

IBM F2900G - IBM Case Manager Essentials (V5.3.2)

 Live Online oder Präsenz

Dauer : 1 Tag (8 Stunden)

Nr. : 30022

Preis : 800,00 € netto

952,00 € inkl. 19 % MwSt.

Inhouse-Paket : Auf Anfrage

Overview

This course is an introduction to IBM Case Manager, concepts, functions, and architecture. Participants use an IBM Case Manager system to practice the skills that are required by case workers to process cases and create runtime tasks.

Wer sollte teilnehmen:

Zielgruppe

Audience

This course is for solution architects, solution designers, administrators, product managers, or anyone who needs to learn the essentials of IBM Case Manager.

Voraussetzungen

Prerequisites

None

Trainingsprogramm

Course Outline

Introduction to IBM Case Manager

- Describe the uses of IBM Case Manager
- Identify components of IBM Case Manager

Create and process a case

- Identify a case
- List the components of a case type
- Describe the IBM Case Manager Client
- Add a case and process a work item

Review a case

- Search for a case
- Review a case
- Add annotations and comments to a case
- Split a case

Structure of a solution

- Describe IBM Case Manager solutions and their assets
- Identify IBM Case Manager environments
- Explore the IBM Case Manager Builder Step Designer

Add runtime tasks

- Add a custom task
- Add a quick task

IBM Case Manager integration options

- Identify IBM Case Manager integration options

Objective

Describe the users of IBM Case Manager
Identify components of IBM Case Manager
Create and process a case
Search for a case
Review a case
Add annotations and comments to a case
Split a case
Explore and identify the structure of a solution
Add a custom task
Add a quick task
Identify IBM Case Manager integration options

Schulungsmethode

presentation, discussion, hands-on exercises

Hinweis

Further seminars from the IBM area.