# Documentation

# OTRS 4- Muongozo wa msimamizi

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# OTRS 4- Muongozo wa msimamizi

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OTRS AG kwa msingi inafuata nukuu za watengenezaji. Bidhaa nyingine zilizotajwa kwenye huu mwongozo zinaweza kuwa alama ya biashara ya mtengenezaji husika.

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# Utangulizi

Hiki kitabu kimelenga kutumiwa na Wasimamizi wa OTRS. Pia ni ki rejeo kizuri kwa watumiaji wapya wa OTRS.

Sura zinazofwata zinaelezea usakinishaji, usanidi, na usimamizi wa progwamu ya OTRS. Theluthi moja ya kwanza ya nakala hii inaelezea kazi za muhimu za programu, wakati zinazobakia inafanya kazi kama marejeo ya seti nzima ya parameta zinazoweza kusanidiwa.

Hiki kitabu kinaendelea kuwa kazi iliyo kwenye mwendelezo, ikiwa lengo ni matoleo mapya. Tunahitaji maoni yenu ili kufanya hii nyaraka ya marejeo kuwa ya hali ya juu: ambayo inaweza kutumika, iko sahihi, na kamili. Tafadhali tuandikie kama unakuta kuna kitu hakipo kwenye hiki kitabu, kama vitu havijaelezewa kikamilifu, au kuna makosa ya kiuandishi na kisintaksia. Aina yoyote ya maoni yanathaminiwa na yanatakiwa kuwekwa kwenye mfumo wetu wa kufwatilia makosa katika http://bugs.otrs.org. Tunatanguliza shukrani kwa michango yenu.

# Chapter 1. Utangulizi

## 1. Trouble Ticket Systems - Vya msingi

Hii sura inatoa utangulizi wa trouble ticketing systems kwa ufupi, pamoja na maelezo ya maana ya msingi ya trouble ticket. Mfano wa haraka unaeleza faida za kutumia mfumo kama huu.

### 1.1. Trouble ticket system ni nini, na kwanini unaihitaji?

Mfano ufwatao unaeleza trouble ticket system ni nini, na jinsi gani utafaidika na mfumo huu katika kampuni yako.

Tufikirie kwamba Max ni mtengenezaji wa rekoda za video. Max anapokea meseji nyingi kutoka kwa wateja wakihitaji msaada wa vifaa vyao. Siku nyingine anshindwa kujibu papo hapo au hata kukiri kupokea meseji hizo. Baadhi ya wateja wanakosa uvumilivu na kutuma meseji ile ile kwa mara ya pili. Meseji zote zenye maombi ya usaidizi zinahifadhiwa kwenye kisanduku pokezi kimoja. Maombi hayapangwi, na Max anajibu meseji hizo kwa kutumia programu ya mara kwa mara ya barua pepe.

Kwa kuwa Max hawezi kujibu kwa haraka meseji zote, anasaidiwa na wasanifu Joe na John katika hili. Joe na John wanatumia mfumo huo huo wa barua pepe, wakifikia kisanduku pokezi kile kile. Hawatambui kwamba Max anaweza kupokea maombi mawili kutoka kwa mteja mmoja mwenye hasira. Wakati mwingine wanatoa majibu tofauti kwa ombi moja lililojirudia, mteja anapokea majibu mawili tofauti. Kwa zaidi Max hajui undani wa majibu yao. Pia hajui undani wa matatizo ya wateja na masuluhisho yao, kama matatizo gani yanatokea mara nyingi, au kiasi gani cha muda na pesa anatumia kwenye usaidizi wa wateja.

Katika mkutano, mwenzake akamweleza Max kuhusu mfumo wa trouble ticket na jinsi unavyoweza kutatua matatizo ya Max ya usaidiziwa wa mteja. Baada ya kuangalia taarifa kwenye mtandao, Max akaamua kusanikisha OTRS kwenye kompyuta ambayo inapatikana kwenye tovuti kwa wateja na wafanyakazi wake. Sasa, maombi ya wateja hayatumwi kwenye kisanduku chake binafsi cha barua pepe bali kwenye akaunti ya barua pepe ya OTRS. Mfumo wa tiketi umeunganishwa na kikasha barua hiki na inahifadhi maombi yote kwenye hifadhidata yake. Kwa kila ombi jipya, mfumo unatengeneza jibu kiotomatiki na kulituma kwa mteja ili mteja atambue maombi yake yamepokelewa na atajibiwa hivi karibuni. OTRS inatengeneza kirejeo wazi, nambari ya tiketi, kwa kila ombi moja. Wateja sasa wana furaha kwa sababu maombi ya yanajibiwa na sio lazima kutuma ombi la pili kwa swali lile lile. Max, John na Joe sasa wanaweza kuingia kwenye OTRS na kivinjari tovuti na kujibu maombi. Kwa kuwa mfumo unafunga tiketi iliyojibiwa, hakuna meseji inayojibiwa mara mbili.

Tufikirie kwamba Mr. Smith ametuma ombi kwa kampuni ya Max, na meseji yake inafanyiwa mchakato na OTRS. John anatoa jibu fupi kwa swali lake. Lakini Mr. Smith ana swali linalofuata, ambalo analituma kama jibu kwa barua pepe ya John. Kwa kuwa John ametingwa, Max sasa anajibu meseji ya Mr. Smith. Kipengele cha historia kinamruhusu Max aone mtiririko mzima wa mawasiliano kwenye ombi hili, na anajibu kwa undani zaidi. Mr. Smith hajui kama watoa huduma zaidi ya mmoja wahehusika katika kutatua tatizo lake, na amefurahia maelezo ya majibu ya mwisho ya Max.

Bila shaka, haya ni mapitio mafupi ya viwezekanavyo na vipengele vya mifumo ya trouble ticket. Lakini kama kampuni yako inabidi ihudumie maombi mengi kutoka kwa wateja

kupitia barua pepe na simu, na kama watoa huduma tofauti inabidi wajibu kwa muda tofauti, tiketi itakuwa na usaidizi mkubwa. Inaweza kusaidia kurahisisha mtiririko wa kazi, kuongeza ufanisi, na kuboresha utendaji kwa ujumla. Mfumo wa tiketi unasaidia kutengeneza muundo rahisi wa mazingira ya usaidizi au meza ya usaidizi. Mawasiliano kati ya wateja na watoa huduma yanakuwa wazi zaidi. Matokeo ya mwisho ni ufanisi wa huduma. Na bila shaka, wateja walioridhika watabadilika kuwa matokeo mazuri ya biashara ya kampuni yako.

## 1.2. Trouble ticket ni nini?

Trouble ticket ni sawa na ripoti ya matibabu iliyotengenezwa kwa ajili ya mgonjwa. Mgonjwa akienda hospitali kwa mara ya kwanza, ripoti ya matibabu itatengenezwa kushikilia taarifa zote binafsi na za matibabu zinazomhusu. Baada ya kuhudhuria mara nyingi, na kuhudumiwa na daktari yule yule au wengine, daktari husika anasasisha ripoti kwa kuongeza taarifa mpya za mgonjwa na matibabu yanayoendelea. Hii inawezesha madaktari wengine na manesi kuweza kupata picha nzima ya kesi ya mgonjwa waliokuwa nayo. Mgonjwa akipona na kuruhusiwa kutoka hospitalini, taarifa zote za mgonjwa zinahifadhiwa kwenye nyaraka na ripoti inafungwa.

Mifumo ya trouble ticket kama OTRS inashughulikia trouble tickets kama barua pepe za kawaida. Ujumbe unahifadhiwa kwenye mfumo. Mteja akituma ombi, tiketi mpya inatengenezwa na mfumo ambayo ni sawa na ripoti ya matibabu inayotengenezwa. Majibu kwa hii tiketi mpya ni sawa na ingizo la daktari kwenye ripoti ya matibabu. Tiketi inafungwa kama majibu yametumwa kwa mteja, au kama tiketi imefungwa na mfumo. Kama mteja akijibu tena tiketi iliyofungwa, tiketi itafunguliwa tena na taarifa mpya zitaongezwa. Kila tiketi inahifadhiwa na taarifa kamili. Kwa kuwa tiketi zinashughulikiwa kama barua pepe za kawaida, viambatanisho na maoni ya muktadha pia yatahifadhiwa na kila barua pepe. Na pia taarifa za tarehe husika, wafanyakazi husika, muda wa kazi unaohitajika kushughulikia tiketi, na kadhalika vinahifadhiwa. Katika ngazi yoyote ya baadaye tiketi zinaweza kupangwa na inawezekana kutafuta na kuchambua taarifa zote kwa kutumia taratibu mbali mbali za uchujaji.

# 2. OTRS Help Desk

Hii sura inaelezea vipengele vya OTRS Help Desk (OTRS) Utapata taarifa kuhusu mahitaji ya programu na vifaa kwa ajili ya OTRS. Kwa zaidi katika sura hii utajifunza jinsi ya kupata usaidizi wa ki biashara kwa OTRS, ukihitaji, na jinsi ya kuwasiliana na jamii.

## 2.1. Misingi

OTRS Help Desk (OTRS) ni programu tumizi ya wavuti ambayo inasakinishwa katika seva ya wavuti na inaweza kutumika na kivinjari wavuti.

OTRS imegawanywa katika vijenzi tofauti. Kijenzi kikuu ni kiunzi cha OTRS ambacho kina kazi kuu zote za mfumo wa tiketi na programu-tumizi. Inawezekana kusakinisha programu-tumizi za ziada kama moduli za OTRS::ITSM, ushirikiano na ufumbuzi wa Ufuatiliaji wa Mtandao, msingi wa maarifa (Maswali yanayoulizwa mara kwa mara), na kadhalika.

## 2.2. Vipengele

OTRS ina vipengele vingi. Orodha ifwatayo inatoa mapitio ya vipengele muhim vilivyopo katika kiunzi cha OTRS.

### 2.2.1. Kiolesura cha mtumiaji

• OTRS inakuja na wavuti za kiolesura mpya na tofauti kwa ajiili ya wakala na wateja.

- Inaweza kutumika katika kivinjari wavuti kipya, ikijumuisha utayari wa retina na jukwaa jongevu.

- Kiolesura cha wavuti kinaweza kugeuzwa kukufaa kwa dhima na dhamira zako

- Dashibodi ya wakala ina nguvu na uwezo wa kugeuzwa kukufaa pia ina mapitio ya tiketi zako na usaidizi wa takwimu za michoro.

- Injini panufu ya ripoti inatoa takwimu tofauti tofauti na chaguo la kuratibu ripori.

- Kwa kutumia MchakatoUsimamizi inawezekana kufafanua skrini za tiketi zako na michakato (tiketi za mtiririko wa kazi)

- OTRS ina usimamizi wa haki za ndani ambayo inaweza kupanuliwa na orodha dhibiti ufikivu (ACLs) zilizo hakikiwa.

- Ina msaada kwa zaidi ya lugha 30 na majira tofauti ya saa.

## 2.2.2. Kiolesura cha barua

- Ina usaidizi wa barua pepe za MIME pamoja na viambatanishi.

- Ina geuza ki otomatiki HTML kwa ujumbe wa matini ghafi (ulinzi ulioongezeka kwa maudhui nyeti na inawezesha utafutaji wa haraka)

- Barua pepe zinazoingia zinachujwa na kufanyiwa mchakato na sheria ngumu, mfano kwa barua taka au ugawanyaji wa foleni.

- Msaada kwa viwango vya PGP na S/MIME kwa ajili ya usimamizi wa ufunguo/hati na uchakatishaji wa barua pepe.

- Majibu otomatiki, yana sanidika kwa kila foleni.

- Taarifa za barua pepe kwa wakala kuhusu tiketi mpya, vinavyofwatia au tiketi zilizofungiwa.

- Inawezekana kufafanua kitambulishi cha tiketi yako ili kutambua vinavyofuata, mfano. Piga#, Tiketi# au Ombi#. Kuna vizalisha tiketi namba vingi (vyenye msingi wa tarehe, nasibu na kadh.) Unaweza kuongeza yakwapo pia. Vinavyofwatia vinaweza kujulikana kwa kurejea kwenye vichwa au tiketi namba za nje.

## 2.2.3. Tiketi

- OTRS inatumia tiketi kukusanya mawasiliano yote ya nje na ndani yanayokaa pamoja. Hizi tiketi zinapangwa kwa foleni.

- Kuna njia nyingi za kuangalia tiketi kwenye mfumo (kwa kutegemea Foleni, Hali, Kupanda ma kadh.) katika ngazi tofauti za undani (ndogo/kati/kuhakiki).

- Historia ya tiketi inarekodi mabadiliko yote kwa tiketi.

- Tiketi zinaweza kubadilishwa kwa njia tofauti, kama kujibu, kutuma mbele, kudunda, kuhamia kwenye foleni nyingine, sasisha sifa (hali, umuhimu na kadh.), kufunga na uhasibu wa muda wa kazi. Inawezekana kubadilisha tiketi nyingi kwa mkupuo (vitendo vya mkupuo).

- Muda wa kusubiri na muda wa kupanda / usimamizi wa SLA unaruhusu ratiba na vizuizi vinavyotegemea muda.

- Tiketi zinaweza ku unganishwa na tiketi nyingine au vitu vingine mfano maswali yanayoulizwa mara kwa mara.

- Vitendo otomatiki na vya muda kwa tiketi vinawezekana na "WakalaWaKawaida"

- OTRS inakuja na injini tafuti yenye nguvu ambayo inaruhusu utafutaji tata na wa nakala kamili kwa tiketi.

## 2.2.4. Mfumo

- OTRS runs on many operating systems (Linux, Solaris, AIX, FreeBSD, OpenBSD, Mac OS 10.x) and supports several database systems for the central OTRS back-end (MySQL, PostgreSQL, Oracle, MSSQL).

- Kiini cha mfumo kinaweza kupanuliwa kwa ku sakinisha vifurushi vya OTRS. Kuna vifurushi vingi vya bure (mfano FAQ, OTRS::ITSM na vingine) na pia vifurushi vya FeatureAddon kwa wateja wenye mkataba wa huduma kutoka kundi la OTRS.

- Uunganishaji wa mazingira ya nyuma ya nje kwa ajili ya data za mteja, mf. kupitia AD, eDirectory au OpenLDAP. Wateja wanaweza kujithibitisha kupitia hifadhidata, LDAP, HTTPAuth au Radius.

- Kwa kiolesura cha ujumla ni rahisi kuunganisha OTRS na huduma nyingine za tovuti. Huduma rahisi za tpvuti zinaweza kuunganishwa bila kuunda programu, mazingira changamano na viendelezi vya kawaida. Kiunganishi cha tiketi cha OTRS kinaruhusu utengenezaji, usasishaji na utafutaji wa tiketi, kupitia huduma za tovuti kutoka kwenye programu tumizi nyingine kuacha mbili zinazohusika.

Sasa tuangalie mabadiliko katika matoleo ya hivi karibuni ya OTRS.

## 2.2.5. New features of OTRS 4

### 2.2.5.1. Uzalishaji

- A new cleaner flat design has been implemented.

- Agents can now reply directly to a ticket note. The original notes body is quoted in the new note.

- Agents can now make use of templates in all screens with internal notes.

- Ticket action screens (such as note, owner etc.) now allow to do actions without always creating an article (configurable).

- New ticket overview based on "my services" that an agent can subscribe to. Notification options for new tickets and follow-ups can now be based on "my queues", "my services" or combinations of both.

- OTRS can now display tickets with thousands of articles.

