

IBM Cloud Pak for Business Automation Demos and Labs 2025

Introduction to IBM Business Automation Application

Jorge D. Rodríguez
jorgedr@us.ibm.com

Swapnil Agrawal
aswapnil@ca.ibm.com

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1 Introduction

1.1 IBM Business Automation Application

IBM Business Automation Application provides a way to create apps that automate repetitive and time-consuming work by quickly building user interfaces that integrate tasks, data, and automations to drive efficiency across your business. Using a low-code application builder, IBM Business Automation Application Designer, users can create business applications (apps) that leverage the capabilities of the IBM Cloud Pak for Business Automation platform. The authored apps are deployed in the IBM Business Automation Application Engine and end users work with them in IBM Business Automation Navigator.

Additional information about IBM Business Automation Application can be found [here](#).

1.2 Lab Overview

There are two types of users who use the Application Designer – Technical users and Business users. Technical users often create templates that are predefined starting points for business users to create their own applications. Templates can represent common use case patterns and contain various artifacts that can be reused by business users in their applications. Applications & templates also contain toolkits that contain a collection of shared artifacts. These toolkits can be created by the technical user (e.g., a developer or a business partner), or contributed by another capability (e.g., Content or Workflow).

In this lab, you will perform the roles of both a technical user and a business user to create a toolkit, template, and an application that is a part of the overall Client Onboarding end-to-end solution.

Approximate Duration: 2 hours

1.3 Lab Setup Instructions

1. If you are performing this lab as a part of an IBM event, access the document that lists the available systems and URLs along with login instructions. For this lab, you will need to access **IBM Business Automation Studio**.
2. Download the **Focus-Corp-Logo.png** file from the **Lab Data** folder onto your computer.

2 Exercise: Creating the Client Onboarding toolkit

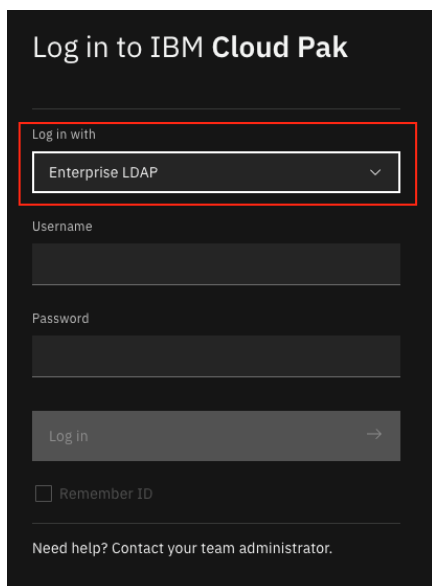
2.1 Introduction

In this exercise, we will create a reusable toolkit as a technical user. The toolkit will contain a reusable view that can be used in later exercises to create the **Client Onboarding** application.

2.2 Exercise Instructions

2.2.1 Creating a toolkit

1. In your browser, login to IBM Business Automation Studio using the Enterprise LDAP option.



Log in to IBM Cloud Pak

Log in with

Enterprise LDAP

Username

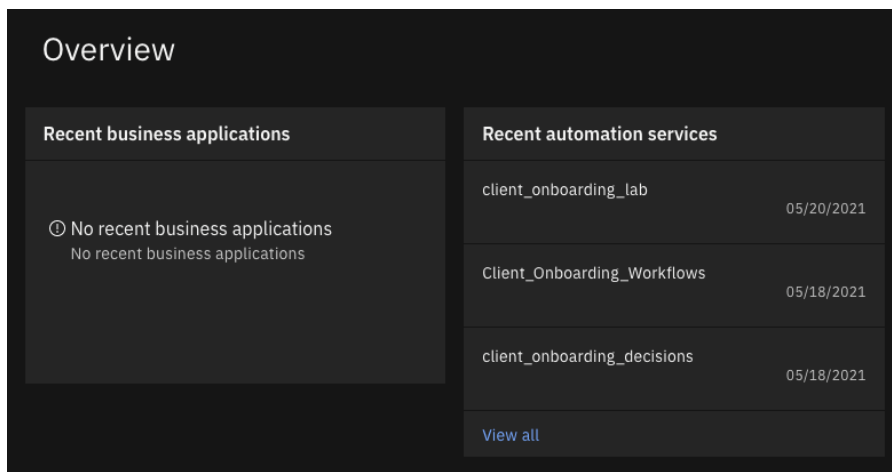
Password

Log in

☐ Remember ID

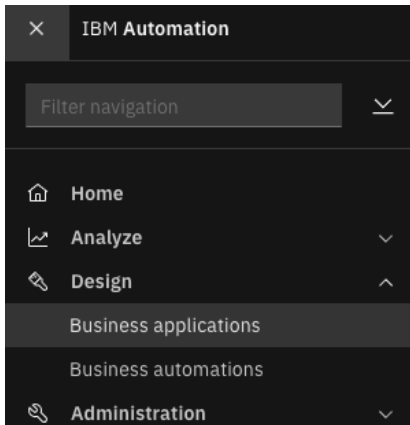
Need help? Contact your team administrator.

The homepage (called Zen) contains cards that showcase recent artifacts across all installed Cloud Paks in the system. You may also see a dialog that allows you to go through a tour of the Zen UI. You can close this or choose to walk through the tour.



Recent business applications	Recent automation services
ⓘ No recent business applications No recent business applications	client_onboarding_lab 05/20/2021
	Client_Onboarding_Workflows 05/18/2021
	client_onboarding_decisions 05/18/2021
	View all

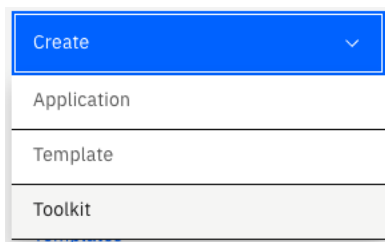
2. In the top-left corner, **click** on the hamburger menu icon and select **Design → Business applications** to access the application repository



After opening the application repository, you may see a dialog with a tour to walk through the UI and capabilities. You can close this or choose to walk through the tour.

A toolkit contains reusable [Views](#) (UI elements) and [Actions](#) (Services). These artifacts can also be added to the template directly but adding them to a toolkit ensures that they can be reused by multiple other toolkits, templates, and applications.

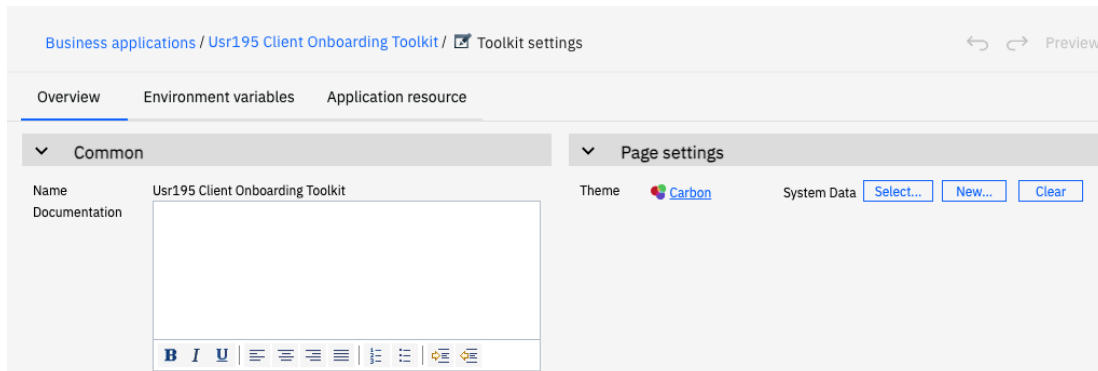
3. Click on **Create → Toolkit**



4. For the **Toolkit name**, enter **UsrNNN Client Onboarding Toolkit** where *UsrNNN* is your assigned username
5. Provide an optional **purpose**
6. Click on **Create**

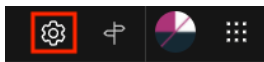
A screenshot of the 'Create a toolkit' dialog box. The dialog has a title bar with a close button. It contains two main sections: 'Name' and 'Purpose (optional)'. The 'Name' section has a text input field containing 'Usr001 Client Onboarding Toolkit', which is highlighted with a red rectangle. The 'Purpose (optional)' section has a text area containing the text 'This toolkit provides reusable artifacts for Client Onboarding applications'. At the bottom right of the dialog is a blue 'Create' button, also highlighted with a red rectangle.

This will open the Application Designer Toolkit editor in a **Basic** view mode. In this mode, you cannot create any new artifacts as the capabilities in the Basic view mode are scoped down for ease of use for business users.



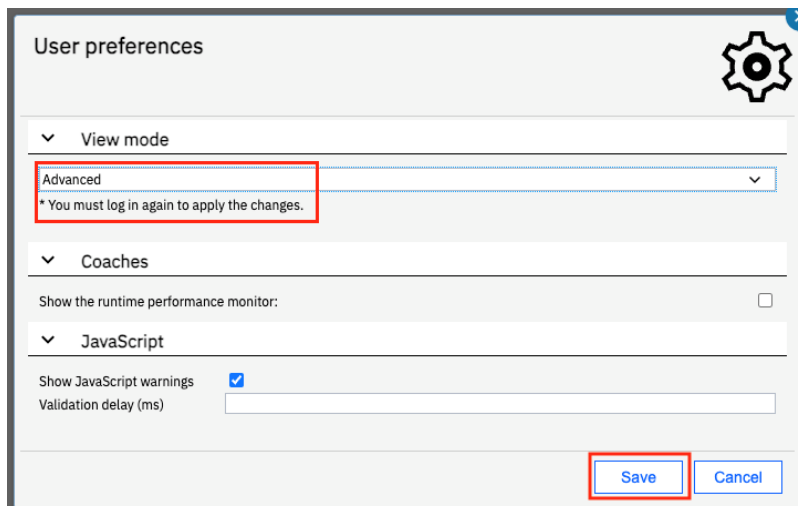
As we are now emulating a technical user, we will switch to the **Advanced** view mode.

7. In the top-right corner, click on the **User preferences icon**



8. In the **View mode** dropdown, select **Advanced**

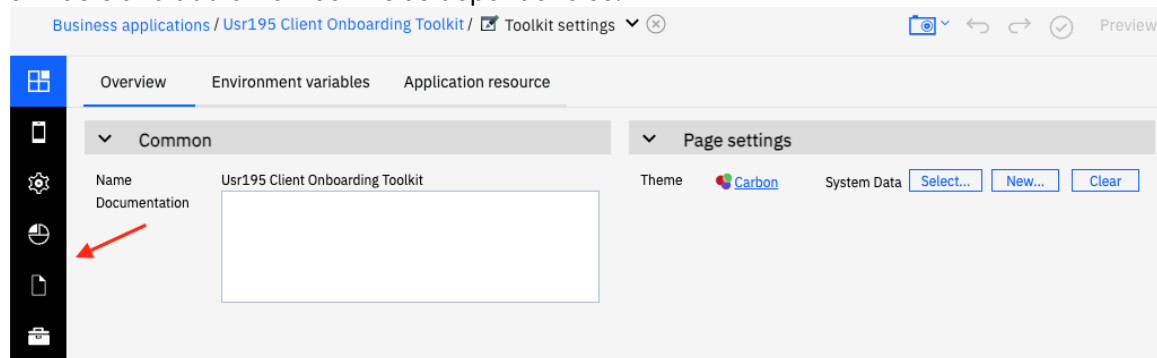
9. Click on **Save**.



10. For the changes to be effective, **refresh** the browser window

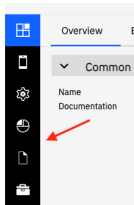
2.2.2 Creating reusable views

Now, notice that a library pane is available on the left-hand side, and this can be used to create new artifacts and add other toolkits as dependencies.



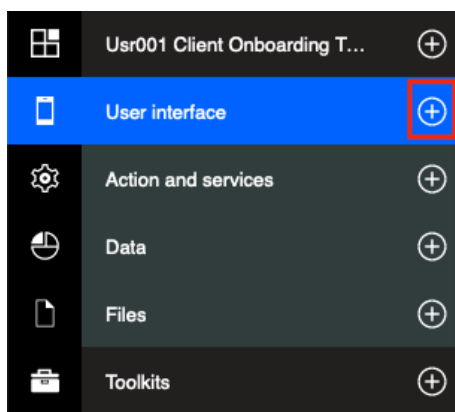
In this toolkit, we will add a view, **Custom Header**, that can be used by all templates & applications to display the logo of **Focus Corp**.

1. **Expand** the library pane by placing the mouse pointer anywhere over the library pane

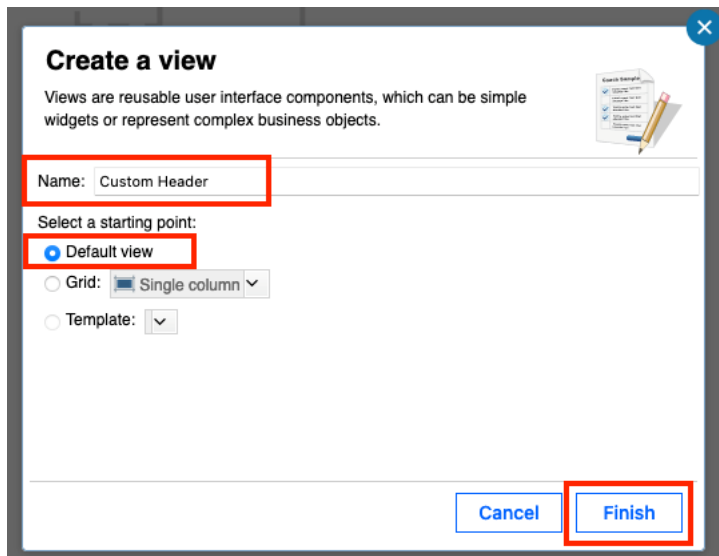


This shows the library menu which lists the different categories of artifacts you can create. The library pane also expands automatically if you click on one of the items in the collapsed panel.

2. In the library pane, click on the **+** button next to **User interface**

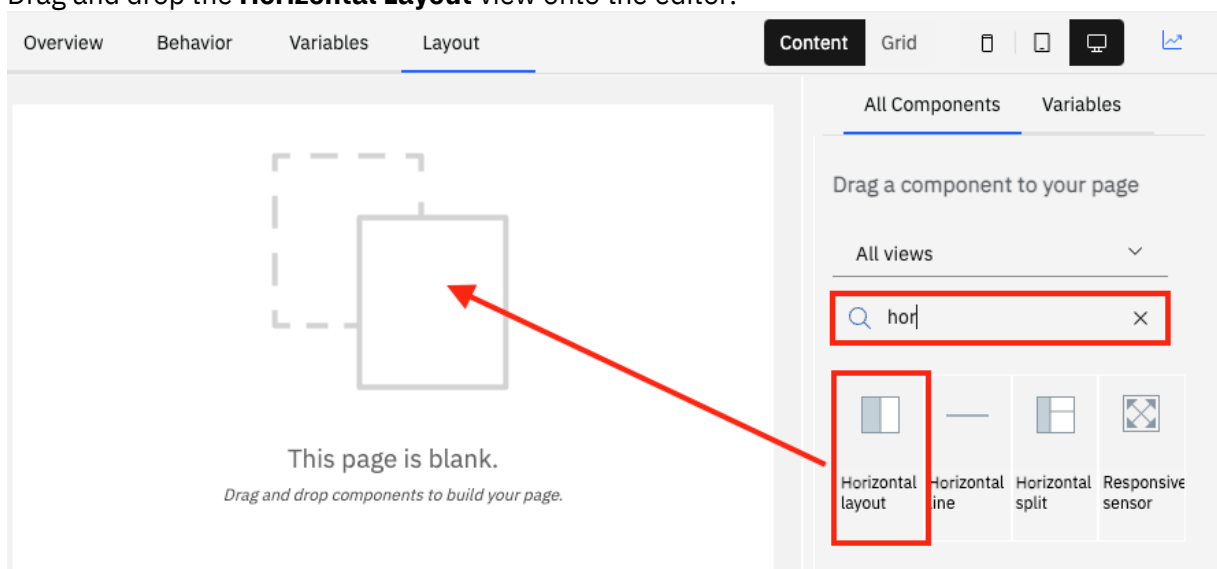


3. Select the **View** artifact
4. In the **Name** field, enter **Custom Header**



The starting point allows you to create views that have pre-configured UI elements within it. For this view, we will start with the Default view which is an empty view.

