



LOTUS AWARDS | 08

the mark of brilliance

Best TOTAL Lotus Software Solution 2008:
GEDYS IntraWare 7

Lotusp**here**® 2008



Developing Composite Applications to Solve Real-World Challenges

Peter Reinecke / Director Development / GEDYS IntraWare



Vers. 1.0



» Agenda «

- A Company with history
- Business Mail – Function Overview
- Business Mail in Notes 6.5
- Motivation – Why Composite
- Step by Step Transition
- Under the hood
- Technical details
- Summary

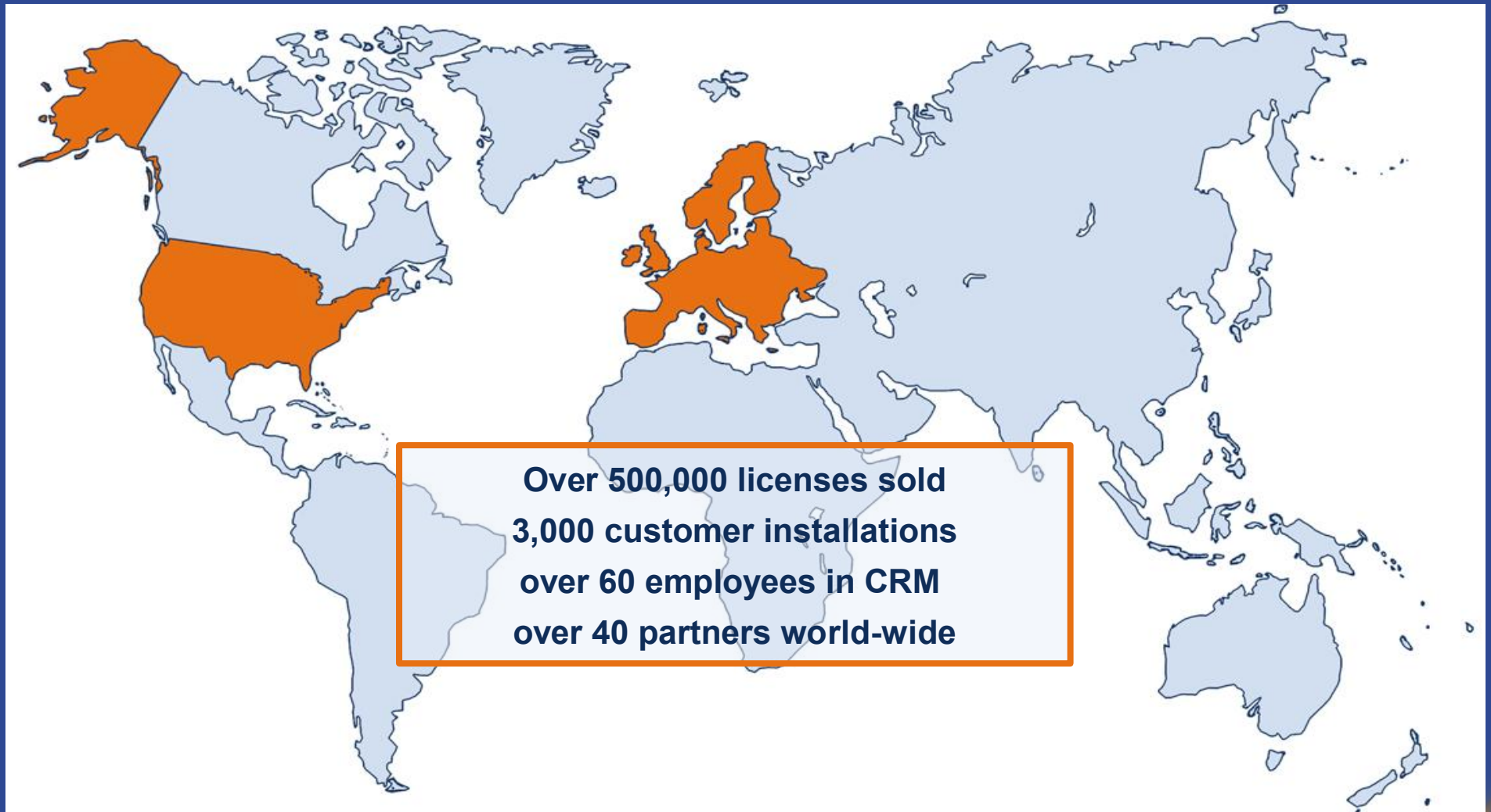
» A Company with History «

- 15 years of focussing on Notes based CRM Systems
- International Business Partner
- More than 60 employees in CRM Business
- Dedicated development team for standard software
- Partner channel throughout Europe and States
- Multilingual, modularised CRM System
- Modules available today
 - ▶ Portal, Contacts, Service, Mailing, Marketing, Workflow, Sales, Event Management, Office

Lotus software



» Global Support for CRM Applications «



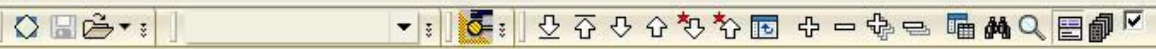
» Business Mail – Function Overview «

Main functions:

- Integrate email into CRM processes
- Address lookup based on sender information
- Show CRM address data like contact information, phone number
- Highlight existing CRM activity data

Notable features:

- Quickly open existing data in CRM
- Create new address from email signature
- File the email in address context



Mail
for Andreas Nebel

Inbox (1)

- Drafts
- Sent
- Follow Up
- All Documents
- Junk
- Trash
- Views

Folders...

- Archive
- Tools

Business Mail

- add Company & Contact
- add Contact to Company
- add Private Person

Meier, Claudia

GEDYS IntraWare GmbH

18.05.1968
0861 9642 0

Other

- 09.10.2007 CRM-expo 2007: CRM 360° für IBM Lotus Notes 7...
