

## IBM Business Automation Workflow 23.0.2: Creating and Managing Case Management Solutions

OEM: IBM • Code: WB880G

### COURSE DESCRIPTION

In this two-day intermediate-level course, you learn about case solution design. You export and import case solutions. You define various case objects such as properties, choice lists, roles, business objects, and case types. You create To-do Tasks and Container activities and implement preconditions and Sets to manage activities. You create custom property views for case pages. You model BPM processes for case activities and create client-side human services. You create case stages and manage the stages manually and automatically with JavaScript. This course also teaches you how to create custom pages and implement Free Form page layout and utility widgets for case solutions.

### AUDIENCE PROFILE

- This course is intended for case solution developers of IBM Business Automation Workflow.

### PREREQUISITES

- Familiarity with case management concepts
- Basic knowledge of programming techniques
- Understanding of JavaScript

### COURSE OBJECTIVES

**By the end of this course, participants will be able to:**

- Define properties, choice lists, roles, and business objects for a case solution
- Create document types and case types for a case solution
- Create To-do Task and Container activities
- Add the To-do list widget to the page
- Use Sets to manage tasks
- Create a custom property view
- Configure the display settings for properties
- Assign the custom property view to case pages
- Model a process for a case activity
- Create client-side human services
- Manage case stages manually and automatically with process JavaScript API

- Create custom pages and implement Free Form page layout and utility widgets

## COURSE OUTLINE

### Module 1: Course Content

- Course introduction
- Unit 1. Defining case solution objects
- Exercise 1. Defining case solution objects
- Unit 2. Case activities
- Exercise 2. Creating case activities
- Unit 3. Customizing property views
- Exercise 3. Customizing property views
- Unit 4. Creating a case activity with a new process
- Exercise 4. Creating a case activity with a new process
- Unit 5. Managing case stages
- Exercise 5. Managing case stages
- Unit 6. Designing custom case pages
- Exercise 6. Designing custom case pages
- Course Summary