What is new in ConSol CM?

New features and improvements in version 6.15

December 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 6.15. This new main version brings a large number of innovations, especially:

- New way of configuring the page sections of the Web Client

- User-friendly presentation of attachments, linked processes and additional participants in a case

- Numerous extensions for the Web Admin Suite, among others a script generator to automatically create email scripts

- Webhook extensions as well as webhook and file staging

- Improved DMH performance by using multithreading

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

Jan
Zahalka

Engelbert
Tomes

Florian
Fiessmann

Kai
Hinke

User experience for end users

- Configuration of page sections
- Improved usability for attachments
- New visualization of participants
- New visualization of case relations
- Improved visibility for communication

Configuration of page sections

Compact case layout thanks to a flexible arrangement of the page sections

Make the best use of your screen width

- The sections of cases, contacts and resources are now independent cards, which can be placed freely.

- Optimize the usage of the given space by placing several sections next to each other. You can place sections with few content in one cell.

- Empty sections have a nice display with a placeholder.

The whole presentation of the Web Client is aligned with the new layout: the main panel has a grey background, and the case list as well as the activities have a white background.

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Improved usability for attachments

New presentation of the attachments and direct upload

The completely re-designed attachment section includes numerous usability improvements:

- You can find the desired attachment easily by using the search function and the filters, even with longer lists.
- You can see a preview of the pictures and PDF documents by hovering the file name.
- You can download all attachments as a ZIP file.
- You can delete attachments directly in the attachment section without switching to the case history.
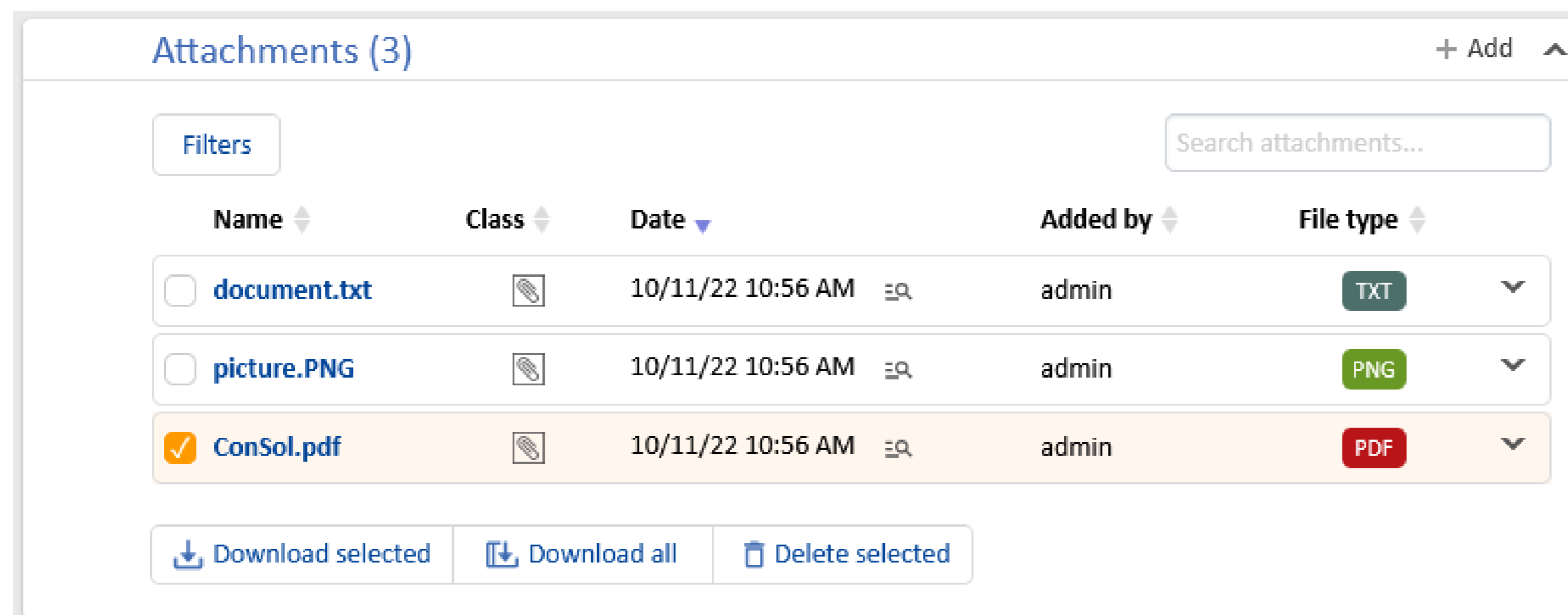
Adding a new attachment is way more comfortable now – just drag it into the case!
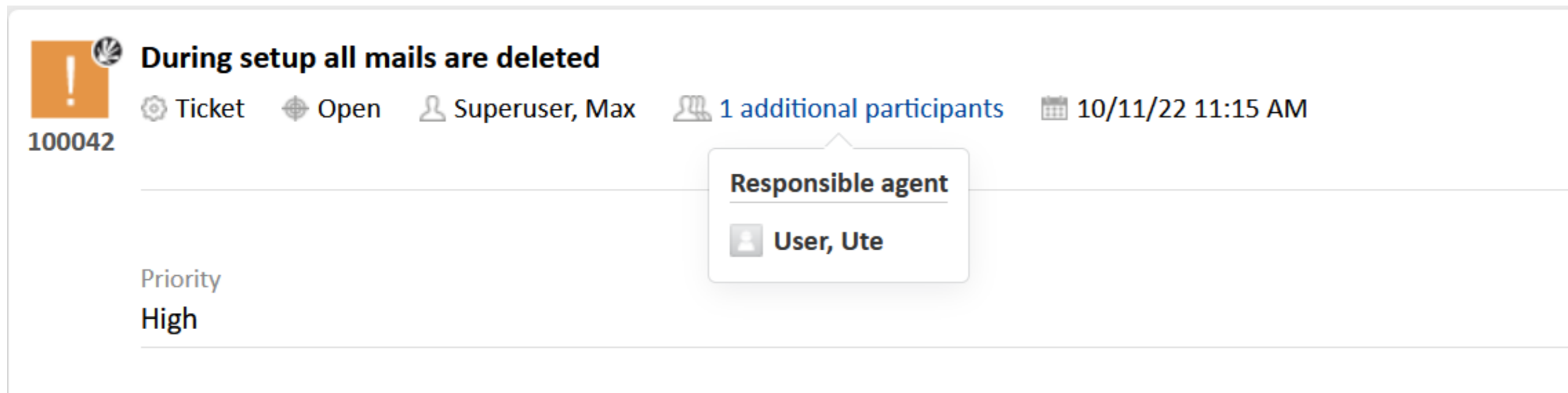
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New visualization of participants

Manage additional participants comfortably in the header section

- Additional participants, formerly called engineers, of a case are now displayed below the case subject next to the assignee.

- You can add and remove participants by clicking the "Additional participants" field to open a modal window with the corresponding options.

- The case is presented in a compact and clear way, as the section for additional participants is not needed anymore.

The term used for participants can be customized via newly added labels in the Web Admin Suite.

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New visualization of case relations

