CM

What is new in ConSol CM?

New features and improvements in version 6.16

October 2023 | Product management ConSol CM

Dear ConSol customers, dear ConSol CM customers,

We would here like to introduce the new features of ConSol CM version 6.16. This new main version brings a large number of innovations, especially:

- Adapting pages in the Web Client with page visualizations and various layout improvements
- Up-to-date SSO technology for the Web Client and a new deployment model for the CMRF
- Web Admin Suite extensions such as managing sessions and the data directory as well as creating thread dumps
- New low code features for scripts and templates in the Web Admin Suite

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

- Page visualizations
- Improved display of forms
- New design for the case history
- Improved email editor
- Further layout improvements

Page visualizations

Execute any JavaScript code in the Web Client

Individualize the user guidance and the user interface with visualizations on page level

- JavaScript provides maximum flexibility for adapting the Web Client to your individual requirements.

- Provide additional help and information to your end users when they fill out forms.

- Integrate a graphical progress bar into your case view.
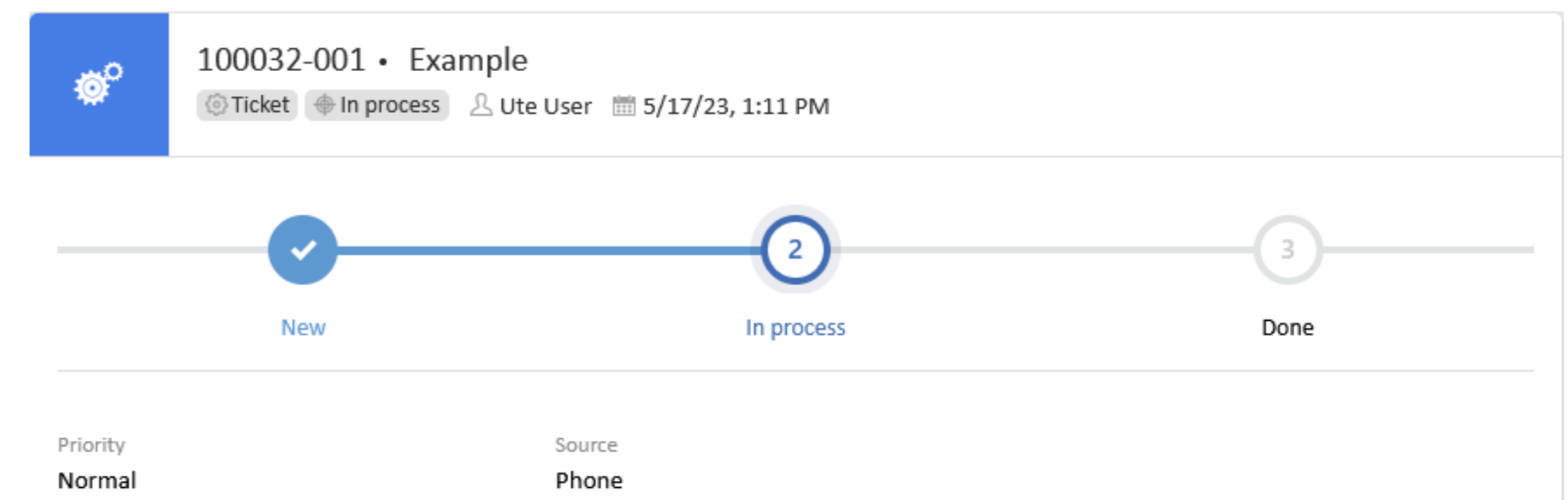
The new script type "Page visualization" in the Web Admin Suite provides almost infinite possibilities to customize your system.

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Improved display of forms

New display of forms as modal dialogs

Optimize your forms depending on their content

- Define the width and height of your form fields for every field individually.

- Use the intuitive user interface in the Web Admin Suite to position the form fields easily via drag-and-drop.

- In addition, you can define the overall size of the form to optimize the usage of the available screen space.