- Customer online list in Dashboard now links directly to CustomerInformationCenter page for the customer.

- Agents can now persistently reorder their main menu with drag&drop.

- Agents and customers can now search tickets by attachment name.

- New Dashboard Widget for running process tickets.

- New search options for the last change time of the ticket.

- Added new screen for outgoing emails on a ticket that are not replies.

## 2.2.5.2. Scalability & Performance

- OTRS 4 can handle more concurrent users/requests on the same hardware, and response times for single requests are shorter as well, especially for pages with lots of data.

## 2.2.5.3. Kufanya kazi na mifumo ya nje

- The GenericInterface now also supports HTTP REST as network transport protocol.

## 2.2.5.4. Usanikishaji & Usimamizi

- Postmaster filters are no longer limited to 4 match/set fields. They can now have a configurable amount of fields (default 12, up to 99).

- A new configuration option Ticket::MergeDynamicFields makes it possible to specify which dynamic fields should also be merged when a ticket is merged to another ticket.

- Added new options to check dynamic fields of type text on patterns relating to error messages (translated), if they do not match.

- Added new options to restrict dynamic fields of type date/datetime on future or past dates.

- OTRS can be configured to automatically unlock a ticket if articles are added and the owner is out of office.

- Linked tickets of a specific type (e.g. merged or removed) can now be hidden via SysConfig option.

- ACL handling has been improved, made more consistent and easier to debug.

  - Added new ACL option PossibleAdd to add items to a possible list without resetting (like Possible does).

  - Added new ACL value modifiers [Not], [NotRegExp], [Notregexp], for all ACLs parts.

- Process handling has been improved, made more consistent and easier to debug.

  - A new GUID-based entity naming scheme for the OTRS Process configuration makes it possible to safely transfer processes from one system to another without duplicating the entities.

  - Added new Transition Action to create a new ticket.

  - Added possibility to define variable Transition Action attributes based on current process ticket values.

- The possibility to schedule System Maintenance periods is available from the System Administration panel in the Admin interface.

  - A notification about an incoming System Maintenance period will be shown with some (configurable) time in advance.

  - If a System Maintenance is active, a notification about it will be shown on the Agent and Customer interface, and only admin users can log on to the system.

  - An overview screen informs admins about active sessions, which can be ended all on one click or one by one.

- Added possibility to disable sysconfig import via configuration.

- Added Apache MD5 as a new password hashing backend, thanks to Norihiro Tanaka.

- Added the possibility to restrict customer self registration by email address whitelist or blacklist, thanks to Renée Bäcker.

- Added new dashboard module that shows the output of an external command, thanks to ib.pl.

### 2.2.5.5. Development

- New powerful template engine based on Template::Toolkit.

- A central object manager makes creating and using global objects much easier (thanks to Moritz Lenz @ noris network).

- The OPM package format was extended to signal that a package has been merged into another package, allowing the package manager to correctly handle this situation on package installation or update.

- Caching was centralized in one global cache object which also performs in-memory caching for all data.

- Added cache benchmark script, thanks to ib.pl.

## 2.2.6. Vipengele vipya vya OTRS 3.3

### 2.2.6.1. Uzalishaji

- Orodha ya tiketi za dashibodi na mapitio ya tiketi za kawaida sasa zinaweza kuchujwa na safu za tiketi zinazofaa na safu zilizo onyeshwa zina sanidika.

- Chombo cha tiketi na mapitio ya kihakiki sasa yanaweza kupangwa.

- Imeongeza kifaa cha kalenda kwenye dashibodi ambacho kinaonyesha tiketi kama matukio.

- Imeongeza kifaa kwenye dashibodi ambacho kinaonyesha nambari ya tiketi kwa hali na kwa foleni katika mfumo wa matriki.

- Wakala sasa wanaweza kuweka alama kwa makala muhimu.

- Kifaa kipya cha uchaguzi wa mti inafanya ufanyaji kazi na data za mti (foleni, huduma na kadh.) kuwa wa haraka na rahisi.

- Imeongeza usadizi wa kutafuta tarehe zinazoendana (mf. zaidi ya mwezi 1 uliopita ) katika sehemu zinazobadilika za Tarehe na Tarehe/Muda.

- Sasa inawezekana kubainisha violezo (awali "majibu ya kawaida") pia kwa utengenezaji wa tiketi mpya na upelekaji mbele tiketi.

- Orodha ya michakato inayopatikana sasa inaweza kuchujwa na ACLs.

- Usaidizi umeongezwa kuanzisha mchakato kutoka kwa kiolesura cha mteja.

- Katika sehemu nyingi nakala hazifupishwi tena kwa idadi maalumu ya herufi ("Foleni1..."), lakini badala yake kwa hali za skrini zilizopo. Hii inawezesha kuona taarifa nyingi zaidi kwa mkupuo.

- OTRS sasa iko tayari kwa Retina. Taswira sasa zinaweza kukabiliana na muonekano wa juu na ikoni za taswira zimebadilishwa na fonti za herufi kutoka webfont ya FontAwesome .

- Kipengele kipya "usimamizi wa dashibodi" kimeongezwa. Hii inawezesha kuonyesha chati za takwimu kwenye dashibodi. Tafadhali tambua IE8 haina msaada kwa kipengele hiki.

## 2.2.6.2. Kufanya kazi na mifumo ya nje

- OTRS sasa inaweza kutumia hifadhidata nyingi za kampuni za wateja, shukrani kwa Cyrille @ belnet-ict.

- OTRS sasa inaweza kutunza data za mtumiaji katika maeneo yanayobadilika ya tiketi kwa hifadhi ya kudumu katika tiketi. Hii itakuwa na faida katika uarifu.

- OTRS sasa inaweza kuweka barua pepe zinazoingia kwa usahihi chini ya tiketi zilizopo kulingana na nambari ya tiketi kutoka mifumo ya nje.

- OTRS sasa inaweza kutafuta barua pepe kupitia miunganiko ya POP3/TLS.

## 2.2.6.3. Usanikishaji & Usimamizi

- Kisakinishi cha wavuti sasa kinaweza kuanzisha OTRS katika hifadhidata za Seva za PostgreSQL, Oracle na SQL mbali na MySQL.

- OTRS sasa ina usaidizi kamili wa MySQL 5.6

- Kazi za wakala wa kawaida sasa zinaweza kutekelezwa kwa matukio ya tiketi zilizosani-diwa.

- Kihariri kipya cha michoro cha ACL kinafanya uhariri wa ACL kuwa rahisi.

- Vichujio vya mkuu wa posta sasa vinaweza kutumia masharti hasi ya kuchuja, shukrani kwa Renée Bäcker.

- Vichujio vya mkuu wa posta sasa vinaweka bayana tarehe za kusubiri na Mmiliki / Mhusi-ka wa tiketi mpya kwa kutegemea data za barua pepe zinazoingia.

- Nywila za Wateja na Mawakala sasa zinaweza kufanyiwa usimbaji fiche kwa kutumia kanuni imara ya bcrypt, ambayo ni nzuri zaidi ya SHA.

- Icons nyingi sasa kutumia font icon ambayo inafanya rahisi kujenga ngozi desturi na rangi tofauti ya msingi. Hii pia inaboresha utendaji kwa ujumla kupitia ndogo kiasi cha (picha) mafaili kupakia.

# 2.2.7. Vipengele vipya vya OTRS 3.2

## 2.2.7.1. Inalenga zaidi mteja

- Kituo kipya cha habari kwa wateja kinatoa muonekano mzuri wa dashibodi kwa mteja (kamouni). Unaweza kuona

  - Kupandishwa, kikumbusho, mpya na tiketi zilizo wazi za kampuni ya mteja.

  - Watumiaji wa mteja (mawasiliano) wanao milikiwa na kampuni ya huyu mteja, na hesabu za tiketi zao binafsi na njia za mkato za kutengeneza tiketi zao mpya.

  - Muonekano wa jumla wa hali ya tiketi za kampuni ya mteja.

- Kipengele kipya cha "swichi ya mteja" kinawezesha wakala mwenye ruhusa zinazo taki-wa kuangalia kwenye jopo la mteja pamoja na haki zake.

## 2.2.7.2. Inaweza kugeuzwa kukufaa zaidi

### 2.2.7.2.1. Usimamizi wa mchakato

- usimamizi wa mchakato  mpya unawezesha kuwakilisha michakato ndani ya OTRS.

### 2.2.7.2.2. Uboreshaji wa kiolesura cha mteja

- Kiolesura cha wavuti wa mteja sasa kina endana na AJAX na ACLs.

- Sasa inahitaji JavaScript na sio tangamanifu na Internet Explorer 6 au matoleo la nyuma.

- Katika kiolesura cha mteja, sasa unaweza ku seti chaguo-msingi la aina ya tiketi kwa tiketi mpya. Pia, sasa unaweza kuficha aina ya tiketi na kutumia chaguo-msingi kwa tiketi zote zinazotengenzwa kwa kutumia kiolesura cha mteja.

### 2.2.7.2.3. Maboresho ya kiolesura cha wakala

- Wakala sasa wanaweza kutafuta tiketi kwa muda wa kupanda.

- Chaguo jipya la kuonyesha SehemuZinazobadilika kama chaguo-msingi katika kutafuta tiketi.

- Usadifishaji wa matumizi ya skrini katika skrini za tiketi kuzuia kubiringiza katika madirisha ibukizi. Kwa kila skrini ya tiketi, ukubwa wa kihariri cha nakalatajiri sasa unaweza kusanidiwa kipekee.

- Sasa inawezakana kupeleka tiketi kwenye foleni nyingine ndani ya maongezi ya VitendoVyaTiketi (DokezoLaTiketi, FungaTiketi na kadh.) baad aya ku amilisha sanidi za chaguo. Hii huwa inazimwa.

- Utafutaji wa tiketi utaenda moja kwa moja kwenye skrini ya ku kuza tiketi endapo tiketi moja itapatikana.

- Uwezo mpya wa kuficha Aina ya Makala kutoka kwenye skrini za TiketiKitendoKawaida ambazo zinaweza kuwa na manufaa kuweka data zaidi kwenye dirisha la kivinjari.

- Kuna kifaa kipya cha nje ya ofisi cha ndashibodi ambacho kina orodhesha wakala wote washirika wasiopatikana kwa muda huo.

- CKEditor 4 mpya inarahisisha na kuimarisha ufanyaji kazi na maudhui zenye nakala tajiri (kama barua pepe za HTML).

### 2.2.7.2.4. Maboresho ya utawala

- Taarifa zinazoendeshwa na matukio sasa zinaweza kutumwa kwa Aina za Mtumaji Nakala maalumu.

- Injini ya takwimu ya OTRS sasa inaelewa 'wiki' kuacha siku, miezi na miaka. Hii inaipa uwezo wa, kwa mfano tengeneza ripoti za tiketi 'zilizotengenezwa wiki iliyopita', au tengeneza ripoti inayo onyesha tiketi zilizotengenezwa kwa foleni kwa wiki.

- Inawezekana kuweka mafaili yaliyogeuzwa kukufaa ya DTL (kiolezo) katika `Custom/Kernel/Output/HTML`, ili kuchukua nafasi ya mafaili chaguo-msingi ya mfumo ya DTL kama inavyofanya kazi kwa mafaili ya Perl.

- Katika MsimamiziSMIME sasa inawezekana kuonyesha maudhui ya vyeti vinavyosomeka na binadamu.

- SysConfig sasa ina uwezo wa ku sanidi mipangilio ya aina za Tarehe na Tarehe Muda.

## 2.2.7.3. Ukuaji bora

### 2.2.7.3.1. Uwekaji nyaraka za tiketi umeboreshwa

- Wakati tiketi zinawekwa kwenye nyaraka, taarifa za tiketi au makala ambazo zinasomwa na wakala zinaweza kutolewa, pia kujiunga kwa wakala kwenye tiketi kunafutwa. Hii

ipo hai kwa kawaida na inasaidia kupunguza idadi ya data katika hifadhidata kwenye mifumo mikubwa yenye tiketi na wakala wengi.

- Hii pia ni hati mpya ya kuondoa hii data kutoka kwenye nyaraka za tiketi zilizopo.

- Tiketi za kwenye nyaraka sasa zinaonekana kama 'soma' kwa wakala

### 2.2.7.3.2. Maboresho ya utendaji

- Usimamizi wa kipindi sasa ni mara 10 zaidi haraka, sana sana kukiwa na watumiaji hai wengi.

- Sasa inawezekana kuweka ukomo wa idadi ya wakala au watumiaji ambao wanatumia kwa pamoja/sambamba ili kuzuia kuzidiwa kwa uwezo wa seva.

- Punguzo kubwa katika nambari ya kauli za hifadhidata zilizotekelezwa katika mapitio ya tiketi na barakoa za tiketi katika mazingira ya mbele ya mteja na wakala.

  - Hii itapunguza mzigo kwenye seva za hifadhidata, sana sana kwenye mifumo mikubwa. Katika baadhi ya kesi OTRS itakuwa inaonekana kuwa na majibu zaidi (kama mfumo ulipunguzwa kasi na mzigo wa DB au ukawivu).

- Utendaji wa LDAP ulioboreshwa wa ulandanishi wa mtumiaji.

- Utendaji ulioboreshwa wa hifadhi muda wenye ma faili mengi ya hifadhi muda.

## 2.2.7.4. Ina upatanifu zaidi

### 2.2.7.4.1. Kiungo cha maswali yanayoulizwa mara kwa mara cha Kiolesurachakawaida

- Sasa inawezekana kuzipata data za moduli za maswali yanayoulizwa mara kwa mara (Hifadhidata ya maarifa ya OTRS) kupitia huduma ya tovuti (KiolesuraChaUjumla). Hii itakuwa ina faida kupachika makala za maswali yanayoulizwa mara kwa mara kwenye tovuti ya kampuni yako, kwa mfano.

# 2.3. Mahitaji ya programu na vifaa

OTRS can be installed on many different operating systems. OTRS can run on linux and on other unix derivates (e.g. OpenBSD or FreeBSD). OTRS does not have excessive hardware requirements. We recommend using a machine with at least a 2 GHz Xeon or comparable CPU, 2 GB RAM, and a 160 GB hard drive for a small setup.

Kuanzisha OTRS, utahitaji pia kutumia seva ya wavuti na seva ya hifadhidata. Kuachana na hilo, unatakiwa kusakinisha perl na/au kusakinisha baadhi ya moduli za ziada za perl kwenye mashine ya OTRS. Seva ya wavuti na Perl lazima zisakinishwe kwenye mashine sawa na OTRS. Mazingira ya nyuma ya hifadhidata yanaweza kusakinishwa kwa ndani au kwenye mwenyeji mwingine.

Kwa ajili ya seva ya tovuti, tunashauri utumiaji wa Seva ya Apache HTTP, kwasababu moduli yake ya mod_perl inaboresha kwa asilimia kubwa utendaji wa OTRS. Kuachana na hilo, OTRS inatakiwa kufanya kazi katika seva yoyote ya tovuti ambayo inaweza kutekeleza hati za Perl.

Unaweza kutumia OTRS katika hifadhidata tofauti. Unaweza kuchagua kati ya MySQL, PostgreSQL, Oracle, au Microsoft SQL Server. Kama ukitumia MySQL una faida kwamba hifadhidata na baadhi ya mipangilio ya mfumo inaweza kusanidiwa wakati wa usakinishaji, kupitia mazingira ya mbele ya wavuti.

For Perl, you will need some additional modules which can be installed either with the Perl shell and CPAN, or via the package manager of your operating system (rpm, yast, apt-get).