Improved clarity and appealing visualization of relations

Get an overview about the related cases quickly

- The linked cases are now grouped by queue. Every queue has its own box, which can be expanded and collapsed.
- You can find the type of relation (reference, child, parent) directly below the case subject.
- The case subject is a link, so you can open the related case in a new tab easily.
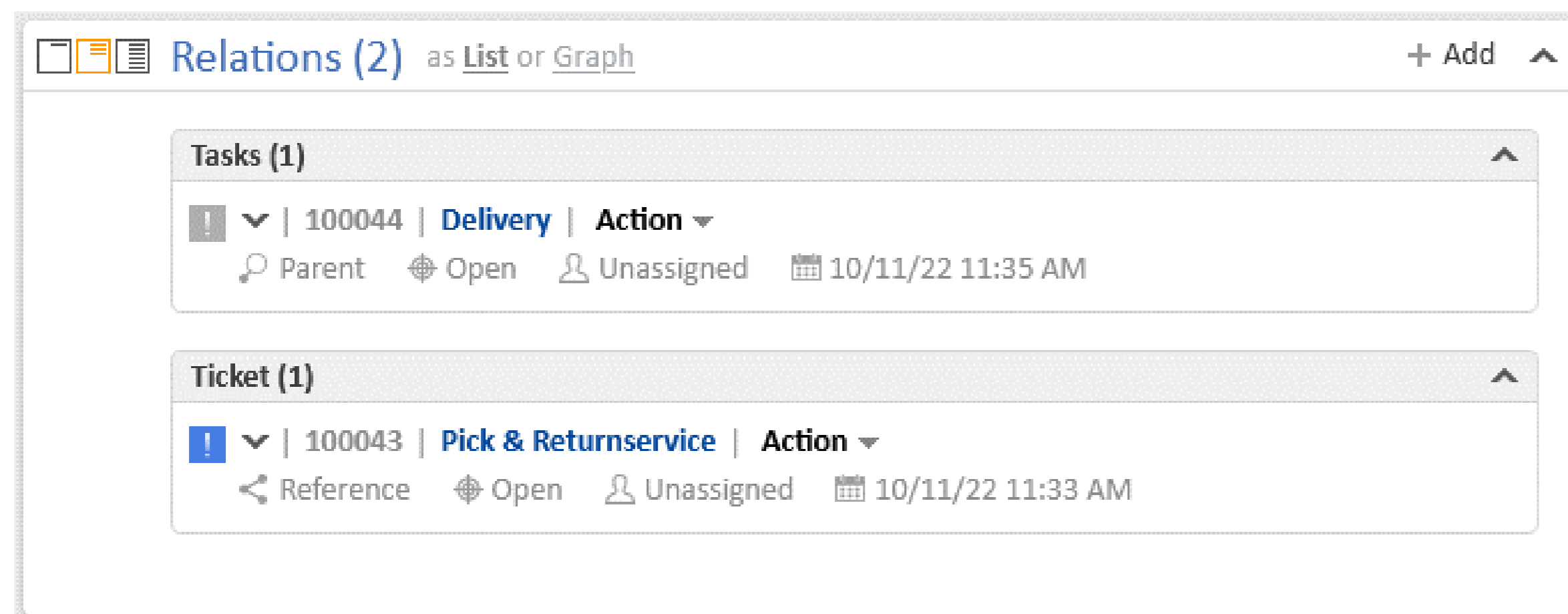
Improved visibility for communication

Spotlighting the communication features

Add content to a case in a comfortable and intuitive way

- The new button bar (comment, email, attachment, document, time booking) catches your eye thanks to its new position above the case history.
- The section is now called "Communication and history" to clarify that it does not only contain the case history, but also the important communication features.

