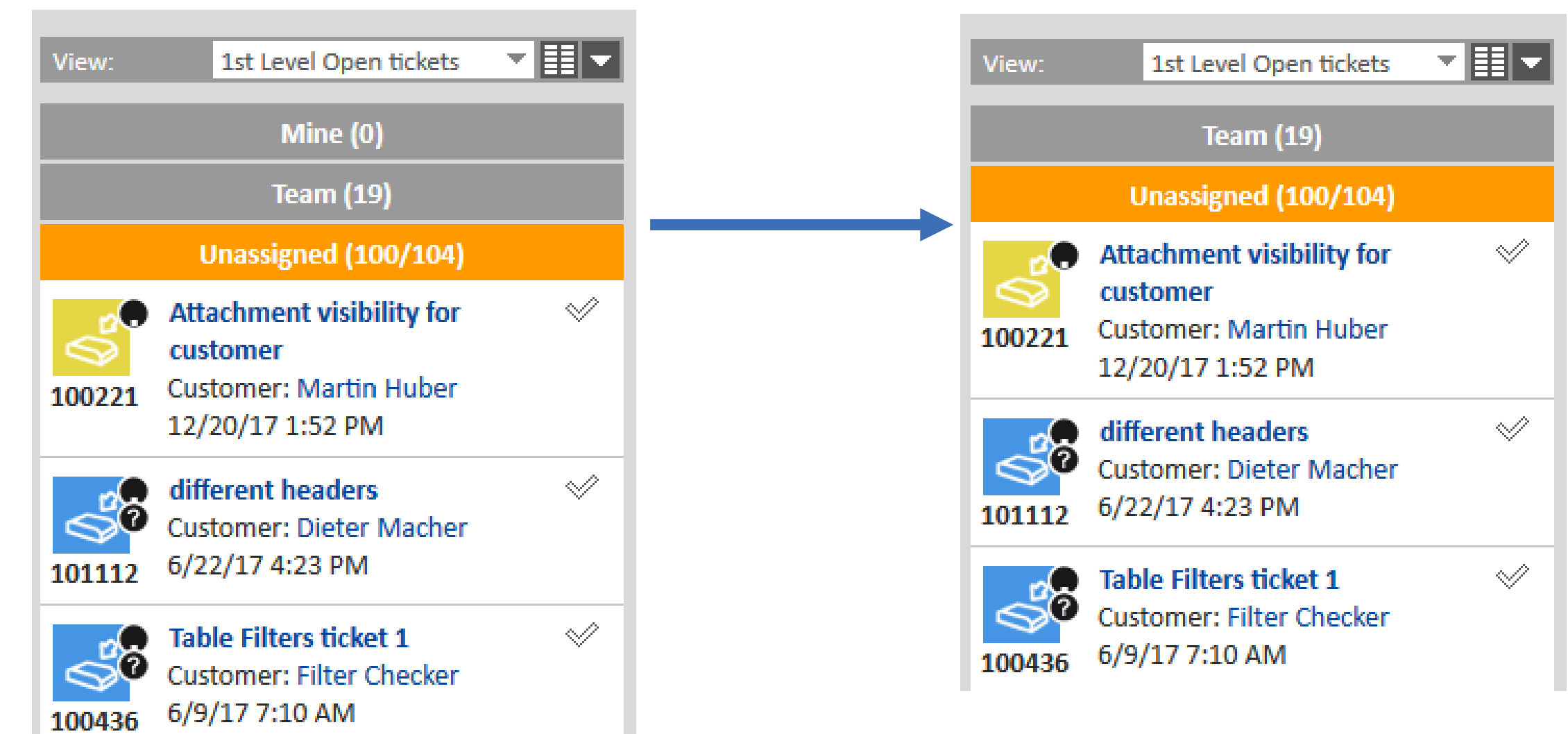
Hiding empty groups from the ticket list

