



Microsoft®
patterns & practices
Proven practices for predictable results

Smart Client Software Factory

赵俊其

微软(中国)

平台和开发技术部

patterns & practices

Proven practices for predictable results

议程

- 什么是Smart Client Software Factory
- Smart Client 面临的挑战
- 为什么要使用 Smart Client Software Factory
- Smart Client Software Factory 典型场景
- Smart Client Software Factory 内容和架构
- Smart Client Software Factory 的益处
- Smart Client Software Factory Demo演示
- 相关资源

Smart Client Software Factory

- 用来开发Smart Client的应用



Smart Client 面临的挑战

- 如何脱离组件的复杂变化来组装应用程序
 - 整合不同UI Parts可以独立开发，测试，版本和部署
 - 在不同UI Parts间实现 workflow
 - 在parts 间共享数据
 - 通用共享服务，例如security 和logging
 - 应用服务例如： Account, Customer等
- 分离问题: Shell, 商业逻辑, 基础组件
- 标准化团队间开发模式

为何要使用 Smart Client Software Factory

- 使开发更关注于商务逻辑
 - 产生一致的结构，风格和逻辑
 - 从功能和应用层分离Form
 - 整合的通用设计模式
- SCSF 包装了功能丰富的Composite UI Application Block
- 把前端与不同的数据源进行整合
 - 同步， Web services, 在线和离线能力， 缓存
- 应用程序易部署，配置，管理
 - ClickOnce 部署和集中管理更新
 - 容易处理并集成新modules
 - 使用Enterprise Library modules
- Assets 可以自定义和扩展 (GAT)

典型客户场景

Dell 呼叫中心

Contact Center Agent Desktop

Assistance Phone Look Up Applications Help Status: On Call - Active

Session Explorer - 2 Session(s) Current Session: John Smith - (425) 533-3335

Sort By: [Dropdown]

My Favorites: [List of folders]

CommSee PoC

REDMOND/brentonw

Staff Number: 125473833

User Details

Mr Edward Gallimore
 PFS: PBIS; Bondi Premium Centre
 Bus. Phone: (02) 9867 7632
 Email: John.Scott@hotmail.com

Unread Emails [more emails...](#)

Subject	From	Received
RE: John Bennet's Home Loan Acct	Michael Peterson	Today 10:
Movies at the weekend?	Mary23@hotmail.com	Today 9:0
RE: Client followup	Joanne Gunthor	Yesterday

My Performance

No. of Referrals Created	[Bar chart]
% of Referrals which resulted in a sale	[Bar chart]
No. Of mini fineps this week	[Bar chart]
No. Of Home Loans Sold	[Bar chart]

CMore News Articles [more...](#)

Home loan interest rates set to rise Today
 John Peters from the Reserve bank of Australia has predicted that the home lo...
 rates will rise between 0.25% and 0.75% between now and the end of the year...
 must regarding the ability of many overstretched families being able to make...

New Wealth Product available from CommSec Monda
 Once upon a time there were three bears, mamma bear, baby bear, and papa...
 of a sudden a mighty girl named goldilocks came by the house and...

Favourite Links

- Search For Clients: Using Name, Account Number etc.
- View Emails: Review Emails, Create new emails
- Search For Tasks: By Type, Status, Owner etc.
- Home Loan Applications: Create and Review Applications

User Tasks [Completed tasks...](#)

Work Item	Status	Waiting Time
Term Deposit Matured	Pending Followup	1 Hour Old
Fixed Interest Referral	Pending Followup	3 Hours Old
General Insurance Referral	Pending Followup	6 Hours Old
Home Loan Application 25678828	Assessed	10 Hours Old
Lending Products Referral	Pending Followup	3 Days Old
Home Loan Application 7389828	Home Loan Processing	5 Days Old
Client Followup	Pending	5 Days Old
In-person Appointment	Pending	2 Weeks Old
Client Followup	Pending	2 Weeks Old
Home Loan Application 5536789	In Credit Cell	3 Weeks Old
Funds Advice Application	SOA Delivered	1 Month Old
Term Deposit Matured	Pending Followup	2 Months Old

