What is new in ConSol CM?

New features and improvements in version 6.14.0

May 2022 | Product management ConSol CM

Dear ConSol customers, dear ConSol CM customers,

We would here like to introduce the new features of ConSol CM version 6.14.0. This new main version brings a large number of innovations, especially:

- Improved user experience in the Web Client, amongst others through a closer interaction at cases by mentioning users
- More security due to integrated protection from brute force attacks
- Extensions of the Web Admin suite including workflows, data fields and data models
- Reusable contact and resource groups

We hope you enjoy reading this presentation and discovering this 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

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For end users

- Mention other users
- Tabs in the details section
- Improved navigation from cases
- Improved user interface
- Dynamic form descriptions

Mention users in the comments

Mention colleagues in the comments to interact with them

Seamless communication with colleagues while working together at a case:

- Integrate your colleagues in the case processing by mentioning them: Instead of writing emails or messages, you can just write a comment in the case and tag your colleagues.

- Mentioned users receive a notification with a preview of the comment and a link to open the case.

- Just type @ and start entering the name of a colleague to see recommendations.
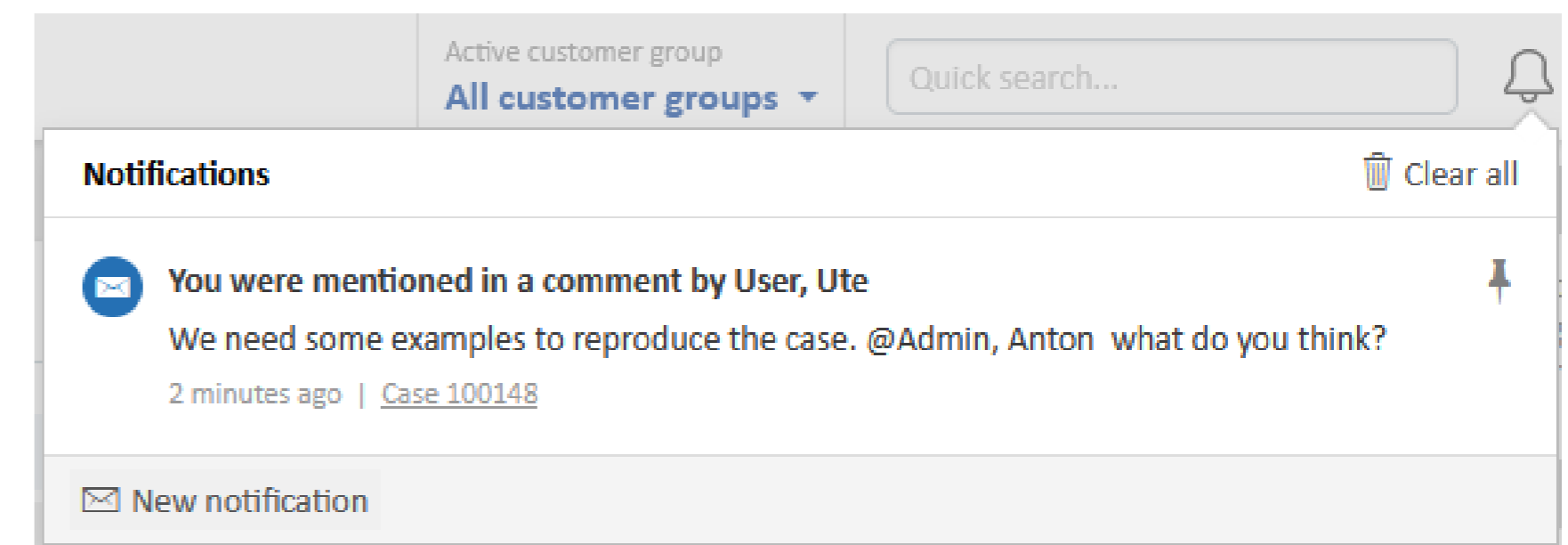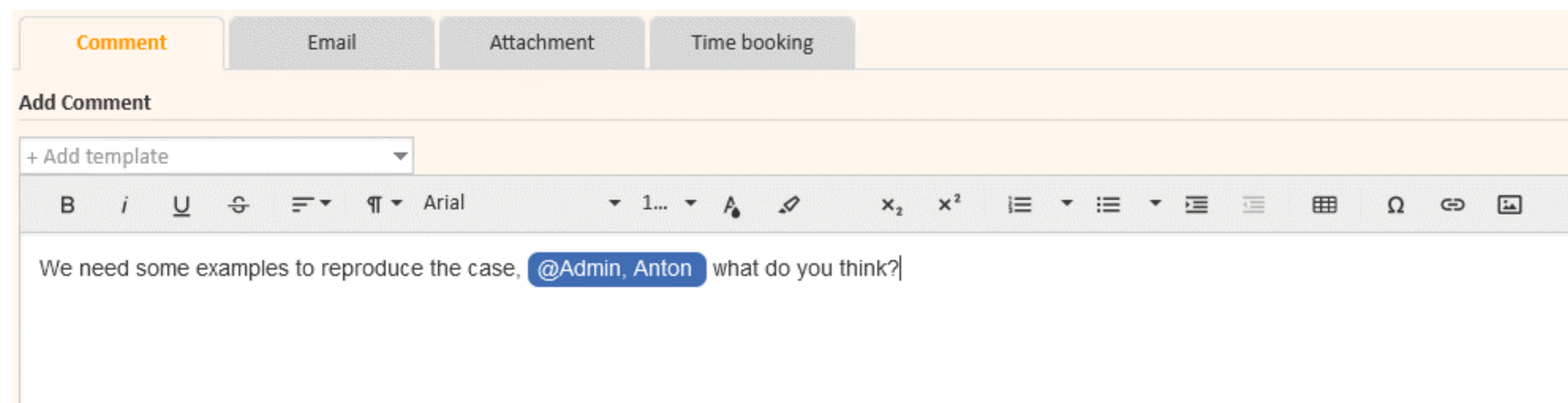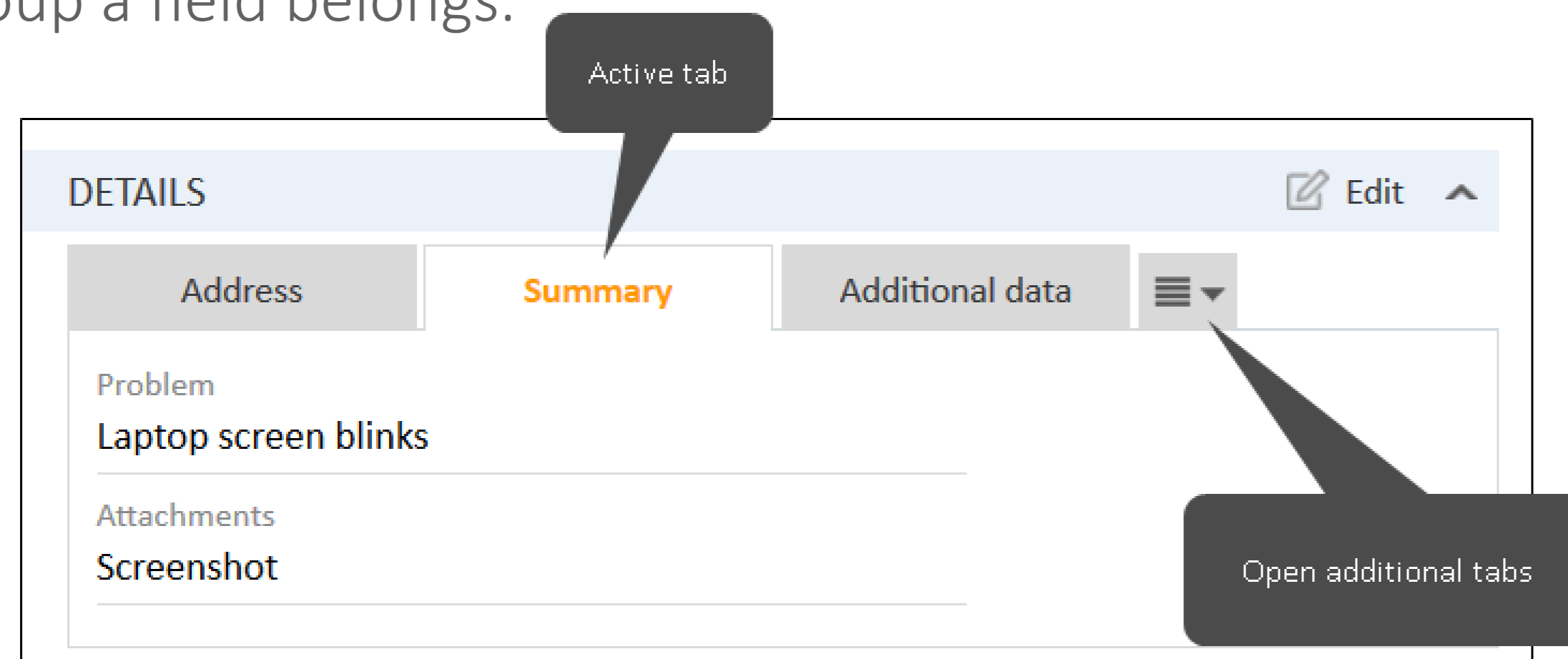

