

Composite UI Application Block

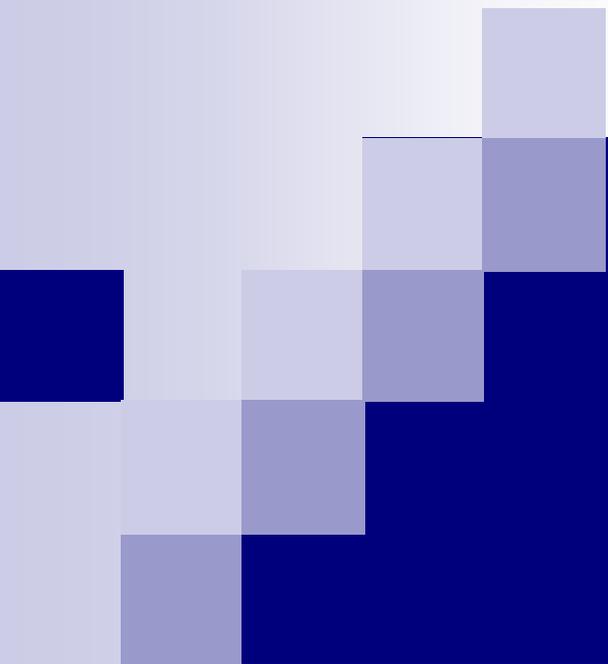
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What is a Composite Smart Client?

Contact Center Agent Desktop

Assistance Phone Look Up Applications Help Status: On Call - Active

Session Explorer - 2 Session[s]

Sort By: Session - Customer Name

- John Smith - (425) 533-3335
 - Billing
 - CRM
 - Current Promotions
 - Customer Alerts
- Maeve Elizabeth - (425) 221-0456
 - Billing
 - CRM
 - Current Promotions

Help

Clicking a session will switch sessions and open the last application used for that session. Clicking an application will switch sessions and open that application.

Current Workflow (Non-Forced)

Workflows: Billing Query Done

Workflow Steps:

- Customer's Alerts
- Latest Promotions
- Billing Information
- Update Customer Information

Previous Next Cancel

Help

Workflow is a series of steps that assists an Agent in accomplishing a task associated with a customer.

Current Session: John Smith - (425) 533-3335

Customer: John Smith - (425) 533-3335 **First Name:** John

Last Name: Smith **Phone Number:** 4255333335

Open Applications: Billing, CRM, Current Promotions, Current Application: CRM

CRM Customer Alerts Current Promotions Customer Information Billing Ordering Knowledge Base

Update Customer Profile

Note: * Indicates required field.

Personal Details

First Name: * John Middle Initial: R

Last Name: * Smith Gender: Male Female

Contact Details

Address: * North Avenue City: * Seattle

Zip Code: * 98007 State: * PENNSYLVANIA

Email: * JohnSmith@hotmail.co Date of Birth: * 01/11/1968

Contact Number1: 4255333335 Contact Number2: 4545454545

Billing Information

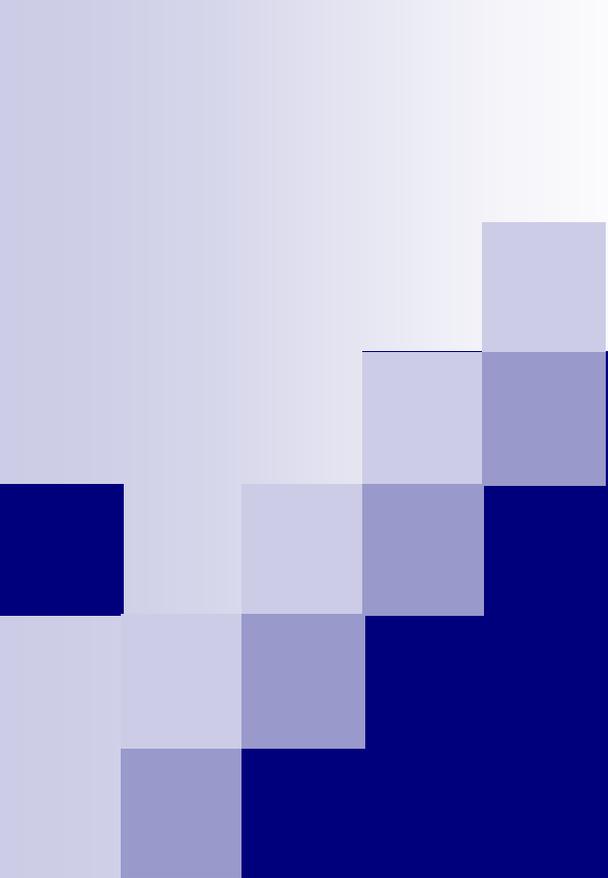
Billing Address: * North Avenue Billing State: * PENNSYLVANIA