Release Notes 6.11.1.4, section 5.3.6

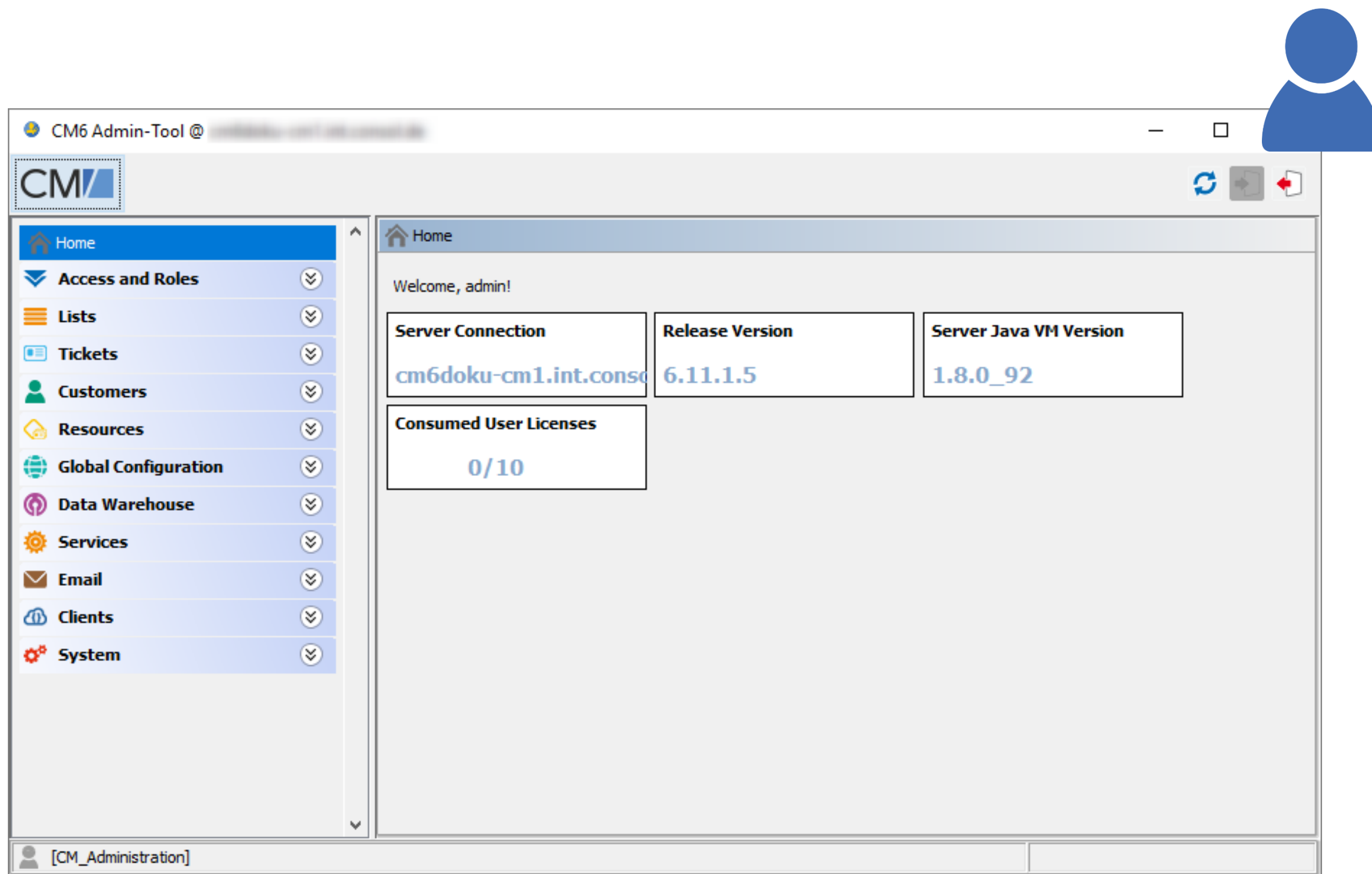


Hide empty groups from the ticket list to improve usability

- The new page customization attribute *hideEmptyGroups* has been added to the scope *accordionTicketList*.
- Set it to “true” to hide empty groups in the ticket list.
- Useful for configurations with lots of groups.



