



# Collaboration Services

## **SAP NetWeaver Product Management**

## An Overview of Collaboration Services

Configuring Collaboration Services

Developing a Collaboration Service

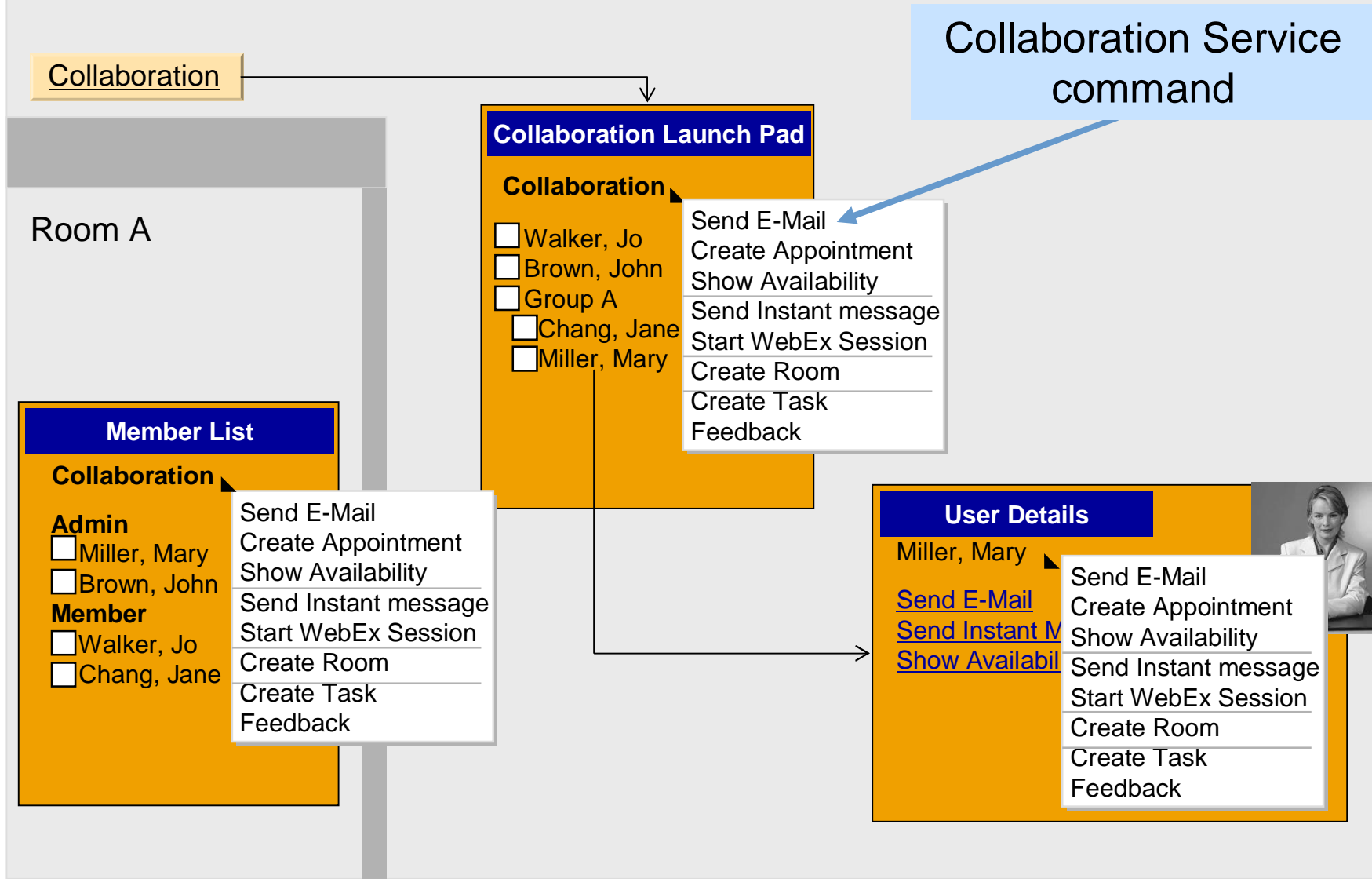
Summary

## What is a Collaboration Service?

- **A Collaboration Service is an application that can be launched by a portal user to collaborate with a single person or a group.**
- **Examples for Collaboration Services:  
Send Email, Share Application, Dial Phone**
- **Collaboration Services can be grouped and made available in specific iViews, e.g.:**
  - **Collaboration Launch Pad**
  - **Room Member List**
  - **User Details iView**
  - **Other iViews, which allow the context menu of users or groups (PeopleRenderer control)**
- **It is possible to develop additional Collaboration Services.**

# iViews with Collaboration Services

## Portal



# Predefined Collaboration Service Command Groups

The standard SAP delivery contains two predefined **Command Groups of Collaboration Services**