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Productivity of solution creation
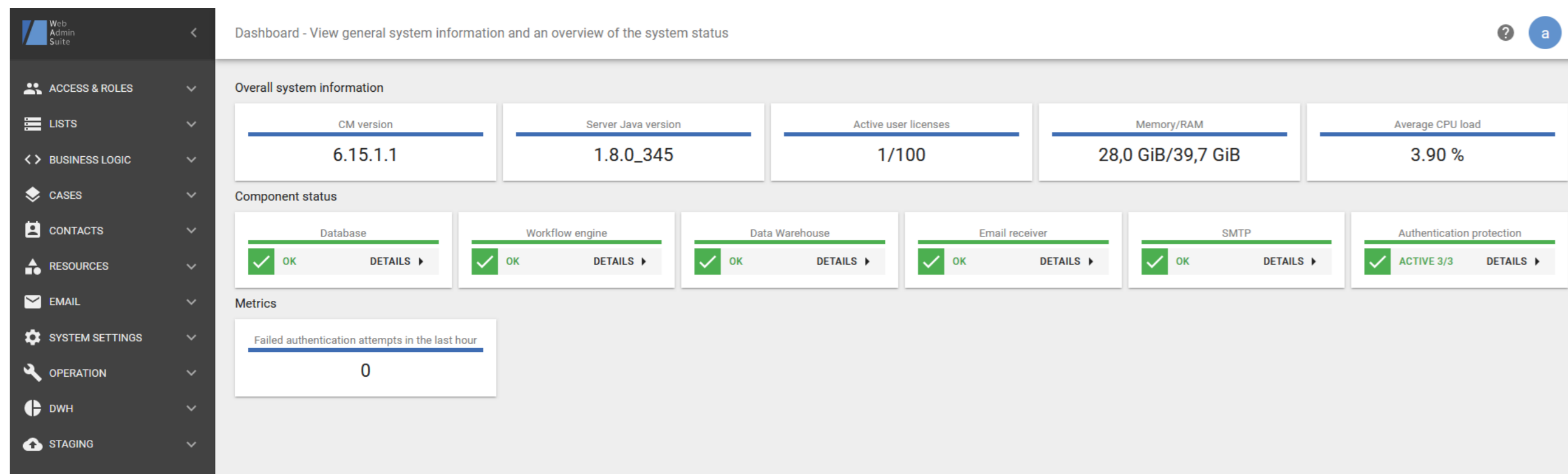
- Web Admin Suite completed
- Generator for email scripts
- Convenience features for script editing
- Various API improvements
- Access to template source code

Web Admin Suite completed

Use the Web Admin Suite for your daily business

The Web Admin Suite completely replaces the Admin Tool starting in version 6.15.2. You are now able to perform all your implementation and administrative tasks in one single web application. No further installations or downloads are required.

- 48 pages to replace the Admin Tool
- Workflow management to replace the Process Designer
- 4 pages for completely new features: log files, authentication protection, DWH cubes and webhooks
- Up-to-date technology
- Improved usability with the search features to quickly find elements, and a better integration of the process steps (e.g. create new lists directly in data fields, edit scripts without changing the page)

You can find detailed information about the Web Admin Suite changes in the New Features presentation for ConSol CM version 6.14.0 too.

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Generator for email scripts

Implement email scripts in no time

With the new script generator you can generate the code for email scripts automatically. If needed, the code can be edited manually afterwards.

- GUI with all important settings for emails like the selection of the recipient, the template used for the email text and adding the email to the case history.

- Accessible from the code snippets window of the script editor in the Web Admin Suite.

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Convenience features for script editing

Better productivity when writing scripts

New features in the script editor for comfortable coding

- Tag scripts as favorites and show them on the top of the script list. This allows you to find your most important scripts immediately.

- Edit several scripts simultaneously and save all the changes once you have finished.

- You can see directly in the script editor where the current script is used.