- In the Web Client, you can move the modal dialog with the form, and collapse or expand it to verify data in the case.

Especially tables which are wider than one column benefit from the flexible design for the fields.

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New design for the case history

Appealing visual presentation of the case history

Intuitive usage of the case history with the new design

- The gently colored background as well as the colored bar at the edge of a comment or an email makes it easy to distinguish the different kind of entries in the case history.

- Use the clearly arranged drop-down menus to make settings in the case history, such as the level of detail of the information.

- The new timeline with the initials of the authors of the different history entries provides an optimized overview about the involved persons.
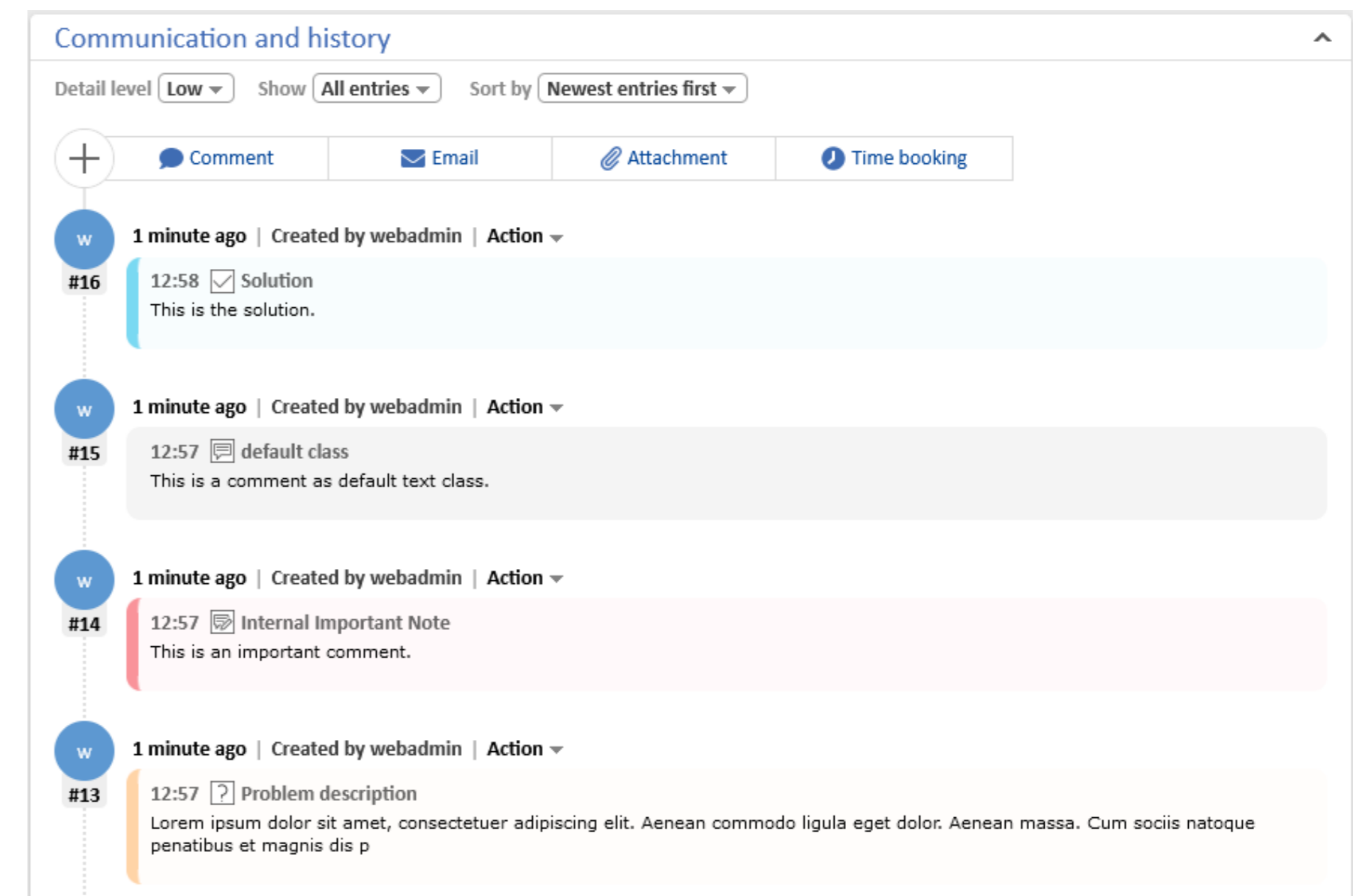
Every history entry has now an own time stamp next to the entry on the left.