- **Command Group containing the complete range of commands (Complete basic configuration)**
- **Command Group containing a reduced subset of commands: Send e-mail, Create room, Create task (Minimal basic configuration)**



Designed for the *Enabling User Collaboration* scenario



Designed for a simplified integration of basic collaboration capabilities in the *Running an Enterprise Portal* scenario

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Summary

**As an administrator you can make Collaboration Services available to users in the following iViews:**

- **Collaboration Launch Pad (CLP)**
- **Room Member List (Collaboration menu)**
- **User Details iView (links to the user interface of the iView)**
- **Other iViews, which allow launching of Collaboration Services from the context menu of users or user groups**

# Steps to Make Collaboration Services Available

**1**

**Copy the relevant configuration objects to a new namespace**

**2**

**Determine which collaboration services are needed in the respective iViews**

**3**

**Perform the configuration for making services available**



# Step 1: Making Collaboration Services Available

1

**Copy the relevant configuration objects to a new namespace**

2

**Determine which collaboration services are needed in the respective iViews**

3

**Perform the configuration for making services available**

# Making Services Available: Standard Configuration

The following objects are relevant for the configuration for making services available:

- **Command Group:** A grouping of individual commands or command groups

Example:

Command group for Groupware related services = "clpGWGroup"

- **Link Command:** Corresponds to a command for launching a service. The command can be made available as a menu item or as a link

Example:

Link command for sending an e-mail = "clpGWSendMailLink"

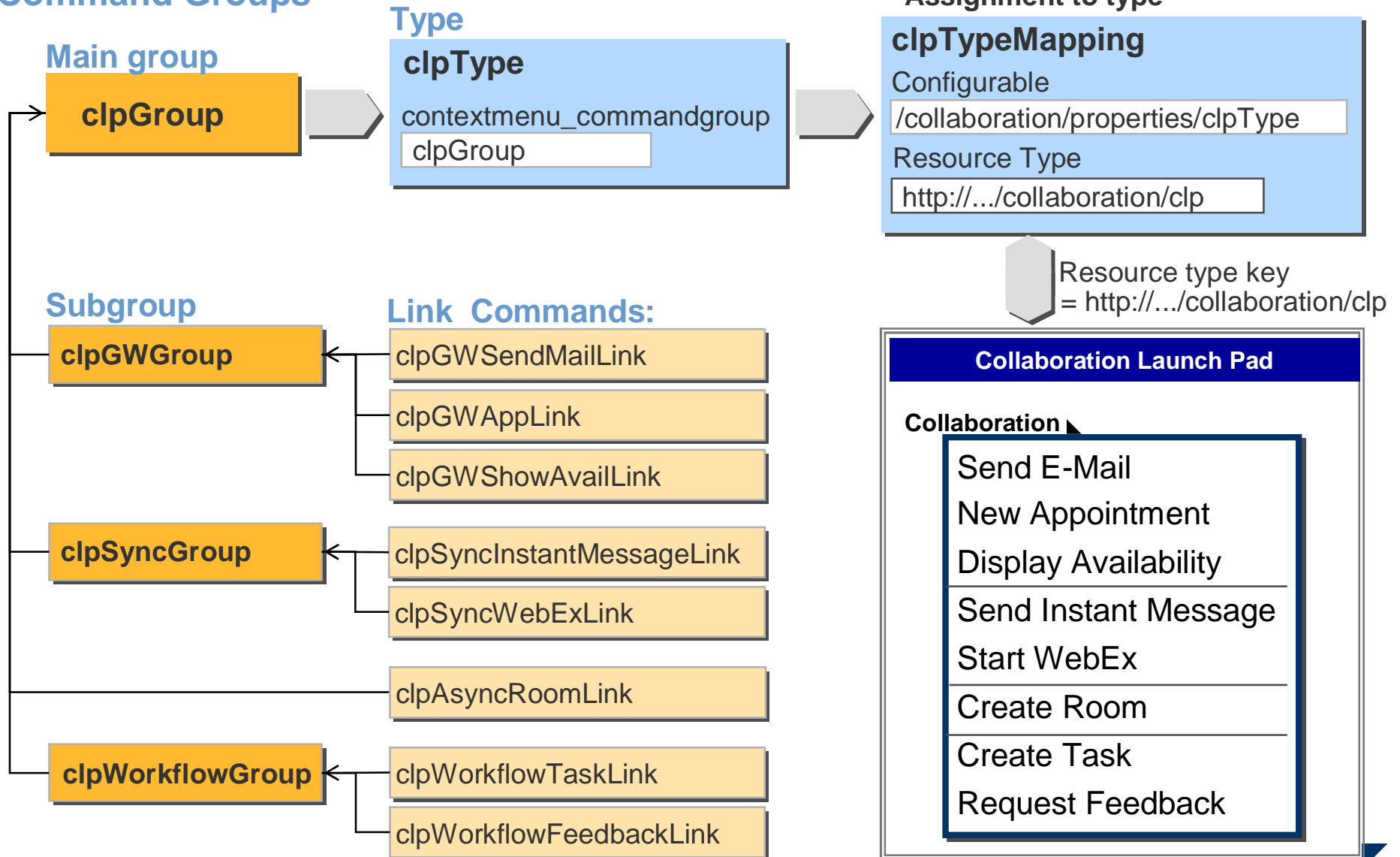
- **Type:** Configuration object that corresponds to a particular application