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Tabs in the details section

Clear details section with tabs

- Tabs are now used by default to present field groups in the details section of cases.
- This improves the clarity and ensures a more efficient usage of the available space. You can directly see to which field group a field belongs.

If needed, you can choose the old display with checkboxes for each field group. Even then you benefit from visual improvements: Each group has a headline with the group name, which provides a clearer separation between the groups. Furthermore, the users can easily differentiate expanded and collapsed groups in the headline.

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Improved navigation from cases

Open contacts and cases comfortably by links

- Names of contacts and subjects of linked cases are now clickable links on the case page.
- The user can open them comfortably, directly or in a new browser tab.

The action for switching the main contact is now called "Change main contact" and is located in the headline of the contacts section.

CONTACTS (1)   🔄 Change main contact   + Add   ⌃

@   ⌄ | **Katharina Sager-Well** CustomerGroup | **Action** ⌄

sekr____nat.hubinger@devnull.consol.de

Phone	Private	0821-232394-10
	Office	
	Fax	0821-232394-20
	Mobile	
Domain		

NO ADDITIONAL ENGINEERS   + Add   ⌃

RELATIONS (1)   + Add   ⌃

References

🔒   ⌄ | SUP-39 | **Ticket attribute relation not deleted when ticket changes queue** | **Action** ⌄

⊙ HelpDesk 1st Level   ◈ Closed   👤 Hube__ __arald   📅 2/6/08, 4:19 PM

Improved user interface

Modernized and responsive navigation bar

- The completely reworked navigation bar of the Web Client now has a totally new and fresh design.
- The clearly designed navigation bar automatically adjusts to the window width. Hidden links can be seen in the dropdown menu "More". Therefore, the navigation bar is optimized for mobile devices as well.
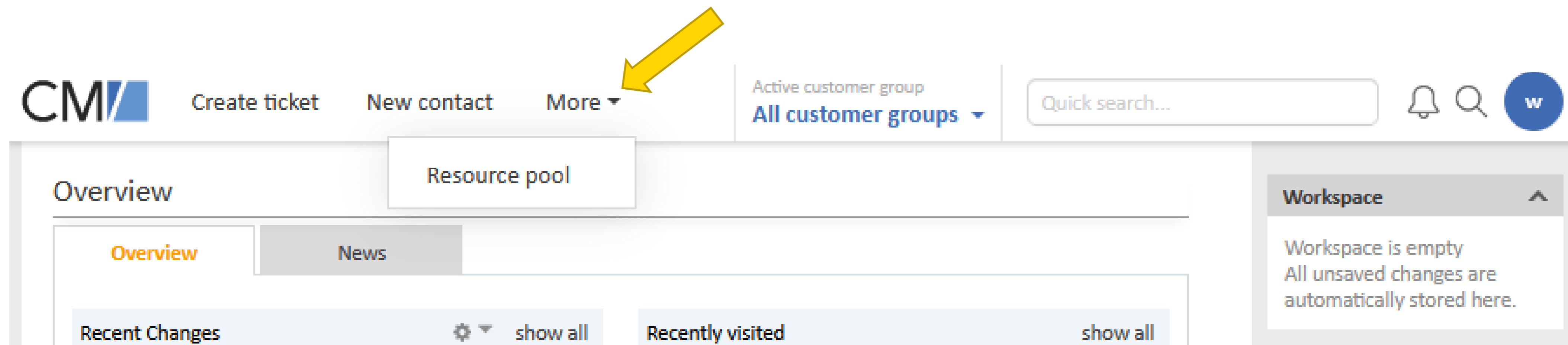
Improved user interface

New design and more flexibility for the right panel

- The right panel, which includes the workflow activities, favorites and the workspace, has been renewed and is now features more possibilities for adjustment.