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Improved email editor

New design for the email editor (#656152), Adding new attachments to emails (#656153), Editor toolbar improved (#656953)

Faster writing of emails and comments with attachments

Intuitive usage of the editor due to the modernized design and the direct upload of attachments

- When writing a new email you can now not only choose already existing attachments but upload new attachments directly in the editor.

- Due to the responsive design, the toolbar of the editor will now always be displayed in one line. If the screen width is too small, several buttons will be summarized to a group which you can expand with a click.

- The features "undo" and "redo" have been added for a quick and fluent working process.
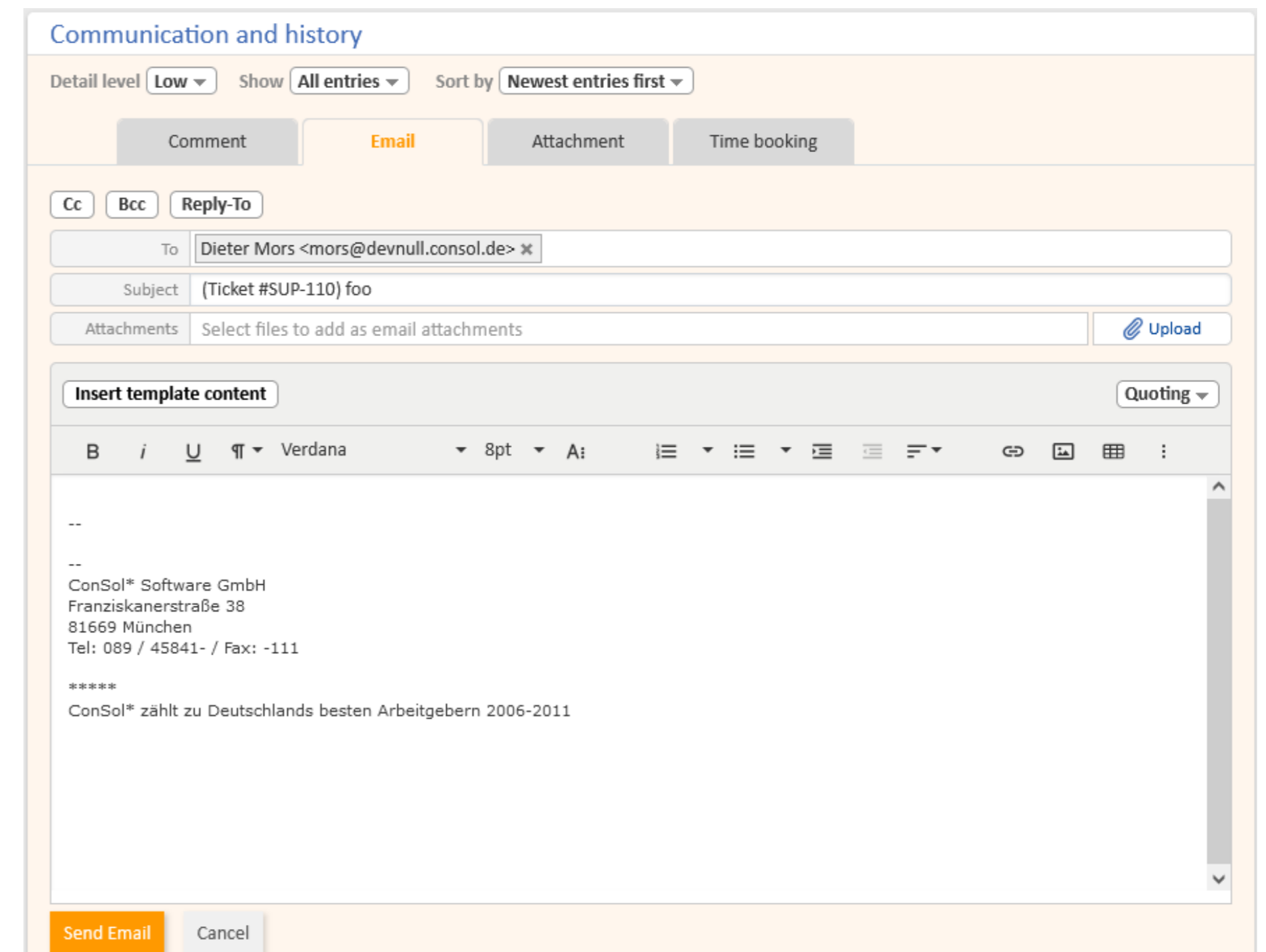
In the new editor, the elements and buttons have an appealing design and an intuitive order.
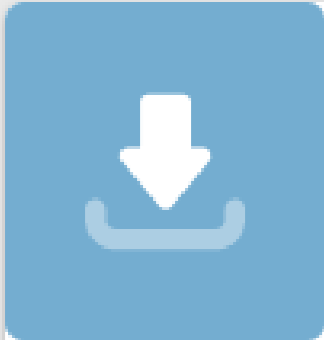
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Further layout improvements