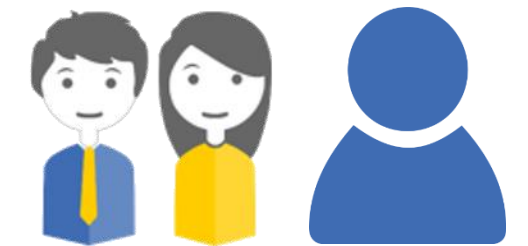
Admin Tool Improvements



- Empty scripted visualization fields
- Support for SMTPS
- Whitelist for links in incoming emails
- Forwarding of manual emails

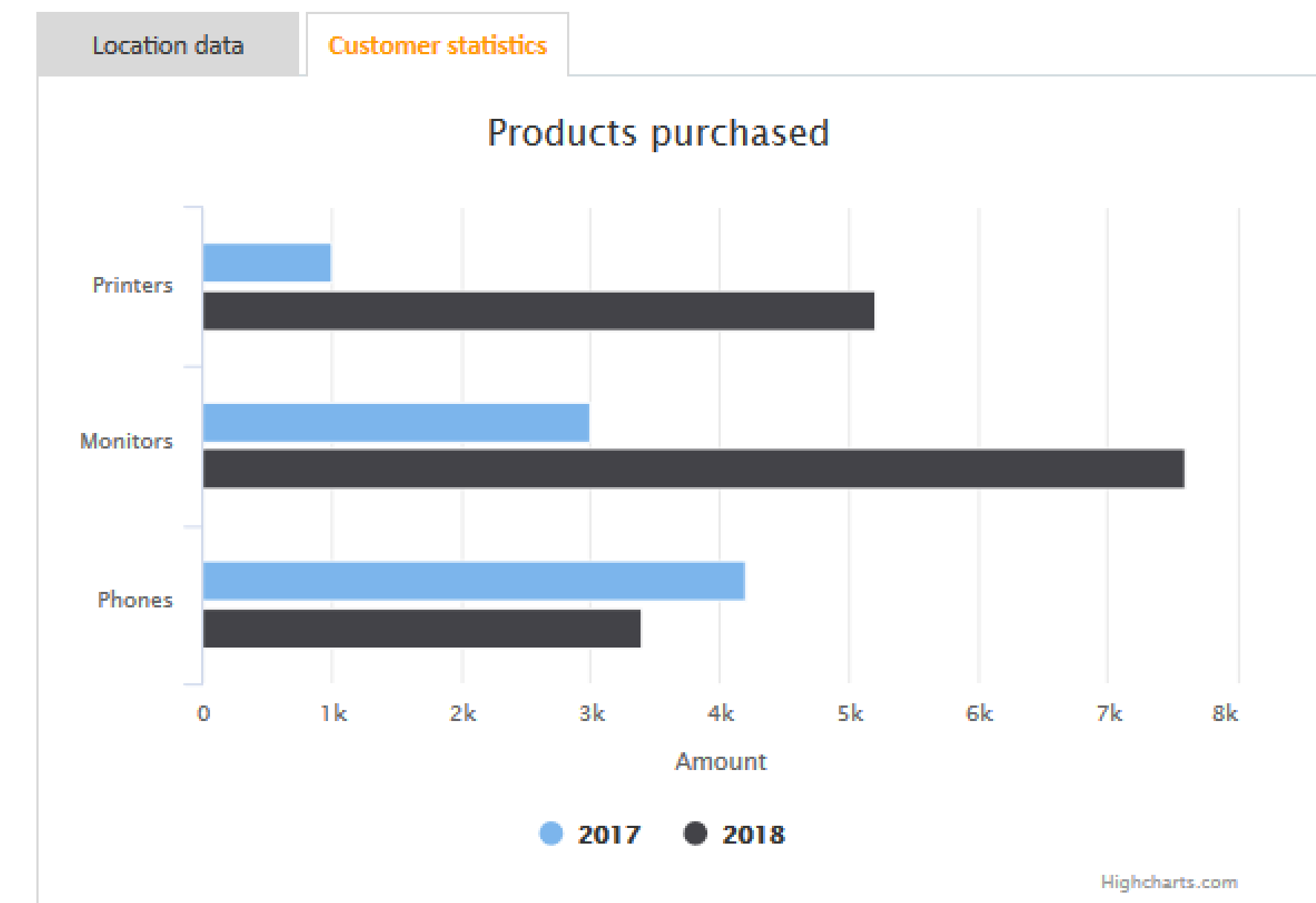
Rendering of empty scripted visualization fields

