

# Structured Job Task Update in Maximo Using Job Plan Number

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## 1. Background

In IBM Maximo, a **job plan** is identified by a unique **job plan number**, which serves as a reference for predefined sets of maintenance tasks. Each job plan consists of multiple **job tasks**, where each task represents a specific step or action, typically stored in the description field.

In many cases, job plans are created with a **single long description** or a **high-level instruction** under the plan, rather than a structured breakdown of individual steps. This makes it harder for technicians to follow the procedure in a clear, step-by-step manner during execution.

This use case aims to improve the clarity and usability of existing job plans by:

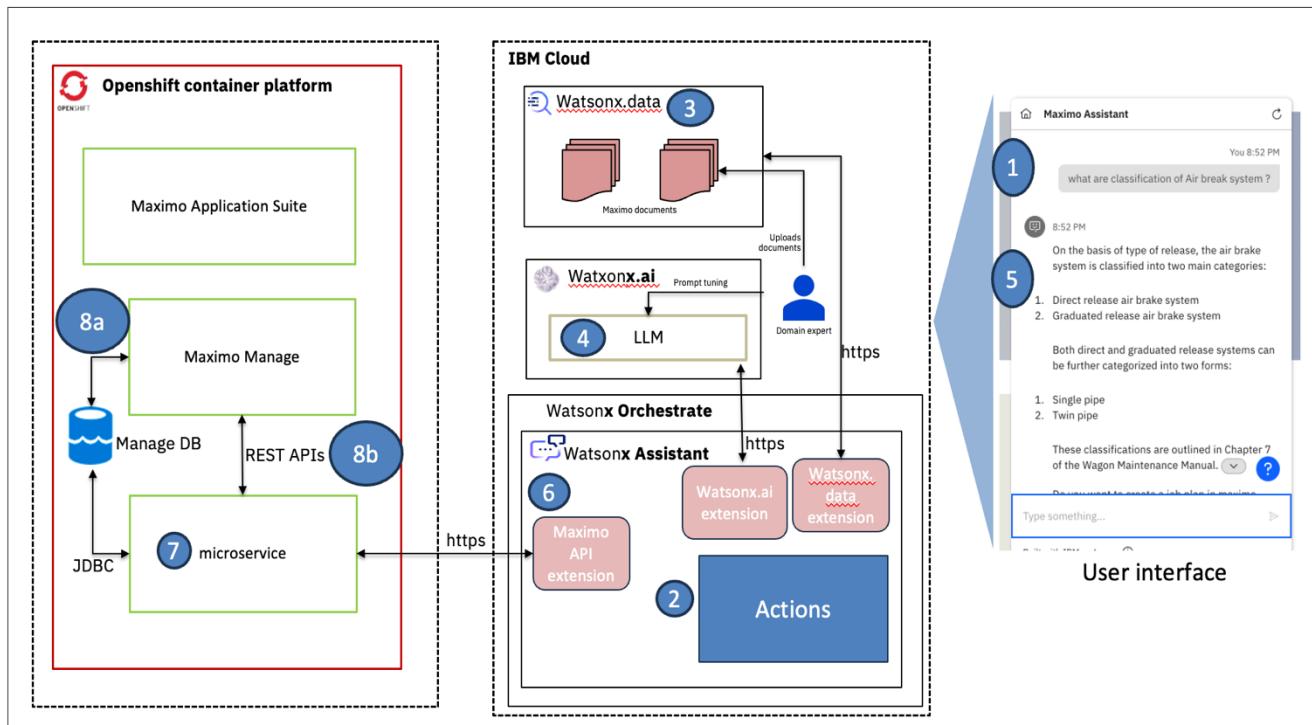
- Retrieving the job plan using the **provided job plan number**
- Analysing the long, unstructured description
- **Breaking it down into smaller, individual job tasks**
- Updating the Maximo job plan with this structured list of tasks

By transforming vague or condensed instructions into actionable task items, this approach:

- Enhances technician understanding and execution
- Improves compliance with procedures
- Reduces the chances of human error
- Aligns job plans more closely with real-world operational workflows

This solution leverages automation and integration with Maximo to streamline the update process—ensuring job plans are not only technically accurate but also user-friendly and execution-ready.

## 2. Architecture Diagram



### 3. Technologies used:

Services	Purpose
Watsonx.ai Studio	To generate structured responses using LLMs
Watsonx.ai Runtime	To host and run foundation models
Watsonx Assistant	For building conversational search applications
Maximo	Asset Management Tool

### 4. Create API key

**Why to Create API key:** An API key is required to securely authenticate and authorize communication between services in your Watsonx and Maximo environment.

- Always keep API keys confidential.
- Rotate them periodically.
- Never hard-code them directly into source code (use .env or secrets managers instead).

4.1 Go to **IBM Cloud** → click on **Manage** → click on **Access (IAM)** → then click on **API Keys** on the left side → Click on **Create**

The screenshot shows the IBM Cloud dashboard. At the top, there's a navigation bar with 'cloud.ibm.com' and several dropdown menus. The 'Manage' menu is expanded, showing options like Account, Billing and usage, Catalogs, Enterprise, Security and access, and Access (IAM). The 'Access (IAM)' option is highlighted with a yellow box. Below the navigation, there's a 'Dashboard' section with various cards. On the left, a sidebar lists 'Build', 'Track emissions with Carbon Calculator', 'Use Watson Assistant', 'Use Watson Studio', and 'Retrieval Augmented Generation (RAG) P'. Under 'Build', there's a link to 'Explore IBM Cloud with this selection of easy starter tutorials and services.' The 'Access (IAM)' card has a yellow box around its title.

The screenshot shows the 'API keys' page under the 'Access (IAM)' section. On the left, there's a sidebar with 'Overview', 'Dashboard', 'Manage identities' (which includes 'Users', 'Trusted profiles', 'Service IDs', and 'API keys'), 'Identity providers', 'Manage access', and 'Access groups'. The 'API keys' option is highlighted with a yellow box. The main area shows a table of API keys with columns for 'Status', 'Name', 'Description', 'Date created', and 'Enabled'. A 'Create' button is located at the bottom right of the table area, also highlighted with a yellow box.

