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Setup Your TIBCO Cloud Live Apps Solution

We will go through steps that will demonstrate how users can quickly build and configure the outlined Liveapps applications in the Solution Overview section.

TIBCO Cloud Liveapps Application

TIBCO Cloud Live Apps is a low-code case management application that will create a new case whenever an incident is reported by Cloud Events application. Live Apps will keep track of that incident throughout the life-cycle of the incident.

NOTE: *There is no direct way to share or export the TIBCO Cloud Live Apps application as of now similar to the other CONNECT products. The feature is on road-map and the product team is actively involved-in.*

Creating and Configuring Liveapps Application

Create an Application

- Create or add a New Blank application and name it. (Say Alert_Processing)

Add Application

Create a new application using the wizard or select a sample application to modify.

Use the wizard Start with a sample application

Answer some questions to start building your application.



Start the wizard

Expense
A simple expense claim example.

Order
A simple order processing example.

Review Website
Website review process example. Demonstrates list operations in the calculation task.

Works Order
Schedule the works order for a custom vehicle build.

Invoice Dispute
A simple invoice dispute example.

Review External Data
Website review process example to be called from external systems.

Service Request
A more complex service request example.

Blank Application
Create an application from scratch.

Enter the subject name *

Blank Application

17 / 100

cancel **add**

- You will get the empty Application as shown below

The screenshot shows the TIBCO CLOUD Live Apps Designer interface. The top navigation bar includes 'Start tour', 'Product-Solutions-Org', 'Oregon', and 'Milind P'. The main area displays a 'Blank Application' card with the following details:

- Data**: Information recorded for each 'Blank Application'. It lists one entry: 'Blank Application' created by Milind Pandav on 11:38 Apr 13, 2021.
- Creators**: Shows the creator of the application, 'Create Blank Application' by Milind Pandav on 11:38 Apr 13, 2021, with an 'Edit' button and a 'Add creator' button.
- Actions**: Perform actions on the 'Blank Application'. It lists one action: 'Update Blank Application' by Milind Pandav on 11:38 Apr 13, 2021, with an 'Edit' button and a 'Add action' button.

Define Data Fields

- Start with creating Data Fields for the application on which workflow will be working on. Click on the Data Editor on the left side menu-bar. By default you will see the screen below.

The screenshot shows the TIBCO CLOUD Live Apps Designer interface with the 'Data' tab selected. The left sidebar includes 'All applications', 'Applications', 'App flow viewer', 'Data editor' (selected), 'State editor', and 'Settings'. The main area is titled 'DATA FIELDS' and shows three fields: 'Field 1', 'Field 2', and 'Field 3'. Below this is a 'DATA TYPES' section with a single entry. On the right, a detailed configuration panel for 'Field 1 - Data field' is open:

- Definition** tab: 'What data will this contain?' (Data field name: Field 1, Description: Why are you storing this data?).
- Restrictions** tab: 'What type of data will this be?' (Text), 'Will this data field contain a list of values?' (No selected), and 'Do you want to search for instances of Blank Application based on this field?' (Yes, make it searchable selected).

- Create the Data Fields as depicted in the below snap.

TIBCO CLOUD Live Apps Designer

Alert Processing Data

DATA FIELDS

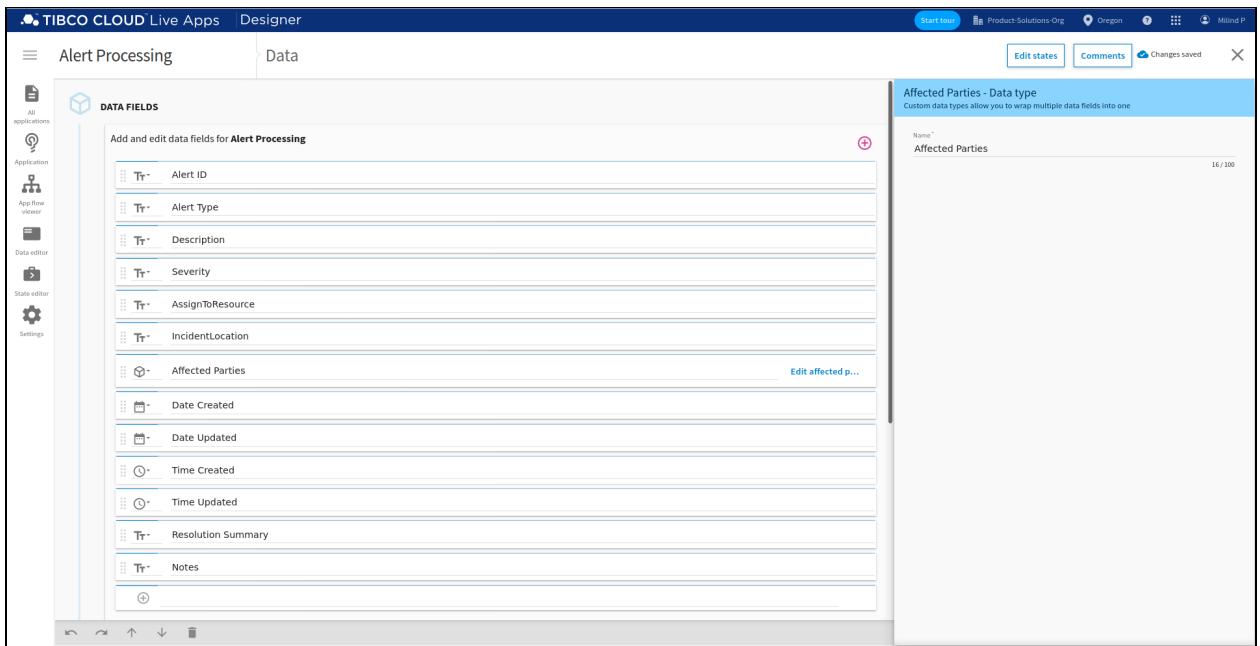
Add and edit data fields for Alert Processing

- Alert ID
- Alert Type
- Description
- Severity
- AssignToResource
- IncidentLocation
- Affected Parties
- Date Created
- Date Updated
- Time Created
- Time Updated
- Resolution Summary
- Notes

Affected Parties - Data type
Custom data types allow you to wrap multiple data fields into one

Name*: Affected Parties
16 / 100

Edit states **Comments** **Changes saved**



TIBCO CLOUD Live Apps Designer

Alert Processing Data

DATA FIELDS

Affected Parties

- Date Created
- Date Updated
- Time Created
- Time Updated
- Resolution Summary
- Notes

Affected Parties - Data type
Custom data types allow you to wrap multiple data fields into one

Name*: Affected Parties
16 / 100

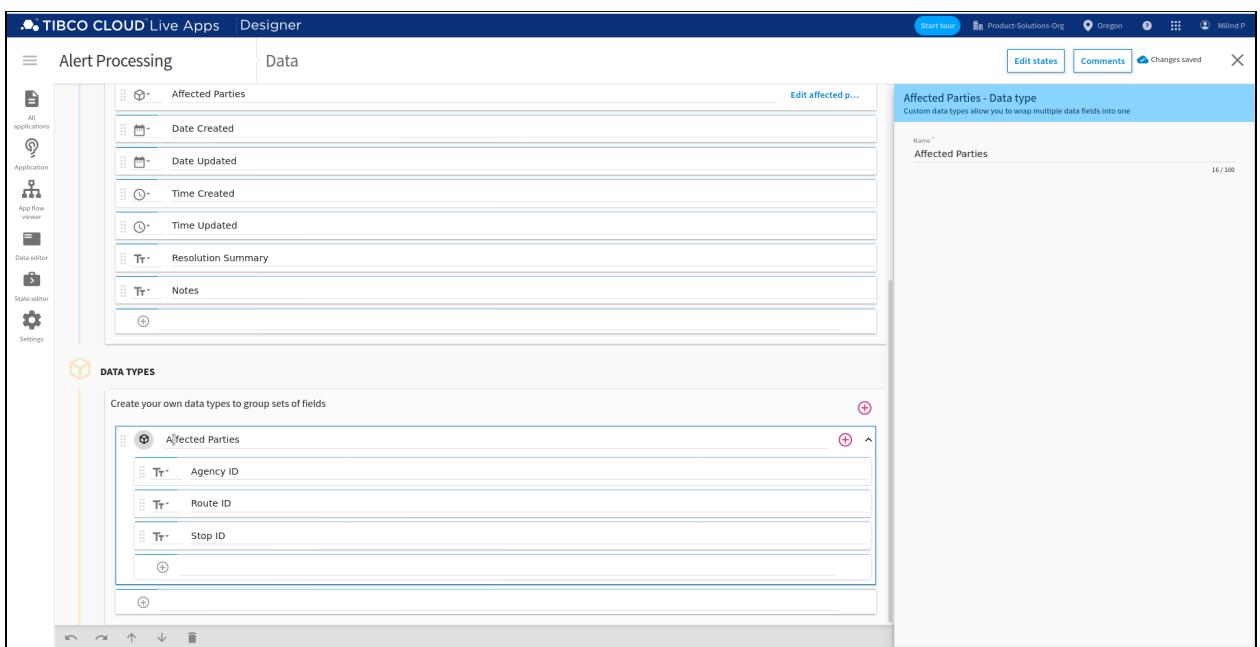
DATA TYPES

Create your own data types to group sets of fields

Affected Parties

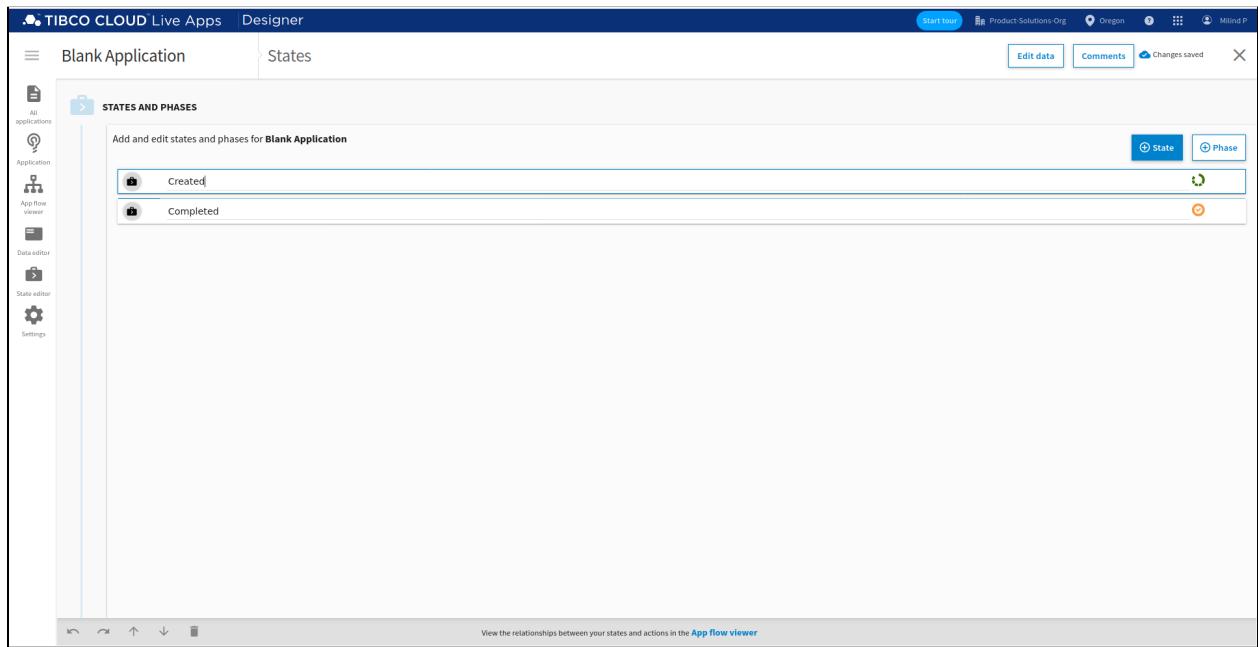
- Agency ID
- Route ID
- Stop ID

Edit affected p...

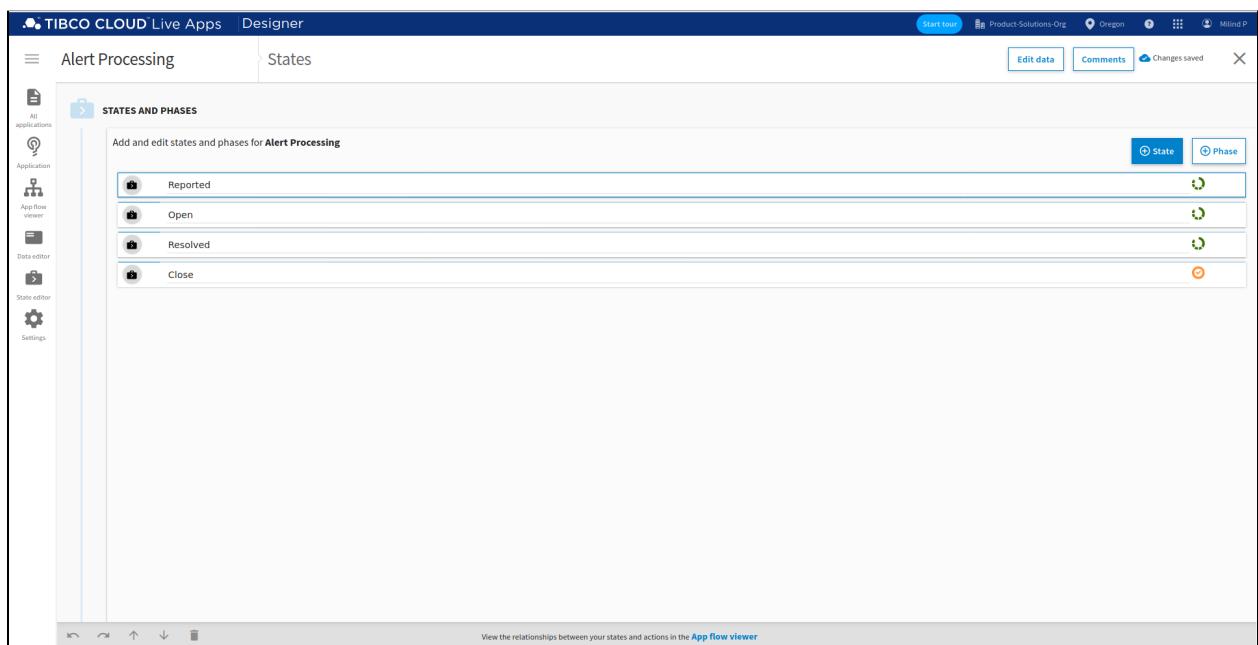


Define States and Phases

- ❑ Create states and phases for application through which your application workflow will move with available data sets. Click on State Editor and that will pop-open the default state editor as shown below.



- ❑ Add, Update the States in the state editor as depicted in snap.



Define Creator and Actions

- ❑ We need to define the Creators and Actions to start the workflow on incoming events and change the states based on actions on data received/defined. By default we have these actions and the Creator available.

The screenshot shows the 'TIBCO CLOUD Live Apps Designer' interface for a 'Blank Application'. The left sidebar includes links for 'All applications', 'Application', 'App flow viewer', 'Data editor', 'State editor', and 'Settings'. The main area has tabs for 'Data', 'Creators', and 'Actions'. The 'Data' tab shows a single entry for 'Blank Application' with details: Last modified by 'Milind Pandav' at '11:38 Apr 13, 2021'. The 'Creators' tab lists 'Create Blank Application' with the same modification details. The 'Actions' tab lists 'Update Blank Application' with the same modification details. There are 'Edit' and 'More' buttons for each item, and a 'Add creator' and 'Add action' button.

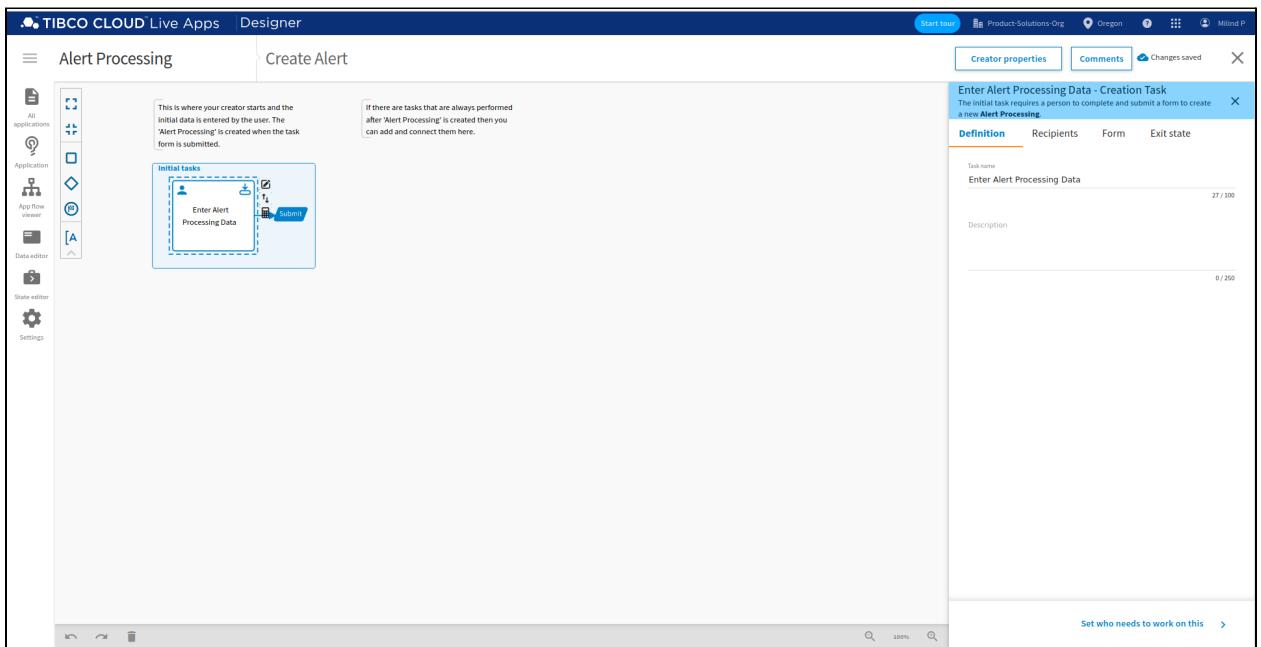
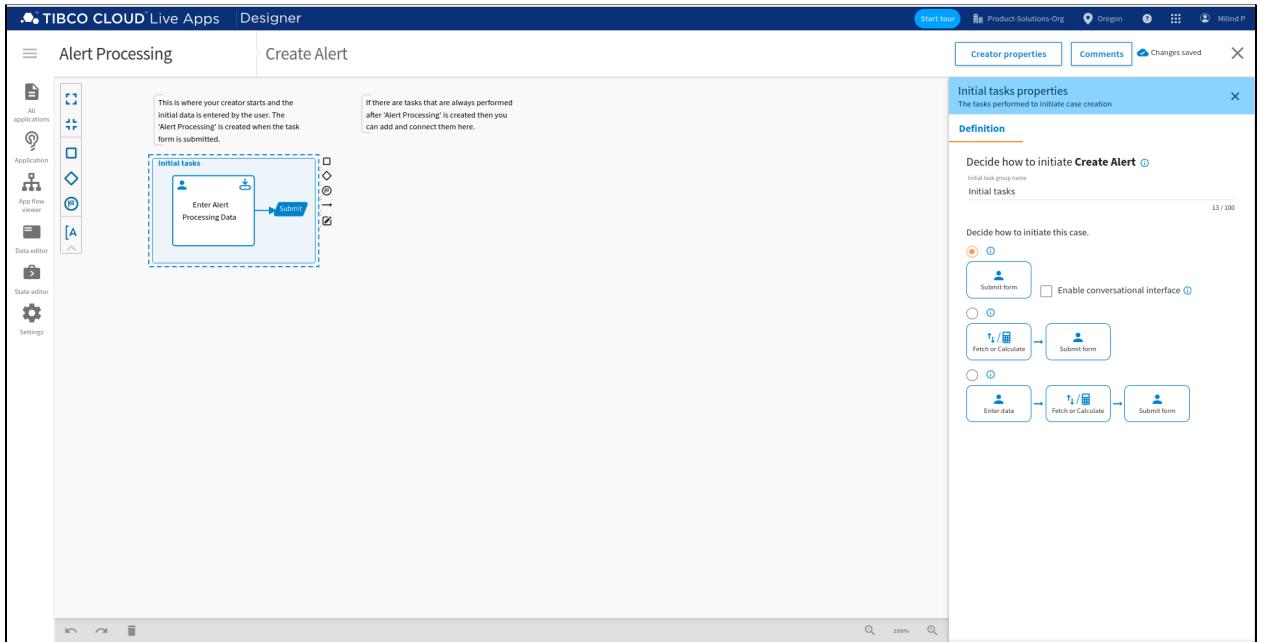
- ❑ We need to define the below described set of actions and new Creator or update existing one in snap.

The screenshot shows the 'TIBCO CLOUD Live Apps Designer' interface for an 'Alert Processing' application. The left sidebar includes links for 'All applications', 'Application', 'App flow viewer', 'Data editor', 'State editor', and 'Settings'. The main area has tabs for 'Data', 'Creators', and 'Actions'. The 'Data' tab shows a single entry for 'Alert Processing' with details: Last modified by 'Milind Pandav' at '19:38 Feb 17, 2021'. The 'Creators' tab lists 'Create Alert' with the same modification details. The 'Actions' tab lists four actions: 'Check Status', 'Review Resolved Alert', 'Review the Alert', and 'Send Notification And Assign...'. Each action has its own 'Edit' and 'More' buttons, and there is a 'Add action' button.

Configure Creators

□ Create Alert

Do follow the configuration steps depicted in snaps below to configure the **Create Alert** creator for application. Here, we have configured all necessary points starting from Recipient, Form data and Exit State.



TIBCO CLOUD Live Apps Designer

Start tour Product Solutions Org Oregon MindPilot

Alert Processing Create Alert

Creator properties Comments Changes saved

This is where your creator starts and the initial data is entered by the user. The 'Alert Processing' is created when the task form is submitted.