- It can now be collapsed in the same way as the case list on the left. The individual boxes can be expanded and collapsed as well.

- A clearly visible, orange drop zone appears while dragging icons into the workspace and the favorites.
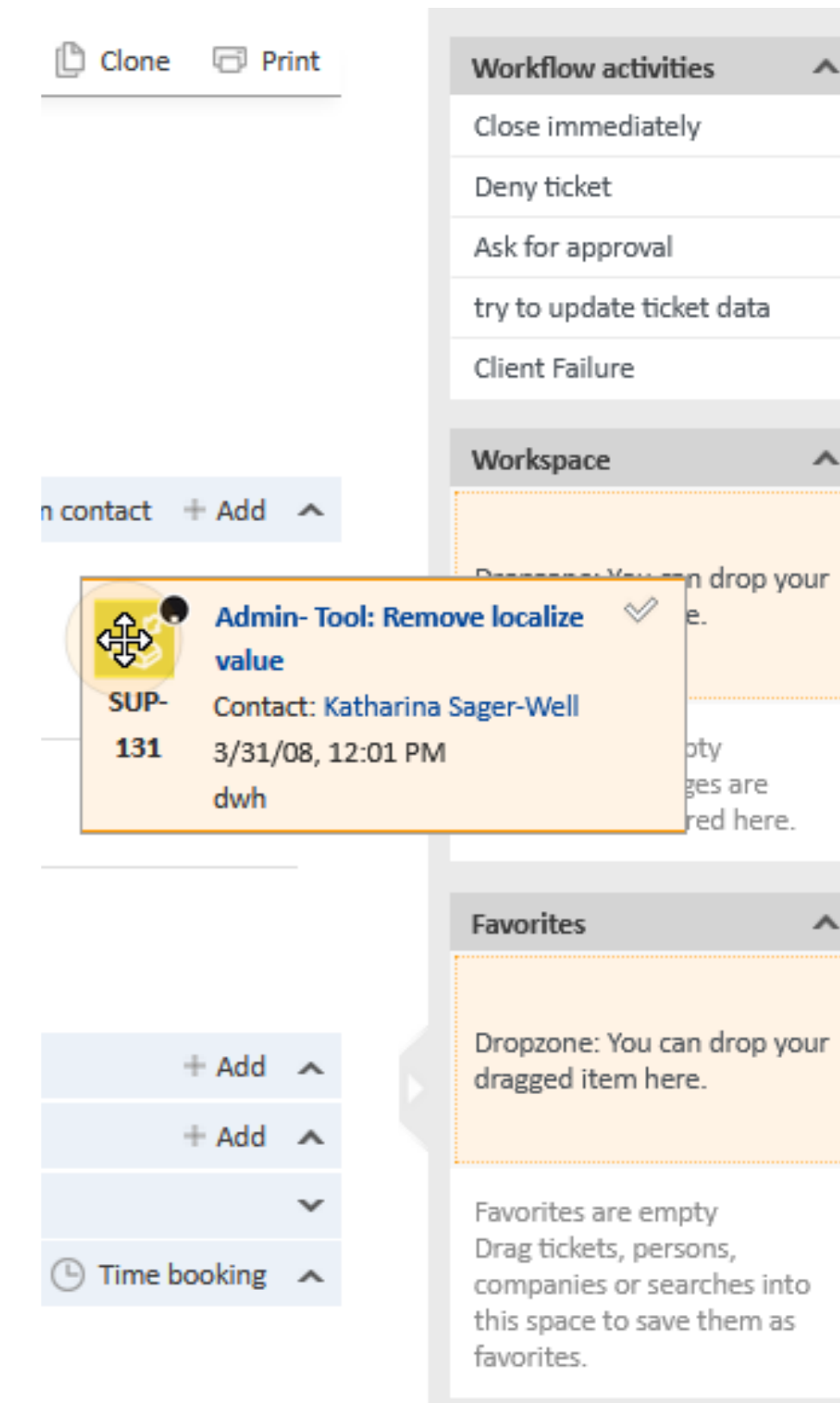
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Dynamic form descriptions

Enrich forms with dynamic descriptions

Give your users practical hints for filling out forms:

- The description used for activity and action forms, which is displayed below the title, can now be modified dynamically in the prefill script.

- This enables context-dependent description, which are adapted to the queue or the data fields set in the case.