Billing City: * Seattle Billing Zip Code: * 98101

Bank/SSN Information

On call with John Smith (425) 533-3335 [Connected] Calls Waiting: 6 Avg Wait: 53 Longest Wait: 107 11:03 AM

start Contact Center Agen... Softphone for Testin... 11:03 AM

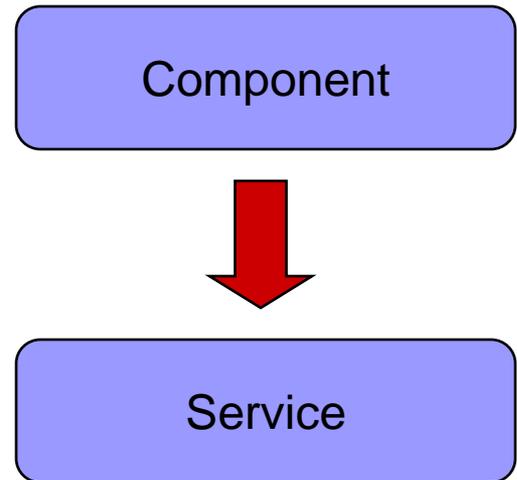


Technology

Dependency Injection

The "old way":
Components have intimate knowledge of services

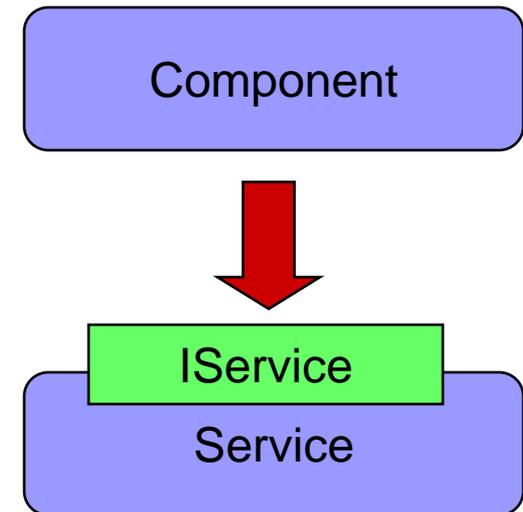
```
public class Component
{
    private Service svc = new Service();
}
```



Dependency Injection

In the right direction:
Component uses
services by interfaces
and factories

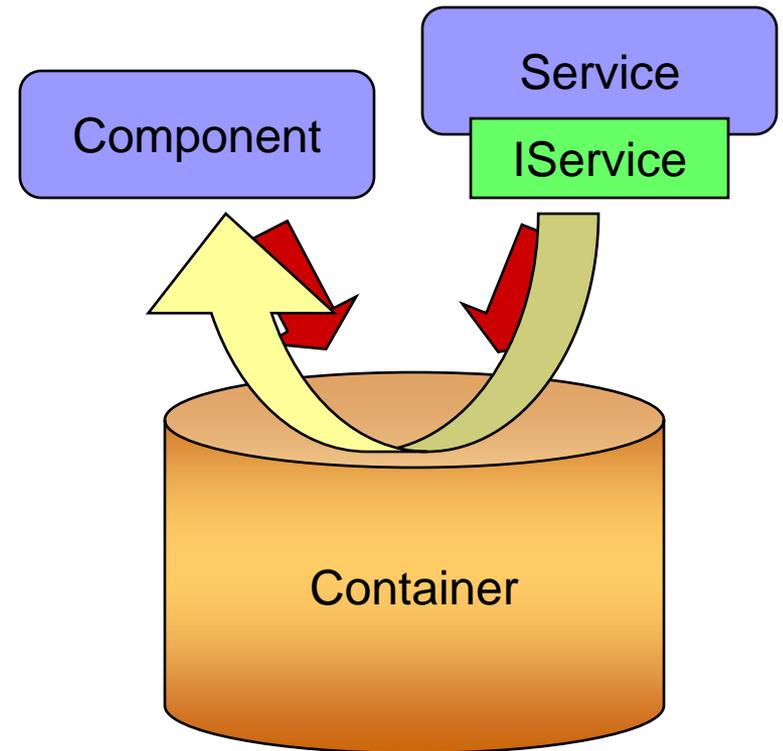
```
public class Component
{
    private IService svc = ServiceFactory.GetService();
}
```

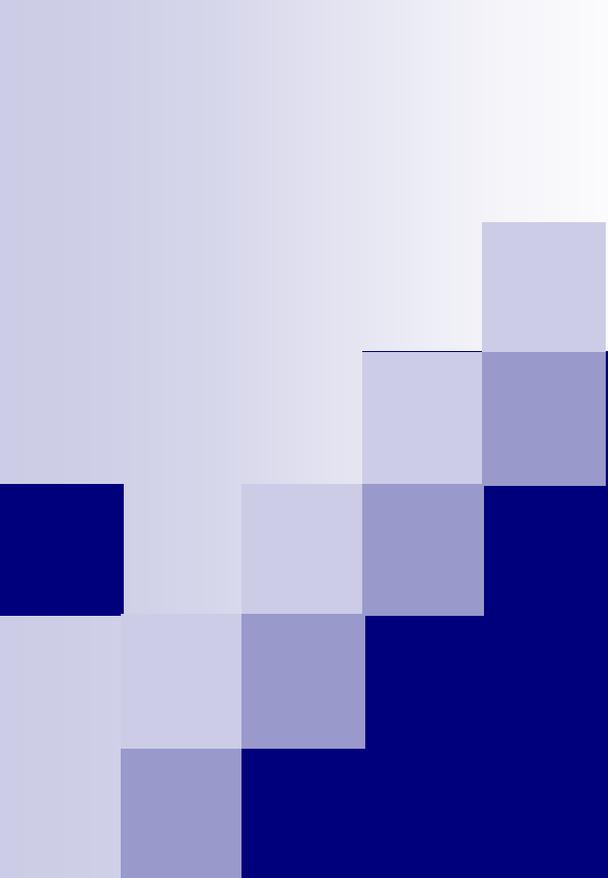


Dependency Injection

The "CAB way":
Dependencies are injected at runtime instead of compile time

```
public class Component
{
    [ServiceDependency]
    private IService svc;
}
```