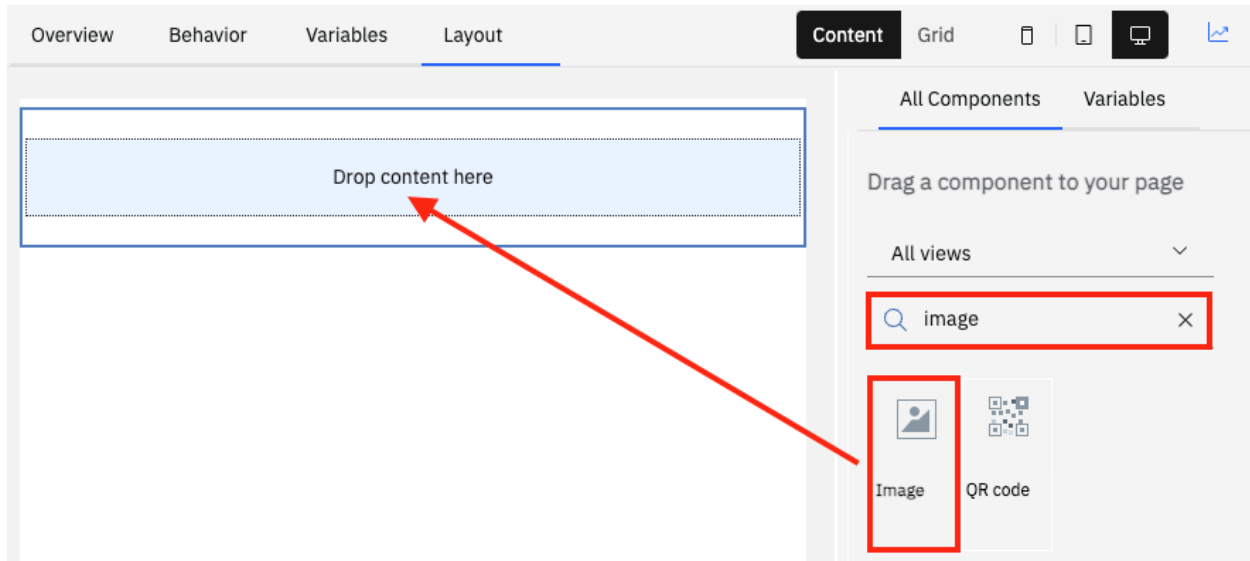
5. In the component palette on the right-hand side, enter **hor** in the **search** field.
6. Drag and drop the **Horizontal Layout** view onto the editor.



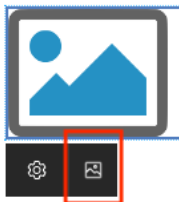
As the name suggests, the horizontal view can be used to house other views inside it horizontally.

Note: Hovering over the **info** icon on the view in the palette gives you more information about each view.

- Next, look up the **Image** view by searching for **image** and drag and drop the view onto the just added horizontal layout

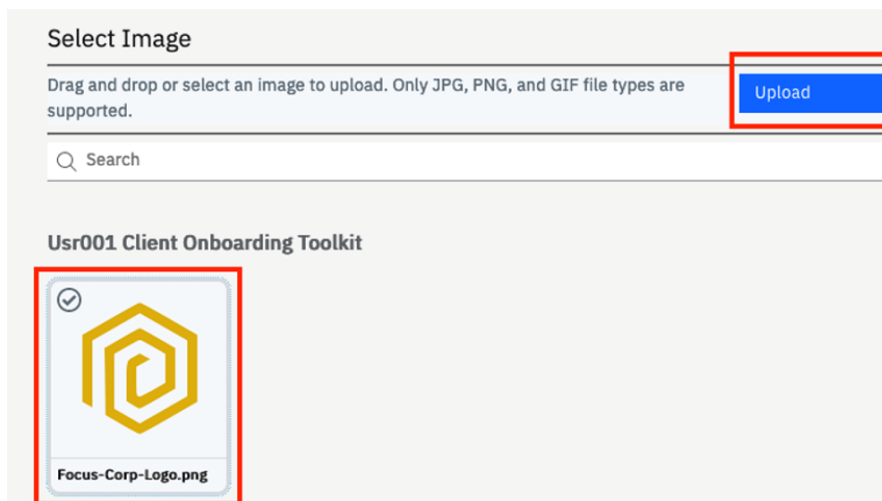


- Select the **Image** view in the editor and click on the **Select image** icon



This opens the editor to select and upload new images.

- Click on **Upload**
- Upload the **Focus-Corp-Logo.png** file that you previously downloaded as a part of the lab setup
- Select the uploaded file **Focus-Corp-Logo.png** in the dialog

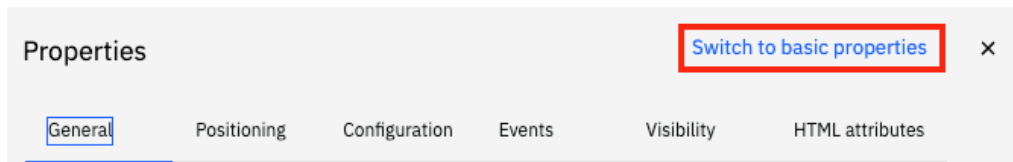


- Click on **Select** to close the dialog

13. To edit the size of the image, select the image and click on the **Properties** icon



14. If the **Properties** pane shows multiple tabs such as **General**, **Positioning** and so on, click on **Switch to basic properties**



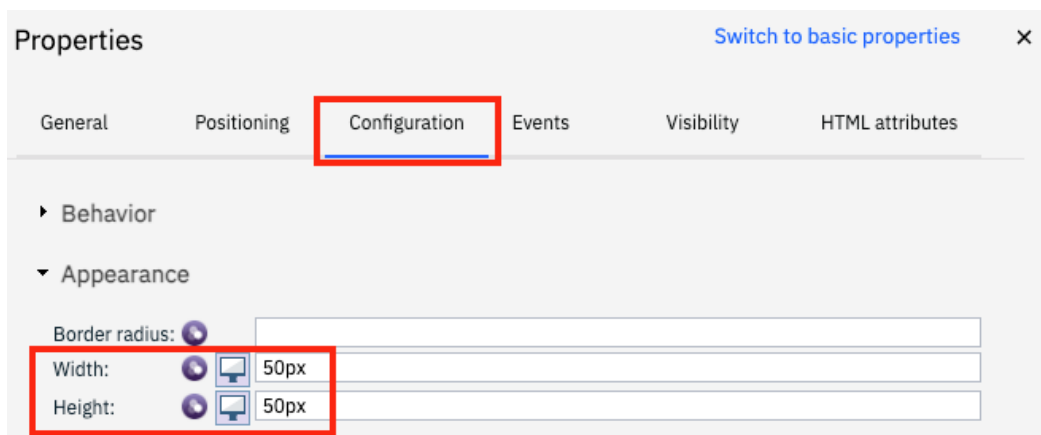
This opens the user-friendly property editor that is specific to the **Image** view. Most out-of-the-box editors come with basic and advanced property editors to provide functionality to both business and technical users. Observe the design of the basic editor. Since we are acting as a technical user, we will switch back to the advanced properties editor.

15. Click on **Switch to advanced properties** on the top right

16. Click on the **Configuration** tab

17. Expand the **Appearance** section

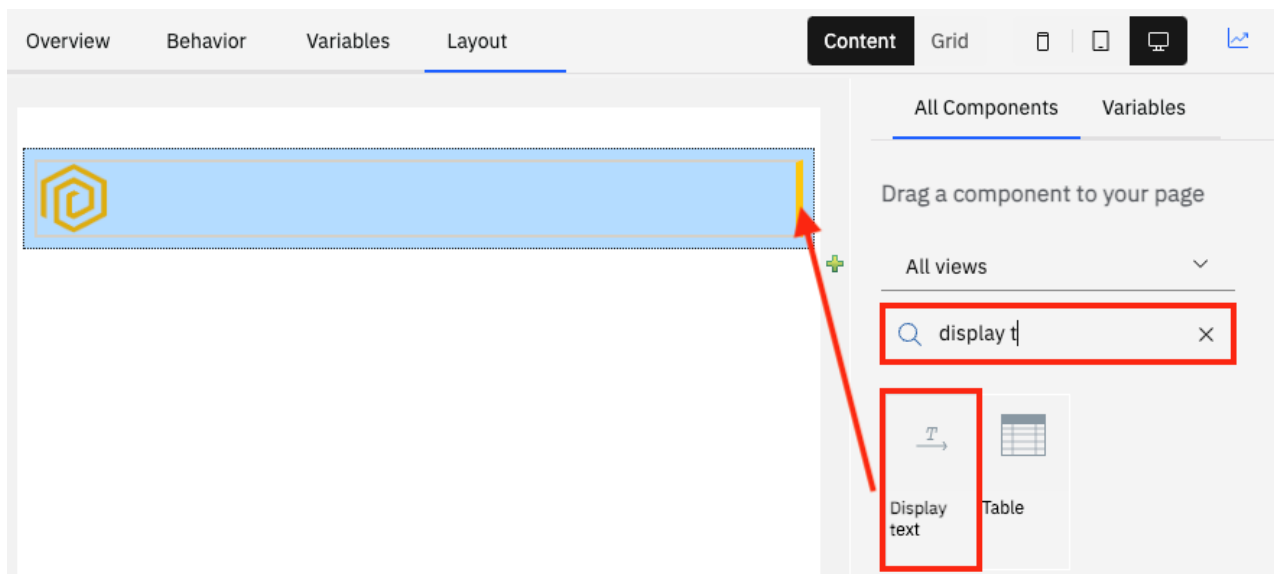
18. For the **Width** and **Height** fields, enter **50px** as the values



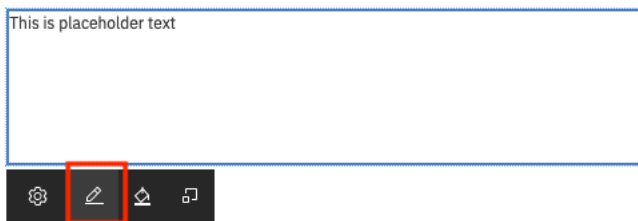
19. Click on **Done** to close the properties pane

Observe that the image size now reflects the specified width and height.

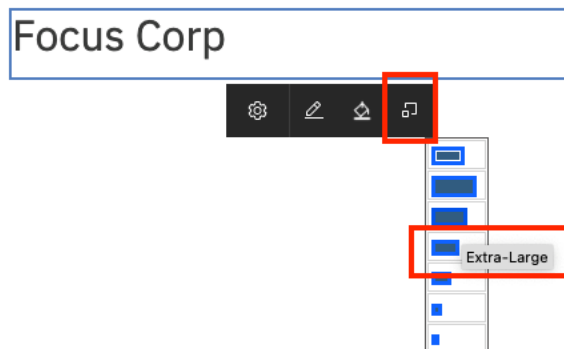
20. Add the **Display Text** view from the palette to the right of the logo within the horizontal layout



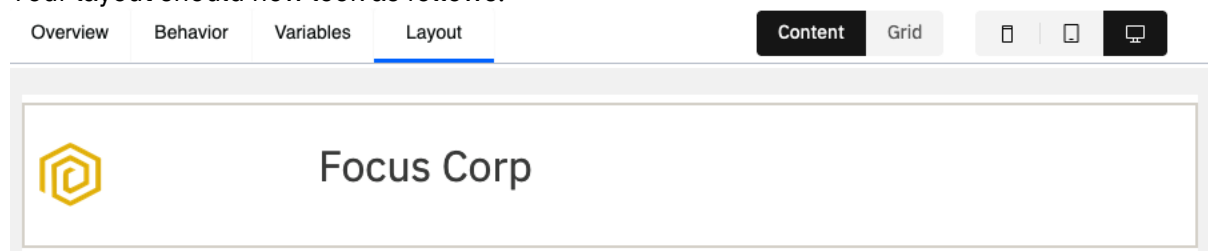
21. Type **Focus Corp** where it says **This is placeholder text**. If the text is not editable, click on the **Edit static text** button to edit it



22. Click on the **Select size** icon on the displayed text and select the **Extra-Large** size to make the font size bigger



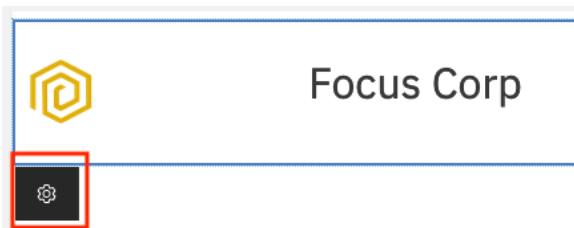
Your layout should now look as follows:



Tip: If you want to configure a view so that additional UI elements can be added to it when it is re-used, you can add the **Content Box** view within it. This allows the template or application to add other views within the view in your toolkit.

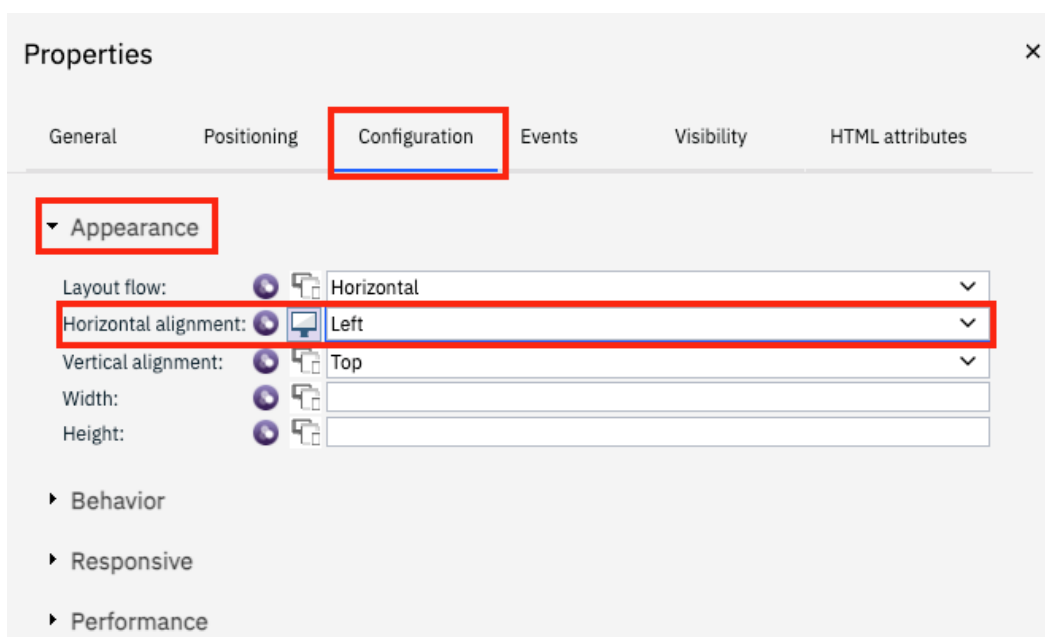
Next, we need to make the text appear closer to the logo. To do this, we will align the UI within the horizontal layout to the left.

23. Click on the **Properties** icon for the horizontal layout



24. Click on the **Configuration** tab

25. In the **Appearance** section, select **Left** as the value for the **Horizontal alignment** field

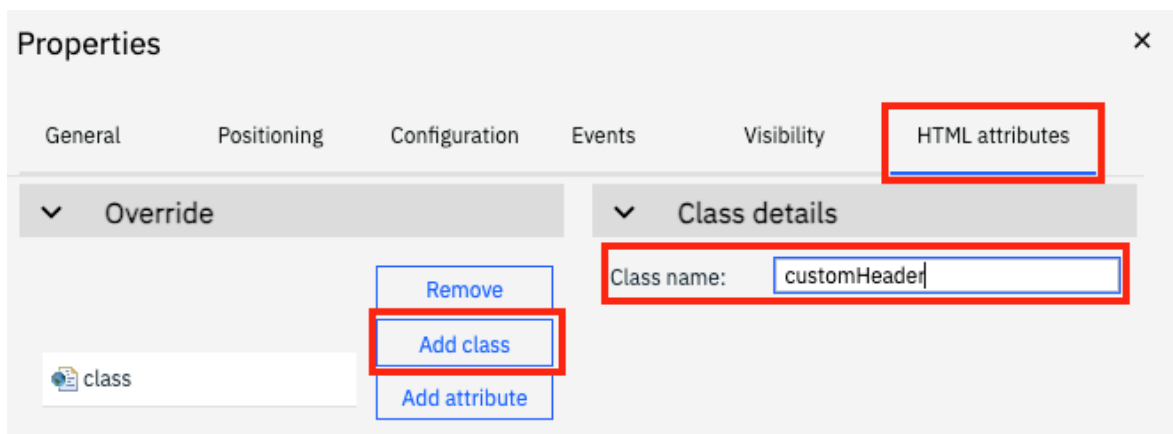


Next, we will see how users can add custom CSS classes and define the CSS for a custom view.

26. Click on the **HTML attributes** tab

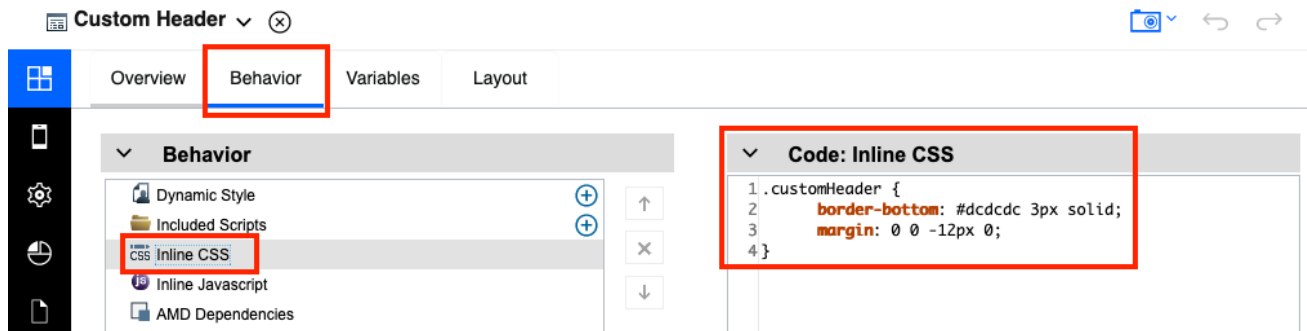
27. Click on **Add class**

28. Enter **customHeader** as the **Class name**



29. Click on **Done** to close the properties pane
30. Click on the **Behavior** tab in the top bar
31. Click on **Inline CSS** and enter the following CSS code:

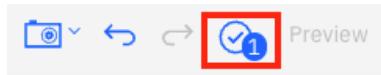
```
.customHeader {
  border-bottom: #dcdcdc 3px solid;
  margin: 0 0 -12px 0;
}
```




This will add a border to the bottom of the header and customize the margins. This is not required but just done as an example to show that even though the Application Designer is built for low-code and no-code, technical users can create highly customized views based on their design requirements.