Clients Most Recently Serviced [search...](#)

Mr John Smith	Mr Gary Matthew Peterson
Mrs Mary Anne Smith	Miss Joan Kline
Mr Harry Michaelson	Mr Bradley Thompson
Mr Clement Webster	Mrs Martine Jane Thompson

On call with John

start

Activities: [List of icons]

使用
案例

Session Explorer - 2 Session(s)

Sort By: Session - Customer Name

- John Smith - (425) 533-3335
 - Billing
 - CRM
 - Current Promotions
 - Customer Alerts
- Maeve Elizabeth - (425) 221-0456
 - Billing
 - CRM
 - Current Promotions

Help

Clicking a session will switch sessions and open the last application used for that session. Clicking an application will switch sessions and open that application.

Customer: John Smith - (425) 533-3335

First Name: John

Last Name: Smith

Phone Number: 4255333335

Open Applications: Billing, CRM, Current Promotions, Current Application: CRM

Current Workflow (Non-Forced)

Workflows: Billing Query Done

Workflow Steps:

- Customer's Alerts
- Latest Promotions
- Billing Information
- Update Customer Information

Previous Next Cancel

Help

Workflow is a series of steps that assists an Agent in accomplishing a task associated with a customer.

CRM Customer Alerts Current Promotions Customer Information Billing Ordering Knowledge Base

Update Customer Profile

Note: * Indicates required field.