Demo

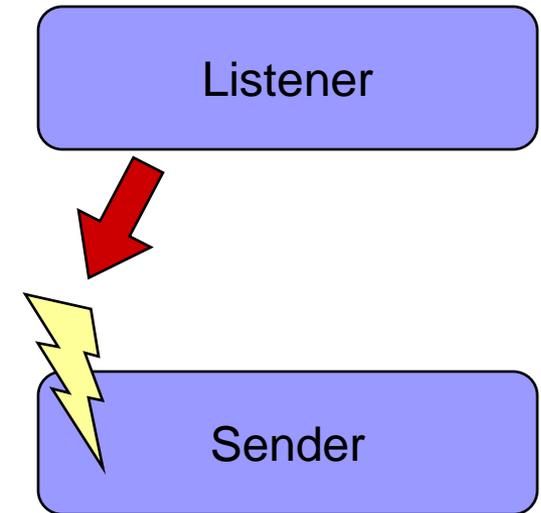
Dependency Injection

Event Broker

The "old way":
Events are wired up
at compile time

```
public class Sender {  
    public event EventHandler evt;  
}
```

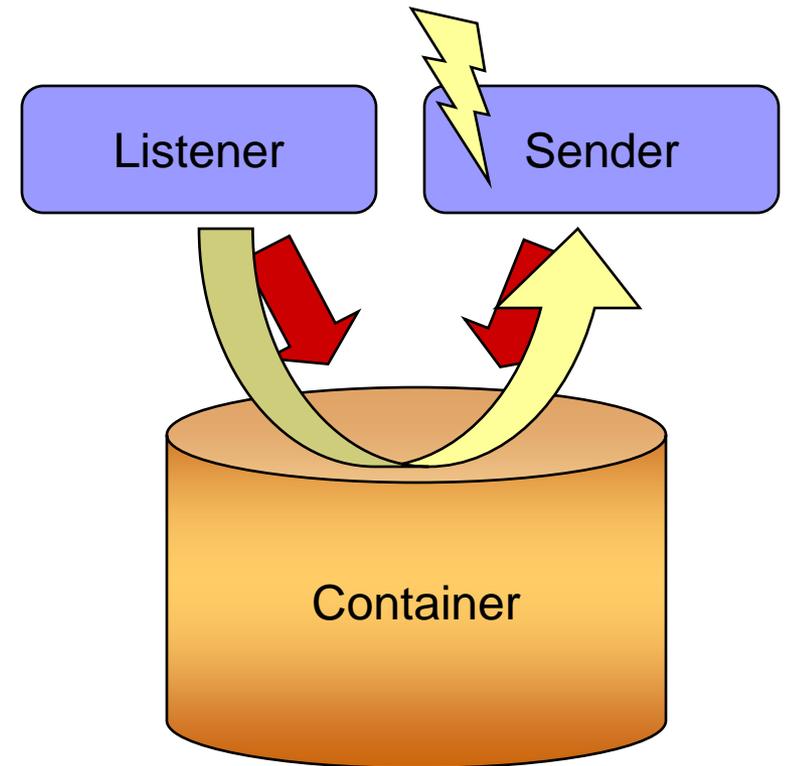
```
public class Listener {  
    mySender.evt += new EventHandler(myHandler);  
}
```



Event Broker

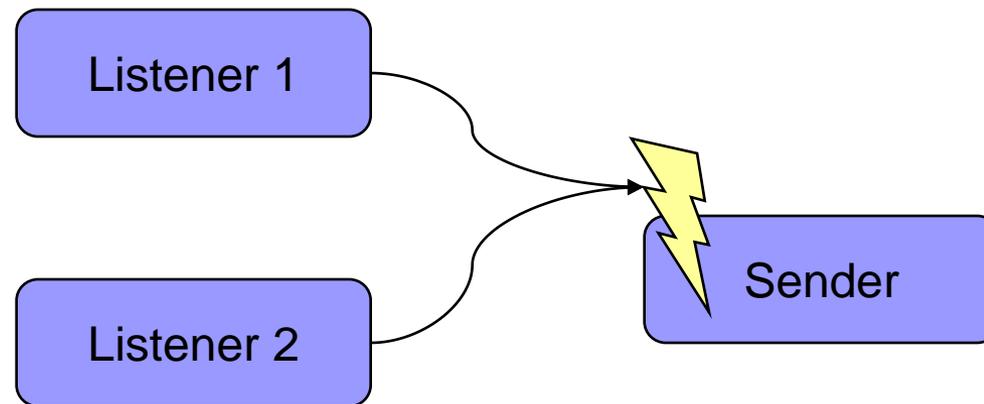
The "CAB way":
Events are wired up
at runtime

```
public class Sender {  
    [EventPublication("topic://Sender/event1")]  
    public event EventHandler evt;  
}  
  
public class Listener {  
    [EventSubscription("topic://Sender/event1")]  
    private void MyHandler(object sender, EventArgs e)  
}
```