If there are tasks that are always performed after 'Alert Processing' is created then you can add and connect them here.

Initial tasks

Enter Alert Processing Data

Submit

Enter Alert Processing Data - Creation Task

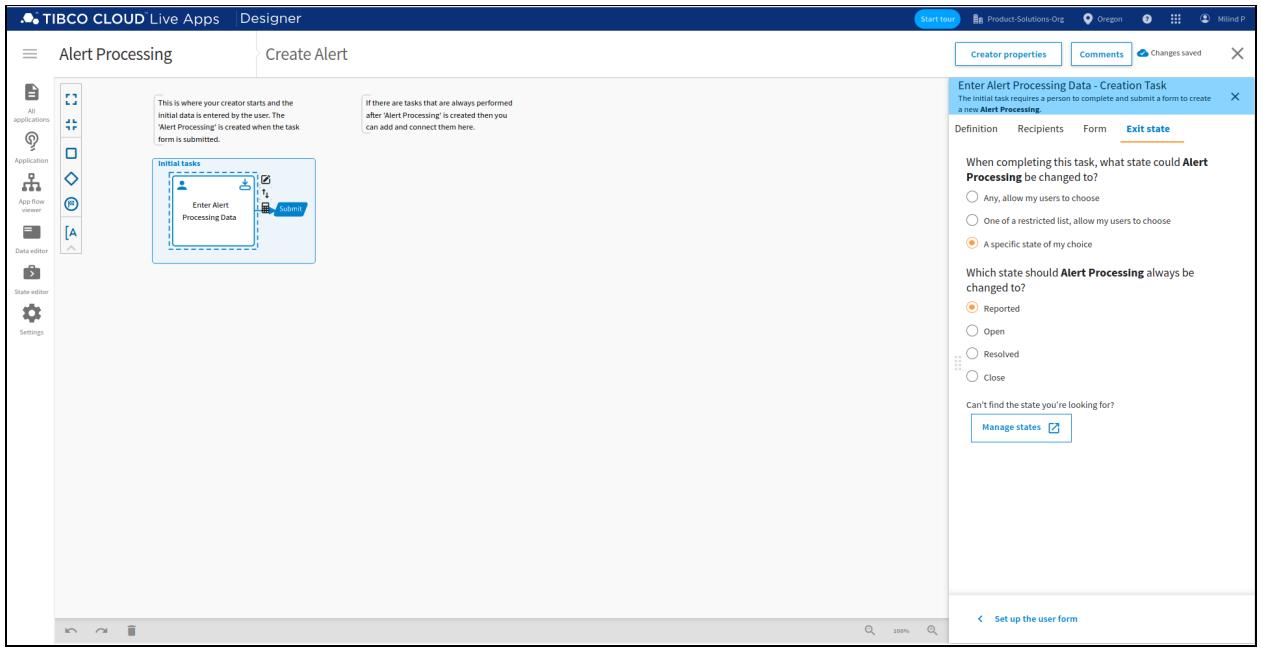
The initial task requires a person to complete and submit a form to create a new Alert Processing.

Definition Recipients Form Exit state

Who will be offered this task?

This task is performed by the person who creates the Alert Processing.

Definition Set up the user form



Configure the Actions

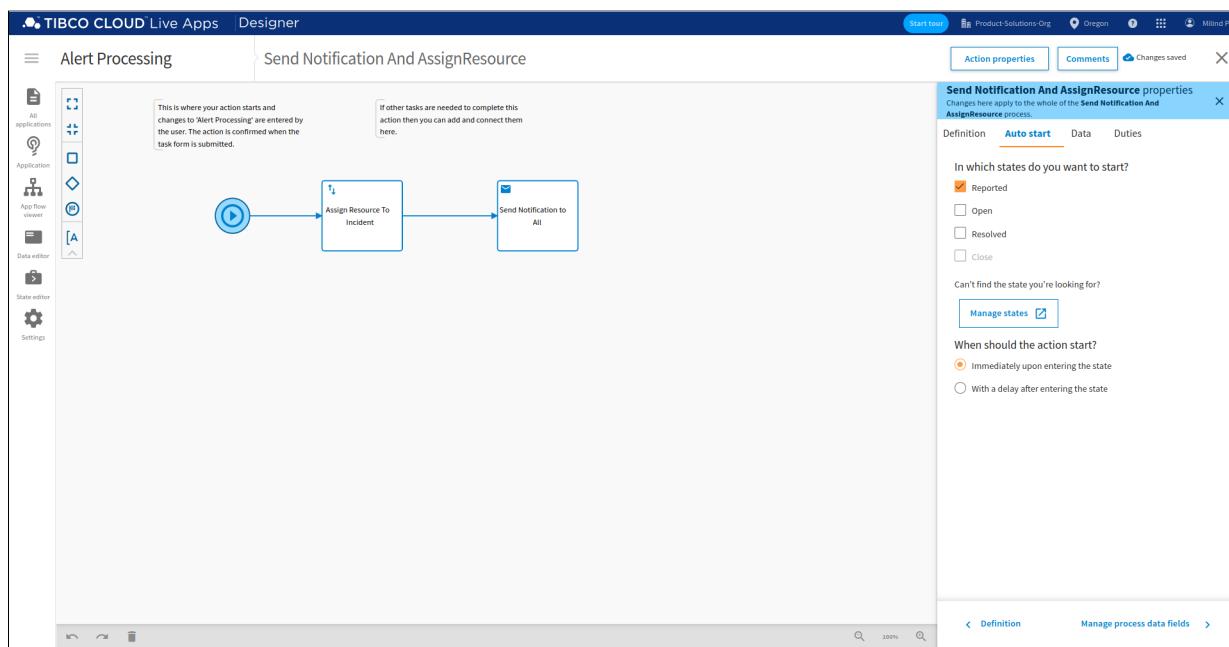
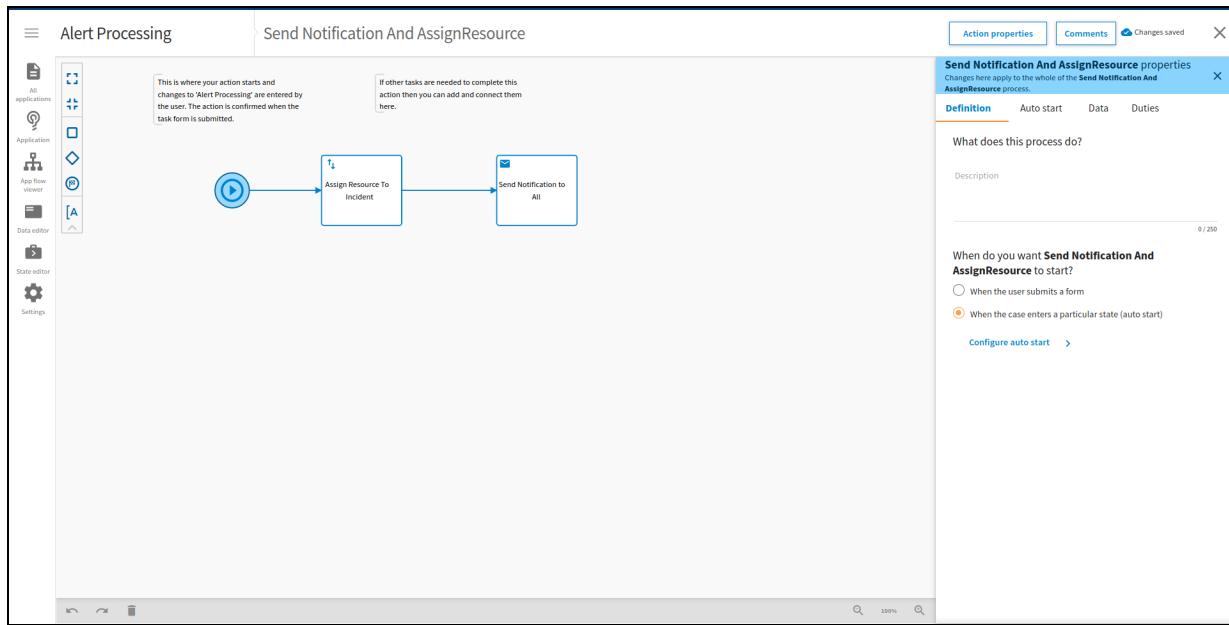
Send Notification And AssignResource

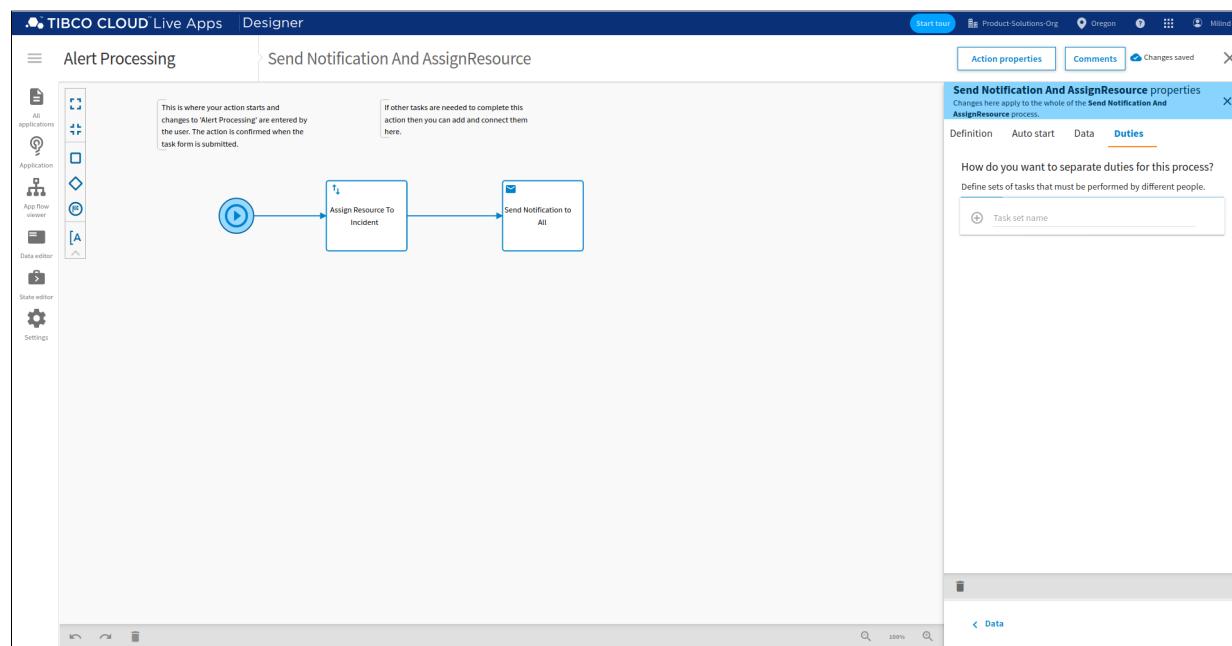
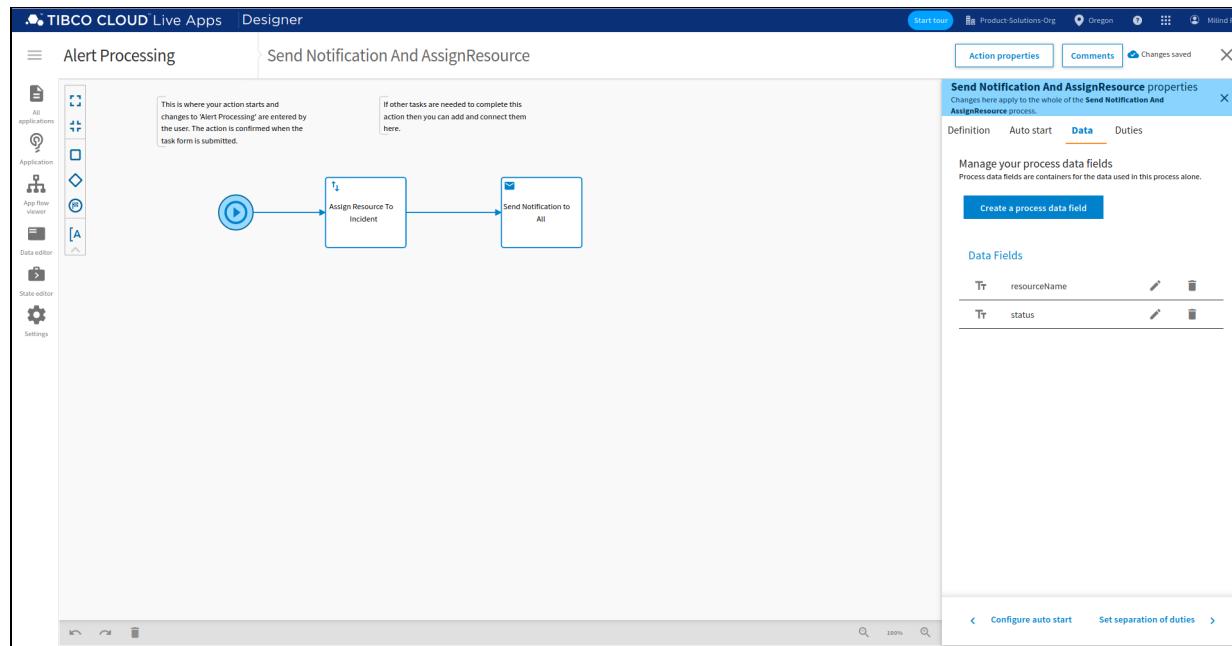
This action will automatically start as soon as case status set/change to 'Reported'. The main responsibility of this action is to call the Flogo Service (using cloud MESH) and get a user or Owner to the case. Flogo API will output the user details by applying predefined rules. Refer to the [SetResourceForLACaseProcessing](#) flow defined in the [**SmartTransportAccelerator_LiveAppsCase**](#) Flogo application.

Another responsibility is to send the email notification of arrival of new cases to the respective authorities (Support, administrative team, etc).

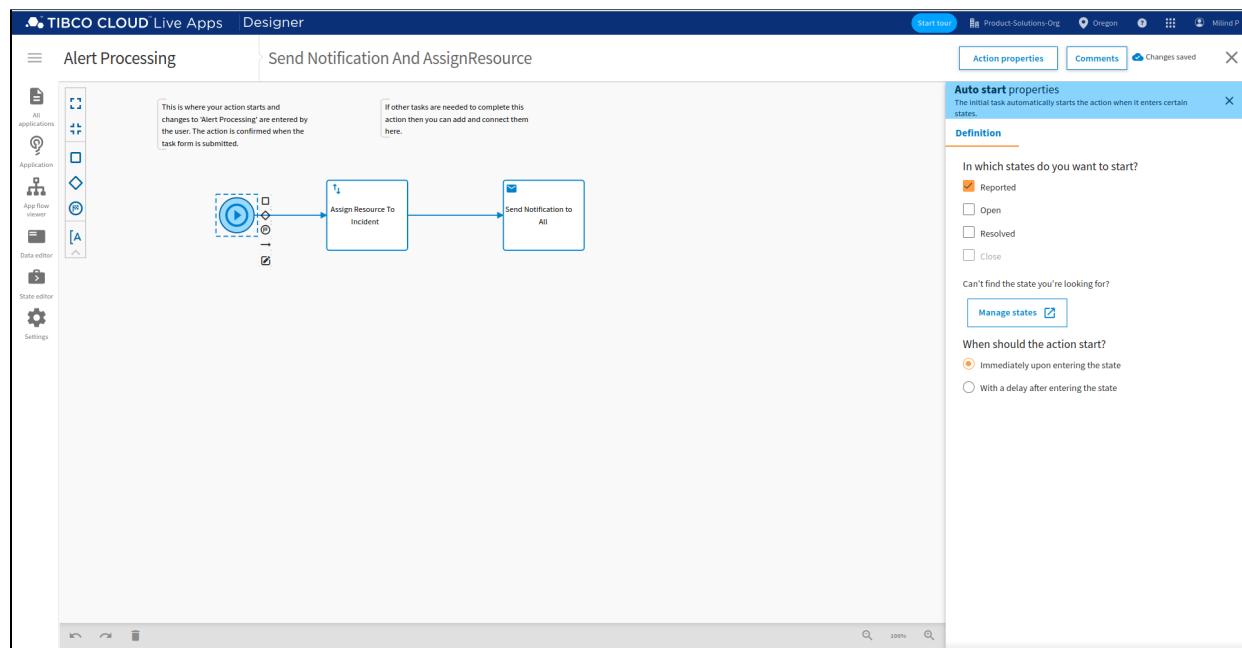
The below snaps will describe the configuration of this action covering auto-start, task calling Cloud MESH Service and Sending Email notification.

Action Properties

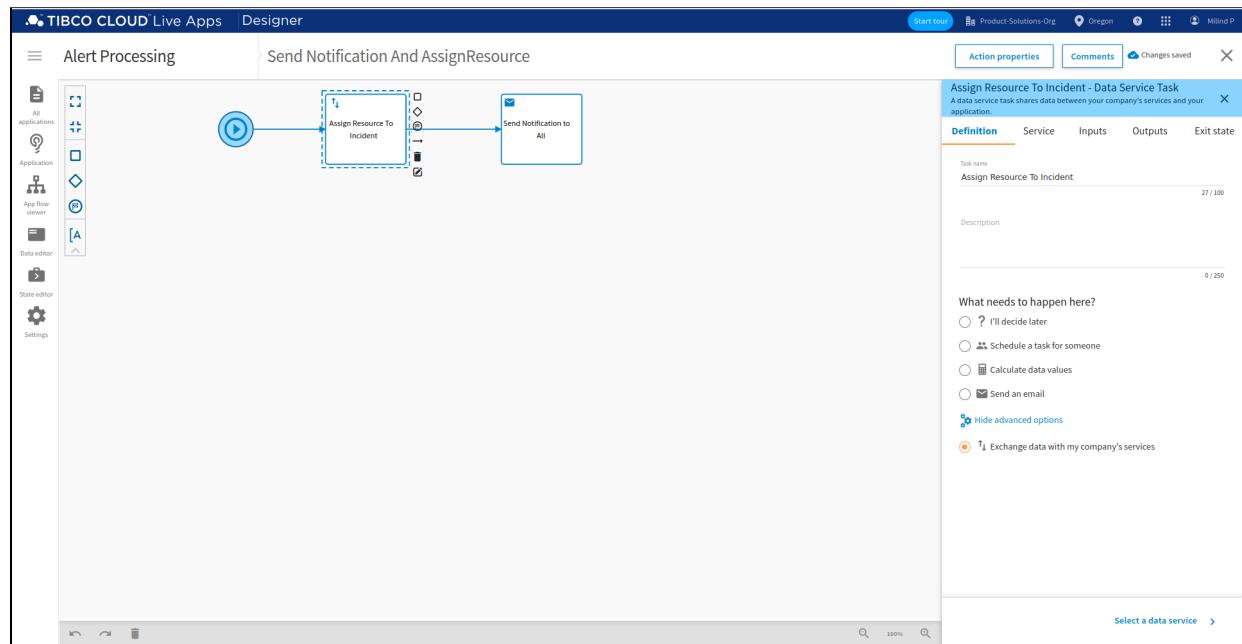


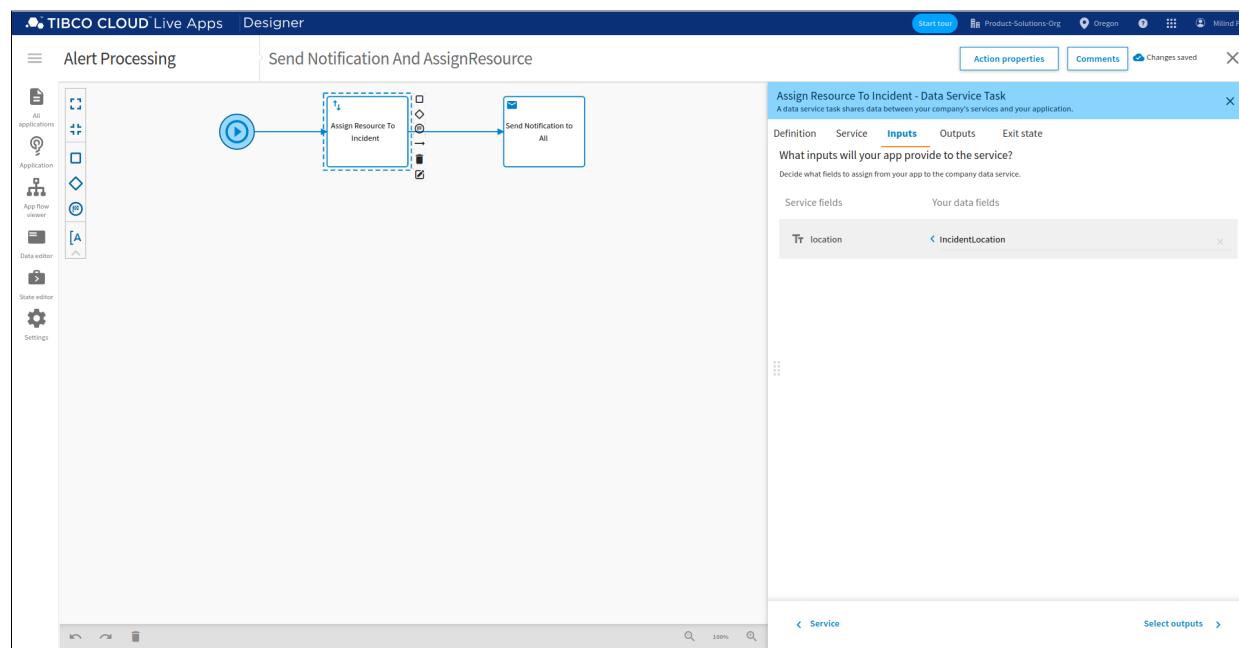
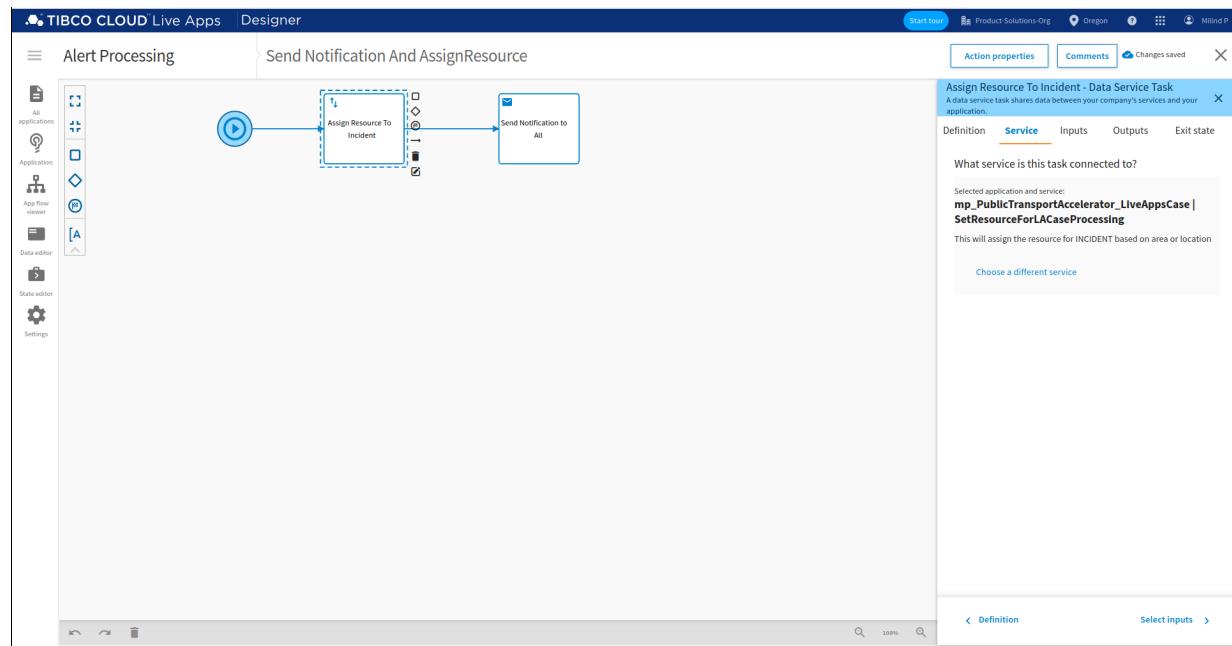