Example:

Type for the Collaboration menu in the CLP = "clpType"

# Command Groups & Commands

## Command Groups



## Types and Command Groups

The SAP standard system contains the following **types** for making services available:

Type	Use	Command Group
<b>clpType</b>	Makes available services in the Collaboration menu of the Collaboration Launch Pad (CLP) and the room member list.	<i>clpGroup</i> <i>clpMinimalGroup</i>
<b>userDetailsType</b>	Provides services as links that can be launched directly on the user interface of the User Details iView.	<i>userDetailsGroup</i> <i>userDetailsMinimalGroup</i>
<b>userType</b>	The user type applies to all applications in Knowledge Management and Collaboration that display users with the context menu for launching services.	<i>peopleDetailsLink</i> <i>userGroup</i> <i>UserMinimalGroup</i>

## Link Commands

There are two types of link commands for making services available. Each link command type is identified by a separate Java class and has a specific purpose.

Usage	Java Implementation Class
Link commands for the services in the context menu of the <b>PeopleRenderer</b> control (user context menu) and in the <b>user details</b> dialog	<i>com.sap.netweaver.coll.coreui.api.ui.commands.UILaunchCommand</i>
Link commands for services in the Collaboration menu of the <b>Collaboration Launch Pad</b> and <b>Team Member List</b> iViews	<i>Listcom.sap.ip.collaboration.coreui.api.people.flexibleui.CLPUICommand</i>

## Link Commands for Services in the Collaboration Menu

### Link commands for services in the Collaboration menu used in the collaboration launch pad and the member list

(Java class = *com.sap.ip.collaboration.coreui.api.people.flexibleui.CLPUICommand*)

Link Command	Use
clpAsyncRoomLink	Creating a room (only for the Collaboration <a href="#">portal role</a> )
clpAsyncTaskLink	Creating a task (replaced by clpWorkflowTaskLink)
clpGWAppLink	Creating an appointment
clpGWSendMailLink	Sending an e-mail
clpGWShowAvailLink	Showing user availability
clpSyncAppSharingLink	Allowing shared access to an application
clpSyncInstantMessageLink	Sending an instant message
clpSyncSessionLink	Creating a session
clpSyncWebExLink	Starting a WebEx session
clpWorkflowFeedbackLink	Requesting feedback
clpWorkflowNominationLink	Requesting a nomination
clpWorkflowTaskLink	Creating a task (in the Universal Worklist)

# Link Commands for Services in the Context Menu

## Link commands for services in the context menu for users or user groups

(Java class = `com.sap.netweaver.coll.coreui.api.uicommands.UILaunchCommand`)

Link Command	Use
<code>groupDetailsLink</code>	Launching the user group details
<code>peopleAsyncRoomLink</code>	Creating a room
<code>peopleAsyncTaskLink</code>	Creating a task
<code>peopleDetailsLink</code>	Launching the user details
<code>peopleGWAppLink</code>	Creating an appointment
<code>peopleGWSendMailLink</code>	Sending an e-mail
<code>peopleGWShowAvailLink</code>	Showing user availability
<code>peopleSyncAppSharingLink</code>	Allowing shared access to an application
<code>peopleSyncInstantMessageLink</code>	Sending an instant message
<code>peopleSyncSessionLink</code>	Creating a session
<code>peopleSyncWebExLink</code>	Starting a WebEx session
<code>peopleWorkflowFeedbackLink</code>	Requesting feedback
<code>peopleWorkflowNominationLink</code>	Requesting a nomination
<code>peopleWorkflowTaskLink</code>	Creating a task (in the Universal Worklist)

