User Support – Consulting Management

Summary

In the consulting management service, the users can register consulting. When the manager registers the reply, the users can inquire the consulting and the reply. In case of revising and deleting the consulting information, the password is required and password might be required in inquiry according to the type of boards.

In consulting management service, the compulsory items are tested by the validator rule which is applied by pre-define validator-rules.kl and validator.xml.

The consulting management service is a mobile common component developed based on HTML5, jQuery and jQM (jQuery mobile).

For more details, please refer to mobile operation environment guide at <http://www.egovframe.go.kr/html/egovframework/mbl/mguide/mguide.html>.

For the component related css, the basic EgovMobile.css, egovBoard.css, ussCommon.css are used.

Moreover, the commonly supported jAlert and iPassword is used which is defined in the jsfiles below.

EgovMobile.js

EgovCom.js

Subject of Support

The development and tests of this component was completed on the browsers for the mobile devices. Caution may be taken in developing and applying since the support

for PC and mobile browsers may vary.

The subject devices include mobile devices such as GalaxyS2, GalaxyS, GalaxyTab, iPad2 and iPhone4. The mobile browsers used are basic browser for Android, Firefox, Safari,

and Opera Mobile was used.

Android

For the test device, GalaxyS, GalaxyS2 and GalaxyTab are used.

For the browser, the Android’s basic browsers, Firefox (6.xx) and Opera Mobile were used.

Android OS 2.3 (GengerBread) : Supported the operation of HTML5, CSS3 and the component stably

Android OS 2.1 (Eclair), 2.2 (Froyo) : The realization of UI was not successful due to lack of HTML5, CSS3 resources.

However, for Opera Mobile, there was partial problem in processing colors or events. It was excluded from the subject of support.

iOS

The iPhone4 and iPad2 are used as the test device.

iOS 4.2, 4.3 : Both versions supported the HTML5 and CSS3 relatively successfully.

Function Flow

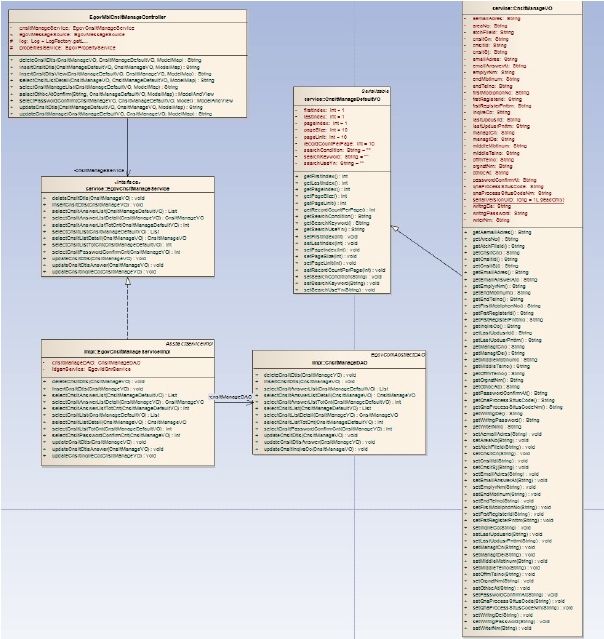
Description

The consulting management function is composed of consulting list inquiry, detailed inquiry, register and update.