Mahitaji ya programu

### 2.3.1. Usaidizi wa perl

- Perl 5.10 au zaidi

### 2.3.2. Usaidizi wa seva ya wavuti

- Apache2 + mod_perl2 au zaidi (inapendekezwa)

- Seva ya wavuti yenye usaidizi wa CGI (CGI haipendekezwi)

### 2.3.3. Usaidizi wa hifadhidata

- MySQL 5.0 au zaidi

- MariaDB

- PostgreSQL 8.4 or higher

- Oracle 10g au zaidi

Hiki kifungu katika mwongozo kuhusu usakinishaji wa moduli za Perl kinaelezea kwa un-dani jinsi unavyoweza kuanzisha vile vinavyohitajika na OTRS.

If you install a binary package of OTRS, which was built for your operating system (rpm), either the package contains all Perl modules needed or the package manager of your system should take care of the dependencies of the Perl modules needed.

### 2.3.4. Usaidizi wa kivinjari wavuti

To use OTRS, you'll be OK if you use a modern browser with JavaScript support enabled. These browsers are not supported:

- Internet Explorer kabla ya toleo la 8

- Firefox kabla ya toleo la 10

- Safari kabla ya toleo la 5

Tunashauri mara zote kutumia toleo la hivi karibuni la kivinjari chako, kwa sababu ina uten-daji bora wa JavaScript na utungilizaji. Utofauti mkubwa wa utendaji kati ya vivinjari vilivy-otumika unaweza kutokea na data nyingi au mifumo mikubwa.Tunafurahia kukushauri katika suala hili.

## 2.4. Jamii

OTRS has a large user community. Users and developers discuss OTRS and exchange information on related issues through the mailing-lists. You can use the mailing lists to discuss installation, configuration, usage, localization and development of OTRS. You can report software bugs in our bug tracking system.

Kurasa ya nyumbani ya jamii ya OTRS ni: http://www.otrs.com/open-source/.

## 2.5. Huduma za kitaalamu za OTRS

Our OTRS Business Solution™ offers you best professional support from the OTRS team, reliable OTRS security and regular free updates as well as an exclusive set of additional

Business Features that you can flexibly activate or deactivate according to different deployment scenarios.

OTRS Group inatoa programu maalumu za mafunzo katika nchi tofauti. Unaweza kushiriki katika aidha moja ya mafunzo yetu ya umma ya Msimamizi wa OTRS ambayo hufanyika mara kwa mara, au kufaidika na mafunzo ya ndani ambayo yanapitia mahitaji yote ya kampuni yako.

# Chapter 2. Usanikishaji

This chapter describes the installation and basic configuration of the central OTRS framework. It covers information on installing OTRS from source, or with a binary package such as an RPM.

Mada zinazopitiwa hapa zinahusu usanidi wa seva za tovuti na za hifadhidata, kiolesura kati ya OTRS na hifadhidata, usakinishaji wa moduli za ziada za Perl, kuseti haki sawa za ufikivu za OTRS, kuanzisha kazi za mfumo zilizopangwa za OTRS, na baadhi ya mipangilio ya msingi katika mafaili ya usanidi ya OTRS.

Fuata hatua hizi za undani katika sura hii kusakinisha OTRS katika seva yako. Kisha utaweza kutumia kiolesura chake cha tovuti kuingia na kusimamia mfumo.

# 1. Njia rahisi - Usakinishaji wa vifurushi vilivyojengwa tayari

If available for your platform you should use pre-built packages to install OTRS, since it is the simplest and most convenient method. You can find them in the download area at http://www.otrs.com. The following sections describe the installation of OTRS with a pre-built or binary package on SUSE and Red Hat systems. Only if you are unable to use the pre-built packages for some reason should you follow the manual process.

## 1.1. Kusakinisha RPM katika seva ya Linux ya SUSE

Hiki kifungu kinaelezea usakinishaji wa kifurushi chetu cha RPM katika seva ya SUSE Linux. Tumeijaribisha katika matoleo yote ya hivi karibuni ya SLES na openSUSE. Kabla hujaanza usakinishaji, tafadhali tembelea http://www.otrs.com/downloads na hakikisha unatumia kifurushi cha hivi karibuni cha OTRS RPM kinachopatikana.

### 1.1.1. Kuandaa hifadhidata kwa ajili ya OTRS

Unaweza kutumia OTRS katika mazingira ya nyuma tofauti ya hifadhidata: MySQL, PostgreSQL, Oracle au Microsoft SQL Server. Hifadhi data maarufu sana ya kuweka OTRS ni MySQL. Hii sura inaonyesha hatua unazotakiwa kuchukua kusanidi MySQL katika seva inayojikita kwenye SUSE. Bila shaka unaweza kusakinisha hifadhidata kwenye seva ya hifadhidata iliyojitolea kama ikihitajika kwa ajili ya mabadiliko kufanyika kiurahisi na sababu nyingine.

> **Note**
>
> Kama ukifwatat sura hii katika openSUSE 12.3 na kuendelea hutaweza kusakinisha MySQL lakini MariaDB badala yake, uma wa MySQL tangamanifu wakanuni za MySQL. Hili sio tatizo, itafanya kazi vizuri tuu (na hata vizuri zaidi wakati mwingine).

Sakinisha MySQL kwa kutekeleza amri ifuatayo kama mzizi:

```
linux:~ # zypper install mysql perl-DBD-mysql
```

Hii itasakinisha MySQL na machaguo-msingi kwenye mfumo wako. Utahitaji kubadili machaguo-msingi ili kufanya iwe kwa ajili ya OTRS yako. Kwa kutumia kihariri nakala fungua faili /etc/my.cnf na badili mstari wenye **max_allowed_packet** ndani yake, na ongeza mstari hapa chini, kama hivi:

```
        max_allowed_packet=20M
        query_cache_size=32M
```

Sasa tekeleza **rcmysql restart** kuanzisha upya seva ya hifadhi data na kuamilisha mabadiliko haya. Kisha anzisha **/usr/bin/mysql_secure_installation** na fuata maelekezo ya kwenye skrini kuseti nywila mzizi ya hifadhidata, ondoa ufikivu bila jina na ondoa hifadhidata ya majaribio. Mwisho, anzisha **chkconfig -a mysql** ili kuhakikisha mysql inaanzishwa kiotomatiki muda seva inapoanza.

## 1.1.2. Kusakinisha OTRS

Sakinisha OTRS kupitia tungo amri kwa kutumia **zypper**. Hii pia itavuta utegemezi kama seva ya wavuti ya apache na baadhi ya moduli za Perl. Hakikisha umenakili faili la OTRS RPM kwenda kwenye mpangilio orodha wa sasa.

```
otrs-sles:~ # zypper install otrs-3.3.*.rpm
....
Retrieving package otrs-3.3.3-01.noarch (1/26), 17.5 MiB (74.3 MiB unpacked)
Installing: otrs-3.3.3-01 [done]
Additional rpm output:
Check OTRS user ... otrs added.

Next steps:

[start database and Apache]
 Make sure your database is running and execute 'rcapache2 restart'.

[install the OTRS database]
 Use a webbrowser and open this link:
 http://myserver.example.com/otrs/installer.pl

[OTRS services]
 Start OTRS 'rcotrs start-force' (rcotrs {start|stop|status|restart|start-force|

           stop-force}).

((enjoy))

 Your OTRS Team
 http://otrs.org/

otrs-sles:~ #
```

*Hati: Amri ya kusakinisha OTRS.*

Usakinishaji wa OTRS umekamilika. Anzisha seva yako ya wavuti kupakia mabadiliko maalumu ya OTRS katika usanidi wake, kama ilivyoonyeshwa kwenye hati chini. Pia anzisha **chkconfig** kuhakikisha OTRS inaanzishwa kiotomatiki seva inapojiwasha upya.

```
otrs-sles:~ # chkconfig -a apache2
apache2                   0:off  1:off  2:off  3:on   4:off  5:on   6:off
otrs-sles:~ # rcapache2 start
Starting httpd2 (prefork) httpd2-prefork: Could not reliably determine the server's fully
 qualified domain name, using 10.x.x.x for ServerName

    done
otrs-sles:~ #
```

*Hati: Kuanzisha seva ya wavuti.*

## 1.1.3. Kusakinisha moduli za perl za ziada.

OTRS inahitaji moduli zaidi ya zinazoweza kusakinishwa na RPM. Unaweza kuzisakinisha baadaye kwa mikono. Unaweza kukagua moduli gani hauna kwa kuanzisha hati bin/ otrs.CheckModules.pl inayopatikana kwenye mpangilio orodha /opt/otrs. Baadhi ya moduli zinahitajika kwa ajili ya sifa za hiari tu, kama mawasiliano na seva ya(za) IMAP au uzalishaji wa PDF. Kwenye SLES unatakiwa kuongeza hifadhi ya nje kwenye usanidi wa zypper ili kupata moduli zinazohitajika kwa ajili ya mfumo wako. Chagua moduli inayohitajika na toleo lako la mfumo endeshi kutoka hapa: http://download.opensuse.org/ repositories/devel:/languages:/perl/.Ongeza hifadhi kama hii kwa ajili ya SLES 11 SP2:

```
        zypper ar -f -n perl http://download.opensuse.org/repositories/devel:/
languages:/perl/SLE_11_SP2 Perl
```

Kwenye openSUSE 12.3 hifadhi ya ziada inahitajika kwa ajili ya moduli Mail::IMAPClient tu, kama utahitaji kama unahitaji kukusanya barua kutoka kwenye seva ya IMAP inayolindwa na TLS. Mstari husika utaonekana kama hivi:

```
        zypper ar -f -n perl http://download.opensuse.org/repositories/devel:/
languages:/perl/openSUSE_12.3/ Perl
```

Mara ya kwanza unatumia zypper baada ya kuongeza hii hifadhi, utaombwa kuweka ufunguo wake. Sasa unaweza kusakinisha moduli zinazokosekana kama hapa chini.

```
otrs-sles:/opt/otrs # zypper install -y "perl(YAML::LibYAML)"
Refreshing service 'susecloud'.
Retrieving repository 'perl' metadata [\]

New repository or package signing key received:
Key ID: DCCA98DDDCEF338C
Key Name: devel:languages:perl OBS Project <devel:languages:perl@build.opensuse.org>
Key Fingerprint: 36F0AC0BCA9D8AF2871703C5DCCA98DDDCEF338C
Key Created: Wed Oct 10 22:04:18 2012
Key Expires: Fri Dec 19 22:04:18 2014
Repository: perl

Do you want to reject the key, trust temporarily, or trust always? [r/t/a/?] (r): a
Retrieving repository 'perl' metadata [done]
Building repository 'perl' cache [done]
Loading repository data...
Reading installed packages...
'perl(YAML::LibYAML)' not found in package names. Trying capabilities.
Resolving package dependencies...

The following NEW package is going to be installed:
  perl-YAML-LibYAML

The following package is not supported by its vendor:
  perl-YAML-LibYAML

Retrieving package perl-YAML-LibYAML-0.38-12.4.x86_64 (1/1), 75.0 KiB (196.0 KiB unpacked)
Retrieving: perl-YAML-LibYAML-0.38-12.4.x86_64.rpm [done (55.7 KiB/s)]
Installing: perl-YAML-LibYAML-0.38-12.4 [done]
```

Hatua inayofuata ni kusanidi OTRS kwa kutumia kisakinishi cha wavuti, kama ilivyoelezewa katika kifungu hiki.

# 1.2. Kusakinisha OTRS katika mifumo endeshi ya Red Hat Enterprise Linux au CentOS system

Hiki kifungu kinaelezea usakinishaji wa kifurushi chetu cha RPM kwenye seva ya Red Hat Enterprise Linux (RHEL) au CentOS. Kwa OTRS 3.3 na kuendelea, RHEL 6 au CentOS 6 inahitajika, toleo la 5 halina msaada. Kabla ya kuanza usakinishaji, tafadhali tembelea http://www.otrs.com/downloads na hakikisha unatumia kifurushi cha hivi karibuni cha OTRS RPM kinachopatikana.

## 1.2.1. Kuandaa hifadhidata kwa ajili ya OTRS

Unaweza kutumia OTRS kwa kutumia mazingira ya nyuma tofauti: MySQL, PostgreSQL, Oracle or Microsoft SQL Server. Hifadhidata maarufu kuweka kwenye OTRS ni MySQL. Hii sura inaonyesha hatua unazohitaji kupitia kusanidi MySQL kwenye seva ya RHEL. Bila shaka unaweza kusakinisha hifadhidata kwenye seva ya hifadhidata iliyojitolea kwa ajili ya kubadilisha kirahisi na sababu nyingine.

Sakinisha MySQL kwa kutekeleza amri ifuatayo kama mzizi:

```
[root@otrs-centos6 ~]# yum -y install mysql-server
```

Hii itasakinisha MySQL na machaguo-msingi kwenye mfumo wako. Utahitaji kubadili machaguo-msingi ili kufanya iwe kwa ajili ya OTRS yako. Kwa kutumia kihariri nakala fungua faili /etc/my.cnf na ongeza mistari miwili inayofwata chini ya kifungu [mysqld]:

```
max_allowed_packet=20M
query_cache_size=32M
```

Sasa tekeleza **service mysqld start** kuanzisha upya seva ya hifadhidata na kuamilisha mabadiliko haya. Kisha anzisha **/usr/bin/mysql_secure_installation** na fuata maelekezo ya kwenye skrini kuseti nywila mzizi ya hifadhidata, kuondoa ufikivu bila jina na kuondoa hifadhidata ya majaribio. Mwisho, anzisha **chkconfig mysqld on** ili kuhakikisha mysql inaanza kiotomatiki muda seva inapoanza.

## 1.2.2. Kusakinisha OTRS

Sakinisha OTRS kupitia tungo amri kwa kutumia **yum**. Hii pia itavuta utegemezi kama seva ya wavuti ya apache na baadhi ya moduli za Perl. Hakikisha umenakili faili la OTRS RPM kwenda kwenye mpangilio orodha wa sasa.

```
[root@otrs-centos6 ~]# yum install --nogpgcheck otrs-3.3.*.rpm
...
Dependencies Resolved

================================================================
 Package            Arch    Version            Repository         Size
================================================================
Installing:
 otrs               noarch 3.3.3-01            /otrs-3.3.3-01.noarch
                                                                  74 M
Installing for dependencies:
 apr                x86_64 1.3.9-5.el6_2       updates           123 k
 ...
 procmail           x86_64 3.22-25.1.el6       base              163 k
```

```
Transaction Summary
========================================================================
Install     26 Package(s)

Total size: 80 M
Total download size: 6.0 M
Installed size: 88 M
Downloading Packages:
(1/25): apr-1.3.9-5.el6_2.x86_64.rpm                    | 123 kB     00:00
...
(25/25): procmail-3.22-25.1.el6.x86_64.rpm              | 163 kB     00:00
------------------------------------------------------------------------
Total                                    887 kB/s | 6.0 MB     00:06
Running rpm_check_debug
Running Transaction Test
Transaction Test Succeeded
Running Transaction
  Installing : apr-1.3.9-5.el6_2.x86_64                           1/26
  ...
  Installing : otrs-3.3.3-01.noarch                               26/26
Check OTRS user ... otrs added.

Next steps:

[httpd services]
 Restart httpd 'service httpd restart'

[install the OTRS database]
 Make sure your database server is running.
 Use a web browser and open this link:
 http://myserver.example.com/otrs/installer.pl

[OTRS services]
 Start OTRS 'service otrs start' (service otrs {start|stop|status|restart).

((enjoy))

 Your OTRS Team

Installed:
  otrs.noarch 0:3.3.3-01

Dependency Installed:
  ...

Complete!
[root@otrs-centos6 ~]#
```

*Hati: Amri ya kusakinisha OTRS.*

Usakinishaji wa OTRS umekamilika. Sasa unatakiwa kuhakikisha kwamba Apache imeanzishwa na kwamba inaanza wakati wote seva inapojiwasha upya.

```
[root@otrs-centos6 ~]# chkconfig httpd on
[root@otrs-centos6 ~]# service httpd start
Starting httpd: httpd: Could not reliably determine the server's fully qualified domain
 name, using 10.x.x.x for ServerName [  OK  ]
[root@otrs-centos6 ~]#
```

*Hati: Kuanzisha seva ya wavuti.*

## 1.2.3. Kusakinisha moduli za perl za ziada.

OTRS inahitaji baadhi ya moduli zaidi ya zilizosakinishwa na RPM. Unaweza kuzisakin-
isha baadaye kwa mikono. Unaweza kuona moduli gani unakosa kwa kuanzisha hati `bin/`
`otrs.CheckModules.pl` iliyopo kwenye mpangilio orodha `/opt/otrs`. Baadhi ya moduli
zinahitajika tu kwa ajili ya sifa za hiari, kama mawasiliano na seva ya (za) IMAP au uzalisha-

---

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ji wa PDF. Kwenye Redhat au CentOS tunashauri kusakinisha hizi moduli kutoka kwenye hifadhi ya EPEL, hifadhi inayodumishwa na mradi wa Fedora, ambayo inatoa vifurushi vya ubora wa juu kwa ajili ya RHEL na vipngele vyake. Kwa taarifa zaidi angalia tovuti ya EPEL .