- 08.10.2007 GEDYS IntraWare 7.15 - Neues Release steht be...
- 08.10.2007 Pressemitteilung: Von Bayer Crop Science bis ...
- 15.08.2007 Anfrage Dienstleistungen
- 15.08.2007 Re: Anfrage Dienstleistung
- 12.08.2007 Bestellung GEDYS IntraWare 7
- 08.08.2007 Bestellabwicklung
- 08.07.2007 Integration von SAP-, Datawarehouse- und Ware...
- 25.06.2007 Teilnahme an dem Workshop
- 09.05.2007 Anmeldung zum Workshop
- + 4 zusätzliche

Aktualisieren
on LNSFUD02/FUD01/IntraWare

New Message Reply Reply to All Forward More View All View Unread

| Sender | Subject | Date |
|---------------------------|---|------------------|
| Claudia Meier | CRM + Lotus Notes = GEDYS IntraWare 7 - Einladung zur Roadshow | 17.10.2007 02:21 |
| IBM PartnerWorld ISV team | Einladung zum IBM Rational Webseminar am 17. Oktober 2007 | 04.10.2007 15:11 |
| IBM developerWorks | Essential resources to get the most from your recent trial | 13.11.2007 15:48 |
| IBM developerWorks | Essential resources to get the most from your recent trial | 02.10.2007 08:32 |
| Detlef S Krause | Finale Agenda vom Composite applications workshop am 7.8.11. in München | 31.10.2007 22:47 |
| Kati Eyring | GROUP Technologies AG: Heutige Pressemitteilung | 12.11.2007 14:28 |
| IBM PartnerWorld | IBM Business Partner - Information 26-09-07 | 26.09.2007 02:33 |
| info | Ihre Reservierungsnr: 303977 | 31.10.2007 08:56 |
| Claudia.Meier | Kunden, Interessenten, Partner: CRM mit GEDYS IntraWare 7 | 09.10.2007 15:50 |
| IBM PartnerWorld ISV Team | Registrierung für die IBM Lotusphere 2008 jetzt möglich | 26.09.2007 18:41 |
| Claudia.Meier | Summary report from GROUP iQ.Suite Quarantine | 08.10.2007 13:56 |
| Detlef S Krause | Weitere Informationen zum Advance Composite Application wo | 25.10.2007 12:33 |