Enjoy the new, attractive user interface

Take advantage of numerous small and large improvements, e.g.

- Case header with icons to illustrate the meaning of the different facts

- New, larger case icons in the responsive SVG format. You can choose from more than 100 icons to help the users identify the process steps.

- New contact and resource icons with a user-defined background color in the responsive SVG format.

- Help text for the quick search. Get hints about blanks and wildcards to learn how to make the most of the quick search.

200223 · Mission to mars
HelpDesk 1st Level Qualify   Huber, Harald   1 additional participants   19. Aug 2022, 11:46 AM

Productivity of solution creation

- Data directory management in WAS
- Wizard to create a queue
- Template generator for display names
- Script generator for searches
- Visibility of customer content
- Workflow notes
- Sending emails
- Usability improvements

Data directory management in WAS

Manage the folders for design and resources comfortably in the Web Admin Suite

Folders "design" and "resources" from the ConSol CM data directory now accessible in WAS

- Browse the folders and upload or download files with one click.

- Work with field, widget and page visualizations, even if you don't have access to the file system.

- Update the layout files for the Web Client directly in the Web Admin Suite.
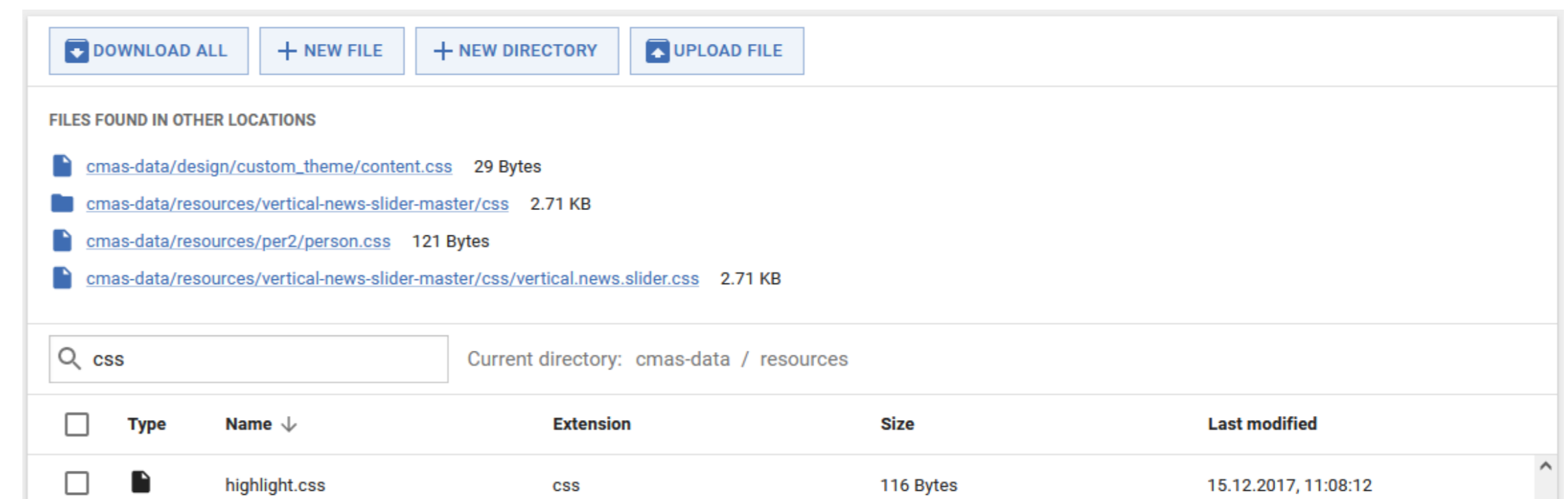
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Wizard to create a queue

Quick and intuitive creation of new queues

All necessary elements bundled in one place

- New users are guided step by step through the creation process with help texts. They get an initial configuration which contains all essential components for a queue.

- More experienced user gain time by creating all needed elements on one page. They can also use already existing elements (e.g. workflows or a contact model) in the creation process.

Save your draft if you wish to continue later with your work.

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Template generator for display templates

Generate templates for display names automatically

- Knowledge of Freemarker is no longer necessary to define the display names of contacts and resources.

- You can choose and sort the desired fields intuitively using the graphical user interface.