## Step 2: Making Collaboration Services Available

1

Copy the relevant configuration objects to a new namespace

2

**Determine which collaboration services are needed in the respective iViews**

3

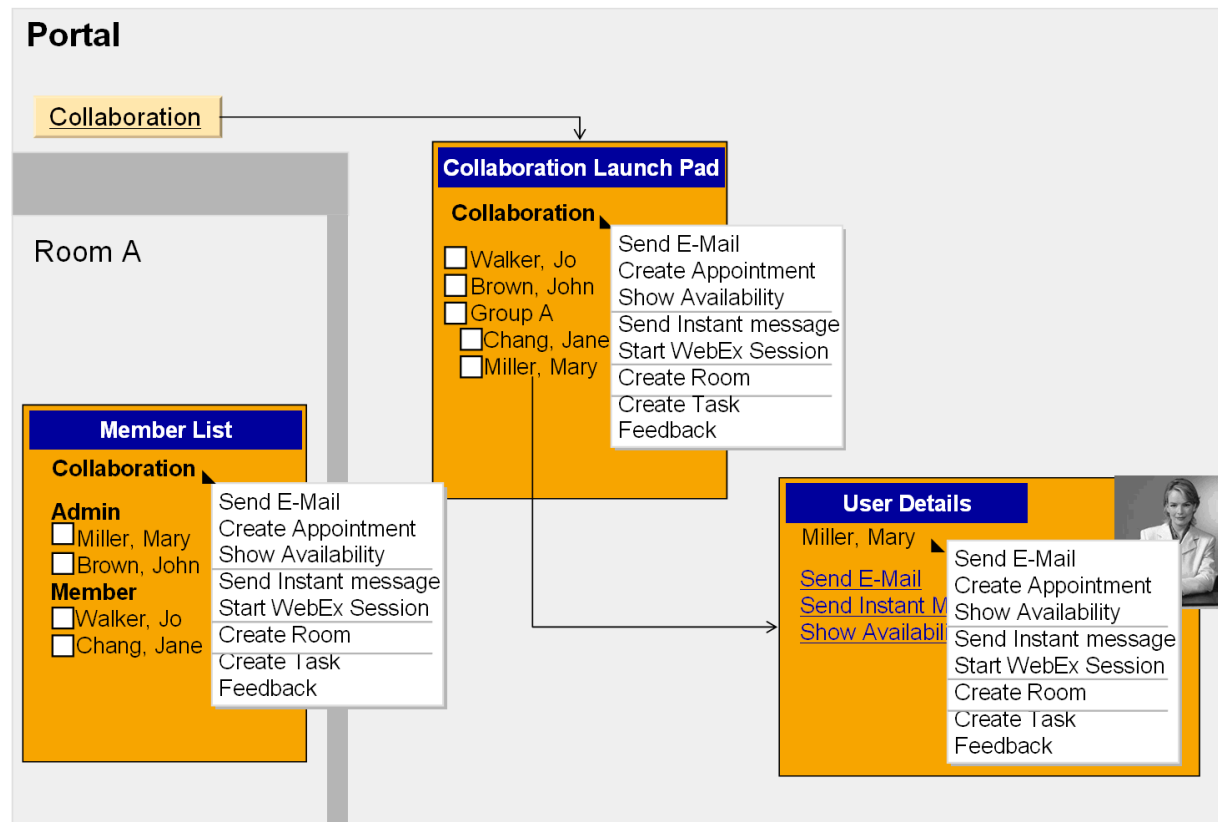
Perform the configuration for making services available



# iViews with Collaboration Services

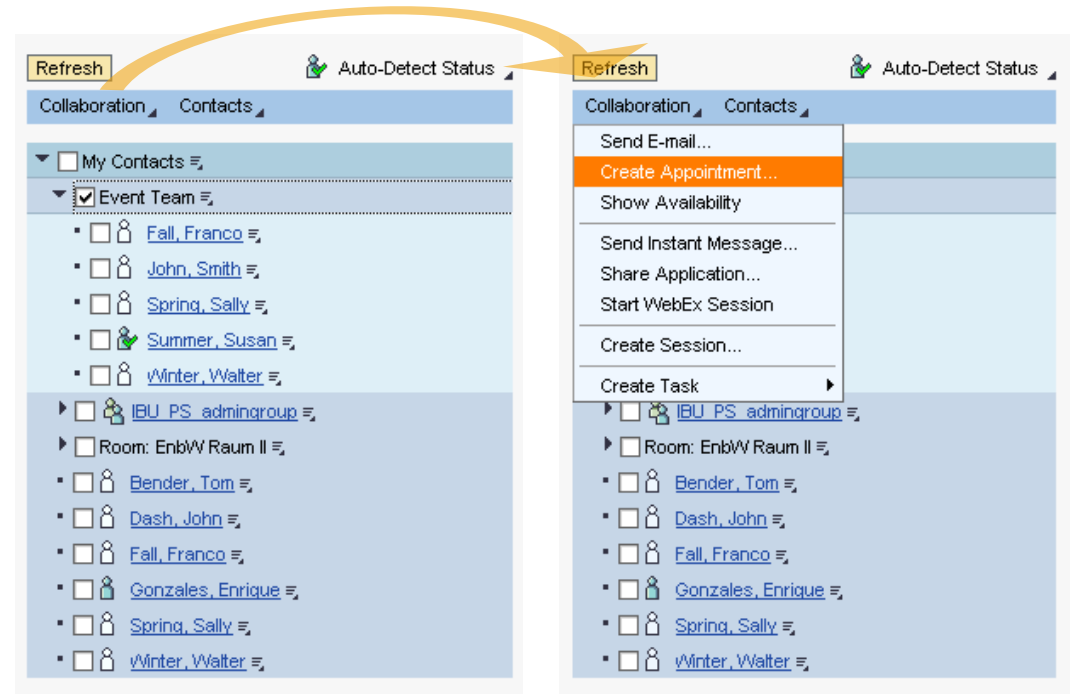
Each customer can determine which services a user can launch within the portal. Collaboration iViews where services can be launched include:

