

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



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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

The screenshot displays a CRM interface for a ticket titled "Mission to mars" (ID: 100041). The interface is organized into several sections:

- Header:** Includes navigation links like "Create case", "New contact", "Resource pool", "Text templates", "Forms", and "Enable page customization". It also shows the active customer group as "All customer groups" and a search bar.
- Left Sidebar:** Shows a "Tasks" list with categories like "Mine (1)", "Mission to mars" (10/11/22 10:39 AM, In process), "Team (12)", and "Unassigned (1)".
- Main Content Area:**
 - Ticket Summary:** Displays "Mission to mars" (100041), "Ticket", "In process", assigned to "Superuser, Max", with "1 additional participants" and a creation date of "10/11/22 10:46 AM". It also shows "Priority: Low" and "Due date: 8/19/19 11:46 AM".
 - Contacts (1):** Shows contact details for "Mr Max Tester" (Business contact, Action). Fields include Email (0049111222), Mobile (00499999888), Position (Teamleiter), and Department (Sales).
 - Relations (2):** Lists related items:
 - Tasks (1):** "100044 | Delivery | Action" (Parent, Open, Unassigned, 10/11/22 11:35 AM).
 - Ticket (1):** "100043 | Pick & Returnservice | Action" (Reference, Open, Unassigned, 10/11/22 11:33 AM).
 - Attachments (3):** A table listing attachments:

Name	Class	Date	Added by	File type
document.txt		10/11/22 10:56 AM	admin	TXT
picture.PNG		10/11/22 10:56 AM	admin	PNG
ConSol.pdf		10/11/22 10:56 AM	admin	PDF
 - Details:** Shows a "Bookings" section with "UBER MODE".
 - Communication and history:** Shows "Show: Only emails and comments" and "Sort by: Newest entries first". It includes buttons for "Comment", "Email", "Attachment", and "Time booking".
- Right Sidebar:** Contains sections for "Workflow activities" (Create task, Set on hold, Close ticket), "Relation management", "Workspace" (Workspace is empty), and "Favorites" (Favorites are empty).

Configuration of page sections

Release Notes 6.15.0

New way of configuring page sections (#649800)

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 screenshot displays a 'Ticket' page for 'Mission to mars' (ID: 100041). The page is organized into several sections:

- Header:** Ticket ID, status (In process), user (Superuser, Max), and participants (1 additional participants).
- Priority and Due date:** Priority is Low, and the due date is 8/19/19 11:46 AM.
- Contacts (1):** A card for 'Mr Max Tester' (Business contact) with fields for Email, Phone (00491111222), Mobile (00499999888), Position (Teamleiter), and Department (Sales).
- Relations (2):** A list of related items, including a task for 'Delivery' and a ticket for 'Pick & Returnservice'.
- Attachments (3):** A table listing three attachments: 'document.txt', 'picture.PNG', and 'ConSol.pdf', each with its class, date, and added by.
- Communication and history:** A section for viewing and adding communication, with options to show 'Only emails and comments' and sort by 'Newest entries first'.

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.

