

Sprint 2021-11 | Page Designer

# Sprint 2021-11,12 Tickets

Ticket	Summary
CSP-1384	Page Designer #9
CSP-1405	Page Designer #10
CSP-1412	ServiceNow Integration
CSP-1409	Form Action : DB ( write ) Operation time out
CSP-1435	Network UI mock-up
CSP-1381	UI Design : Nested table to form
CSP-1404	Form : Investigation on Element to Support TreeView
CSP-1109	UI/UX Design improvement against Multi-tenancy / App Studio

# CSP-1384. 1405 Page Designer #9 #10

The screenshot shows the WEIM's PAGE Page Designer interface with various features highlighted by numbered callouts:

- 1.** Left sidebar menu: Profile, Parameter, Responsive, Access Control.
- 2.** Top navigation bar: WEIM'S PAGE, Unpublished, Preview, Publish.
- 3.** Screen width dropdown: Screen Width 320 - 1024.
- 4.** Main canvas area: Shows a structure with a single element labeled "Root".
- 5.** Structure panel: Offers options for 1 Column, 2 Columns, 3 Columns, and 4 Columns.
- 6.** Property panel: Shows an alias named "root".
- 7.** Screen width setting panel: Shows resolutions 320, 1024, and a custom resolution \* 320. It includes a "Copy from 320 - 1024" option.
- 8.** Builder mode toggle switch.

**1.4 Steps to build a page**

**2. Screen width setting panel**

- build responsive layout on different platforms (desktop, tablet, mobile)
- can create new and clone

**3. Each screen width has its own **Canvas / Element Groups / Behaviour****

**4. Canvas ruler**

**5. Root**

**6. Each element has **Property / Element Group / Rules / Style****

**7. Other elements won't show before a structure is dragged in the root.  
(All elements need to go in a structure)**

**8. Switch to show hide element frames under working mode**

# CSP-1384. 1405 Page Designer #9 #10

The screenshot shows the Page Designer interface with the following elements:

- Header:** WEIMEI'S PAGE, Unpublished, Preview (highlighted), Publish, (currently working on).
- Left Sidebar:** Profile, Parameter, Responsive (highlighted), Access Control.
- Top Bar:** Screen Width 320 - 1024, Canvas, Element groups, Behaviour, You have copied a Tab from 320 - 1024 on 03:46:49, Builder mode, 10 (highlighted).
- Element Library:** Structure (1 Column, 2 Columns, 3 Columns, 4 Columns), List (Table grid, Table card), Basic (Text, Input text, Number, Email, Dropdown, Radio, Checkbox, Image, Help text, Button, Hyperlink, Icon, Switch, Tab, Calendar, Page), Charts (Chart(s), Pie). The Table grid and Chart(s) items are highlighted with green boxes.
- Canvas:** Root level contains an "Embedded Cat" tab and a "Tab 2" tab. Below these is an "Embedded area" containing the text "9.Elements: Table Grid, Table Card, Tab, Page (Sprint 2021-11,12)" and "Charts, Advance Action (Popup Page), Rendering (Preview), CSS editor (Sprint 2021-13 currently working on)". A dashed box highlights the "Embedded area". The bottom of the canvas has a toolbar with Row, Tab, and delete icons, with the Tab icon highlighted.
- Properties Panel:** Shows the "Tab" properties for the selected "Embedded Cat" tab, including Text Only, Tab panel (Yes selected), Value\* (cat), Text / Tooltip\* (Embedded Cat), Order change (0), Tab panel format (An embedded page selected), Alias, and Select a page dropdown.