- Collaboration Launch Pad
- Member List in Rooms
- User Details
- Other iViews



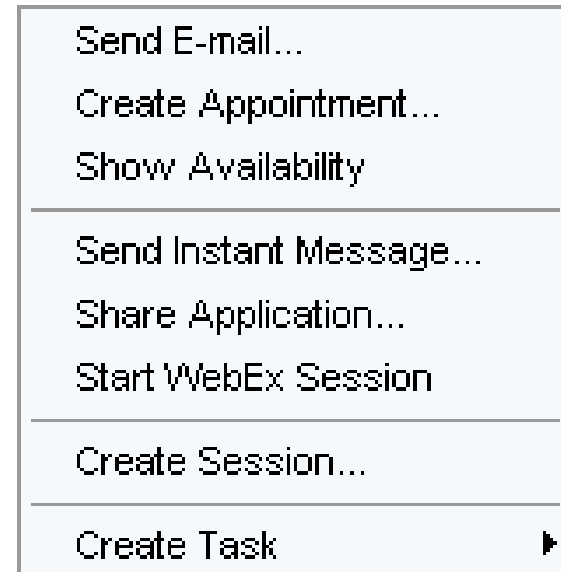
# Collaboration Launch Pad

- The **Collaboration Launch Pad (CLP) iView** provides services that every portal user can launch for communicating or collaborating with his or her contacts
- Services are provided through the **Collaboration menu**
- In the standard system, all available services are visible in the CLP



The Collaboration Launch Pad allows employees to have a unified view and centralized access to a variety of different collaborative services. These services are grouped into the following areas:

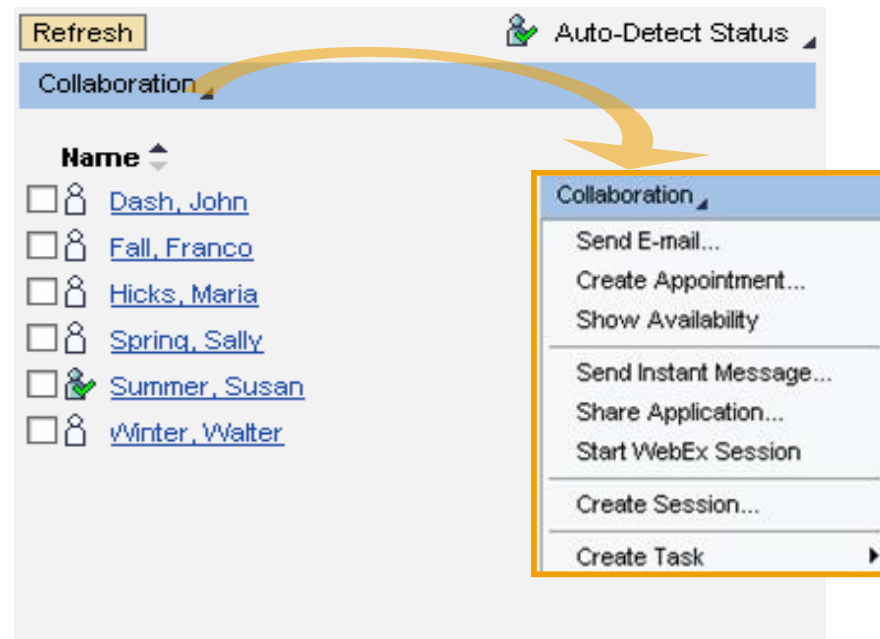
- **Groupware related services**
  - Send E-mail
  - Create Appointment
  - Show Availability
- **Synchronous collaboration services**
  - Send Instant Messenger & Chat
  - Share Application
  - WebEX
- **Workflow**
  - Assign Task



## Member List in Rooms iView

The **Room Member List** provides every member of a room with services for communicating and collaborating with the other room members

- The members are sorted by their room roles
- The services are provided through the **Collaboration** menu
- If required, other services can be made available in the member list



