

What is new in ConSol CM?

New features and improvements in version 6.13.0

November 2020 | Product management ConSol CM



Dear ConSol customers, dear ConSol CM customers,

We would here like to introduce the new features of ConSol CM version 6.13.0. This new main version brings a large number of innovations, especially:

- Business analyses with CM/EBIA
- CM/Machine Learning
- Cases without contacts
- Improved display of data fields in the Web Client

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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CM Perspectives



The engineers

Tom and Susan

use the ConSol CM Web Client and have to work on tickets



Your customer

Mr. King

opens tickets in your ConSol CM system. Might have access to his own tickets if CM/Track is in operation



The administrator

Alf

configures your ConSol CM system using the Admin Tool and the Process Designer



The CM expert

Eric

knows your ConSol CM system perfectly and develops new solutions



The manager

Marco

is interested in KPIs and good performance of your ConSol CM system

The following presentation guides you through the **new features of ConSol CM version 6.13.0**.

Take the following **perspectives** to gain a good overview of what is new and has been improved.

For end users

The screenshot displays a user interface for a helpdesk system. At the top, there's a navigation bar with 'Hauptseite', 'Neues Ticket', 'Neuer Kontakt', and 'Ressourcenpool'. The main content area is titled 'Ticket' and shows a workflow progress bar with five steps: 1. Dispatch (checked), 2. Helpdesk 1st Level (active), 3. Helpdesk 2nd Level, 4. Warte auf Problem, and 5. Beendet. Below the progress bar, there are fields for 'Typ' (Incident / Störung), 'Eingang per' (Telefon), 'Priorität' (Mittel), 'Kostenstelle' (Intern), 'Team' (1st Level), 'Reaktion bis' (01.09.2020 16:41), and 'Lösung bis' (03.09.2020 12:42 (0h 0m)). A 'DETAILDATEN' section is also visible with buttons for 'FAQ Suche', 'Aufgaben', and 'Subtickets'. On the right side, there are sections for 'Workflow-Aktivitäten' and 'Workspace'. The left sidebar shows a list of tickets under 'Meine (2)' and 'Team (9)'. Two cartoon avatars are positioned in the top right corner of the interface.

- Analyses with CM/EBIA
- Cases without contacts
- Improved visualization of data fields
- New terms for case relations
- Management of saved email addresses



Fully integrated business analyses with a focus on self-service

- Craft mighty analyses and dashboards which your users can directly view in the Web Client.
- Use self-service to gain groundbreaking insights about your ConSol CM data - in a few clicks and without having to involve reporting specialists.
- Creating reports is a piece of cake with the graphical user interface of the CM/EBIA administration. Use one of the three modes, depending on the required data and complexity of the question:



Simple question

Pick some data, view it, and easily filter, summarize, and visualize it.



Custom question

Use the advanced notebook editor to join data, create custom columns, do math, and more.

```
1 SELECT
2   avg(dist) as 'Distance',
3   id
4 FROM dat_table
5 WHERE (dat_value = 'quinntie')
6 ORDER BY id, DESC
```

Native query

For more complicated questions, you can write your own SQL or native query.

CM/EBIA (2)