Improved usability for attachments

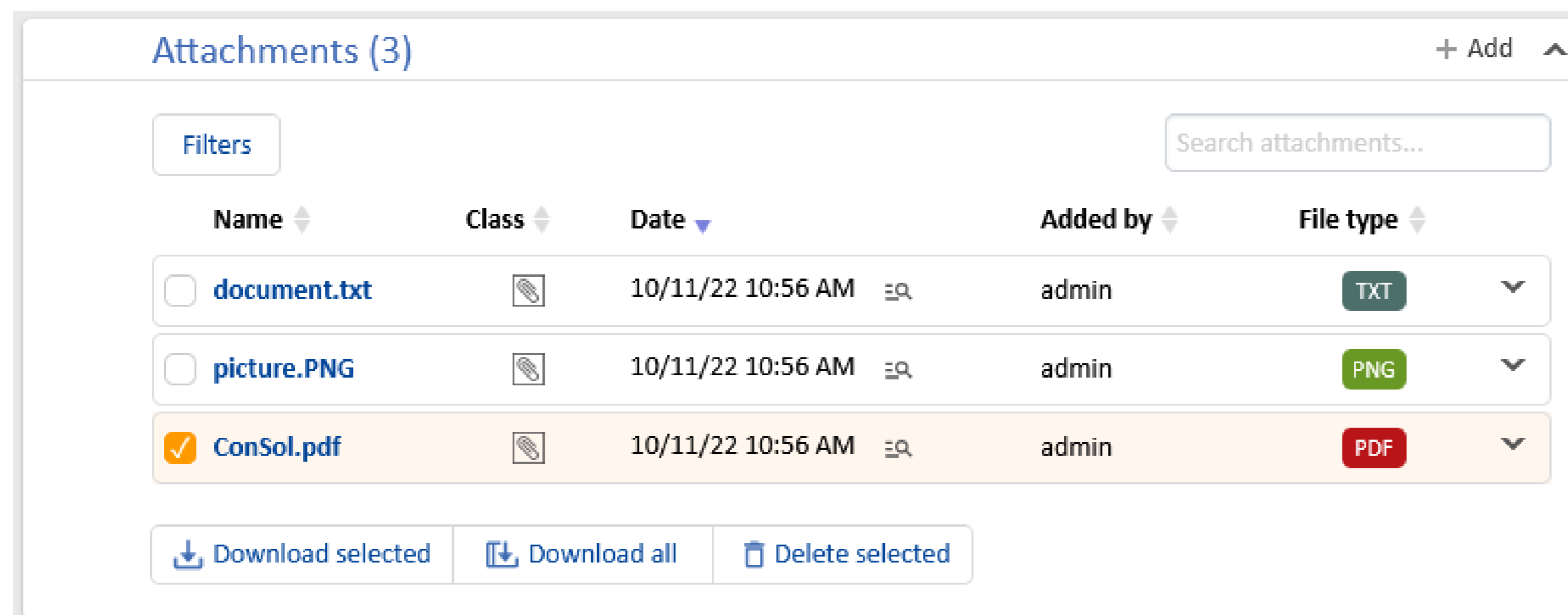
Release Notes 6.15.1

New attachment section for cases (#651055) and Direct upload for attachments (#652937)

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!

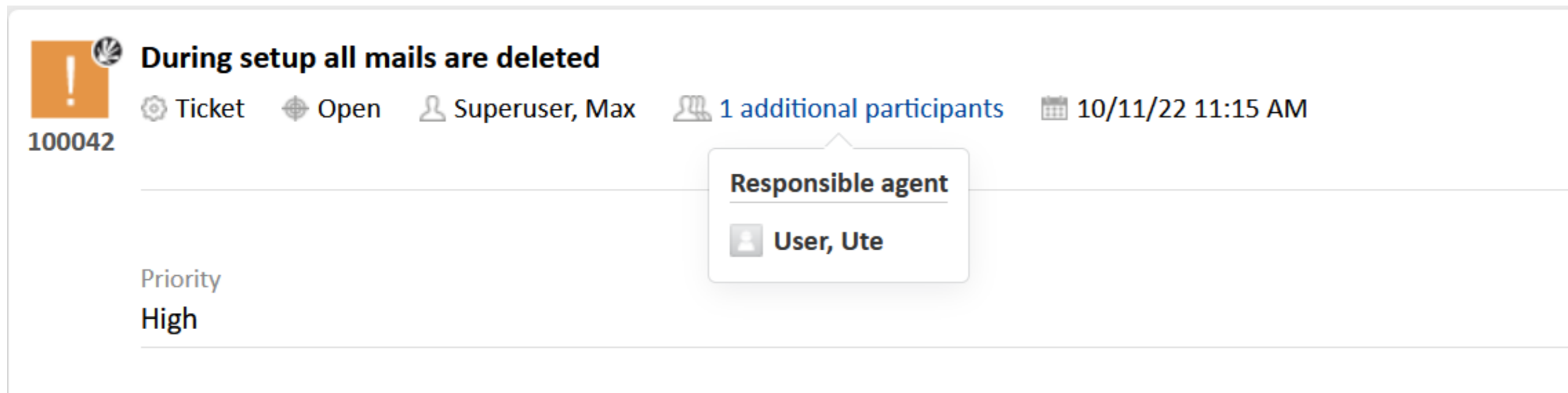
New visualization of participants

Release Notes 6.15.0

Display of additional engineers modified (#651054, #651154)

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.