Release Notes 6.11.1.6, section 7.3.2



Render empty scripted visualization fields

- The new annotation *visualize-when-empty* can be assigned to scripted visualization fields which should be rendered always.
- The visualization script is executed even if the field has no value. There is no need to enter a dummy value for the field to be displayed.
- This enables configurations where the content of the scripted visualization field is retrieved from external resources or calculated based on other fields.
- The setting is applied only to the Web Client, support for CM/Track is planned for a future release.



Support for SMTPS

Release Notes 6.11.1.6, section 7.3.5



Use SMTP via SSL/TLS for outgoing emails

- SMTPS can be used for emails sent using the Web Client, emails sent by scripts and emails sent by the DWH.
- Two new system properties have been added: *cmas-core-server, mail.smtp.tls.enabled* (for the Web Client) and *cmas-dwh-server, notification.tls.enabled* (for the DWH).
- Set the system properties to “true” to enable SMTPS. The default value is “false”.



Whitelist for links in incoming emails

Release Notes 6.11.1.7, section 8.3.3

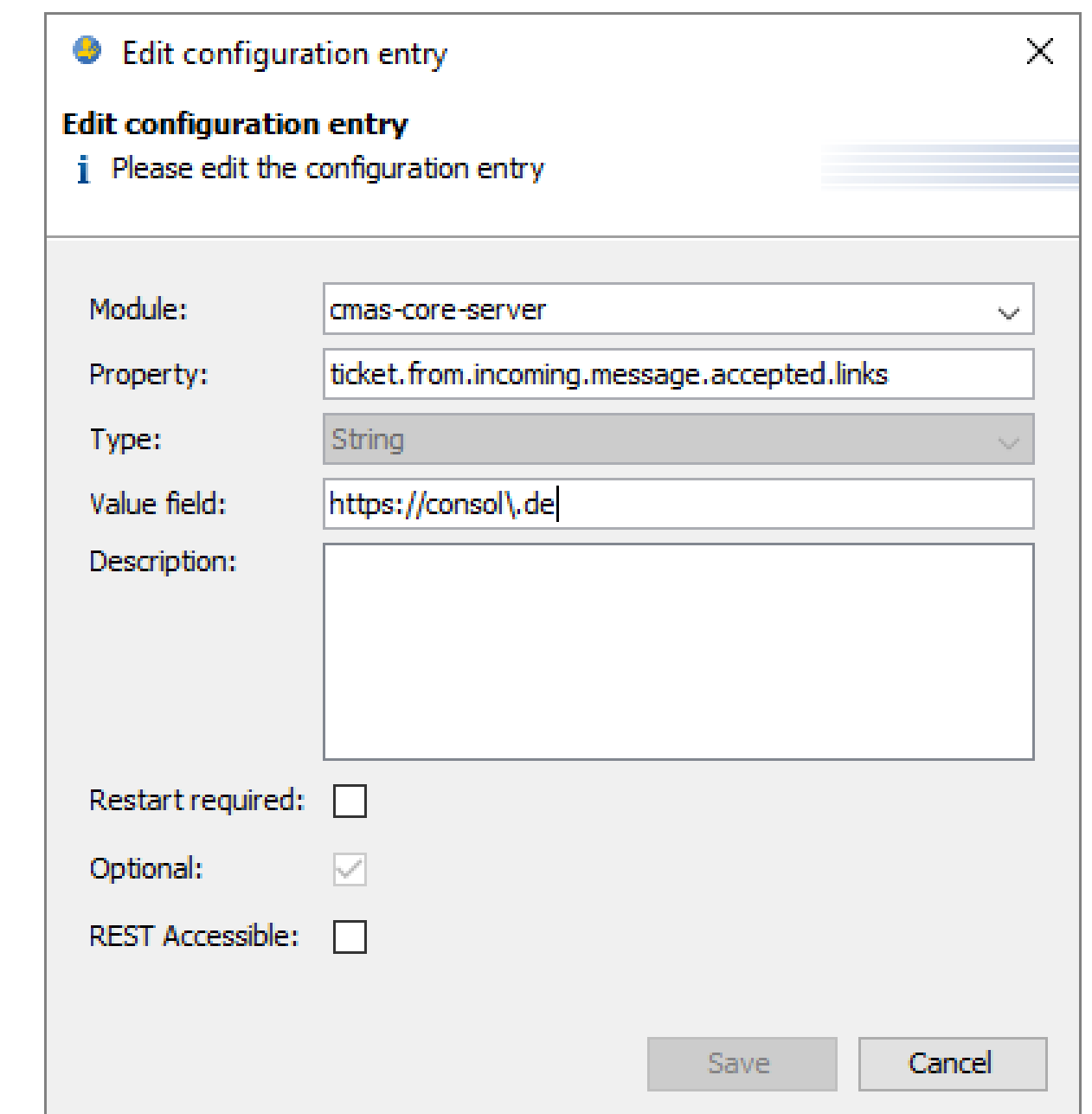


Enable links in incoming emails