Event Broker

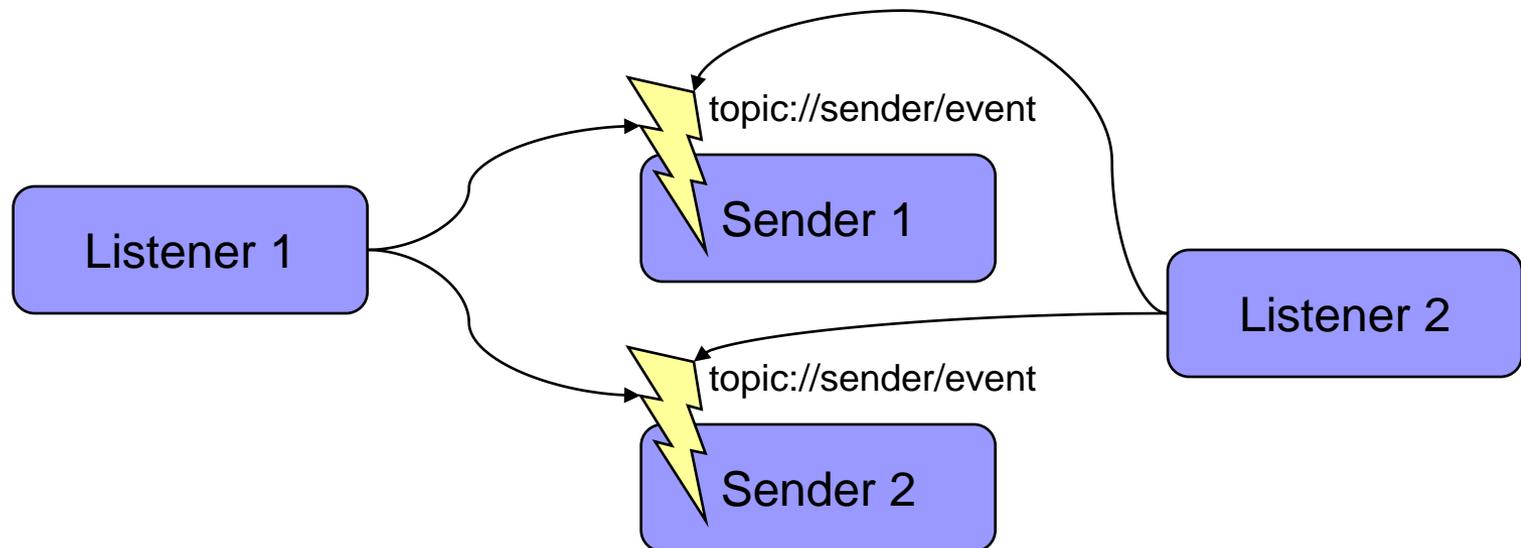
Multiple subscribers

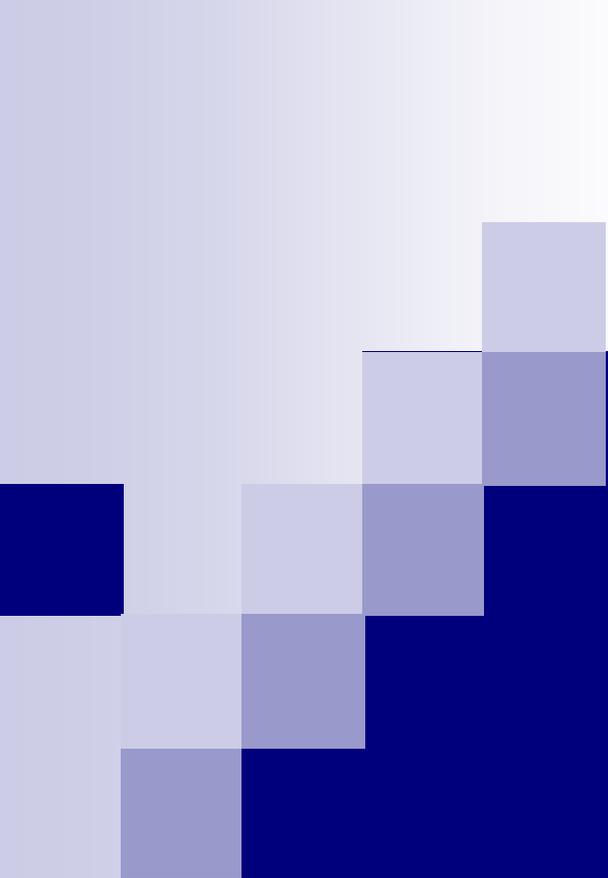


Event Broker

Multiple publishers

Against multiple subscribers, too





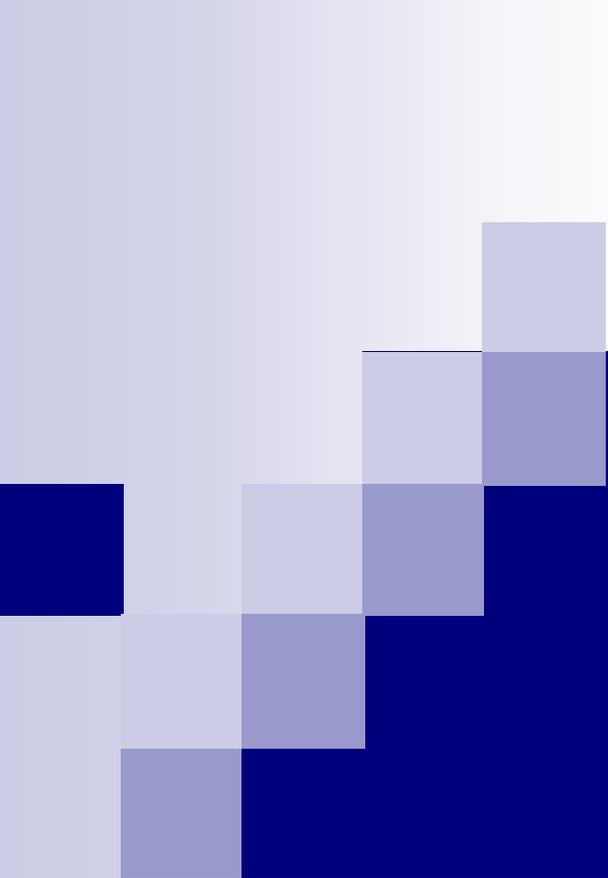
Demo

Event Broker



Command Dispatching

- De-couples UI elements from command handlers
- Architecture similar to Event Broker