100042 **During setup all mails are deleted**

Ticket Open Superuser, Max 1 additional participants 10/11/22 11:15 AM

Responsible agent

User, Ute

Priority High

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

New visualization of case relations

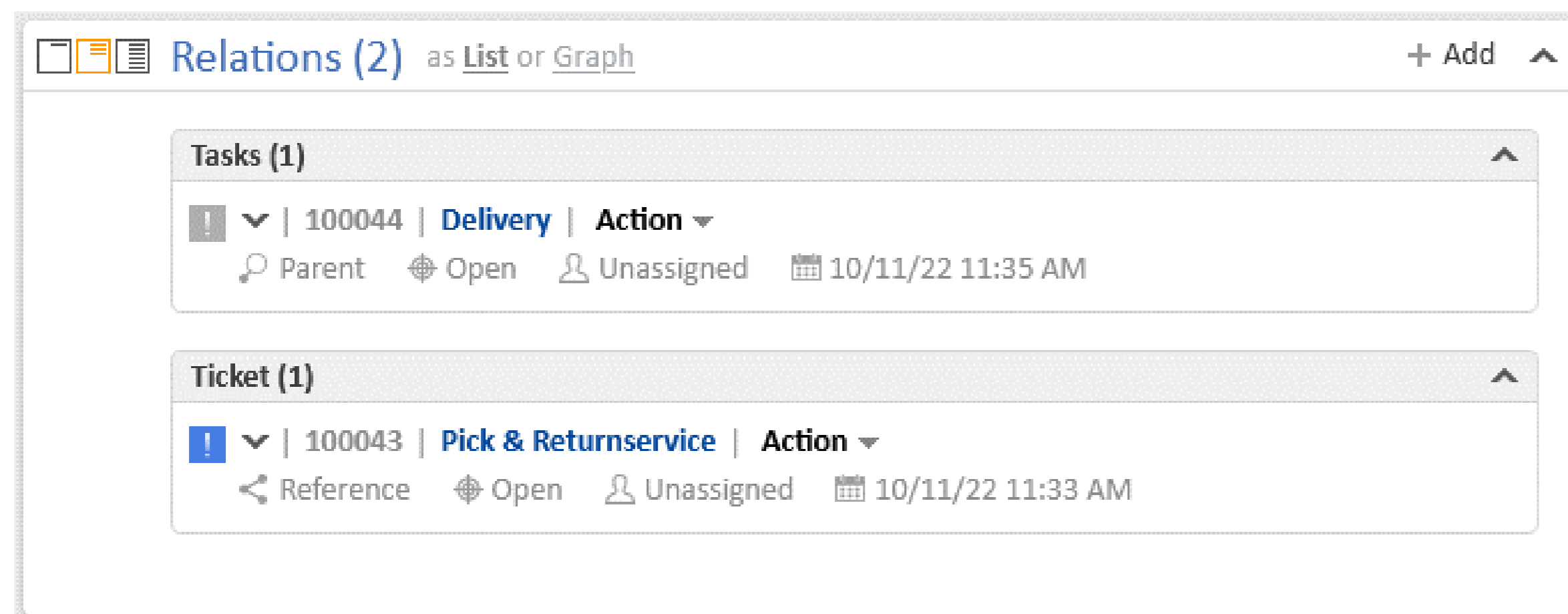
Release Notes 6.15.1

Display of case relations improved (#651871)

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

Release Notes 6.15.0

New way of adding content to cases (#646501)