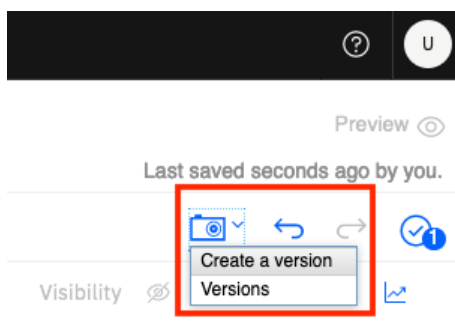
This completes the building of the **Custom Header** view. This view is now accessible by any template or application that uses the Client Onboarding toolkit. Next, we will create a version of this toolkit so that it can be used in other toolkits, templates, and applications. You can also clone versions in case you want to create a copy. This way a developer can create a new template using an existing template.

32. Click on the **Save** button to save your work

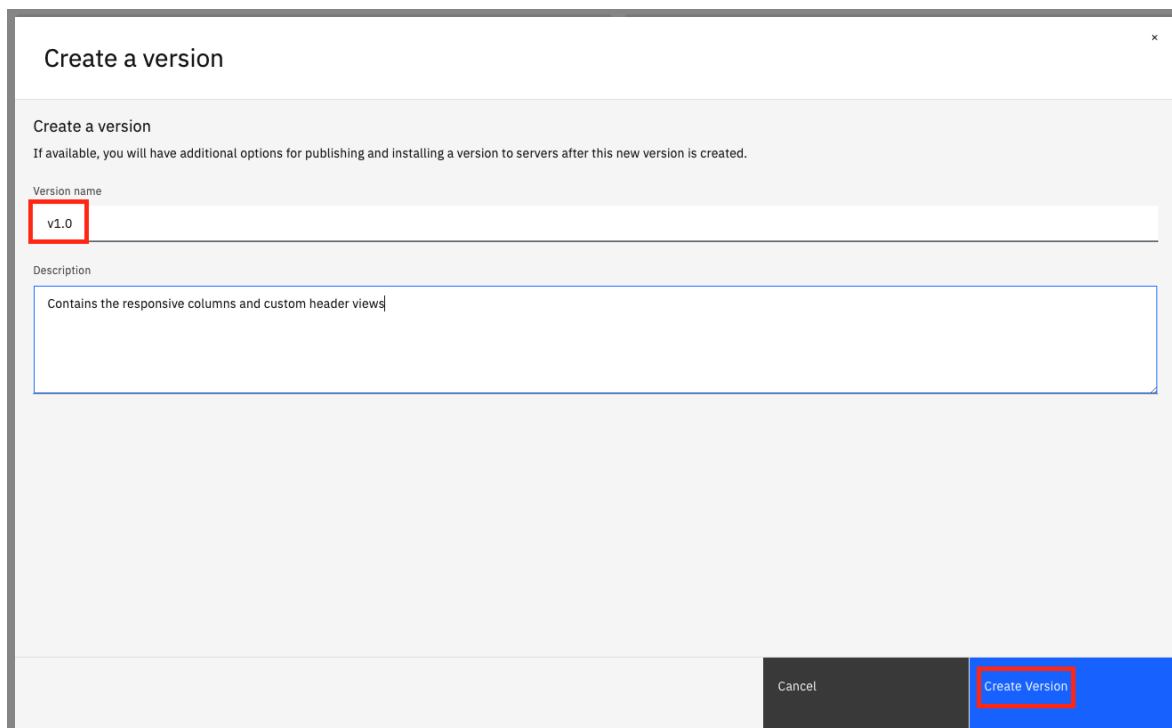


33. Click on the **Version** icon  in the top-right corner

34. Click on **Create a version**



35. In the name field, enter **v1.0**, provide optional notes and click on **Create Version**



Create a version

Create a version

If available, you will have additional options for publishing and installing a version to servers after this new version is created.

Version name

v1.0

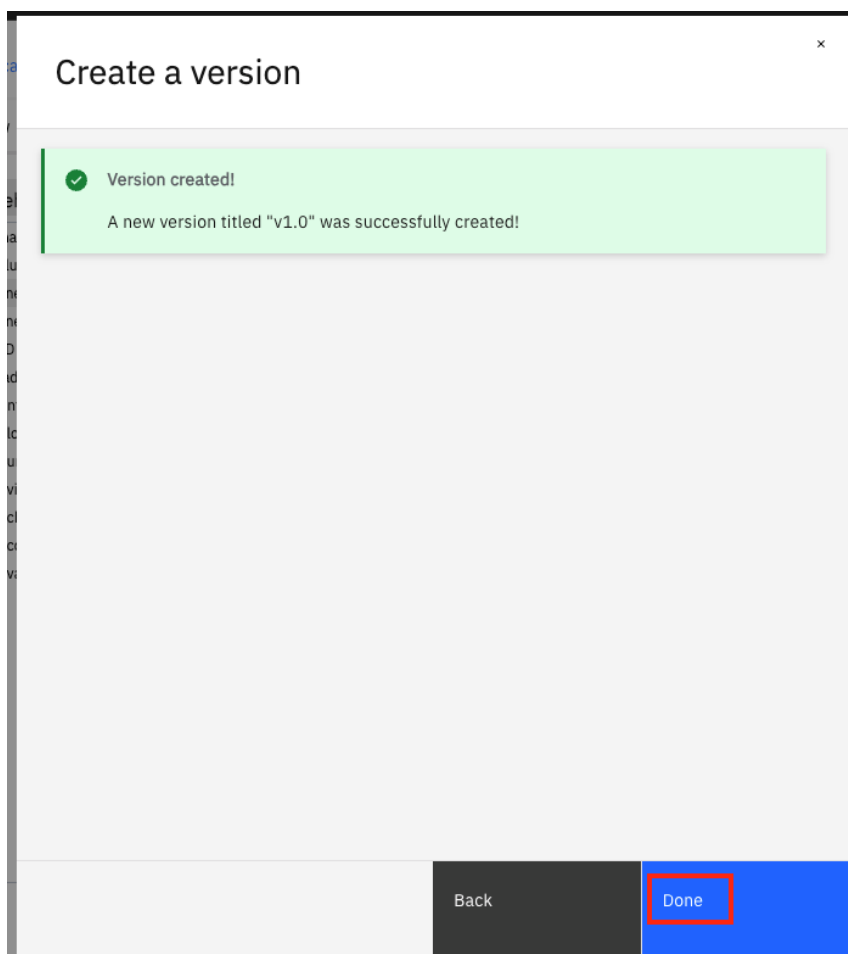
Description

Contains the responsive columns and custom header views

Cancel Create Version

This creates a new version of the toolkit.

36. Click on the **Done** button to confirm that the version was created



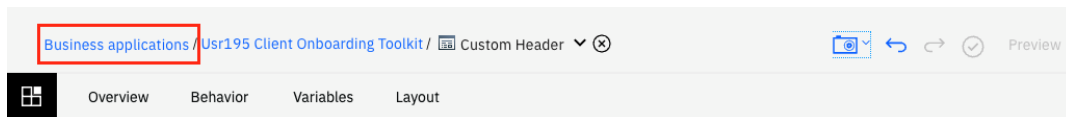
Create a version

✓ Version created!

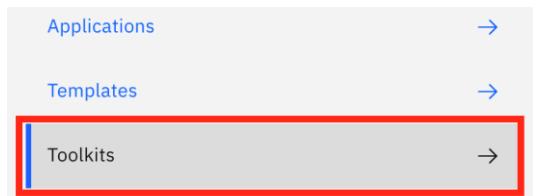
A new version titled "v1.0" was successfully created!

Back Done

37. Click on **Business applications** in the top-left corner to go back to the repository



38. Back in the repository, click on **Toolkits**



39. Click on the **UsrNNN Client Onboarding Toolkit** tile. Do **NOT** click on the open button as it will reopen the toolkit. You should now see the **v1.0** version in the details on the right

				Q	Create +
Version	Created	Status	Notes		
v1.0	3/26/2024		Contains the responsive columns and...		:

In the next exercise, we will use this toolkit in a **Client Onboarding** template. The template can then be used by application developers to create business applications based on the client onboarding template.

3 Exercise: Creating the Client Onboarding template

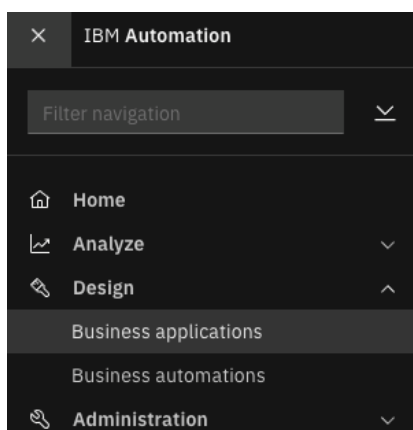
3.1 Introduction

In this exercise, we will create a template that will form as the start point for the **Client Onboarding** application in the next exercise.

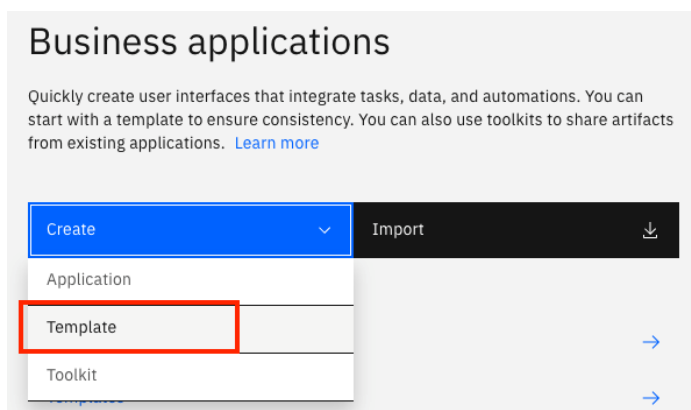
3.2 Exercise Instructions

3.2.1 Creating a template with toolkit dependencies

1. In your browser, open the IBM Automation page and login with the username & password assigned to you
2. In the top-left corner, click on the menu icon and select **Design** → **Business applications** to access the repository



3. Click on **Create** and select **Template**

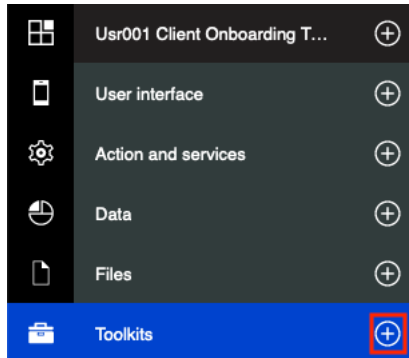


4. In the **Name** field, enter **UsrNNN Client Onboarding Template**
5. Provide an optional **purpose**
6. Click on **Create**

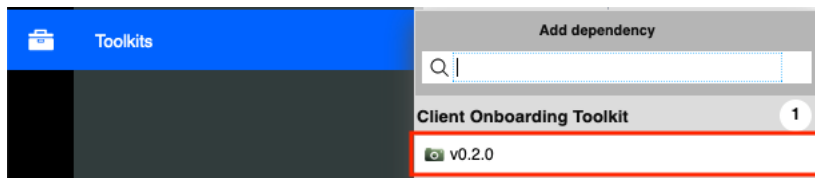
This opens the template editor at the Starting page. When an application is launched, this is the first page that a user will see. An application can contain several pages.

Next, we will add two toolkit dependencies that are required to build this template. The first toolkit is the pre-built **Client Onboarding Toolkit** that contains some artifacts required for this lab. The second toolkit is the **UsrNNN Client Onboarding Toolkit** that we just created.

7. In the Library pane, click on the **+** button next to **Toolkits**



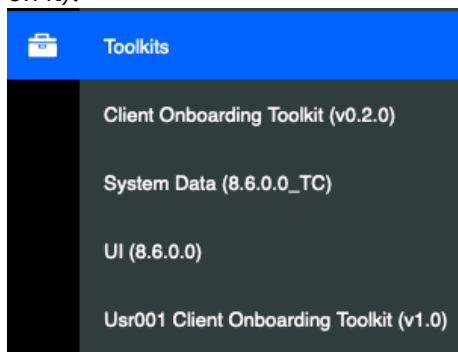
8. Select the last version under **Client Onboarding Toolkit**



Note: The version number shown might differ from the screenshot. Select the latest version available.

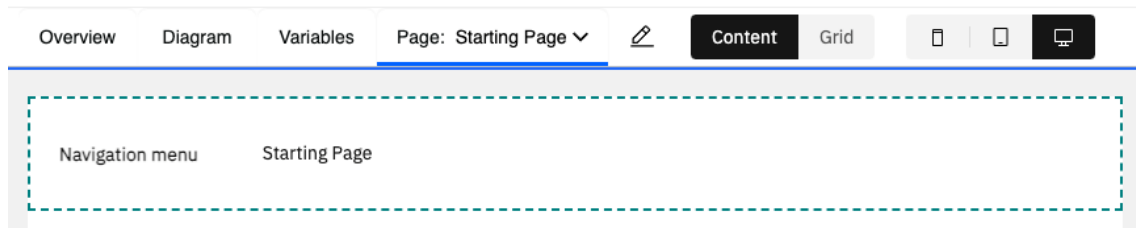
9. Similarly, add the latest version of the **UsrNNN Client Onboarding Toolkit** you created in the previous steps

The toolkits section should look as follows when expanded (you can expand the section by clicking on it):



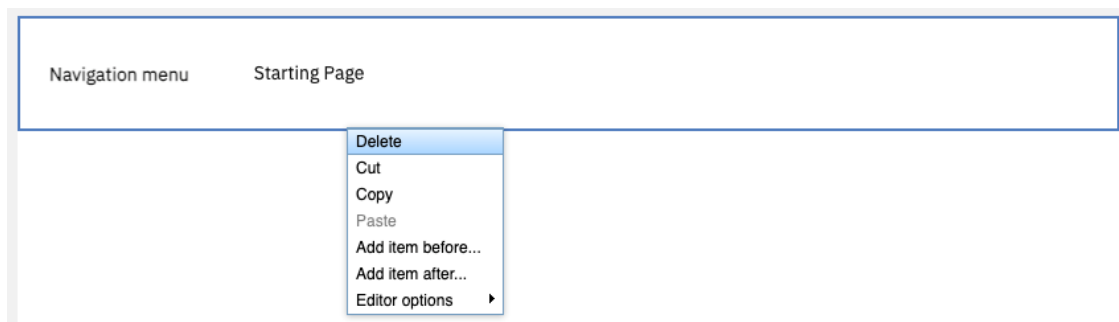
The **System Data** and **UI** toolkits are added to each application, template, and toolkit automatically.

Next, we will update the UI for the **Starting page**. The default page contains a navigation menu that shows the different pages in an application. The default navigation menu can be automatically updated as you add new pages and can also be customized to include additional navigational components that you may require in your application.



Using this menu is optional. As we don't need a navigation menu for this use-case, we will delete it.

10. Right click on the **Navigation menu** and click **Delete**.



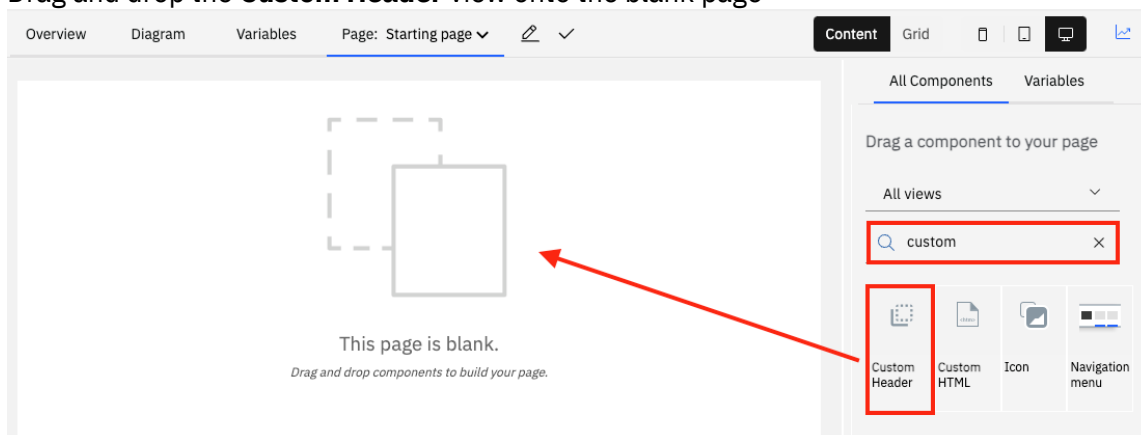
There should now be a message in the UI that says “This page is blank”. If you still see “Default Navigation Bar”, then right click on that, and delete it as well. Note that the default navigation menu can be added back later even if you choose to delete it now.