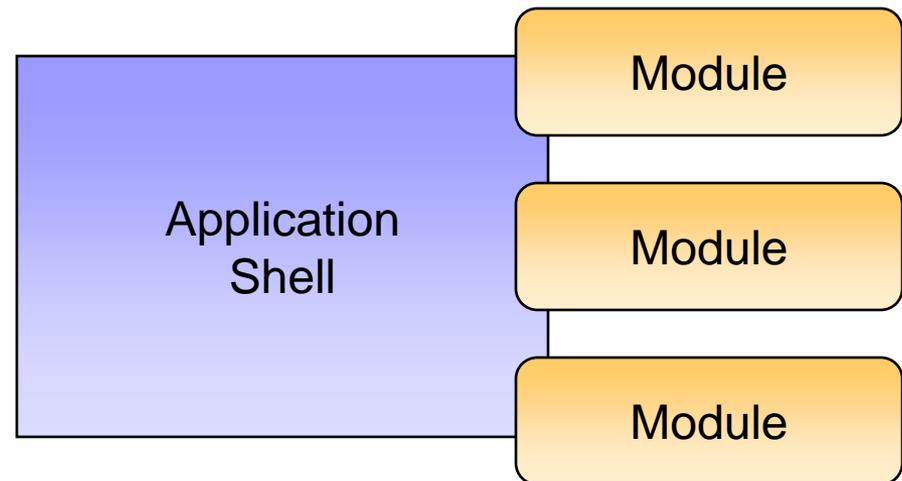


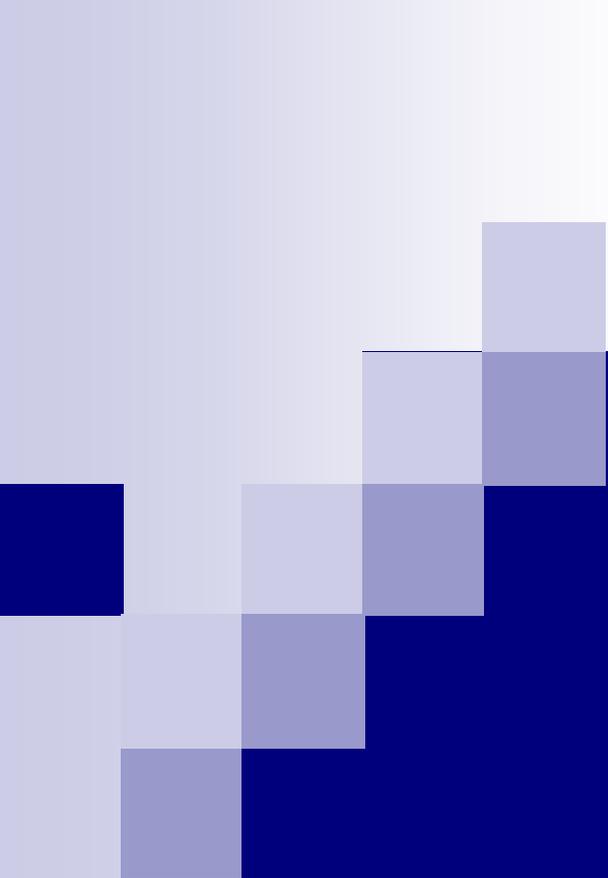
Demo

Command Dispatching

Modules

- Isolated, reusable functionality
- Loosely coupled teams
- Role-based modules

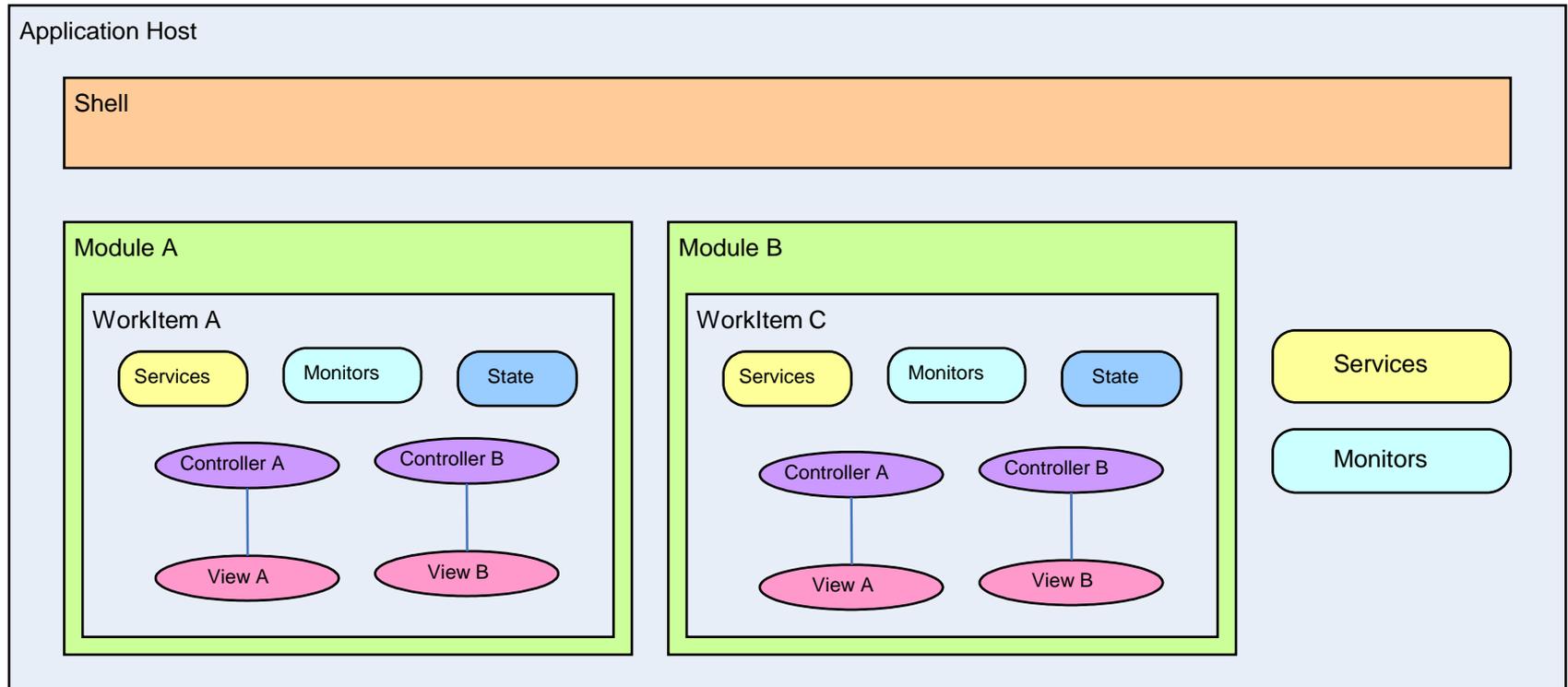




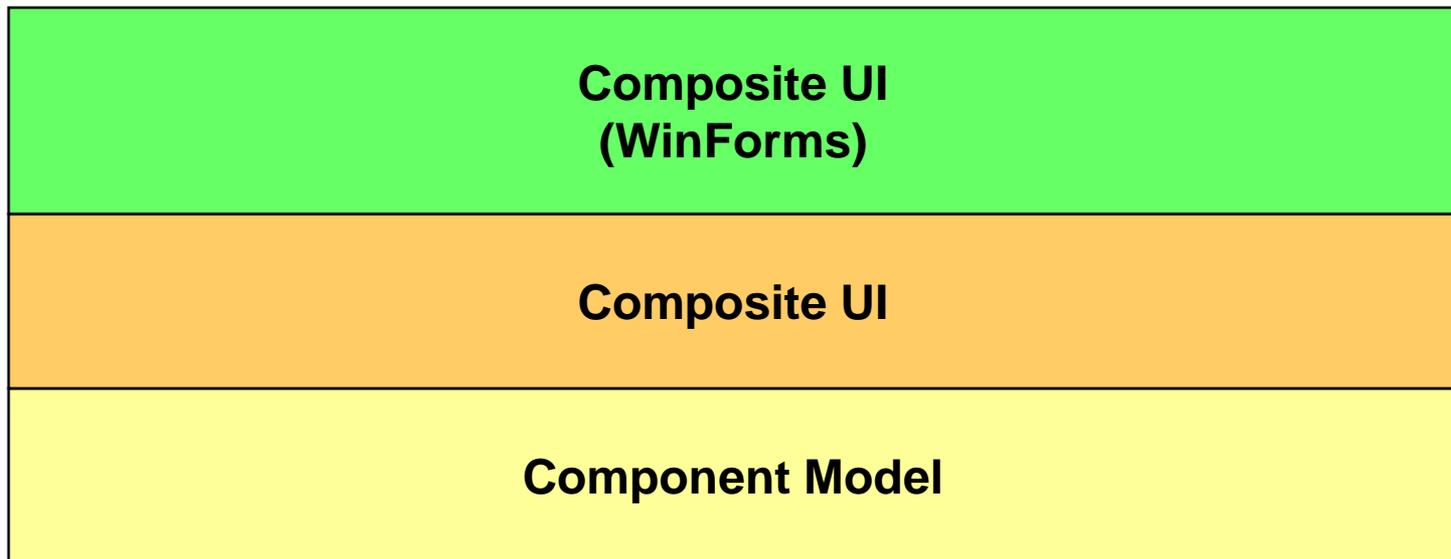
Demo

Modules