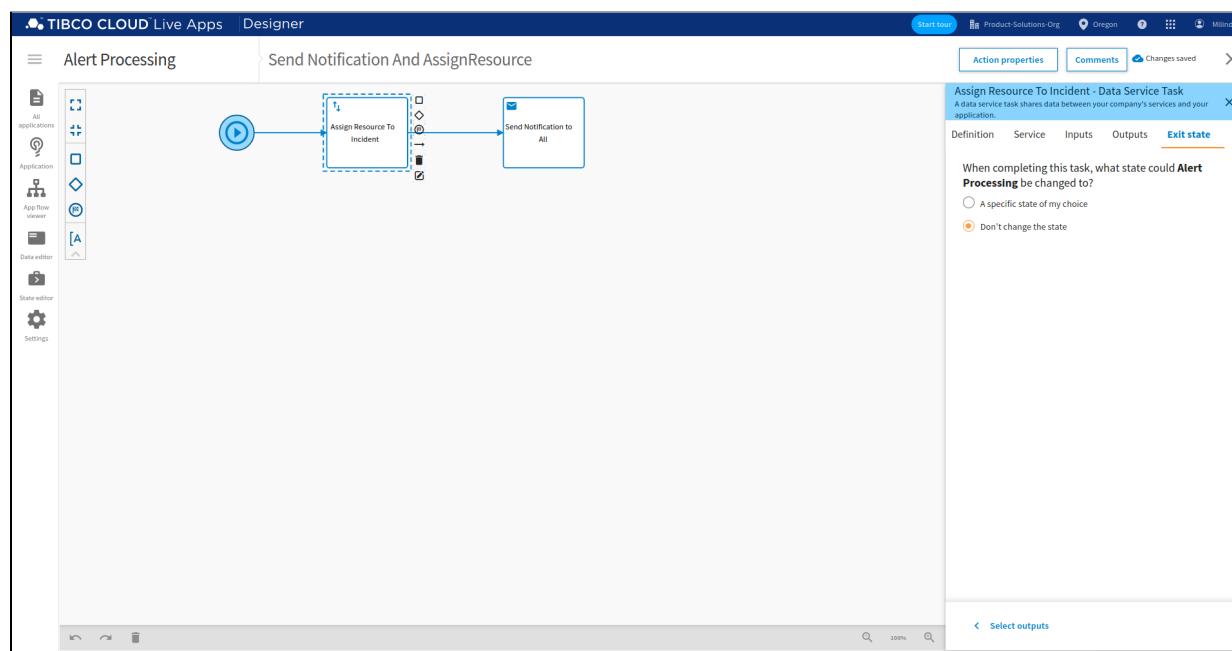
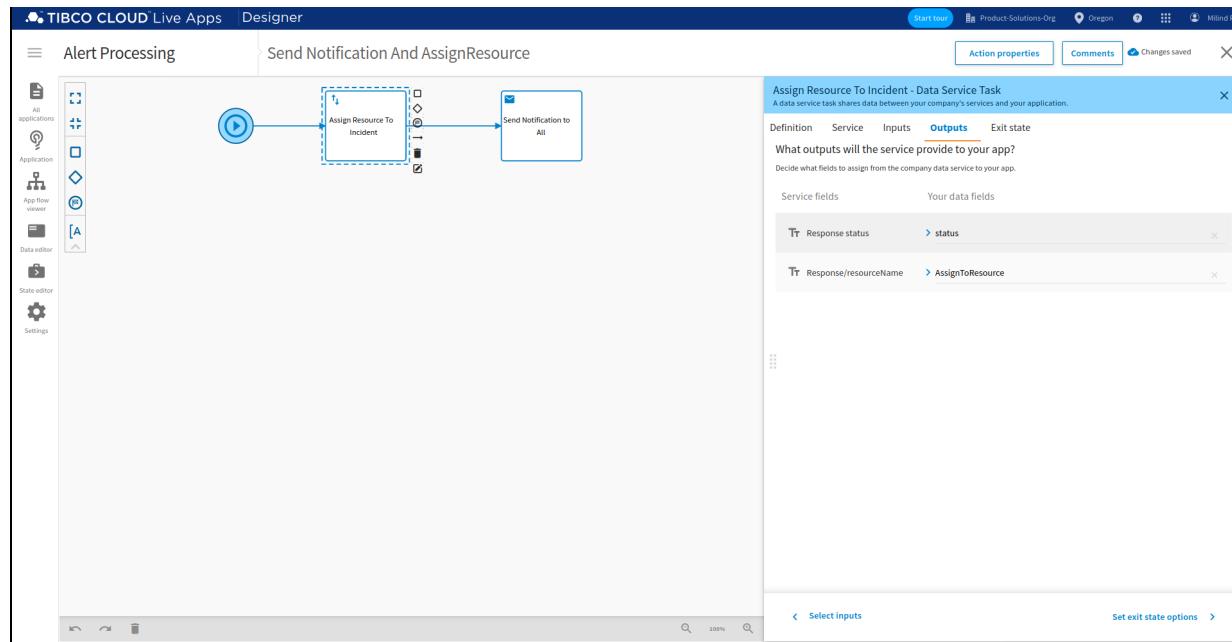
❑ Auto-Start Properties



❑ Data Service Task: Calling Cloud MESH Service (Assign Owner to the Case)







☐ Email Task: Send Notification to All

TIBCO CLOUD Live Apps Designer

Alert Processing | Send Notification And AssignResource

This is where your action starts and changes to 'Alert Processing' are entered by the user. The action is confirmed when the task form is submitted.

If other tasks are needed to complete this action then you can add and connect them here.

Action properties | Comments | Changes saved

Send Notification to All - Email Task
An email task automatically sends an email to selected people.

Definition email Exit state

Task name: Send Notification to All
Description: Send out and Email Notification to All

What needs to happen here?
 I'll decide later
 Schedule a task for someone
 Calculate data values
 Send an email
 Hide advanced options
 Exchange data with my company's services

Design the email >

TIBCO CLOUD Live Apps Designer

Alert Processing | Send Notification And AssignResource

This is where your action starts and changes to 'Alert Processing' are entered by the user. The action is confirmed when the task form is submitted.

If other tasks are needed to complete this action then you can add and connect them here.

Action properties | Comments | Changes saved

Send Notification to All - Email Task
An email task automatically sends an email to selected people.

Definition email Exit state

To: TfNSW_Administrative X TfNSW_Support X
From: TIBCO LiveApps Alert Management Team
Name to show as: 'From' in the email
Subject: Incident Created : {{Alert Processing/Alert Type}}
Normal B I U H E E T Data Case link
51 / 250 Insert data

Hi Team,

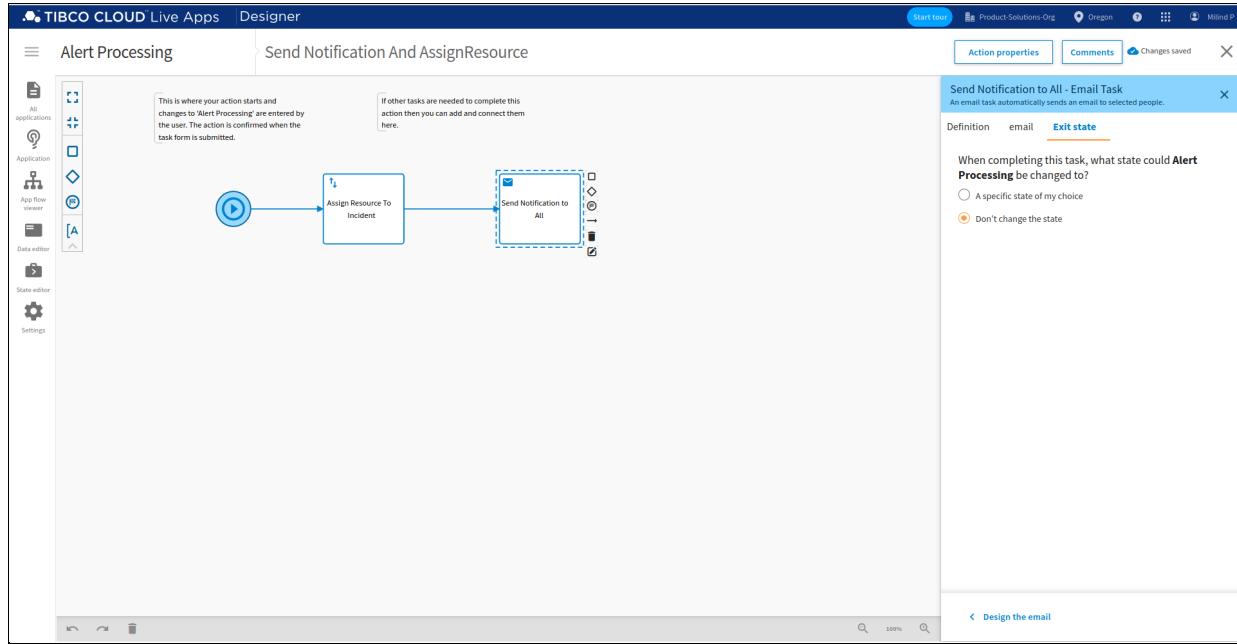
We received a New Incident:

Alert ID: {{Alert Processing/Alert ID}}
Type: {{Alert Processing/Alert Type}}
Severity: {{Alert Processing/Severity}}
State: {{Alert Processing/State}}
Assign To: {{Alert Processing/AssignToResource}}

Description:
{{Alert Processing/Description}}

[View Alert Processing](#)

< Definition Set exit state options >

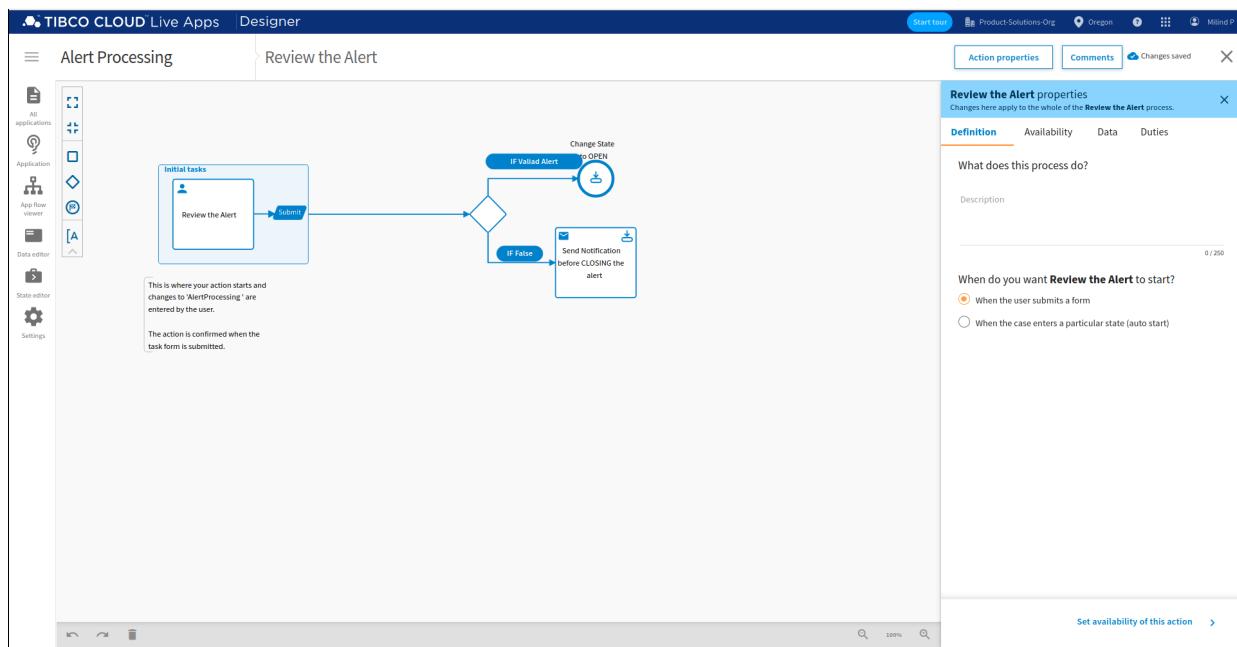


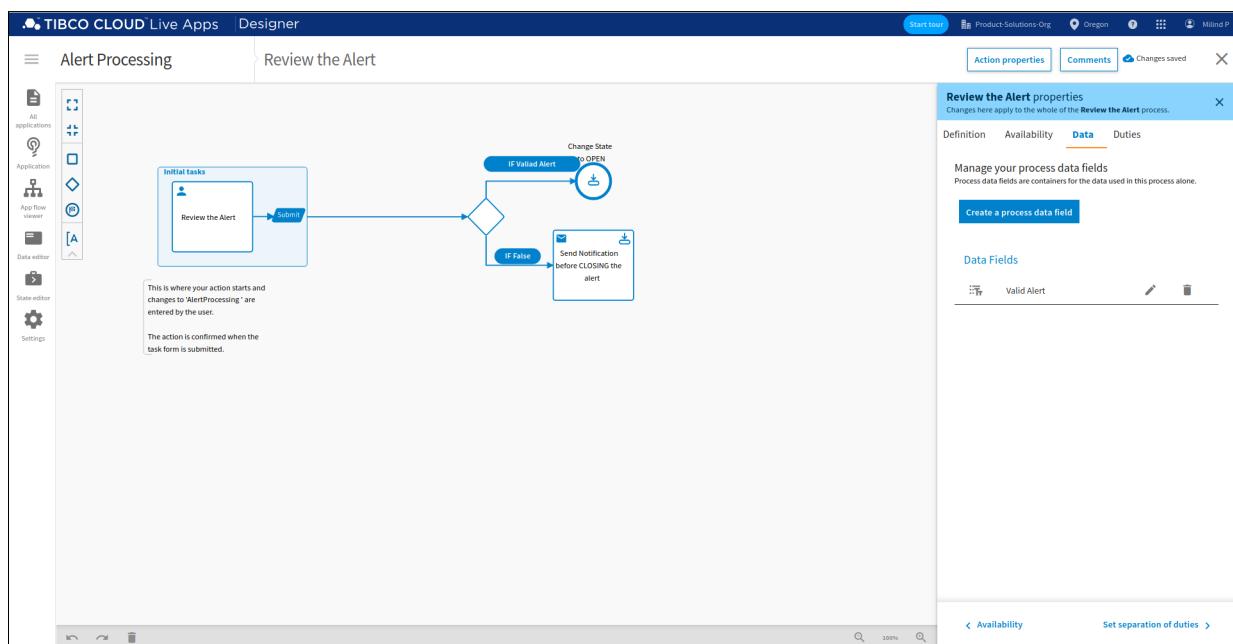
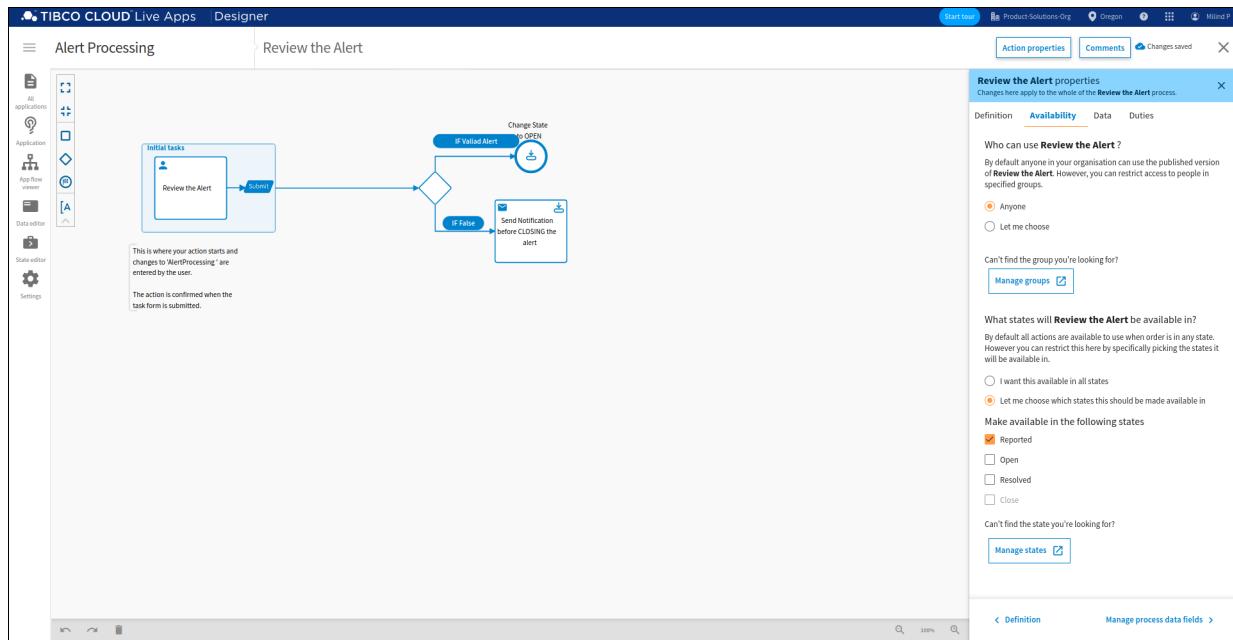
☐ Review the Alert

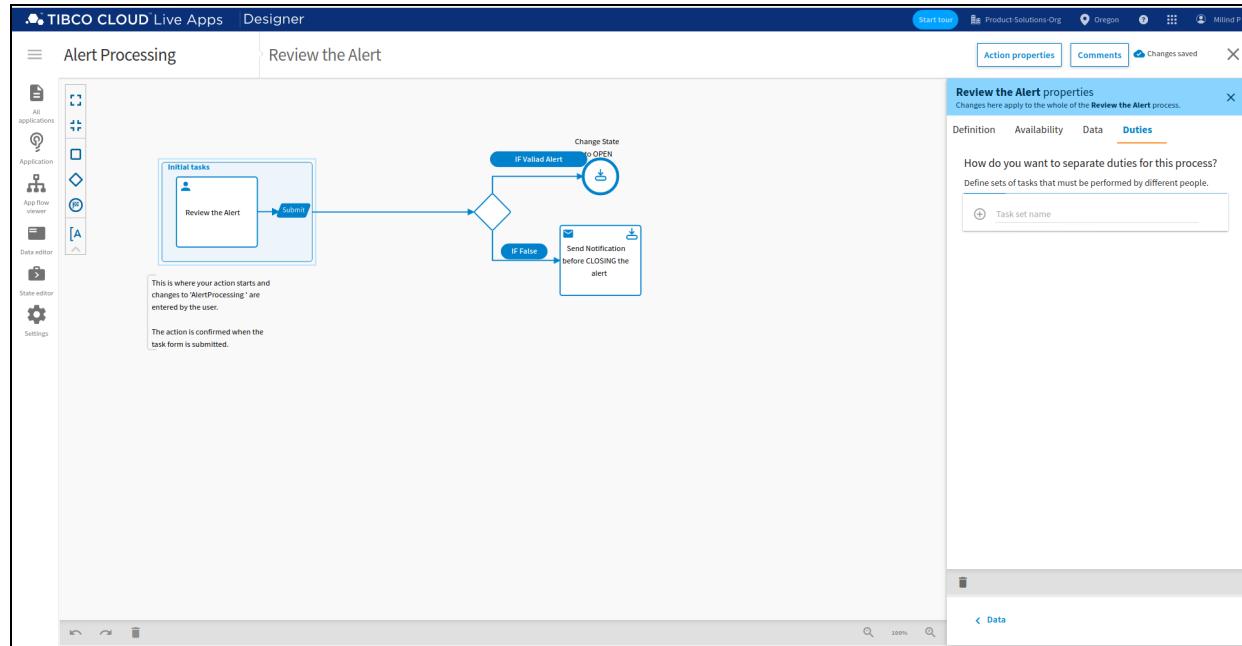
This action is responsible for validating the incoming alert. If the case is genuine then workflow will continue and case status will be changed to OPEN, otherwise case will be closed with email notification.