Preview

 **CRM + Lotus Notes = GEDYS IntraWare 7 - Einladung zur Roadshow**
Claudia Meier to: ANebel 17.10.2007 02:21
[Show Details](#)

Sehr geehrter Herr Nebel,

wir möchten Sie noch einmal an den Workshop "Kunden, Interessenten, Partner: CRM mit GEDYS IntraWare 7" bei IBM erinnern, zu dem wir Sie herzlich einladen.

Geben Sie Ihren Mitarbeitern eine "vertraute" CRM-Software mit fühlbarer Arbeitserleichterung an die Hand. Damit wird in Ihrem Unternehmen CRM so selbstverständlich wie E-Mail.

- Wer sind unsere Interessenten und Kunden? Und wen spreche ich an?
- Welche Produkte setzt unser Kunde ein? Welche Version ist im Einsatz?
- Wann und warum hatten wir mit Interessenten und Kunden Kontakt? Wer ist dafür zuständig?
- Welche Termine, Aufgaben, Angebote und Verträge gibt es?

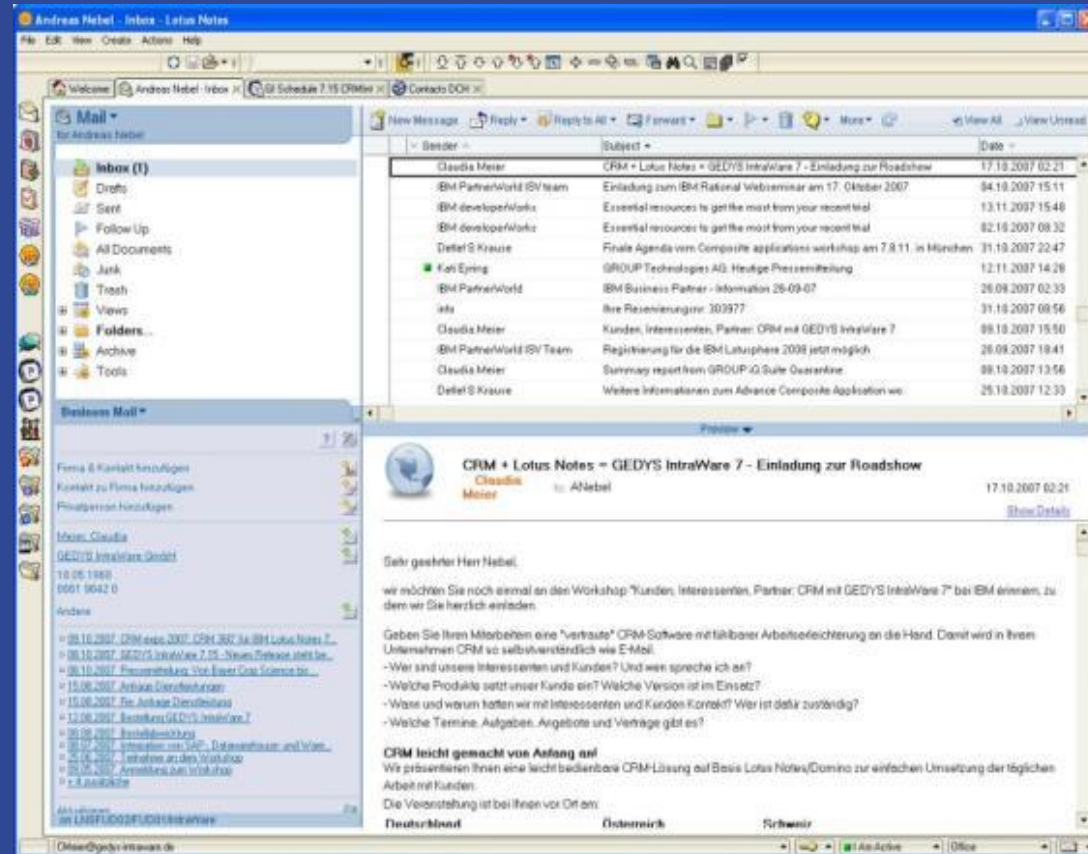
CRM leicht gemacht von Anfang an!
 Wir präsentieren Ihnen eine leicht bedienbare CRM-Lösung auf Basis Lotus Notes/Domino zur einfachen Umsetzung der täglichen Arbeit mit Kunden.