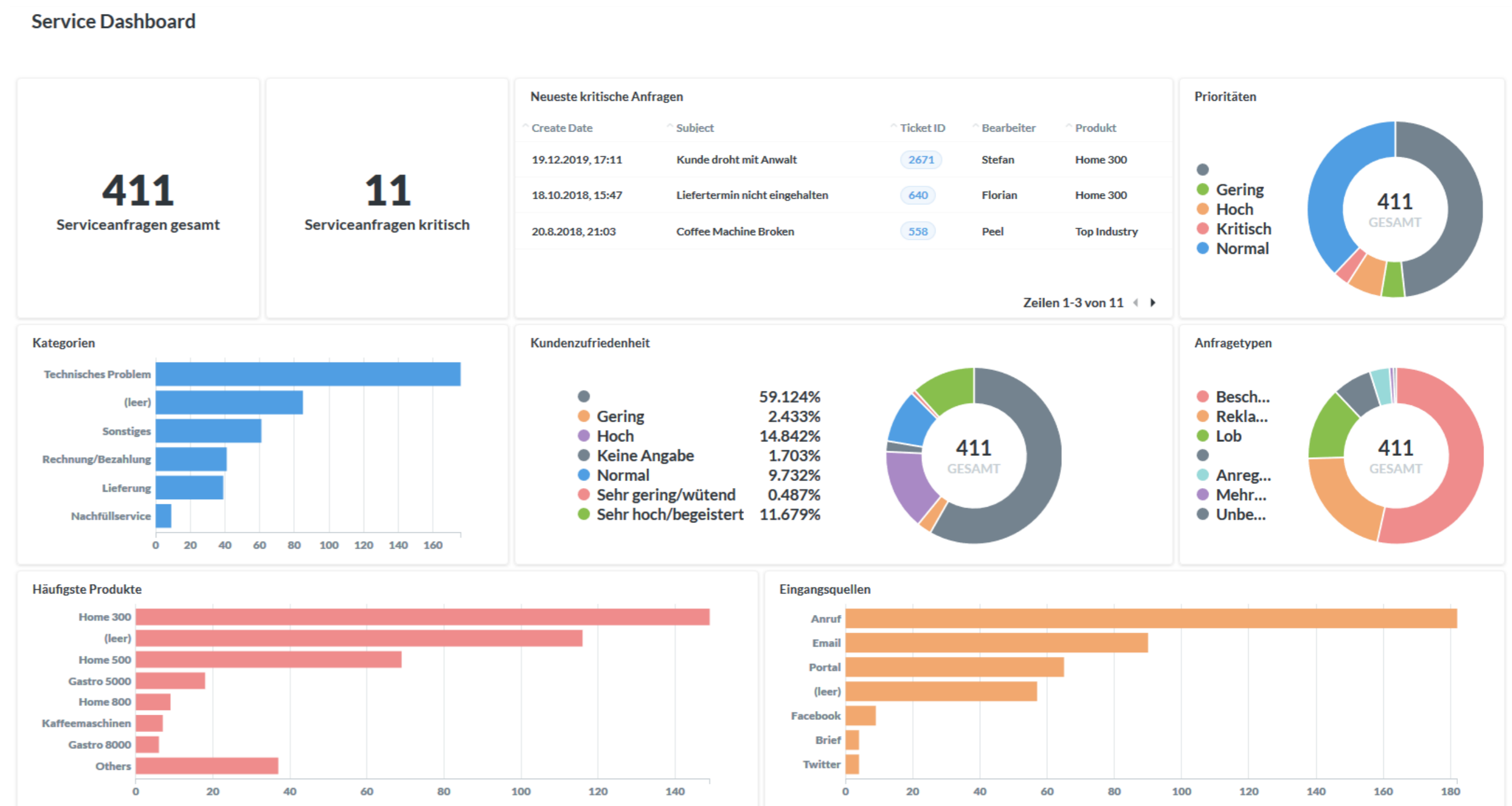
Release Notes 6.13.0.0

Integrated reporting with CM/EBIA (#642353)



Fully integrated business analyses with a focus on self-service

- Provide your users with dashboards and analyses which are directly available in the Web Client, so they have an overview of the most important insights about their daily work.
- Configure CM/EBIA to send you selected analyses in regular intervals. You won't miss any trend in your data.
- Avoid double user interfaces and logins by using integrated single sign-on.
- Manage access to analyses and dashboards with a fine-grained permission concept.



Cases without contacts

Release Notes 6.13.0.0
Tickets without customers (#642551)



Slim cases - tailored for every use case

Use contacts only if they are needed

- Cases which manage FAQs, news or similar frequently do not have a contact. Dummy contacts are not needed anymore in such cases.
- Decide for each queue if the cases should have contacts or not. This setting applies to all cases in the respective process.
- Cases without contact are more concise, as the contact section is omitted, so there is more space for the relevant information.

You can transfer cases from a queue with contacts to a queue without contacts and vice-versa by script!

Improved visualization of data fields

Release Notes 6.13.0.0
New layout for data fields (#641891)



New data field layout for better clarity

Field labels are now displayed above the data fields:

- Use the gained space for additional columns or longer entry fields.
- Take advantage of the responsive design. The fields are automatically arranged vertically on small screens.
- The new layout applies to case, contact and resource fields for both the view and edit mode.

Ticket Edit Clone Print

Laptop funktioniert nicht Helpdesk 1st Level Work in progress Agent1 Helpdesk 9/7/20 2:00 PM

100341

Type Incident	Entry channel E-mail	Priority Medium
Cost Center Administration		Team 1st level
Response until Sep 8, 2020 10:00 AM	Solution until 10.09.20 14:05	
Desired solution until 11/24/20		
Service assignment Hardware Laptop		

Office locations

Locations

Country	City	
Germany	Munich	✕
Add row		

Office address

Street	
Franziskanerstraße 38	✕
Add row	

Bonus feature:

Add titles to structure the displayed data fields
(annotation “text-type” = “title”)