Class Diagram



Related sources



|  |  |  |
| --- | --- | --- |
| Type | Target source names | Notes |
| C ontroller | egovframework.com.uss.sam.stp.web.EgovC nsltManageC ontroller.java | Controller class for consulting management |
| C ontroller | egovframework.mbl.com.uss.olp.cns.web.EgovMblC nsltManageC ontroller.java | Mobile controller class for consulting management |
| Service | egovframework.com.uss.sam.stp.service.EgovC nsltManageService.java | Service interface for consulting management |
| ServiceImpl | egovframework.com.uss.sam.stp.service.impl.EgovC nsltManageServiceImpl.java | Service implementation class for consulting management |
| VO | egovframework.com.uss.sam.stp.service.C nsltManageVO.java | VO class for consulting management |
| VO | egovframework.com.uss.sam.stp.service.C nsltManageDefaultVO.java | SearchVO class for consulting management |
| DAO | egovframework.com.uss.sam.stp.service.imp.C nsltManageDAO.java | Data processing class for consulting management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovC nsltListInqire.jsp | List inquiry page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovC nsltDetailInqire.jsp | Detail inquiry page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovC nsltDtlsRegist.jsp | Registration page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovC nsltDtlsUpdt.jsp | Modification page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/mbl/com/uss/olp/cns/EgovC nsltManageListInqire.jsp | Mobile List Inquiry Page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/mbl/com/uss/olp/cns/EgovC nsltManageDetailInqire.jsp | Mobile detail inquiry page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/mbl/com/uss/olp/cns/EgovC nsltDtlsRegist.jsp | Mobile registration page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/mbl/com/uss/olp/cns/EgovC nsltDtlsUpdt.jsp | Mobile modification page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovC nsltAnswerListInqire.jsp | Answer list inquiry page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovC nsltAnswerDetailInqire.jsp | Answer detail inquiry page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovC nsltDtlsAnswerRegist.jsp | Answer registration page for consulting management |
| JSP | /WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovC nsltDtlsAnswerUpdt.jsp | Answer modification page for consulting management |
| Query XML | resources/egovframework/sqlmap/com/uss/olp/cns/EgovC nsltManage\_SQL.xml | Query XML for consulting management (inquiry, register, modify , delete) |
| Validator Rule XML | resources/egovframework/validator/validator-rules.xml | XML that defines Validator Rule |
| Validator XML | resources/egovframework/validator/com/uss/olp/cns/EgovC nsltManage\_SQL.xml | Validator XML for consulting management |
| Message properties | resources/egovframework/message/message-common\_ko\_KR.properties | Message properties for consulting management |
| Idgen XML | resources/egovframework/spring/context-idgen.xml | Id generation Idgen XML for consulting registration |

Related tables

|  |  |  |
| --- | --- | --- |
| Table name | Table name (English) | Note |
| Consulting details | C OMTNC NSLTLIST | Manage consulting details and measure details (details and dates) |

Related Functions

Consulting List Inquiry

Business Rules

The user can use writer’s name or consulting title as a key word to retrieve lists. Click the Register button to move to the Consulting Registration screen.

Related codes

N/A

Screen and execution manual

10 consulting lists are retrieved per page and paging is carried out on one page basis.

Clicking a list will require the password if it is not public.

Home: moves to Home screen.

Register: to register a question, use the Register button in the top to move to the consulting registration screen.

Search: in order to retrieve consulting, select the search conditions in the top, enter a key word and click the Search button.

Click list: move to the Consulting detail inquiry screen. A non-public consulting requires password check before moving you to the detailed inquiry.

Consulting detail inquiry

Business rules

By clicking a list on the Consulting list inquiry screen, you can move to this screen. It shows detailed information on the consulting.

Click the Update button to move to the Consulting modification screen and update Consulting or click the Delete button to delete it

In Consulting, the progress status includes submission standby, submission and completion (answer completed). In the completion status, the user who registered consulting can retrieve the answer.

Related codes



|  |  |  |  |
| --- | --- | --- | --- |
| Action | URL | Controller method | QueryID |
| Inquiry | /uss/olp/cns/C nsltListInqire.mdo | selectC nsltManageList | “C nsltManageDAO.selectC nsltList” |
|  |  |  | “C nsltManageDAO.selectC nsltListTotC nt” |
| Register | /uss/olp/cns/C nsltDtlsRegistView.mdo | insertC nsltDtlsView |  |
| Click list | /uss/olp/cns/EgovC nsltManageDetailInqire.mdo | selectC nsltListDetail | “C nsltManageDAO.selectC nsltListDetail” |
|  | /uss/olp/cns/EgovC nsltManageOthbcAtC onfirm.mdo | selectOthbcAtC onfirm | “C nsltManageDAO.selectC nsltListDetail” |
|  | /uss/olp/cns/C nsltPasswordC onfirm.mdo | selectPasswordC onfirm | “C nsltManageDAO.selectC nsltPasswordC onfirmC nt” |

N/A

Screen and execution manual

You can click the Update or the Delete button to update or delete consulting after password check.