- Errors in the script are clearly indicated in red at the affected line. You can see the validation message on hover.
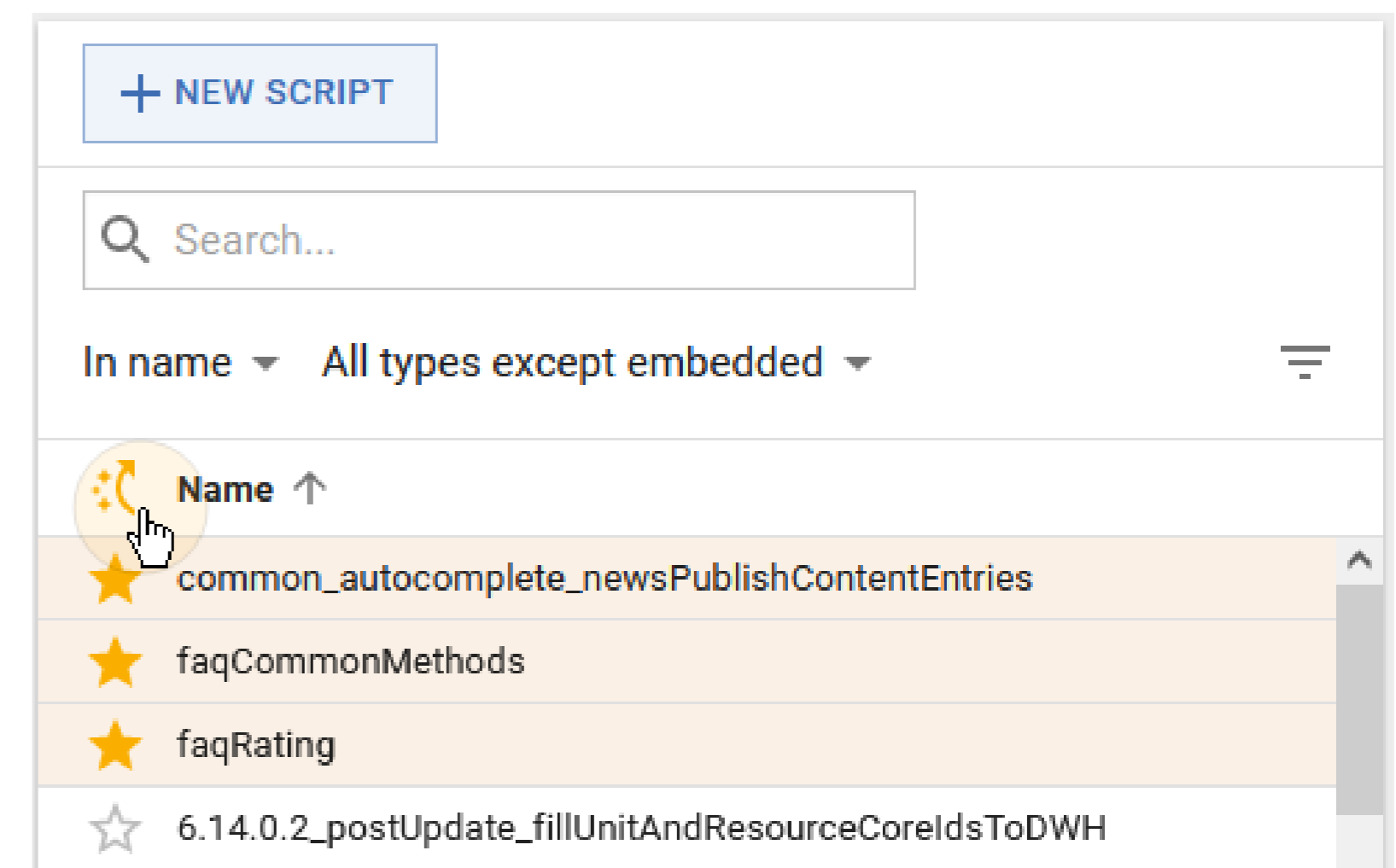
The cursor position within the script is saved, even after switching to another script or page.

Various API improvements

New API extensions for a higher productivity

Use the new API methods to build your solutions:

- Add an email automatically to the history after sending: `Mail.setAppendToTicket(Ticket)`
- Set the text class for the history entry: `Mail.setAppendToTicketContentEntryClass(String)`
- Define the behavior in case of failures: `Mail.setAppendToTicketOnError(boolean)`
- Add attachments to the email: `MailTemplate.setIncludeAttachments(boolean)`
- Delete a time booking: `engineerBookingService.delete(TimeBooking... pTimeBookings)`
- Retrieve creation date of contacts: `unitLogService.getCreatedDate(Unit pUnit)`
- Retrieve creation date of resources : `resourceLogService.getCreatedDate(Resource pResource)`

You can find detailed information about the methods in the ConSol CM API documentation

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Access to template source code

New source code view for text templates

Display the source code of text templates in the Web Client. This allows you make changes directly in the HTML code, for example to insert Base64-encoded images.