- The fields are filtered automatically so that only fields matching the contact object or the resource type are available.

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Script generator for search scripts

Create code for searching for elements in your system

Speed up and simplify the creation of search scripts

- Choose the search criteria from a graphical user interface.
- There are numerous criteria available, for example for cases:
  - the current state
  - the queue of the case
  - the current scope of the case
  - case fields
- The script generator also supports you with coding searches for contacts or resources.

You can adapt the script as required after it has been generated.

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Visibility of customer content

New text class options for customer content

Make comments, emails and attachments from the customer automatically visible in CM/Track

It is no longer needed to adjust the workflow to allows customers to see their own content in CM/Track.

The text class administration has been extended with:

- New default text class for comments and attachments added by the customers themselves using the portal CM/Track.

- New settings for emails with the customer as a sender or recipient, which the customer therefore already knows.

This allows you to reduce implementation efforts and unclutter your workflows.

Internal name *

default_unit_class

ICON

BACKGROUND COLOR

Color selection

Select visibility

all detail levels (full)

- ☑ All entries are visible to the customer
- ☐ Only emails (incl. email attachments) with the customer as sender or recipient are visible to the customer
- ☑ Available for attachments
- ☑ Available for comments
- ☐ Available for incoming emails
- ☐ Available for outgoing emails

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Workflow notes

Document the most important steps of your workflows

New workflow element for documentation

- The new workflow element "Notes" allows you to document your workflows to ensure that knowledge does not get lost.

- Store background information to make your processes easier to understand.

- You can use notes in different colors and connect them to workflow elements to structure the workflow in an optimal way.