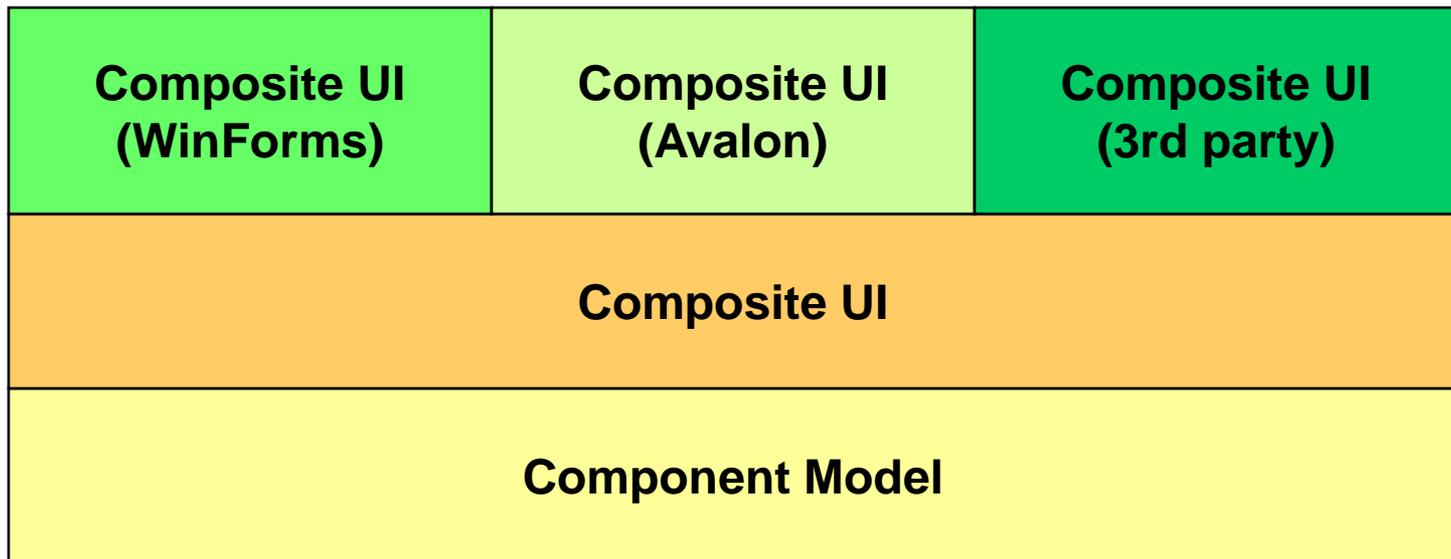
CAB Application Architecture



CAB Architecture



CAB Architecture



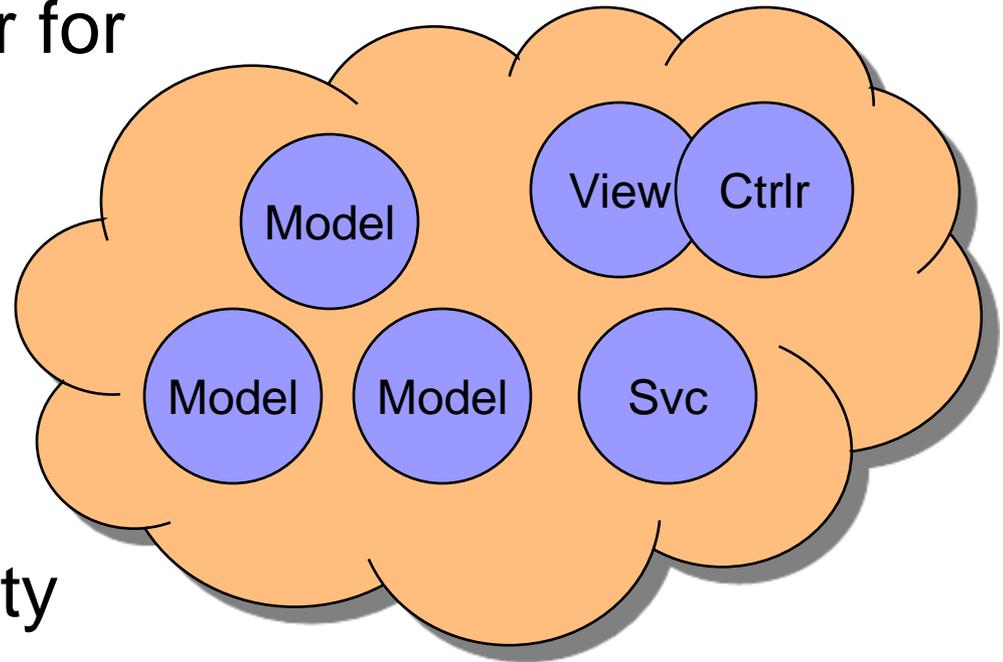


Views & Controllers

- Views present model data to the user
- Controllers contain the business logic
- Automatically wired up by the container