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Operation, performance and security

- Webhook extensions
- Staging of webhooks and files
- Multithreading in the DWH
- New versions for the application server

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
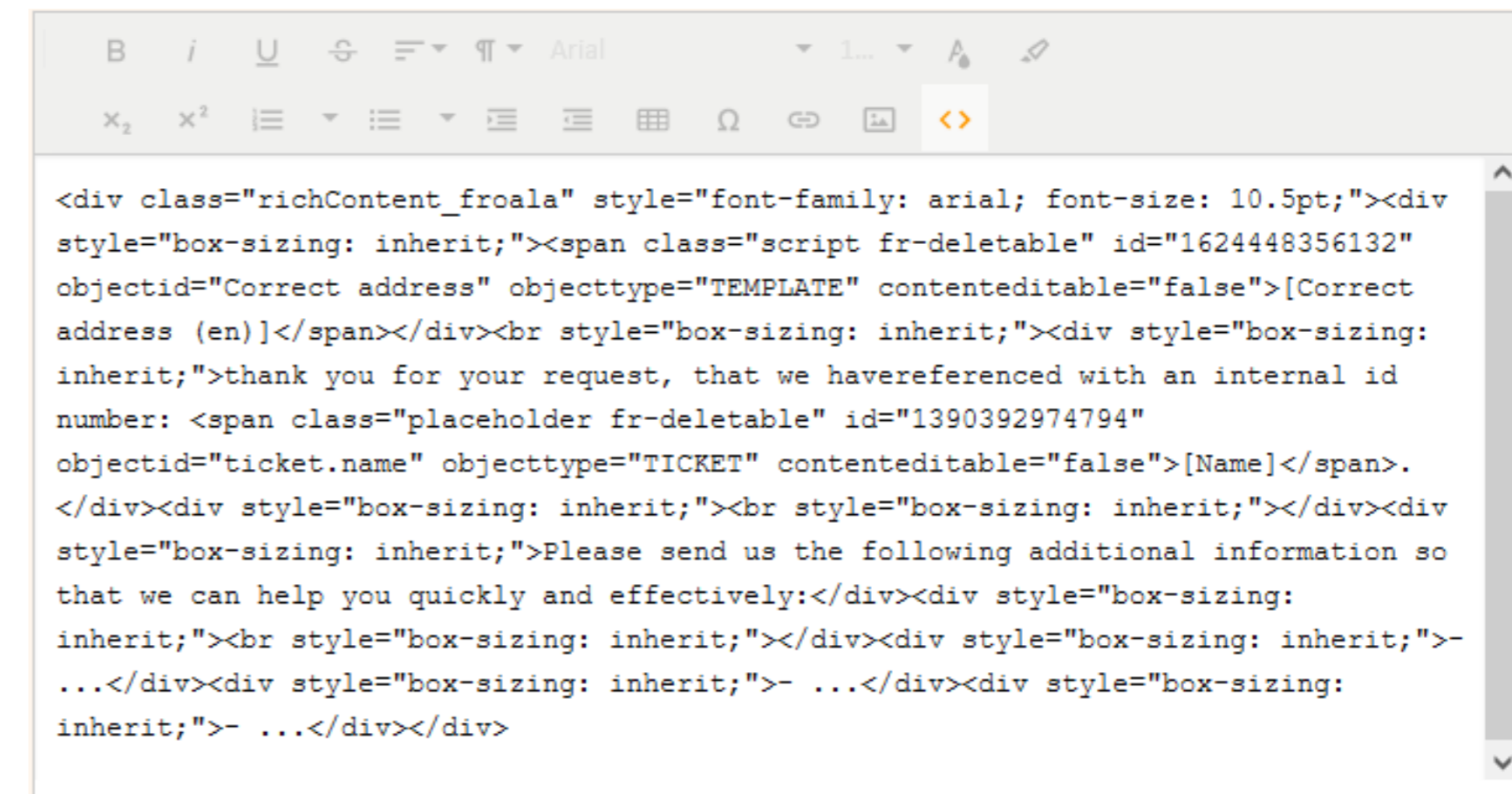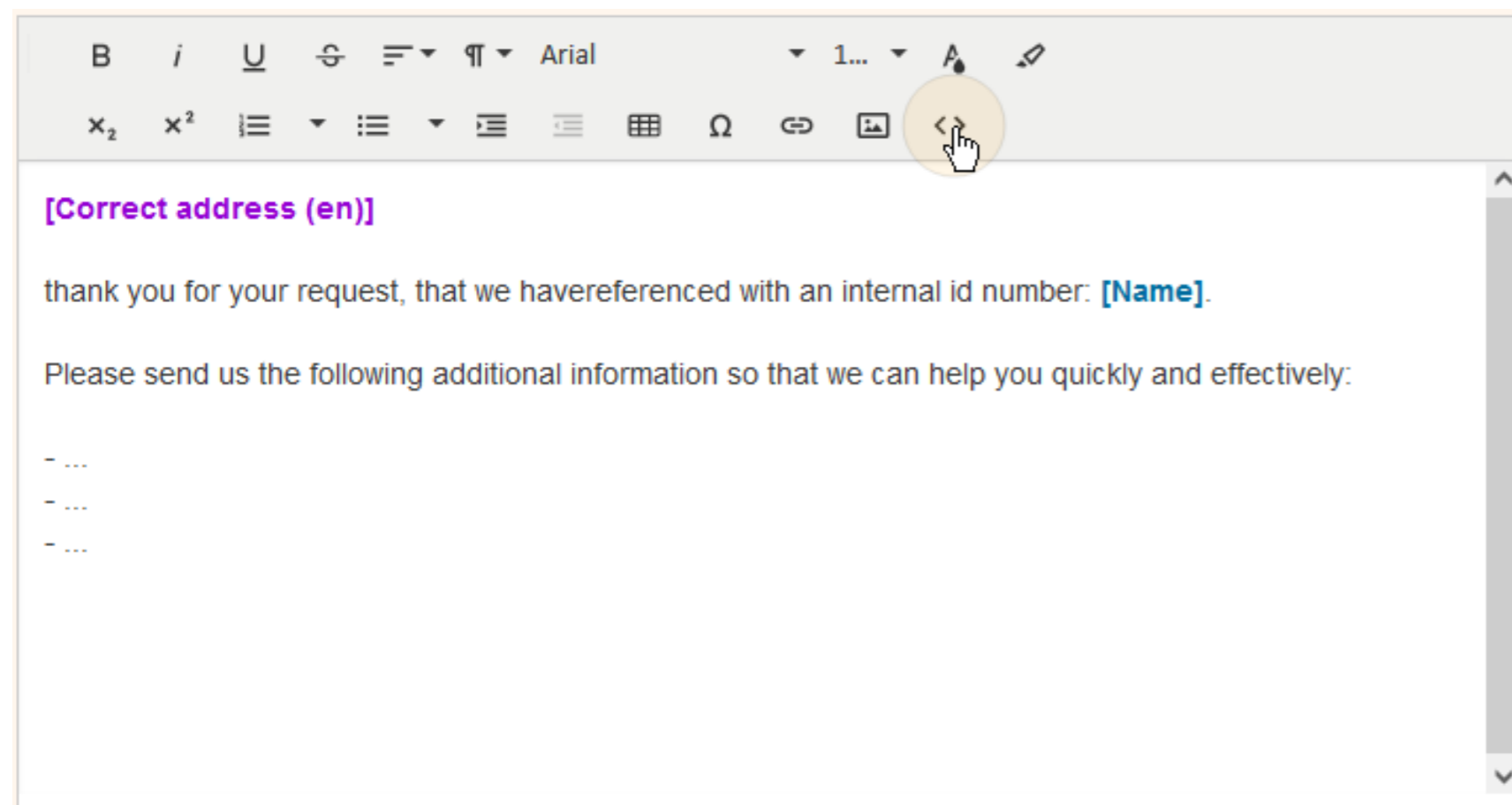   executors activity timestamps:
        job-executor-1:   1550238062634
  cmas-core-dao-hibernate-default: {…}
  cmas-core-server-hardware:
    status: "WARNING"
    statusDescriptions:
      0:                                     "available memory at risk"
      1:                                     "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