Notes are purely informative for the process developer. They do not have any impact on the process logic or the Web Client.
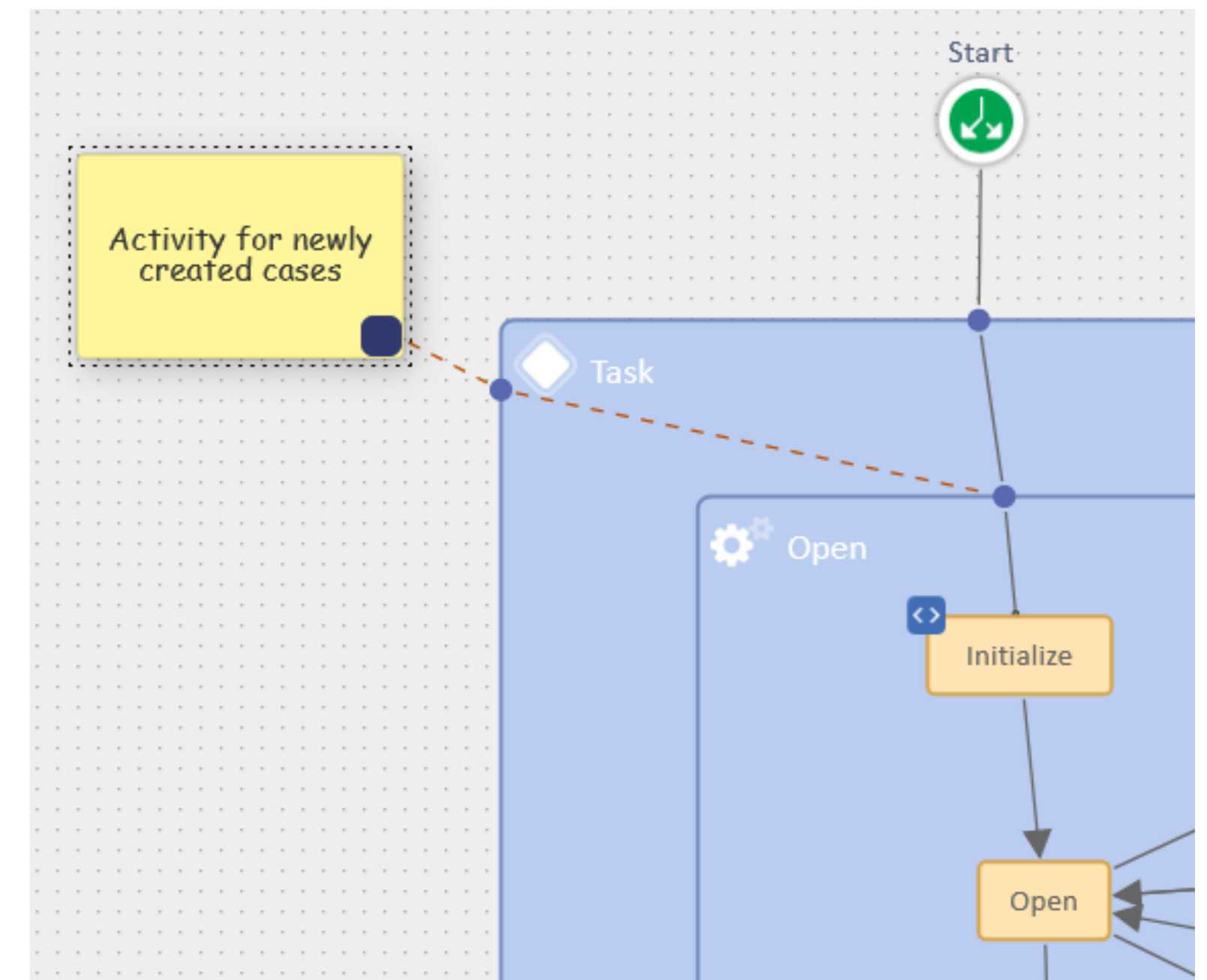
Sending emails

Easily inform your users directly from the Web Admin Suite

Share important information with a defined group of users

Use the new email feature in the header to directly send an email to the users which have one of the selected roles.