4.2 Provide **Name** and **Description** → Click on **Create** → Copy & download the API key for future reference

**Create IBM Cloud API key**

Name  
api-key

Description (optional)  
Enter description

**Leaked action**  
If API key is discovered to have been leaked out in the world, what would you like the system to do?  
 Disable the leaked key  
 Delete the leaked key  
 Nothing

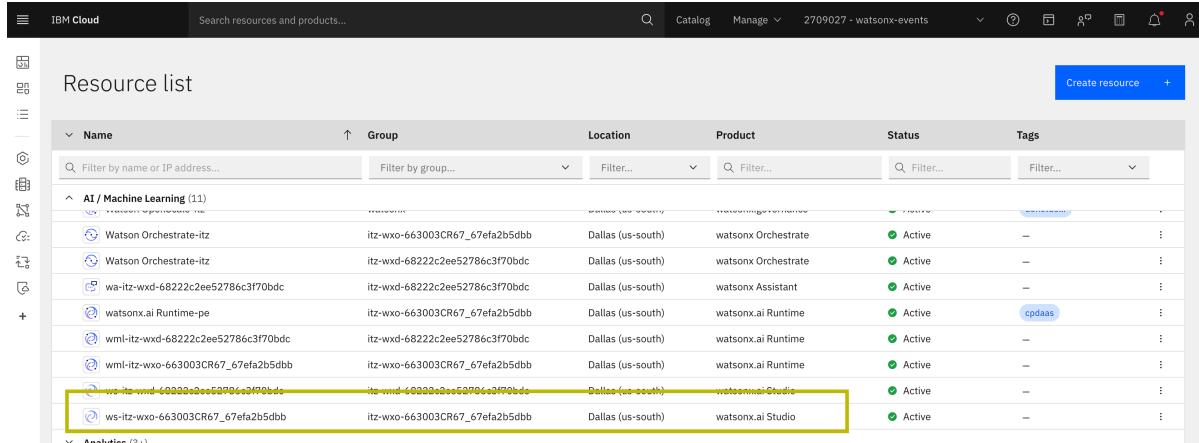
**Session creation**  
Will this API key create a session in the CLI?  
 Yes  No

**Cancel** **Create**

## 5. Watsonx.AI Configurations

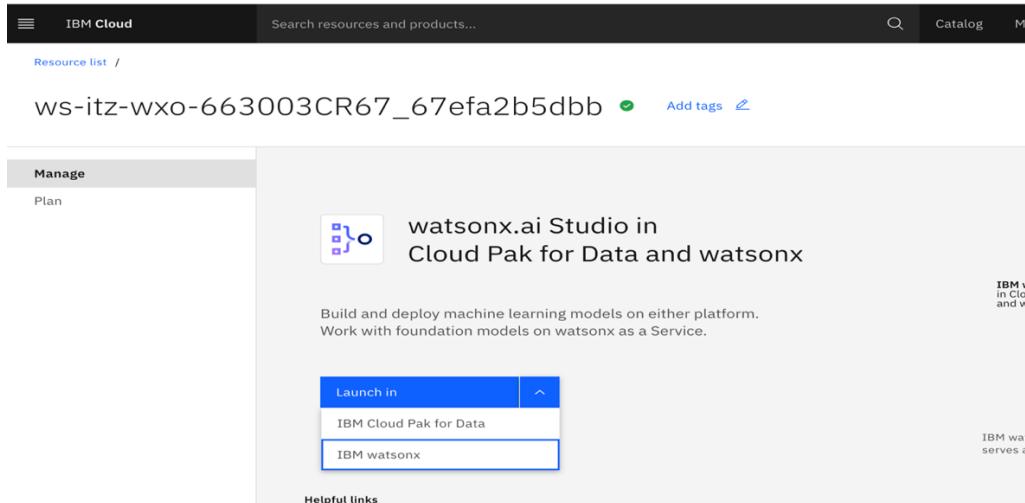
### 5.1 Launch watsonx.ai

Click on *Resource list* from left side panel in *IBM Cloud* → Click on *watsonx.ai Studio* under *AI / Machine Learning* resource. (highlighted in image)



Name	Group	Location	Product	Status	Tags
Watson Orchestrate-itz	itz-wxo-663003CR67_67efa2b5dbb	Dallas (us-south)	watsonx Orchestrate	Active	
Watson Orchestrate-itz	itz-wxd-68222c2ee52786c3f70bdc	Dallas (us-south)	watsonx Orchestrate	Active	
wa-itz-wxd-68222c2ee52786c3f70bdc	itz-wxd-68222c2ee52786c3f70bdc	Dallas (us-south)	watsonx Assistant	Active	
watsonx.ai Runtime-pe	itz-wxo-663003CR67_67efa2b5dbb	Dallas (us-south)	watsonx.ai Runtime	Active	cpdaas
wml-itz-wxd-68222c2ee52786c3f70bdc	itz-wxd-68222c2ee52786c3f70bdc	Dallas (us-south)	watsonx.ai Runtime	Active	
wml-itz-wxo-663003CR67_67efa2b5dbb	itz-wxo-663003CR67_67efa2b5dbb	Dallas (us-south)	watsonx.ai Runtime	Active	
ws-itz-wxd-68222c2ee52786c3f70bdc	itz-wxd-68222c2ee52786c3f70bdc	Dallas (us-south)	watsonx.ai Studio	Active	
ws-itz-wxo-663003CR67_67efa2b5dbb	itz-wxo-663003CR67_67efa2b5dbb	Dallas (us-south)	watsonx.ai Studio	Active	

### 5.2 Select Launch in *IBM watsonx*



Resource list /

ws-itz-wxo-663003CR67\_67efa2b5dbb  Add tags 

**Manage**

Plan

**watsonx.ai Studio in Cloud Pak for Data and watsonx**

Build and deploy machine learning models on either platform.  
Work with foundation models on watsonx as a Service.