Webhook extensions

More security and less implementation effort for webhooks

Implement new use cases with GET requests and token-based security

The ConSol CM webhooks have been extended by two features, which make the use of webhooks easier and more secure:

- **Support for GET requests:**
  GET requests extend the use cases for webhooks. For example, you can send approval links in emails. The recipient of the email only has to click the link to authorize a case.

- **New security method based on tokens:**
  Secure your webhooks with a token. A link with a token is generated by the API method *linkTo.webhookWithToken*. The token determines how long the link is valid and how many times it can be used. Furthermore, context information can be saved.

The ULR of the webhooks is defined in the new system property url.webhooks, so you only have to set it in one place.

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More comfort when transferring data between systems

Use the new options for exporting a scene in the Web Admin Suite

The staging mechanism has been extended by webhooks and the content of the folders "resources" and "design". This way, you can transfer the whole system configuration to another system using one scene.

- Option "Webhooks": Exports a scene with the webhook configurations and the associated integration scripts. During the import, new webhooks will be created but existing webhooks won't be overwritten.

- Option "Skin and web resource files": Exports a scene with the content of the folders "design" and "resources" in the ConSol CM data directory. During the import, existing files will only be overwritten if their last modification date is older than the one of the imported files.

Multithreading in the DWH

Better performance for data transfer to the DWH

The data transfer operations to the data warehouse can now use several threads. This improves the performance of the data transfer.

The number of threads can be specified at the start of the following operations:

- Initial data transfer after setting up the DWH
- Update of the DWH data in a running system

The improvement applies to the history data, whose transfer takes the longest.

New versions for the application server

Support for JBoss changed (#650952) and Support for WildFly changed (#651775)

Support for current versions of the application servers

ConSol CM now runs on the newest versions of the supported application servers JBoss and WildFly. You can use the following versions:

- JBoss: Version 7.4
- Wildfly: Version 23.0.2

Older versions will no longer be supported.

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 6.15.0   ☐ Version 6.14.0.8   ☐ Version 6.14.0.7   ☐ Version 6.14.0.6   ☐ Version 6.14.0.5   ☐ Version 6.14.0.4

☐ Version 6.14.0.3   ☐ Version 6.14.0.2   ☐ Version 6.14.0.1   ☐ Version 6.14.0.0   ☐ Version 6.13.0.6   ☐ Version 6.13.0.5   ☐ Version 6.13.0.4

☐ Version 6.13.0.3   ☐ Version 6.13.0.1   ☐ Version 6.13.0.0   ☐ Version 6.12.1.3   ☐ Version 6.12.1.2   ☐ Version 6.12.1.1   ☐ Version 6.12.0.5

☐ Version 6.12.0.4   ☐ Version 6.12.0.3   ☐ Version 6.12.0.1   ☐ Version 6.12.0.0   ☐ Older versions

User
- Online Help — User Manual 6.15.0 (English)
- PDF — User Manual 6.15.0 (English)
- Online Help — Benutzerhandbuch 6.15.0 (Deutsch)
- PDF — Benutzerhandbuch 6.15.0 (Deutsch)

Administrator
- Online Help — Web Admin Suite Manual 6.15 (English)
- Online Help — Web Admin Suite-Handbuch 6.15 (Deutsch)
- Online Help — Administrator Manual 6.15.0 (English)

Process Designer
- Online Help — Process Designer Manual 6.13.0.3 (English)
- PDF — Process Designer Manual 6.13.0.3 (English)

DWH
- Online Help — DWH Manual 6.11.0 (English)
- PDF — DWH Manual 6.11.0 (English)

Setup and Operation
- Online Help — Setup Manual 6.15 (English)
- PDF — Setup Manual 6.15 (English)
- Online Help — Operations Manual 6.15 (English)
- Operations Manual 6.15

CM/Outlook-Add-in
- PDF — CM/Outlook-Add-in (German)

CM/Mobile
- PDF — CM/Mobile 3.4 (English)
- Online Help — CM/Mobile 3.4 (English)

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!

CM/

consol
Enterprising **IT**

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

If you have further questions, feel free to contact us!