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Course Code: F2900G

Course Title: IBM Case Manager Essentials (V5.3.2)

## Description:

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.

## Objectives:

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

## Duration:

8 Hrs

## Topics:

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

**Audience:**

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