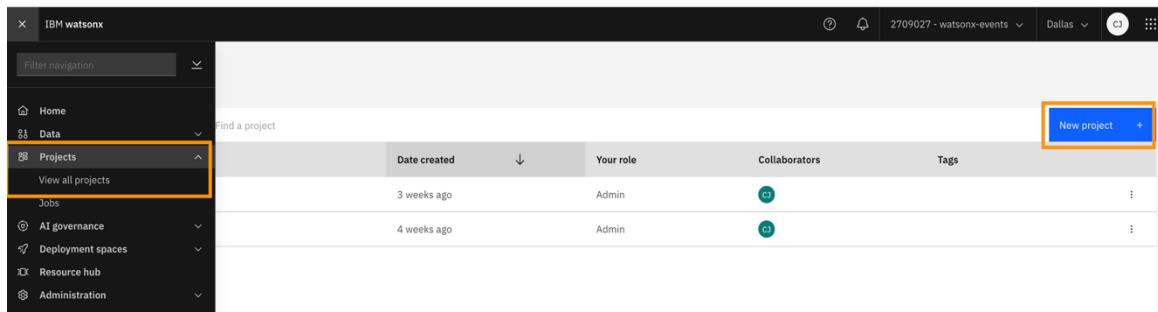
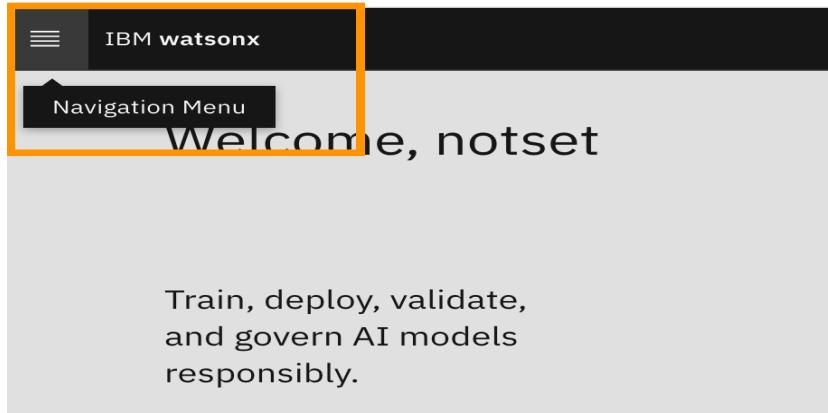
**Launch in**

- IBM Cloud Pak for Data
- IBM watsonx**

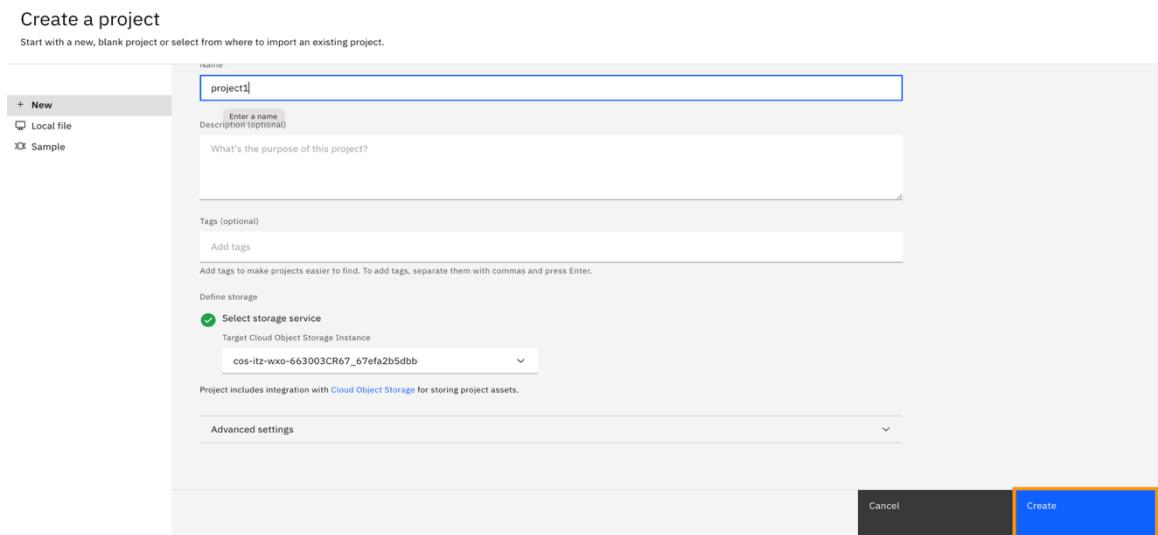
Helpful links

### 5.3 Create New project

Click on **Navigation Menu** at top left side → Click on **Projects** → Click on ***View all projects*** → Click on ***New project***.



5.4 Provide **Name** and **Select storage service** from drop down → Click on **Create**.



5.5 Once project created, Navigate on **Manage** tab → select **Services & Integrations** (left side panel) → click on ***Associate service*** (highlighted in image)

5.6 Select service name starts with wml(ex: wml-xxx-xxx-xxxxxxx) → click on *Associate*.

5.7 Navigate to *Manage* tab → Click on *General* → Copy and Save *Project ID* for the future use

## 6. Watsonx Assistant Configurations

6.1 Launch watsonx assistance in orchestrate

Go to Resource list in *IBM Cloud* → Expand *AI/Machine learning* → Click on *Watson Orchestrate-*

(highlighted in image)

The screenshot shows the IBM Cloud Resource list interface. On the left, there's a sidebar with icons for Compute, Containers, Networking, Storage, Converged infrastructure, Enterprise applications, and AI / Machine Learning. The AI / Machine Learning section is expanded, showing several resources. One resource, "Watson Orchestrate-itz", is highlighted with a red box. The main table lists resources with columns for Name, Group, Location, Product, Status, and Tags. The "Watson Orchestrate-itz" row has a status of "Active" and a "donotde..." tag.

Name	Group	Location	Product	Status	Tags
Watson Knowledge Catalog-itz	watsonx	London (eu-gb)	watsonx.data.intelligence	Active	donotde... +1
Watson Knowledge Catalog-itz	watsonx	Dallas (us-south)	watsonx.data.intelligence	Active	donotde... +1
Watson OpenScale-itz	watsonx	Dallas (us-south)	watsonx.governance	Active	donotde...
Watson Orchestrate-itz	itz-wxo-00222c2e892700c31700dc	Dallas (us-south)	watsonx.Orchestrate	Active	—
Watson Orchestrate-itz	itz-wxo-663003CR67_67efa2b5dbb	Dallas (us-south)	watsonx.Orchestrate	Active	—

## 6.2 Click on *Launch watsonx Orchestrate*

The screenshot shows the "Watson Orchestrate-itz" resource details page. The top navigation bar includes "IBM Cloud", "Search resources and products...", "Catalog", "Manage", and "2709027 - watsonx-events". The main content area has tabs for "Manage" (selected), "Service credentials", and "Plan". Under "Manage", there's a "Start by launching the tool" section with a "Launch watsonx Orchestrate" button (highlighted with a red box) and a "Getting started tutorial" link. Below this is a "Credentials" section with an "API key" field containing a redacted value and a "Download" link. To the right, there's a "Plan" section with a "Esse" button and an "Upgrade" link.