Next, we will update the **Starting page** to include the UI necessary for any **Client Onboarding** application. The UI will call out to any required automation services. [Automation services](#) are services that are published by developers using other capabilities of the platform e.g., Workflow and Decisions.

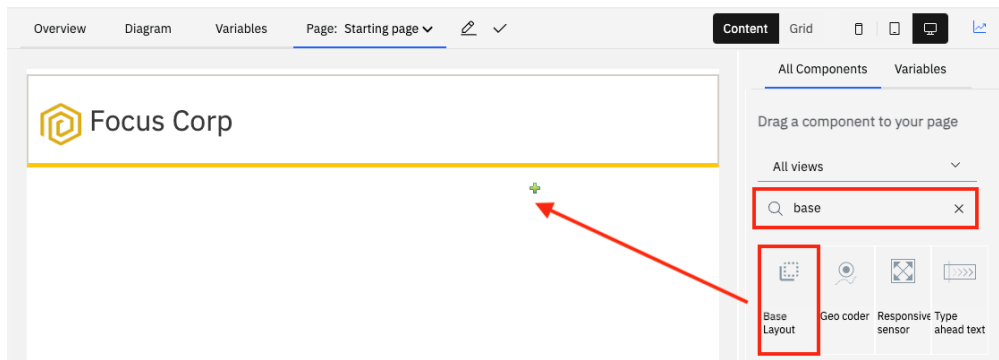
3.2.2 Creating UI that integrates with the Workflow capability

We will start by adding the **Custom Header** and **Base Layout** reusable views from the toolkits we just added to the template.

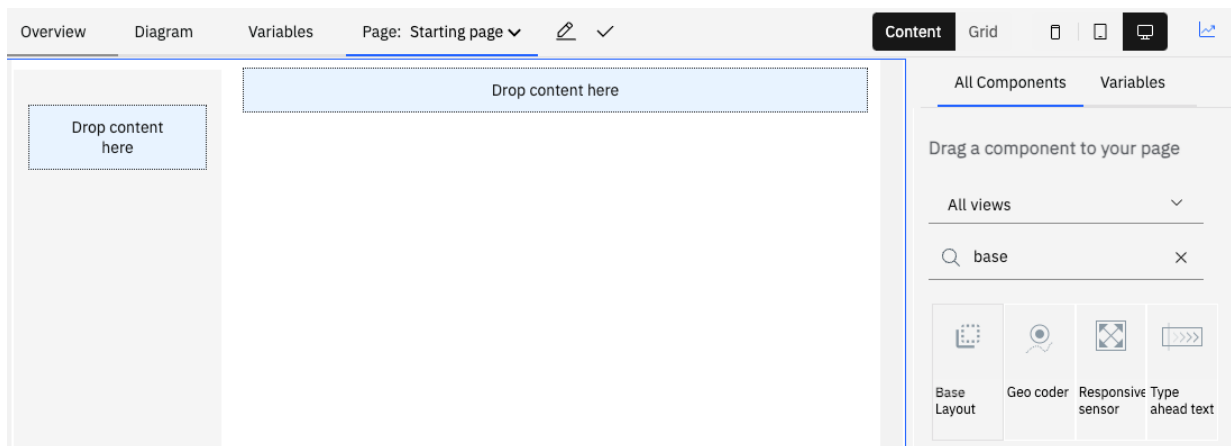
1. In the palette on the right-hand side, enter **custom** in the search field
2. Drag and drop the **Custom Header** view onto the blank page



3. Similarly, drag and drop the **Base Layout** view below the header



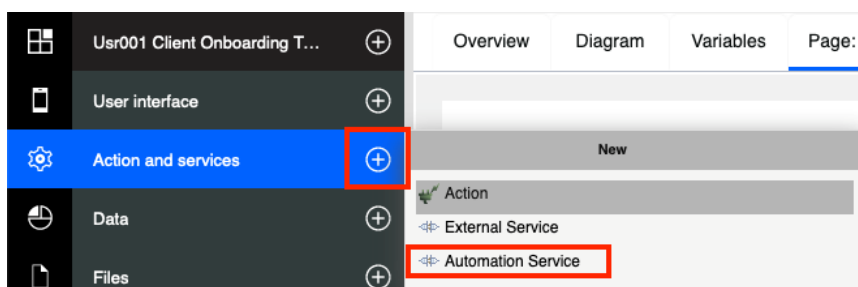
Your layout should now look as follows:



As you can see, you can add other views inside of the **Base Layout** view. This is because the Base Layout view uses the view **Content Box** that can contain additional UI elements.

Next, we will add an **automation service** to the template that will allow us to get the details of a client that is being onboarded. This automation service is published by the developer of a Workflow application and provides the details of a client based on the name of a known client. There are multiple ways to add an automation service to a template or an app. Let's look at the first one.

4. In the library pane on the left-hand side, click on the + button next to **Action and services** and select **Automation Service** as the artifact to create.



This launches the Automation Service discovery wizard that lets us add existing Automation Services to the template. The wizard shows all available Automation Services that are published from various capabilities of the Automation platform i.e., **Decision**, **Workflow** & **External Workflow**. The **External workflow** automation service is defined in an external Workflow system that can be both, a traditional install, or containerized install.

Automation services (2)		🔍	⚙️	◀
Client_Onboarding_Workflows Workflow	09/27/2022			
client_onboarding_decisions Decision	09/27/2022			

You may see a different list than the screenshot based on the system you are using.

5. Select the **Client_Onboarding_Workflows** automation service

This shows the available operations within this automation service which in this case are **getClientDetails**, **submitClientDocument**, and **createClientOnboardingRequest**. In the dropdown at the top, the last published version of the automation service is automatically selected. The dialog also gives us the option to select whether we want to use the default version at runtime. What this means is that if a new version of the automation service is available, the application will automatically use that version during execution. We will keep that option selected.

Client_Onboarding_Workflows

Decide which version to use at run time: ⓘ

☒ The default version
 ☐ This version

v4.4 (last published)

6. Click on the **twisty** icon next to the **getClientDetails** operation to view its details.

Here you can see that the automation service requires the input **clientName** and provides the details of the **client** as the output.

7. Select the **getClientDetails** operation.

<input checked="" type="checkbox"/>	Operation	Description	
<input checked="" type="checkbox"/>	getClientDetails	Get the client details based on the name of the client	
	Input	Type	Description
	clientName	string	Name of the client that is being looked for.
	Output	Type	Description
	client	Client	Client Details.

For this template, we need only the **getClientDetails** operation.

8. **Uncheck** the **submitClientDocument** and **createClientOnboardingRequest** operations

All operations (3)		Selected (1)	
<input type="checkbox"/>	Operation	Description	
<input checked="" type="checkbox"/>	getClientDetails	Get the client details based on the name of the client	
<input type="checkbox"/>	submitClientDocument	Submit a client document to the onboarding request	
<input type="checkbox"/>	createClientOnboardingRequest	Starts a new Client Onboarding Request Case	

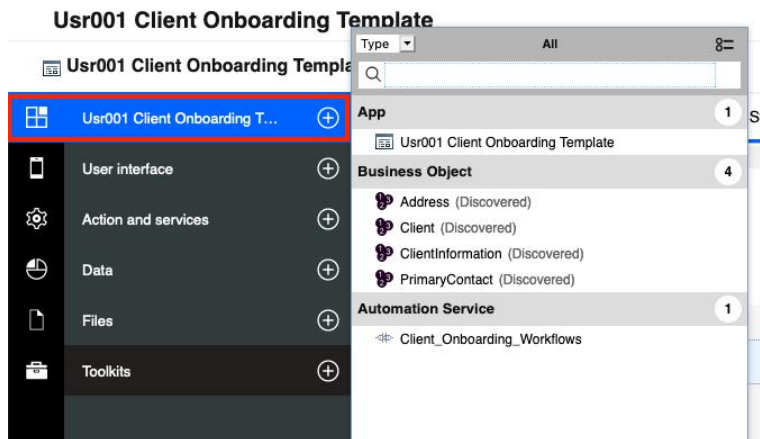
- Click on **Add (1)** to add that automation service to the template

This automatically opens the **Client_Onboarding_Workflows** automation service in the editor. This editor shows the details of the operation just like it did in the automation service discovery wizard.

- Close the editor for **Client_Onboarding_Workflows** by clicking on the **X** button in the top-left corner

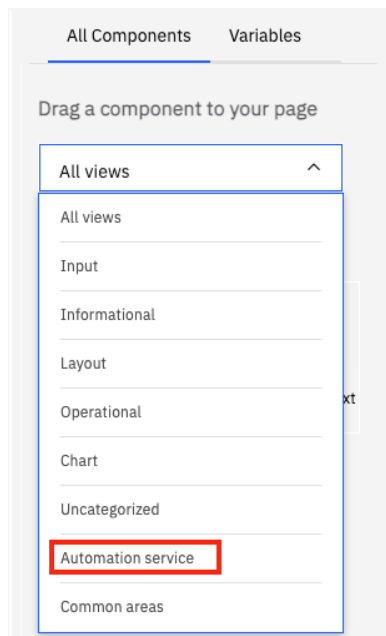
Business applications / [Usr195 Client Onboarding Template.](#) / [Client_Onboarding_Workflows](#) 

- Click on the first row (name of your template) in the library pane



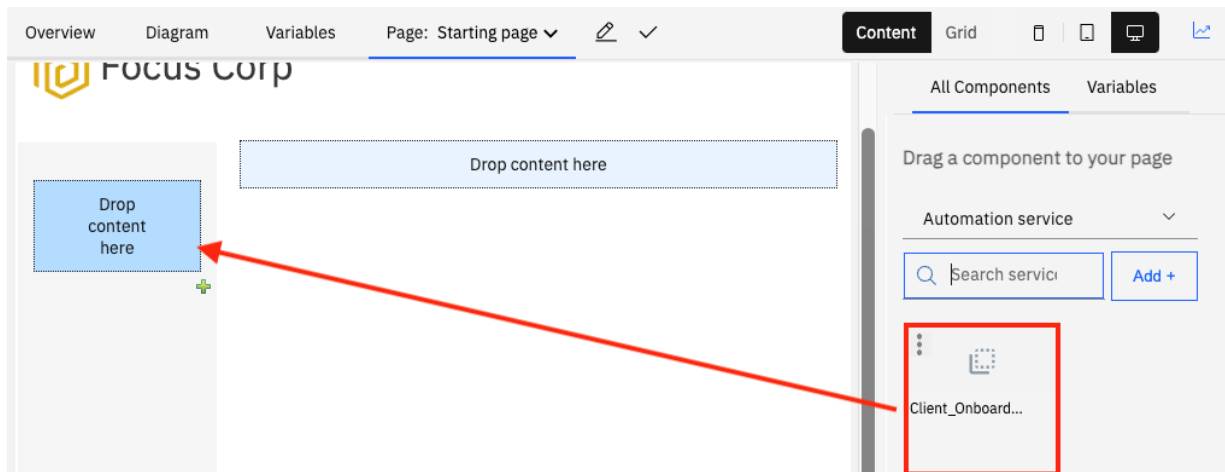
As you can see, the automation service **Client_Onboarding_Workflows** was added to the template along with all the business objects required to execute the service. Business objects are artifacts that encapsulate the business data just like Views encapsulate the UI.

- Back in the editor, in the palette on the right-hand side, switch to the **Automation service** option where it currently says **All views**



You will see that the **Client_Onboarding_Workflows** automation service is also shown here (you may have to clear any text present in the search field first). The right-hand side palette contains not only Views representing UI but also services and variables that can be dropped to the editor to create the relevant UI automatically. Users in the advance view mode have more views, than the users in the basic view mode.

13. Drag and drop the automation service from the palette to the grey column on the left where it says **Drop content here**



This pops up a wizard to call the automation service from the starting page. This wizard contains the list of operations available within the automation service and the inputs and outputs relevant to that operation. It also provides the users the ability to automatically create new variables and UI fields required to call this automation service.

14. Uncheck the **Create field on page** option for the **Output** as we will create the UI for the output in a different place on the page than the one we dragged the automation service to

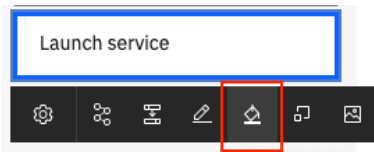
The screenshot shows the 'Call an automation service' wizard. It has a title bar with a close button. Below the title, it says 'Select your operation, and then set the inputs and outputs that will be created.' There are two sections: 'Operations' and 'Inputs'. The 'Operations' section has a dropdown menu with 'getClientDetails' selected and an 'Add operation +' button. The 'Inputs' section has a table with columns: 'Variable options', 'Variable names', 'Create field', 'Parameter name', and 'Type'. There is one row with 'Create new variable' in the first column, 'clientName' in the second, a checked 'Create field on page' checkbox in the third, 'clientName' in the fourth, and 'String' in the fifth. Below the 'Inputs' section is the 'Outputs' section, which has a table with columns: 'Parameter name', 'Type', 'Variable options', 'Variable names', and 'Create field'. There is one row with 'client' in the first column, 'Client' in the second, an arrow in the third, 'Create new variable' in the fourth, and an unchecked 'Create field on page' checkbox in the fifth. The 'Create field on page' checkbox in the 'Outputs' section is highlighted with a red box.

15. Click on **Done**

This adds the **Client Name** field on the page along with a **Launch service** button that will call the automation service when it is clicked.

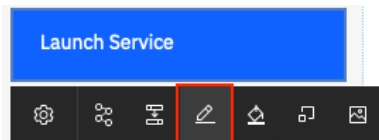
The screenshot shows a form with a label 'Client Name' and a text input field. Below the input field is a button labeled 'Launch service'.

16. Click on the **Launch service** button and then click on the **Select color** icon



17. Select the **Primary (dark blue)** color

18. Click on the **Change label** icon to change the label of the button



19. Update the label of the button to **Search**

20. Click on **Select icon** to add an icon to the button

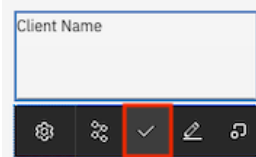


21. In the select icon wizard, enter **searc** and pick one of the icons to show on the button



Next, we will add validation to the **Client Name** field so that it is marked as required.

22. Click on the **Client Name** field and then click on the validation icon



This shows the page validation wizard. The page validation wizard allows both technical and business users to validate items on a page when a certain event occurs. By default, the **clientName** field is marked as **Required** as we clicked on the validation icon for that field.

Note the other two sections in the page validation wizard:

- **Stay on this page when errors exist:** This allows the developer to select a navigation event (e.g.: a button) that takes the user away from the page. If errors exist, the navigation event will not be triggered, and the user will stay on the current page.
- **Disable this view when errors exist:** This allows the developer to select a view that can be disabled when errors exist on the page.

We will now disable the Search button when the Client Name field is empty.

23. Click on **Add item +** under **Disable this view when errors exist**

Edit page validation

Add data items to validate on this page. You can mark an item as required, and validate it's value. You can also define how validation errors are handled.

Define what to validate Add item +

clientName (String)

☒ Required

Stay on this page when errors exist Add item +

Disable this view when errors exist Add item +

24. Click on the **Search** button and then **Finish** to add it as an item to disable. Your page validation wizard should look as follows:

Edit page validation

Add data items to validate on this page. You can mark an item as required, and validate it's value. You can also define how validation errors are handled.

Define what to validate Add item +

clientName (String)

☒ Required

Stay on this page when errors exist Add item +



Disable this view when errors exist Add item +

Search (Button)

25. Click on the **OK** button to close the page validation wizard

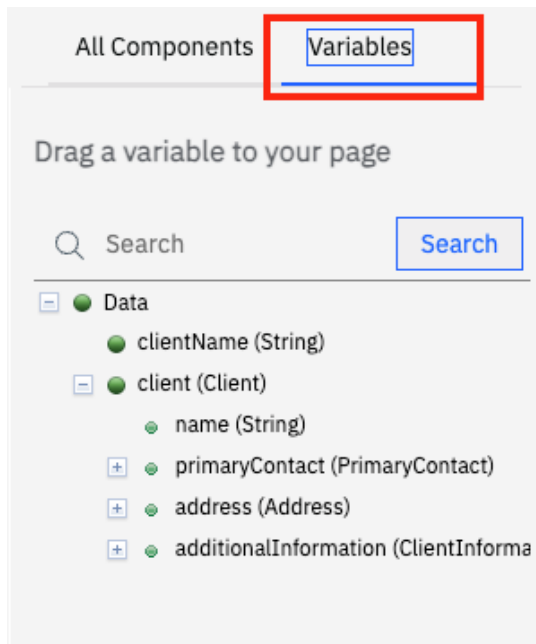
You will now see a red asterisk next to the client name field denoting it as a required field.

Note: This wizard can also be accessed by clicking on the validation icon next to the name of the page in the top toolbar.