# User Details iView

The **User Details** iView provides every user with services for communicating and collaborating with other users

Direct Links  
displayed within  
the user interface  
of the iView

Hicks, Maria

[Send E-mail...](#) [Create Appointment...](#)  
[Show Availability](#) [Send Instant Message...](#)  
[Create Single-Step Task](#)

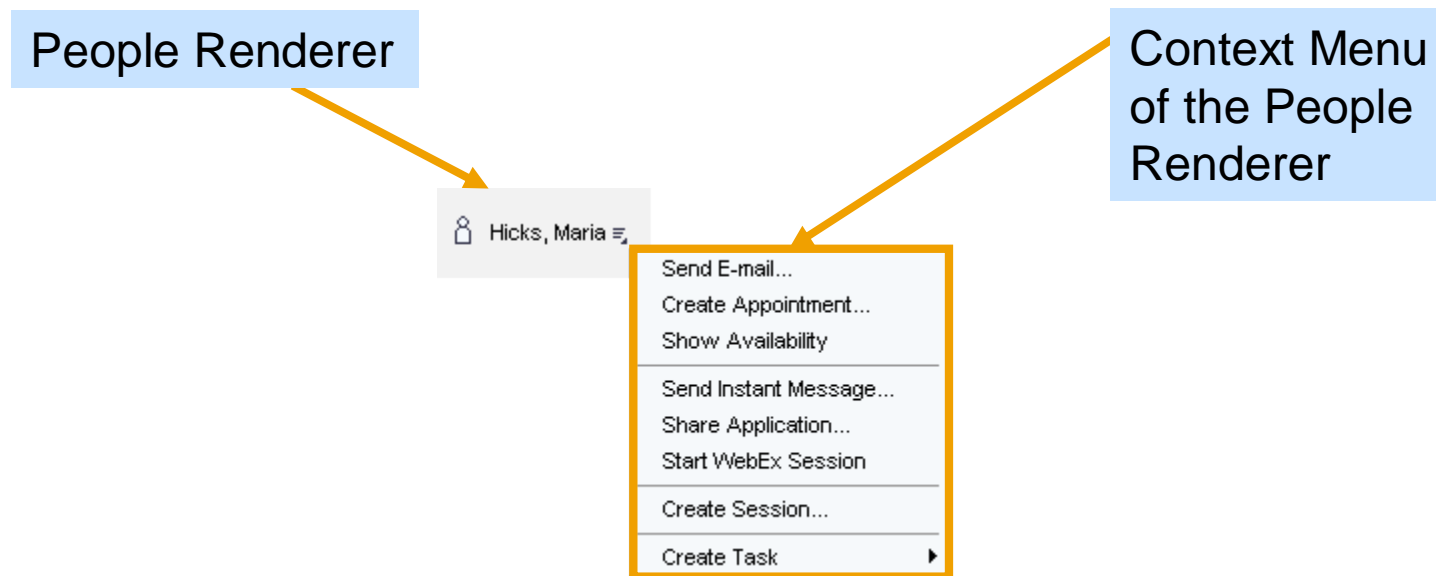
General Data Company

**Name**  
| Last Name Hicks  
| First Name Maria  
| User ID hicksm

**Communication**  
| Telephone 88997  
| Mobile Phone Number 0171/1234569  
| E-Mail Address maria.hicks@tdcdemomail.sap-ag.de

# People Renderer (User with Context Menu)

The **People Renderer's context menu** provides services for communicating and collaborating with other users



## Step3 to Making a Collaboration Services Available

**Collaboration services are made available by the following Steps:**

**1**

Copy the relevant configuration objects to a new namespace

**2**

Determine which collaboration services are needed in the respective iViews

**3**

**Perform the configuration for making services available**

## Configuration for Making Services Available

**Within the scope of the basic configuration, predefined groups of services can be activated as menus or link groups. Therefore, the configuration for making services available is required only if you want to provide company-specific groupings of services.**