- Add domains to the whitelist in the new system property *cmas-core-server*, *ticket.from.incoming.message.accepted.links*. Links to these domains are allowed when they are included in incoming emails and comments added via REST API.
- Enter the allowed domains in the system property. Regular expressions can be used.
- Examples: <http://consol.de>, <https://cm6.consol.de>, https://.*.google
- The expression `.+` allows all domains.
- All URLs which are not explicitly whitelisted are disallowed, i.e. the link is displayed as text but cannot be clicked.

Choose the domains you whitelist carefully!

Whitelisting domains might make ConSol CM vulnerable to cross-scripting and other attacks.

A screenshot of a 'Edit configuration entry' dialog box. The dialog has a title bar with a close button. Below the title bar, it says 'Edit configuration entry' and 'Please edit the configuration entry'. The main area contains several fields: 'Module:' with a dropdown menu showing 'cmas-core-server'; 'Property:' with a text field containing 'ticket.from.incoming.message.accepted.links'; 'Type:' with a dropdown menu showing 'String'; 'Value field:' with a text field containing 'https://consol.de'; and 'Description:' with a large empty text area. At the bottom, there are three checkboxes: 'Restart required:' (unchecked), 'Optional:' (checked), and 'REST Accessible:' (unchecked). At the very bottom right, there are 'Save' and 'Cancel' buttons.