New terms for case relations

Release Notes 6.13.0.1

Ticket relations renamed in the Web Client and CM/Archive (#644070, #644402)



Configurable terms for case relations

- The terms which are used for case relations can now be configured.
- Meaningful and modern terms were chosen for the default values of the three relation types:
 - **Reference** for simple relations
 - **Parent case / child case** for the relation which can be edited in the Web Client
 - **Parent case (fixed) / child case (fixed)** for the relation which can be edited only in scripts

NO RELATIONS

Add relation

Add 101267 Email Attachments to this tickets

as Reference

Note Reference
Parent
Child

Add relation Cancel Back to search

New default values

Delete saved email addresses

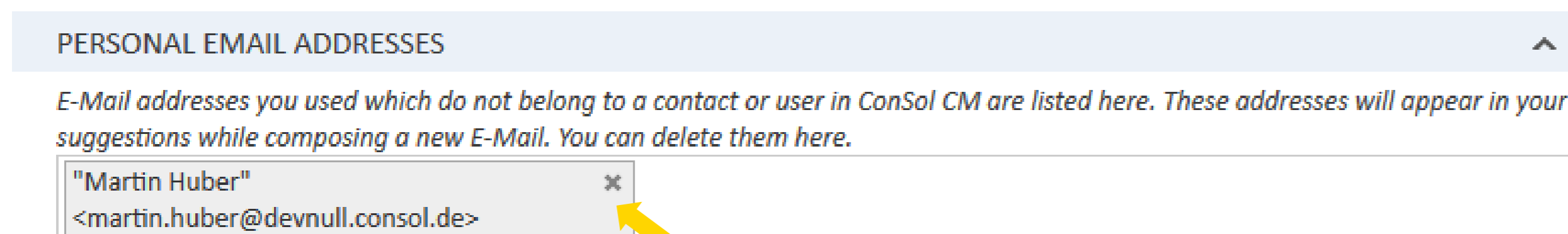
Release Notes 6.13.0.2

Managing suggested email addresses (#643898, #644034)



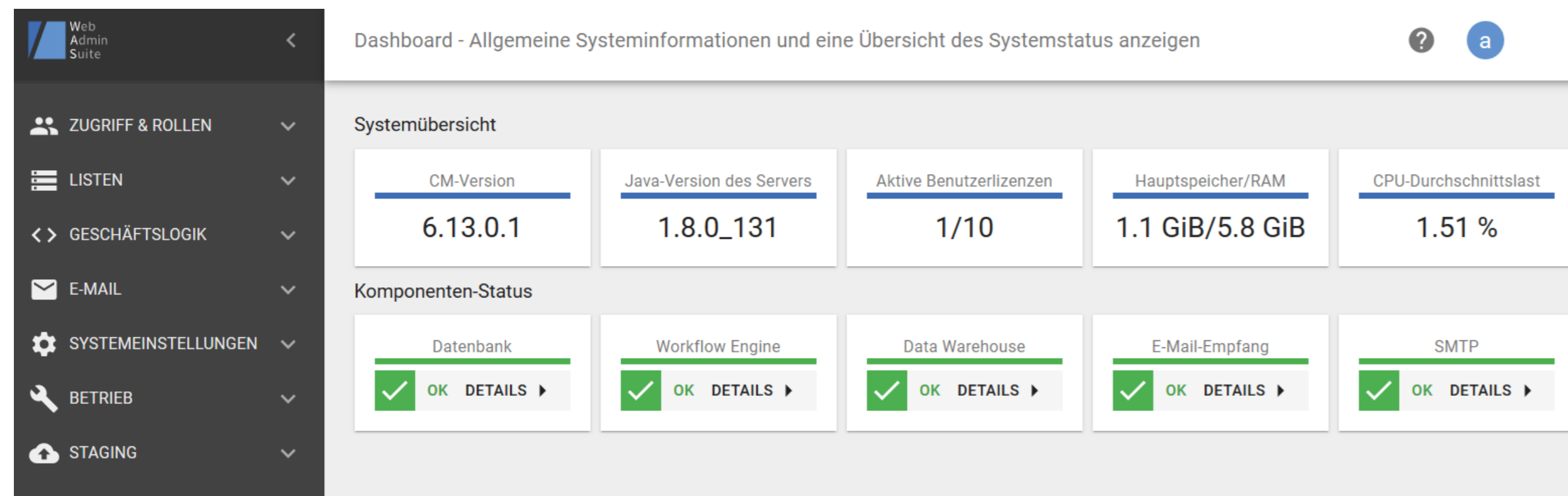
Quickly find the correct email address

- If you write an email from a case, email addresses which you already used are suggested automatically. In the user profile, section “Personal email addresses”, you can now manage the addresses which do not belong to contacts and users saved in ConSol CM.
- Delete addresses which are not needed anymore, incorrect or deprecated to prevent such addresses from being suggested.
- Keep the list of suggested email addresses concise and avoid, for example, sending emails to an old email address of the customer.