- You can use templates, as well as formatted text and images.

- Supported for the Web Client and CM/Track.

Use the new method setCustomDescription(String pCustomDescription).

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For administrators

- Link variables for text templates
- Scheduling of tasks
- Workflows in WAS
- Reusable field groups and data models in WAS

Link variables for text templates

Use links to the current case in text templates

- Use the new option "Links" in the library of markers to add a link to the current case in the Web Client or CM/Track with one click.

- The appropriate server URL for the system on which the template is used is filled in automatically.

- This way, you can transfer templates from the development system to the production system without further editing – the links will be adapted automatically!

Library of markers
Customer Group
Processes
Custom fields
Case
Assignee
Includes
Text blocks
Workflow includes
Scripts
Links

Link to this case in the Web Client (URL displayed)
Link to this case in the Web Client ("Case - Name" displayed)
Link to this case in CM/Track (URL displayed)
Link to this case in CM/Track ("Case - Name" displayed)
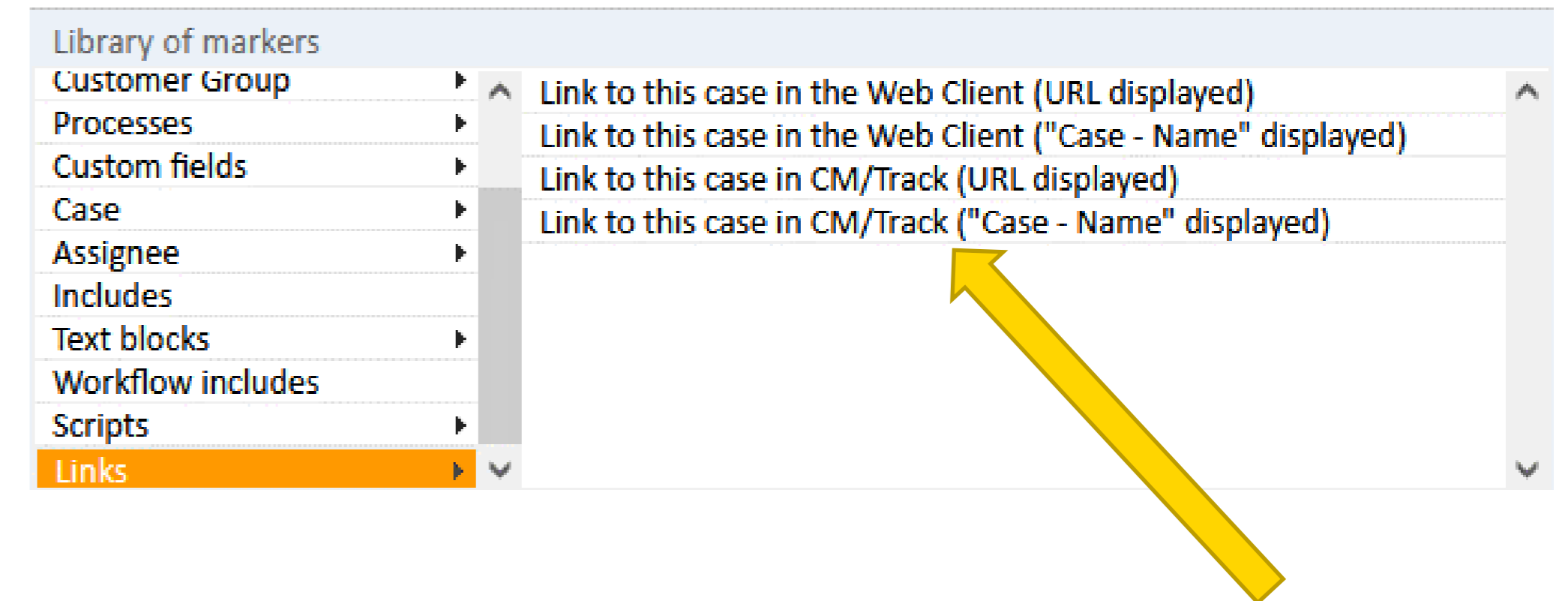
The system properties "url.track" and "url.webclient" of the module "cmas-core-server" must be set to make sure the links work.