Edit configuration entry

Edit configuration entry

Please edit the configuration entry

Module: cmas-core-server

Property: ticket.from.incoming.message.accepted.links

Type: String

Value field: https://consol.de

Description:

Restart required: ☐

Optional: ☒

REST Accessible: ☐

Save Cancel

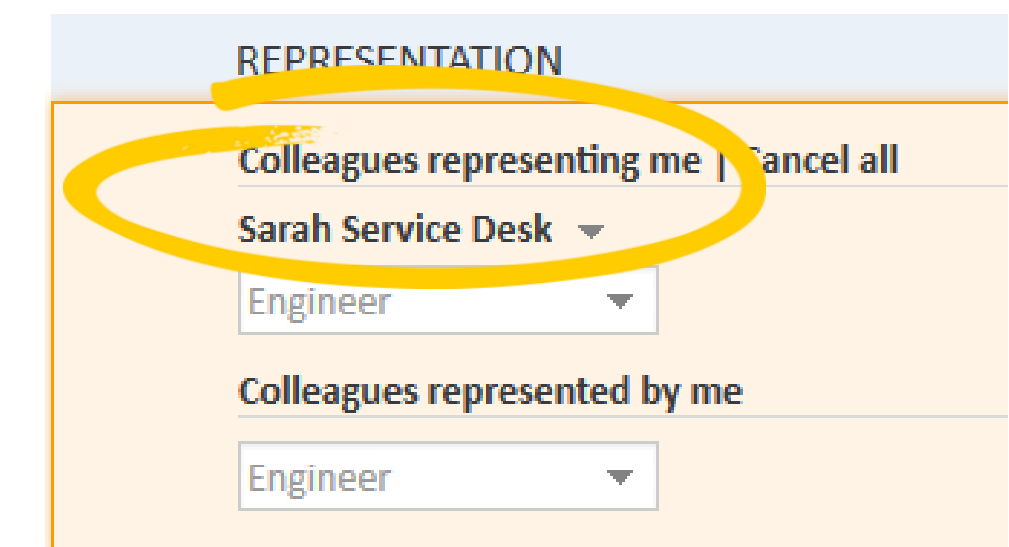
Forwarding of manual emails configurable

Release Notes 6.11.1.7, section 8.3.9



Determine whether manual emails should be forwarded to representing engineers

- Decide whether emails sent from the Web Client should be forwarded if the receiver has configured a representation for his account.
- Use the new system property *cmweb-server-adapter, forward.mails.to.representatives*.
- Set it to “true” if emails should be forwarded, and to “false” if emails should not be forwarded. The default value is “false” (emails are not forwarded).
- This improves data protection for systems where the same persons are both engineers and customers.

A screenshot of a web interface titled "REPRESENTATION". It contains two main sections. The first section, "Colleagues representing me", has a "Cancel all" link and a dropdown menu currently showing "Sarah Service Desk". The second section, "Colleagues represented by me", has a dropdown menu currently showing "Engineer". A yellow oval highlights the "Colleagues representing me" section.

Emails sent from the workflow are not affected by this property! It depends on the used Java method if they are forwarded or not.