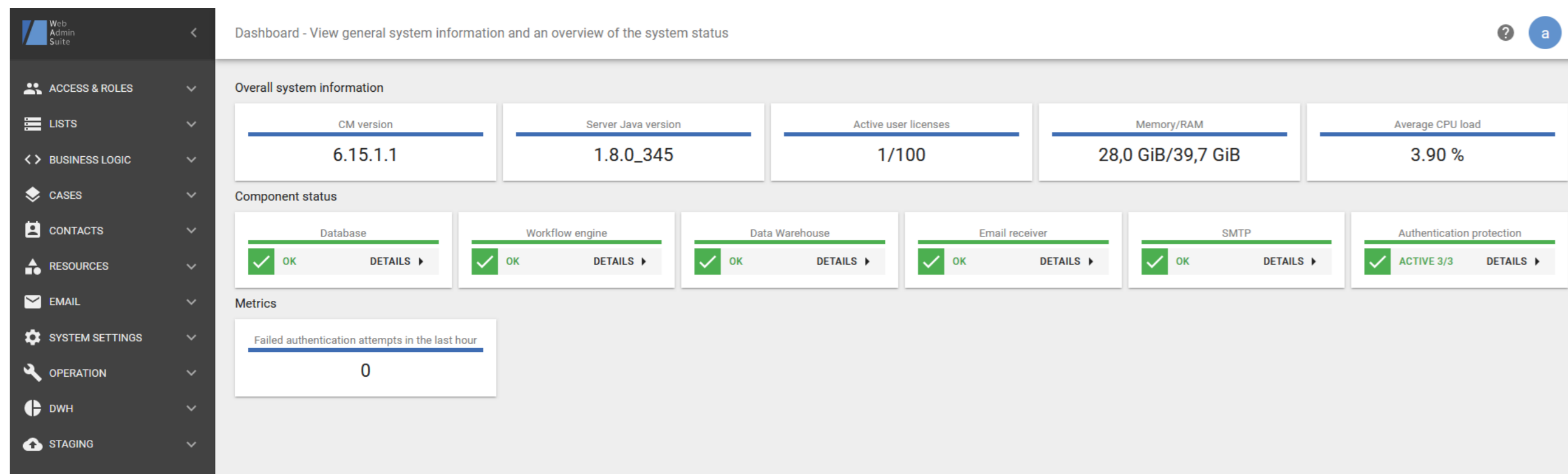
Spotlighting the communication features

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.

The screenshot displays a user interface for a case's communication and history. At the top, the title "Communication and history" is shown with a close icon on the left and an expand icon on the right. Below the title, there are two dropdown menus: "Show: Only emails and comments" and "Sort by: Newest entries first". A prominent button bar is located below the filters, featuring a plus sign icon on the left and four buttons: "Comment" (with a speech bubble icon), "Email" (with an envelope icon), "Attachment" (with a paperclip icon), and "Time booking" (with a clock icon). Below the button bar, a list entry is visible, starting with "1 minute ago" and a document icon. The entry is titled "#3 created by admin | Action" and has a "Standard" status. The main content of the entry is a block of Lorem Ipsum text.

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

Release Notes 6.14.0 and 6.15

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.

Generator for email scripts

Release Notes 6.15.1

Script generator for email scripts (#646951)

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.

Generate email script

Recipient
Main contact of the case

Template name
controlFormDescriptionWithImage (WEB)

Include case attachments

Apply the outgoing email script of the queue

Encryption
Use system property cmas-core-server mail.encryption

Add email to the case history

Add email to the case history on failure

GENERATE CANCEL



```
1
2 MailTemplate mailTemplate = new MailTemplate()
3 mailTemplate.name = "Email with an image"
4 mailTemplate.locale = null // default locale
5 mailTemplate.includeAttachments = true
6 mailTemplate.unescapeHtml = true // fix bad ampersand display in Outlook/Mac Mail
7 mailTemplate.parametersForTicket = ticket // add template parameters like engineer, cus
8 /* uncomment to add additional template parameters
9 mailTemplate.parameters = [
10     "name": "value"
11 ]
12 */
13
14 Mail mail = mailClient.renderEmail(mailTemplate)
15 // following may need adjustment if script is used in queues having
16 // customer group models with different email custom fields names
17 mail.to = ticket.mainContact?.get("email")
18 if (!mail.to) {
19     return // TODO handle mail without a recipient
20 }
21 mail.from = configurationService.getValue("cmweb-server-adapter", "mail.from")
22 mail.replyTo = configurationService.getValue("cmweb-server-adapter", "mail.reply.to")
23 mail.subject = templateService.merge("TicketSubjectTemplate", [
24     ticketName: ticket.name
25 ]) + " " + ticket.subject
26 mail.appendToTicket = ticket
```