Kama uko kwenye RHEL 6 au CentOS 6, unaweza kupata kifurushi cha hivi karibuni kutoka tovuti hii. Unaweza kuongeza hii hifadhi kwenye yum moja kwa moja kwa kunakili URL ya RPM utakayoikuta kwenye kurasa hii na kutekeleza hili agizo:

```
 [root@otrs-centos6 otrs]# yum -y install http://download.fedoraproject.org/pub/epel/6/i386/
epel-release-6-8.noarch.rpm
Loaded plugins: security
Setting up Install Process
epel-release-6-8.noarch.rpm                              |  14 kB    00:00
Examining /var/tmp/yum-root-7jrJef/epel-release-6-8.noarch.rpm: epel-release-6-8.noarch
Marking /var/tmp/yum-root-7jrJef/epel-release-6-8.noarch.rpm to be installed
Resolving Dependencies
--> Running transaction check
---> Package epel-release.noarch 0:6-8 will be installed
--> Finished Dependency Resolution

Dependencies Resolved

================================================================================
 Package           Arch         Version      Repository                  Size
================================================================================
Installing:
 epel-release       noarch       6-8          /epel-release-6-8.noarch    22 k

Transaction Summary
================================================================================
Install       1 Package(s)

Total size: 22 k
Installed size: 22 k
Downloading Packages:
Running rpm_check_debug
Running Transaction Test
Transaction Test Succeeded
Running Transaction
  Installing : epel-release-6-8.noarch                                     1/1
  Verifying  : epel-release-6-8.noarch                                     1/1

Installed:
  epel-release.noarch 0:6-8

Complete!
[root@otrs-centos6 otrs]#
```

Mara ya kwanza kutumia yum baada ya kuongeza hifadhi hii, utaombwa kuweka ufunguo wake. Sasa unaweza kusakinisha moduli zinazokosekana kama hapa chini:

```
[root@otrs-centos6 otrs]# yum -y install "perl(Text::CSV_XS)"
Loaded plugins: security
Setting up Install Process
Resolving Dependencies
--> Running transaction check
---> Package perl-Text-CSV_XS.x86_64 0:0.85-1.el6 will be installed
--> Finished Dependency Resolution

Dependencies Resolved

================================================================================
 Package            Arch         Version        Repository      Size
================================================================================
Installing:
 perl-Text-CSV_XS       x86_64       0.85-1.el6       epel            71 k
```

```
Transaction Summary
================================================================================
Install        1 Package(s)

Total download size: 71 k
Installed size: 154 k
Downloading Packages:
perl-Text-CSV_XS-0.85-1.el6.x86_64.rpm                         |  71 kB     00:00
warning: rpmts_HdrFromFdno: Header V3 RSA/SHA256 Signature, key ID 0608b895: NOKEY
Retrieving key from file:///etc/pki/rpm-gpg/RPM-GPG-KEY-EPEL-6
Importing GPG key 0x0608B895:
 Userid : EPEL (6) <epel@fedoraproject.org>
 Package: epel-release-6-8.noarch (@/epel-release-6-8.noarch)
 From   : /etc/pki/rpm-gpg/RPM-GPG-KEY-EPEL-6
Is this ok [y/N]: y
Running rpm_check_debug
Running Transaction Test
Transaction Test Succeeded
Running Transaction
  Installing : perl-Text-CSV_XS-0.85-1.el6.x86_64                           1/1
  Verifying  : perl-Text-CSV_XS-0.85-1.el6.x86_64                           1/1

Installed:
  perl-Text-CSV_XS.x86_64 0:0.85-1.el6

Complete!
[root@otrs-centos6 otrs]#
```

Hatua inayofuata ni kusanidi OTRS kwa kutumia kisakinishi cha wavuti, kama ilivyoeleze-wa katika kifungu hiki.

# 1.2.4. Usakinishaji wa kiendeshi cha hifadhidata ya Oracle kwenye Red Hat / CentOS

Kama unataka kutumia OTRS kwenye hifadhidata Oracle, utahitaji kukusanya-zalisha na kusakinisha kiendeshi cha hifadhidata DBD::Oracle. Hii ni ngumu kidogo kusakinisha zaidi ya vifurushi vingine; hii ni kwasababu Oracle ni hifadhidata inayomilikiwa kibinafsi na si mradi wa Red Hat wala Centos unaruhusiwa kusambaza viendeshi katika hifadhi zao za RPM.

Kwanza kabisa tutahitaji kusakinisha gcc, make na CPAN ili tuweze kukusanya-zalisha na kusakinisha kiendeshi. Chini unaona amri katika CentOS; katika matoleo mengine inaweza kuonekana tofauti kidogo.

```
[root@otrs-centos6 otrs]# yum -y install gcc make "perl(CPAN)"
```

Hatua inayofuata ni kupata na kusakinisha programu ya hifadhidata. Kwa hili utahi-taji kujiunga kwa ajili ya akaunti ya bure katika tovuti ya Oracle. Unaweza kupakua viendeshi katika ukurasa huu: http://www.oracle.com/technetwork/database/features/in-stant-client/index-097480.html Tafadhali chagua toleo la x86 au x86-64 la Linux kwa kutegemea na muundo wa mfumo wako. Unaweza kukagua hili kwa kutumia **uname -i**. Ni aidha 'x86_64' kwa ajili ya x86-64 au 'i386' kwa ajili ya x86. Unatakiwa kupakua vifu-rushi 'Instant Client Package - Basic', 'Instant Client Package - SQL*Plus', na 'Instant Client Package - SDK'. Zihifadhi mahali kwenye diski yako. Sasa kama mtumiaji mzizi unaweza kusakinisha vifurushi hivyo kwa kutumia amri ifuatayo:

```
[root@otrs-centos6 otrs]# yum install oracle-instantclient*
```

Baada ya hii unatakiwa kuseti vishika nafasi vya mazingira viwili na kusanya-zalisha kien-deshi cha DBD::Oracle. Kwa mara nyingine, fanya kazi hizi kama mtumiaji mzizi. Hatua

zimeorodheshwa chini. Tafadhali tambua kwa ajili ya ufupisho baadhi ya mistari iliyotole-
wa na amri imeondolewa.

```
[root@otrs-centos6 otrs]# export ORACLE_HOME=/usr/lib/oracle/11.2/client64
[root@otrs-centos6 otrs]# export LD_LIBRARY_PATH=$ORACLE_HOME/lib
[root@otrs-centos6 otrs]# cpan
cpan[1]> look DBD::Oracle
...
Fetching with LWP:
  http://www.perl.org/CPAN/authors/id/P/PY/PYTHIAN/CHECKSUMS
Checksum for /root/.cpan/sources/authors/id/P/PY/PYTHIAN/DBD-Oracle-1.62.tar.gz ok
Scanning cache /root/.cpan/build for sizes
DONE
...
Working directory is /root/.cpan/build/DBD-Oracle-1.62-ZH6LNy
[root@localhost DBD-Oracle-1.62-ZH6LNy]# perl Makefile.PL
...
[root@localhost DBD-Oracle-1.62-ZH6LNy]# make
...
[root@localhost DBD-Oracle-1.62-ZH6LNy]# make install
...
cpan[2]> exit
Terminal does not support GetHistory.
Lockfile removed.
```

Sasa unatakiwa kuhariri faili Kernel/Config.pm kutoa ORACLE_HOME. Hatua inayofuata ni
kusanidi OTRS kwa kutumia kisakinishi cha tovuti, kama ilivyoelezewa katika hiki kifungu .

# 1.3. Kusakinisha OTRS kwenye mfumo wa De-bian au Ubuntu

## Important

Tafadhali sakinisha OTRS kutoka kwenye chanzo, na usitumie vifurushi vya OTRS
ambavyo vinatolewa na Debian/Ubuntu.

Usakinishaji wa moduli za Perl zinazotakiwa ni rahisi zaidi kama ukitumia vifurushi vilivy-
opo:

```
apt-get install libapache2-mod-perl2 libdbd-mysql-perl libtimedate-perl libnet-dns-perl \
    libnet-ldap-perl libio-socket-ssl-perl libpdf-api2-perl libdbd-mysql-perl libsoap-lite-
perl \
    libgd-text-perl libtext-csv-xs-perl libjson-xs-perl libgd-graph-perl libapache-dbi-perl
```

# 2. Usaninishaji kutoka kwenye chanzo (Linux, Unix)

## 2.1. Step 1: Install .tar.gz

If you want to install OTRS from source, first download the source archive
as .tar.gz, .tar.bz2, or .zip file from http://www.otrs.com/try/

Pakua nyaraka (kwa mfano, kwa kutumia **tar**) kwenda kwenye mpangilio orodha /opt, na
upa mpangilio orodha jina jipya kutoka otrs-x.x.x kuwa otrs (ona Hati chini).

```
shell> tar xzf /tmp/otrs-x.x.x.tar.gz
shell> mv otrs-x.x.x /opt/otrs
```

# 2.2. Step 2: Install Additional Perl Modules

Use the following script to get an overview of all installed and required cpan modules.

```
shell> perl /opt/otrs/bin/otrs.CheckModules.pl
o CGI..............................ok (v3.60)
o Crypt::PasswdMD5.................ok (v1.3)
o Crypt::SSLeay...................Not installed! (Optional - Required for Generic Interface
 SOAP SSL connections.)
o CSS::Minifier...................ok (v0.01)
o Date::Format....................ok (v2.22)
o Date::Pcalc.....................ok (v1.2)
...
```

To install missing Perl modules, you can:

## 2.2.1. a) Install the packages via the package manager of your Linux distribution

- For Red Hat, CentOS, Fedora or compatible systems:

```
shell> yum install "perl(Digest::MD5)"
```

- For SUSE Linux Enterprise Server, openSUSE or compatible systems: first determine the name of the package the module is shipped in. Usually the package for My::Module would be called "perl-My-Module".

```
shell> zypper search Digest::MD5
```

Then install:

```
shell> zypper install perl-Digest-MD5
```

- For Debian, Ubuntu or compatible systems first determine the name of the package the module is shipped in. Usually the package for My::Module would be called "libmy-module-perl".

```
shell> apt-cache search Digest::MD5
```

Then install:

```
shell> apt-get install libdigest-md5-perl
```

Please note that it might be that you can't find all modules or their required versions in your distribution repository, in that case you might choose to install those modules via CPAN (see below).

## 2.2.2. b) Install the required modules via the CPAN shell

Note that when you're on Linux you should run CPAN as your superuser account because the modules should be accessible both by the OTRS account and the account under which the web server is running.

```
shell> perl -MCPAN -e shell;
...
install Digest::MD5
install Crypt::PasswdMD5
...
```

Any optional modules listed by the script should be installed depending on the special requirements of the target system.

## 2.3. Step 3: Create OTRS User

Create user:

```
shell> useradd -d /opt/otrs/ -c 'OTRS user' otrs
```

Add user to webserver group (if the webserver is not running as the OTRS user):

```
shell> usermod -G www otrs
(SUSE=www, Red Hat/CentOS/Fedora=apache, Debian/Ubuntu=www-data)
```

## 2.4. Step 4: Activate Default Config Files

There are two OTRS config files bundled in $OTRS_HOME/Kernel/*.dist and $OTRS_HOME/Kernel/Config/*.dist. You must activate them by copying them without the ".dist" filename extension.

```
shell> cd /opt/otrs/
shell> cp Kernel/Config.pm.dist Kernel/Config.pm
shell> cp Kernel/Config/GenericAgent.pm.dist Kernel/Config/GenericAgent.pm
```

## 2.5. Step 5: Check if all needed modules are installed

```
shell> perl -cw /opt/otrs/bin/cgi-bin/index.pl
/opt/otrs/bin/cgi-bin/index.pl syntax OK

shell> perl -cw /opt/otrs/bin/cgi-bin/customer.pl
/opt/otrs/bin/cgi-bin/customer.pl syntax OK

shell> perl -cw /opt/otrs/bin/otrs.PostMaster.pl
/opt/otrs/bin/otrs.PostMaster.pl syntax OK
```

"syntax OK" tells you all mandatory perl modules are installed.

## 2.6. Step 6: Configuring the Apache web server

Kwanza kabisa, unatakiwa kusanidi seva ya wavuti ya Apache2 na mod_perl; utafanya hivi kutoka kwenye meneja kifurushi. Hapa chini utakuta amri zinazohitajika kuseti Apache kwenye usambazaji wa Linux maarufu.

```
# rhel / centos:
shell> yum install httpd mod_perl
```

```
# suse:
shell> zypper install apache2-mod_perl

# debian/ubuntu:
shell> apt-get install apache2 libapache2-mod-perl2
```

To access the web interface of OTRS via a short URL, Alias and ScriptAlias entries are needed. Most Apache installations have a `conf.d` directory included. On Linux systems you can usually find this directory under /etc/apache or /etc/apache2. Log in as root, change to the `conf.d` directory and link the appropriate template in `/opt/otrs/scripts/apache2-httpd.include.conf` to a file called `zzz_otrs.conf` in the Apache configuration directory (to make sure it is loaded after the other configurations)..

Restart your web server to load the new configuration settings. On most systems you can start/restart your web server with the command **/etc/init.d/apache2 restart**.

Sasa seva yako ya wavuti inabidi iwe na usanidi wa OTRS.