## 6.3 Click on *AI assistant builder*

The screenshot shows the "IBM Watsonx Orchestrate" interface. At the top, it says "Welcome, Chaitra J!". Below that, there are three buttons: "Intuitive interaction", "Natural conversations", and "Contextual clarity". A "Launch AI chat" button is also present. The main area features several cards: "Build" (with a sub-section for "AI assistant builder" which is highlighted with a red box), "Skill studio", and "Learn more". There's also an "Upgrade" button and a "Standard plan | Skill studio" link. An illustration of people interacting with large screens is visible in the background.

## 6.4 Click on drop down next to the *AI assistant builder* → Click on *Create new* for creating new Assistant

The screenshot shows the IBM Watsonx Orchestrate interface. At the top, there's a navigation bar with icons for back, forward, and refresh, followed by the URL 'us-south.watson-orchestrate.cloud.ibm.com/assistants#'. Below the URL, the main header reads 'IBM Watsonx Orchestrate' and 'AI assistant builder'. A dropdown menu is open over the text 'get\_jobplan ^', with the option '+ Create new' highlighted by an orange box. A list of existing assistants follows: JP1, milvus\_data\_source, milvus\_test, and WKO-test. To the left of the main content area, there's a sidebar with various icons and a message: 'Your assistant now has new watsonx generative AI features! Intelligent information gathering.' Below the sidebar, there's a section titled 'Enhance your assistant' with a link to 'Build actions' and another section titled 'Customize your greeting'.

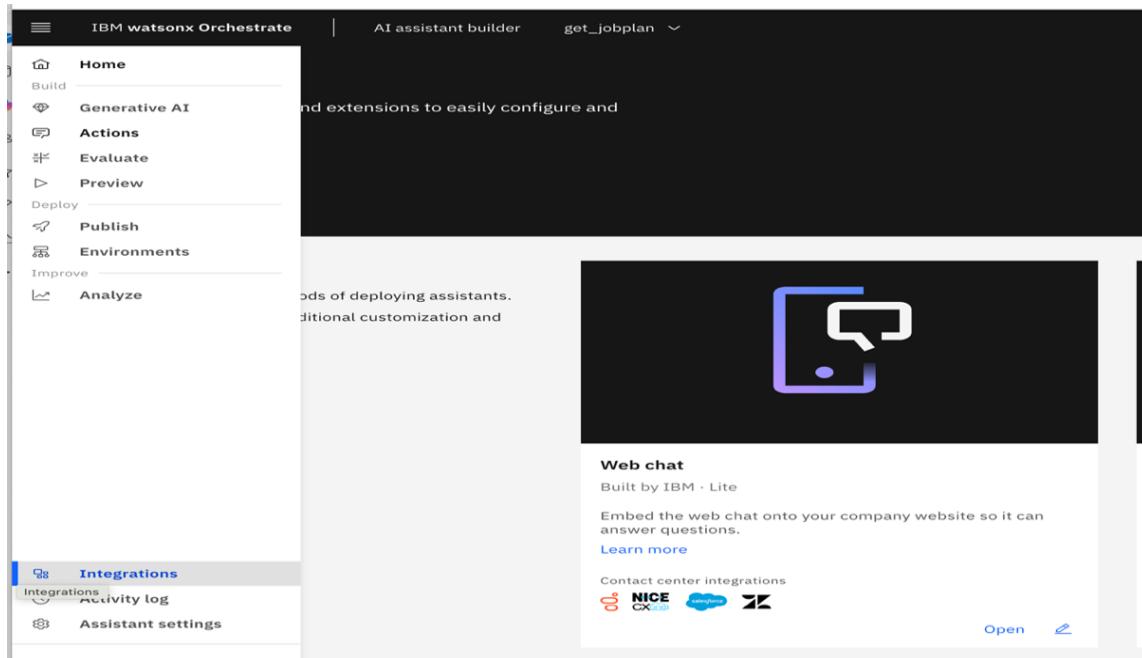
Provide *Assistant name* (ex: get\_jobplan)

The screenshot shows a modal dialog box titled 'Create a new assistant'. Inside the dialog, there's a form field labeled 'Assistant name' containing the value 'get\_jobplan'. Below this, a note says 'Your assistant name will be kept internally and not visible to your customers'. There's also a 'Description (optional)' field with the placeholder 'Add a description for this assistant'. Under 'Assistant language', the selection is 'English (US)'. A note below it states 'This is the language your assistant will speak.' At the bottom of the dialog are two buttons: 'Cancel' on the left and 'Create assistant' on the right, with the latter being blue.