Back: moves to Consulting list inquiry screen.

Update: click the Update button to move to Consulting modification screen.

Delete: click the Delete button to delete Consulting after password check. You will be moved to

Consulting list inquiry screen.

List: moves to Consulting list inquiry screen.

Consulting Content Registration

Business rules

Register writer’s information and questions. When the registration is successfully processed, you will be moved to Consulting list inquiry screen.

If stored, the CNSLT\_ID column uses “egovframework.rte.fdl.idgnr.impl.EgovTableIdGnrService” to receive Primary Key ⇒ CNSLT\_ID(20 digits) : CNSLT\_\_(6 digits)+ serial number (14 digits).

<bean name="egovCnsltManageIdGnrService"

class="egovframework.rte.fdl.idgnr.impl.EgovTableIdGnrService"

destroy-method="destroy">

<property name="dataSource" ref="dataSource" />

<property name="strategy"

<property name="blockSize"

<property name="table"

<property name="tableName"

ref="cnsltManageStrategy" />

value="10"/>

value="COMTECOPSEQ"/>

value="CNSLT\_ID"/>

</bean>

<bean name="cnsltManageStrategy"

class="egovframework.rte.fdl.idgnr.impl.strategy.EgovIdGnrStrategyImpl">

<property name="prefix" value="CNSLT\_" />

<property name="cipers" value="14" />

<property name="fillChar" value="0" />

</bean>

Related codes

N/A

Screen and execution manual



|  |  |  |  |
| --- | --- | --- | --- |
| Action | URL | Controller method | QueryID |
| Modify | /uss/olp/cns/C nsltDtlsUpdt.mdo | updateC nsltDtls |  |
| Delete | /uss/olp/cns/C nsltDtlsDelete.mdo | deleteC nsltDtls | “C nsltManageDAO.deleteC nsltDtls” |
| Check password | /uss/olp/cns/C nsltPasswordC onfirm.mdo | selectPasswordC onfirm | “C nsltManageDAO.selectC nsltPasswordC onfirmC nt” |
| List | /uss/olp/cns/C nsltListInqire.mdo | selectC nsltManageList | “C nsltManageDAO.selectC nsltList” |

~~Action~~

store

URL Controller method

/uss/olp/cns/EgovC nsltDtlsRegist.mdo insertC nsltDtls

QueryID

“C nsltManageDAO.insertC nsltDtls”

List

/uss/olp/cns/C nsltListInqire.mdo

selectC nsltManageList “C nsltManageDAO.selectC nsltList”

Back: moves to Consulting list inquiry screen.

Register: the inputted information is stored.

List: moves to Consulting list inquiry screen.

Consulting content modification

Business rules

The user can update the writer information and Consulting content, but cannot update the answers. If modified successfully, you will be moved to the Consultinglist inquiry screen.

Related codes

N/A

Screen and execution manual



|  |  |  |  |
| --- | --- | --- | --- |
| Action | URL | Controller method | QueryID |
| Update | /uss/olp/cns/C nsltDtlsUpdt.mdo | updateC nsltDtls | “C nsltManageDAO.updateC nsltDtls” |
| List | /uss/olp/cns/C nsltListInqire.mdo | selectC nsltManageList | “C nsltManageDAO.selectC nsltList” |

Back: moves to the Consulting detail inquiry screen.

Update: the updated information is stored.

List: moves to Consulting list inquiry screen.

Settings and Notes

\* The currently distributed mobile common component adopts HTML5 and CSS3 and this means that it doesn’t support the standards for mobile web site validity check of Mobile OK and W3C. For details on correct validity check, please contact the competent professional institute.

\* Security verification is under progress on the currently distributed mobile component. We plan to complete security verification as soon as possible to release a new security-patched version.

References

Refer to Consulting management (existing web version): Consulting management

Distribution and test: Mobile Common Component System and distribution package plan

