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.
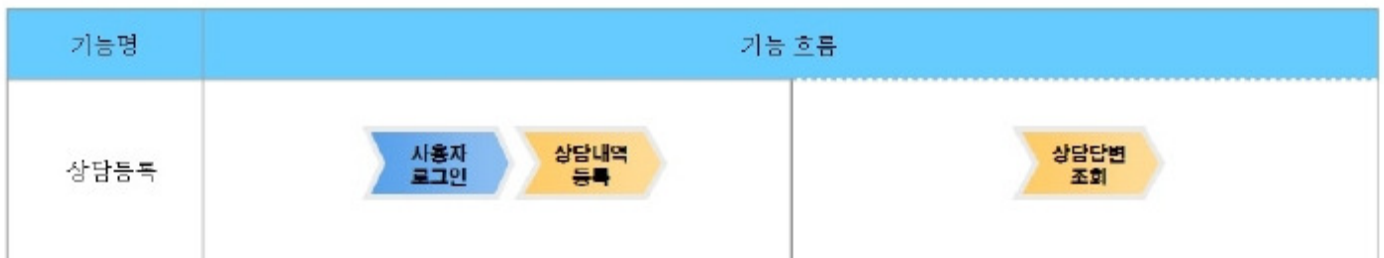
iOS

The iPhone4 and iPad2 are used as the test device.

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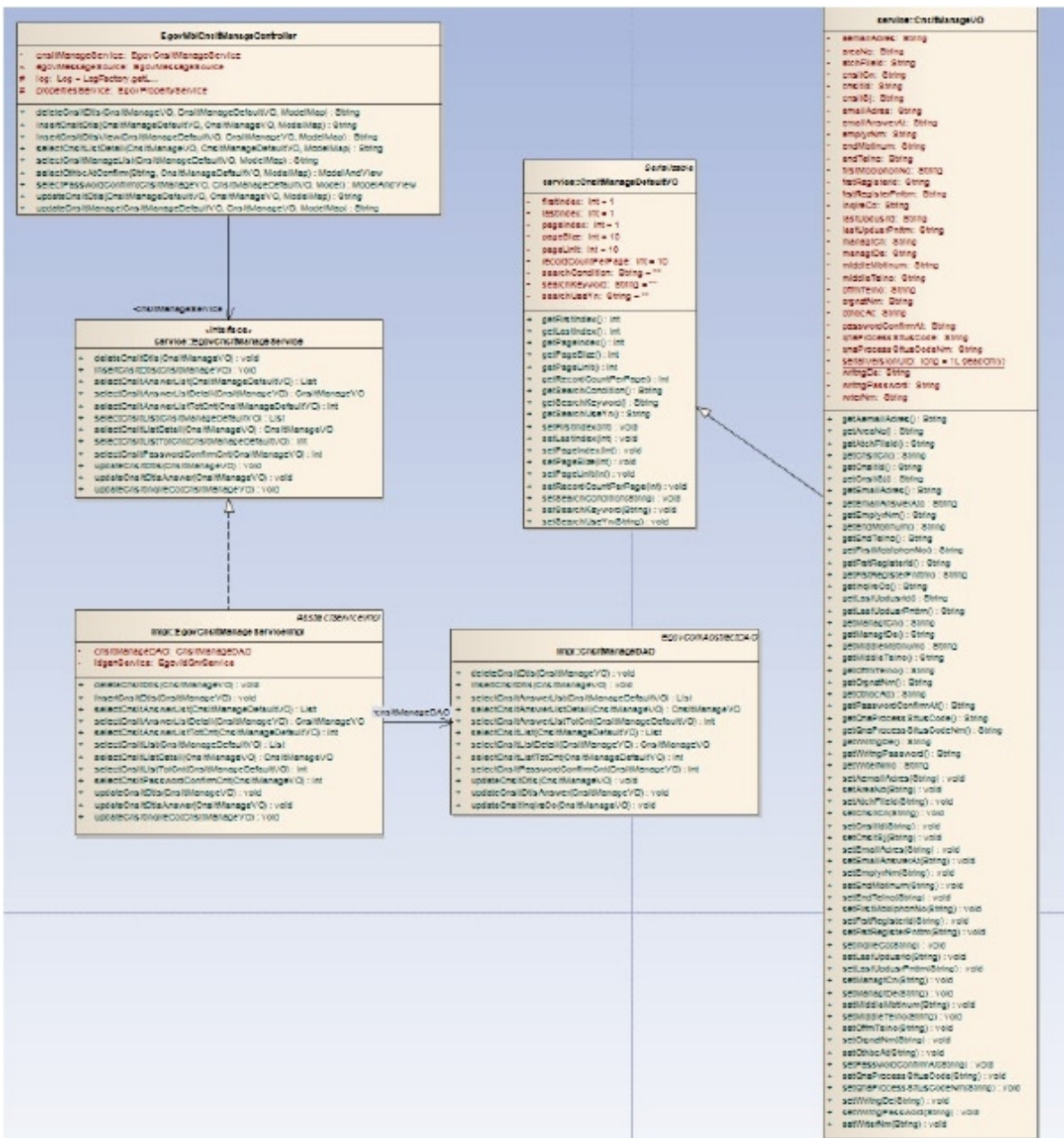
-