- A view has one and only one controller
- A controller may control many views

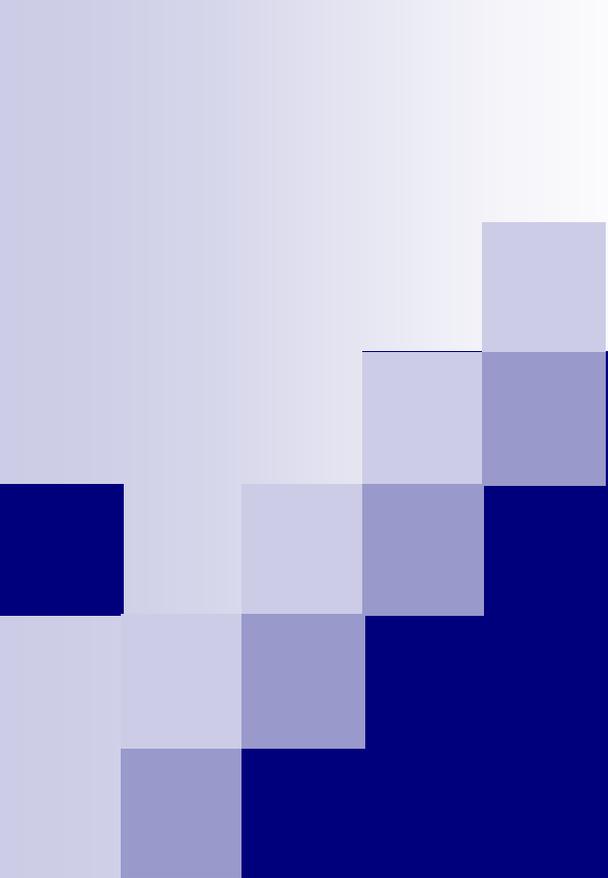
Work Item

- Represents a use case in the system
- Specialized container for
 - Model Data
 - Views
 - Controllers
 - Workspaces
 - Services
- Key point of reusability