Die Veranstaltung ist bei Ihnen vor Ort am:

Deutschland Österreich Schweiz

» Business Mail in Lotus Notes 6.5 «

- Own Composite Application concept in Lotus Notes 6.5
 - notification system
- Performance issue: Address and activity lookup locks the Lotus Notes Client
- Design changes on mail database needed
- Focus problems in frameset



» Why Make Business Mail a Composite Application ? «

- Better user interface
- Contextual experience
- Immediate access to critical CRM data
- Ability to combine information in a Mashup
- Easy to create and deploy
- Reusable components
- Based on standards

» Business Mail Transition «

- Steps to go through
 -
 - Decide where to design your composite application
 - Identify the reusable components
 - Define properties and actions
 -
 - Create Notes elements (Actions, Forms)
 - Add components in CAE
 - Wire components
 - Deploy

- Anita Miller**
- LNSFAIR3
- Inbox (3)**
 - Drafts
 - Sent
 - Follow Up
 - All Documents
 - Junk
 - Trash
 - Chat History
 - Views
 - Folders
 - Archive
 - Tools
 - Other Mail

- New Reply Reply to All Forward Show
- Sort by Date
- Thomas Buck** 12.03.2008 16:29
Need INput for my next talk
 - Lars Weis 12.03.2008 16:26
Monday Morning Call
 - Lars Weis** 12.03.2008 16:25
Re: Did you get the last version o fthe company presentation ? eom
 - Lars Weis** 12.03.2008 14:34
Testmail

Follow Up

add Company & Contact

add Contact to Company

add Private Person

[Buck, Thomas](#)

[Global Products GmbH](#)

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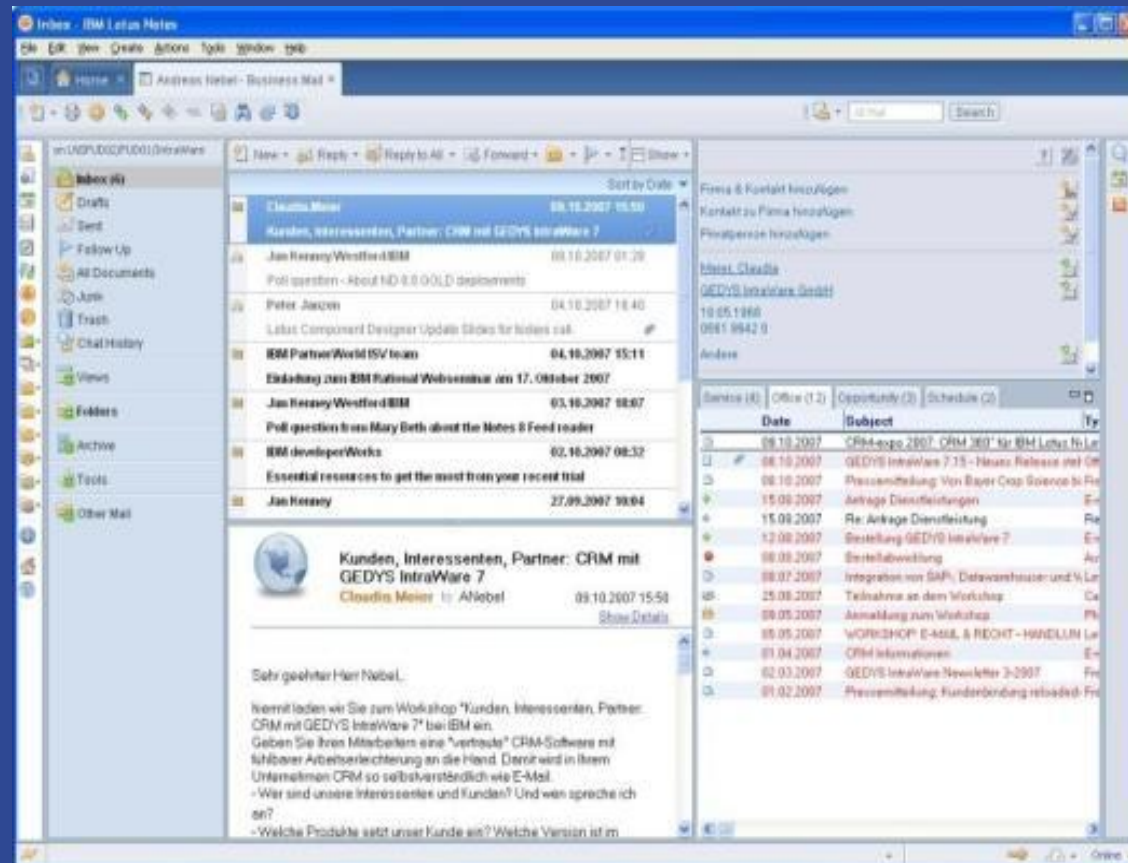
Other