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Scheduling of tasks

Schedule tasks comfortably in the Web Admin Suite

- You can now schedule periodic tasks directly on the GUI – no more scripting is required.
- When creating a new task in the Web Admin Suite, the several options for execution are available:
  - Single execution at a defined point in time
  - Daily execution at a defined time
  - Weekly execution at defined days and times
  - Monthly execution at defined days and times
- For every option, a task will be generated in the list. This way, you will always have an overview about the scheduled tasks.

Start new task

aSimpleTask   × | ⌄

Task name *
aSimpleTask - Mondays

SCHEDULING OPTIONS   ⌃

ⓘ   If more than one execution time, day of week or day of month is selected, a separate task will be created for each scheduling option.

Scheduled execution   Interval   Days of week | ⌄
○ Now   ○ Daily
                                                 Ⓦ Monday ⊗
○ Once   ◉ Weekly
                                                 Execution time *
◉ Periodic   ○ Monthly   06:00 PM   📅   +

                                                 Ⓦ 06:00 PM ⊗

START TASK   CANCEL

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Workflows in WAS

Create and manage workflows directly in the Web Admin Suite

- The functions of the Process Designer are now integrated in the Web Admin Suite. You do not have to switch between the two applications for implementing your business processes anymore.

- Enjoy the improved integration:

  - Workflow scripts are now shown on the "Scripts" page and can be searched there.

  - Activity forms can be created and modified directly in the workflow.

  - You can display scopes without views.

- Take advantage of the modern user interface with many convenience functions like the toolbar and highlighting of validation errors.

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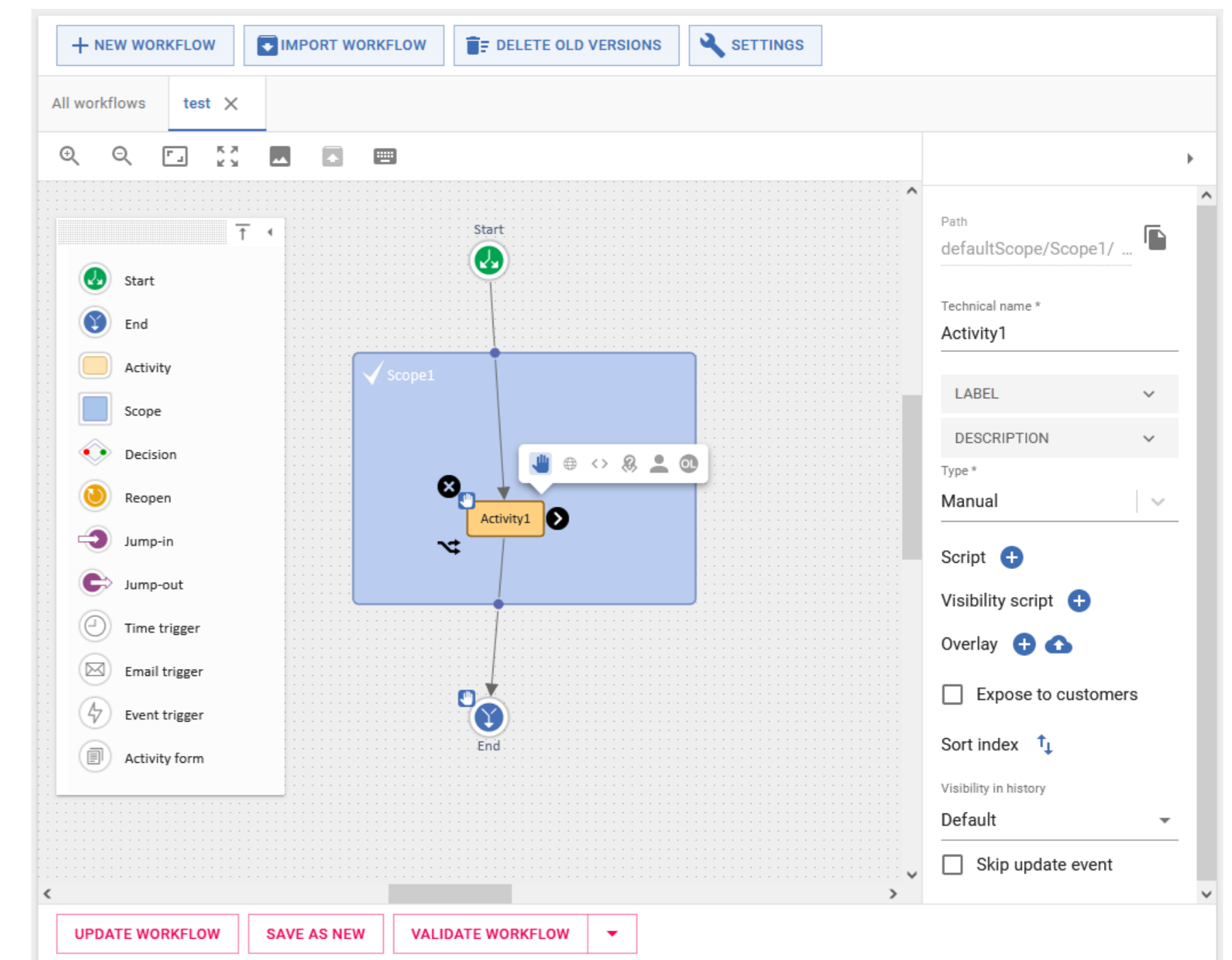
Reusable field groups