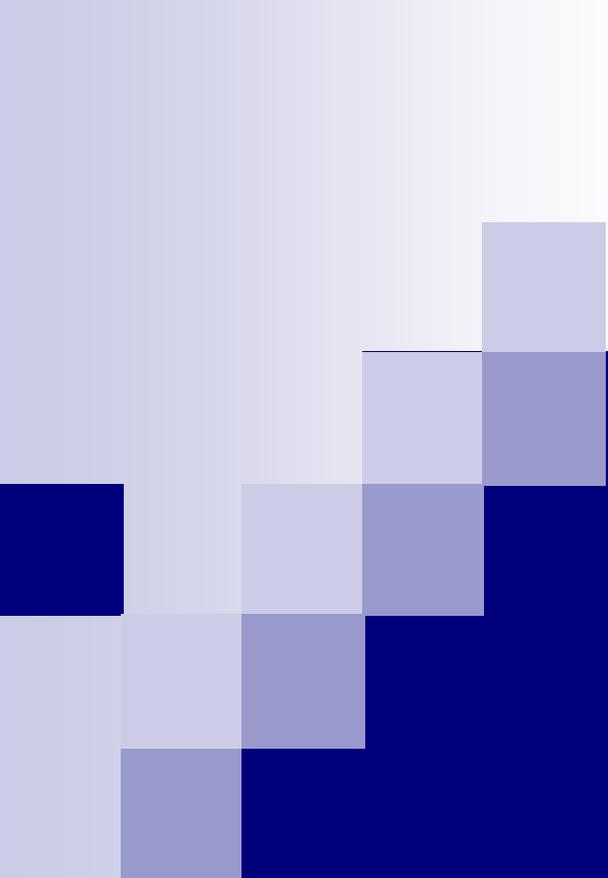
Workspaces

- Workspaces are canvases onto which you can paint your views
- For Windows Forms, we ship:
 - WindowWorkspace
 - MdiWorkspace
 - ZoneWorkspace
 - TabWorkspace
 - DeckWorkspace



Demo

Bank Teller QuickStart



Q & A

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