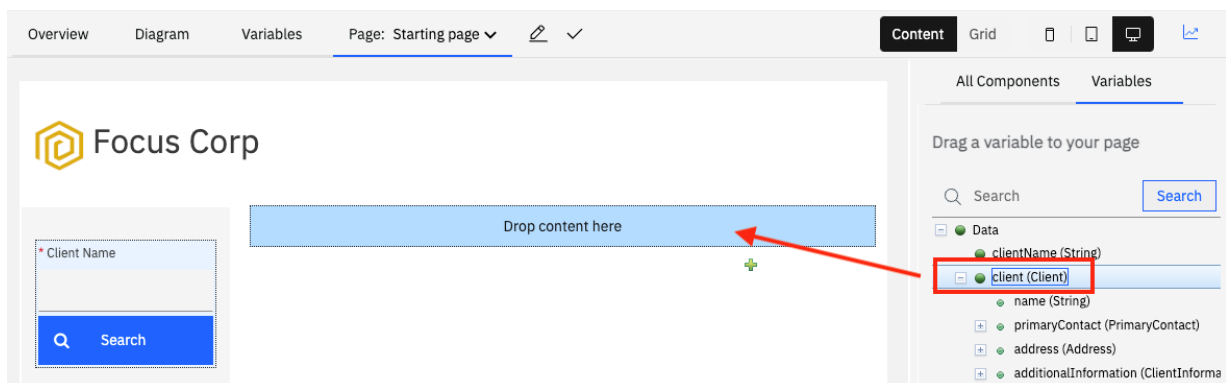
Overview Diagram Variables Page: Starting page ▾  

Now that we've configured the client name field, we will add the UI fields to show the client details on the page. The client details will be filled when the **Search** button is clicked as it is the output of the automation service we added to the template before.

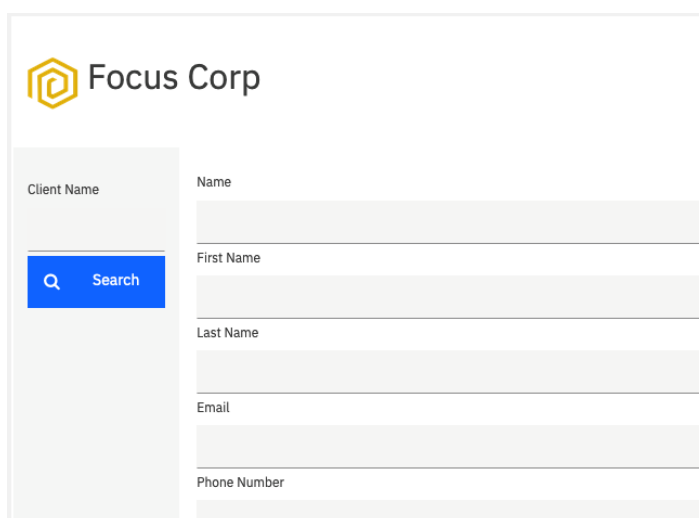
26. In the palette on the right-hand side, select the **Variable** tab



27. Drag and drop the **client** variable into the right column on the page

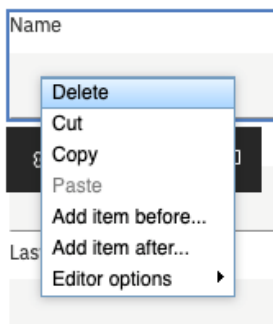


This automatically creates all the fields required to show the client details on the page. Scrolling down on the fields will show you that the fields created automatically point to the right view depending on the type of field. For example, the **Defaulted payment** field is a checkbox because the field is bound to a variable that is a Boolean.



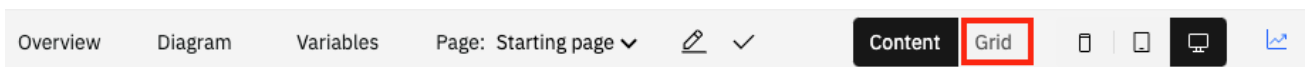
Next, we will customize the UI that was automatically created by dragging and dropping the variable.

28. Right click on the **Name** field and delete it as we already have the client name in the left column

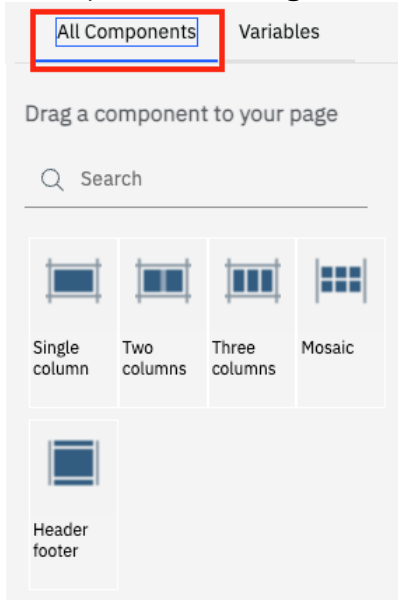


Next, we want to make the page responsive so that a desktop screen can show more views vs a mobile or a tablet screen. We can do that use **Grids**.

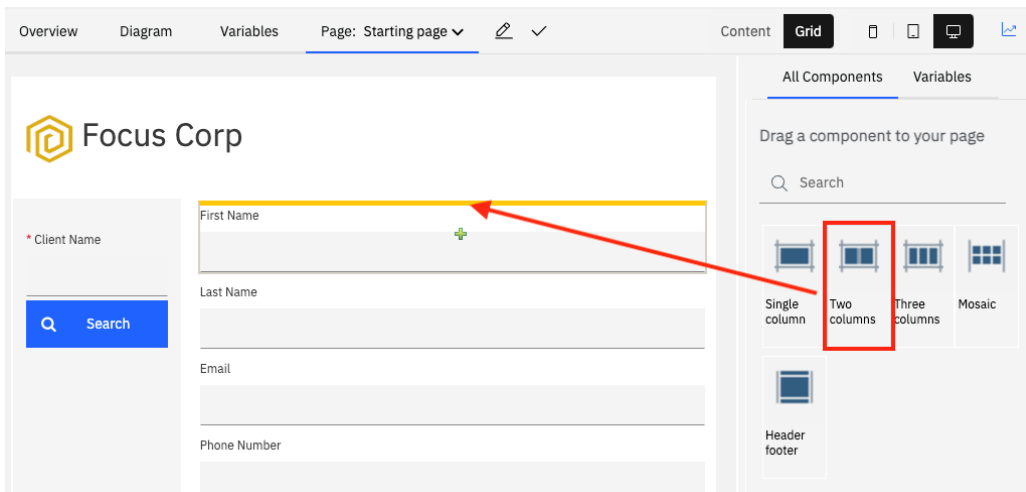
29. In the top-toolbar, click on **Grid**



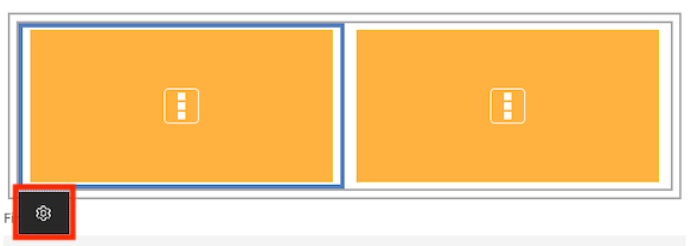
30. In the palette on the right-hand side, select the **All Components** tab



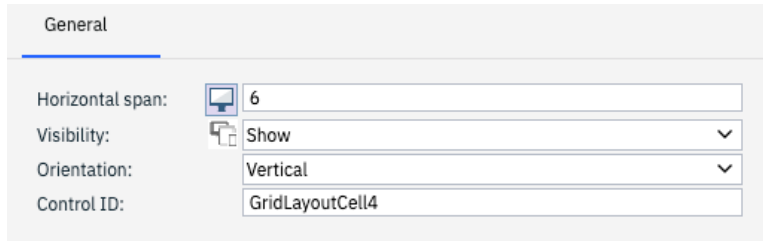
31. From the right-hand side palette, drag and drop the **Two columns** grid above the **First Name** field



40. Click on the yellow portion of one of the columns in the grid and click on the **Properties** icon to open the properties of that column

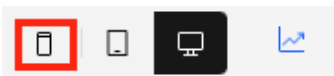


In the Properties pane, observe that the value in the **Horizontal span** is field is **6**.



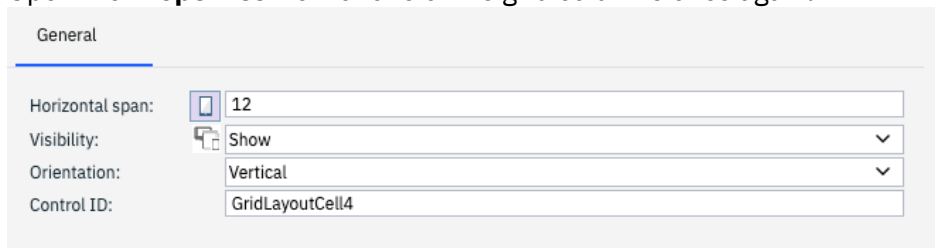
A grid is a container that is **12 units** wide. This means that the column with a span of **6** will take half the width of the grid. This property is useful to create UIs that are responsive. i.e. work on devices with different screen sizes.

41. Click on **Cancel** at the bottom
42. In the top toolbar, select the **Small screen** option



Observe how the editor now contains a mock mobile view to emulate a small screen, and the columns of the grid automatically react to the change in screen size.

43. Open the **Properties** view of one of the grid columns once again.

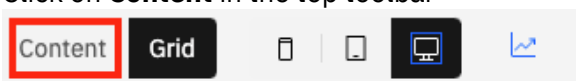


You can see that the **Horizontal span** is now set to **12** which means that it will span the entire width of the container. The icon besides the value also displays a mobile icon showing that the value is set for mobiles only. Users can create complex applications that are responsive by using grids and modifying the horizontal span based on the design requirements of that application.

44. Close the property editor by clicking **Cancel** and switch back to the **Large screen** editor



45. Click on **Content** in the top toolbar



Note: It is important to go back to the Content tab. If you stay on Grid tab you will not be able to drag and drop components from the page into the grid that was just added to the page. If you are unable to drag and drop components from the page into the grid, make sure you are at the Content tab!

46. Drag and drop the **First Name** and **Last Name** fields to the left and right columns of the grid

They should now be side-by-side:

First Name	Last Name
<input type="text"/>	<input type="text"/>

47. Optionally, you can switch back to the **Grid** view and add additional grids to the page to customize it

You can add additional grids by hovering over the existing ones and clicking the **+** button or drop more **Two Column** grids from the palette onto the page. Adding additional grids means that on larger screens, more fields are displayed horizontally and on a smaller screen, they will be displayed vertically. If you do this for all fields, your page will look similar to the screenshot below:

Focus Corp

* Client Name

Search

First Name	Last Name
<input type="text"/>	<input type="text"/>
Email	Phone Number
<input type="text"/>	<input type="text"/>
Street	Unit
<input type="text"/>	<input type="text"/>
City	Zip Code
<input type="text"/>	<input type="text"/>
State	Country
<input type="text"/>	<input type="text"/>
Annual Revenue	Company Age
<input type="text"/>	<input type="text"/>
<input type="checkbox"/> Defaulted Payment	Number Of Employees
	<input type="text"/>

48. Click on **Preview** in the top-right corner to preview the template built so far and test it



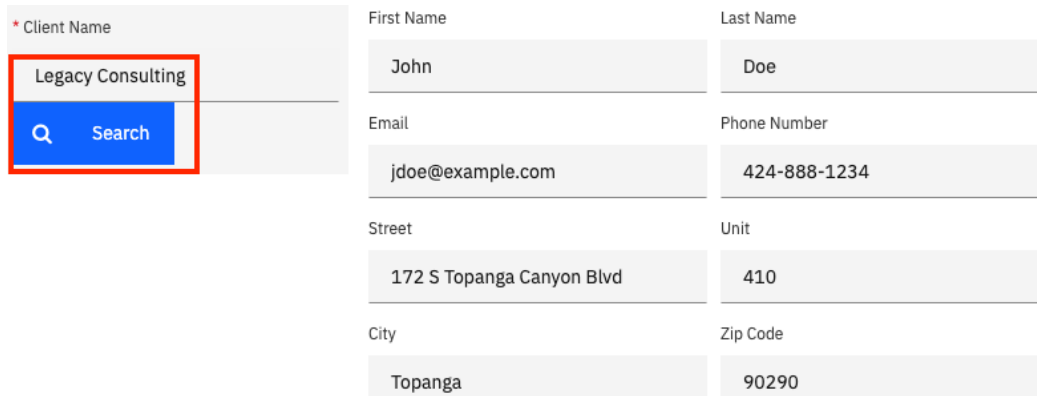
Clicking on the Preview button deploys the template as an app to a **Playback Application Engine** that is separate from the **Business Automation Application Engine** used for apps published to production. Once the deployment is complete, it launches the app in a new window.

Note: You may have to allow browser pop-ups to see the previewed app.

49. Once the app launches, enter **Legacy Consulting** in the **Client Name** field on the left

50. Click on **Search**

(If the button is not enabled, you need to exit the Client Name field by pressing tab.)



The screenshot shows a form for client onboarding. On the left, there is a field for 'Client Name' with the text 'Legacy Consulting' and a blue 'Search' button with a magnifying glass icon. The button is highlighted with a red rectangle. To the right of the 'Client Name' field, there are several other fields arranged in a grid: 'First Name' (John), 'Last Name' (Doe), 'Email' (jdoe@example.com), 'Phone Number' (424-888-1234), 'Street' (172 S Topanga Canyon Blvd), 'Unit' (410), 'City' (Topanga), and 'Zip Code' (90290).

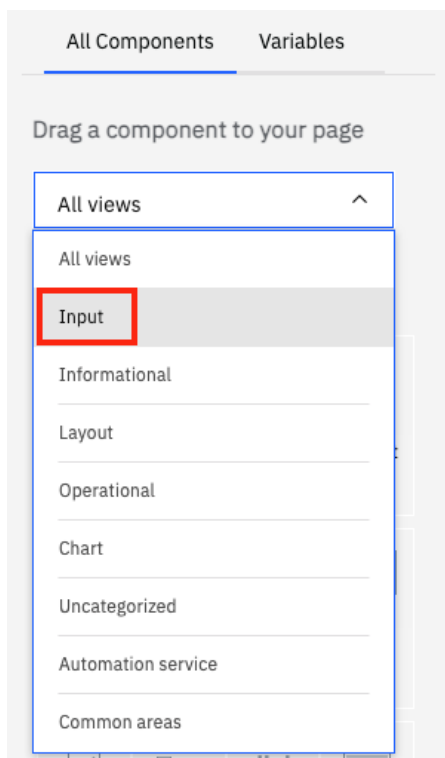
This calls the automation service and fills in the fields on the page with the output of the service. As the automation service is published by a Workflow developer, the automation service in the background invoked the Workflow service to get the details of the client.

51. **Resize** the browser window in different sizes to verify the responsiveness of the app

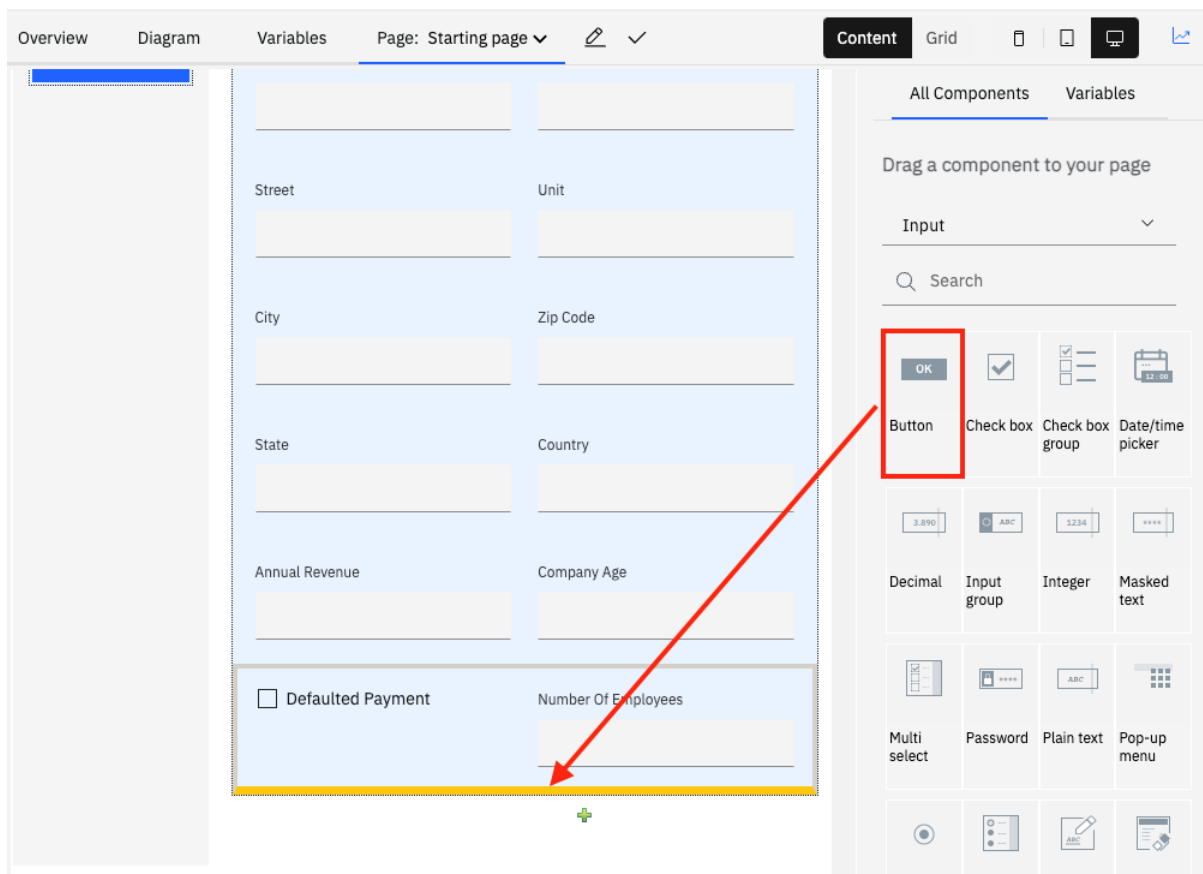
52. **Close** the browser window displaying the previewed app

Next, we will add a button that takes us to a new page to review documents associated with the client being onboarded. This will allow you to see how a user can integrate with the Content capability using the out-of-the-box Content toolkit.