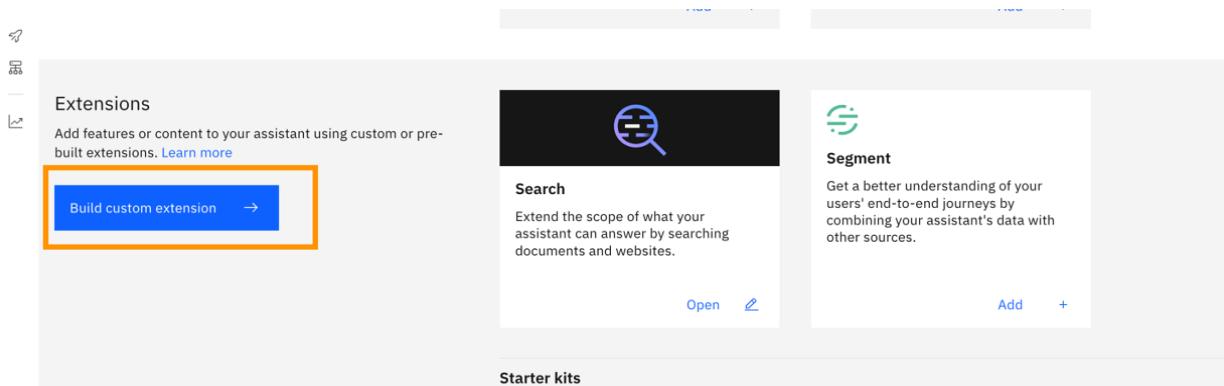
## 7. Adding Custom Extensions

### 7.1 Watsonx AI integration

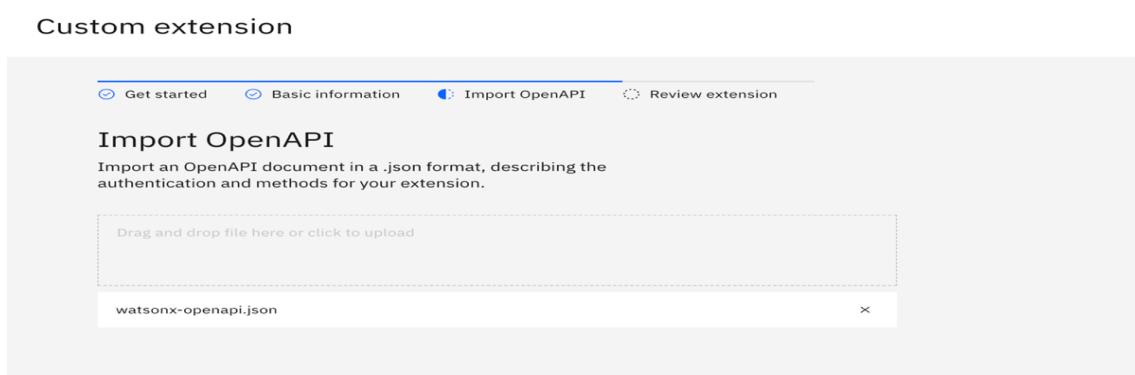
- 7.1.1 Create API key in *IBM Cloud* for authentication → follow Step3 to *Create API key*.
- 7.1.2 From Left Navigation, select *Integrations* option



### 7.1.3 Click on *Build custom extension*



### 7.1.4 Use watsonx-openapi.json Open api spec & import it.



### 7.1.5 Review and click on *Finish*

Custom extension

Review the servers and extension resources provided in the OpenAPI document.

**Review authentication**  
Provided is a list of the authentication methods found within the OpenAPI document.

Authentication type	Required fields
OAuth 2.0	Custom flow x-apikey: secret keys - [apikey]

**Review servers**  
Provided is a list of the servers and server variables found within the OpenAPI document.

URL	Description	Variables
https://(region).ml.cloud.ibm.com	watsonx.ai v1	region

**Review operations**  
This table shows the operations defined in the OpenAPI document.

Operation	Method	Resource
Generation	POST	/ml/v1/text/generation
Generation Stream	POST	/ml/v1/text/generation_stream

### 7.1.6 Click on *Add*

Custom extension Draft

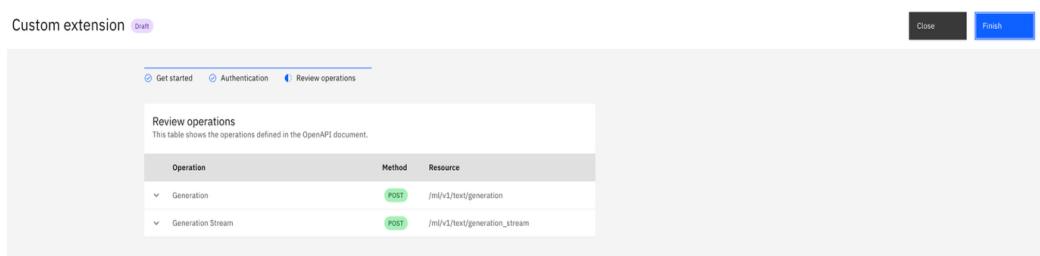
Get started  Authentication  Review operations

**Authentication**  
Authentication types are determined in the OpenAPI document and provide security for the extension.

Authentication type: OAuth 2.0  
Grant type: Custom apikey  
Custom Secrets: Apikey:  Client authentication: Send as Body  
Header prefix: Bearer  
Servers: https://(region).ml.cloud.ibm.com  
Generated URL: https://us-south.ml.cloud.ibm.com  
Server variables: region: us-south

### 7.1.7 Select/Provide below fields

- Authentication type: OAuth 2.0
- Grant type: Custom apikey
- Api key: provide apikey created in step 6.1.1
- Client authentication: sent as body



### 7.1.8 Click on next & *Finish*

## 7.2 Maximo custom extension

We need to build and deploy code in Maximo to support the following three scenarios

- Retrieve job plan details
- Update job plan status
- Update job plan tasks

The steps outlined below apply to ***one(Retrieve job plan details)*** scenario. Please follow the same steps for the remaining two scenarios as well.

7.2.1 Perform the steps provided in the [README.md](#) for deploying [get\\_jobplan.py](#) python code file.

7.2.2 Update the url field in the [get\\_jobplan.json](#) OpenAPI file using the URL generated in the step

### 7.2.1

```
basez /extension_files / get_jobplan.json / paths
{
  "openapi": "3.0.0",
  "info": {
    "title": "Get Maximo Job Plan Details",
    "version": "1.0.0",
    "description": "Calls Maximo REST API to retrieve job plan details using"
  },
  "servers": [
    {
      "url": "http://maximo-get-jobplan-maximo-split-jp.apps.itz-iyom@i.infra"
    }
  ]
}
```

7.2.3 Use **get\_jobplan.json** OpenAPI file to add Maximo extension to retrieve the job plan details for the given job plan number.

From Left Navigation, select *Integrations* option

The screenshot shows the IBM WatsonX Orchestrate interface. On the left, a sidebar menu includes 'Home', 'Build' (which is currently selected), 'Actions', 'Evaluate', 'Preview', 'Deploy', 'Publish', 'Environments', 'Improve', and 'Analyze'. Under 'Build', there are sections for 'Generative AI', 'Actions', 'Evaluate', 'Preview', 'Publish', and 'Environments'. A sub-menu under 'Integrations' lists 'Integrations', 'Activity log', and 'Assistant settings'. The main content area displays a card for 'Web chat', which is built by IBM - Lite. It describes embedding the web chat onto a company website to answer questions. It mentions 'Contact center integrations' with logos for NICE CX, Bluebeam, and ZK. Buttons for 'Open' and 'Edit' are at the bottom right of the card.

#### 7.2.4 Click on *Build custom extension*

The screenshot shows the 'Extensions' page. It features a sidebar with 'Extensions' and a note about adding features or content using custom or pre-built extensions, with a 'Learn more' link. The main area contains three cards: 'Search' (with a magnifying glass icon), 'Segment' (with a gear icon), and 'Starter kits'. The 'Build custom extension' button is highlighted with an orange box. Buttons for 'Open' and 'Edit' are located below each card.