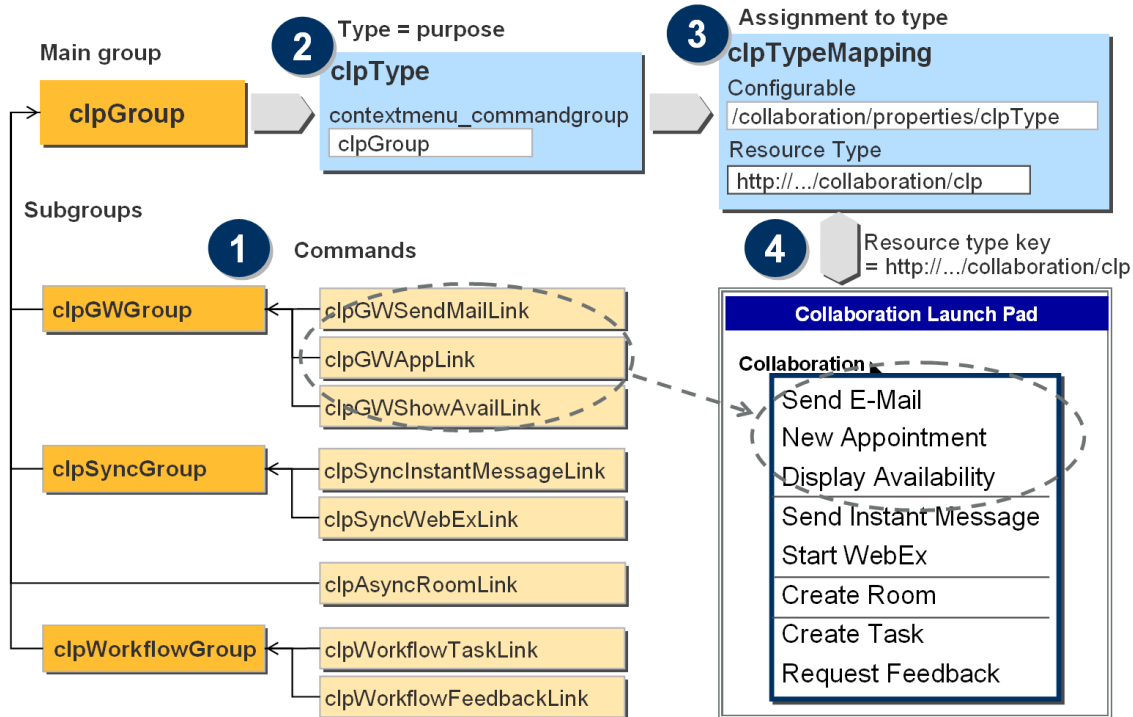
**You can determine which collaboration services are available on the **Collaboration Launch Pad (CLP)**, in the **Room Member List**, on the user interface of the **User Details** iView, and in the context menu for each user through out the portal.**

**Users launch the services using menus.**

**Exception: On the user interface of the **User Details** iView, links are provided for launching services that are frequently required.**



# Configuring the Collaboration Launch Pad (CLP)



- 1** Group commands for launching services in one main group
- 2** Assign the main group to the configuration object (Type) that corresponds to the purpose – in this example, to clpType
- 3** Assign the technical key for this type (resource type key) to the CLP iView
- 4** Check and test results by launching the iView

## Different Configuration for CLP and Member List

**To deviate from the standard configuration and provide different sets of services for the member list and the CLP, do the following:**

- **Create a new command group for the Member List and assign the required commands to this group.**
- **Create a new *type* for the *Member List* and in *contextmenu\_commandgroup*, assign the main group of commands defined for it to this *type*.**
- **Assign the new *type* to the *Member List* iView.**  
**To do this, you enter the *resource type* in the properties of the *Member List* iView in the *Type Mapping Key* field.**



*Note: A separate group of services can be made available for each room template by creating a separate Member List iView for each room template and configure the services required.*

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Summary

## Technical Description of Collaboration Service

**When an application like the Collaboration Launch Pad or a PeopleRenderer control launches a Collaboration Service they create a container and put the respective users or groups into it.**

**On launch of the Collaboration Service the service retrieves the users or groups from the container and uses them in its application logic.**

**From a technical point of view a Collaboration Service is a portal component which makes use of the so-called ContextContainer. The ContextContainer carries the list of people involved in Collaboration Service's action.**

**The portal component implementing the collaboration service is a HTMLB DynPage application.**

**The following two classes should be implemented:**

- **PageProcessorComponent**
- **DynPage**

## Page Processor Component Sample Coding

The PageProcessorComponent of sample.collaborationservice

The PageProcessorComponent implementation returns the DynPage:

```
package sample.collaborationservice;

import com.sapportals.htmlb.page.DynPage;
import com.sapportals.portal.htmlb.page.PageProcessorComponent;

public class SampleCollaborationService extends
PageProcessorComponent {

    public DynPage getPage() {

        return new SampleCollaborationServicePage();

    }

}
```

## Dyn Page Coding Example

An example of a DynPage for sample.collaborationservice:

```
package sample.collaborationservice;

import com.sapportals.htmlb.page.DynPage;
import com.sapportals.portal.htmlb.page.PageProcessorComponent;

public class SampleCollaborationService extends
PageProcessorComponent {

    public DynPage getPage() {

        return new SampleCollaborationServicePage();

    }

}
```

