FINEOS Global Training Services

COURSE OUTLINE – (FTT-CII-004)

FINEOS CUSTOMISATION II – ROUTING RULES

About This Course

FINEOS Routing Rules is the mechanism that provides for the logical routing of tasks in accordance with business requirements. The Routing Rules include java code that is executed when new tasks are created. This course gives an overview of Routing Rules configuration and management and details the components of a FINEOS Routing Rule.

Course Objectives

To provide attendees with practical knowledge on writing Routing Rule code and configuring Routing Rule components using FINEOS Routing Rules Maintenance.

Who should attend?

Java developers involved in the technical development of the FINEOS Solution

Pre-requisites

Skills:

All attendees should be Java Developers with knowledge of J2EE

Participants of this course must have previously completed the following FINEOS training modules:

FTT-C-001 - Introduction to FINEOS for Technical Training

FTT-CI-002 – FINEOS Data Model

Summary Of Course Contents

Module	Description
Standard Routing	▪ Explanation of standard Routing Rules and routing tasks to departments
Advanced Routing	• Explanation of advanced Routing Rules, automatic routing and exceptions
Routing Rule components	• Introduction to the Rule Class, Rule Function and Routing Rule.
Routing Rule class	• Defining the Routing Rule class, Function, Database Lookup Table, Selection Lookup and FIELDTYPES

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Formats & Duration

Delivery	Tutor-Led Practical	Duration	½ Day
Description			
The desired effect for participants on completion of this course is an acquisition of skills i.e. to **'KNOW'** how to use a particular area of the FINEOS product. Participants are led through practical exercises relevant to the particular skills area directed and assisted by the tutor.			

For further information, contact FINEOS Training Services:

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