#### 7.2.5 Import open API file

##### Custom extension

The screenshot shows the 'Import OpenAPI' step of the custom extension wizard. At the top, tabs include 'Get started' (selected), 'Basic information', 'Import OpenAPI' (which is active), and 'Review extension'. Below the tabs, the title 'Import OpenAPI' is shown, followed by a note: 'Import an OpenAPI document in a .json format, describing the authentication and methods for your extension.' A large input field allows users to 'Drag and drop file here or click to upload'. A file named 'get\_jobplan.json' is currently selected. A close button 'x' is at the top right of the input field.

## 7.2.6 Review and click on *finish*

Custom extension

Close Finish

Get started Basic information Import OpenAPI Review extension

### Review extension

Review the servers and extension resources provided in the OpenAPI document.

**Review servers**  
Provided is a list of the servers and server variables found within the OpenAPI document.

URL	Description	Variables
http://maximo-get-jobplan-maximo-split-jp.apps.itz-iyom01.infra01-lb.dal14.techzone.ibm.com		

**Review operations**  
This table shows the operations defined in the OpenAPI document.

Operation	Method	Resource
Get Job Plan Details	GET	/get-jobplan

## 7.2.7 Click on *Add*

Extensions

Add features or content to your assistant using custom or pre-built extensions. [Learn more](#)

Build custom extension →

**Search**

Extend the scope of what your assistant can answer by searching documents and websites.

**Segment**

Get a better understanding of your users' end-to-end journeys by combining your assistant's data with other sources.

**maximo\_getjobplan**

Add +

## 7.2.8 Make sure under *Authentication* you can see the Maximo URL (same URL will be present in the openAPI file)

Custom extension Draft

Close Next

Get started Authentication Review operations

### Authentication

Authentication types are determined in the OpenAPI document and provide security for the extension.

Servers

http://maximo-get-jobplan-maximo-split-jp.apps.itz-iyom01.infra01... v

## 7.2.9 Click Next and *Finish*.

Extensions

Add features or content to your assistant using custom or pre-built extensions. [Learn more](#)

Build custom extension →

**Search**

Extend the scope of what your assistant can answer by searching documents and websites.

**Segment**

Get a better understanding of your users' end-to-end journeys by combining your assistant's data with other sources.

**maximo\_getjobplan**

Open ↗

Start over

## 7.2.10 Follow same steps from 6.2.1 to 6.2.7 for the remaining 2 scenarios

Task	Python code file	Open API file	Custom extension name
Update job plan status	<a href="#">update_status.py</a>	<a href="#">update_status.json</a>	update_status_maximo
Update job plan tasks	<a href="#">update_jobtask.py</a>	<a href="#">update_jobtask.json</a>	update_jobtasks

## 8. Import Actions

### 8.1 Use the file [actions.json](#) file

#### 8.1.1 Select *Actions* form the left side panel

The screenshot shows the IBM Watsonx Orchestrate interface. The top navigation bar includes 'IBM watsonx Orchestrate', 'AI assistant builder', and a dropdown for 'get\_jobplan'. The left sidebar has sections for 'Home', 'Build' (with 'Generative AI' expanded), 'Preview', 'Deploy', 'Publish', 'Environments', 'Improve', and 'Analyze'. The 'Actions' section is highlighted with a red box. A message at the top right says 'as new watsonx generative AI features! Learn more about intelligent information gathering.' Below the sidebar, there's a 'stant' section with a 'Build actions' button and a 'Customize your greeting' section.

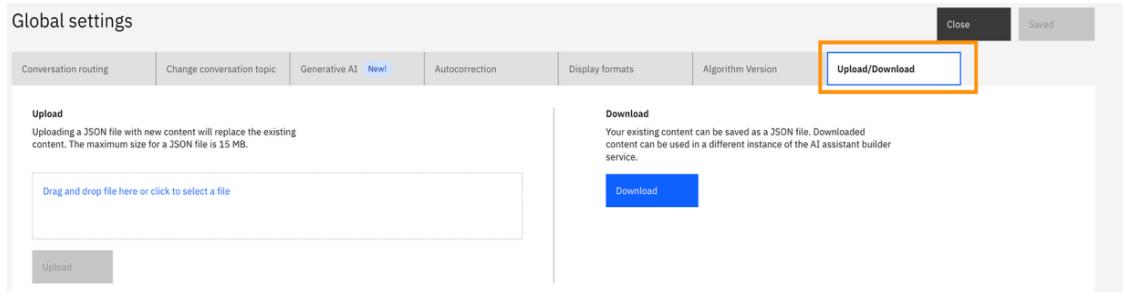
#### 8.1.2 Click on *Created by You*

The screenshot shows the 'Actions' page in the AI assistant builder. The top navigation bar includes 'IBM watsonx Orchestrate', 'AI assistant builder', and a dropdown for 'milvus\_data\_source'. The left sidebar shows 'Actions' expanded, with 'All items' and 'Created by you' selected (highlighted with a red box). Other options include 'Set by assistant', 'Variables', 'Saved responses', and 'Variables'. To the right, there's a 'Create your first action' section with a 'Create action' button.

### 8.1.3 Select *Global settings* on right top corner



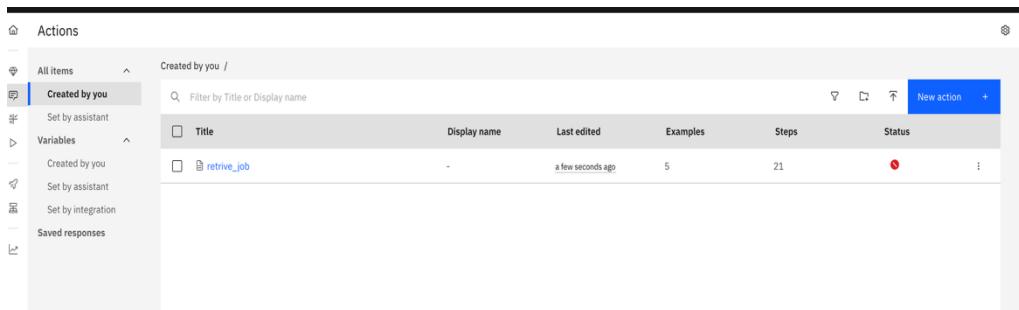
### 8.1.4 Navigate to *Upload/Download* option



### 8.1.5 Click on *Drag and drop file here* option & select *actions.json* file → Click on *Upload*



### 8.1.6 Click on *retrive\_job* title



### 8.1.7 Click on Step2 and select *Edit settings* → select **maximo\_getjobplan** Maximo extension

This step has no content

2 Use an extension

1 is Defined  
? does not match Active

3 Job plan is not active. Please enter active job plan .

Action complete

1 is Defined ? contains Active

Job plan number : missing Job description : missing Job Status : missing pluscrevnum :...