Delete address

For administrators

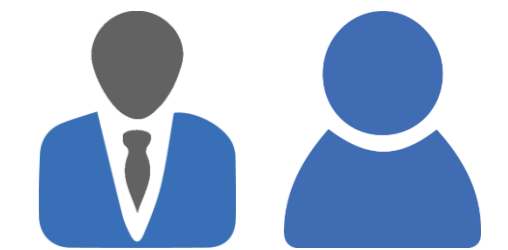


The screenshot displays the Web Admin Suite dashboard. On the left is a dark sidebar with navigation items: ZUGRIFF & ROLLEN, LISTEN, GESCHÄFTSLOGIK, E-MAIL, SYSTEMEINSTELLUNGEN, BETRIEB, and STAGING. The main content area is titled 'Dashboard - Allgemeine Systeminformationen und eine Übersicht des Systemstatus anzeigen'. It features a 'Systemübersicht' section with five cards: CM-Version (6.13.0.1), Java-Version des Servers (1.8.0_131), Aktive Benutzerlizenzen (1/10), Hauptspeicher/RAM (1.1 GiB/5.8 GiB), and CPU-Durchschnittslast (1.51 %). Below this is a 'Komponenten-Status' section with five cards: Datenbank, Workflow Engine, Data Warehouse, E-Mail-Empfang, and SMTP. Each component card shows a green checkmark, 'OK', and a 'DETAILS' link.

- CM/Machine Learning
- Web Admin Suite
- Wizard for cube generation
- Methods for creating links
- Notification for oversized emails
- Development mode for scripts in workflows

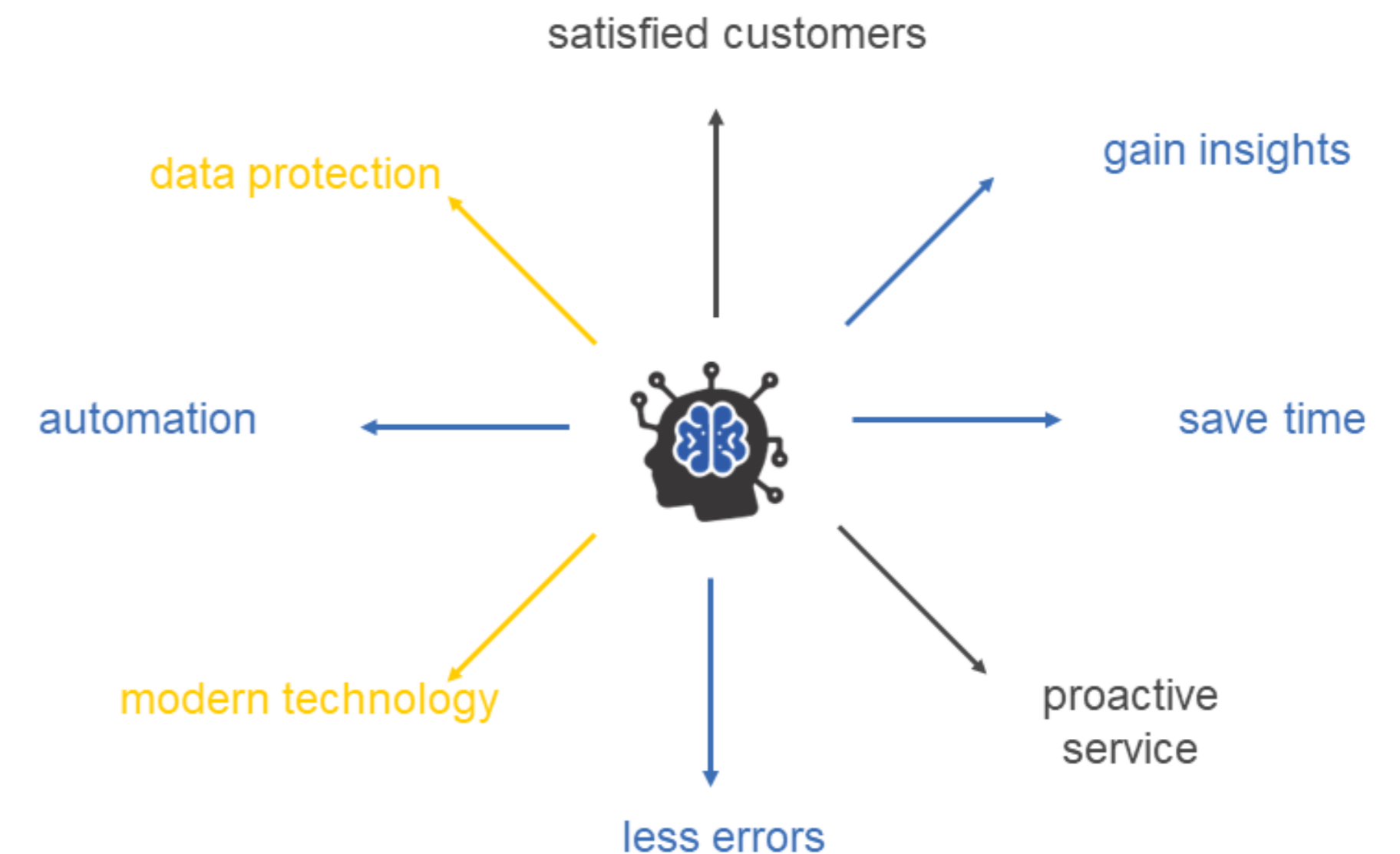
CM/Machine Learning (1)