## Dyn Page Sample Coding – cont'd

In order to work with the principals (users, groups, roles) a **ContextContainer** needs to be instantiated.

```
// Use the PortalComponentRequest to create the ContextContainer
ContextContainer container = new ContextContainer(request);
try {
    // Retrieve flat list of UniqueIds of Principals
    ArrayList peopleIdList = container.getResolvedPeopleList();

    // @TODO put your application logic here

} catch (Exception e) {
    throw new PageException(e);
}

}

public void doInitialization() throws PageException {}
public void doProcessAfterInput() throws PageException {}
}
```

The method **ContextContainer** is called to get an **ArrayList** which contains all **principals**



## Configuration of a New Collaboration Service

**In order to utilize a new Collaboration Service, certain configurable files need to be created.**

**These configurable files need to be deployed to the following path:  
*System Administration → System Configuration → Knowledge Management → Collaboration → Properties → LinkCommand.***

**Additionally, for each collaboration service you need to create two configurable files of type LinkCommand. The configurable's only differ in the Java implementation used.**

## Link Commands

There are two types of link commands for making services available. Each link command type is identified by a separate Java class and has a specific purpose.

Usage	Java Implementation Class
Link commands for the services in the context menu of the <i>PeopleRenderer</i> control (user context menu) and in the user details dialog	<i>com.sap.netweaver.coll.coreui.api.ui.commands.UILaunchCommand</i>
Link commands for services in the Collaboration menu of the <i>Collaboration Launch Pad</i> and <i>Team Member List</i> iViews	<i>Listcom.sap.ip.collaboration.coreui.api.people.flexibleui.CLPUICommand</i>

## Example of a Link Command Configurable

```
<?xml version="1.0" encoding="UTF-8" ?>
<Configurable configclass="LinkCommand">
  <property name="name" value="MyCollaborationService" />
  <property name="javaClass"
value="com.sap.netweaver.coll.coreui.api.uicommands.UILaunchCommand
"/>
  <property name="reference"
value="portal:sample.portal.app.CollaborationService" />
  <property name="resourceBundle"
value="sample.collaborationservice.MyBundle" />
  <property name="labelKey" value="XLAB_COLL_SERVICE" />
  <property name="tooltipKey" value="XTOL_COLL_SERVICE" />
  <property name="positionType" value="custom" />
  <property name="height" value="340" />
  <property name="width" value="200" />
  <property name="top" value="20" />
  <property name="left" value="20" />
  <property name="valueFactoryKey"
value="LinkCommandValueFactory" />
  <property name="launchType" value="modalPopup" />
  <property name="ridPathName" value="Uri" />
  <property name="windowName" />
  <property name="applicationParameters" />
  <property name="urlParameters" />
  <property name="portalRoles" />
</Configurable>
```

The bold type attribute values will need to be defined in the configurable of a new Collaboration Service.

# Internationalization

The context menu entry of a new Collaboration Service can be internationalized by using standard Java technology.

The two properties for the label and tool tip of the Collaboration Service needs to be added in the resource bundle.

```
<?xml version="1.0" encoding="UTF-8" ?>
<Configurable configclass="LinkCommand">
  <property name="name" value="MyCollaborationService"/>
  <property name="javaClass"
value="com.sap.netweaver.coll.coreui.api.uicommands.UILaunchComm
and"/>
  <property name="reference"
value="portal:sample.portal.app.CollaborationService"/>
  <property name="resourceBundle"
value="sample.collaborationservice.MyBundle"/>
  <property name="labelKey" value="XLAB_COLL_SERVICE"/>
  <property name="tooltipKey" value="XTOL_COLL_SERVICE"/>
</Configurable>
</xml>
```

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**Summary**

**You should now be able to:**

- **Understand what a Collaboration Service is**
- **Understand where Collaboration Services are used and how they can be used**
- **Work with Collaboration Services configuration and understand how to make Collaboration services available**
- **Understand how to build a new Collaboration Service**

## Further Information

### → Public Web

- **NetWeaver Administrator's Guide:**  
[http://help.sap.com/saphelp\\_nw04s/helpdata/en/a1/93de005bec214c8af54844721ef224/frameset.htm](http://help.sap.com/saphelp_nw04s/helpdata/en/a1/93de005bec214c8af54844721ef224/frameset.htm)
- **NetWeaver Developer's Guide:**  
<http://www.sdn.sap.com/irj/sdn/devguide2004s> → Enabling User Collaboration
- **Documented Example of Building a Collaboration Service:**  
[http://help.sap.com/saphelp\\_nw04s/helpdata/en/c7/1ab042e745ca6ae10000000a155106/frameset.htm](http://help.sap.com/saphelp_nw04s/helpdata/en/c7/1ab042e745ca6ae10000000a155106/frameset.htm)

### → SAP Service Marketplace

- **Role-specific Learning Maps (available for purchase):**  
<http://service.sap.com/rkt-netweaver> → Available OKPs for SAP NetWeaver

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