# 2.7. Step 7: File Permissions

File permissions need to be adjusted to allow OTRS to read and write files:

otrs.SetPermissions.pl [ --otrs-user= OTRS user, defaults to 'otrs'] { --web-group= group of the web server user}
For example:

- Web server which runs as the OTRS user:

```
shell> bin/otrs.SetPermissions.pl --web-user=otrs
```

- Webserver with wwwrun user (e. g. SUSE):

```
shell> bin/otrs.SetPermissions.pl --web-group=wwwrun
```

- Webserver with apache user (e. g. Red Hat, CentOS):

```
shell> bin/otrs.SetPermissions.pl --web-group=apache
```

- Webserver with www-data user (e. g. Debian, Ubuntu):

```
shell> bin/otrs.SetPermissions.pl --web-group=www-data
```

# 2.8. Step 8: Database Setup and Basic System Configuration

Please use the web installer at http://yourhost/otrs/installer.pl (replace "yourhost" with your OTRS hostname) to setup your database and basic system settings such as email accounts.

# 2.9. Step 9: First login

Now you are ready to login to your system at http://yourhost/otrs/index.pl with the credentials you configured in the web installer (User: root@localhost).

With this step, the basic system setup is finished.

# 2.10. Step 10: First email

To check email reception, you can pipe an email directly into /opt/otrs/bin/otrs.Postmaster.pl:

```
shell> cat /opt/otrs/doc/sample_mails/test-email-1.box | /opt/otrs/bin/otrs.PostMaster.pl
```

# 2.11. Step 11: Cronjobs for the OTRS user

There are several OTRS default cronjobs in /opt/otrs/var/cron/*.dist. They can be activated by copying them without the ".dist" filename extension.

```
shell> cd var/cron
shell> for foo in *.dist; do cp $foo `basename $foo .dist`; done
```

To schedule these cronjobs on your system, you can use the script Cron.sh. Make sure to execute it as the OTRS system user!

Scheduling the cronjobs for the first time:

```
shell> /opt/otrs/bin/Cron.sh start
```

Updating the cronjob schedules if you made changes:

```
shell> /opt/otrs/bin/Cron.sh restart
```

Stopping the cronjobs (useful for maintenance):

```
shell> /opt/otrs/bin/Cron.sh stop
```

Note: From OTRS 3.3.7 on OTRS Scheduler uses a cronjob to start-up and keep alive. Please make sure that scheduler_watchdog cronjob is activated.

# 2.12. Step 12: Further Information

We advise you to read the OTRS performance tuning chapter.

If you encounter problems with the installation, you can send a message to our mailing list otrs@otrs.org (http://lists.otrs.org/).
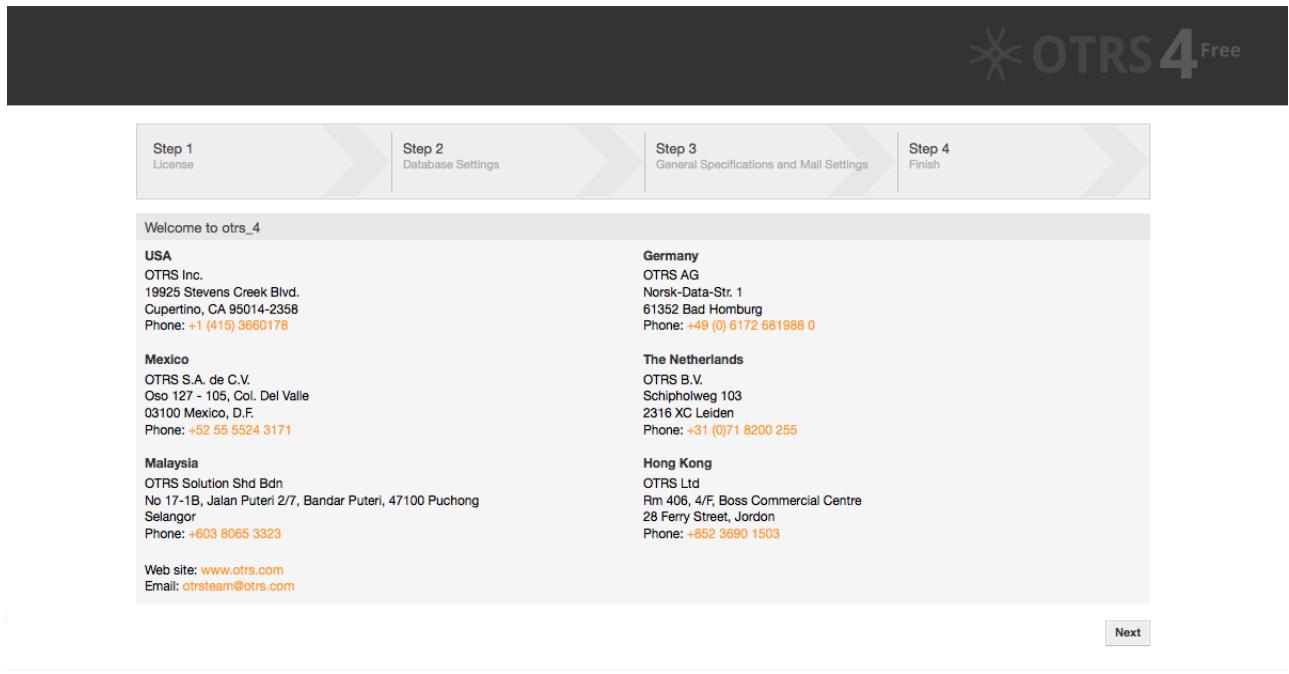
You can also ask the OTRS Group to either help you in planning or deploying OTRS, or review your installed OTRS system. Our professional services are designed to help you deploy OTRS faster and to get the most benefit out of OTRS.

# 3. Kutumia kisakinishi cha wavuti

Unaweza kutumia Kisakinishi cha Wavuti cha OTRS, baada ya kusakinisha programu ya OTRS, kuseti na kusanidi hifadhidata ya OTRS. Kisakinishi cha Wavuti ni ukurasa wa tovuti ambayo unaweza kuitembelea kwenye kivinjari chako. URL ya hicho kisakinishi cha wavuti ni http://localhost/otrs/installer.pl .

Pale kisakinishi cha wavuti kinapoanza, tafadhali fuata hatua zifuatazo kuseti mfumo wako:

1. Angalia taarifa kuhusu ofisi za OTRS na bofya kwenye inayofuata kuendelea (ona kielelezo chini).



*Kielelezo: Skrini ya kukukaribisha.*

2. Soma GNU Affero General Public License (ona Kielelezo chini) na ikubali, kwa kubofya kitufe husika upande wa chini wa kurasa.



*Kielelezo: GNU Affero General Public License.*

3. Chagua hifadhidata utakayotaka kutumia na OTRS. Kama ukichagua MySQL, Post-greSQL au Microsoft SQL kama Seva za hifadhidata, unaweza kuchagua kama utataka kisakinishi cha wavuti kikutengenezee hifadhidata yako au msimamizi wa hifadhidata wako ameshatengeneza hifadhidata tupu kwa ajili ya wewe kutumia. Baada ya hapo, bonyeza kitufe kuwndelea (ona kielelezo chini).



*Kielelezo: Uchaguzi wa Hifadhidata.*

4. Hii skrini inaweza kuwa tofauti kidogo kutegemeana na hifadhidata uliyochagua na kama ulitaka kisakinishi cha mtandao kutengeneza hifadhidata au kutumia iliyopo katika hatua iliyopita. Ingiza hati tambulishi za hifadhidata kwenye hii skrini.



*Kielelezo: Hati tambulishi za hifadhidata.*

5. Tengeneza mtumiaji mpya wa hifadhidata, chagua jina la hifadhidata na bofya kitufe cha kuendelea (ona Kielelezo chihi).

## Warning

OTRS itatengeneza nywila imara kwa ajili yako. Inawezekana kuweka nywila yako mwenyewe kama ukitaka. Nywila itaandikwa kwenye faili la usanidi `Kernel/Config.pm` kwahiyo hakuna haja ya kukumbuka nywila hii.

*Kielelezo: Mipangilio ya hifadhidata.*

6. Hifadhidata itatengenezwa kama itahitajika, na kujazwa, kama ilivyoonyeshwa kwenye hii taswira. Bofya kitufe cha kuendelea kwenda kwenye skrini inayofuata.



*Kielelezo: Uanzishaji hifadhidata kwa mafanikio.*

7. Toa mipangilio yote ya mfumo na bofya kwenye kitufe cha kuendelea (ona Kielelezo chini).

*Kielelezo: Mipangilio ya mfumo.*

8. Kama ikihitajika, unaweza kutoa data zinazotakiwa kusanidi barua zinazoingia na zina-zotoka , au kuruka hatua hii kwa kubonyeza kitufe cha kulia upande wa chini wa skrini (ona Kielelezo chini).
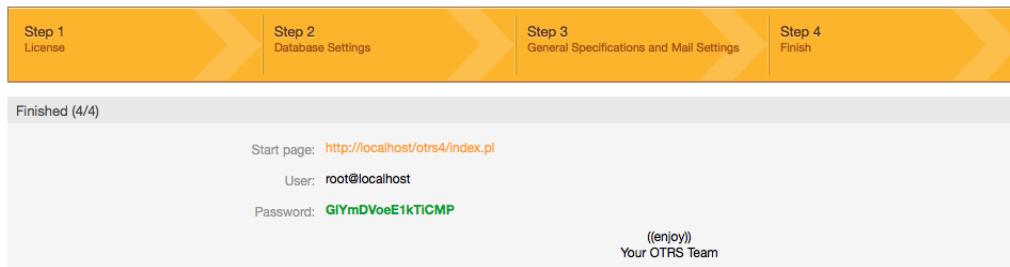


*Kielelezo: Usanidi wa barua.*

9. Hongera! Sasa usakinishaji wa OTRS umemalizika na unatakiwa kuweza kufanya kazi na mfumo (ona Kielelezo chini). Kuingia kwenye kilesura cha mtumiaji wa OTRS, tumia anwani http://localhost/otrs/index.pl kutoka kwenye kivinjari wavuti chako. Ingia kama msimamizi wa OTRS, kwa kutumia jina la mtumiaji 'root@localhost' na nywila iliyozalish-wa. Baada ya hapo, unaweza kusanidi mfumo kufikia mahitaji yako.

**Warning**

Tafadhali andika nywila iliyozalishwa kwa ajili ya akaunti ya 'root@localhost'.



*Kielelezo: Skrini ya mwisho ya kisakinishi cha wavuti.*

# 4. OTRS on Windows

OTRS can be run on a wide range of system platforms, including Enterprise Linux Platforms such as Red Hat Enterprise Linux, and SUSE Linux Enterprise Server, as well as a series of other Linux derivatives.

However, when running OTRS on Windows platforms we have encountered repeated performance losses, and despite an exhaustive analysis, it has not been possible to solve these issues to our satisfaction due to technical differences. It is thus with a heavy heart that we have ceased development on our Windows Installer and the OTRS Appliance due to the currently limited availability of necessary third-party components offered by other vendors.

Under these circumstances, we are not able to guarantee the continuing operation of OTRS on Windows platforms, and therefore recommend migrating to one of the Linux platforms mentioned above or recommend using our **OTRS Business Solution™** Managed.

To make it easier for you to migrate from Windows to Linux and to offer you the best OTRS performance, we have prepared detailed instructions for you here.

## 4.1. How to migrate existing Windows installations to Linux

### 4.1.1. Introduction and preparation

If you have a windows based installation and you would like to change to a linux based system you will need to setup a linux server or virtual machine and install OTRS there (see the installation instructions). This will be the target system for the migration.

### 4.1.2. Get OTRSCloneDB script to clone databases
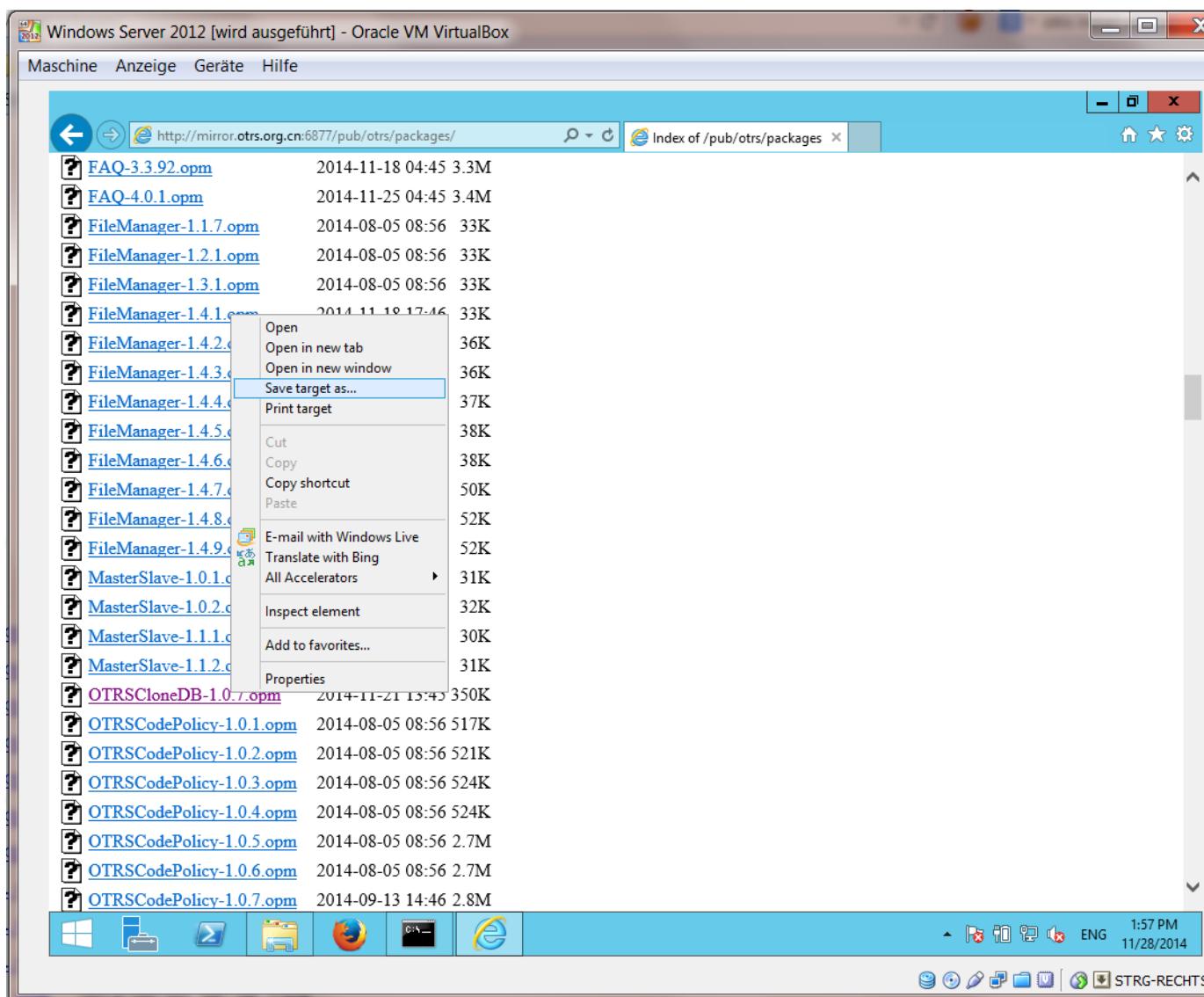
Please go to the admin menu of the windows based system and install the newest version of OTRSCloneDB package into your OTRS:

You can install the OTRSCloneDB package directly from the package manager. Select "OTRS Extensions" from the dropdown list on the left and click on the button "Update repository information" below. Then the OTRSCloneDB package will be shown in a list where you can click on "Install".