Personal Details

First Name: John Middle Initial: R

Last Name: Smith Gender: Male Female

Contact Details

Address: North Avenue City: Seattle

Zip Code: 98007 State: PENNSYLVANIA

Email: JohnSmith@hotmail.com Date of Birth: 01/11/1968

Contact Number1: 4255333335 Contact Number2: 4545454545

Billing Information

Billing Address: North Avenue Billing State: PENNSYLVANIA

Billing City: Seattle Billing Zip Code: 98101

Bank/SSN Information

使用Smart Client Software Factory 和Composite UI Application Block构建SmartClient应用

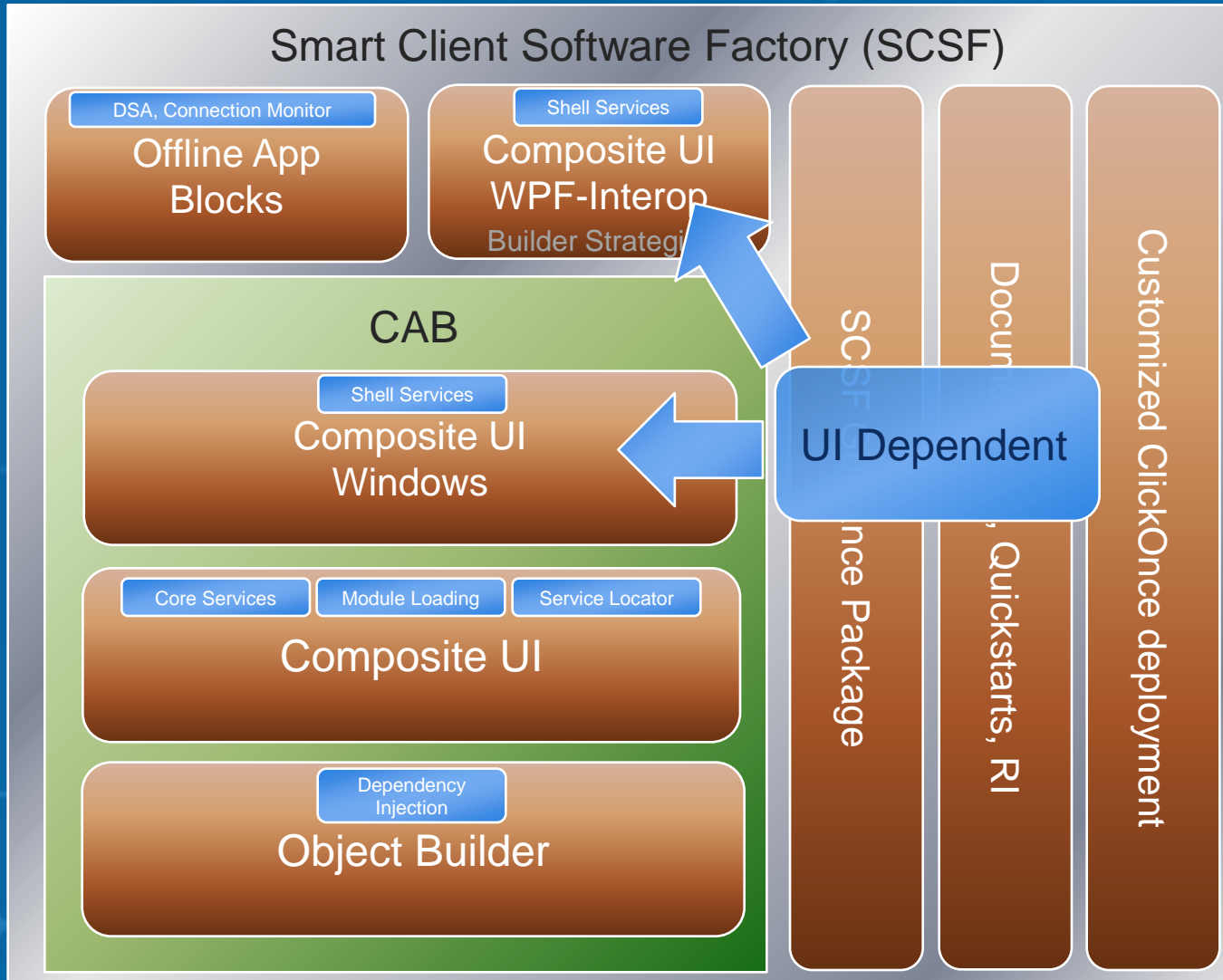
■ CAB 是:

- 一套构建企业Smart Client解决方案的framework
- 基于经过验证的设计模式
- 面向Smart Client最优化的设计，开发，部署，操作模式