Method Summary

Methods

Modifier and Type	Method and Description
void	<code>activateUnit(Unit pUnit)</code> Activated given unit and all of its child units which were deactivated together with parent
void	<code>addAdditionalContact(long pTicketId, long pContactId, String pRoleName)</code> Add an additional contact to the given ticket with the given customer-role.
void	<code>addAdditionalContact(long pContactId, String pRoleName)</code> Add an additional contact to the current ticket of WfiContext with the given customer-role.
AttachmentEntry	<code>addAttachment(AttachmentEntry pAttachment)</code> Add an attachment to a ticket from current context.
AttachmentEntry	<code>addAttachment(Ticket pTicket, AttachmentEntry pAttachment)</code> Add an attachment to a ticket
void	<code>addNewPrimaryContact(long pTicketId, long pNewPrimContactId, String pRoleName)</code> Set the contact of the given newPrimContactId as primary contact of the given ticket.
void	<code>addNewPrimaryContact(long pNewPrimContactId, String pRoleName)</code> Set the contact of the given newPrimContactId as primary contact of the current ticket of the WfiContext.
void	<code>addRelation(TicketRelationType pType, String pComment, long pSourceTicketId, long pTargetTicketId)</code> Add relation of type between ticket sourceTicketId and targetTicketId
void	<code>addTicketTemplateText(String pTemplateName)</code> Add the text entry to the ticket composed from the called template.
void	<code>addTicketTemplateText(String pTemplateName, Locale pLocale)</code> Add the text entry to the ticket composed from the called template.
void	<code>addTicketText(String pText, String pComment, boolean pCustomerReadable)</code> Add additional text to the ticket text.
void	<code>addTicketText(Ticket pTicket, String pText, String pComment, boolean pCustomerReadable)</code> Add additional text to the ticket text of a ticket.
void	<code>addTicketTextHtml(String pHtml, String pComment, boolean pCustomerReadable)</code> Add additional html string to the ticket text.
void	<code>addTicketTextHtml(Ticket pTicket, String pHtml, String pComment, boolean pCustomerReadable)</code> Add additional html string to the ticket text.
UnitAttachmentEntry	<code>addUnitAttachment(UnitAttachmentEntry pAttachment)</code> Creates new unit attachment.
UnitCommentEntry	<code>addUnitComment(Unit pUnit, String pComment)</code> Creates new unit comment

- Scripted autocomplete fields
- Downgrading Webhook sessions
- Method to open action forms
- Close date of tickets

Scripted autocomplete fields improved

Release Notes 6.11.1.4, section 5.3.3

New API methods for scripted autocomplete fields

- Now, there are separate API methods to set dynamic and static display values.
- There are separate API methods to add ticket, customer, resource, engineer and string objects.

Methods	
Modifier and Type	Method and Description
<code>ScriptAutocompleteResult<T></code>	<code>add(Collection<?> pElements)</code> Add many <code>AutocompleteResultItems</code> (without static display values).
<code>ScriptAutocompleteResult<T></code>	<code>add(Engineer pEngineer)</code> Add an <code>AutocompleteResultItem</code> with a dynamically rendered display value.
<code>ScriptAutocompleteResult<T></code>	<code>add(Engineer pEngineer, String pDisplayValue)</code> Add an <code>AutocompleteResultItem</code> .
<code>ScriptAutocompleteResult<T></code>	<code>add(Map<?, String> pElements)</code> Add many <code>AutocompleteResultItems</code> (with static display values).
<code>ScriptAutocompleteResult<T></code>	<code>add(Object... pElements)</code> Add many <code>AutocompleteResultItems</code> (without static display values).
<code>ScriptAutocompleteResult<?></code>	<code>add(Resource pResource)</code> Add an <code>AutocompleteResultItem</code> with a dynamically rendered display value.
<code>ScriptAutocompleteResult<T></code>	<code>add(Resource pResource, String pDisplayValue)</code> Add an <code>AutocompleteResultItem</code> .
<code>ScriptAutocompleteResult<?></code>	<code>add(String pInternalValue)</code> Add an <code>AutocompleteResultItem</code> .
<code>ScriptAutocompleteResult<T></code>	<code>add(String pInternalValue, String pDisplayValue)</code> Add an <code>AutocompleteResultItem</code> .
<code>ScriptAutocompleteResult<?></code>	<code>add(Ticket pTicket)</code> Add an <code>AutocompleteResultItem</code> with a dynamically rendered display value.
<code>ScriptAutocompleteResult<T></code>	<code>add(Ticket pTicket, String pDisplayValue)</code> Add an <code>AutocompleteResultItem</code> .
<code>ScriptAutocompleteResult<?></code>	<code>add(Unit pUnit)</code> Add an <code>AutocompleteResultItem</code> with a dynamically rendered display value.
<code>ScriptAutocompleteResult<T></code>	<code>add(Unit pUnit, String pDisplayValue)</code> Add an <code>AutocompleteResultItem</code> .
<code>List<AutocompleteResultItem<T>></code>	<code>getItems()</code> Get aggregated <code>AutocompleteResultItems</code> .
<code>String</code>	<code>getMessage()</code> Get message to display.
<code>static ScriptAutocompleteResult<String></code>	<code>noResults(String pMessage)</code> Create a <code>ScriptAutocompleteResult</code> .



