

IBM Software Demos

Lotus Expeditor Car Rental Customer Service

Lotus Expeditor - Demo

1a Introduction: IBM Lotus Expeditor

Lotus Expeditor is IBM's universal managed client software platform for extending composite applications to laptops, desktops, kiosks and mobile devices. In this demonstration, you will see how components deployed in a Lotus Expeditor composite application can be tightly integrated with the WebSphere Portal server environment allowing seamless operations in connected and disconnected mode.

1b Action: Enter the keystore password in the password prompt

Lotus Expeditor includes encryption, credential store, and desktop lockdown to help secure applications on the client. The local credential store enables end-user authentication on the Lotus Expeditor desktop client, without the need for a network connection.

1c Action: Click Lotus Expeditor Open to view the application menu. Select ITSO Car Rental

Applications can be managed and installed from a central location, and users can easily launch and switch among these applications.

1d Action: The Car Rental Composite Application is displayed

Knowledge workers frequently need to navigate between different types of applications to fulfill requests. Lotus Expeditor can integrate these components into a composite application as shown here in this car rental customer service solution. Lotus Expeditor can integrate components ranging from Swing, Text terminal, Visual Basic, Active X, and Applets to Native or Web views like AJAX, PDF, Java Server Pages, and Forms.

2a Action: Mouse over the booking and credit card components on the left

Here, the booking and credit card components are Rich Client Platform, or RCP, components. Customer service representatives, or CSRs, use these components to retrieve customer information, and authorize credit card charges.

2b Action: Click the pulldown in the car selection portlet to display choices for car size.

Action: Click Go to display Compact car choices.

The car selection component is a basic JSR 168 portlet. JSR 168 is a portlet standard designed to enable interoperability between portlets and portals from different vendors. Lotus Expeditor includes a portlet viewer component, allowing JSR 168 portlet applications to run either online or offline.

2c Action: Mouse over the weather portlet on the bottom right

The Web Services for Remote Portlets or WSRP, standard, enables portal administrators to expose portlets as web services and integrate portlets installed on remote portals. WSRP Portlets can be viewed with the Portlet Viewer component, shown here with the weather portlet.

2d Action: Mouse over the online/offline tab on the bottom right corner of the window

In this example, the portlet viewer detected that the client was offline, and displayed an appropriate message. When the Lotus Expeditor Client was launched, the current network status was automatically detected and the status bar displayed a "disconnected" indicator.

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3a Transition: The client is now connected to a network. Click the refresh button in the WSRP portlet

Later, when the client re-connected to the network, Lotus Expeditor automatically reinitialized the network status and removed the disconnected indicator. Once connected, the CSR may refresh the portlet to view the current weather. Portlets can also be written to sense the availability of the network and to persist data locally until network connectivity is re-established.

3b Action: Enter a customer ID in the customer booking portlet and click the Search button

One of the most important characteristics of a composite application is the capability to wire components together for communication. After the customer booking component retrieves customer data, it sends the car preferences to the car selection component.

3c Action: Click on a car in the car selection portlet

Likewise, when a car is selected in the car selection component, the details of that selection are sent back to the customer booking component. Lotus Expeditor supports Portlet-to-Portlet communication, as well as Portlet-to-Eclipse and Eclipse-to-Portlet communication.

3d Action: Click File / Preferences to open Lotus Expeditor Preferences

Lotus Expeditor preferences are managed in pre-defined pages. New applications may contribute preference pages specific to the application. The default preference pages include settings for Enterprise Management Agent, and Home Portal Account, which are used when clients are remotely managed by the administrator.

3e Action: Click Order Entry to display Order Entry preferences

The Order Entry preference page seen here was added by an Order Entry application.

4a Action: Click Synchronization to display Synchronization preferences

Lotus Expeditor extends a variety of data sources to the client. The customer information used in the booking component is stored in IBM DB2 and then synchronized to the client data store using DB2e. Locally running portlets can also use other client services, such as IBM MQe, which securely exchanges data between applications, and over networks.

4b Action: Click Cancel to close preference pages

Lotus Expeditor Composite applications reduce the total cost of ownership for client solutions by reusing and sharing existing components. Other benefits include controlled access to applications based on user roles, an improved user experience with application components that easily communicate, and the ability to provide client solutions based on Eclipse technology that runs on multiple operating systems.