# CSP-1384. 1405 Page Designer #9 #10

The screenshot shows a page designer interface with the following components:

- Header:** WEIMEI PAGE, Unpublished, Preview, Publish.
- Left Sidebar:** Profile, Parameter, Responsive (selected), Access Control.
- Top Bar:** Screen Width 1024+, Canvas, Element groups (selected), Behaviour, Builder mode.
- Elements Panel:** Shows a list of elements under "Table card" and "Dropdown".
  - "Table card" section contains: GridColumn, Text (Alias: vmName), GridColumn, Text (Alias: productDescripti...), GridColumn, Text (Alias: chargeAmount), GridColumn.
  - "Dropdown" section contains: Icon, Icon, Icon, Icon.
  - "Summary" section contains: EmbeddedArea (Alias: drop...), Row, Column, Text, Column, Text (Alias: sum).
- Element Groups Panel:** Hidden Element group containing an Image element.
- Annotations:** A blue arrow points from the "Icon" elements in the Elements panel to the "Image" element in the Element Groups panel. A blue text box with the text "Better to give elements alias name" is overlaid on the interface.

# CSP-1384. 1405 Page Designer #9 #10

## Elements Order:

1. Top to bottom
2. Outside to inside
3. Left to right

The screenshot shows a page designer application with the following components:

- Elements Panel:** A sidebar on the left containing a tree view of page elements. The tree structure is as follows:
  - Table card wrapper
    - Header
    - Table card
      - CardBody
      - Card
  - Text
  - Row (Alias: name)
  - Column (Alias: name)
  - Inputtext (Alias: name)
  - Column (Alias: name)
  - Column (Alias: name)
  - Hyperlink
  - Image
  - Row (Alias: name)
  - Column (Alias: name)
  - Row (Alias: name)
  - Column (Alias: name)
  - Input text
  - Text
  - Column (Alias: name)
  - Icon (Alias: name)
  - Dropdown
  - Embedded area
  - Footer

- Header Section:** The main workspace shows a header area with the following layout:
- Two Text input fields.
- A Hyperlink icon.
- An Image icon.
- A large text area containing "Lorem Ipsum is simply dummy text".
- A small image placeholder.
- An Icon placeholder.
- An Embedded area labeled "A page name".

# CSP-1384. 1405 Page Designer #9 #10

WEIMEI PAGE      Unpublished

Preview      Publish

Screen Width 1024 +      Canvas      Element groups      Behaviour      Builder mode

Profile      Parameter      Responsive      Access Control

ELEMENT FILTER

Alias name: Alias name      Event type: --      With rules: --      Element type: --

Rules without triggers      7 Rule >

weimei page      7 Rule >

When the page is onLoad

Database connection horizontal one	Active	<input checked="" type="checkbox"/>		
Database connection table grid	Active	<input checked="" type="checkbox"/>		
vertical cards Data integration	Active	<input checked="" type="checkbox"/>		

Column      >

Button      1 Rule >

When the element is onLoad

When the element is onClick

Click to open a form      Active     

Screen Width 1024 +      Canvas      Element groups      Behaviour      Builder mode

Profile      Parameter      Responsive      Access Control

ELEMENT FILTER

Alias name: Alias name      Event type: --      With rules: --      Element type: --

Rules without triggers      7 Rule >

weimei page      7 Rule >

When the page is onLoad

Database connection horizontal one	Active	<input checked="" type="checkbox"/>		
Database connection table grid	Active	<input checked="" type="checkbox"/>		
vertical cards Data integration	Active	<input checked="" type="checkbox"/>		