The case Owner is responsible for validating the reported case.

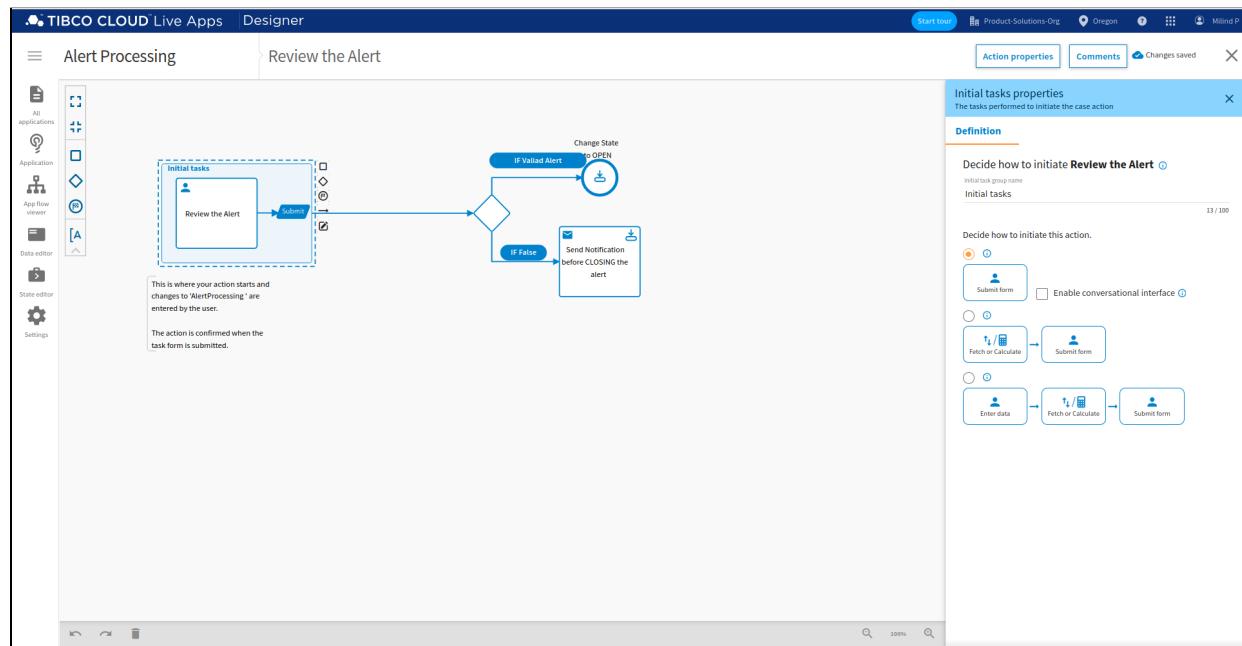
☐ Action Properties





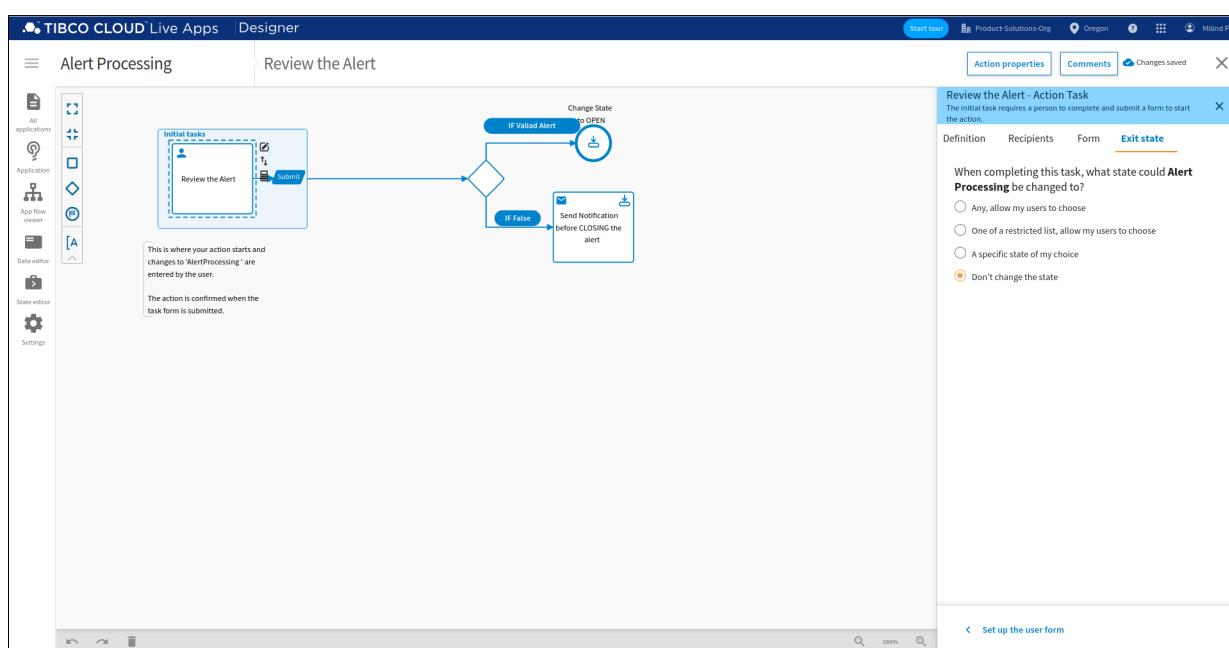
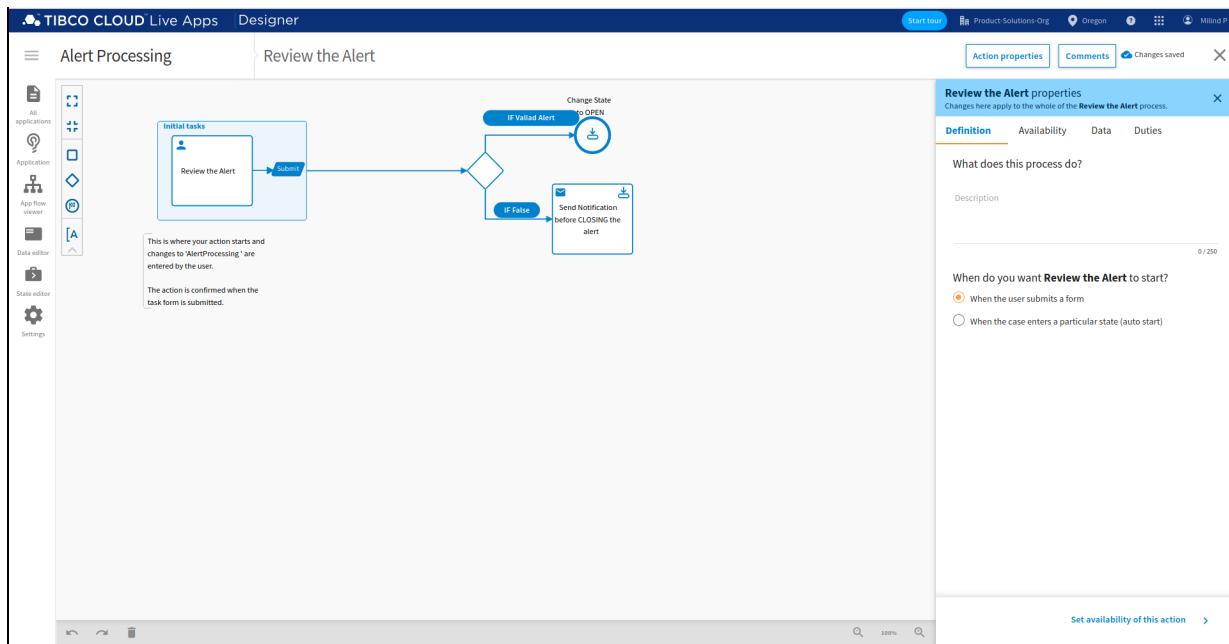


❑ Initial tasks Properties

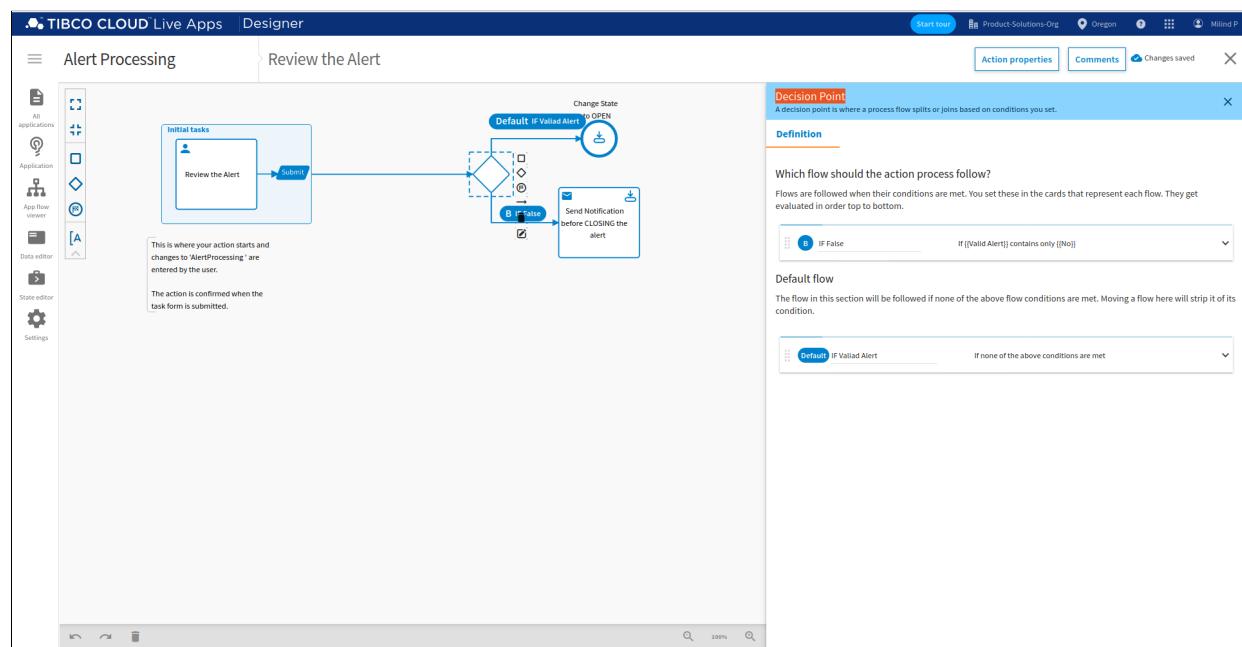


❑ Review the Alert - Action Task

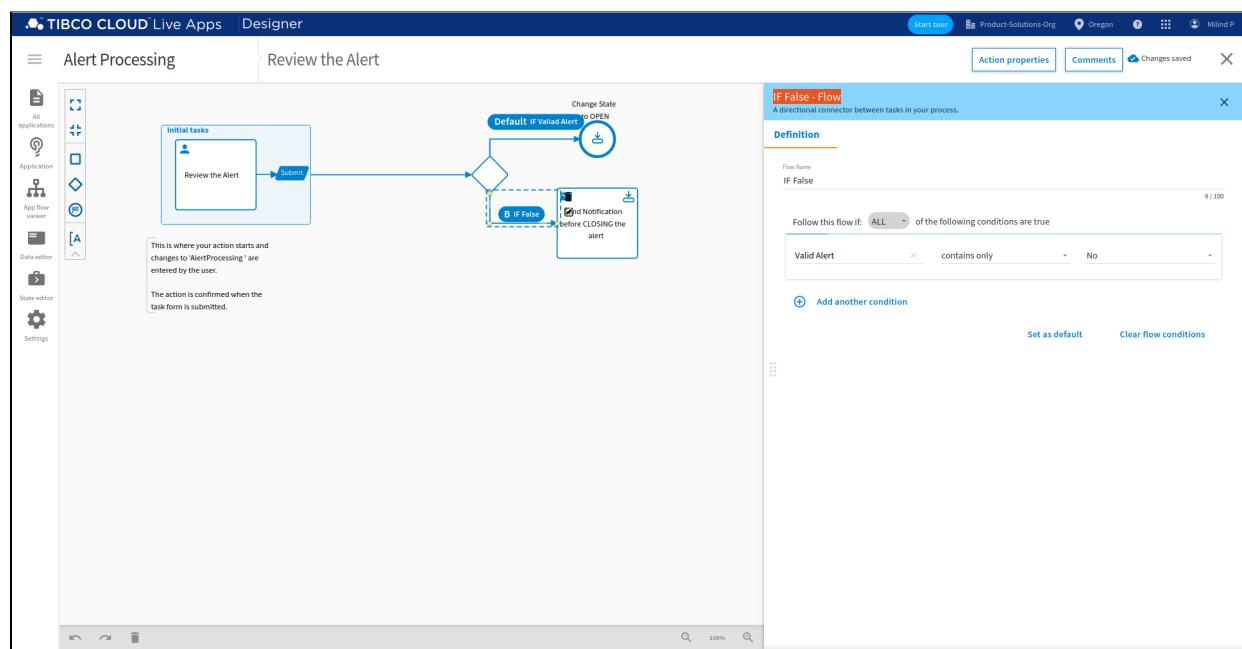
You can add a description to the task in the Definition Section and this task is performed by the person who performs this case action.

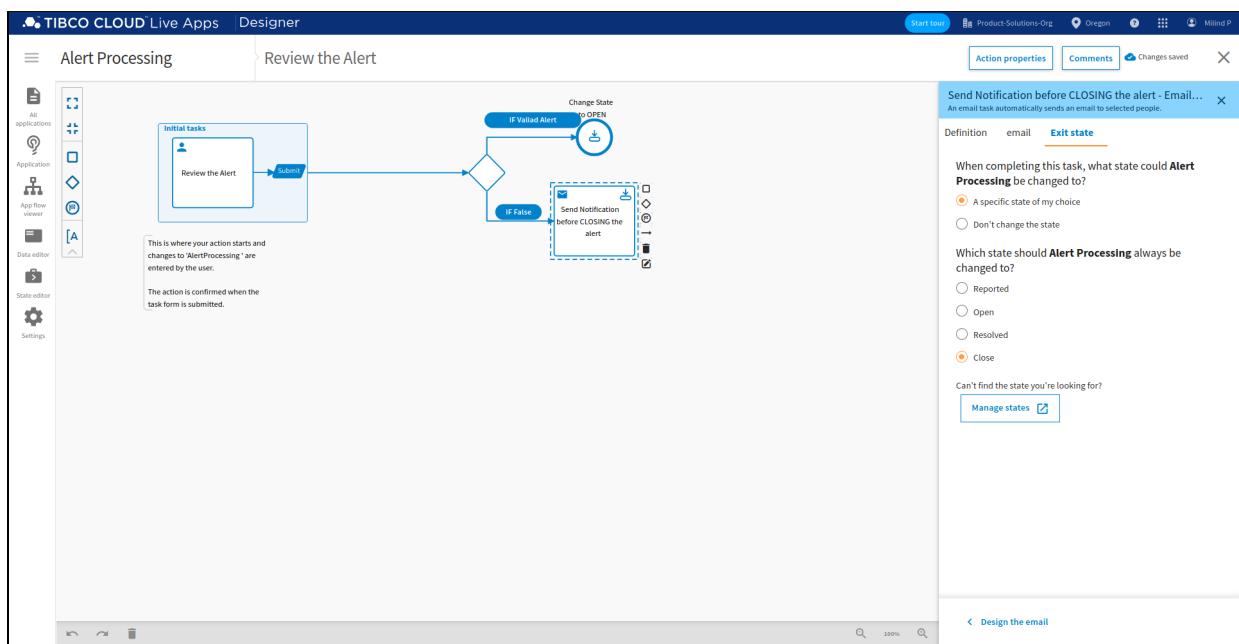
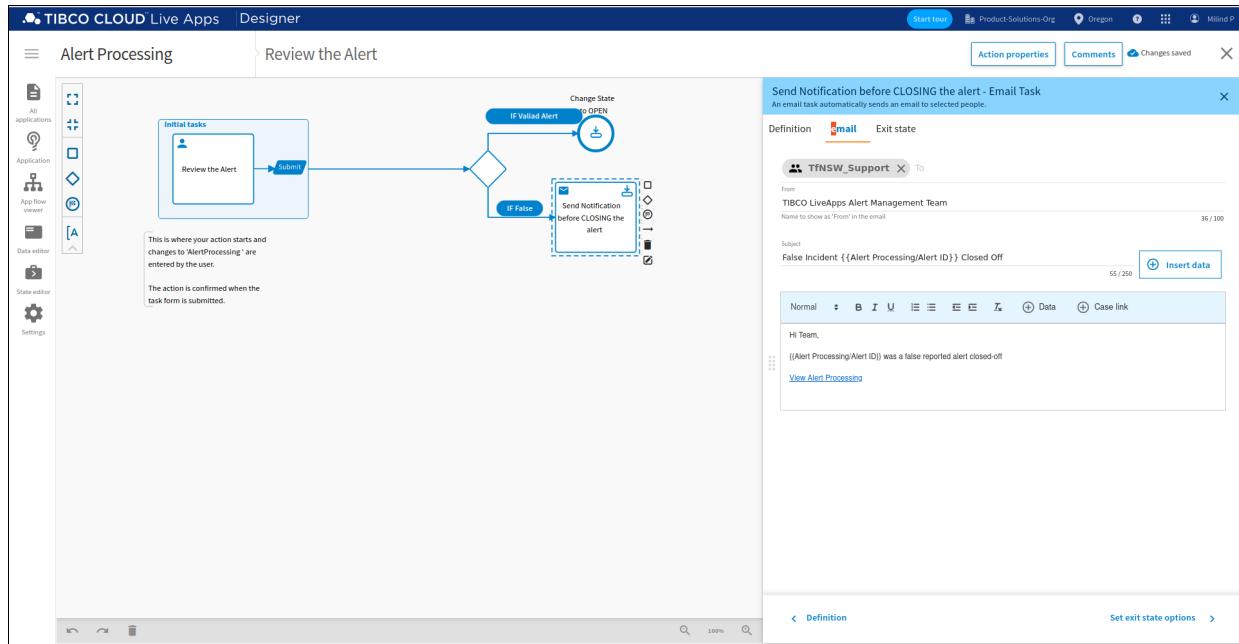


□ Decision Point

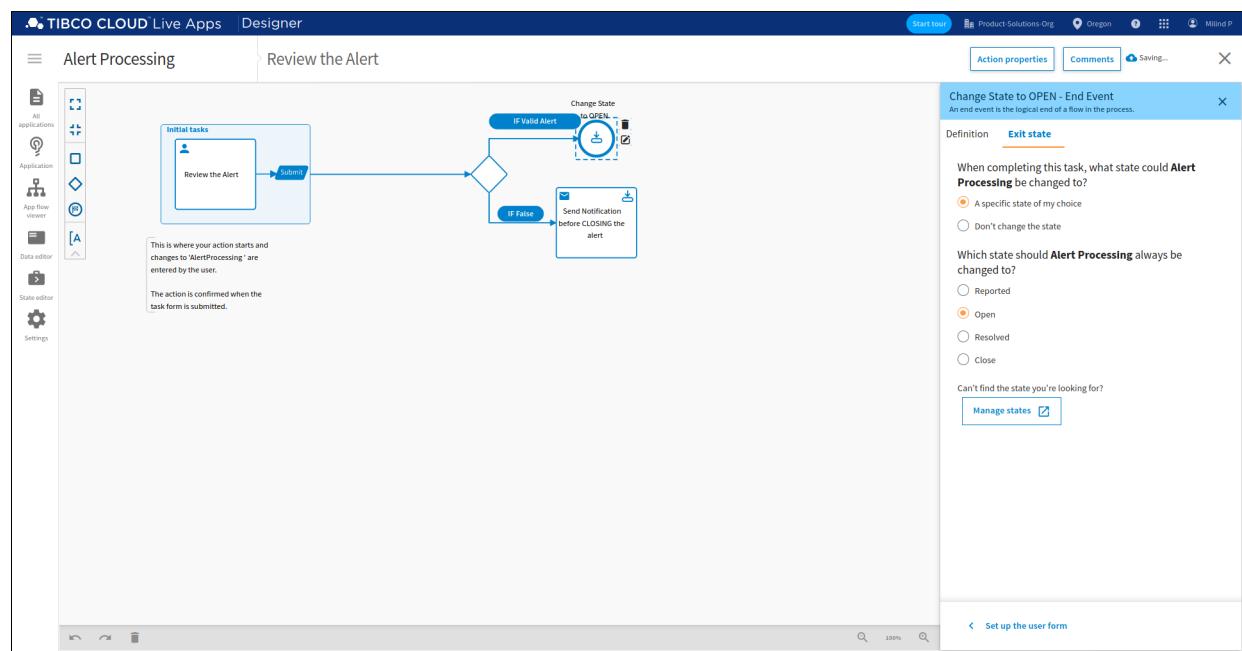
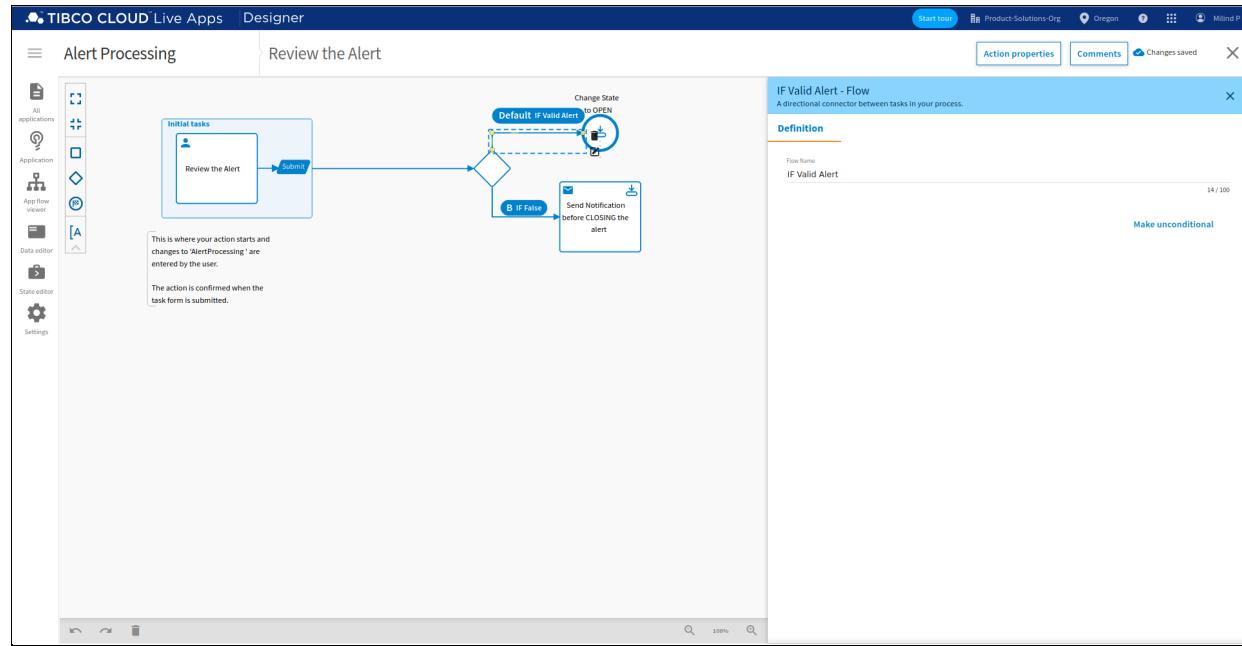