53. In the palette on the right, select the **Input** option in the dropdown



54. Drag and drop the **Button** view below the grid on the page



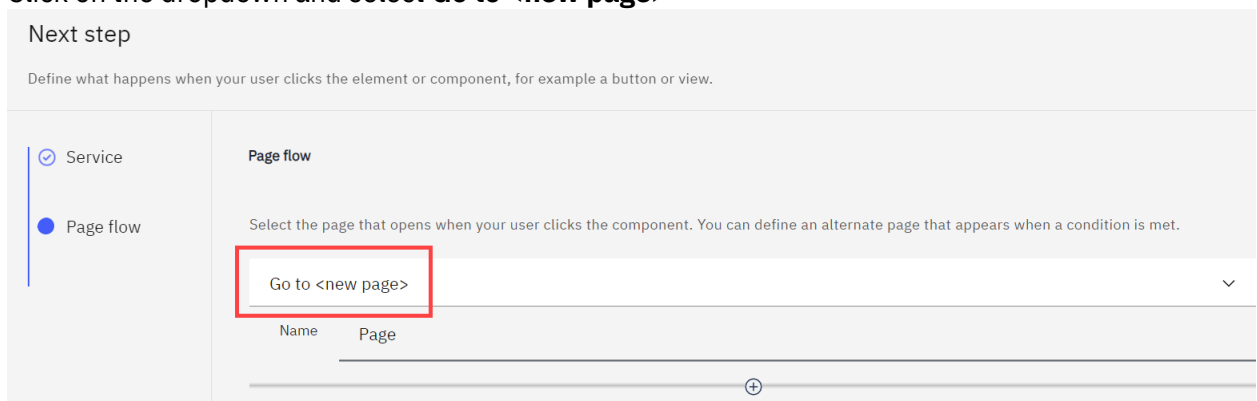
Hint: You know the view is being added below the grid, when the grid is highlighted in blue.

Adding a button to the page shows the **Next step** wizard that allows users to configure the steps to be performed when this button is clicked. The first page contains **Service** options i.e., which service should be executed when the button is clicked. In this case, we just want to go to a new page so we can leave the default option **Does not call a service** selected.

55. Click on **Next**

This shows the **Page flow** part of the wizard where users can select the page the app should navigate to on the click of the button.

56. Click on the dropdown and select **Go to <new page>**



Notes:

- A button can both call a service and navigate to another page on a click. The service will be called before navigating to the selected page.
- The **+** button below the name field, allows users to conditionally navigate to a different page based on the value of a variable. For example, you can go to a specialized page if the client's annual revenue is above a certain amount. For the purposes of this lab, we will not be doing that. If you did click on the button, you can remove the added option by clicking on the **x** icon next to it.

57. In the **Name** field, enter **Review Documents**

58. Click on **Done** to close the wizard

Next step

Define what happens when your user clicks the element or component, for example a button or view.

☒ Service

☐ Page flow

Page flow

Select the page that opens when your user clicks the component. You can define an alternate page that appears when a condition is met.

Go to <new page>

Name: Review Documents

Cancel Done

59. Style the button to call it **Review Documents**, with a **dark blue** color and a **document icon**

60. In the page dropdown at the top, select the **Review Documents** page to edit its layout

Overview Diagram Variables Page: Starting page

Starting page

Review Documents

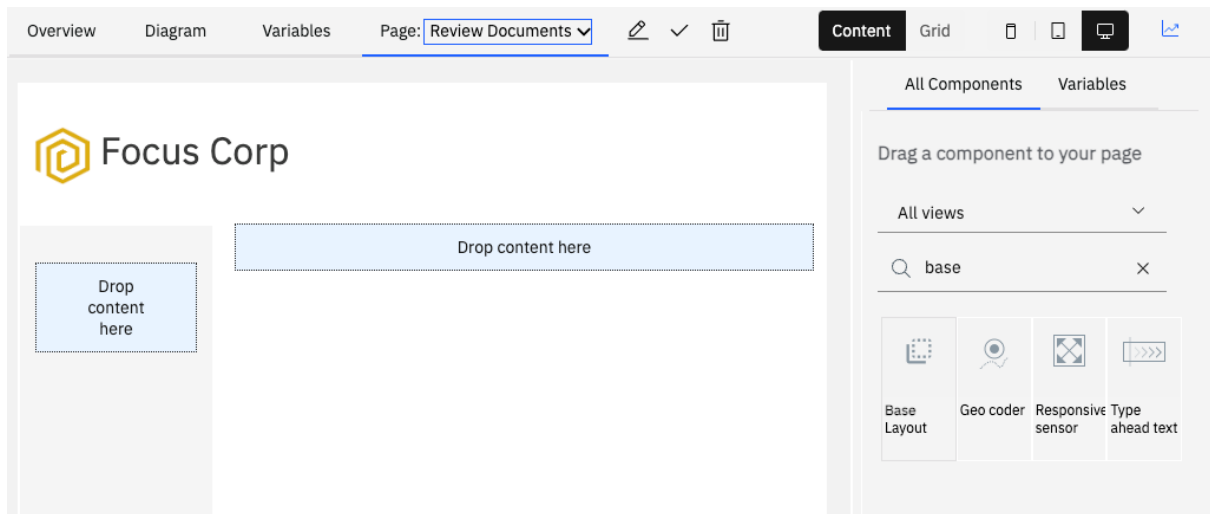
New...

Default navigation bar

Focus Corp

As you can see, the default navigation menu now shows **Starting page** and **Review Documents**.

61. Add the **Custom Header** and **Base Layout** views to the editor like we did for the **Starting page**



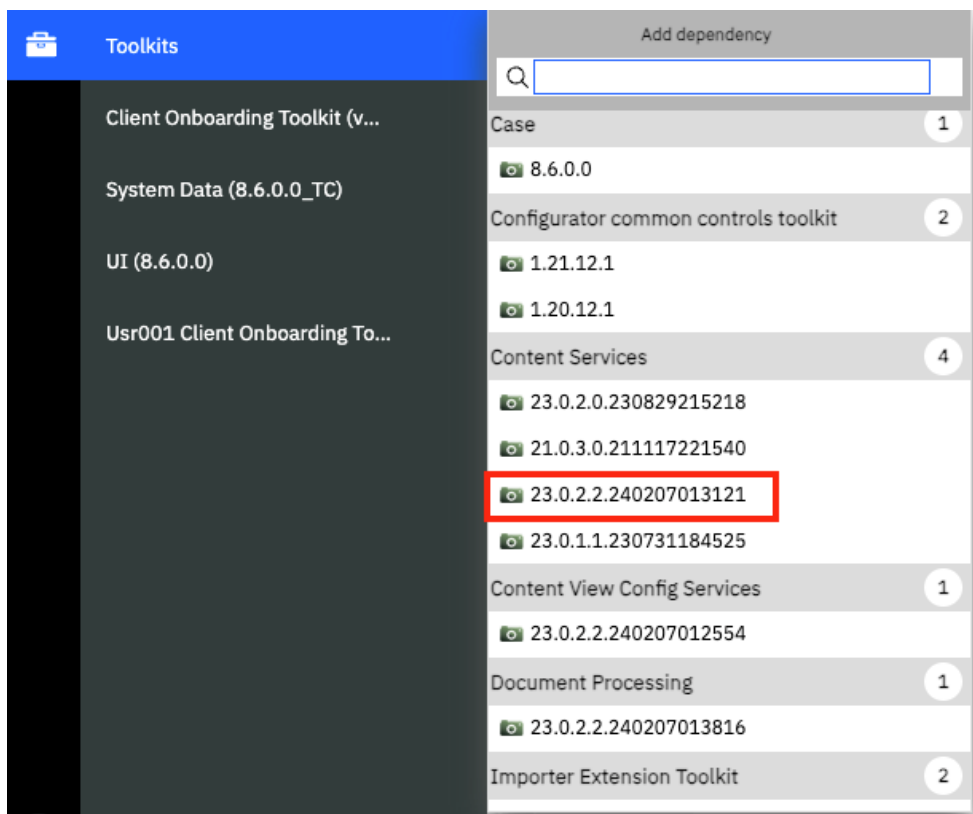
As we need to interact with the Content capability next, we will add the out-of-the-box **Content Services** toolkit to the template.

3.2.3 Creating UI that integrates with the Content capability

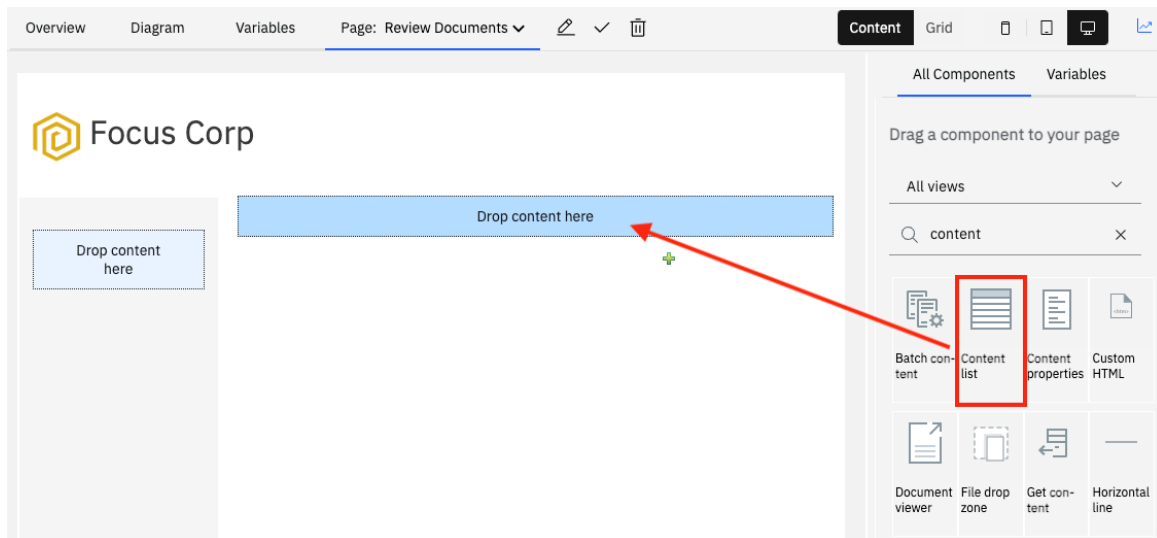
1. Add the **Content Services** toolkit as a dependency to the template

If there are multiple versions listed, pick the **latest version**. In this example the latest version starts with **23.0.2.2**.

Note: The versions shown in your lab environment might be different.

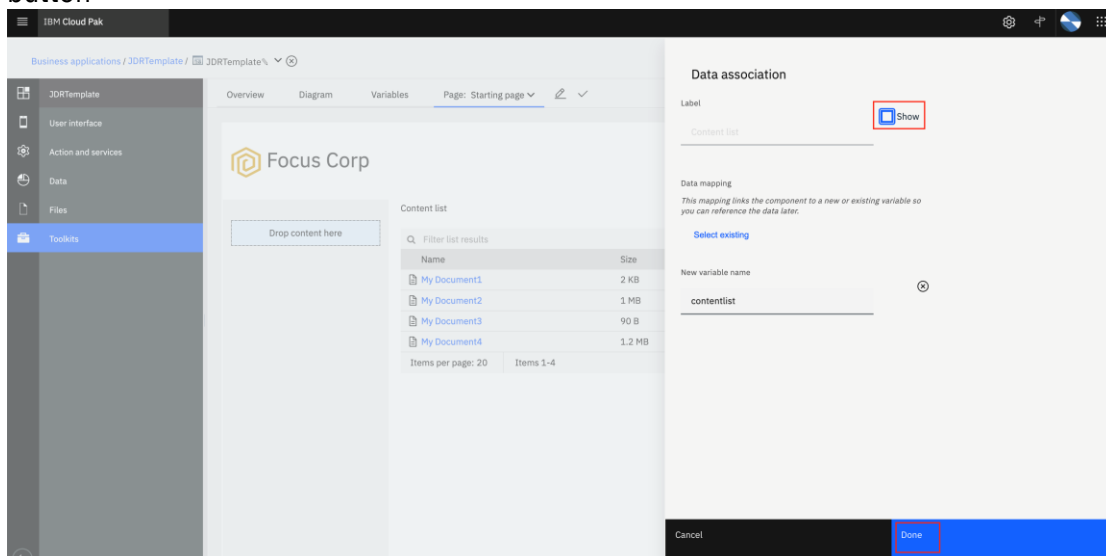


- From the palette on the right-hand side, drag and drop the **Content list** view onto the editor

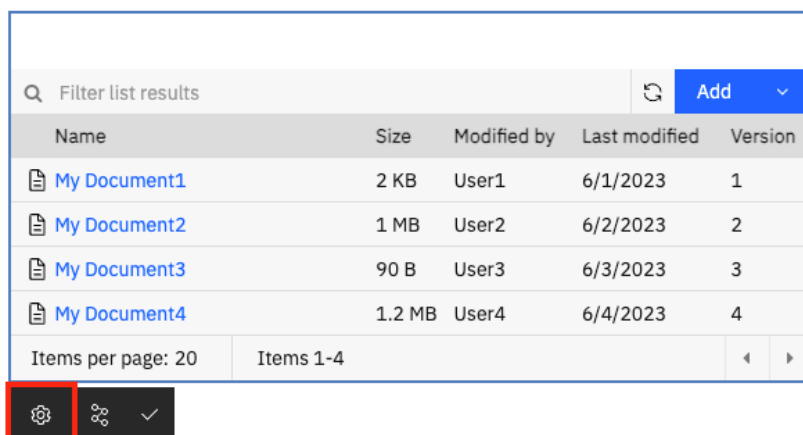


This view is a part of the **Content Services** toolkit and provides a low-code way to interact with documents and folders in a content repository.

- On the **Data association** panel, click the **Show** checkbox to clear the selection and click the **Done** button



- Open the **Properties** pane for the view



5. Click on **Switch to the basic properties**

The screenshot shows the 'Properties' dialog box for a 'Content list' control. The 'General' tab is selected. In the 'Common' section, the 'Label' is 'Content list' and the 'Control ID' is 'Content_list1'. In the 'Behavior' section, the 'Binding' is 'contentlist (CSContentItem)', the 'View' is 'Content list (CSContentItem)', and the 'Label visibility' is set to 'Hide'. A red box highlights the 'Switch to basic properties' button in the top right corner. At the bottom, there are 'Cancel' and 'Done' buttons.

We will now need to select a repository that we want to view the list of documents from.

6. In the **Select repository** field, select the target object store of your system (here **BAWTOS**)

The screenshot shows a dropdown menu titled 'Select repository'. The menu is open, displaying a list of repositories: DEVOS1, AEOS, BAWDOCS, BAWDOS, and BAWTOS. The 'BAWTOS' option is highlighted in blue at the bottom of the list.

Next, we want to search for documents in the **Client Documents** folder of this repository that have a property **Client Name** that matches the name of the client being onboarded.

7. Expand the **Select search** section

8. Click on **Set**

9. Click on the **Root Folder** link

The screenshot shows the 'Select search' section of the configuration interface. The 'Select search' label is highlighted with a red box. Below it, the text 'Define the search criteria with which to populate the content list.' is visible. The 'Search in folder' section shows 'Not set' and a red box around the 'Set' button. Below this, the 'BAWTOS' repository is selected, and a table of folders is displayed. The 'Root folder' link is highlighted with a red box. The table has a header 'Name' and a row with a folder icon and the text 'Root folder'. At the bottom, there is a footer with 'Items per page: 20' and 'Items 1-1'.

10. Select the **Client Documents** folder by clicking on the radio button next to the folder

BAWTOS / Root folder

Filter displayed list results

Name	
<input checked="" type="radio"/>	Client Documents
<input type="radio"/>	CodeModules
<input type="radio"/>	IBM Case Manager

Items per page: 20 Items 1-3

11. Select the **Search only this folder** checkbox to avoid checking subfolders

12. In the **Search type** field, select the **Client Document** type

13. In the **Search property** field, select the **Client Name** property

14. In the **Operator** field, select the **Equals** operator

Client Documents Set Clear

☒ Search only this folder Root search name ⓘ

Search for ⓘ Search type ⓘ

Documents Client Document

Search property ⓘ Operator ⓘ Default value ⓘ

Client Name Equals

The configuration for the Content List also allows developers to enable search filters instead of providing a search property.