Column      >

Button      1 Rule >

When the element is onLoad

When the element is onClick

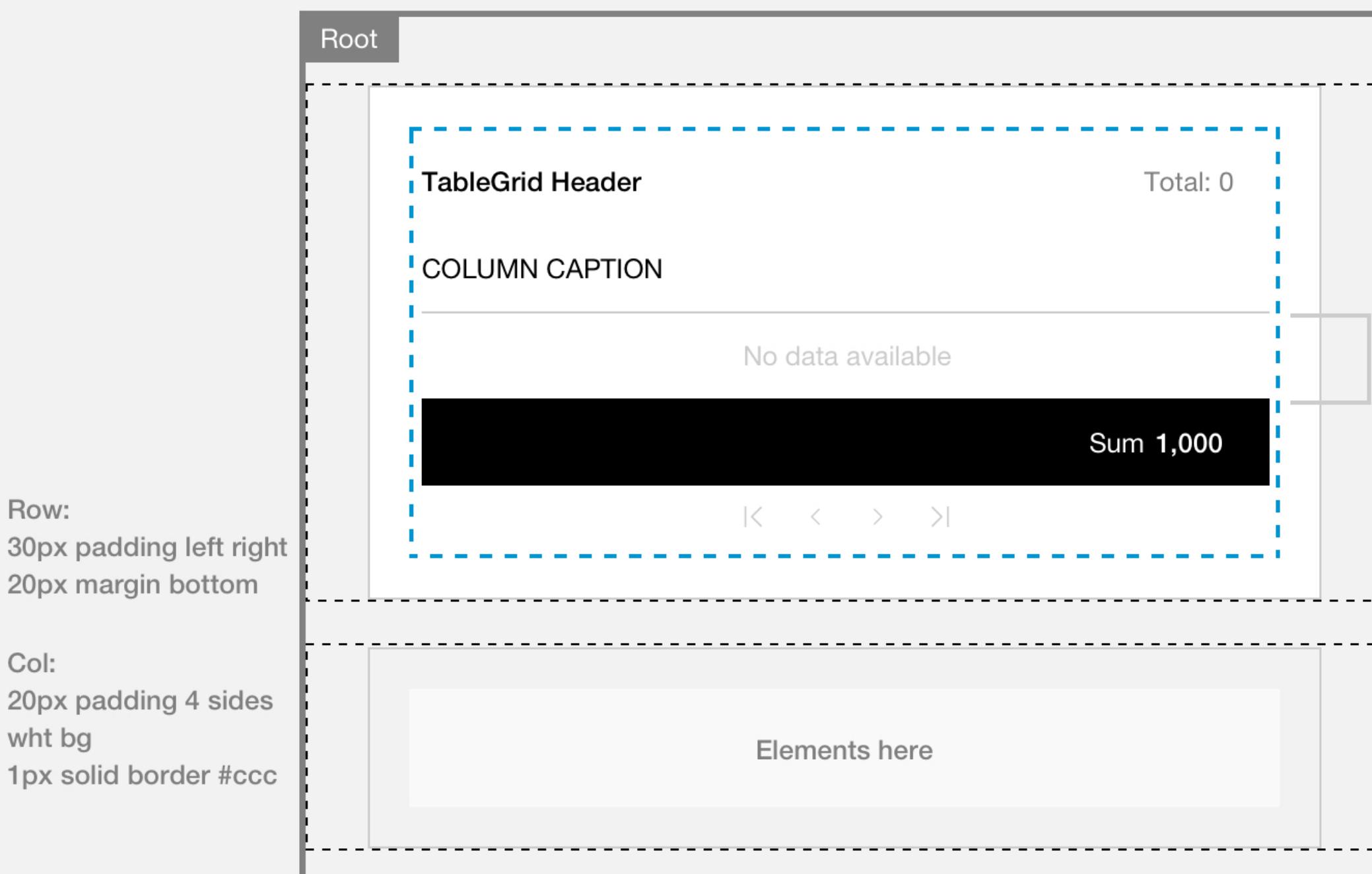
Click to open a form      Active

# CSP-1384. 1405 Page Designer #9 #10

## 1.Table Grid