□ IF False - Flow Execution Path





❑ IF Valid Alert - Flow Execution Path

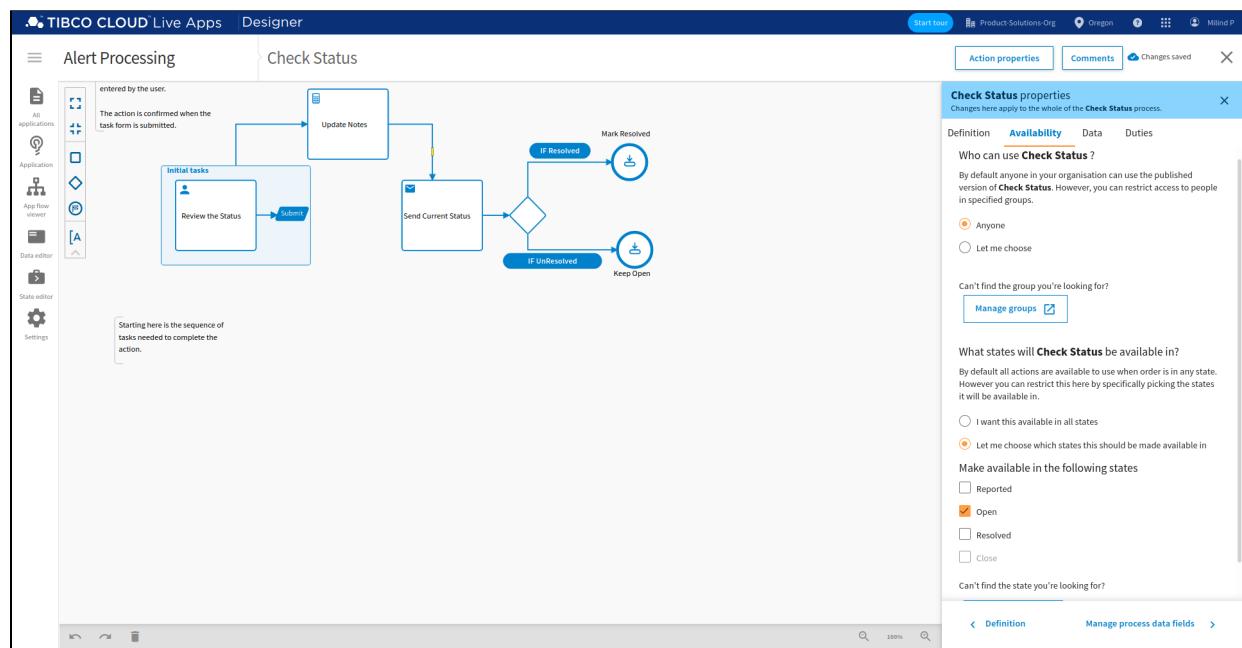
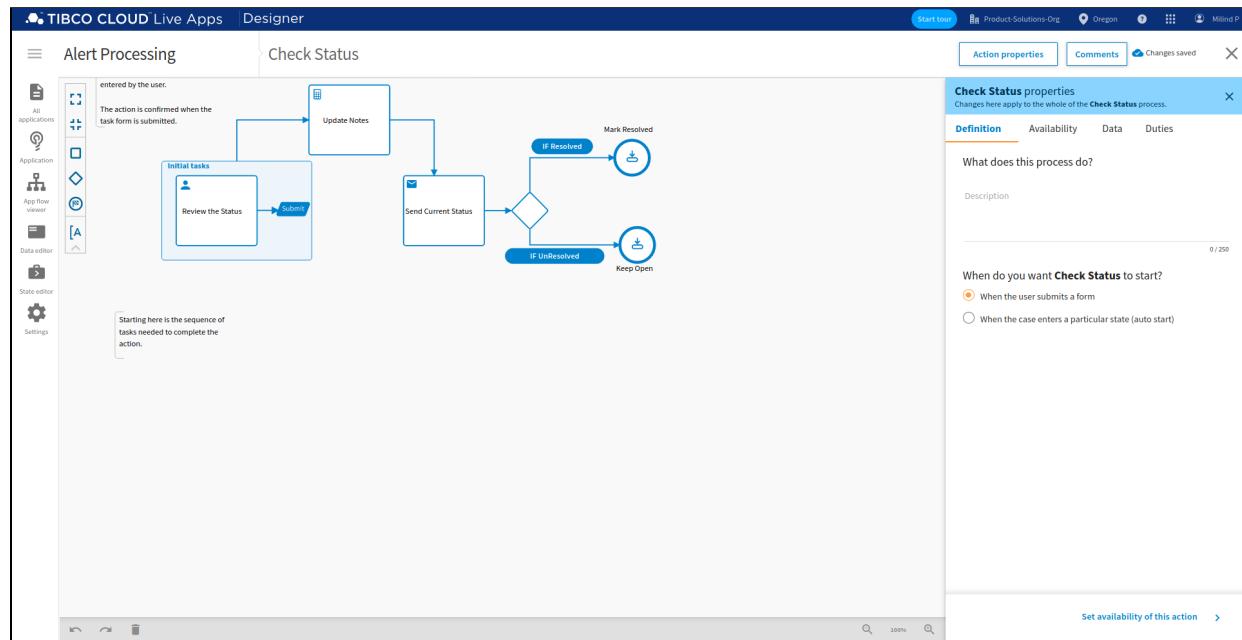


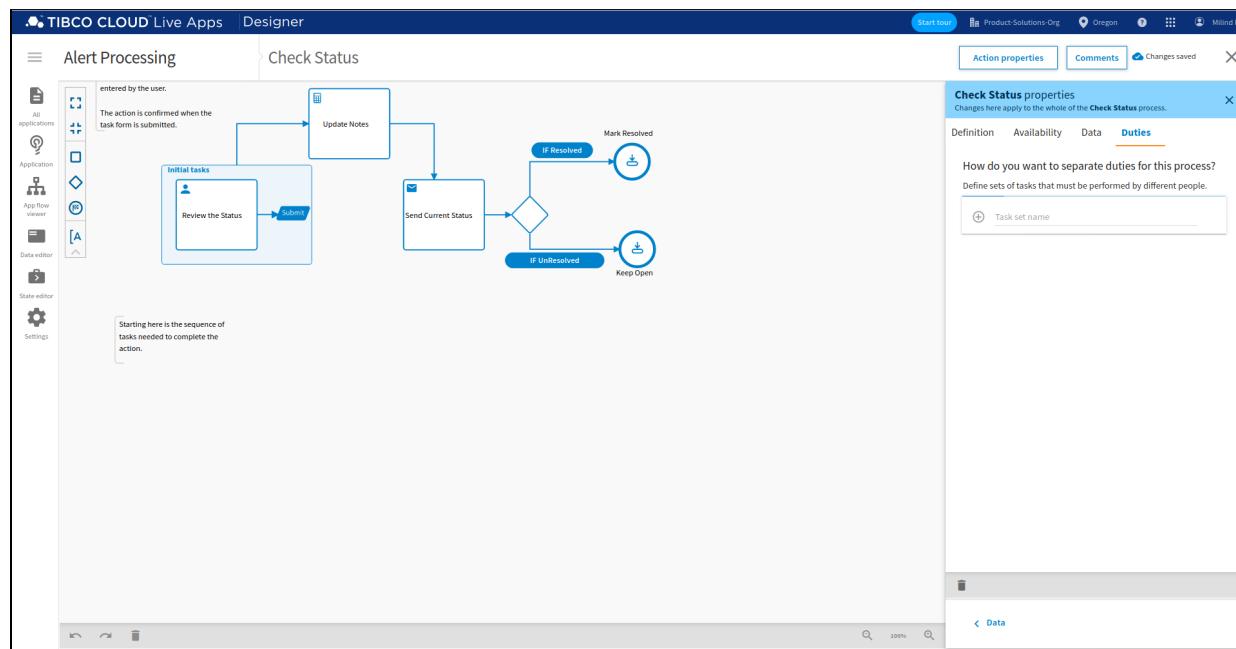
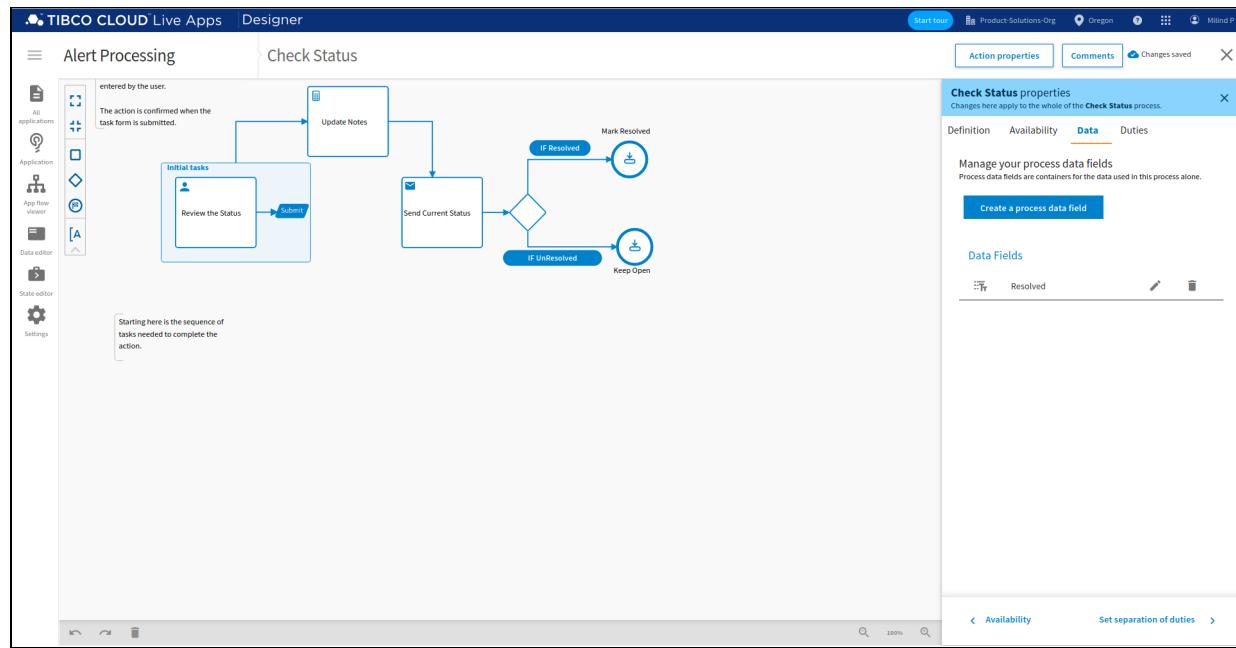
□ Check Status

This action is responsible for checking the current status of the case and adding/taking notes per the status. It will add-up (accumulate) the notes on each iteration of case status check and subsequently these notes will be pass-on as a resolution summary.

If the case is resolved then this action will transit the case to the Resolved state otherwise it will be in open state.

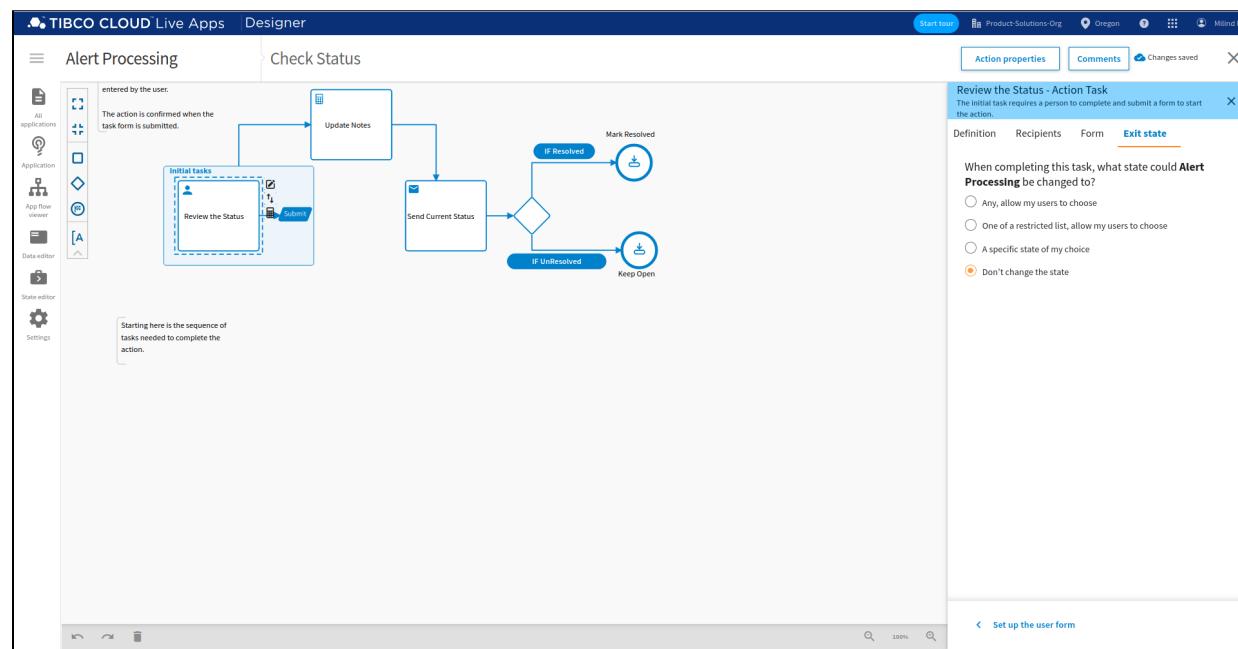
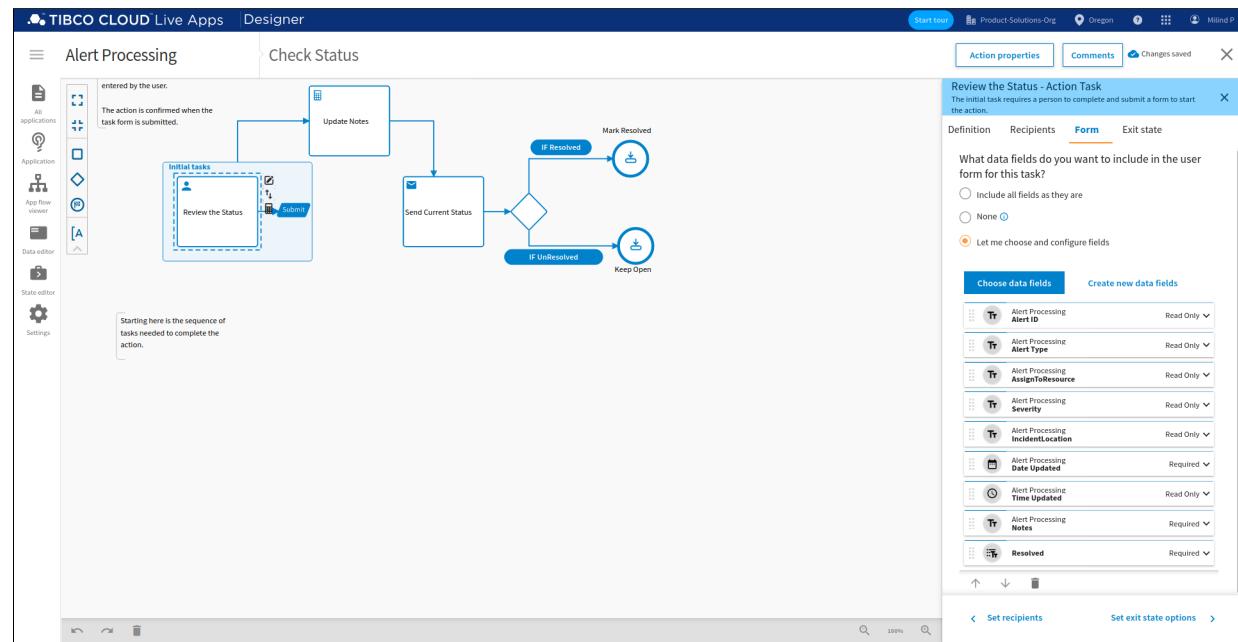
Check Status Properties



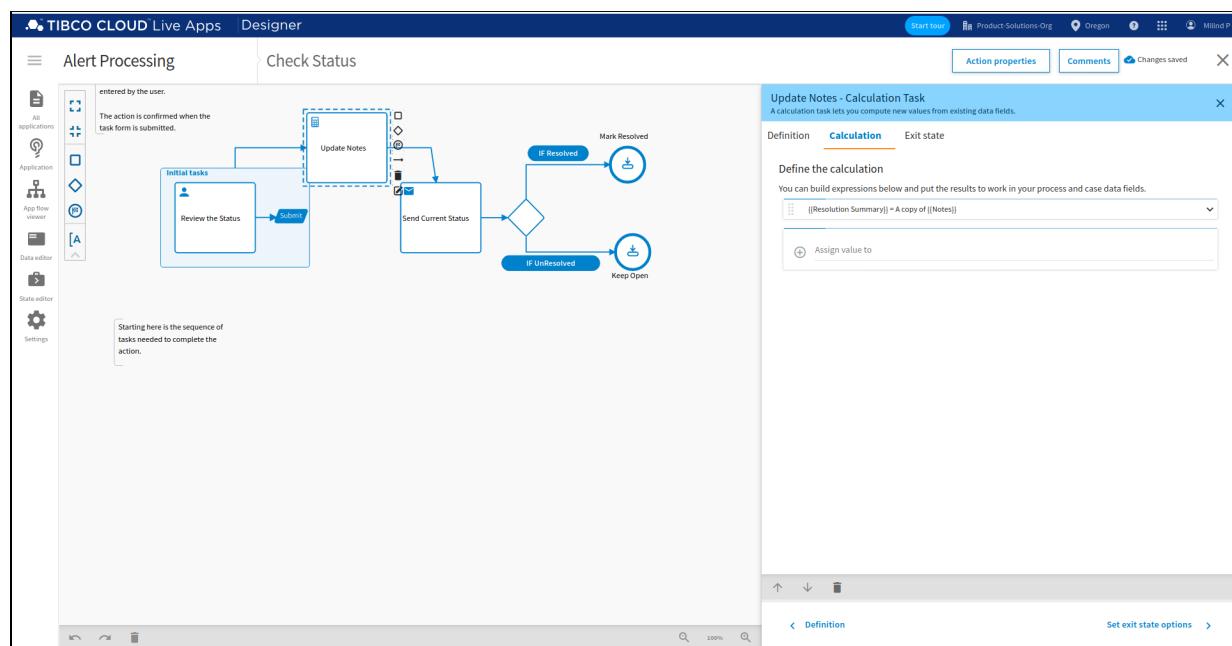
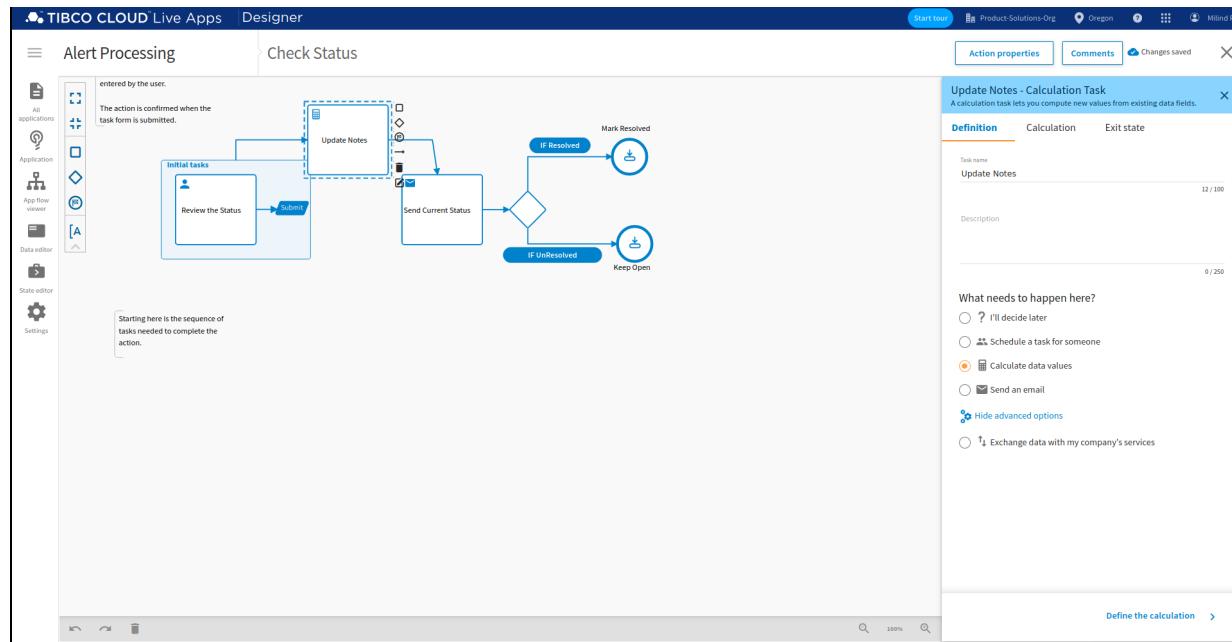