Release Notes 6.13.0.0
Machine learning (#641957)



Boost the efficiency of your business processes

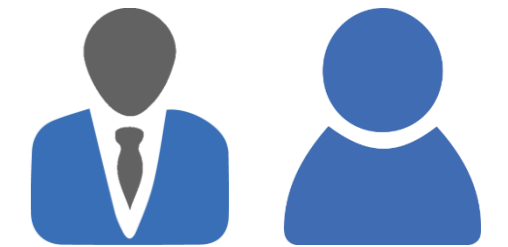
- CM/Machine Learning offers features to detect the language and sentiment and classify cases.
- Relieve your staff by further automating your processes.
- Reduce errors by avoiding manual steps.
- Increase the speed of case handling in your processes to improve customer satisfaction.



CM/Machine Learning runs locally within your ConSol CM system. No data is transferred to external services. This allows you to use the latest technology and comply with strict data protection regulations at the same time.

CM/Machine Learning (2)

Release Notes 6.13.0.0
Machine learning (#641957)



Further automate your business processes

- Detect routine requests and process them automatically in the workflow, so the users only need to take care of special cases.
- Use language detection on incoming emails and comments to assign cases automatically to the correct team and send automatic replies in the correct language.
- Consider the customer's mood for prioritization and gain important insights about the effects of business incidents and decisions on the satisfaction of your customers.
- Use the full potential of your existing cases to automatically classify new cases based on a model trained on the existing cases. This allows you, for example, to automatically set the product which a request refers to.

Web Admin Suite (1)