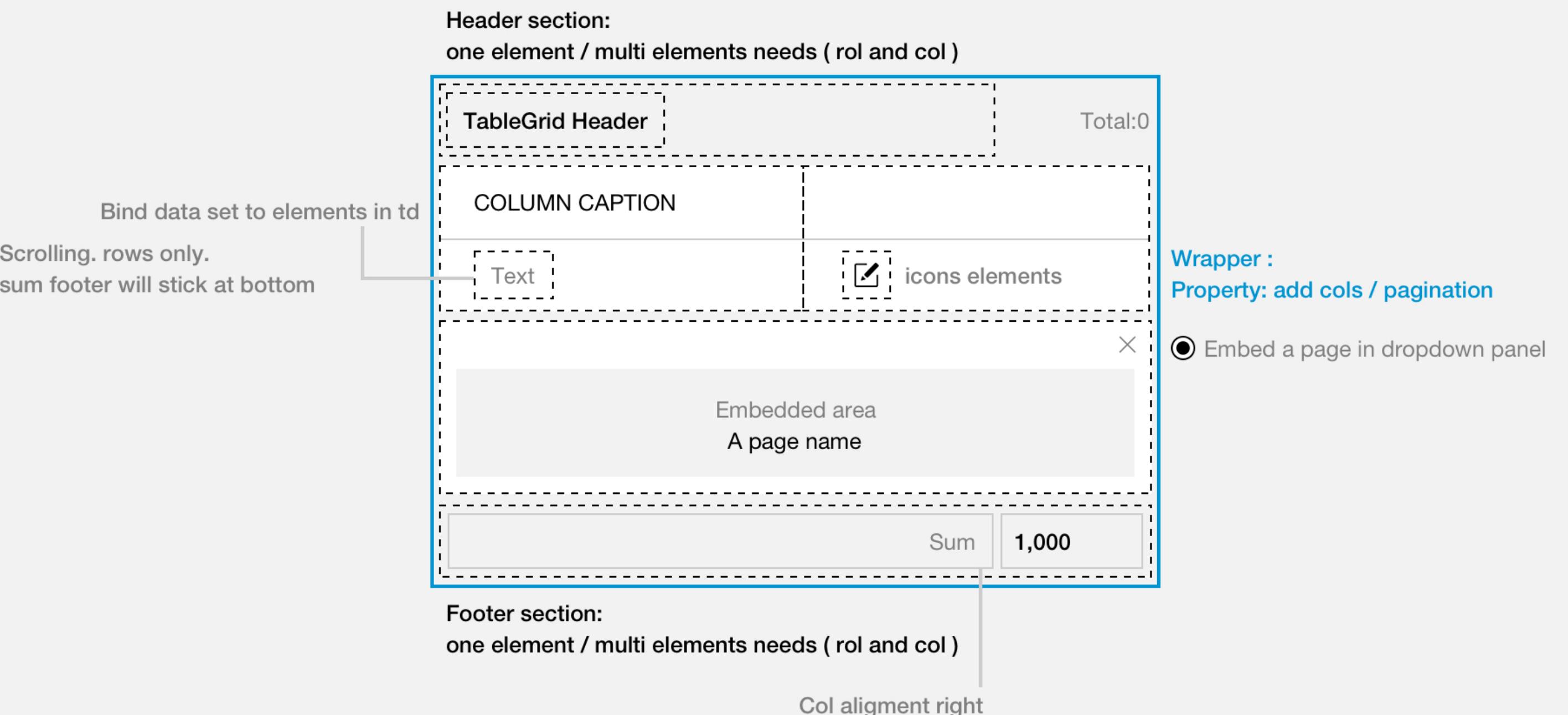
### Row and Column

#### On the page



### Table Grid Structure

#### Inside the table grid / table card wrapper



# CSP-1384. 1405 Page Designer #9 #10

## 2.Table Card

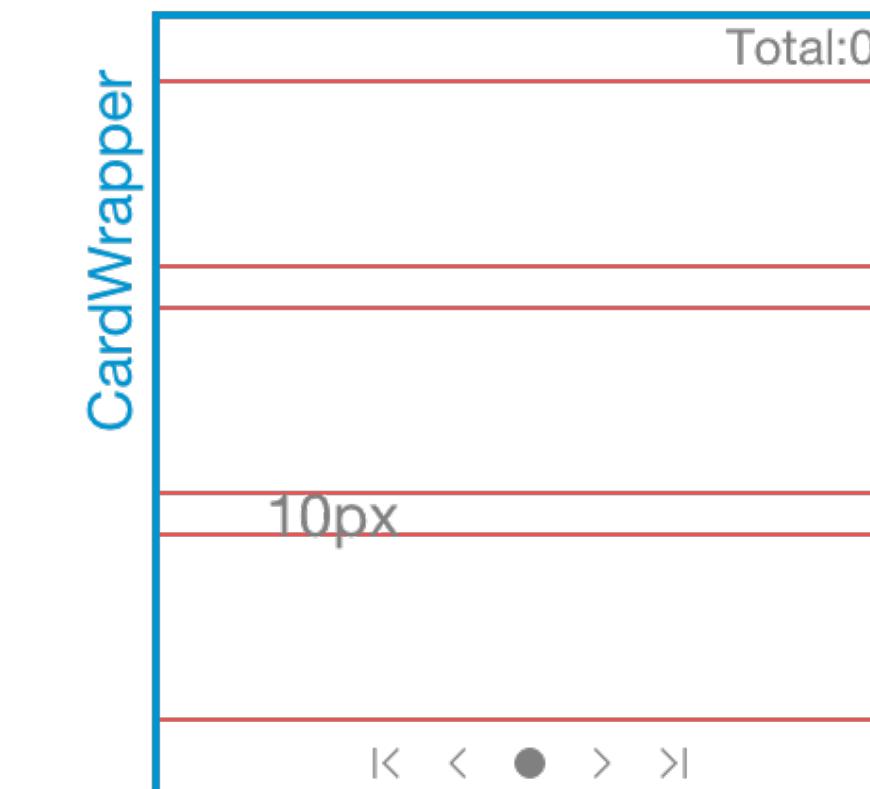