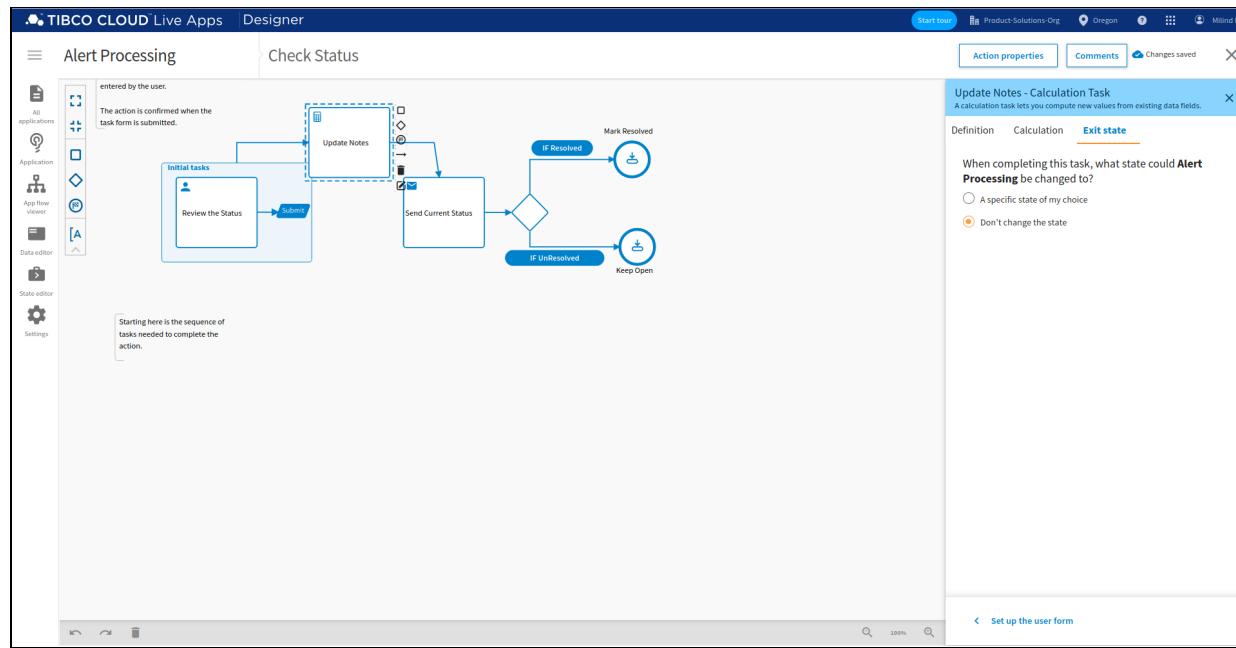
☐ Review the Status - Action Task

You can add a description to the task in the Definition Section and this task is performed by the person who performs this case action.

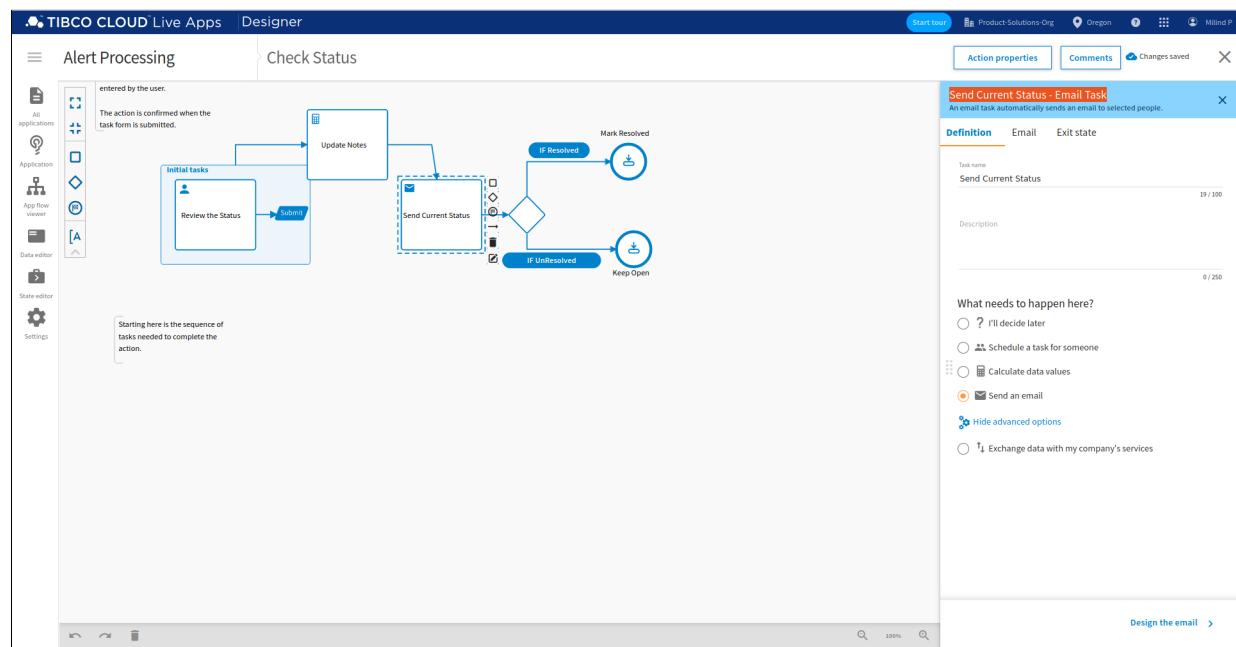


☐ Update Notes - Calculation Task





□ Send Current Status - Email Task



TIBCO CLOUD Live Apps Designer

Alert Processing | **Check Status**

The action is confirmed when the task form is submitted.

Starting here is the sequence of tasks needed to complete the action.

Send Current Status - Email Task
An email task automatically sends an email to selected people.

Definition **Email** **Exit state**

To: TIBCO LiveApps Alert Management Team
Name to show as 'From' in the email

Subject: Incident Status for { (Alert Processing/Alert ID) }

Normal **Rich Text** **HTML** **Text** **Case link**

Hi Team,
The Current Status of the Case:
Current State: ((Alert Processing/State))
Running Summary:
((Alert Processing/Notes))

[View Alert Processing](#)

[Insert data](#)

[Set exit state options >](#)

TIBCO CLOUD Live Apps Designer

Alert Processing | **Check Status**

The action is confirmed when the task form is submitted.

Starting here is the sequence of tasks needed to complete the action.

Send Current Status - Email Task
An email task automatically sends an email to selected people.

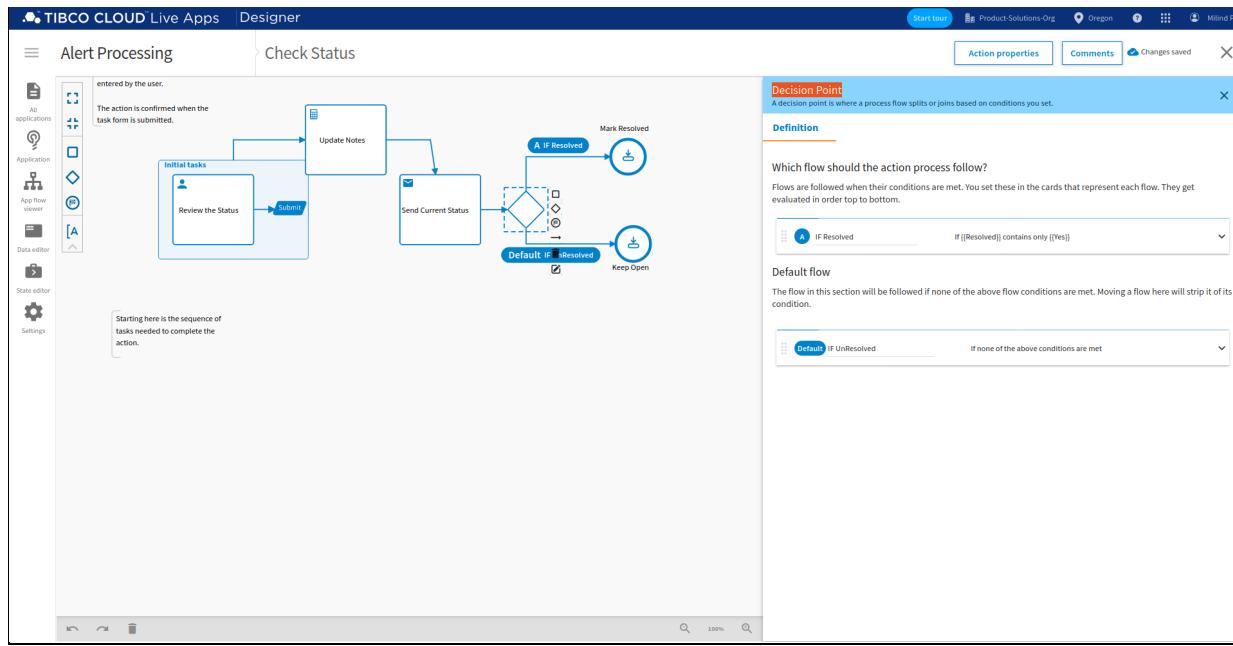
Definition **Email** **Exit state**

When completing this task, what state could **Alert Processing** be changed to?

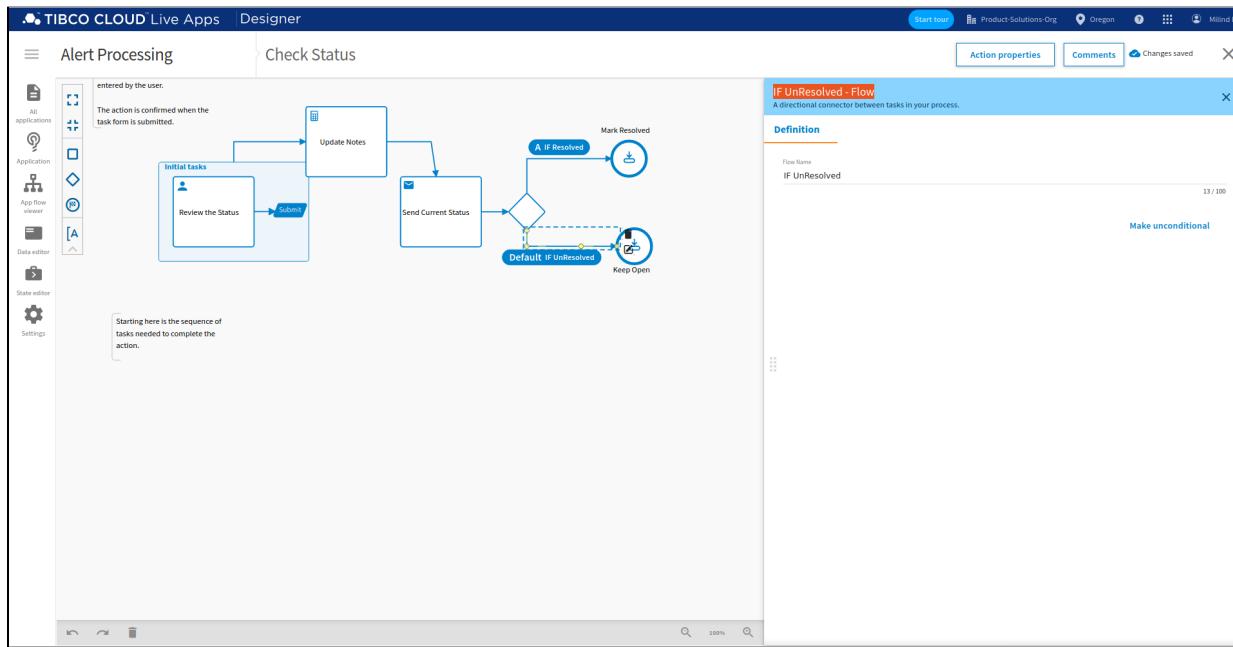
A specific state of my choice
 Don't change the state

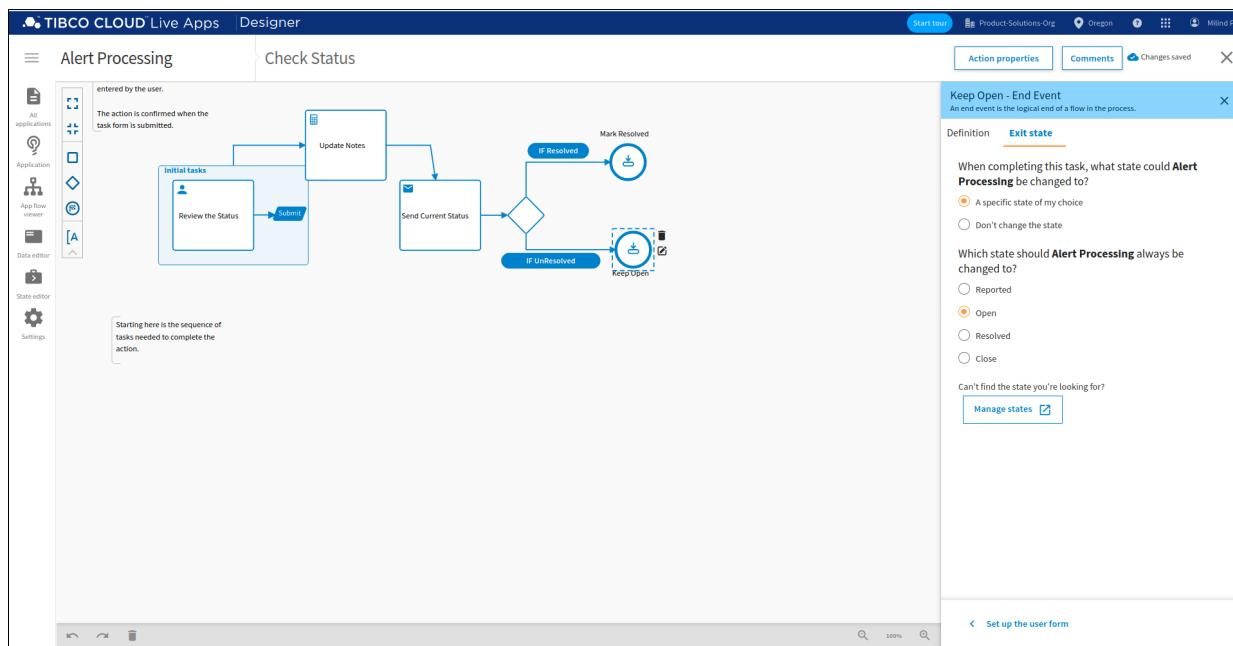
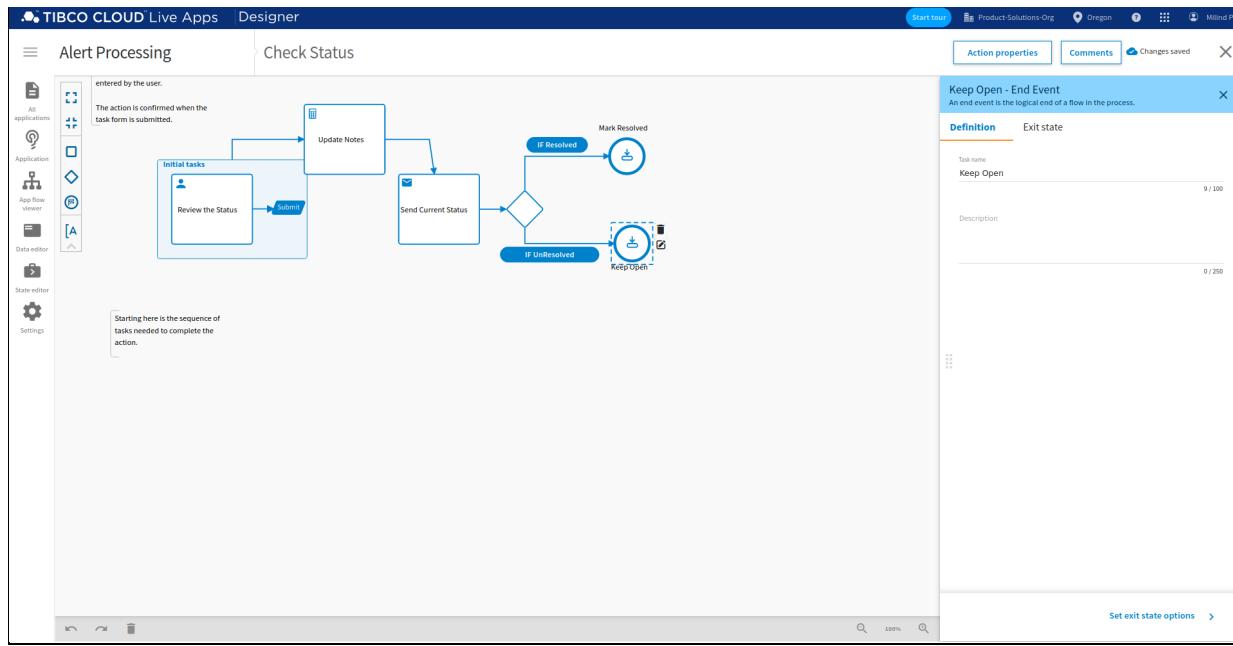
[Design the email](#)

□ Decision Point

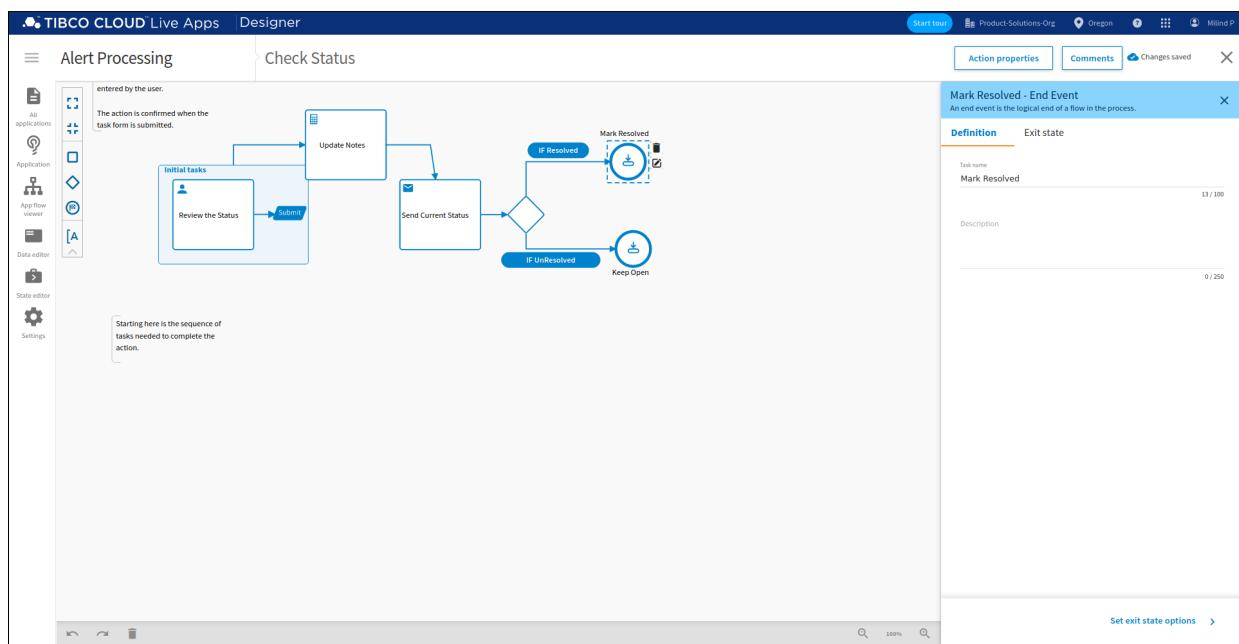
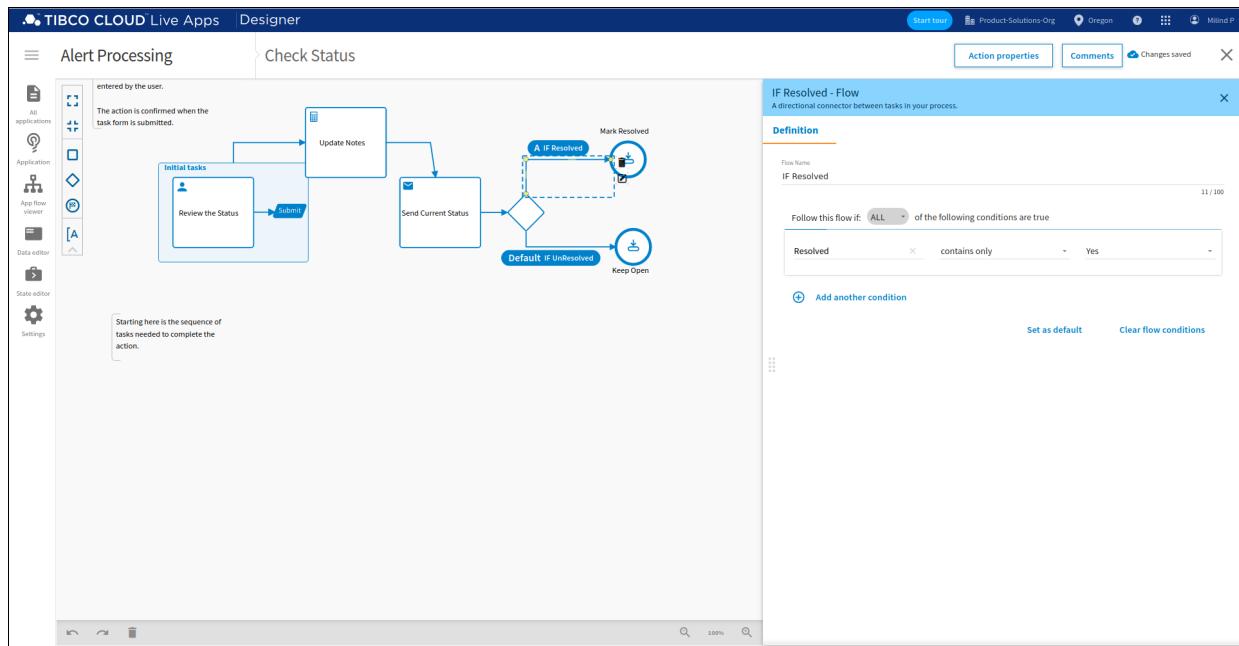