Convenience features for script editing

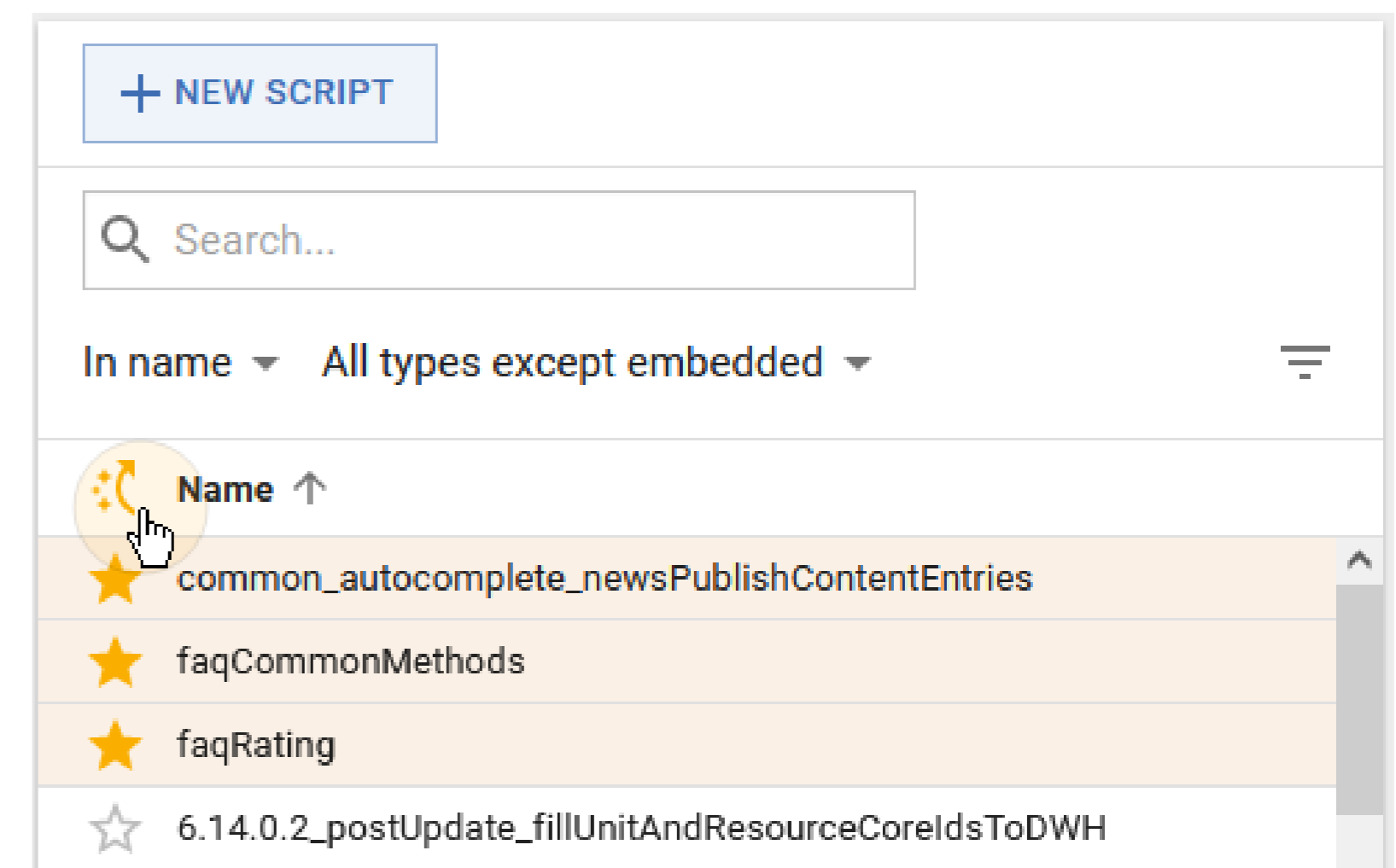
Release Notes 6.15.2

(#654521, #654518, #653997, #653999 and #655101)

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

Release Notes 6.15.1

API to add email to case history (#650962) and API to send emails with template attachments (#650963)