### Table Card Structure

Display vertically:

**CardBody:** no change

**Card:**

100% width, a fixed height ( 70px ),  
10px margin bottom

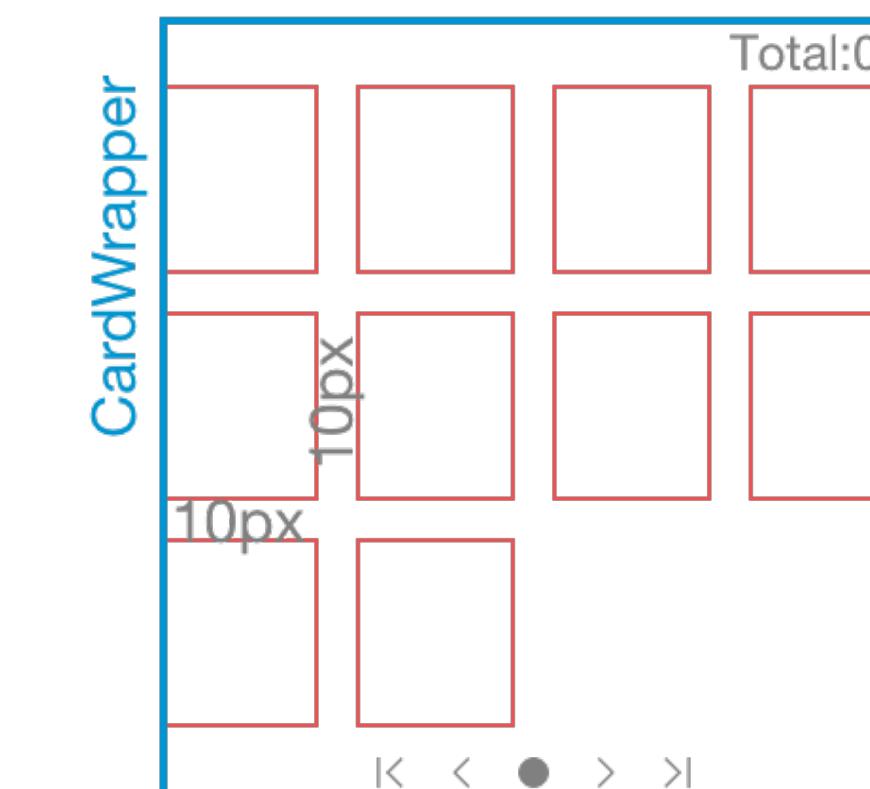


Display vertically:

**CardBody:** no change

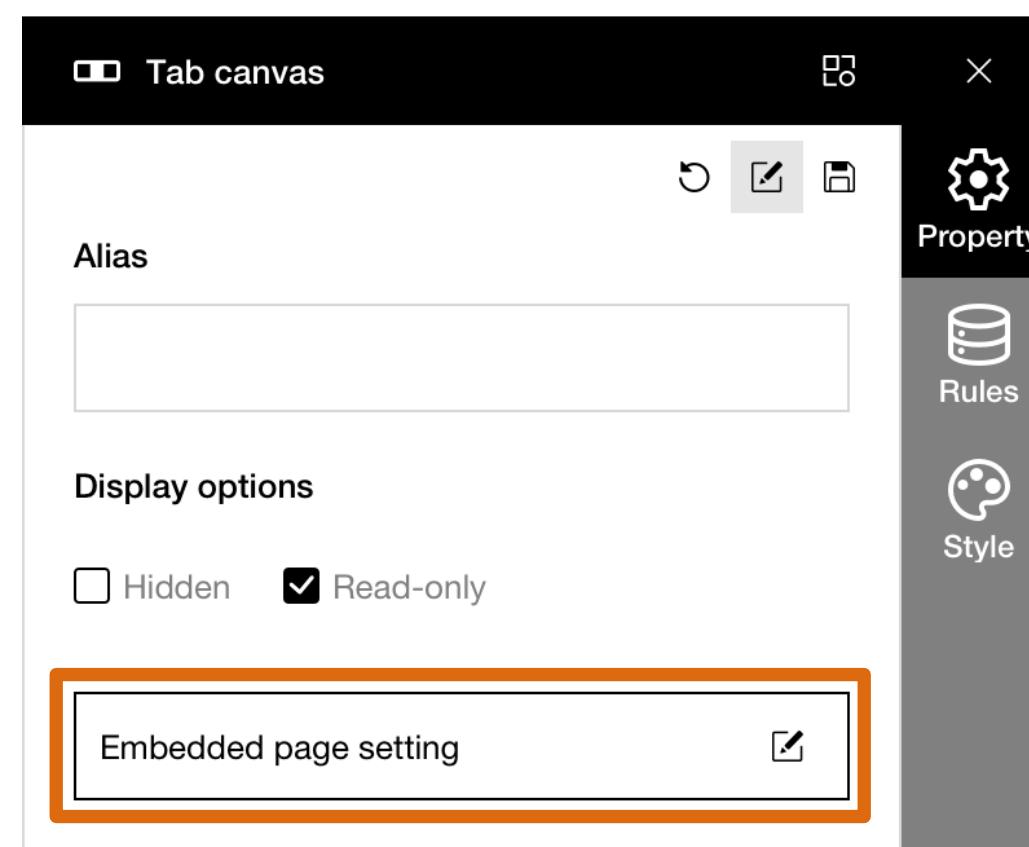
**Card:**

22% width, a fixed height ( 70px ),  
10px margin right,  
10px margin bottom



# CSP-1384. 1405 Page Designer #9 #10

3.Tab



The screenshot shows a page designer interface with three tabs at the top: 'Service A', 'Service B', and 'Service C'. Below the tabs is a large empty rectangular area. At the bottom left, there is a tab canvas with the title 'Tab canvas' and a status bar showing 'Tab canvas' and icons for file operations. On the right side of the tab canvas, there is a message: '4.Page' in an orange box, followed by 'Embedded Area' and 'Page name XXXXXX'. The entire interface is enclosed in a dashed border.