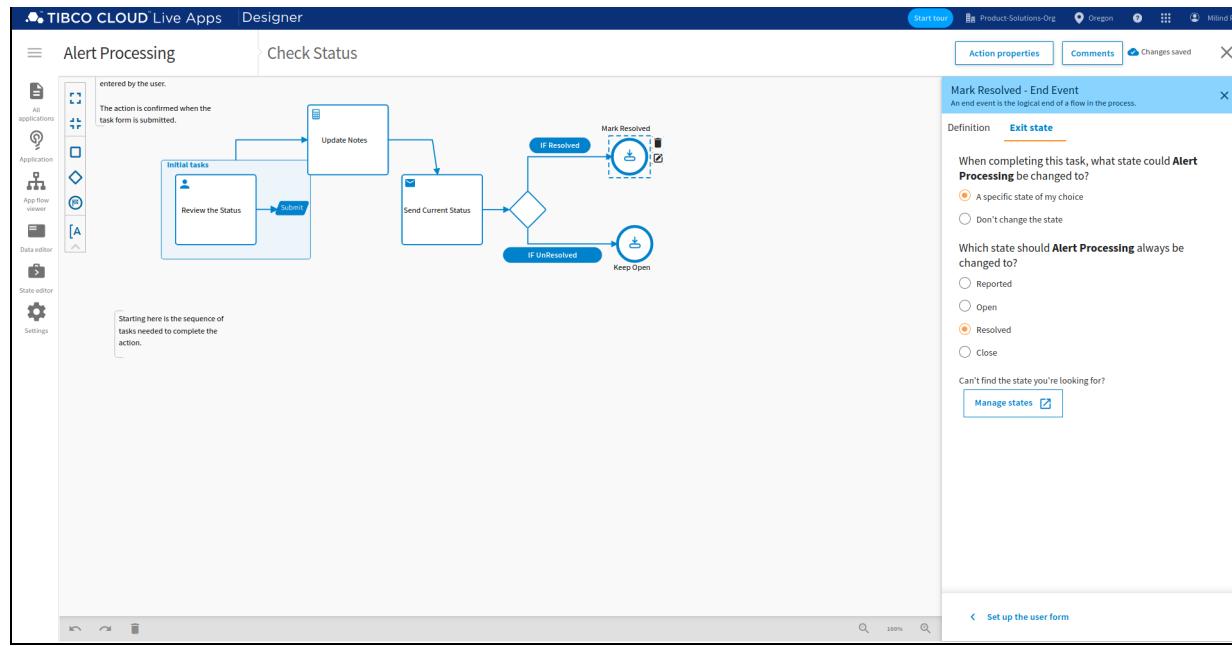
□ IF UnResolved - Flow Execution Path





❑ IF Resolved - Flow Execution Path





❑ Review Resolved Alert

This action is to validate the notes collected in the previous workflow operation/action (Check Status). A case owner needs to validate the notes and can use them as-is for Resolution Summary or can edit/update as per need. This resolution summary is further used in the email notification to notify the respective teams.

❑ Review Resolved Alert Properties

TIBCO CLOUD Live Apps Designer

Alert Processing Review Resolved Alert

```

graph LR
    A[Initial tasks] -- "Review Resolved" --> B{Submit}
    B --> C[Send Resolution Summary]
  
```

This is where your action starts and changes to 'AlertProcessing' are entered by the user. The action is confirmed when the task form is submitted.

If other tasks are needed to complete this action then you can add and connect them here.

Action properties **Comments** **Changes saved**

Review Resolved Alert properties
Changes here apply to the whole of the **Review Resolved Alert** process.

Definition **Availability** **Data** **Duties**

What does this process do?

Description

When do you want **Review Resolved Alert** to start?

- When the user submits a form
- When the case enters a particular state (auto start)

Set availability of this action

TIBCO CLOUD Live Apps Designer

Alert Processing Review Resolved Alert

```

graph LR
    A[Initial tasks] -- "Review Resolved" --> B{Submit}
    B --> C[Send Resolution Summary]
  
```

This is where your action starts and changes to 'AlertProcessing' are entered by the user. The action is confirmed when the task form is submitted.

If other tasks are needed to complete this action then you can add and connect them here.

Action properties **Comments** **Changes saved**

Review Resolved Alert properties
Changes here apply to the whole of the **Review Resolved Alert** process.

Definition **Availability** **Data** **Duties**

Who can use Review Resolved Alert ?

By default anyone in your organisation can use the published version of **Review Resolved Alert**. However, you can restrict access to people in specified groups.

- Anyone
- Let me choose

Can't find the group you're looking for?
[Manage groups](#)

What states will Review Resolved Alert be available in?

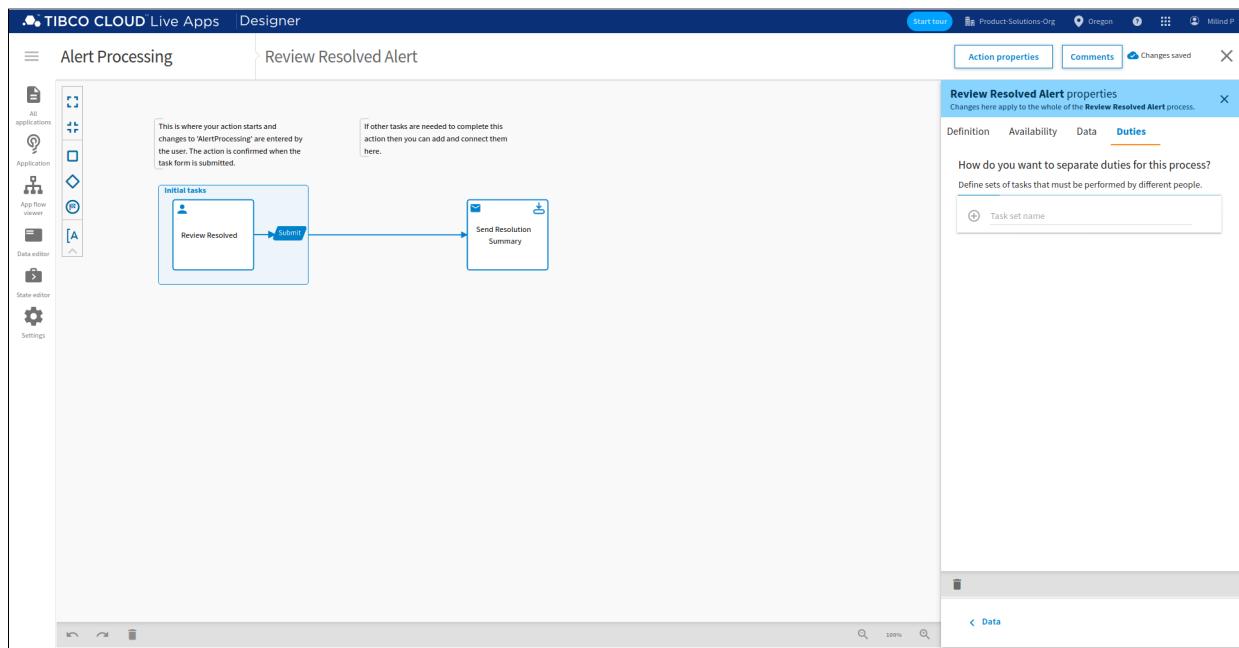
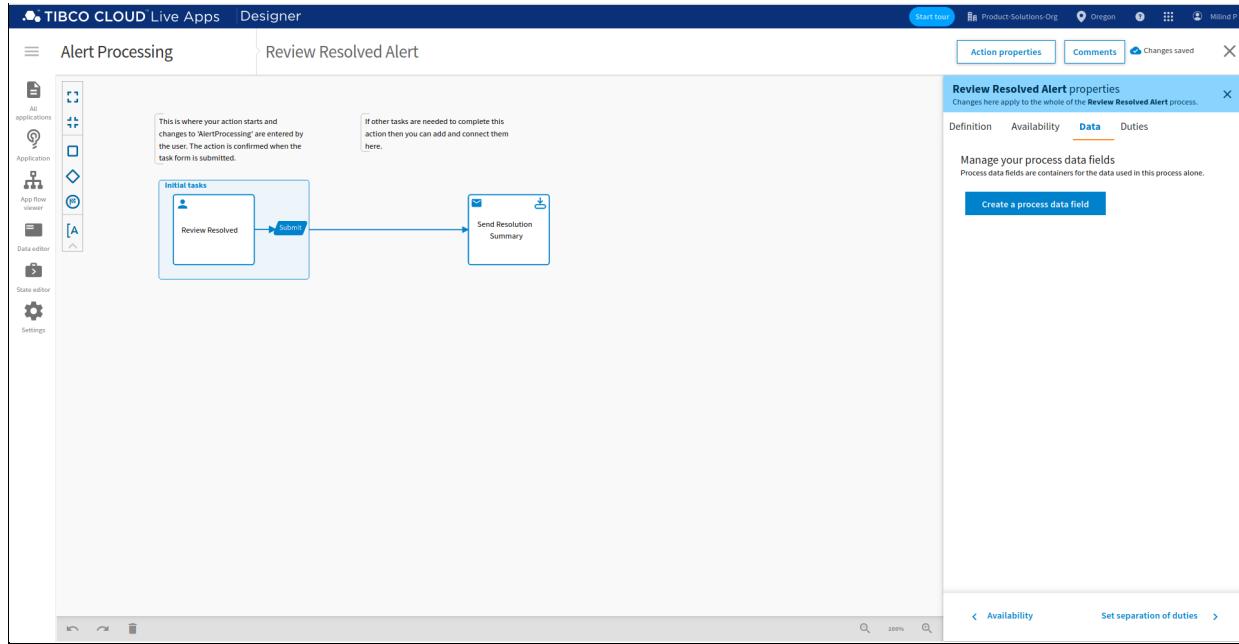
By default all actions are available to use when order is in any state. However you can restrict this here by specifically picking the states it will be available in.

- I want this available in all states
- Let me choose which states this should be made available in

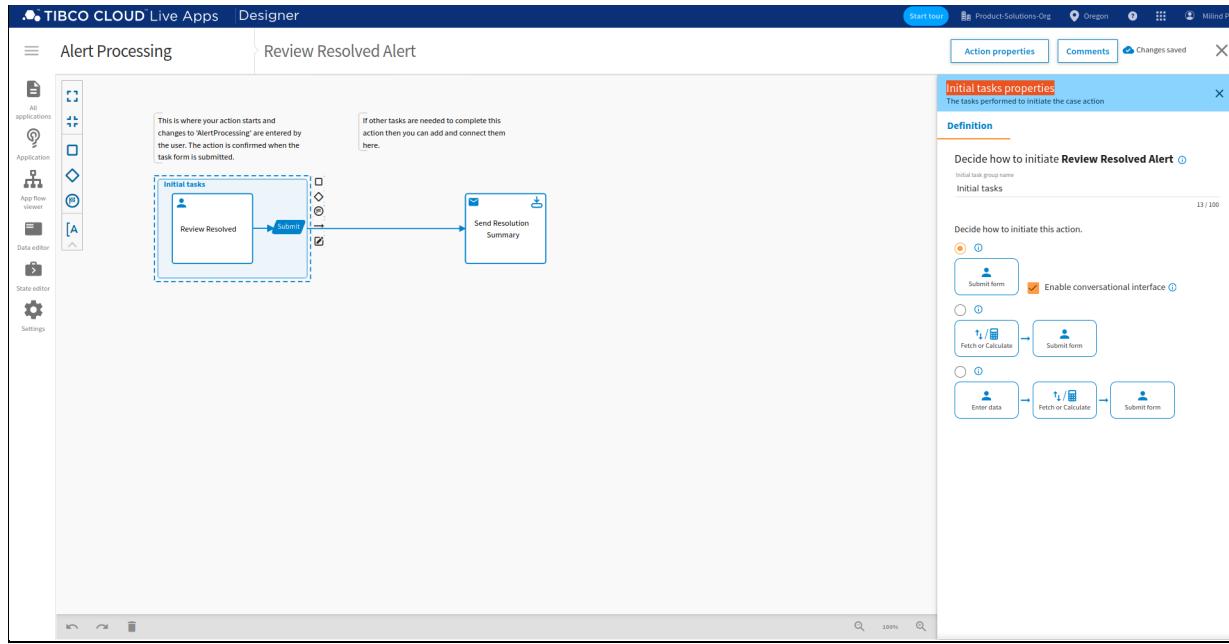
Make available in the following states

- Reported
- Open
- Resolved
- Close

Definition **Manage process data fields**

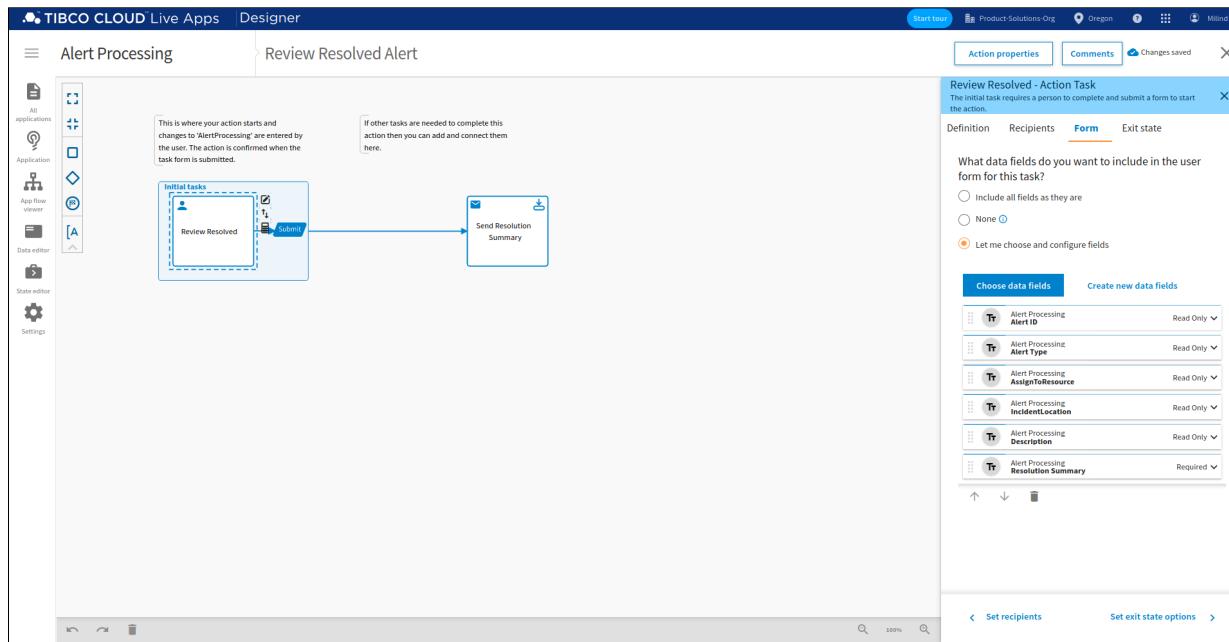


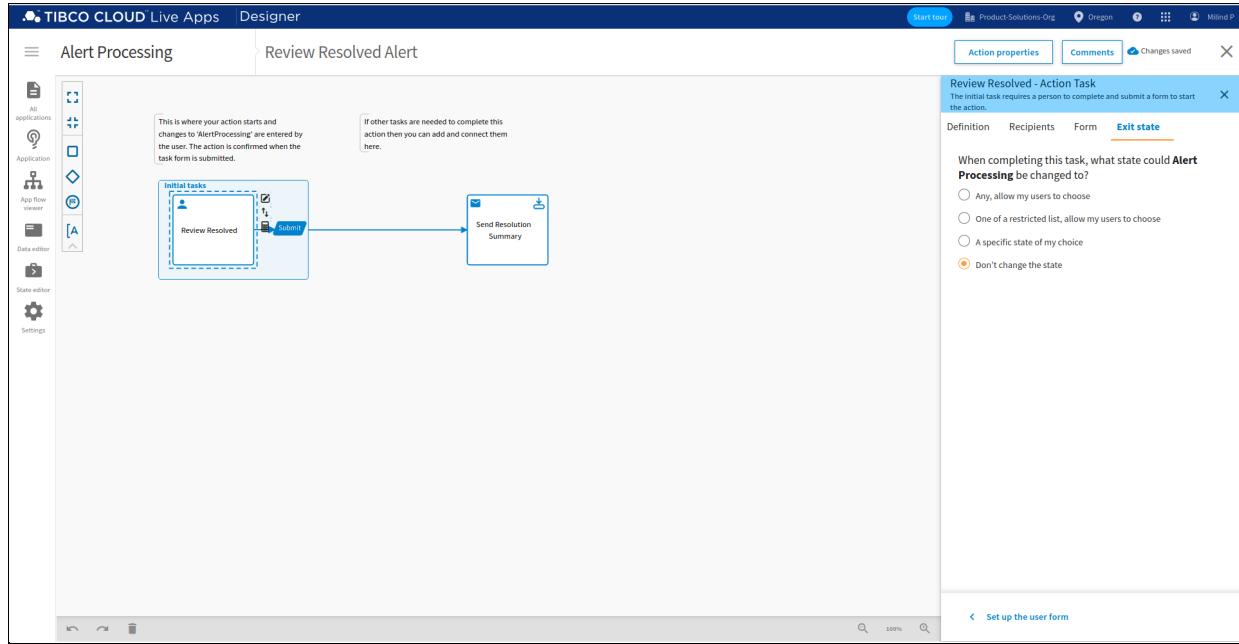
❑ Initial tasks properties



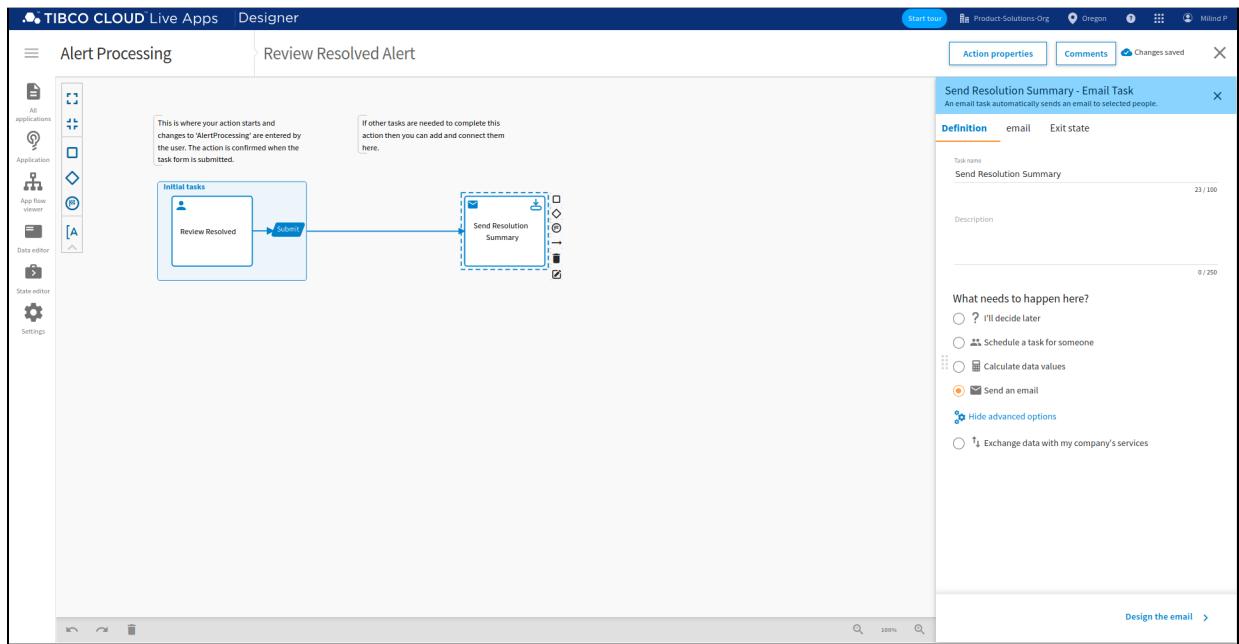
□ Review Resolved - Action Task

You can add a description to the task in the Definition Section and this task is performed by the person who performs this case action.





□ Send Resolution Summary - Email Task



TIBCO CLOUD Live Apps Designer

Alert Processing

Review Resolved Alert

This is where your action starts and changes to 'AlertProcessing' are entered by the user. The action is confirmed when the task form is submitted.

If other tasks are needed to complete this action then you can add and connect them here.

Initial tasks

Review Resolved → Submit

Send Resolution Summary

Send Resolution Summary - Email Task
An email task automatically sends an email to selected people.

Definition **email** **Exit state**

To: **TfNSW_Administrative** **TfNSW_Support**

From: **TIBCO LiveApps Alert Management Team**

Name to show as: 'From' in the email

Subject: Incident Resolution Summary: {Alert Processing/Alert Type}

Normal **B** **I** **U** **IE** **E** **EE** **T_a** **⊕ Data** **⊕ Case link**

Hi Team,
The reported incident ({Alert Processing/Alert ID}) of ({Alert Processing/Alert Type}) has been resolved with below details:
Resolution Summary:
{Alert Processing/Resolution Summary}

[View Alert Processing](#)

[Definition](#) [Set exit state options >](#)

TIBCO CLOUD Live Apps Designer

Alert Processing

Review Resolved Alert

This is where your action starts and changes to 'AlertProcessing' are entered by the user. The action is confirmed when the task form is submitted.