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

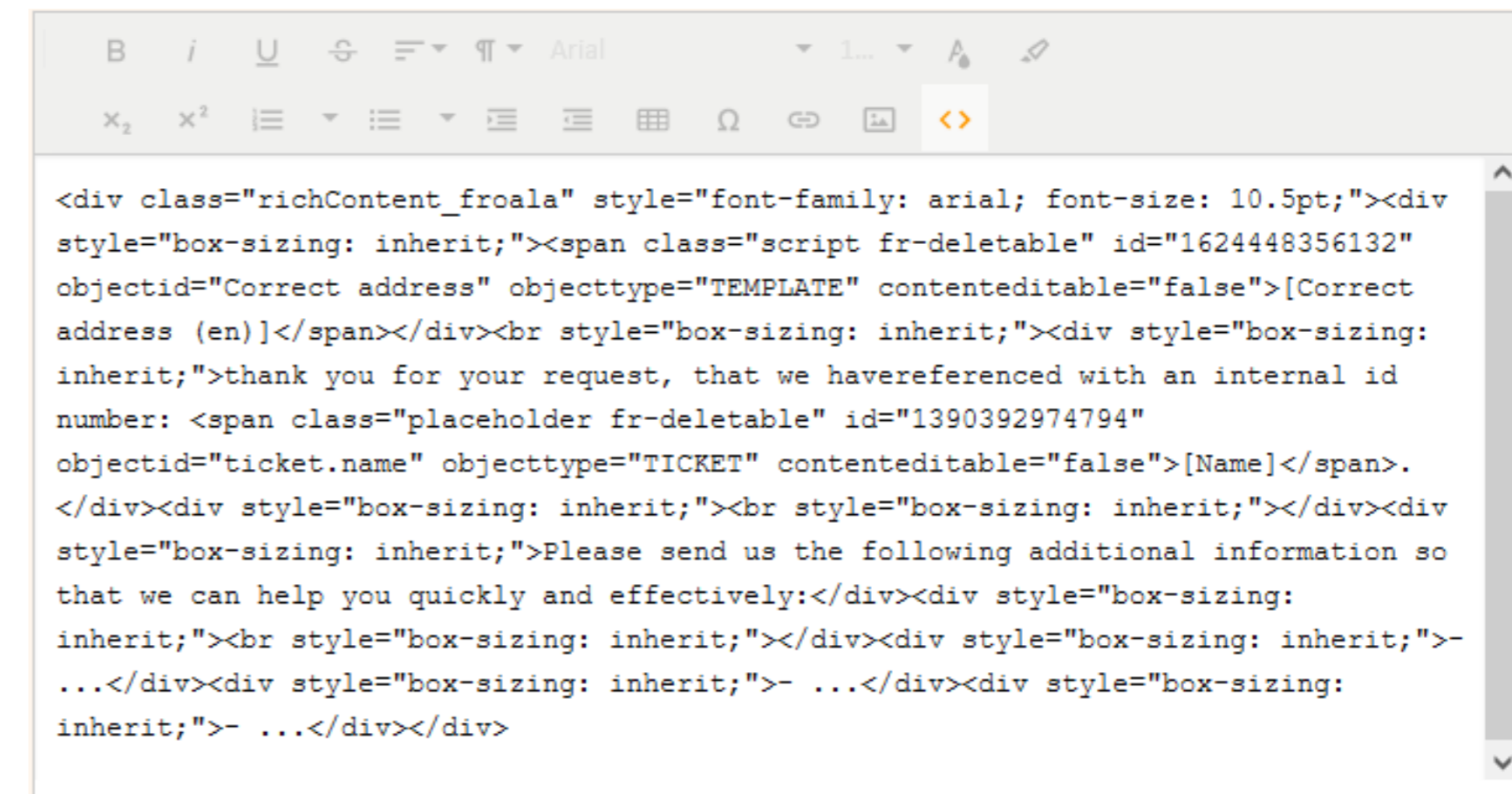
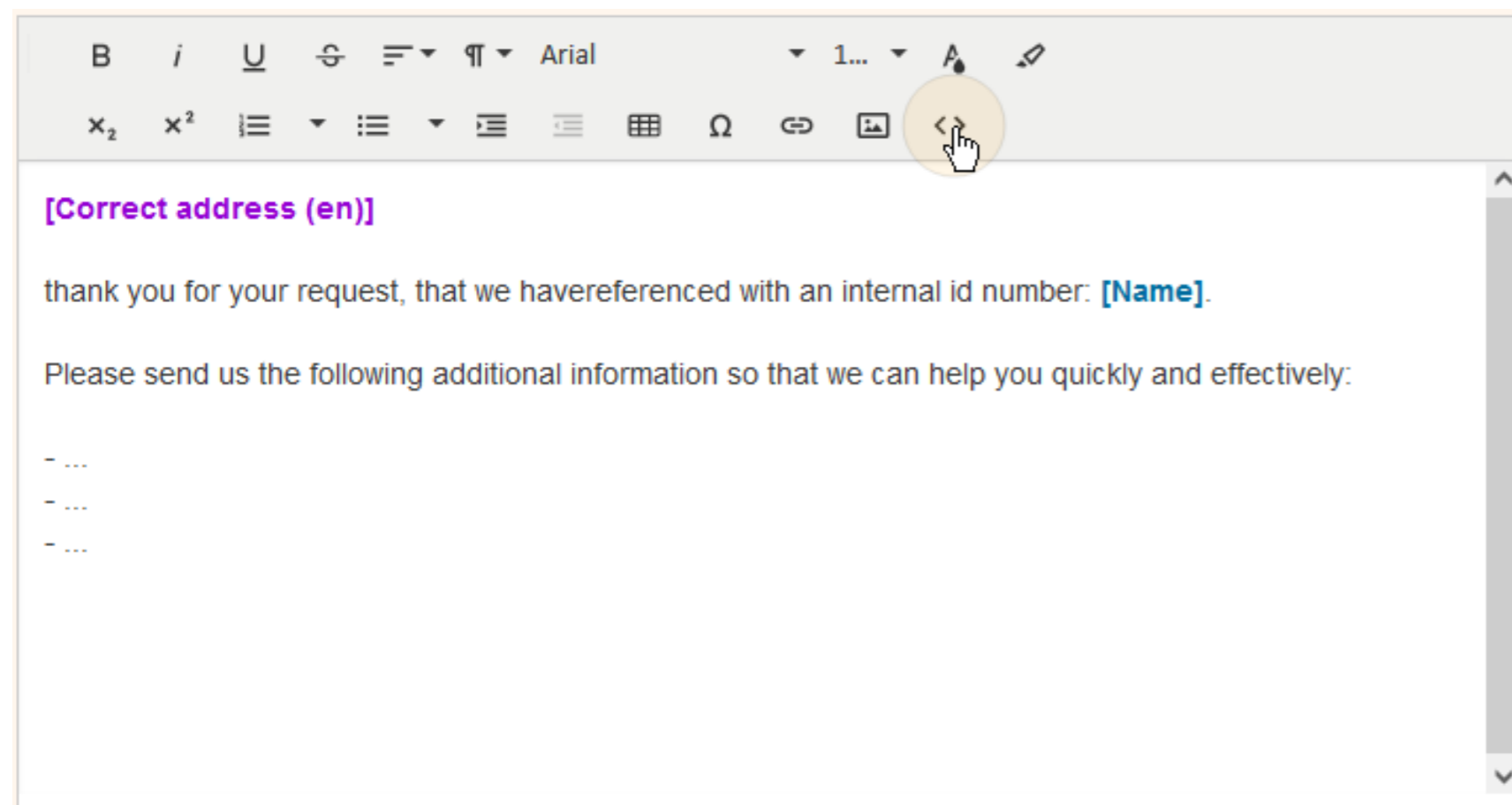
Access to template source code

Release Notes 6.15.2

[View and edit template source code \(#654154\)](#)

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.



Operation, performance and security

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

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.

Staging of webhooks and files

Release Notes 6.15.1

Staging resources and design (#652354) and Staging webhooks (#652895, #653206, #653278)

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

Release Notes 6.15.0
Multithreading for DWH operations (#622191)

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

Release Notes 6.15.0

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.



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

PDF
 Online Help
 English
 Deutsch

User
 Administrator
 Process Designer
 CMMobile
 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)
	PDF	Operations Manual 6.15 (English)

CM/Outlook-Add-in

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

	PDF	CMMobile 3.4 (English)
	Online Help	CMMobile 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!



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