# CSP-1384. 1405 Page Designer #9 #10

Something new for Condition Rule

## Trigger and Event

T	Elements in TableGridAliasWrapper Button (Aliasname)
	Elements in TableGridAliasWrapper
	Button (Aliasname) ▾
Ev	onClick ▾

Summary of the selected element

Triggers could be in the Main page  
Or nested in wrappers

Page  
Elements in page  
Elements in TableGridWrapper  
Elements in TableGridWrapper  
Elements in TableCardWrapper

## Conditions

### Collapse

El	Elements in TableGridAliasWrapper .Content (Aliasname)
V	= ▾ More

### Expand

El	Elements in TableGridAliasWrapper .Content (Aliasname)
	Elements in TableGridAliasWrapper
	Button (Aliasname) ▾
	Content ▾
V	= ▾ More

Attribute option

## Actions

### Simple Action

Can be many

A	Set value
El	Elements in TableGridAliasWrapper URL (XXXX)
V	www.example.com

### Advanced Action

Only one

A	--
---	----

Has Call back function  
Popup a form  
Popup a page  
Popup message with confirmation  
Popup message  
Redirect to a page

# CSP-1384. 1405 Page Designer #9 #10

Explain next time

Content

#
System Variable
Guid
Current Date
Current Month
Portal User - ID
Portal User - SessionID
Portal User - First Name
Portal User - Last Name
Portal User - Email
Portal User - Roles
Portal User - ManagedTenants
Portal Customer - ID
Portal Customer - Name
Customer - ConnectWise CompanyID
Customer - ConnectWise Company Name
Customer - ConnectWise Company Identifier
Manager - Name
Manager - Email
Parameters
params
Access Control
create
testing access control
view

# CSP-1412 ServiceNow Integration

## 1 Sync table (by Jobs )

DATA SYNC MANAGER							
JOB LIST		CLIENT	JOB NAME	STATUS	SCHEDULE	WEB REQ.	DEPENDENCY
							RERUN
Essist	ServiceNow-SysUser	Active	●	×	○	○	●
Essist	ServiceNow-AccountContract	Active	●	●	○	○	●
Essist	ServiceNow-SubCategory	Active	●	●	○	○	●
Essist	ServiceNow-Urgency	Active	●	●	○	○	●
Essist	ServiceNow-ServiceOffering	Active	●	●	○	○	●
Essist	ServiceNow-Impact	Active	●	●	○	○	●
Essist	ServiceNow-ResolutionCode	Active	●	●	○	○	●
Essist	ServiceNow-AccountEntitlements	Active	●	●	○	○	●
Essist	ServiceNow-Priority	Active	●	●	○	○	●
Essist	ServiceNow-ContactType	Active	●	●	○	○	●
Essist	ServiceNow-Category	Active	●	●	○	○	●
Essist	ServiceNow-AssignmentGroup	Active	●	●	○	○	●
Essist	ServiceNow-ActionStatus	Active	●	●	○	○	●
Essist	ServiceNow-AccountTeam	Active	●	●	○	○	●
Essist	ServiceNow-State	Active	●	●	○	○	●
Essist	ServiceNow - Accounts	Active	●	●	○	○	●

**1 Sync table (by Jobs )**

**2 Contact related API**

**3 Ticket(Case) related API**

**4 Add / Get note**

**5 Attachment**

**6 Permission**

**7 Form Actions**  
(action controller and stored data)

**8 Submitted Orders (without dependency)**

**9 All Tickets**

*(current sprint working on)*

**GET ====== Contact ======**

**GET Find Contacts**

**GET Get the Contact**

**POST Create a Contact for an Account**

**GET Find Sys\_Users**

**GET ====== General Case ======**

**GET Find Cases - By number**

**GET Find Cases - Opened - Order by opened\_at desc**

**GET Find Cases - Priority 1 and Priority 2 - Order by opened\_at desc**

**POST Create a Case**

**GET Get the Case**

**POST Create a Case - Opened By**

**POST Create a Case - At Least**

**GET ====== Case Notes ======**

**GET Get Case Notes**

**PUT Add a Case Note - Comment or Worknotes**

**POST Add a Case Notes by Sys\_journal\_field**

**GET ====== Case Attachment ======**

**GET Get Case Attachments**

**GET Get an Attachment**

**GET Get an Attachment File**

**POST Attach an Image to a Case**

**POST Attach a PDF to a Case**

# CSP-1412 ServiceNow Integration

Form Name: Unpublished

Actions: Default, Parameters, Canvas, Behaviour, Actions, Receipt

Actions:

