



IBM Call Center for Commerce Extensibility Overview & Demo

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Agenda

- **Introduction**
- **Development environment setup**
- **Walkthrough and demo of 2 extensibility scenarios**
- **Debugging techniques**
- **Q & A**



Prerequisites

- ▶ IBM Sterling Order Management knowledge
 - Order flow understanding
 - Working with API's
 - Working with XML and JSON
 - Basic knowledge of Java Scripting and Dojo
 - Understanding of IBM Call Center for Commerce features

Introduction

Features of extensibility tool / workbench

- 👍 Upgrade proof
- 👍 WYSIWYG
- 👍 Easy to setup the environment
- 👍 Run time extensibility
- 👍 Easy to use

Types of extensions

- Differential extensibility
- Override extensibility





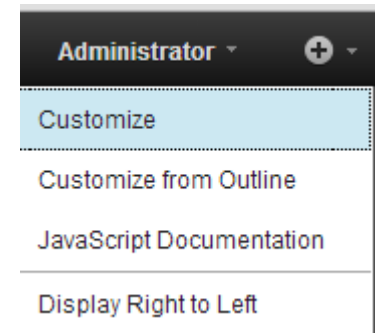
Development environment setup

- ⦿ Build Dev war
 - `./buildwar.sh -Dwarfiles=isccsdev -Dappserver=websphere`

- ⦿ Deploy with the below VM argument
 - `-DuiExtensibilityMode=true`
 - Optional, `-DuiExtensibilityWorkspaceDir=<directory to store the extensions>`

- ⦿ Launch the application with the below url,
 - `http:<ip address>:<port>/isccs/isccs/login.do`

- ⦿ From the developer tools menu click on customize



Walkthrough of Extensibility Scenario - 1

Scenario:

- Displaying Customer PO# in Order Summary Screen

Steps:

- Planning the extension

- ▶ Understand the Order Summary Screen in CCC
- ▶ Understand the mashup's called as part of Order Summary
- ▶ Find out where the required information is present, in our case Customer PO#.

- Find the API being called as part of the mashup and refer to API Java docs, if this information is present

- Modify the mashup output template to fetch this attribute
- Insert the appropriate UI widget in Order Summary Screen

Walkthrough of Extensibility Scenario – 1 Cont...

- ④ Steps:
 - Designing the extension
 - ▶ Design the UI, basically decide what widgets to use and where to place etc
 - ▶ Design the changes required at the mashup layer
 - Implement the extension
 - ▶ Modify the mashup output template to fetch this attribute
 - ▶ Insert the UI widget in Order Summary Screen and provide correct binding information
 - Next Steps
 - ▶ Do we have any special requirement, in this case PO# should be shown only for Business Customers

Walkthrough of Extensibility Scenario - 2

Scenario:

- Adding the gift flag for the Order line in Add Items Page

Steps:

- Planning the extension

- ▶ Understand the Add Items Screen in CCC
- ▶ Understand the mashup's called as part of Add Items Screen
- ▶ Find out where the required information is present, in our case GiftFlag.
 - Find the API being called as part of the mashup and refer to API Java docs, if this information is present

Walkthrough of Extensibility Scenario – 2 Cont...

- ④ Steps:
 - Designing the extension
 - ▶ Design the UI, basically decide what widgets to use and where to place etc
 - ▶ Design the changes required at the mashup layer
 - Implement the extension
 - ▶ Modify the mashup output template to fetch this attribute
 - ▶ Insert the UI widget in Add Items Screen and provide correct binding information
 - Next Steps
 - ▶ Do we have any special requirement, in this case Gift Flag should be allowed to select based on few rules / conditions



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