[Refresh](#)

| | Datum | Betreff |
|--|------------|--------------------|
| | 13.03.2008 | Re: Can you please |
| | 13.03.2008 | Can you please cal |
| | 11.01.2006 | Anschreiben AGB (|

» Lotus Notes 8 Composite Application compared to Lotus Notes 6.5 «

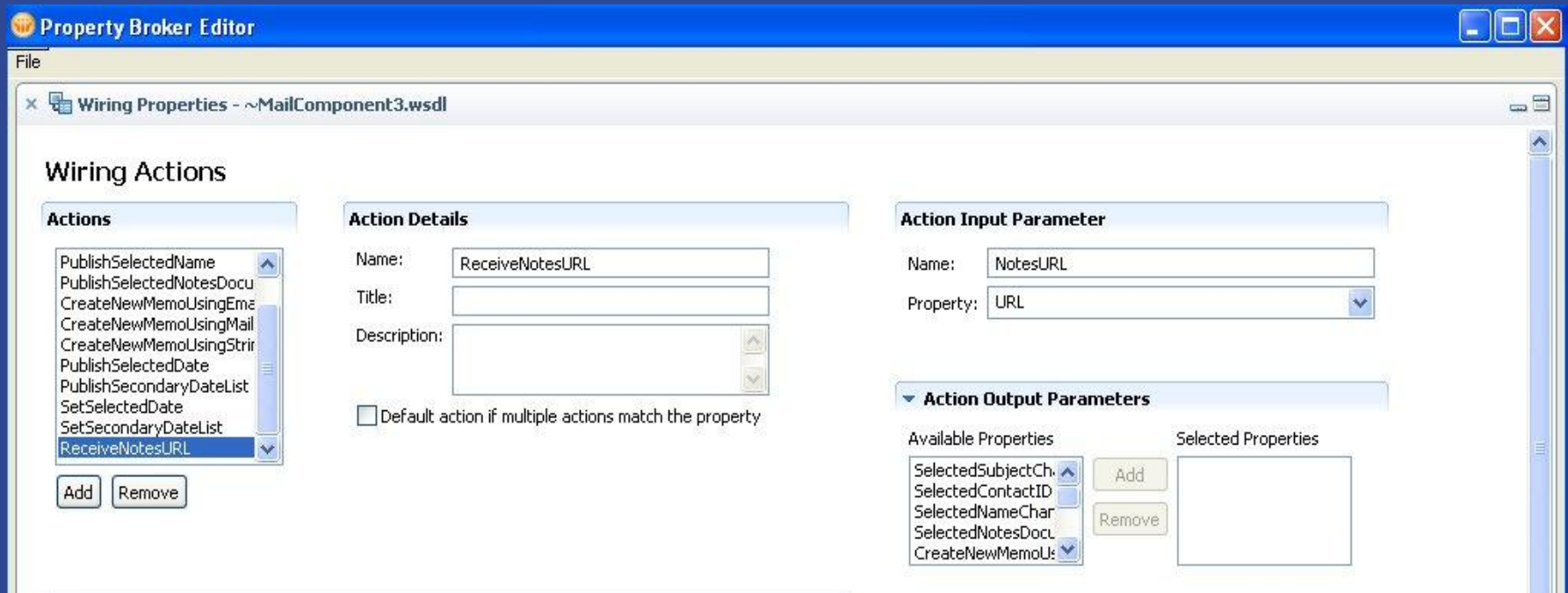
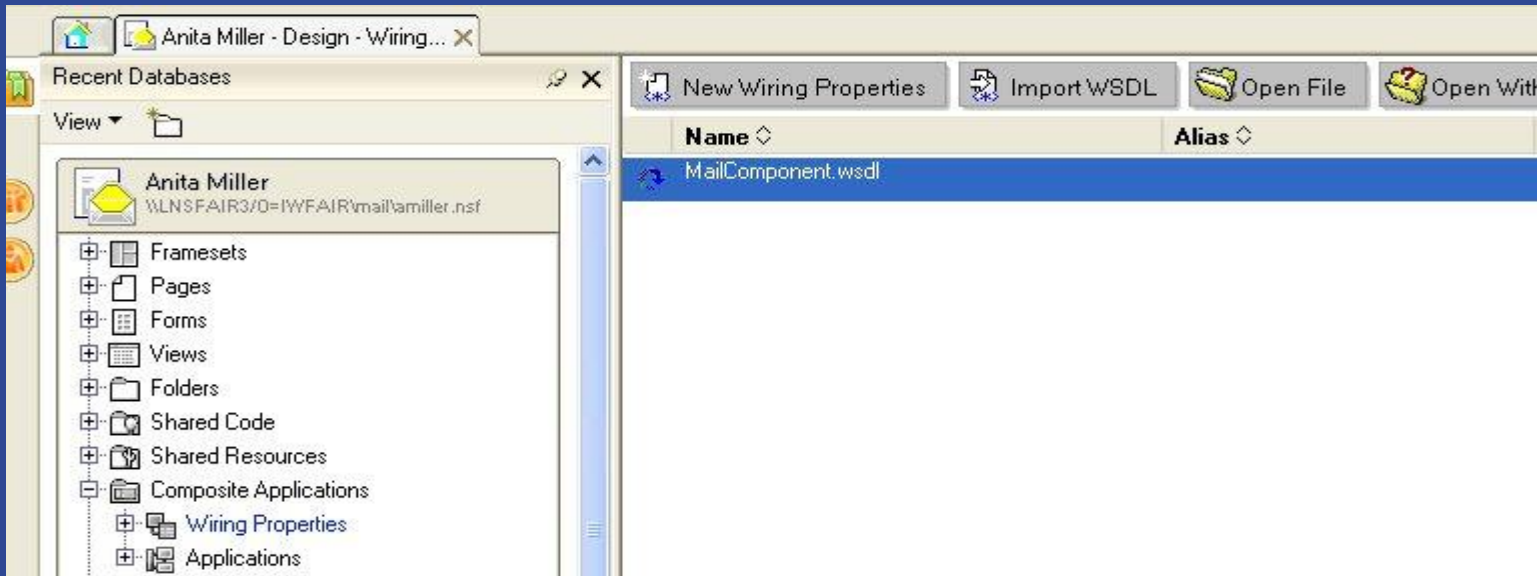
- Property broker as standard secure event handler
- Asynchronous access to IBM Lotus Domino via Java Components
- Loosely coupled components
- Reusable components
- No design changes in Lotus Notes Mail database