↓ Continue to next step

For example: What size do you want to order?

Define customer response

And then

Use an extension

Extension maximo\_getjobplan Extension not fully configured

Edit extension

Set *Status to Active* → Click on **Apply**

Use an extension

**Extension setup**

Choose an extension and operation. Then select the information to be shared with the external application to respond to your users' needs. [Learn more](#)

Extension ⓘ maximo\_getjobplan

Choose an extension that has been added to your assistant.

Operation ⓘ Get Job Plan Details

Choose from a list of operations included in your extension.

Privacy ⓘ

Protect data returned from this extension

Parameters ⓘ

**Set Tr jpnum** To 1. Enter job plan number ?

**Optional parameters**

**Set Tr status** To Active

Cancel Apply

IBM Watsonx Orchestrate | AI assistant builder get\_jobplan

retrive\_job

Customer starts with: get job plan details

Conversation steps

1 Enter job plan number ? T Free text

↓ Continue to next step

2 This step has no content Use an extension

1 is Defined  
2 does not match Active

3 Job plan is not active. Please enter active job plan .

Action complete

1 is Defined 2 contains Active

Job plan number : 296 body.jpnum Job description : 296 body.description Job Status :...

↓ Continue to next step

2 matches Active 2 is true

Do you want to split/update the job task description ?

Editor Visualization

**Step 2**

Is taken without conditions Set variable values

Assistant says

For example: What size do you want to order?

Define customer response

And then

Use an extension

Extension maximo\_getjobplan

Operation Get Job Plan Details

Parameters jpnum status set to 1. Enter job plan number ? Active

Edit extension

### 8.1.8 Select Step 8 and click on *Edit extension* and use *watsonx.ai extension*.

The screenshot shows the Watson Assistant interface with a flowchart on the left and a configuration panel on the right.

**Flowchart:**

- Step 5: is No → Thanks for the response . → Action complete
- Step 8 (highlighted with a red box): is Yes → This step has no content → Use an extension (button)
- Step 9: is Yes → Jobs splitted : split\_output → Continue to next step
- Step 10: is Yes → This step has no content → Continue to next step
- Step 11 (highlighted with a red box): is Yes → New step +

**Configuration Panel (Right):**

- New condition group +**
- Assistant says**: For example: What type of transfer would you like to make?
- Define customer response**
- And then**: Use an extension (button)
- Extension**: watsonxai (button) Extension not fully configured (text)
- Edit extension** (button)

### 8.1.9 Update below fields

Field name	Fetching from
input	Previous step output (Ex: split_task)
Project_id	Project id from watsonx.ai → Step
Model_id	ibm/granite-3-8b-instruct
Version	2023-05-29
Max_tokens	500 & above (based on generated answer)
Min_tokens	0

Use an extension X

**Extension setup**

Choose an extension and operation. Then select the information to be shared with the external application to respond to your users' needs. [Learn more](#)

**Extension** (i) watsonxai

Choose an extension that has been added to your assistant.

**Operation** (i) Generation

Choose from a list of operations included in your extension.

**Privacy** (i)  Protect data returned from this extension

**Parameters** (i)

Set <span style="border: 1px solid gray; padding: 2px;">Tr input</span>	To <span style="border: 1px solid gray; padding: 2px;">Tr split_task</span>
Set <span style="border: 1px solid gray; padding: 2px;">Tr model_id</span>	To <span style="border: 1px solid gray; padding: 2px;">ibm/granite-3-8b-instruct</span>
Set <span style="border: 1px solid gray; padding: 2px;">Tr project_id</span>	To <span style="border: 1px solid gray; padding: 2px;">8ac29562-d8a4-4616-b69d-b4f3217fc1da</span>
Set <span style="border: 1px solid gray; padding: 2px;">Tr version</span>	To <span style="border: 1px solid gray; padding: 2px;">2023-05-29</span>

Optional parameters

5 is Yes

8 is true

Job splitted into Tasks : split\_output

This step has no content

5 is Yes

And then

**Use an extension**

Extension: watsonxai

Operation: Generation

Parameters:

- input: set to f<sub>x</sub> Expression
- model\_id: set to ibm/granite-3-8b-instruct
- project\_id: set to 8ac29562-d8a4-4616-b69d-b4f321...
- parameters.max\_new\_...: set to 500
- parameters.min\_new\_t...: set to 0
- parameters.repetition\_...: set to 1
- version: set to 2023-05-29

Edit extension

#### 8.1.10 Select Step11 and Click on *Edit extension* and use *watsonx.ai extension*. (follow 7.1.8 &7.1.9)

5 is Yes

This step has no content

5 is Yes

Processing your request through AI integration

11 is true 5 is Yes

Response : model\_output

5 is Yes

Do you want update in Maximo with above steps ? Confirmation

13 is true

And then

**Use an extension**

Extension: watsonxai

Operation: Generation

Parameters:

- input: set to f<sub>x</sub> Expression
- model\_id: set to ibm/granite-3-8b-instruct
- project\_id: set to 8ac29562-d8a4-4616-b69d-b4f321...
- parameters.max\_new\_...: set to 800
- parameters.min\_new\_t...: set to 0
- parameters.repetition\_...: set to 1
- version: set to 2023-05-29

Edit extension

#### 8.1.11 Select Step 16 and click on *Edit extension* and use Maximo update\_status\_maximo extension to update the status from Active to Pending revised.

Use an extension

**Extension setup**

Choose an extension and operation. Then select the information to be shared with the external application to respond to your users' needs. [Learn more](#)

Extension: update\_status\_maximo

Choose an extension that has been added to your assistant.

Operation: Update job plan status

Choose from a list of operations included in your extension.

