



EXALT Technologies

G-Pals Day Presentation

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Company Overview

- Software development company established in 1997
- Formerly known as Siemens Information and Communications Technologies Ltd.

Technologies / Frameworks

- XUL (XML User Interface Language)
- JSP, Servlet, HTML, JavaScript, CSS
- Java
- **Google Web Toolkit**
- Flex / Flash
- SQL
- Objective-C (iPhone/iPod Touch)
- **Android**

Areas of development

- Development of Call Center Solutions:
 - Web Applications
 - Desktop Applications
 - iPhone / iPod touch devices

GWT @ Exalt

- GWT Developers (8)
- Developed Applications (8)

Decision for using GWT

- Open Source
- Cross Browser Compatibility
- Object Oriented Java Based Code
- UI separation from the program logic (MVC patterns, etc..)
- Reusable Components (GWT / GWT Incubator / own components)
- I18n/L10n compliant Applications
- Interaction with JavaScript (JSNI)
- Integration with JUnit
- Easy integration with Maven (gwt-maven plugin)

First GWT Project (Action Management)

- Learning Curve (December 2007)
 - Web Toolkit Docs
 - Google Groups
 - Other web resources
- Project Prototypes (March 2008)
 - Development of 5 versions of the prototype
- Project Development (April 2008)
 - I18n/L10n Compliant
 - Skinning (Multiple Skins)
 - Re-usable Components (Column Chooser, Calendar, Error Dialogs,...)
 - GWT RPC Services (Back-end services)
- Project integration with Maven (June 2008)

First GWT Project (Release)

Action Management CLOSE

ALERTS

Alert Name	Primary	Assign to Key Action Report
Alert SE_CSECS_EI_CARE_AP	<input type="radio"/>	<input checked="" type="checkbox"/>

KEY ACTION REPORTS [Filter]

Key Action Taken	Responsible Actor	Key Action Time/Date/T	Update Time/Date/Time	Cause	Subject(+)	Call Centers(+)	Reporting Region(+)	Application Group(+)
key action A	Administrator, Default	23h:47m 02/25/2009 GMT+	18h:50m 02/25/2009 GMT+	Agents in Not Ready State	SE_CSECS_EN_CARE_AP	San Salvador	Business	Credit Card Customer Serv
key action A	Administrator, Default	12h:14m 02/27/2009 GMT+	19h:31m 02/27/2009 GMT+	Agents in Not Ready State	SE_CSECS_EN_CARE_AP	San Salvador	Business	Credit Card Customer Serv

KEY ACTION REPORT DETAILS * Required Field

Author	admin		
* Responsible Assignee	Administrator, Default (suppofrt@informiam.i		
Creation Time, Date and Time Zone	01h:21m 03/19/2009 GMT+0-2:00		
Update Time, Date and Time Zone	01h:21m 03/19/2009 GMT+0-2:00		
* Key Action Time, Date and Time Zone	01 hh 21 mm	* Date	03/19/2009 [Calendar]
		* Time Zone	Select [Dropdown]

Alert Cause & Description

Select Cause [Dropdown]

 Enter Cause [Text] Add to the list

* Key Action Taken & Description

Select Key Action Taken [Dropdown]

 Enter Key Action Taken [Text] Add to the list

FOLLOW UP

First GWT Project (Release)

The screenshot displays the 'Action Management' web application interface. At the top, there is a 'CLOSE' button. Below the header, the 'ALERTS' section shows a table with columns for 'Alert Name', 'Primary', and 'Assign to Key Action Report'. One alert is listed: 'Alert SE_CSECS_EII_CARE_AP' with a radio button for 'Primary' and a checked checkbox for 'Assign to Key Action Report'.

The 'KEY ACTION REPORTS' section contains a table with columns: 'Key Action Taken', 'Responsible Actor', 'Key Action Time/Date/T', 'Update Time', 'Call Centers(+)', 'Reporting Region(+)', and 'Application Group(+)'.

The 'KEY ACTION REPORT DETAILS' section shows fields for 'Author' (admin), 'Responsible Assignee' (Administrator, Default), 'Creation Time, Date and Time Zone' (01h:21m 03/19/2009 GMT+0-2:00), and 'Update Time, Date and Time Zone' (01h:21m 03/19/2009 GMT+0-2:00). There are also input fields for 'Key Action Time, Date and Time Zone' with a date picker set to 03/19/2009.

An 'AVAILABLE COLUMNS' dialog box is open in the center, listing various columns with checkboxes: 'Key Action Report', 'Primary Alert (indicated by +)', 'Key Action Taken' (checked), 'Responsible Actor' (checked), 'Key Action Time/Date/Time Zone' (checked), 'Update Time/Date/Time Zone' (checked), 'Cause' (checked), 'Success Rating', 'Success Time', 'Cause Description', 'Key Action Description', 'Results of Action Taken', and 'Lessons Learned'. A 'DISPLAY COLUMNS' button is at the bottom of the dialog.

At the bottom of the interface, there is a 'FOLLOW UP' section and 'SAVE' and 'RESET' buttons.

GWT Limitation(s)

- Limited Utilization of Java Packages
 - Only *java.util* and *java.lang* packages are covered
 - No Java Reflection

- Hosted mode does not emulate different browser modes for testing CSS layout

Live Demo