You could also download the package manually from the OTRS FTP server and install the package manually as described below. http://ftp.otrs.org/pub/otrs/packages/

Please download the package with the highest version number:

```
OTRSCloneDB-1.0.10.opm
```



and install it to your windows based installation:

It is also no problem if you have installed some additional features or custom development on your OTRS. You just need to take care that all of your installed packages are also compatible with unix based systems. For packages provided by OTRS this is the case.

## 4.1.3. Enable remote access for the postgresql database of target system

The OTSRCloneDB script will copy the database data over the network, so we need to enable remote access to the database. The setup is different for the different databases, we will describe opening remote access for a postgresql database here.

After logging into your target system via SSH you need to change into the postgresql directory:

```
shell> cd /etc/postgresql/9.4/main
shell> vi postgresql.conf
```

Add the following line at the end of the file:

```
listen_addresses = '*'
```

Save the file.

```
shell> vi pg_hba.conf
```

Add the following line at the end of the file:

```
host all all  0.0.0.0/0 md5
```

Save the file.

Restart your postgresql server

```
shell> service postgresql restart
```

# 4.1.4. Stop OTRS services

Stop all running services of your target system:

```
shell> service cron stop
shell> service apache2 stop
shell> su - otrs
shell> cd /opt/otrs/
shell> bin/Cron.sh stop
shell> bin/otrs.Scheduler.pl -a stop
shell> exit
```

# 4.1.5. Drop the existing database of your target system to have an empty database for the clone data

The OTRSCloneDB script will not remove the data in the existing otrs database of the target system, so we need to do this manually:

Change the user to the postgresql user:

```
shell> su - postgres
```

Drop the existing otrs database:

```
shell> dropdb otrs
```

Create a new otrs database for the otrs user:

```
shell> createdb --owner=otrs --encoding=utf8 otrs
```

Go back to root user:

```
shell> exit
```

## 4.1.6. Get the postgresql password of your database
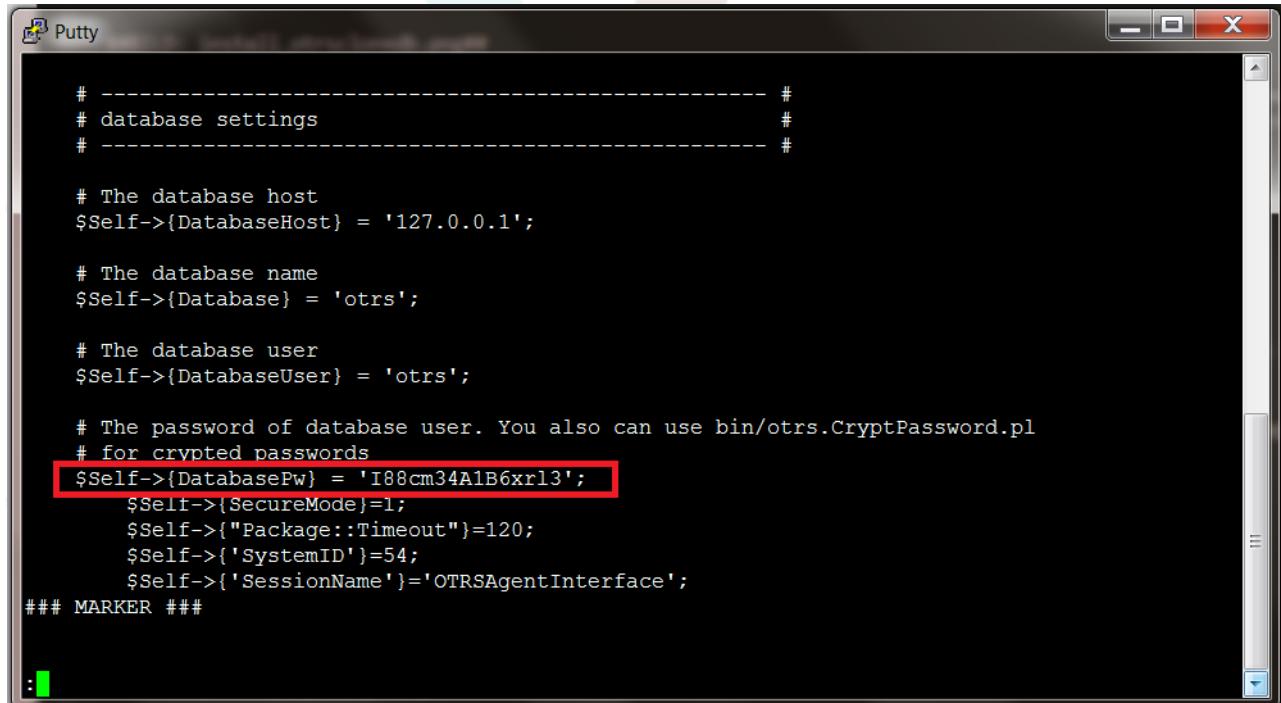
Change into the OTRS directory of your target system:

```
shell> cd /opt/otrs
```

and take a look at the configuration file of your target system:

```
shell> less Kernel/Config.pm
```

You will find your database password if you scroll down a bit:



In our example:

```
I88cm34A1B6xrl3
```

Write the pasword down on a piece of paper.

## 4.1.7. Clone your database into the target system

Switch back to your windows based installation and open the SysConfig admin menu. Please select the group "OTRSCloneDB" and the subgroup "Configuration":

We need to configure the SysConfig option OTRSCloneDB::TargetSettings with the following values:

```
TargetDatabaseHost => 192.168.137.20 (Here you need to enter the ip address of your target
 system)
TargetDatabase => otrs
TargetDatabaseUser => otrs
TargetDatabasePw => I88cm34A1B6xrl3 (Here you need to set the password of your target
 system)
TargetDatabaseType => postgresql
```
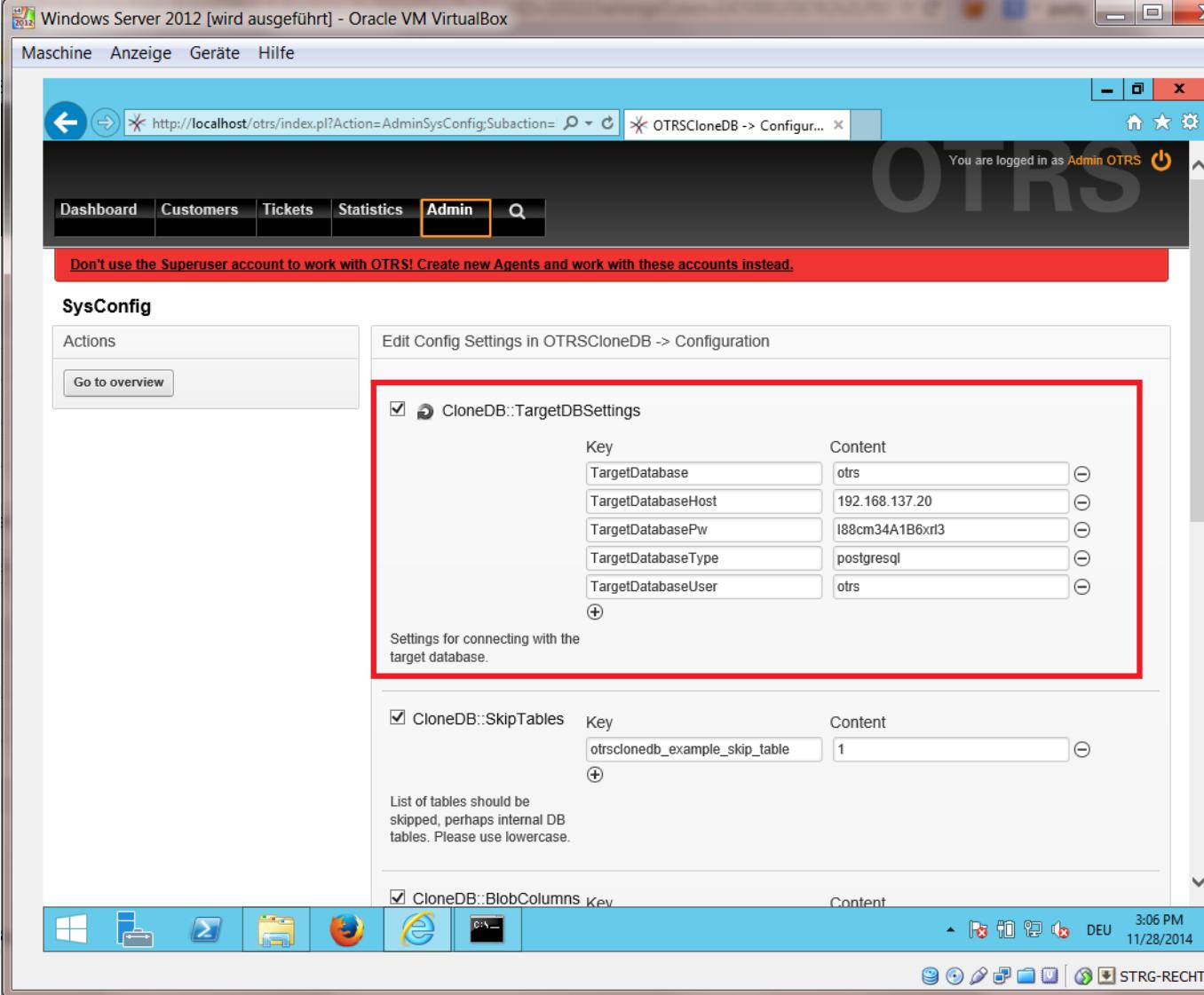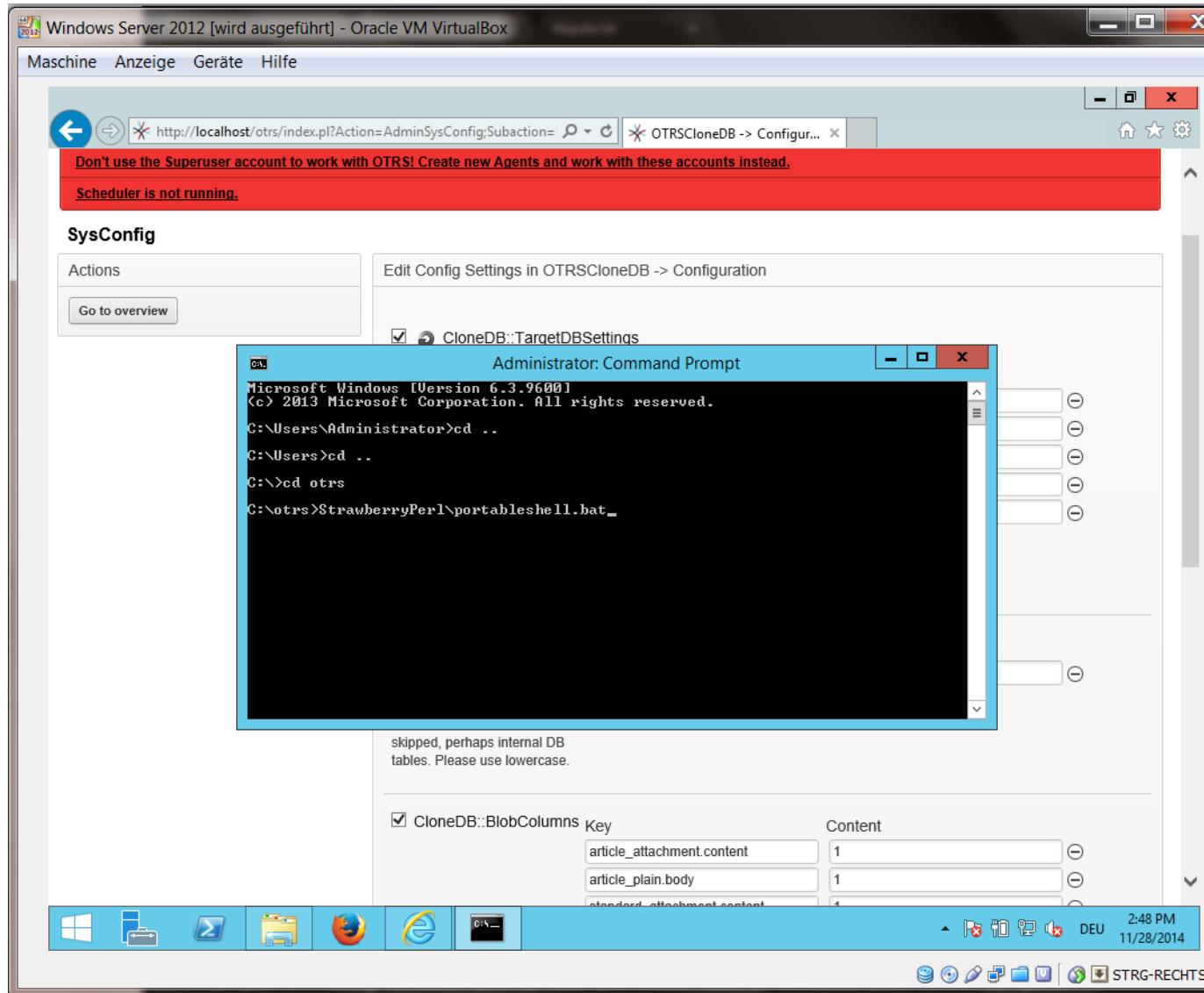
To run the OTRSCloneDB script we need to switch to the command prompt of our windows based otrs and to change into the base directory of our OTRS installation:

```
shell> cd "C:\otrs"
```

If you are using StrawberryPerl, then you maybe need to activate your shell for perl:

```
shell> StrawberryPerl\portableshell.bat
```
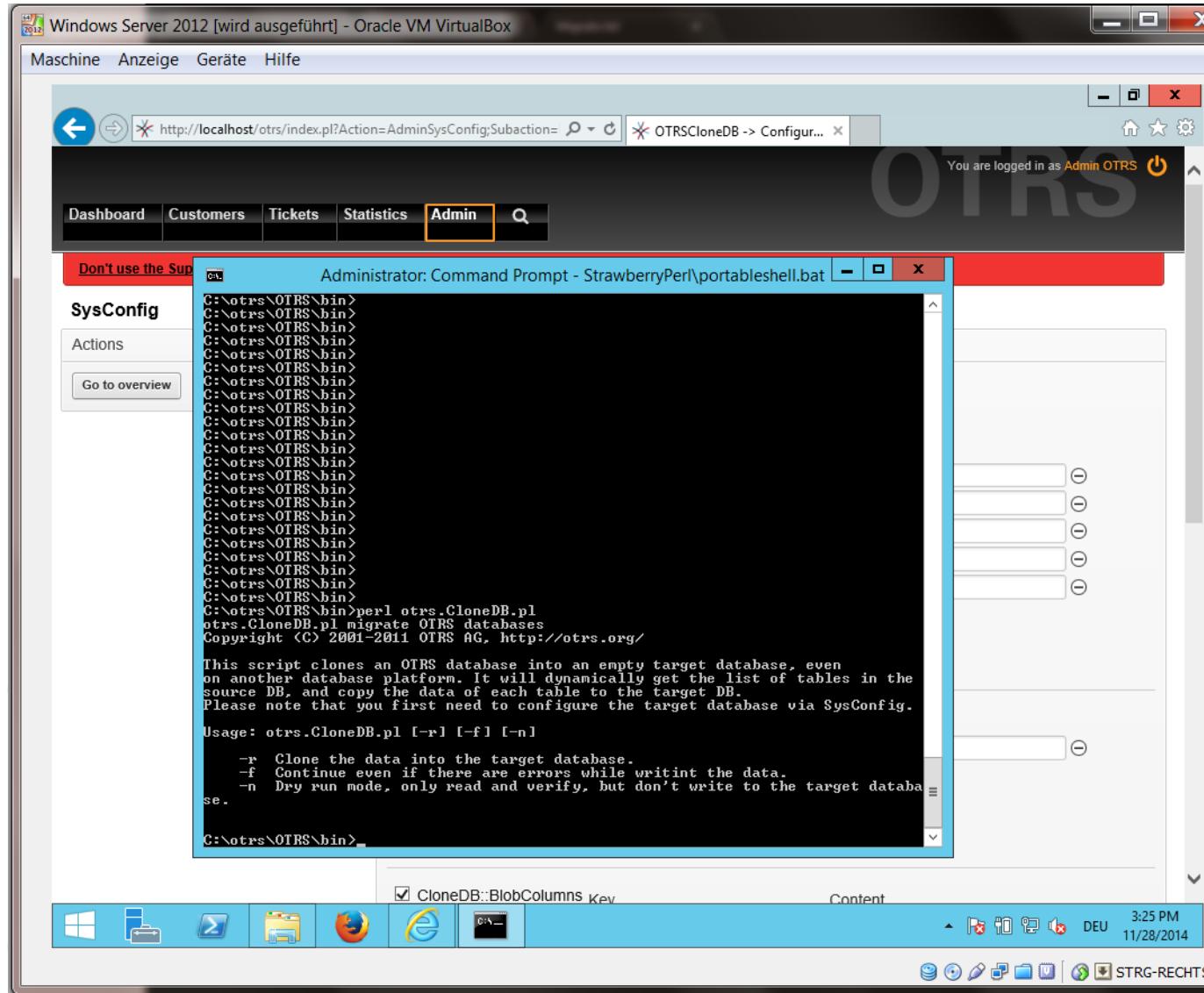
The OTRSCloneDB script is located in the bin directory of the otrs directory.

```
shell> cd "OTRS\bin"
```