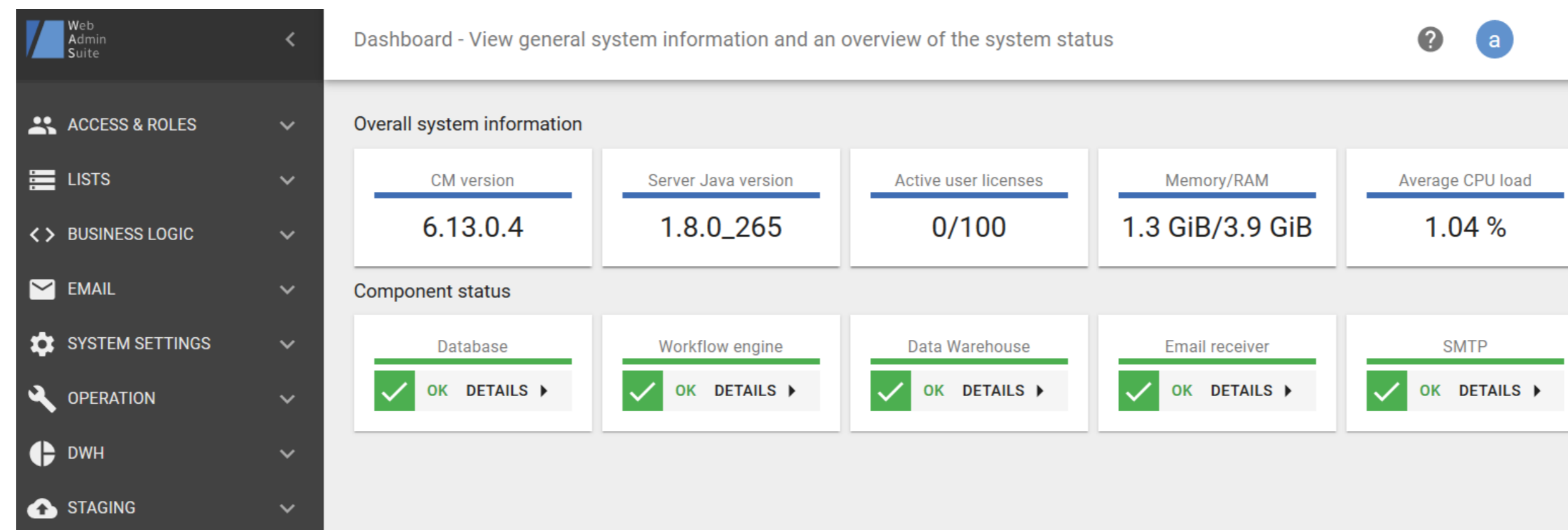
Release Notes 6.12.1



New web application for ConSol CM administration

Take advantage of improved usability and future-proof technology:

- The Web Admin Suite is a modern web application which is opened directly in the browser.
- The functionality of the Admin Tool and Process Designer is transferred to the Web Admin Suite step by step. This way, you will be able to perform all tasks related to the configuration and administration of ConSol CM in one place in the future.
- Several usability improvements make work with the Web Admin Suite even more convenient and quick.



Dashboard - View general system information and an overview of the system status

Overall system information

CM version	Server Java version	Active user licenses	Memory/RAM	Average CPU load
6.13.0.4	1.8.0_265	0/100	1.3 GiB/3.9 GiB	1.04 %

Component status

Database	Workflow engine	Data Warehouse	Email receiver	SMTP
✓ OK DETAILS ▶	✓ OK DETAILS ▶	✓ OK DETAILS ▶	✓ OK DETAILS ▶	✓ OK DETAILS ▶



New web application for ConSol CM administration

You can already use the Web Admin Suite for working in the following sections:

- Access and roles: users, roles and views
- Lists: sorted lists and hierarchical lists (previously called MLA)
- Business logic: scripts and templates
- Email backups
- System settings: system properties, client configurations and labels
- Operation: index, license, tasks, log files
- DWH: cubes
- Staging: import, export

Wizard for cube generation

Release Notes 6.13.0.3

Cube administration added to the Web Admin Suite (#645124)



Create DWH cubes with a few clicks in the Web Admin Suite

- Conveniently create DWH cubes using the graphical user interface of the Web Admin Suite.
- You don't need direct access to the DWH database anymore for creating a cube. And SQL knowledge is not required either.
- Directly use the cubes with CM/EBIA for analyses and dashboards. This allows you to gain insights from your data without having to involve reporting specialists and database experts.

The screenshot shows the 'NEW CUBE' wizard interface. On the left, a table lists existing cubes. On the right, a form allows configuration of a new cube.

ID	Cube name	Status	Created at	Updated at
1	First cube	CREATING	12.11.2020, 15:10:27	n/a

Form fields and options:

- Cube name*: First cube
- Include person data fields in the cube
- Include company data fields in the cube
- Select queues: HelpDesk_1st_Level, HelpDesk_2nd_Level
- Select locale: German

Method for creating links

Release Notes 6.13.0.0
Methods to create links added (#635013)



Convenient creation of links to cases, contacts and resources

- Enter the URL of the Web Client and CM/Track in the system properties *url.webclient* and *url.track* from the module *cmas-core-server*.
- Use the methods of the new class *LinkService* to create links to cases, contacts and resources in scripts.
 - **linkTo.webclient(ticket)** creates a link to a case in the Web Client
 - **linkTo.track(ticket)** creates a link to a case in CM/Track
- Links to contacts and resources in the Web Client can be created in the same way.
- This way, you don't need to adapt your scripts for the links work on development and test systems.

Notification for oversized emails

Release Notes 6.13.0.2

Notification when an email cannot be handled due to its size (#642967)



Automatic notification of the sender

- If someone sends an email to ConSol CM which cannot be processed due to its size, an automatic notification is sent to the sender.
- The sender can react to this notification by reducing the size of the email. Frequently, the problem can be solved by shrinking the attachments or distributing them among several emails.
- This allows you to avoid additional efforts by the administrator who needs to take care of these emails.
- At the same time, you improve customer satisfaction, because the customers directly receive some feedback which allows them to solve the problem on their own, so their requests can be handled as quickly as possible.