- ConnectWise ticket
- ServiceNow ticket** (highlighted)
- Send email
- Approval
- Database operation
- Integration
- SMS

Action name\*: Task Create

Execute criteria:

Action:

Apply on:

Content

Category\*: New Field

Subcategory\*: New Field

Impact: New Field

Urgency

Status: Assignment group New Field

Parent

Summary

Note type

Note\*: Note\*

Ticket Create (Dependent action: CW action - create, Approval AAA, Inactive)

CLARE - TEST IMPORT AND EXPORT

Unpublished

Definition, Parameters, Canvas, Behaviour, Actions, Receipt

Variables:

- System variables
- Current date
- Current month
- Request ID
- User ID
- User first name
- User last name
- User email
- User session ID
- User roles
- User managed tenants
- Manager name
- Manager email
- Client ID
- Client name
- Client CW company ID
- Client CW company name
- Client CW company identifier

Action name\*: Action 2

Execute criteria:

Action:

Apply on:

Content

Type

Subtype

Item

Status

Priority

Predecessor ID

Parent ticket

Summary\*: The field may not be greater than 100 characters.

Initial description

Update

Content

Status

Note type\*

Internal (radio button selected)

Discussion

Note\*

Predecessor ID

# CSP-1381 UI Design : Nested table to form

Two methods

## 1. Bind a form inside a form

L2

L3

## 2. Build a form inside a form

# CSP-1404 Form : Investigation on Element to Support TreeView

The screenshot shows a form builder interface with the following components:

- Form Name:** Unpublished
- Canvas:** The main workspace where form elements are drag-and-dropped.
- Elements Panel:** A sidebar listing various form elements:
  - T Text
  - Input text
  - Rich text
  - Hyperlink
  - Number
  - Email
  - Datetime picker
  - Month
  - Dropdown
  - Radio
  - Checkbox
  - Slider
  - File upload
  - Table
  - Tree View
- Tree View Configuration Panel:** An open panel on the right side with tabs for General, Advanced, and Rules. The General tab is selected.
  - Caption:** Tree view
  - Alias:** (empty)
  - Tree view selection:** Radio button selected for "Selectable".
    - Unselectable
    - Selectable (selected)

show when the "Selectable" is selected
  - Selectable items:** Radio button selected for "Multiple".
    - Single
    - Multiple (selected)
  - Item selectable condition:** A conditional logic editor with fields for "If" and "Provide your key here".
  - Structure:** Fields for Key (name), Label (displayName), Icon, and Child key (item).
  - Default value:** A JSON editor showing the default tree structure.
  - Item count in collapse mode:** A field set to 7.

# CSP-1109 UI/UX Design improvement against Multi-tenancy / App Studio

**One of the created app ( ex.CSP )**

**① App manager Dashboard**

**② Permission > Users**

**③ Menu**

**④ Page Designer**

**⑤ Data Integration**

**App launcher**

**Ethan view**  
1. Apps created for internal  
2. Apps created for client  
3. Clients create by their own

**Client view**  
1. Apps created for internal  
2. Apps provided from Ethan  
3. Apps provided for their clients (Ethan can't see this level)

**app permission**  
users who can really see the content

**app page permission**

This diagram illustrates the flow and components of the UI/UX design improvement for the CSP-1109 application. It shows the transition from the initial app creation phase through various administrative and design tools, ultimately leading to the final published version. The 'app permission' and 'app page permission' sections highlight the multi-tenant nature of the application, where users have different levels of access to content and pages based on their role and tenant.

Sprint 2021-11 | **Thank You**