» Under the hood and into the details «

- Two components for Business Mail
-
- Address lookup and displaying component
 - Receives the inbox selection
 - Starts the address lookup
 - Displays the result
 - Send the address key to the CRM components
- Each CRM database contains a displaying component
 - Receive the address key
 - Display the related CRM documents

» Create WSDL and define properties and actions «



» Form action «

- ◇ This code in the action triggers the address search
- ◇ Notes URL of the selected Mail document from PropertyBroker

The screenshot displays the Lotus Notes Designer interface for a form named 'ssMailNotes8 - Form'. The form contains several fields: DispPhone1, DispPhone2, DispPhone3, DispPhone4, DispWebSite, DispAddToOther, LSDispRefresh, and DispErrorText. A 'RefreshBusinessMailURL' checkbox is visible in the top right corner of the form.

An 'Action' dialog box is open, showing the configuration for the 'RefreshBusinessMailURL' action. The 'Action Name' is set to 'ReceiveNotesURL'. The 'When action is chosen' section has three options: 'Close OLE object and return to Notes' (selected), 'OLE object remains open', and 'Bring document window to front'. The 'Publish Action with OLE object' checkbox is unchecked.

The 'Objects' pane on the left shows the following structure:

- Initialize
- Terminate
- compositeApplication (Field)
- SaveOptions (Field)
- Unid (Field)
- RefreshBusinessMailURL (Action)
 - (Options)
 - (Declarations)
 - Click
 - Objectexecute

The 'RefreshBusinessMailURL (Action) : Click' event is configured with the following code:

```
Run Client  
'without a property broker  
On Error 4719 Goto contact T  
'new property broker co  
Dim pb As NotesPro  
  
Set pb = s.getPropertyBroker() 'create  
'new NotesPropertyBroker object
```

» Lotus Notes 8 Composite Application: Wiring (1) «

The screenshot shows the 'Wiring' interface in Lotus Notes 8.0. The window title is 'Mail - Editing: Notes 8.0 Mail Calendar ToDo Applications'. The menu bar includes 'File', 'Edit', 'Tools', and 'Help'. There are two tabs: 'Mail' and 'Wiring'. Below the tabs, a text box explains: 'To create a wire, select a property in the 'Source' component, and drag it onto the desired action in the target component. Context menus are provided for all elements in the diagram.'

There are two buttons: 'Include another page' and 'View All Wires...'. The main workspace is titled 'Mail' and contains a 'Source' component on the left and several target components on the right. The 'Source' component is 'Notes Mail View' and has the following properties: 'Common name changed', 'Email address changed', 'Notes url changed' (highlighted), 'NotesURL', 'Secondary date list', 'SelectedContactID', 'Selection Changed', 'Subject changed', and 'The Date to be set to'. The target components are: 'Office' (ReceiveContactID), 'Opportunity' (ReceiveContactID), 'Businessmail' (Create new memo using email..., Create new memo using mailto..., Create new memo using string..., ReceiveNotesURL (highlighted), Set secondary date list, Set selected date), 'Office UK' (ReceiveContactID), 'Notes Mail Mini View' (Create new memo using email..., Create new memo using mailto..., Create new memo using string..., ReceiveNotesURL, Set secondary date list, Set selected date), and 'Notes Mail Navigator' (Create new memo using email..., Create new memo using mailto..., Create new memo using string..., ReceiveNotesURL, Set secondary date list, Set selected date). A dashed line connects the 'Notes url changed' property of the 'Notes Mail View' source to the 'ReceiveNotesURL' action of the 'Businessmail' target.