More flexibility for configuring contact and resource models

Use contact and resource field groups in several data models

- Create field groups with basic information like the address or name and use them in several contact models or resource types. You don't need to adapt scripts and reports for every data model anymore.

Take advantage of usability improvements in the Web Admin Suite

- Data fields and data models can now be managed completely in the Web Admin Suite. A variety of usability improvements comes with the new pages, for example:
  - A GUI for placing the fields within their groups
  - Search for localized field names and annotations
  - Links between the pages for easier navigation

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JSON   Raw Data   Headers

Save Copy

```
▼ healthCheckResults:
  ▼ cmas-core-server-workflow:
      status:                              "SUCCESS"
      name:                                "workflow subsystem"
    ▼ attributes:
        number of threads:                 1
        active jobs:                        0
        transaction timeout:               60
        number of jobs under retry:        0
        number of jobs delayed:            0
        locking limit:                     60
        currently active and locked jobs:  0
      ▼ executors activity timestamps:
          job-executor-1:                  1550238062634
  ▶ cmas-core-dao-hibernate-default:       {…}
  ▼ cmas-core-server-hardware:
      status:                              "WARNING"
    ▼ statusDescriptions:
        0:                                 "available memory at risk"
        1:                                 "available fs space at risk"
      name:                                "system hardware"
    ▼ attributes:
      ▼ memory:
          available memory:                "8,4 GiB"
          total memory:                    "15,7 GiB"
      ▼ file systems:
        ▼ 0:
            name:                          "home (W:)"
            type:                          "NTFS"
            total space:                   "1007,8 GiB"
            usable space:                  "538,8 GiB"
        ▼ 1:
            name:                          "Lokale Festplatte (C:)"
            type:                          "NTFS"
            total space:                   "188,9 GiB"
            usable space:                  "46,5 GiB"
        ▼ 2:
            name:                          "Lokale Festplatte (D:)"
            type:                          "NTFS"
            total space:                   "275,8 GiB"
            usable space:                  "67,1 GiB"
      ▼ processor:
          model:                           "60"
          processorsCount:                 4
          systemCPULoad:                   28.42792473478184
          systemLoadAvg:                   -1
          systemUptime:                    111247
```

For the operation

- Protection against brute-force attacks
- More flexible LDAP authentication
- SSO for CM/Track
- Distinction of system types

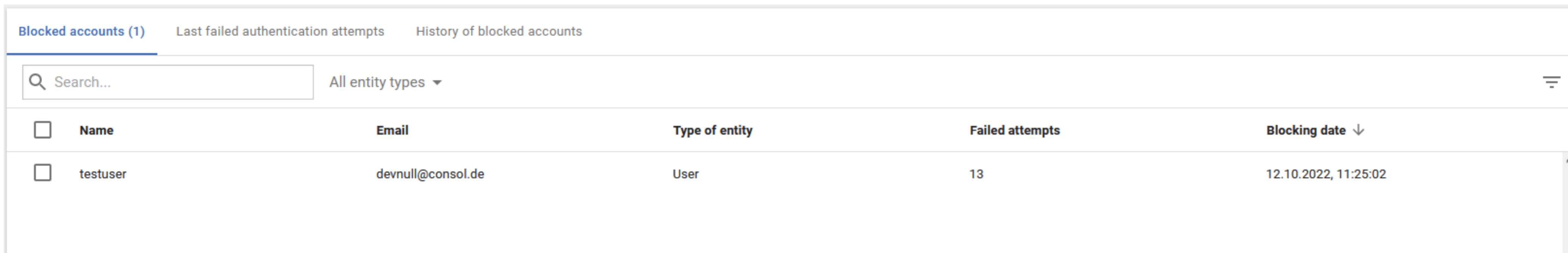# Protection against brute-force attacks

Increased security and control by the integrated authentication protection

Users will be blocked automatically after too many failed authentication attempts