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.EgovCnsltManageC ontroller.java	Controller class for consulting management
C ontroller	egovframework.mbl.com.uss.olp.cns.web.EgovMblCnsltManageC 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/EgovCnsltListInqire.jsp	List inquiry page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltDetailInqire.jsp	Detail inquiry page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltDtlsRegist.jsp	Registration page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltDtlsUpdt.jsp	Modification page for consulting management
JSP	/WEB-INF/jsp/egovframework/mbl/com/uss/olp/cns/EgovCnsltManageListInqire.js	Mobile List Inquiry Page for consulting management
JSP	/WEB-INF/jsp/egovframework/mbl/com/uss/olp/cns/EgovCnsltManageDetailInqire.	Mobile detail inquiry page for consulting management
JSP	/WEB-INF/jsp/egovframework/mbl/com/uss/olp/cns/EgovCnsltDtlsRegist.jsp	Mobile registration page for consulting management
JSP	/WEB-INF/jsp/egovframework/mbl/com/uss/olp/cns/EgovCnsltDtlsUpdt.jsp	Mobile modification page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltAnswerListInqire.jsp	Answer list inquiry page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltAnswerDetailInqire.jsp	Answer detail inquiry page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltDtlsAnswerRegist.jsp	Answer registration page for consulting management
JSP	/WEB-INF/jsp/egovframework/com/uss/olp/cns/EgovCnsltDtlsAnswerUpdt.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 generationIdgen XML for consulting registration

Related tables

Table name	Table name (English)	Note
Consulting	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 orconsulting 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

Action	URL	Controller method	QueryID
Inquiry	/uss/olp/cns/C nsltListInqire.mdo	selectCnsltManageList	"C nsltManageDAO.selectCnsltList"
			"C nsltManageDAO.selectCnsltListTotCnt"
Register	/uss/olp/cns/C nsltDtlsRegistView.mdo	insertCnsltDtlsView	
Click list	/uss/olp/cns/EgovCnsltManageDetailInqire.mdo	selectCnsltListDetail	"C nsltManageDAO.selectCnsltListDetail"
	/uss/olp/cns/EgovCnsltManageOthbcAtConfirm.mdo	selectOthbcAtConfirm	"C nsltManageDAO.selectCnsltListDetail"
	/uss/olp/cns/C nsltPasswordConfirm.mdo	selectPasswordConfirm	"C nsltManageDAO.selectCnsltPasswordConfirmCnt"

10 consultinglists 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 retrieveconsulting, 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 inquiryscreen, you can move to this screen. It shows detailed information on the consulting.

Click the Update button to move to the Consulting modificationscreen and updateConsulting 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

Screen and execution manual

Action	URL	Controller method	QueryID
Modify	/uss/olp/cns/C nsltDtlsUpdt.mdo	updateCnsltDtls	
Delete	/uss/olp/cns/C nsltDtlsDelete.mdo	deleteCnsltDtls	"C nsltManageDAO.deleteCnsltDtls"
Check	/uss/olp/cns/C nsltPasswordConfirm.mdo	selectPasswordConfirm	"C nsltManageDAO.selectCnsltPasswordConfirmCnt"
List	/uss/olp/cns/C nsltListInqire.mdo	selectCnsltManageList	"C nsltManageDAO.selectCnsltList"

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

Back: moves to Consulting list inquiryscreen.
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 inquiryscreen.
List:moves to Consulting list inquiryscreen.

Consulting Content Registration

Business rules

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

If stored, the CNSLT_IDcolumn uses"egovframework.rte.fdl.idgnr.impl.EgovTableIdGnrService"to receivePrimary Key ⇒ CNSLT_ID(20digits) :

CNSLT__(6digits)+serial number(14digits).

```
<bean name="egovCnsltManageIdGnrService"
        class="egovframework.rte.fdl.idgnr.impl.EgovTableIdGnrService"
        destroy-method="destroy">
        <property name="dataSource" ref="dataSource" />
        <property name="strategy"          ref="cnsltManageStrategy" />
        <property name="blockSize"            value="10"/>
        <property name="table"              value="COMTECOPSEQ"/>
        <property name="tableName"          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
store	/uss/olp/cns/EgovCnsltDtlsRegist.mdo	insertCnsltDtls	"C nsltManageDAO.insertCnsltDtls"
List	/uss/olp/cns/C nsltListInqire.mdo	selectCnsltManageList	"C nsltManageDAO.selectCnsltList"

Back: moves toConsulting list inquiryscreen.
Register: the inputted information is stored.
List: moves to Consulting list inquiryscreen.

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

inquiryscreen.

Related codes

N/A

Screen and execution manual

Action	URL	Controller method	QueryID
Update	/uss/olp/cns/C nsltDtlsUpdt.mdo	updateCnsltDtls	"C nsltManageDAO.updateCnsltDtls"
List	/uss/olp/cns/C nsltListInqire.mdo	selectCnsltManageList	"C nsltManageDAO.selectCnsltList"

Back: moves to the Consulting detail inquiry screen.
Update:the updated information is stored.
List:moves to Consulting list inquiryscreen.

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 Systemanddistribution package plan