Run the OTRSCloneDB script:

```
shell> perl otrs.OTRSCloneDB.pl
```
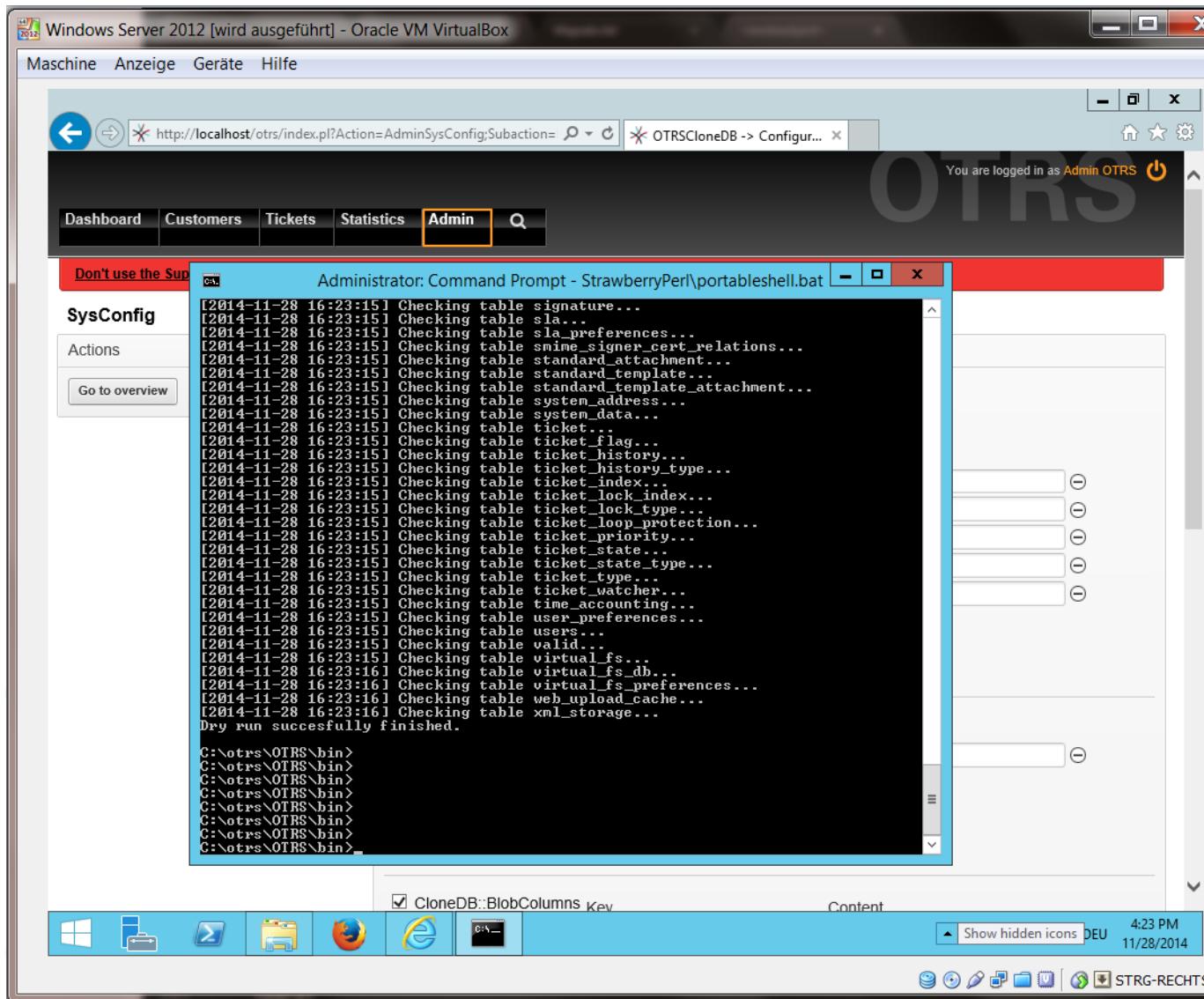
Now you should see some information about the script and its parameters.

Note... Errors which occur at running without any parameters could relate to wrong login data for the database or problems with the database connection.

If no errors occurred, check if the dry run is successful:

```
shell> perl otrs.OTRSCloneDB.pl -n
```

Start the cloning of your database and cross your fingers:

```
shell> perl otrs.OTRSCloneDB.pl -r
```

An example of a successfully run look like this:

```
Generating DDL for OTRS.
Generating DDL for package OTRSCloneDB.
Creating structures in target database (phase 1/2)
...
...
Creating structures in target database (phase 2/2)
...
done.
```

## 4.1.8. Copy the following files from your windows based system to the target system

You need to copy some files from your windows based system to the target system. You can do this for example with a free tool like "WinSCP" (just search the internet for "WinSCP"). Copy the following files from your windows based system:

```
C:/otrs/OTRS/Kernel/Config/GenericAgent.pm
C:/otrs/OTRS/Kernel/Config/Files/ZZZAuto.pm
C:/otrs/OTRS/var/article/*
C:/otrs/OTRS/var/log/TicketCounter.log
```

to your target system:

```
/opt/otrs/Kernel/Config/GenericAgent.pm
/opt/otrs/Kernel/Config/Files/ZZZAuto.pm
/opt/otrs/var/article/*
/opt/otrs/var/log/TicketCounter.log
```

Open the file /opt/otrs/Kernel/Config/Files/ZZZAuto.pm on the target system and replace all paths like "C:/otrs/OTRS/" with "/opt/otrs/"!

If you have have manually changes in your Kernel/Config.pm then please copy these changes to the target system's Kernel/Config.pm. Don't copy it 1:1 because you will now have different database settings and the file paths on the target system are different from windows!

## 4.1.9. Reinstall all packages

Reinstall all packages with the package manager to get all custom files back.

```
shell> bin/otrs.SetPermissions.pl --otrs-user=otrs --otrs-group=otrs --web-user=www-data --
web-group=www-data /opt/otrs
shell> su - otrs
shell> cd /opt/otrs
shell> perl bin/otrs.DeleteCache.pl
shell> perl bin/otrs.LoaderCache.pl -o delete
shell> perl bin/otrs.PackageManager.pl -a reinstall-all
shell> exit
```

Fix all permissions in your OTRS system again:

```
shell> bin/otrs.SetPermissions.pl --otrs-user=otrs --otrs-group=otrs --web-user=www-data --
web-group=www-data /opt/otrs
```

## 4.1.10. Disable remote access for the postgresql database of your target system

Undo all steps you did to enable the remote access for the postgresql database to your target system.

Change into postgresql directory:

```
shell> cd /etc/postgresql/9.4/main
shell> vi postgresql.conf
```

Remove the following line at the end of the file:

```
listen_addresses = '*'
```

Save the file.

```
shell> vi pg_hba.conf
```

Remove the following line at the end of the file:

```
host all all  0.0.0.0/0 md5
```

Save the file.

Restart your postgresql server

```
shell> service postgresql restart
```

## 4.1.11. Start OTRS services

Start services of your target system:

```
shell> service cron start
shell> service apache2 start
shell> su - otrs
shell> cd /opt/otrs/
shell> bin/Cron.sh start
shell> bin/otrs.Scheduler.pl -a start
```

Now you should be able to open the OTRS of your target system in the browser with the imported data of your windows based system.

# 5. Upgrading OTRS from 3.3 to 4

These instructions are for people upgrading OTRS from *3.3* to *4* or from a *4* to a later patchlevel release *4* and applies both for RPM and source code (tarball) upgrades.

If you are running a lower version of OTRS you have to follow the upgrade path to 3.3 first (1.1->1.2->1.3->2.0->2.1->2.2->2.3->2.4->3.0->3.1->3.2->3.3)! You need to perform a full upgrade to every version in between, including database changes and the upgrading perl script.

Please note that if you upgrade from OTRS 2.2 or earlier, you have to take an extra step.

Within a single minor version you can skip patch level releases if you want to upgrade. For instance you can upgrade directly from OTRS 4 patchlevel 2 to version 4 patchlevel 6. If you need to do such a "patch level upgrade", you should skip steps 6, 11, 13 and 14.

It is highly recommended to perform a test update on a separate testing machine first.

## 5.1. Step 1: Stop all relevant services

Please make sure there are no more running services or cronjobs that try to access OTRS. This will depend on your service configuration, here is an example:

```
shell> /etc/init.d/cron stop
shell> /etc/init.d/postfix stop
shell> /etc/init.d/apache stop
```

Stop OTRS cronjobs and the scheduler (in this order):

```
shell> cd /opt/otrs/
shell> bin/Cron.sh stop
shell> bin/otrs.Scheduler.pl -a stop
```

# 5.2. Step 2: Backup everything below `/opt/otrs/`

- `Kernel/Config.pm`

- `Kernel/Config/GenericAgent.pm`

- `Kernel/Config/Files/ZZZAuto.pm`

- `var/*`

- as well as the database

# 5.3. Step 3: Make sure that you have backed up everything ;-)

# 5.4. Step 4: Install the new release (tar or RPM)

## 5.4.1. Step 4.1: With the tarball:

```
shell> cd /opt
shell> mv otrs otrs-old
shell> tar -xzf otrs-x.x.x.tar.gz
shell> mv otrs-x.x.x otrs
```

### 5.4.1.1. Rejesha usanidi wa ma faili ya zamani

- `Kernel/Config.pm`

- `Kernel/Config/GenericAgent.pm`

- `Kernel/Config/Files/ZZZAuto.pm`

### 5.4.1.2. Rudisha TicketCounter.log

In order to let OTRS continue with the correct ticket number, restore the `TicketCounter.log` to `/opt/otrs/var/log/`. This is especially important if you use incremental ticketnumbers.

### 5.4.1.3. Rejesha data za makala

If you configured OTRS to store article data in the filesystem you have to restore the `article` folder to `/opt/otrs/var/`.

---

### 5.4.1.4. Set file permissions

Please execute

```
shell> cd /opt/otrs/
shell> bin/otrs.SetPermissions.pl
```

with the permissions needed for your system setup. For example:

- Web server which runs as the OTRS user:

```
shell> bin/otrs.SetPermissions.pl --web-group=otrs
```

- Webserver with wwwrun user (e. g. SUSE):

```
shell> bin/otrs.SetPermissions.pl --web-group=wwwrun
```

- Webserver with apache user (e. g. Red Hat, CentOS):

```
shell> bin/otrs.SetPermissions.pl --web-group=apache
```

- Webserver with www-data user (e. g. Debian, Ubuntu):

```
shell> bin/otrs.SetPermissions.pl --web-group=www-data
```

## 5.4.2. Step 4.2: With the RPM:

```
shell> rpm -Uvh otrs-x.x.x.-01.rpm
```

In this case the RPM update automatically restores the old configuration files and sets file permissions.

# 5.5. Step 5: Check needed Perl modules

Hakikisha kwamba moduli zote za perl zinazohitajika zimesakinishwa kwenye mfumo wako na sakinisha moduli zozote ambazo zinakosekana.

```
shell> /opt/otrs/bin/otrs.CheckModules.pl
```

# 5.6. Step 6: Apply the database changes

## 5.6.1. Step 6.1: Database schema update

### 5.6.1.1. MySQL:

Note: new tables created in the MySQL UPGRADING process will be created with the default table storage engine set in your MySQL server. In MySQL 5.5 the new default type is InnoDB. If existing tables, e.g. "users", have the table storage engine e.g. MyISAM, then an error will be displayed when creating the foreign key constraints.

---

You have two options: you can change the default storage engine of MySQL back to MyISAM so that new tables will have the same engine as the existing tables, or change the existing tables to use InnoDB as storage engine.

Any problems with regards to the storage engine will be reported by the otrs.CheckDB.pl script, so please run it to check for possible issues.

```
shell> cd /opt/otrs/
shell> bin/otrs.CheckDB.pl
shell> cat scripts/DBUpdate-to-4.mysql.sql | mysql -p -f -u root otrs
```

### 5.6.1.2. PostgreSQL:

```
shell> cd /opt/otrs/
shell> cat scripts/DBUpdate-to-4.postgresql.sql | psql --set ON_ERROR_STOP=on --single-transaction otrs otrs
```

## 5.6.2. Step 6.2: Database migration script

Run the migration script (as user otrs, NOT as root):

```
shell> scripts/DBUpdate-to-4.pl
```

Do not continue the upgrading process if this script did not work properly for you. Otherwise data loss may occur.

# 5.7. Step 7: Own themes

Note: The OTRS themes of 3.3 are NOT compatible with OTRS 4, so don't use your old themes!

Themes are located under /opt/otrs/Kernel/Output/HTML/*/*.tt.

Please note that OTRS 4 comes with a new templating engine based on Template::Toolkit. All customized templates must be converted from DTL to the new format. Please see the development manual for detailed instructions.

# 5.8. Step 8: Refresh the configuration cache and delete caches

Please run (as user otrs, *not* as root):

```
shell> bin/otrs.RebuildConfig.pl
shell> bin/otrs.DeleteCache.pl
```

# 5.9. Step 9: Restart your services

mf. (inategemeana na huduma zilizotumika):

```
shell> /etc/init.d/apache start
shell> /etc/init.d/postfix start
shell> /etc/init.d/cron start
```

Sasa unaweza kuingia kwenye mfumo wako.

## 5.10. Step 10: Check installed packages

### Note

The OTRS packages of 3.3 are NOT compatible with OTRS 4, so you have to perform a package upgrade!

Vifurushi vifuatavyo vinasakinushwa kiotomatiki baada ya mchakato wa uboreshaji (kama zilisakinishwa kabla):

- OTRSGenericInterfaceREST

- OTRSMyServices

- OTRSStatsRestrictionByDateTimeDF

- Support

## 5.11. Step 11: Check GenericAgent jobs

If you have any GenericAgent jobs (or even any custom developments) that automatically set ProcessID or ActivityID dynamic fields, you need to update these to set the fields to the new long EntityIDs that were generated by DBUpdate-to-4.pl.