15. Click on **Add Filter +**

Under the **Filter property** field, you can see that the developers can choose from all the document properties in the selected repository.


16. Click on **Cancel** to close the **Edit filter** popup as we don't need any filters for our use-case

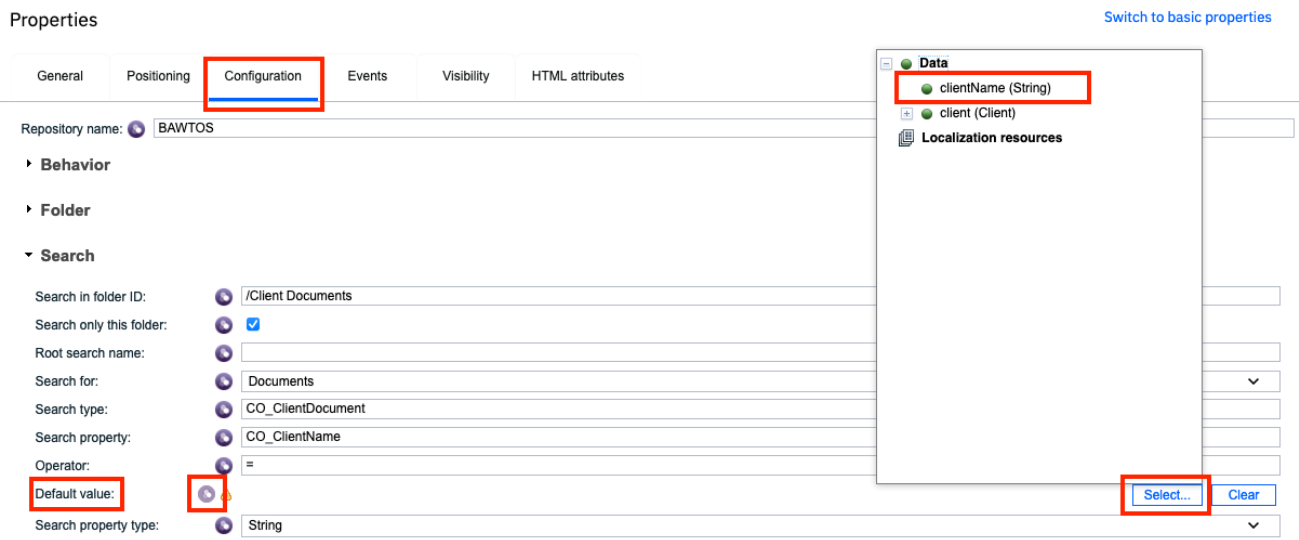
For the search property, we want the **Default value** to be the name of the client. Since this is a variable, we will have to use the advanced mode.

17. At the top of the properties pane, click on **Switch to advanced mode**

18. Click on the **Configuration** tab

19. Expand the **Search** section

20. For the **Default value** field, click the variable picker icon  and **Select** the **clientName** variable

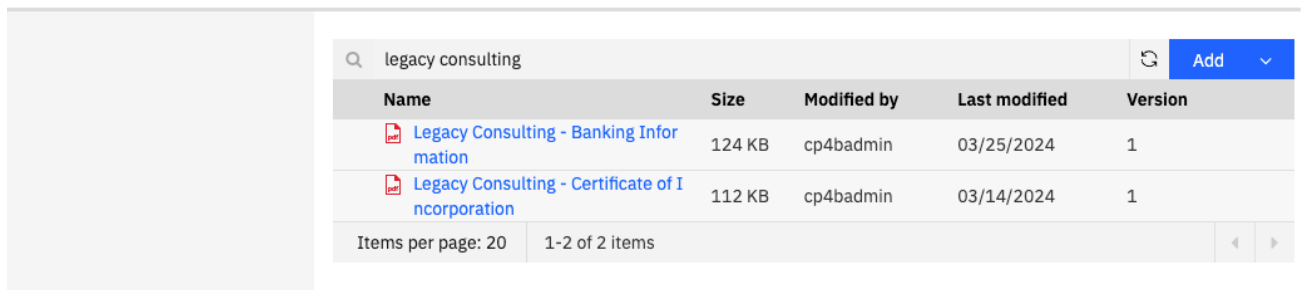
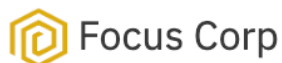




21. Click on **Done** to close the properties pane

22. Click on **Preview** in the top-right corner to preview the changes made to the template

23. Once the app opens in a new window, enter **Legacy Consulting** in the **Client Name** field and click on **Search**
(If the button is not enabled, you need to exit the Client Name field by pressing tab.)

24. Click on **Review Documents** to go to the next page. Verify that the **Content List** does a search for **Legacy Consulting** and shows two documents



Name	Size	Modified by	Last modified	Version
 Legacy Consulting - Banking Information	124 KB	cp4badmin	03/25/2024	1
 Legacy Consulting - Certificate of Incorporation	112 KB	cp4badmin	03/14/2024	1

Items per page: 20 1-2 of 2 items

25. Close the preview window to go back to the Application Designer

3.2.4 Persisting data within an application

When you preview the template again, the app starts fresh with no data persisted in it. For cases where users want to work on an app but come back to it later, the [Application Designer provides the ability to persist the data](#) so that it can be accessed again when an app is re-launched. Next, we will enable this persistence for the variables that were automatically created on the addition of the automation service.

Note: When a user starts an application, they “own” the instance of that application. A user can only run a single instance of an application at the time and cannot pass the ownership/control of that application to another user.

1. Click on the **Variables** tab of the template



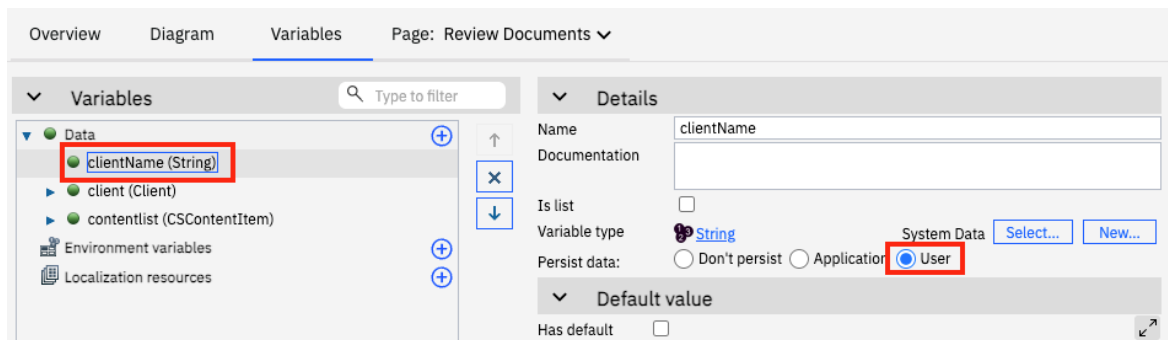
2. Click on the **clientName** variable

The **Persist data** field offers options to persist the data for an application or a user:

- The application option persists the data in the context of an application and any user launching this app will see data persisted by other users.
- The user option persists the data in the context of an application **only** for that user. Other users launching this app will work with their own data.

In both cases, the persisted data remains even if the application ends, and a new instance of the application is launched. The user can choose to automatically clear the persisted data at the end of an application.

3. For this lab, select the **User** option



4. Repeat the data persistence step for the **client** variable
5. **Preview** the template
6. Enter **Legacy Consulting** in the **Client Name** field
7. Click on **Search**
8. Click on **Review Documents** to go to the next page
9. Close the preview window
10. Preview the template again

You will see that the client data is now persisted. Next, let's see how the persisted data can be cleared when the application ends. For this we will first need to add a button that ends the application.

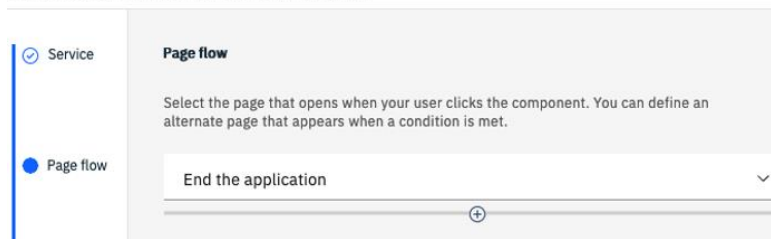
11. Close the preview window and go back to the Application Designer
12. In the **Review Documents** page, add a **Button** below the **Content List**

This brings up the **Next step** wizard. At this point, in the Client Onboarding end-to-end scenario, we call an automation service from an external Workflow system to launch a new Client Onboarding Workflow. For this lab, as we have already learnt how to call an automation service, we will just end the application.

13. Click **Next**
14. In **Page flow**, select **End the application**

Next step

Define what happens when your user clicks this button.



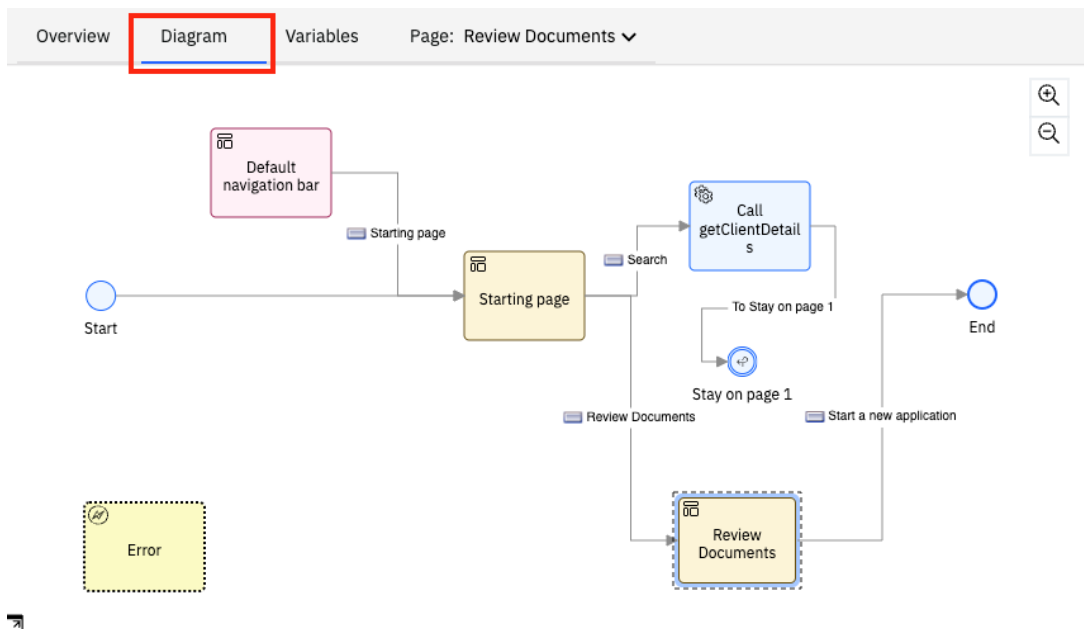
When you end an application, the application window is closed. We can customize this behavior.

15. Click on **Done** to close the wizard

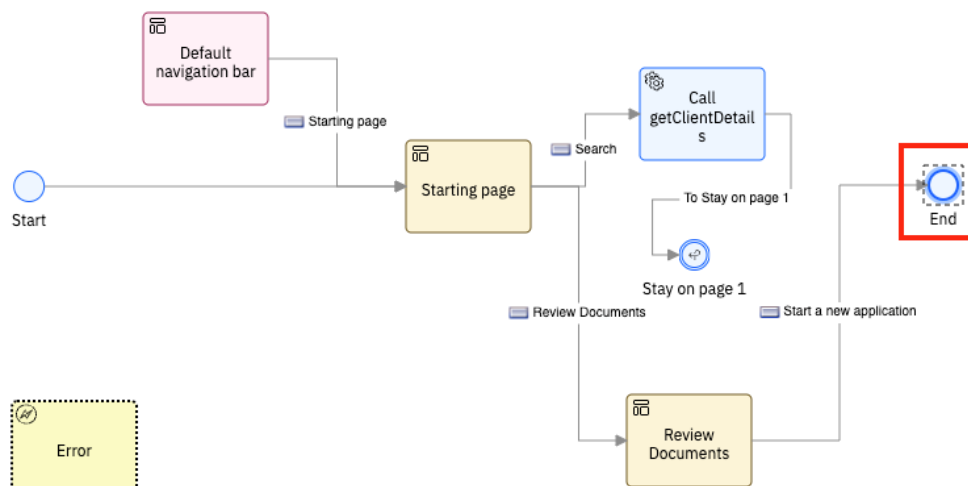
16. Customize the button by calling it **Start a new application**, changing the color to **dark blue**, adding an icon

Next, we will update the template so that the application restarts when we end it.

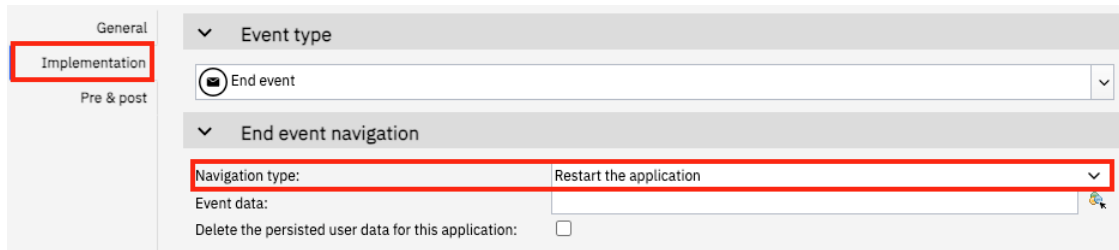
17. Select the **Diagram** tab at the top



18. Click on the **End** node in the auto-generated diagram



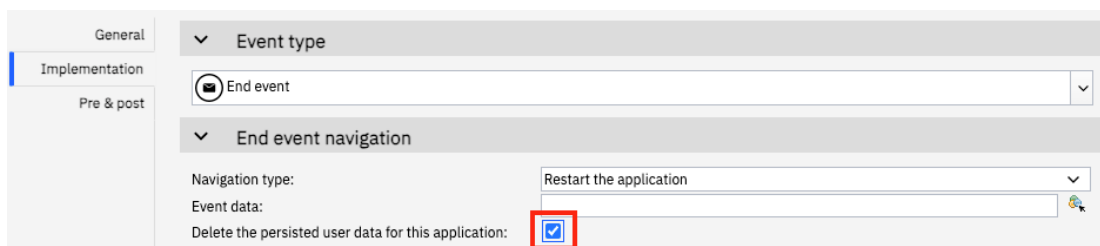
19. In the properties pane at the bottom, click on the **Implementation** tab
20. Change the value for the **Navigation type** dropdown to **Restart the application**



This setting allows us to customize the behavior of an application when a user decides to end it. In this case, the application is restarted when the **Start a new application** button is clicked.

Next, we want to clear the persisted data when the button is clicked.

21. **Check** the checkbox for **Delete the persisted user data for this application**.



This setting allows us to clear the persisted data when the application ends.

22. Preview the template
23. If the persisted data is not already shown, enter **Legacy Consulting** as the name of the client, do a search for the client details
24. Go to the **Review Documents** page
25. Click on **Start a new application**
26. The application should go back to the **Starting page** and the client details should now be cleared
27. **Close** the previewed application and go back to Application Designer

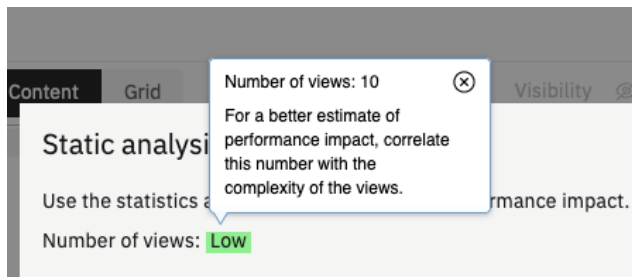
3.2.5 Analyzing the performance of an application

Before making this template available, we want to [analyze it from a performance perspective](#). There is a static analysis which looks at the number of views on the page and a runtime analysis which analyses the page in real-time. For this lab, we will focus on the static analysis.


1. Select **Starting page** once again from the **Page** dropdown and click on the **Static Analysis** icon found in the top-right corner





2. Hover over the **Low** label to show more details on the page:



This gives us an estimate of the performance impact (the number of views you see might vary from the screenshot). Keep in mind that a low number of views with a high complexity can also cause performance issues. If the page had repeatable views such as a table, the static analysis would also list those views and warn the developer that large lists can cause performance issues.

3. Create a new version of the template called **v1.0** using the version icon  in the top-right corner
4. Click on **Business applications** in the top-left corner to go back to the repository

[Business applications](#) [Usr001 Client Onboarding Template](#) / [Usr001 Client Onboarding Template](#)  

With that you have successfully created the Client Onboarding template that can be used by business users to create Client Onboarding applications. You will do that in the next exercise.