All authentication end points (Web Client, CM/Track, webhooks) are now protected from brute-force attacks. After a defined number of failed login attempts in a defined time period, the affected account will be blocked. It can be unblocked automatically after a defined time period or manually by the user by clicking an unblock link in the notification email. Alternatively, the administrator can unblock it in the Web Admin Suite. There, he can also see the recently failed login attempts, the currently blocked accounts and the history of the blocked accounts.

	Name	Email	Type of entity	Failed attempts	Blocking date ↓
☐	testuser	devnull@consol.de	User	13	12.10.2022, 11:25:02

Blocked accounts (1)   Last failed authentication attempts   History of blocked accounts

🔍 Search...   All entity types ▾

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More flexible LDAP authentication

Extended options for using LDAP authentication

Use several LDAP servers or combine LDAP and database authentication

It is now possible to configure several LDAP servers for the Web Client, as it was already for CM/Track. Furthermore, it is possible to combine LDAP and database authentication.

- Achieve high availability by using two redundant LDAP servers.

- Use LDAP for regular users and database authentication for the technical users. This allows you to avoid needless efforts of creating technical users in LDAP, for example for the monitoring or the REST interface.

- Integrate several LDAP servers, which manage the login data of different teams.

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SSO for CM/Track

Single Sign-On is now supported for CM/Track

Integrate CM/Track seamlessly into your infrastructure via SSO

- Make the work with CM/Track as comfortable as possible for your users.

- Your users can open CM/Track directly in their ongoing session, without entering their username or password.

- The technical bases for SSO is .OpenID Connect.

- SSO can be used with Microsoft Active Directory Federation Services or Azure AD.
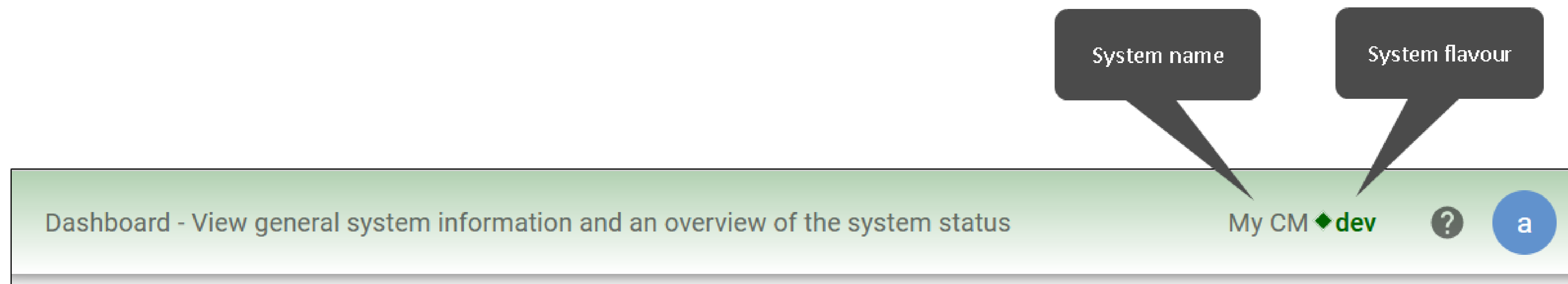
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Distinction of different system types

Never mix up your development system and your production system again

Differentiate easily between system types – even in scripts

- With the new system property "system.flavour", you can tag your systems as "dev", "test", "stage" and "prod".

- Furthermore you can name the system in "system.name".

- You have access to these information in scripts to adapt the behavior, so that scripts can be imported to the production system without changes.

- The headline in the Web Admin Suite is colored differently depending on the system type.

System name

System flavour

Dashboard - View general system information and an overview of the system status   My CM ◆ dev   ❓   a

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You want to learn more about ConSol CM?

Use our TecDoc-Server.

You can find there:
- **User manuals**
  - **Administrator**
  - **User**
  - **Process Designer**
- **Release Notes**
- **System Requirements**

Have fun with the new ConSol CM version!

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