Development mode for workflows

Release Notes 6.13.0.3

Development mode for script editing in the Process Designer (#644798)



Modify scripts in the workflow without workflow deployment

Increase your productivity with the new development mode in the Process Designer:

- You can enable the development mode in the local configuration.
- In the development mode, changes done to scripts in the Process Designer are applied immediately. The scripts behave in the same way as scripts in the Admin Tool / Web Admin Suite.
- It is not required anymore to deploy the workflow in order to test script changes.
- You save time because you don't need to wait for the workflow deployment to finish. In addition, fewer workflow versions are created, so it is easier to keep an overview.
- The only precondition is that the activity which the script belongs to must already be present in the currently deployed workflow version.

For operation



```
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
```

- Simplified JBoss configuration
- View and download log files
- Logging for REST requests

Simplified JBoss configuration

Release Notes 6.13.0.0
JBoss configuration changed (#643782)



Less effort for configuring the JBoss

Conveniently configure the JBoss using properties files

The settings which need to be made for setting up the ConSol CM system in the XML files of the JBoss were moved to specific properties files. This way, the required settings are easy to see and there are no additional efforts when updating ConSol CM.

There is one properties file for each type of installation:

- **cm6-config.properties**: standalone installation of ConSol CM and ConSol CM installation with CMRF in standalone mode
- **cm6-domain-config.properties**: ConSol CM installation with CMRF in a cluster
- **cm6-cmrf.properties**: standalone installation of ConSol CM with CMRF installation in overlay mode
- **cmrf-config.properties**: standalone installation of CMRF

View and download log files

Release Notes 6.13.0.4

Log files section added to the Web Admin Suite (#645431)



Use the Web Admin Suite for easy access to the log files

- You can now view and download all log files which are saved in the default log directory of the application server.
- Save time by having a quick look in the logs when a problem occurs instead of having to connect to the application server.
- You can download one or several log files for further analysis with just a few clicks.

The screenshot shows a web interface for viewing log files. At the top, there is a dropdown menu set to 'server.log', followed by two checked checkboxes: 'Refresh log file automatically' and 'Display newest lines first'. Below this is a scrollable area containing log entries. The log entries include timestamps, log levels (WARN, ERROR, INFO), and detailed messages. For example, one entry shows a warning about a folder not existing, and another shows an error about SSL connection establishment. At the bottom of the log viewer, there is a red button labeled 'DOWNLOAD LOG FILES'.

```
server.log  Refresh log file automatically  Display newest lines first

2020-11-17 10:04:12,366 WARN [.thread.FileSystemPollerThread] [cmas-nimh--] Polling folder doesn't exists!
2020-11-17 10:04:12,358 ERROR [ stderr] [--] Tue Nov 17 10:04:12 CET 2020 WARN: Establishing SSL connection without
server's identity verification is not recommended. According to MySQL 5.5.45+, 5.6.26+ and 5.7.6+ requirements SSL
connection must be established by default if explicit option isn't set. For compliance with existing applications not
using SSL the verifyServerCertificate property is set to 'false'. You need either to explicitly disable SSL by setting
useSSL=false, or set useSSL=true and provide truststore for server certificate verification.
2020-11-17 10:04:12,287 ERROR [ stderr] [--] Tue Nov 17 10:04:12 CET 2020 WARN: Establishing SSL connection without
server's identity verification is not recommended. According to MySQL 5.5.45+, 5.6.26+ and 5.7.6+ requirements SSL
connection must be established by default if explicit option isn't set. For compliance with existing applications not
using SSL the verifyServerCertificate property is set to 'false'. You need either to explicitly disable SSL by setting
useSSL=false, or set useSSL=true and provide truststore for server certificate verification.
2020-11-17 10:04:12,191 ERROR [ stderr] [--] Tue Nov 17 10:04:12 CET 2020 WARN: Establishing SSL connection without
server's identity verification is not recommended. According to MySQL 5.5.45+, 5.6.26+ and 5.7.6+ requirements SSL
connection must be established by default if explicit option isn't set. For compliance with existing applications not
using SSL the verifyServerCertificate property is set to 'false'. You need either to explicitly disable SSL by setting
useSSL=false, or set useSSL=true and provide truststore for server certificate verification.
2020-11-17 10:03:13,747 INFO [me.endpoint.BroadcasterManager] [--] Atmosphere resource added, broadcaster: f42291d1-
e3ff-4e82-a291-d1e3ffe8244 uid: 8d49bc45-00be-4b49-9f09-f34577f813ad
2020-11-17 10:03:13,195 WARN [.hql.internal.ast.HqlSqlWalker] [admin--f42291d1-e3ff-4e82-a291-d1e3ffe8244] [DEPRECATION]
Encountered positional parameter near line 1, column 90 in HQL: [update com.consol.cmas.common.model.UserSession set
lastActionDate = ? where sessionId = ?]. Positional parameter are considered deprecated; use named parameters or JPA-style
positional parameters instead.
2020-11-17 10:03:13,195 WARN [.hql.internal.ast.HqlSqlWalker] [admin--f42291d1-e3ff-4e82-a291-d1e3ffe8244] [DEPRECATION]
Encountered positional parameter near line 1, column 70 in HQL: [update com.consol.cmas.common.model.UserSession set
lastActionDate = ? where sessionId = ?]. Positional parameter are considered deprecated; use named parameters or JPA-style
positional parameters instead.
2020-11-17 10:03:13,003 INFO [ sessionTimeoutEngineLogger] [--] New session for engineer: admin has started. Session id:
f42291d1-e3ff-4e82-a291-d1e3ffe8244.
2020-11-17 10:03:13,002 INFO [ sessionTimeoutEngineLogger] [--] New session for engineer: admin has started. Session id:
31a614f6-7a97-41ce-a614-f67a9751ce15.
2020-11-17 10:03:13,003 INFO [me.endpoint.BroadcasterManager] [--] Created broadcaster with id: f42291d1-e3ff-4e82-a291-
d1e3ffe8244 for session: f42291d1-e3ff-4e82-a291-d1e3ffe8244
2020-11-17 10:03:13,002 INFO [me.endpoint.BroadcasterManager] [--] Created broadcaster with id: 31a614f6-7a97-41ce-a614-
f67a9751ce15 for session: 31a614f6-7a97-41ce-a614-f67a9751ce15
2020-11-17 10:03:12,997 INFO [gration.DefaultChannelsManager] [--] Creating client broadcasting channel for session:
```