Inform them with just a few clicks about for example:

- Downtime of the system for an update

- Changes to the processes

If you write similar emails frequently, you can save the text as an email template on the "Templates" page.

Deactivated users do not receive the email, even if they have the respective roles assigned.

Send email

The email will be sent to all the users which have at least one of the selected roles. Each user will receive the email only once, even if they have several roles. The recipients will be split into sets of 50 and added as bcc to the email. The from and reply-to address is prefilled with your email address and set as a recipient in the email. It will receive a copy for each set.

Select roles *
Select all
R HD_Supervisor ⊗

Subject *
Downtime 19.10.2023 from 07:00 to 08:00

From *
cmadmin@devnull.consol.de

Reply to
cmadmin@devnull.consol.de

Email template

Email text *
Dear ConSol CM users,

We will update the system on 19.10.2023 from 07:00 to 08:00. ConSol CM will not be available in this time.

SEND EMAIL   CANCEL

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Usability improvements

More comfort and productivity for your daily work in the Web Admin Suite

Enjoy numerous small and large improvements, e.g.

- Compare your current, not yet saved changes to a script with the last saved script version.

- Mark scripts, data fields, workflows and lists as favorites to open them directly from the menu bar.

- Access your most visited pages, last visited pages and pages with latest changes using the new dashboard widgets.

- In the template editor, you can look up which queues, contact models and resource types use the template.

- Use the new workflow template to get started with the creation of a new workflow.
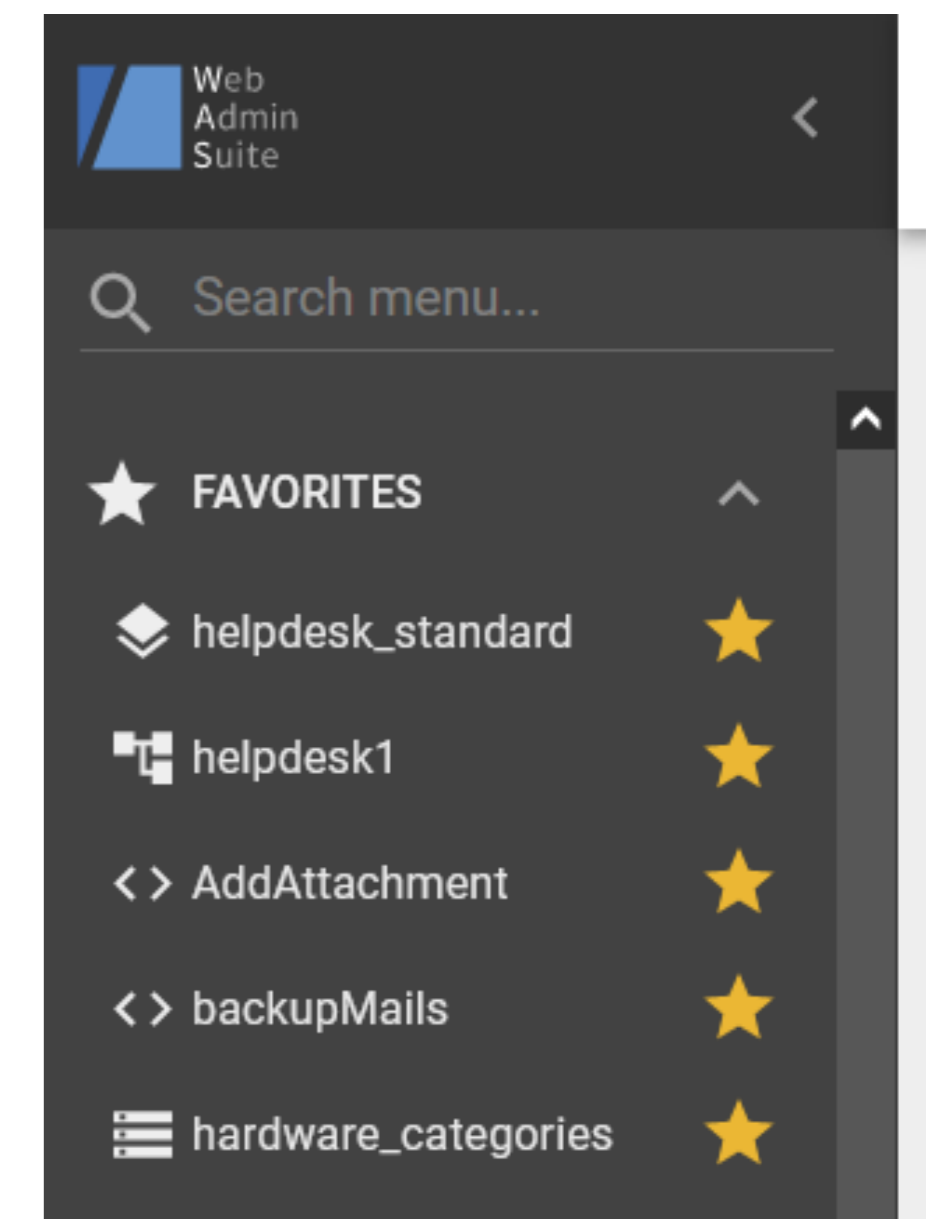
Working together at a ConSol CM system is even more comfortable now: If a colleague edits a script, it is reloaded automatically on your side, provided that you do not have unsaved changes to the same script.