Downgrading Webhook sessions

Release Notes 6.11.1.4, section 5.3.4



Execute a Webhook script with the permissions of an engineer

- The new method *executeWithUserPermissions* has been added to the class *SecurityTemplate*.
- It allows easier handling as the script only retrieves objects for which the engineer has permissions.
- This improves security by avoiding the use of the admin user with permissions for all objects.

```
import com.consol.cmas.common.security.template.SecurityCallbackWithoutResult;
import com.consol.cmas.common.security.template.SecurityTemplate;
import groovy.json.JsonSlurper

def jsonSlurper = new JsonSlurper()
def message = jsonSlurper.parseText(payload);
SecurityTemplate.executeWithUserPermissions(message.login, message.password, new
SecurityCallbackWithoutResult() {
    @Override
    public void doInSecurityContextWithoutResult() {
        unitService.getById(12345)
    }
});
```

Opening action forms

Release Notes 6.11.1.5, section 6.2.3





Open an action form for a customer or resource

- The new method *openActionForm()* is available for the Action Framework.
- It can be used to open the action form of a customer or resource.

Company Print

Enter data of service contract
Enter the data for the customer's service contract

Contract start  * Service level  *

```
client.goToUnit(unit).openActionForm('EnterServiceDate');
```

```
client.goToResource(resource).openActionForm('EditResource');
```

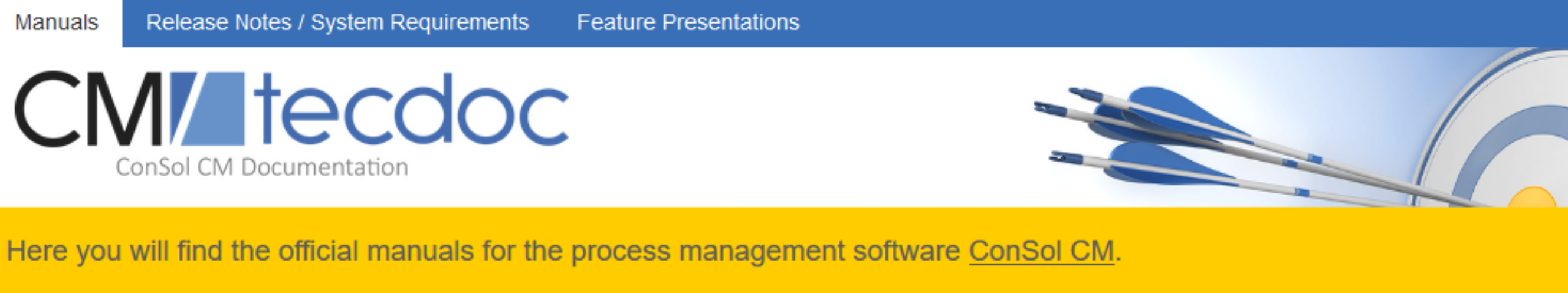
Close date of tickets

Release Notes 6.11.1.7, section 8.3.2



Retrieve the close date of a ticket

- The new methods *getCloseDate()* and *isClosed()* have been added to the *Ticket* object.
- They can be used to retrieve the date when a ticket was closed and to check if a ticket is closed without having to use workarounds.
- The close date is the technical close date of the ticket, i.e. the end node.
- Usage examples:
 - Task which periodically deletes (with all related data) all customers whose tickets have been closed for a certain period of time.
 - Reporting of ticket duration and number of closed tickets.
 - Future: Task which archives tickets which have been closed for a certain period of time (6.11.2.1).



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!