4 Exercise: Creating the Client Onboarding application

4.1 Introduction

In this exercise, we will create the **Client Onboarding** application based on the template created in the previous exercise. The application developer will use the template as a starting point and expand on it by adding an automation service (published by a developer using the Decisions capability) along with relevant UI that allows the client to sign up for services offered by Focus Corp. We will also use the **Basic view mode** to emulate the development experience of a business user.

4.2 Exercise Instructions

4.2.1 Creating an application from a template

1. In your browser, open the IBM Automation page and login with the username & password assigned to you (if not done so already)
2. In the top-left corner, click on the menu icon and select **Design → Business applications** to access the application repository
3. Click on **Create** and select **Application**
4. In the **Name** field, enter **UsrNNN Client Onboarding**
5. In the **Create from template** field, select the template created in the previous exercise i.e. **UsrNNN Client Onboarding Template**
6. Provide an optional purpose
7. Click on **Create**

Create a business application

Name

Usr001 Client Onboarding

Purpose (optional)

Client Onboarding application that can be used to sign up for services

Create from template (optional)

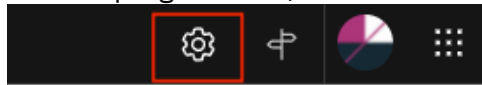
Usr001 Client Onboarding Template (U001CO1)

Cancel Create

A new application will now be created based on the Client Onboarding template. This means that all toolkit dependencies, views, pages, etc. from the template will be copied to the application.

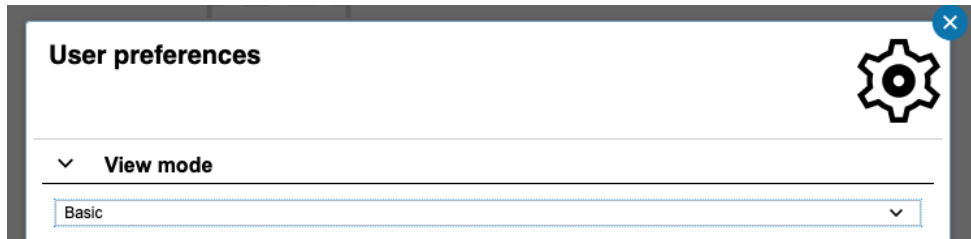
Note: If a template is updated, the application developer can choose to update the application to the latest version of the template. This will update all the toolkit dependencies as defined in the template but keep everything else as-is in the application.

8. In the top-right corner, click on the **User preferences** icon



Preview 

9. In the **View mode** dropdown, select **Basic**



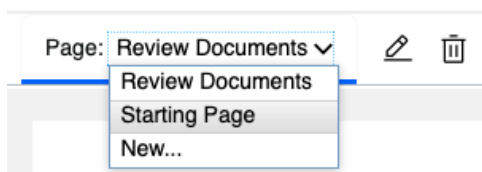
10. Click on **Save**
11. For the changes to be effective, **refresh** the browser window

As you can see, the UI is a lot simpler to use now. For example, the library pane on the left is no longer visible, the tabs on the top (Variable, Layout, etc. are also hidden). This also means that the basic user cannot add new toolkit dependencies to the application. This allows the application developer to focus purely on the application and build UIs using existing services.

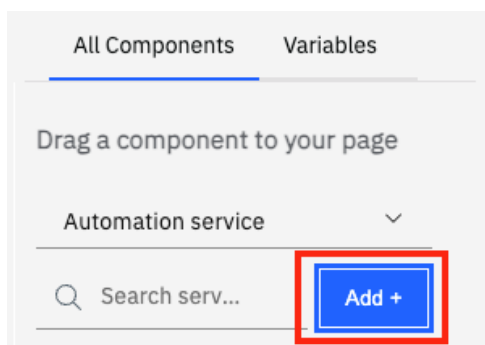
The application developer wants to now add UI to the first page of the application that can be used to sign up for services and show a fee associated with those services.

4.2.2 Creating UI that integrates with the Decisions capability

1. Switch to the **Starting page** in the top-left corner



2. In the palette on the right-hand side, select the **Automation Service** option
3. Click on **Add +**



4. Select the **Client Onboarding Decisions** automation service
5. Select only the **feeAndServices** operation. Make sure all other operations are not selected

All operations (2)		Selected (1)	
<input type="checkbox"/>	Operation	Description	Interaction Style
✓ <input checked="" type="checkbox"/>	feeAndServices		Synchronous Request-response
✓ <input type="checkbox"/>	scoreboard		Synchronous Request-response

6. Click **Add (1)**

The automation service is now available to use in the application. Previously, we added an automation service to the page by dragging and dropping it to the page. While that is still possible (and the easier way), in this exercise, we will try a different approach and add a button first and then configure it to call the automation service. This is helpful because there are other views (e.g., Navigation Event) that can be used to call automation services that use the same principle.

7. Drag and drop a **Button** view above the **Review Documents** button

☐ Defaulted Payment
 Number Of Employees

Button

8. In the **Next Step** wizard, select **Calls an automation service**
9. In the **Select automation service to call** field, select **Client Onboarding Decisions**

Next step

Define what happens when your user clicks the element or component, for example a button or view.

☒ Service
 ☐ Page flow

Service

This element or component

☐ Calls an action
 ☒ Calls an automation service
 ☐ Does not call a service

Select the automation service to call. Add automation services from the palette to select them here.

Client Onboarding Decisions

Select the operation to call

10. In the **Select the operation to call** field, select **feeAndServices**

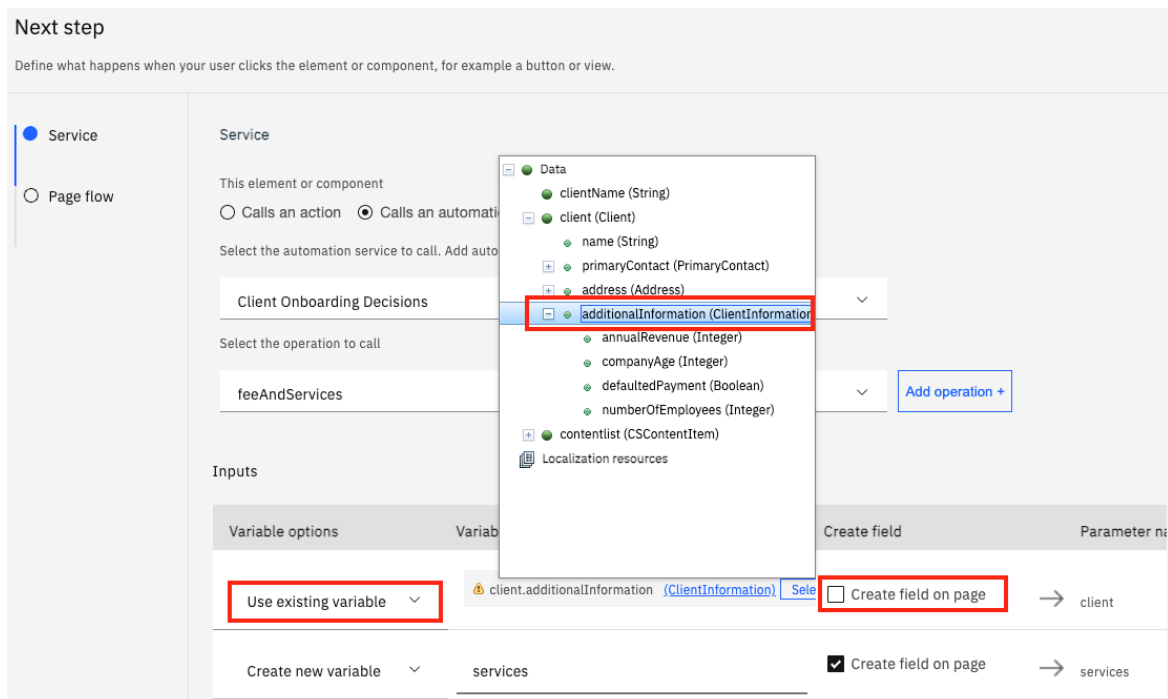
The **Inputs** and **Outputs** now show in the wizard. These show the inputs and outputs defined for the **feeAndServices** operation for the **Client Onboarding Decisions** automation service. As you can see, the inputs required to get the fee and services i.e. **client** with data type **ClientInformation_1** and **services** with data type **ServiceRequest**. The **_1** is appended as another business object with the name **ClientInformation** already exists in this application (from the discovery of the first automation service in the previous exercise to get the client details).

Next, we will map variables to the fields in these sections. In some cases, we will use existing variables that were created on the creation of the first automations service in the template and in other cases, we will create a new variable.

11. In the **Inputs** section, for the **client** input, select the **Use existing variable** option under **Variable options**

12. Click the **Select** button shown in the **Variable names** column and choose the **client** → **additionalInformation** variable. Ignore the Type does not match warning

13. **Uncheck** the **Create field on page** checkbox as we already have fields on the page for the additional information



14. For the **services** input, make sure the **Create field on page** checkbox is checked

15. For the **feeAndServices** output, make sure the **Create field on page** checkbox is checked

Your inputs and outputs must now look as follows:

Next step
Define what happens when your user clicks the element or component, for example a button or view.

Select the operation to call

feeAndServices ▼ Add operation +

Inputs

Variable options	Variable names	Create field	Parameter name
Use existing variable ▼	client.additionalInformation (ClientInformation) Select	<input type="checkbox"/> Create field on page	→ client
Create new variable ▼	services	<input checked="" type="checkbox"/> Create field on page	→ services

Outputs

Parameter name	Type	Variable options	Variable names	Create field
feeAndServices	ServiceInformation	→	Create new variable ▼	feeAndServices <input checked="" type="checkbox"/> Create field on page

16. Click **Next**

We want to stay on the current page when this button is clicked so we will make no changes to the page flow.

17. Click **Done**

This automatically adds the fields associated with the automation service as configured in the **Next Step** wizard.

Industry

▼

Button

Current Item

Current Item

▼

Current Item 2

Current Item 2

▼

Services Fee

Review Documents

You can see here that the **Industry** field is a dropdown as it contains a list of pre-defined industries that is automatically configured using the details in the automation service. Similarly, the **Current Item** and **Current Item 2** views represent the list of services requested and services to upsell respectively.

18. Customize the button by calling it **Calculate Services Fee**, changing the color to **dark blue**, and by adding an icon

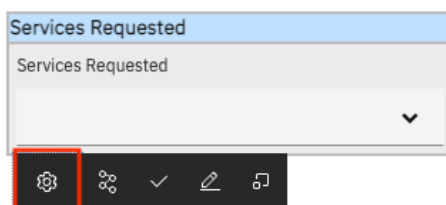
19. Click on the **Current Item** dropdown, right below the **Calculate Services Fee** button, and use the **Change label** icon to modify the label to **Services Requested**

20. Similarly, change the label of the **Current Item 2** dropdown to **Services to Upsell**
21. Drag and drop the **Calculate Services Fee** button between the two dropdowns
22. Drag and drop a **Two Column** grid above and below the **Calculate Services Fee** button
23. In the left column above the button, drag and drop the **Industry** field
24. In the right column above the button, drag and drop the **Services Requested** field (make sure you select the outer edge of the field when selecting and dragging it)
25. In the left column below the button, drag and drop the **Services Fee** field
26. In the right column below the button, drag and drop the **Services to Upsell** field (make sure you select the outer edge of the field when selecting and dragging it)

Your UI should now look similar to the one below:

Next, we only want to show the services that are relevant to the chosen industry.

27. Open the properties for the **Services Requested** dropdown.



28. In the top-right corner, click on **Switch to advanced properties** if you are on the **basic properties** view otherwise stay in the advance view
29. Click on the **Configuration** tab
30. Expand the **Items** section

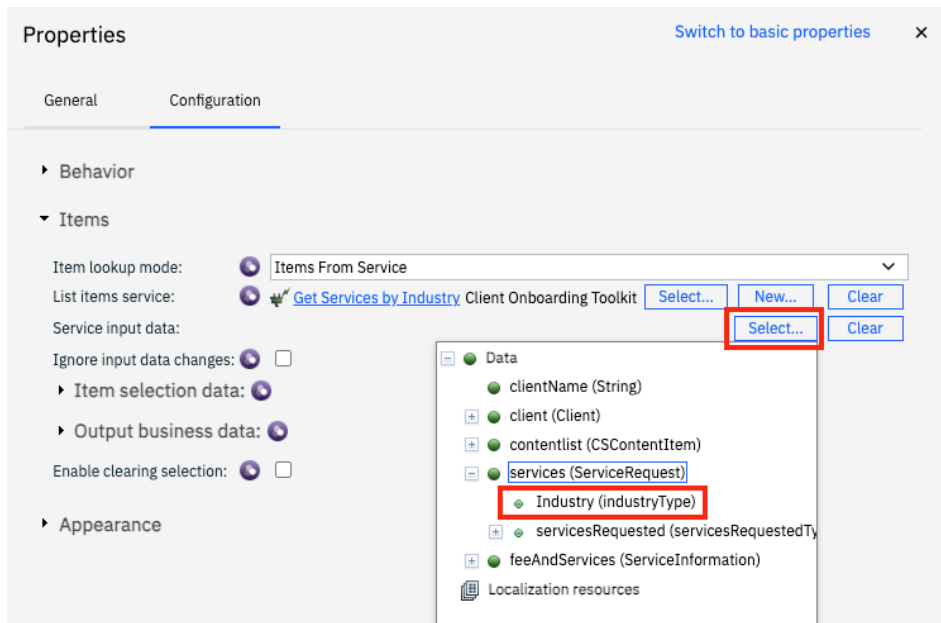
31. For the **Item lookup mode** field, select **Items from Service**

The screenshot shows the 'Properties' panel with the 'Configuration' tab selected. Under the 'Items' section, the 'Item lookup mode' dropdown is set to 'Items From Service'. Other fields like 'List items service' and 'Service input data' are also visible.

32. For the **List items service** field, use the **Select...** button to select the **Get Services by Industry** action

The screenshot shows the 'Properties' panel with the 'List items service' dropdown open. The search bar contains 'ge', and the 'Get Services by Industry' action is highlighted. The dropdown list shows various actions from the 'Content Services' library.

33. For the **Service input data** field, use the **Select...** button to select the **services** → **Industry** variable



34. Click on **Done**

With that, we have successfully updated the application and the UI required to call the automation service. Time to test it.

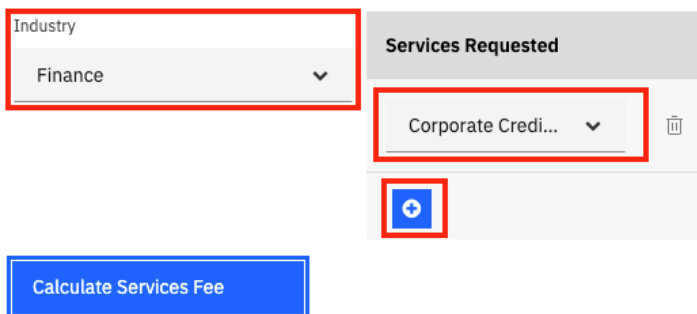
35. Click on **Preview**

36. Enter **Automation Elite Inc.** as the name of the client

37. Click on **Search**

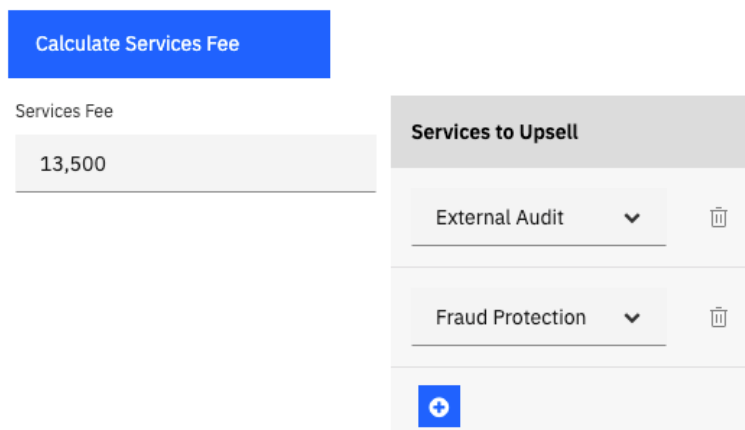
38. Choose **Finance** as the **industry**

39. In the **Services Requested** field, click on the **+** button and select **Corporate Credit Card** as a selected service. Verify that the dropdown only shows financial services



40. Click on **Calculate Services Fee**

41. Verify that the **Services Fee** is **13,500** and the **Services to Upsell** shows additional services



The screenshot displays two UI components. On the left, a blue button labeled 'Calculate Services Fee' is positioned above a light gray box containing the text 'Services Fee' and the value '13,500'. On the right, a gray box titled 'Services to Upsell' contains a list of services. The first service is 'External Audit', followed by 'Fraud Protection'. Each service entry includes a downward arrow icon and a trash can icon. At the bottom of the 'Services to Upsell' box is a blue square button with a white plus sign.

42. **Close** the preview window once you've successfully tested your application

As you can see, the developer of an application integrates with multiple services built within the IBM Cloud Pak for Business Automation platform using automation services and the experience remains the same from an application development perspective.

The administrator can export the application as a .zip file and [publish](#) it to an IBM Business Automation Navigator desktop. The published app will then execute on the IBM Business Automation Application Engine.

With that you have successfully completed the creation of the Client Onboarding application.

Congratulations on completing the lab!