» Lotus Notes 8 Composite Application: Wiring (2) «

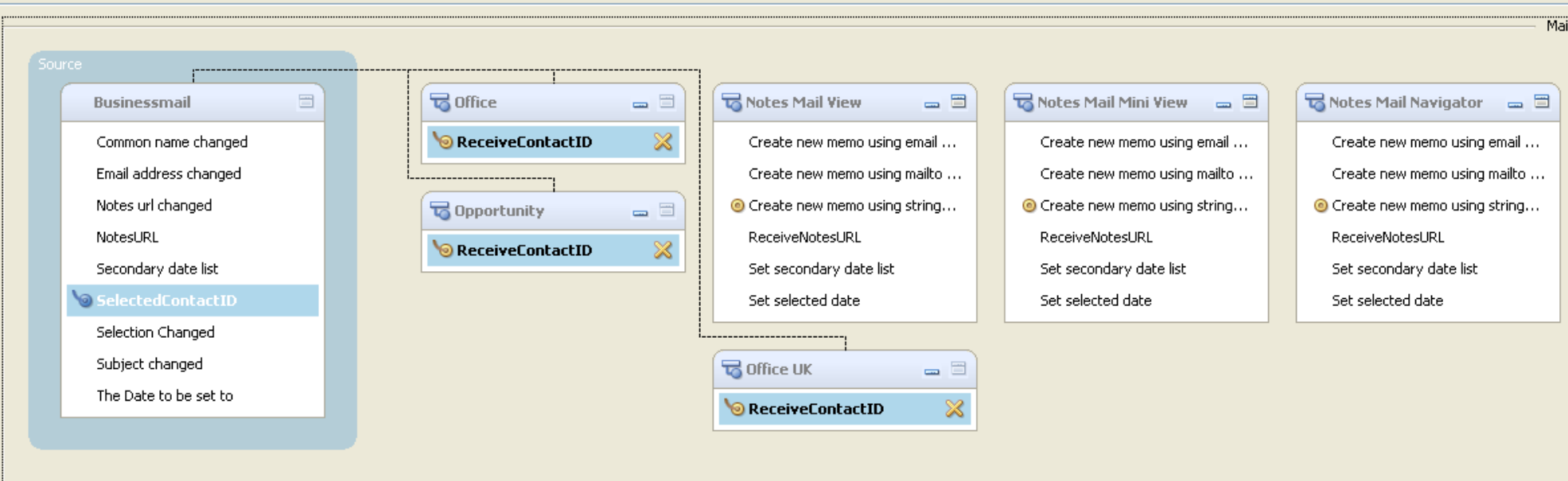
Mail - Inbox - Editing: Notes 8.0 Mail Calendar ToDo Applications

File Edit Tools Help

Mail Wiring

To create a wire, select a property in the 'Source' component, and drag it onto the desired action in the target component. Context menus are provided for all elements in the diagram.

Include another page View All Wires...



The diagram illustrates the wiring of a composite application. On the left, a 'Source' component named 'Businessmail' is highlighted with a blue border. It contains several properties: 'Common name changed', 'Email address changed', 'Notes url changed', 'NotesURL', 'Secondary date list', 'SelectedContactID' (highlighted in blue), 'Selection Changed', 'Subject changed', and 'The Date to be set to'. Three target components are connected to the 'SelectedContactID' property via dashed lines: 'Office', 'Opportunity', and 'Office UK'. Each of these target components has a 'ReceiveContactID' action. To the right, three other target components are shown: 'Notes Mail View', 'Notes Mail Mini View', and 'Notes Mail Navigator'. Each of these components has a 'Create new memo using string...' action, which is highlighted with a yellow circle. The 'Notes Mail View' component also has 'ReceiveNotesURL', 'Set secondary date list', and 'Set selected date' actions. The 'Notes Mail Mini View' and 'Notes Mail Navigator' components also have 'ReceiveNotesURL', 'Set secondary date list', and 'Set selected date' actions.

» Reinforcing the benefits «

- Use existing standard mechanism
- Reuse existing components
- Seamless integration of Java Components
-
- No changes to Mail database design
- Client is not locked
- Focus problem is minimised

» Contact Information «

Thank you

More information :

URL: www.gedys-intraware.com

eMail: pre@gedys.com

Meet us at our stand

 Lotus software