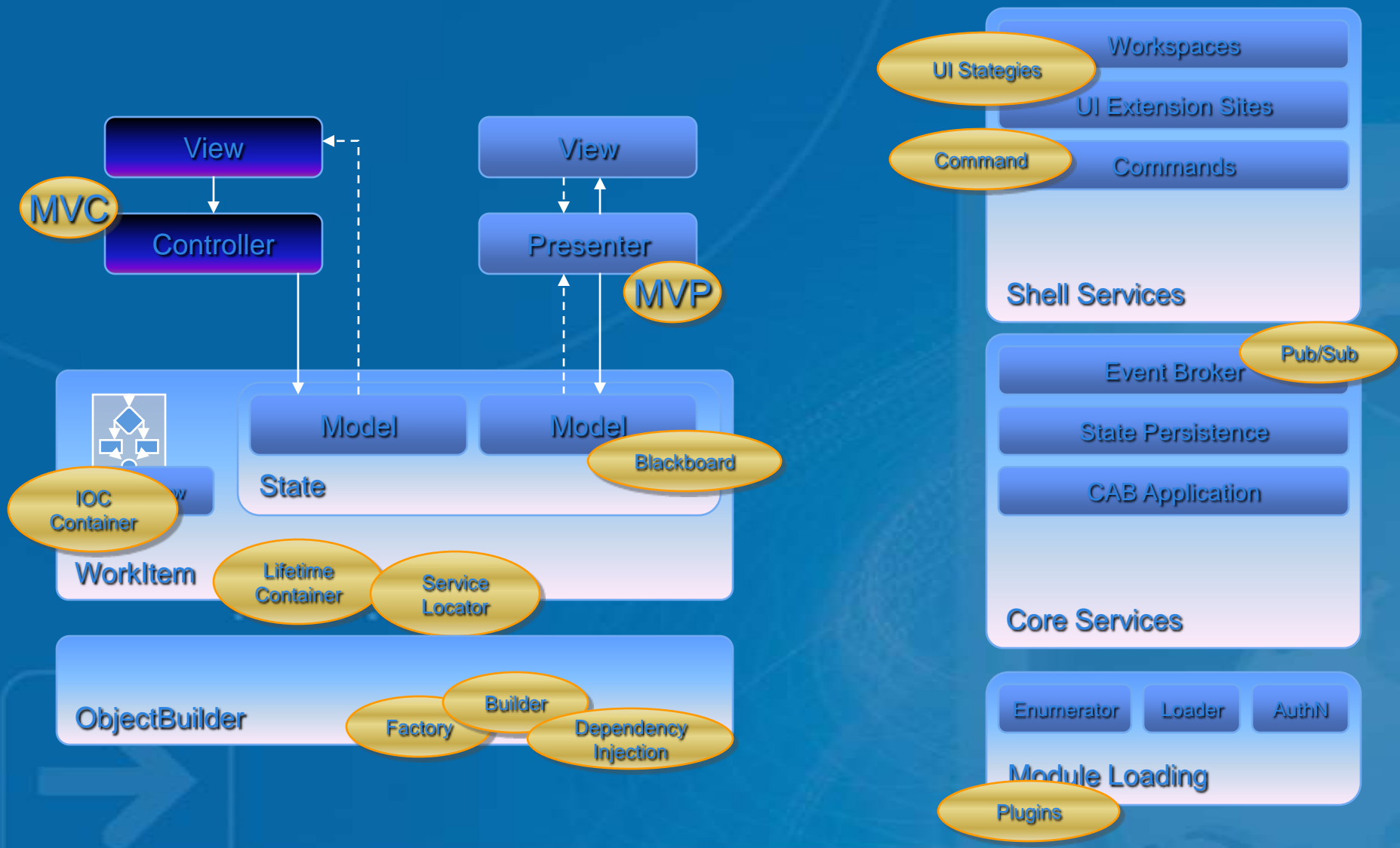
■ SCSF 是:

- 利用CAB实现工厂化
- 支持多类型后端系统进行数据交换
- 在统一的管理器中实现多数据源的数据展现
- 提供Clickonce的部署向导
- 提供visual studio code generation (recipes)
- 扩展CAB 支持WPF
- 提供实现Demo案例的练习
- 供application block 和code generation 支持occasionally connected scenario

SCSF – Asset view



CAB – Architectural view



Smart Client Software Factory 的益处

- 提高执行质量
 - 经过测试的,可重用的Asset,单元测试和案例
- 增加可预测性
 - 最佳实践:确保继承路径
- 提高生产效率
 - 自动生成代码,模式和基础架构
- 增加灵活性
 - 可以自定义(GAX,GAT,GAP)
- 易于运营
 - Enterprise Library 配置管理器
 - ClickOnce 部署

SCSF的可用资源

MSDN中文网站

<http://www.microsoft.com/china/msdn>

<http://msdn2.microsoft.com/en-us/library/aa480482.aspx>

Smart Client Software Factory

<http://www.codeplex.com/smartclient>

<http://www.codeplex.com/scsfcontrib>



回顾

- 什么是Smart Client Software Factory
- Smart Client 面临的挑战
- 为什么要使用 Smart Client Software Factory
- Smart Client Software Factory 典型场景
- Smart Client Software Factory 内容和架构
- Smart Client Software Factory 的益处
- Smart Client Software Factory Demo演示
- 相关资源

Microsoft[®]

Your potential. Our passion.[™]

© 2007 Microsoft Corporation. All rights reserved.

patterns & practices

Proven practices for predictable results