If other tasks are needed to complete this action then you can add and connect them here.

Initial tasks

Review Resolved → Submit

Send Resolution Summary

Send Resolution Summary - Email Task
An email task automatically sends an email to selected people.

Definition **email** **Exit state**

When completing this task, what state could **Alert Processing** be changed to?

- A specific state of my choice
- Don't change the state

Which state should **Alert Processing** always be changed to?

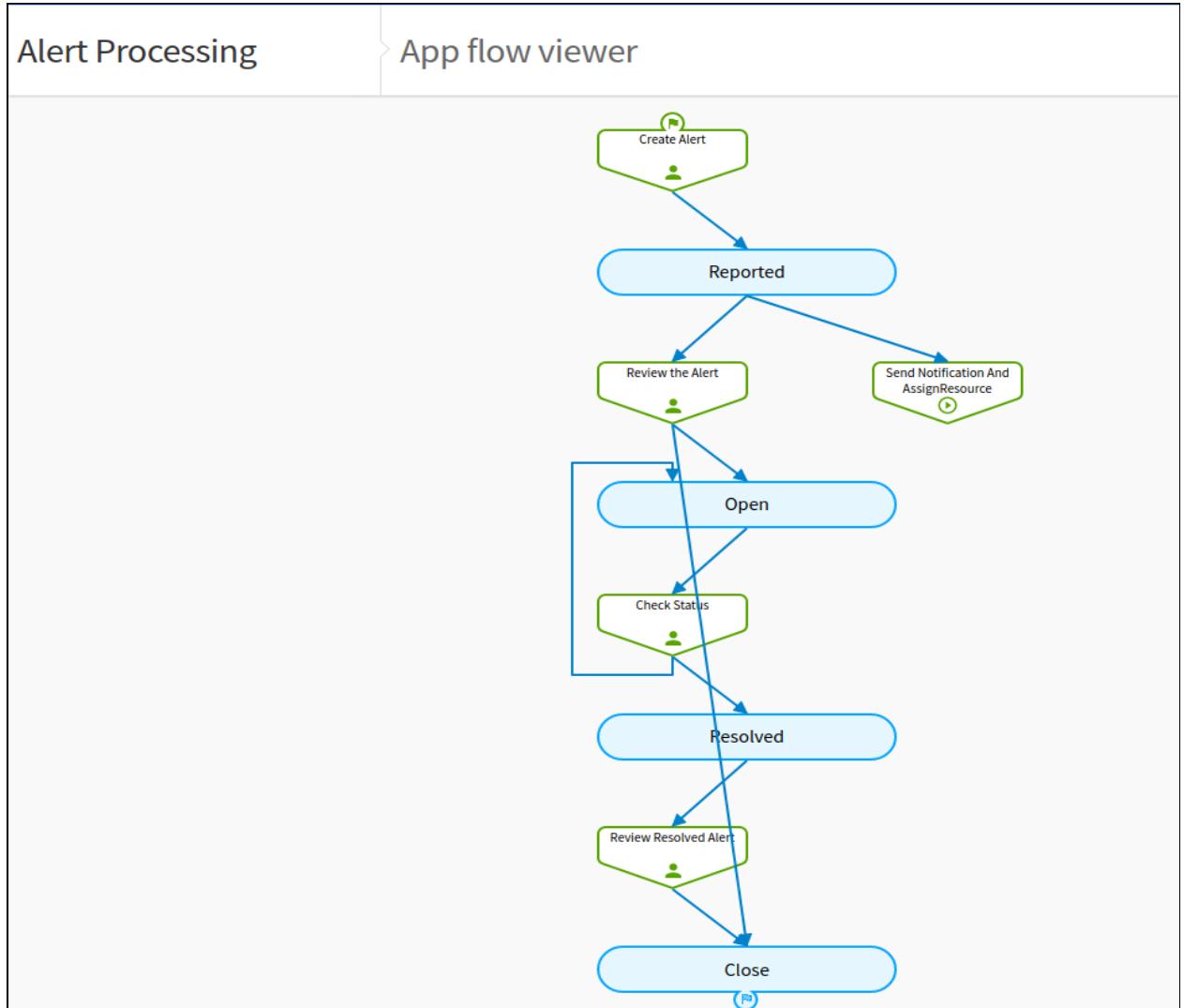
- Reported
- Open
- Resolved
- Close

Can't find the state you're looking for?
[Manage states](#)

[Design the email](#)

□ TIBCO Cloud Live Apps Application Flow-Chart View

You can go through the following flow view of the application that demonstrates the different actions and states that will be performed during the lifecycle of the incoming incidents.

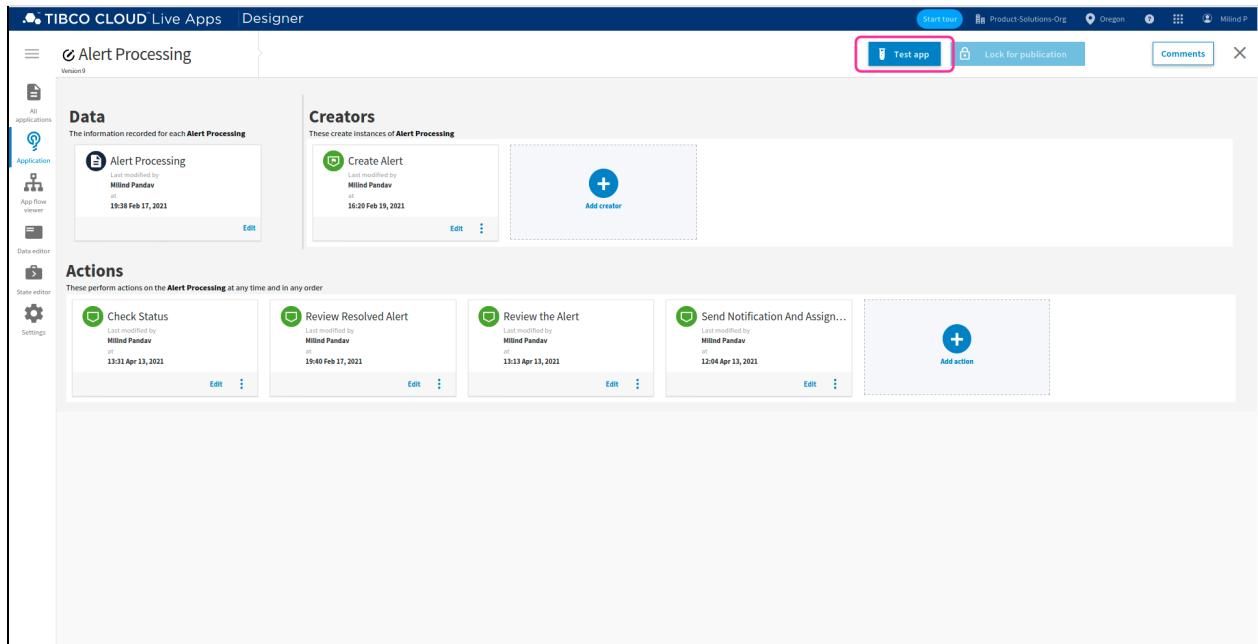


Test the Application

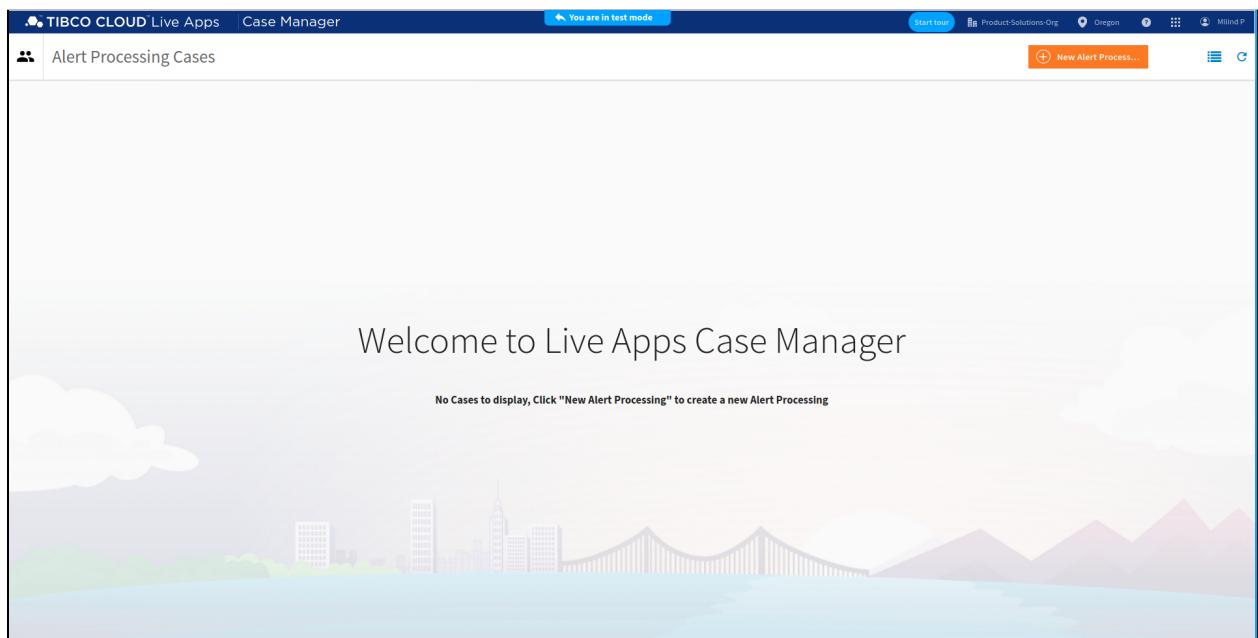
The testing of Liveapp application is necessary to publish it to production. Start testing of the application as soon as the creation and configuration part is completed.

You can quickly test the app with sample dummy data using liveapps tester.

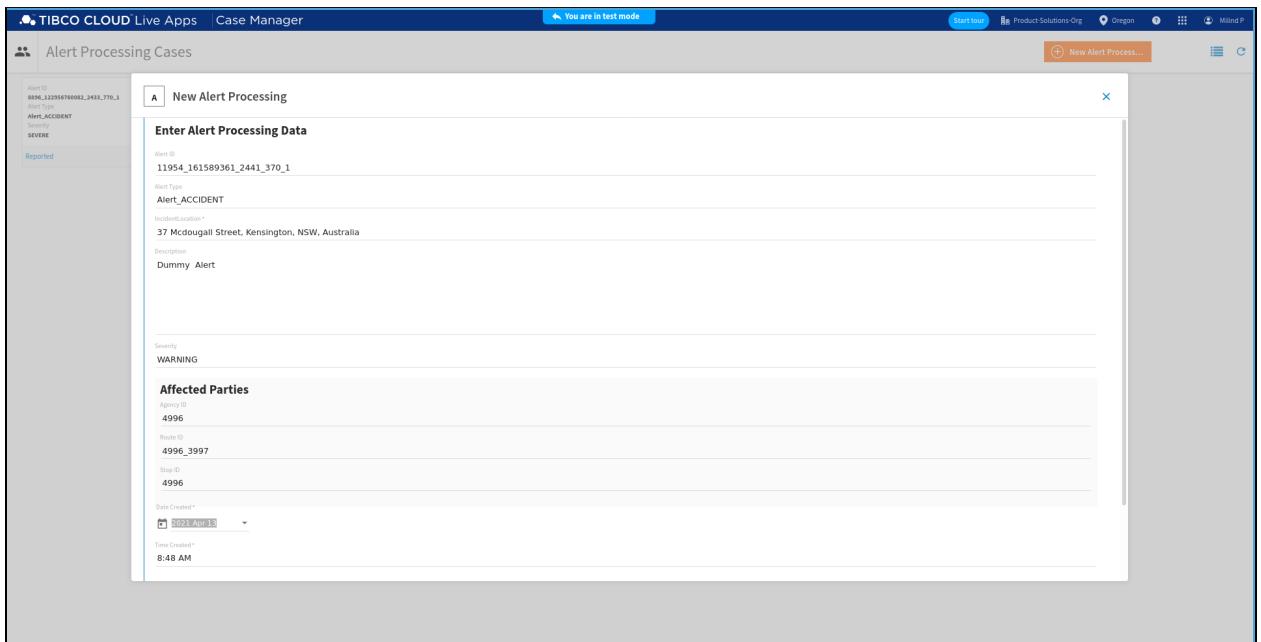
- Click on the ‘Test app’ button on the application home-screen. This will open tester mode for application.



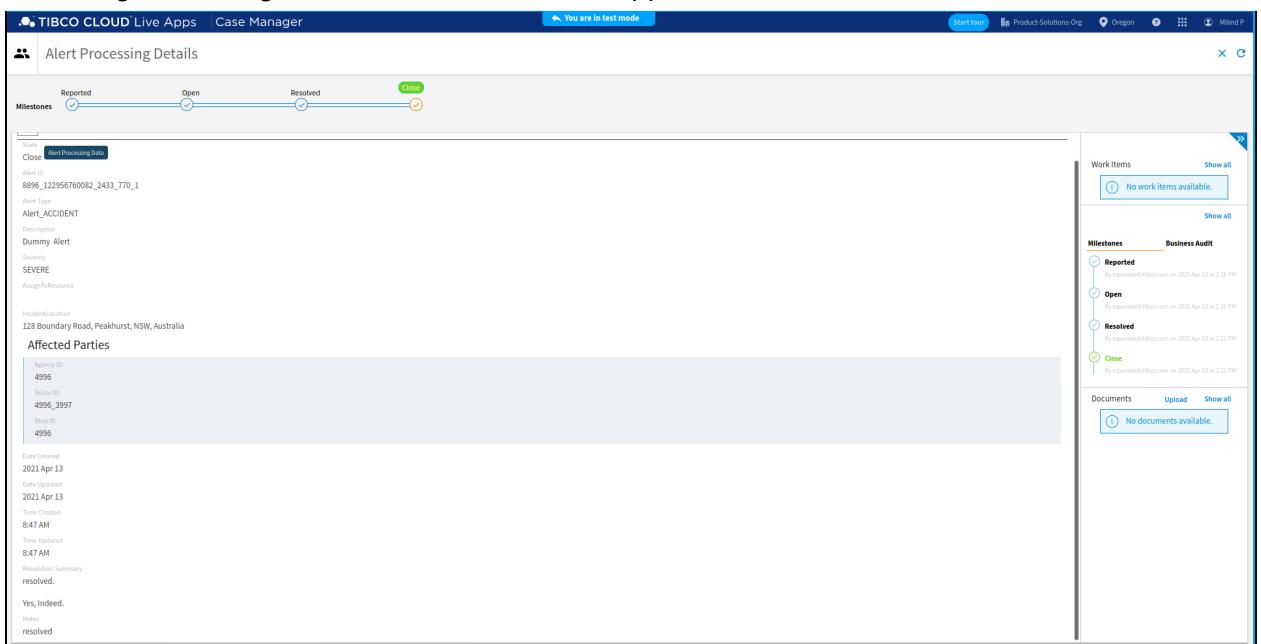
- You will get the screen of the tester.



- You can Click on  button to start the testing. You can fill-in the dummy data for testing as shown below.



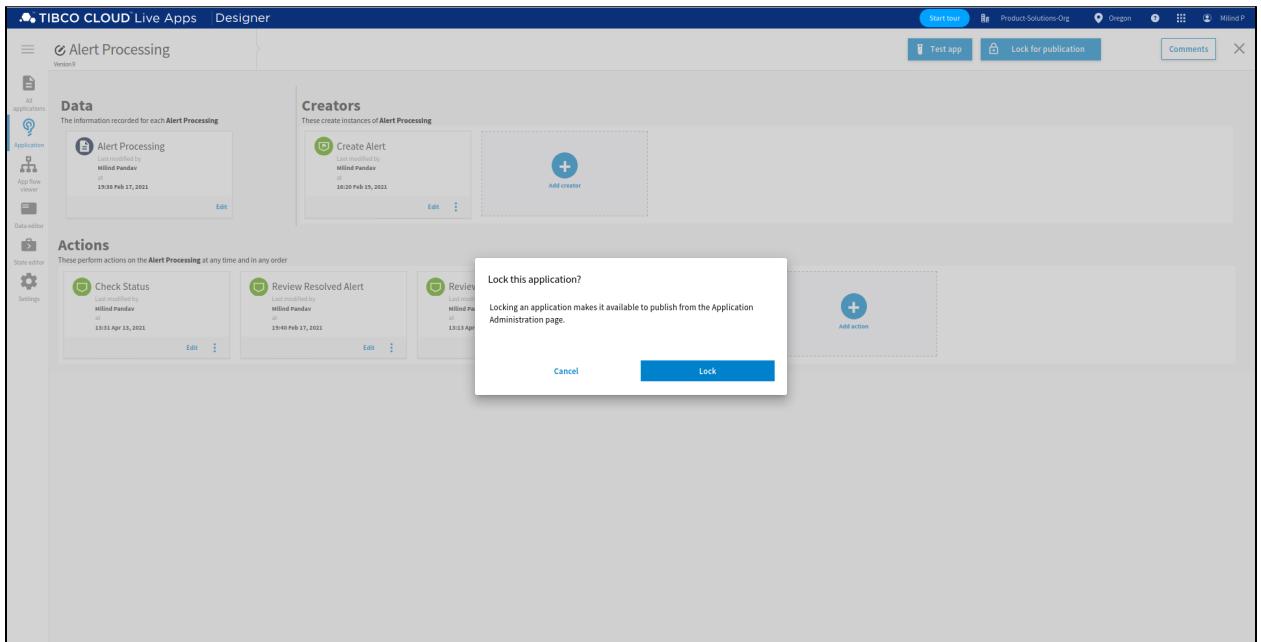
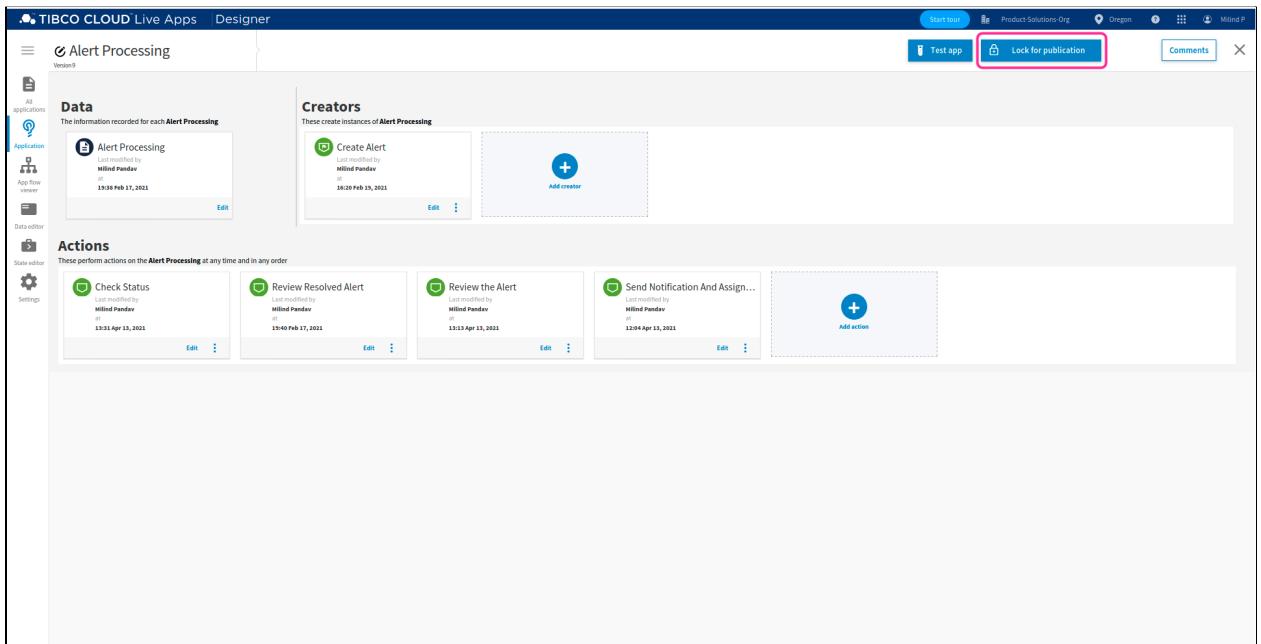
- Go through the designed workflow and test the app end-to-end.



Publish the Application

You need to lock the application to publish it on production as depicted in below snap. This option only gets enabled if your application is tested.

- Click on the Lock for the Publication button.



- After the application is locked for the publication, you will see below screen.

The screenshot shows the TIBCO CLOUD Live Apps Designer interface. The application 'Alert Processing' is selected. The top navigation bar includes 'Start tour', 'Product Solutions Org', 'Oregon', and 'Milind P'. The main area has sections for 'Data', 'Creators', and 'Actions'. The 'Actions' section contains four items: 'Check Status', 'Review Resolved Alert', 'Review the Alert', and 'Send Notification And Assign...'. The 'Publish in admin view' button is located in the top right corner of the main content area.

- Click on the Publish in admin mode button, that will take you to Application Administration window. .

This screenshot is identical to the one above, showing the 'Alert Processing' application in the designer. The 'Publish in admin view' button is highlighted with a pink rectangle to indicate it has been clicked.

- If Application is already published then you'll see the 'Upgrade' option otherwise 'Publish'.

The screenshot shows the TIBCO CLOUD Live Apps Administrator interface under 'Application Administration'. It lists two applications: 'Alert Processing' (Status: Ready to upgrade) and 'DTVO_IncidentProcessing' (Status: Published). The 'Alert Processing' row includes a blue 'Upgrade' button. A search bar is at the top right.

- Click the Upgrade/Publish button. Now, your application is Published and production ready.

This screenshot shows the same 'Application Administration' screen after the upgrade. The 'Alert Processing' application now has a blue checkmark icon next to its status, indicating it is 'Published'. The rest of the interface remains the same.