[DOWNLOAD LOG FILES](#)

Logging for REST requests

Release Notes 6.13.0.2
Operation times logging for REST requests (#644711)



Gain insights from the processing time of REST requests

The processing time of REST requests is now logged:

- Log file: operationtimes-rest.log
- Log level: DEBUG
- Output: URL of the requests + processing time of the requests

Obtain information for troubleshooting problems with CM/Track and the REST interface. Detect problematic requests and gain insights from the processing time of the requests.



Here you will find the official manuals for the process management software [ConSol CM](#).

PDF
 Online Help
 English
 Deutsch

User
 Administrator
 Process Designer
 CMMobile
 CM/Outlook-Add-in
 DWH
 Setup and Operation

Latest version
 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
 Version 6.11.2.7
 Version 6.11.2.3
 Version 6.11.2.2

Version 6.11.2.1
 Version 6.11.1.14
 Version 6.11.1.11
 Version 6.11.1.7
 Version 6.11.1.4
 Version 6.11.1.2
 Version 6.11.1.0

Version 6.11.0.5
 Version 6.11.0.4
 Version 6.11.0.3
 Older versions

User

	Online Help	User Manual 6.13.0.1 (English)
	PDF	User Manual 6.13.0.1 (English)
	Online Help	Benutzerhandbuch 6.13.0.1 (Deutsch)
	PDF	Benutzerhandbuch 6.13.0.1 (Deutsch)

Administrator

	Online Help	Web Admin Suite Manual (English)
	Online Help	Web Admin Suite-Handbuch (Deutsch)
	Online Help	Administrator Manual 6.13.0.0 (English)
	PDF	Administrator Manual 6.13.0.0 (English)





Process Designer

	Online Help	Process Designer Manual 6.13.0.0 (English)
	PDF	Process Designer Manual 6.13.0.0 (English)


DWH

	Online Help	DWH Manual 6.11.0 (English)
	PDF	DWH Manual 6.11.0 (English)

Setup and Operation

	Online Help	Setup Manual 6.13.0 (English)
	PDF	Setup Manual 6.13.0 (English)
	Online Help	Operations Manual 6.13.0 (English)
	PDF	Operations Manual 6.13.0 (English)

CM/Outlook-Add-in

	PDF	CM/Outlook-Add-in (German)
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CM/Mobile

	PDF	CM/Mobile 3.4 (English)
	Online Help	CM/Mobile 3.4 (English)

Sie möchten mehr über ConSol CM erfahren?

Nutzen Sie unseren

[TecDoc-Server](#).

Dort finden Sie:

- **Handbücher**
 - **Administrator**
 - **Benutzer**
 - **Process Designer**
- **Release Notes**
- **System Requirements**

Viel Spaß mit der neuen ConSol CM-Version!



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Wenden Sie sich gerne an uns, wenn Sie weitere Frage haben!