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Operation, performance and security

- Graphical session overview
- SSO in the Web Client with OpenID Connect
- Creating thread dumps in the Web Admin Suite
- CMRF as a standalone application
- Support for Java 17

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

Graphical session overview

Keep an overview of all current sessions in your system

- You can see all current sessions in the different clients on the new session page of the Web Admin Suite:
  - ➤ Web Client
  - ➤ Web Admin Suite
  - ➤ CM/Track
  - ➤ REST-API
- Filter the table by client or user name to get a fast and clear overview.
- Identify users with more than one active session and end these sessions easily with one click to release blocked licenses.
- Users whose sessions have been ended by the administrator are logged out of the system.

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SSO in the Web Client with OpenID Connect

Single sign-on in the Web Client now also via OpenID Connect

Integrate your ConSol CM Web Client seamlessly in your infrastructure via SSO

- Both the Web Client and CM/Track now use the same SSO technology: OpenID Connect.
- Users can open the Web Client directly with their current session without entering their user name or password again.
- Single sign-on can be used with Microsoft Active Directory Federation Services or Azure AD.

Make the work in the ConSol CM Web Client as comfortable as possible for your users with SSO via OpenID Connect.

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Creating thread dumps in the Web Admin Suite

Web Admin Suite extended by a new page "Troubleshooting"

Create snapshots of the state of all threads in the system using thread dumps

- Generate thread dumps of the Java process of ConSol CM. You can define the number and the time interval.
- Download the generated thread dumps for a detailed error analysis. This allows you to analyze for example performance problems without having to generate the thread dumps using external tools.
- Once you have finished analyzing your thread dumps, you can delete them from the system easily.

CMRF as a standalone application

Deploy CMRF now without its own application server

Save resources by executing CMRF as a standalone application

- It is no longer necessary to install a separate application server for the CMRF.

- If you want to run CMRF as a standalone Java application, you only need to specify the connection to the CMRF database in the configuration file.

- The standalone application is more efficient with resources and needs less memory.

The overlay mode, where the CMRF runs on the same application server as ConSol CM, is still available.

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Support for Java 17

Use the latest LTS version of Java

ConSol CM now supports Java 17

- Use Java 17, the latest Long Term Support release of Java, as a runtime environment for your ConSol CM server.

- All add-ons, such as CM/Archive, CM/Doc and CM/EBIA support Java 17 as well.

- Take advantage of all enhancements and bug fixes in this Java version to improve the performance and stability of ConSol CM.

- Stay up-to-date from the security perspective to always run the latest LTS version.

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/

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