Privacy: Protect data returned from this extension

Parameters:

Set: Tr status	To: PNDREV
Set: Tr pluscrevcom	To: updating status to pending
Set: 1zz pluscrevnum	To: 2Q8 body.pluscrevnum
Set: 1zz jobplanid	To: 2Q8 body.jobplanid

Cancel Apply

13 is Yes  
Update the status to Pending ?  
Confirmation  
↓ Continue to next step

15 is Yes  
Updating status to pending revision  
Use an extension

16 is Yes  
Updating status to pending revision  
Use an extension

17 is true  
Updated status : 16. body.maximo\_response.status Jobplanid : ...  
↓ Continue to next step

18 is true  
Updating tasks in Maximo  
Use an extension

Define customer response  
And then  
Use an extension

Extension	update_status_maximo												
Operation	Update job plan status												
Parameters	<table border="1"> <tr><td>status</td><td>set to</td><td>PNDREV</td></tr> <tr><td>pluscrevcom</td><td>set to</td><td>updating status to pending</td></tr> <tr><td>pluscrevnum</td><td>set to</td><td>2. body.pluscrevnum</td></tr> <tr><td>jobplanid</td><td>set to</td><td>2. body.jobplanid</td></tr> </table>	status	set to	PNDREV	pluscrevcom	set to	updating status to pending	pluscrevnum	set to	2. body.pluscrevnum	jobplanid	set to	2. body.jobplanid
status	set to	PNDREV											
pluscrevcom	set to	updating status to pending											
pluscrevnum	set to	2. body.pluscrevnum											
jobplanid	set to	2. body.jobplanid											

Edit extension

8.1.12 select Step 18 and click on *Edit extension* and use Maximo **update\_jobtasks** extension to update the job tasks in Maximo.

Use an extension  
Extension setup  
Choose an extension and operation. Then select the information to be shared with the external application to respond to your users' needs. [Learn more](#)

Extension ①  
**update\_jobtasks**  
Choose an extension that has been added to your assistant.

Operation ①  
**update Job Plan**  
Choose from a list of operations included in your extension.

Privacy ①  
 Protect data returned from this extension

Parameters ①  
Set **body** To **Tr final\_output**

16 is true  
Updated status : 16. body.maximo\_response.status Jobplanid : ...  
↓ Continue to next step

17 is true  
Updating tasks in Maximo  
Use an extension

18 is true  
18. body.message  
↓ Continue to next step

19 is true  
19. body.message  
↓ Continue to next step

20 is true  
Updating status back to Active  
Use an extension

21 is true  
Updated status : 20. body.maximo\_response.status Jobplanid : ...  
Action complete

Cancel Apply

Set variable values. [Learn more](#).  
Set **Tr final\_output** To **Tr model\_output.replaceAll("'''json", "") .r...**

Assistant says  
Updating tasks in Maximo

Define customer response  
And then  
Use an extension

Extension	update_jobtasks
Operation	update Job Plan
Parameters	body set to <b>f Expression</b>

Edit extension

8.1.13 Select Step 20 and click on *Edit extension* and use Maximo **update\_status\_maximo** extension to update the *status* from *Pending revised to Active*.

Use an extension X

### Extension setup

Choose an extension and operation. Then select the information to be shared with the external application to respond to your users' needs. [Learn more](#)

**Extension** ⓘ update\_status\_maximo

Choose an extension that has been added to your assistant.

**Operation** ⓘ Update job plan status

Choose from a list of operations included in your extension.

**Privacy** ⓘ  Protect data returned from this extension

**Parameters** ⓘ

<b>Set</b>	Tr status	<b>To</b>	Active	
<b>Set</b>	\$jobplanid	<b>To</b>	2 <small>↳ body.jobplanid</small>	
<b>Set</b>	Tr pluscrevcom	<b>To</b>	Updating status to Active	
<b>Set</b>	\$pluscrevnum	<b>To</b>	2 <small>↳ body.pluscrevnum</small>	

Cancel Apply

16 is true  
Updated status:  
16 ↳ body.maximo\_response.status | Jobplanid :...  
↓ Continue to next step

17 is true  
Updating tasks in Maximo  
↳ Use an extension

18 is true  
18 ↳ body.message  
↓ Continue to next step

18 is true  
Updating status back to Active  
↳ Use an extension

20 is true  
Updated status:  
20 ↳ body.maximo\_response.status | Jobplanid :...  
Action complete

New step +

**Assistant says**

Updating status back to Active

**Define customer response**

**And then**

**Use an extension**

**Extension** ⓘ update\_status\_maximo

**Operation** ⓘ Update job plan status

**Parameters** ⓘ

status	set to	Active
jobplanid	set to	2 ↳ 5. body.jobplanid
pluscrevcom	set to	Updating status to Active
\$pluscrevnum	set to	2 ↳ 7. body.pluscrevnum

[Edit extension](#)

8.1.14 Save the *Actions*. → Click on *Close*

IBM Watson Orchestrate | AI assistant builder get\_jobplan

retrieve\_job

16 is true  
Updated status:  
16 ↳ body.maximo\_response.status | Jobplanid :...  
↓ Continue to next step

17 is true  
Updating tasks in Maximo  
↳ Use an extension

18 is true  
18 ↳ body.message  
↓ Continue to next step

18 is true  
Assistant says

Conditions

If All of this is true:

20 ↳ Ran successfully == true

and Add condition +

New condition group +

Close

### 8.1.15 From left Navigation Click on *Preview*

The screenshot shows the IBM Watsonx Orchestrate interface. On the left, there's a navigation sidebar with sections like Home, Build, Generative AI, Actions, Evaluate, Preview (which is highlighted with an orange box), Publish, Environments, Improve, and Analyze. The main area is titled 'Created by you /' and contains a search bar ('Filter by Title or Display name') and two filter options: 'Title' and 'retrive\_job'.

### 8.1.16 Ask Assistant to fetch job plan details and provide job plan number

The screenshot shows a Maximo Assistant chat interface. The user asks 'Enter job plan number ?' and the assistant responds with 'JP12300'. Below this, the assistant provides a detailed job description for job plan number JP12300, mentioning tasks like checking tires, lights, horn, mirrors, windshield wipers, steering, key, seat, forward/reverse switches, terminals, cables, battery charger, lubricating chain, sprockets, repacking wheel bearings, greasing chassis, and testing the vehicle for safety. There's also a question mark icon in the bottom right corner of the message area.

## 9. Conclusion

Transforming long, unstructured job plan descriptions into clearly defined job tasks significantly improves the usability and effectiveness of maintenance planning in IBM Maximo.

By automating this process based on the provided job plan number, organizations can:

- Convert complex instructions into simple, actionable steps
- Enhance clarity for technicians executing the work
- Ensure consistency in task execution across teams
- Reduce interpretation errors and operational delays

This approach not only improves field-level execution but also strengthens the integrity and maintainability of job plans in the system. As a result, maintenance teams can operate with greater efficiency, confidence, and alignment to best practices—making Maximo job plans a more powerful tool in day-to-day asset management operations.