## 5.12. Step 12: Update and activate cronjobs

There are several OTRS default cronjobs in /opt/otrs/var/cron/*.dist. They can be activated by copying them without the ".dist" filename extension. Do this to make sure you get the latest versions of the cronjobs and new cronjobs as well.

```
shell> cd /opt/otrs/var/cron
shell> for foo in *.dist; do cp $foo `basename $foo .dist`; done
```

Please check the copied files and re-apply any customizations that you might have made. To schedule these cronjobs on your system, you can use the script Cron.sh. Make sure to execute it as the otrs user!

```
shell> /opt/otrs/bin/Cron.sh start
```

This will also cause the OTRS Scheduler to be started.

## 5.13. Step 13: Update Customer database configuration

If you're using an external customer database and this database does NOT provide the OTRS specific fields create_time, create_by, change_time and change_by, please set ForeignDB => 1 for $Self->{CustomerUser} and $Self->{CustomerCompany} (see Kernel/Config/Defaults.pm).

## 5.14. Step 14: Rebuild Ticket index

Please run bin/otrs.RebuildTicketIndex.pl to regenerate the ticket index. This can be done in the background to calculate the ticket numbers for the queue view screens. You can already use your system.

## 5.15. Step 14: Well done!

# 6. Programu-tumizi za ziada

Unaweza kusakinisha vifurushi vya ziada vya programu tumizi kupanua sifa za kiunzi cha OTRS. Hii inaweza kufanyika kupitia meneja vifurushi kutoka kwenye kurasa ya Msimamizi, ambayo inapakua programu tumizi kutoka kwenye hifadhi ya mtandaoni na kusimamia utegemezi wa vifurushi. Pia inawezekana kusakinisha vifurushi kutoka kwenye mafaili ya ndani.

## 6.1. Maswali yanasoulizwa mara kwa mara

Maswali Yanayoulizwa Mara kwa Mara ni kijenzi cha msingi wa maarifa. Inaruhusu kuhariri na kuona makala za Maswali Yanayoulizwa Mara kwa Mara. Makala yanaweza kuonwa na kuzuiwa kwa wakala, wateja watumiaji, au watumiaji wasiojulikana. Hizi pia zinaweza kupangwa katika makundi, na kusomwa katika lugha tofauti.

# Chapter 3. Hatua za mwanzo

Lengo la sura hii ni kutoa mapitio mafupi ya OTRS na muundo wa kiolesura chake cha tovuti. Misemo 'mawakala', 'wateja', na 'wasimamizi' imetambulishwa. Pia tunaingia kama msimamizi wa OTRS na kuangalia kwa karibu mapendeleo ya mtumiaji yanayopatikana kwenye kila akaunti.

# 1. Kiolesura cha tovuti cha wakala

Kiolesura cha tovuti cha wakala kinamruhusu wakala kujibu maombi ya wateja, kutengeneza tiketi mpya za wateja au mawakala wengine, kuandika tiketi kuhusu simu zilipigwa na wateja, kuandika maingizo ya maswali yaliyoulizwa mara kwa mara, kuhariri data za wateja, na kadh.

Tuseme mwenyeji wa OTRS yako anapatikana kupitia URL *http://www.example.com* , kisha skrini ya kuingia ya OTRS inaweza kufikiwa kwa kutumia anwani ya wavuti http://www.example.com/otrs/index.pl katika kivinjari wavuti (ona Kielelezo chini).



*Kielelezo: Skrini ya kuingia ya kiolesura cha wakala.*

# 2. Kiolesura cha tovuti cha mtumiaji

Wateja wana violesura tofauti vya tovuti katika OTRS ambavyo wanaweza kutengeneza akaunti mpya, kubadilisha mipangilio yao ya akaunti, tengeneza na kuhariri tiketi, kupata mapitio ya tiketi walizotengeneza, na kadh.

Mwendelezo wa mfano juu, skrini ya kuingia ya mteja inaweza kufikiwa kwa kutumia URL http://www.example.com/otrs/customer.pl na kivinjari wavuti (ona Kielelezo chini).

*Kielelezo: Skrini ya kuingia ya kiolesura cha mteja.*

# 3. Kiolesura cha tovuti cha uma

Kwa nyongeza kwenye violesura vya wavuti kwa ajili ya mawakala na wateja. OTRS pia ina kiolesura cha umma ambacho kinapatikana kupitia moduli ya maswali yanayoulizwa mara kwa mara. Hii moduli inahitaji kusakinishwa pekeyake. Inatoa ufikivu wa umma kwa mfumo wa maswali yanayoulizwa mara kwa mara na inaruhusu wageni kutafuta kwenye maingizo ya maswali yanayoulizwa mara kwa mara bila uidhinishaji wowote maalumu.

Katika mfano wetu, kiolesura cha tovuti cha umma kinaweza kufikiwa kwa kupitia aidha ya URL zifuatazo: http://www.example.com/otrs/faq.pl , http://www.example.com/otrs/public.pl



*Kielelezo: Kiolesura cha umma cha wavuti.*

# 4. Kuingia kwa mara ya kwanza
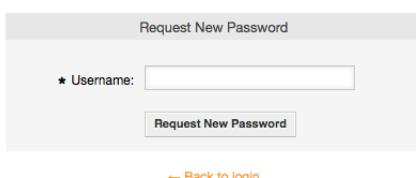
Fikia kwenye skrini ya kuingia kama ilivyoelezewa katika kifungu Kiolesura cha tovuti cha wakala. Ingiza jina ka mtumiaji na nywila. Kwa kuwa mfumo ndio kwanza umesakinishwa na hakuna mtumiaji aliyetengenezwa, ingia kama msimamizi wa OTRS kwanza, kwa kutumia 'root@localhost' kama jina la mtumiaji na 'root' kama nywila.

## Warning

Hii data ya akaunti ni halali kwa kila usakinishaji mpya wa mfumo wa OTRS. Unatakiwa kubadilisha nywila ya msimamizi wa OTRS mapema iwezekanavyo! Hii inaweza kufanyika kupitia skrini ya mapendeleo kwa ajili ya akaunti ya msimamizi wa OTRS.

Kama hutaki kuingia kama msimamizi wa OTRS, ingiza jina la mtumiaji na nywila za akaunti yako ya kawaida ya wakala.

Ikitokea umesahau nywila yako, unaweza kuuomba mfumo nywila mpya. Bonyeza kirahisi kiungo chini ya kitufe cha kuingia, ingiza anuani yako ya barua pepe iliyosajiliwa kwenye akaunti yako ya OTRS kwenye sehemu ya maingizo, na kisha bonyeza kitufe cha kuwasilisha. (ona Kielelezo).
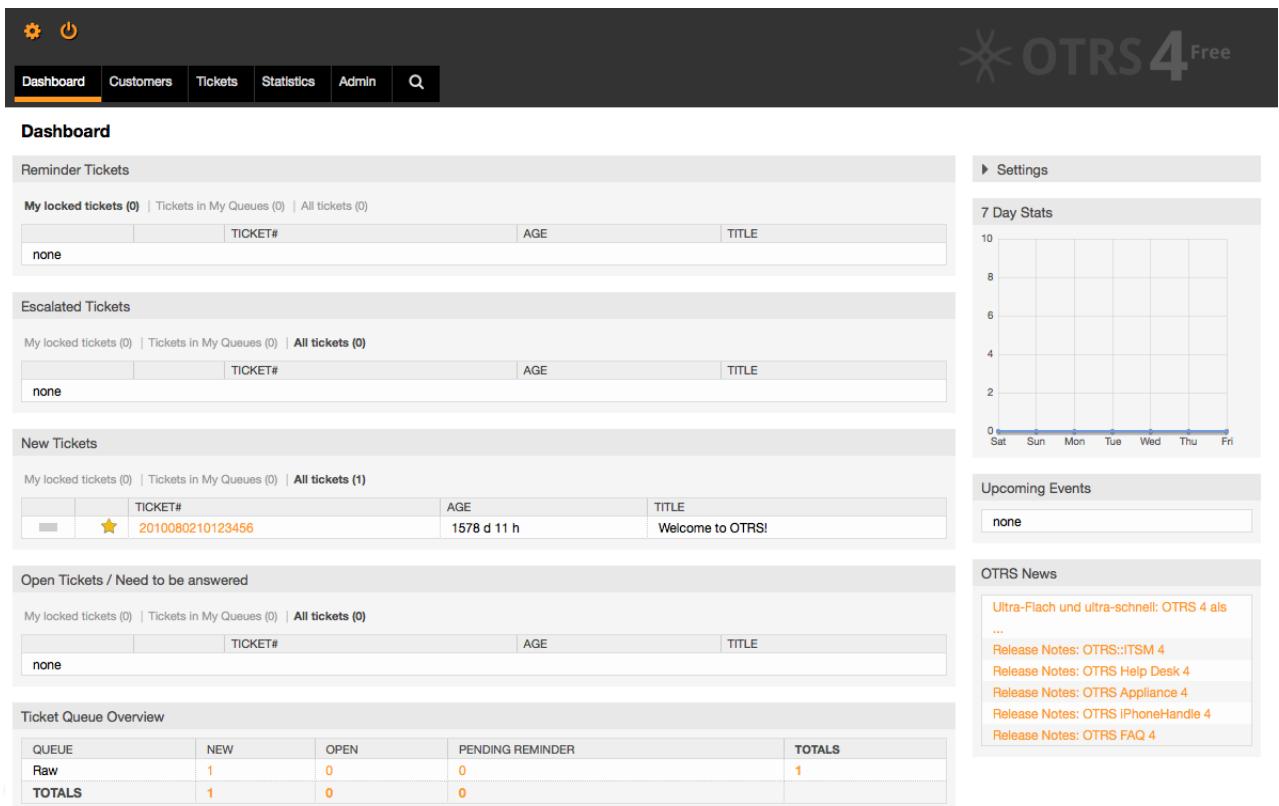


*Kielelezo: Omba nywila mpya*

# 5. Kiolesura cha tovuti - mapitio

Baada ya kuingia kwa mafanikio kwenye mfumo, unakutana na kurasa ya Dashi bodi (ona Kielelezo chini). Inaonyesha tiketi zako zilizofungwa, inaruhusu ufikivu wa moja kwa moja kupitia menyu kwenda kwenye foleni, hali na muonekano wa kupanda, na pia inashikilia uchaguzi wa kutengeneza simu mpya na tiketi za barua pepe. Pia inatoa ufupisho wa haraka wa tiketi kwa kutumia vigezo tofauti.

*Kielelezo: Dashibodi ya kiolesura cha wakala.*

Kuboresha uwazi, kiolesura cha wavuti cha ujumla kimegawanywa katika sehemu tofauti. Safu mlalo ya juu ya kila kurasa inaonyesha baadhi ya taarifa za ujumla kama jina la mtumiaji la sasa, kitufe cha kutoka, ikoni zinazoorodhesha nambari ya tiketi zilizofungwa zenye ufikivu kamili kwao, viungo vya kutengeneza simu/tiketi za barua pepe mpya, na kadh. Pia kuna ikoni za kwenda kwenye foleni, hali, na muonekano wa upandaji.

Chini ya safu mlalo za ikoni kuna mwambaa wa uabiri. Inaonyesha menyu ambayo inakuwezesha kwenda sehemu tofauti au kuona moduli tofauti za mfumo, ikikuruhusu kutekeleza baadhi ya vitendo vya ujumla. Kubofya kwenye kitufe cha Dashibodi inakupeleka kwenye dashibodi. Kama ukibofya kwenye kitufe cha Tiketi utapata menyu ndogo yenye machaguo ya kubadilisha muonekano wa tiketi, tengeneza tiketi mpya (simu/barua pepe) au tafuta tiketi fulani. Kitufe cha Takwimu kinakupa menyu inayokuruhusu kuchagua kutoka kwenye mapitio ya takwimu zilizosajiliwa, kutengeneza mpya au kuagiza iliyopo. Kitufe cha Wateja kinakupeleka kwenye skrini ya Usimamizi wa Mteja. Kwa kubofya kitufe cha Msimamizi, unaweza kufikia moduli zote za msimamizi, ambazo zinakuruhusu kutengeneza mawakala wapya, foleni na kadh. Pia kuna kitufe cha kutafuta tiketi.

Kama programu-tumizi zozote zinazohusika zimesakinishwa pia, mf. maswali yanayoulizwa mara kwa mara au Utafiti, vitufe kufikia hizi programu-tumizi pia vinaonyeshwa.

Mwambaa mwekundu chini ya mwambaa wa uabiri unaonyesha ujumbe tofauti wa mfumo. Kama umeingia kama msimamizi wa OTRS, utapata ujumbe wa tahadhari ya kutofanya kazi kwa kutumia akaunti ya mfumo.

Chini ya kichwa cha habari cha kifungu ulichopo sasa, kuna vifungu vidogo tofauti vyenye taarifa husika kuhusu skrini unayofanya kazi, kila moja katika kisanduku tofauti.

Haya maboksi yana sehemu muhimu ya kila skrini, kwa kawaida yanaonyeshwa katika safuwima moja au tofauti, kila boksi linaweza kuhifadhi taarifa husika kuhusu skrini ya sasa kwa mfano maelekezo, ushauri, mapitio, na kadh. Pia inaonyeshwa fomu au kifaa

muhimu cha kutekeleza kitendo kinachohusika kwa kila skrini, kama kwa mfano, ongeza, sasisha au futa rekodi, kagua batli, badilisha mipangilio ya mabadiliko, na kadh.

Mwisho katika upande wa chini wa ukurasa, kijachini cha tovuti kinaonyeshwa (ona Kielelezo chini). Ina viungo ili kufikia moja kwa moja tovuti rasmi ya OTRS, au kwenda upande wa juu wa kurasa.

Kwa kawaida safu mlalo ya ikoni, mwambaa wa uabiri na kijachini ziko hivyo hivyo katika skrini zote kwenye kiolesura cha tovuti.

Powered by OTRS 4

*Kielelezo: Kijachini.*

# 6. Dashibodi

Dashi bodi ndiyo kurasa kuu ya mfumo, hapa unaweza kupata kitufe cha mapitio ya tiketi na vitu vingine vyenye uhusiano na shughuli za tiketi. Inafikiria kuwa sehemu ya kuanzia kazi za kila siku za wakala, kwa kawaida inatoa ufupisho wa haraka wa tiketi ambazo zinasubiri, zimepandishwa, mpya na zilizofunguliwa, kuachana nataarifa nyingine.

Moja ya sifa kubwa za Dashibodi ni kwamba inaweza kugeuzwa kabisa kukufaa. Hii inamaanisha unaweza kusanidi kila upande kadri utakavyo, kuonyesha au kuficha elementi. Pia inawezekana kuhamisha makazi ya hizi elemnti katika safuwima moja kwa kubofya na kukokota kichwa cha elementi, na kuzidondosha mahali pengine. Kila elementi ina jina "Kifaa", mfumo una baadhi ya vifaa vya kutumia nje ya boksi, lakini usanifu uliojikita kwenye moduli wa skrini ya dashibodi umeandaliwa kuunganisha vifaa vingine vya kawaida kwa urahisi.

Maudhui ya hii skrini imepangwa katika safuwima mbili kuu muhimu, kwenye safuwima ya kushoto unaweza kuona taarifa kuhusu tiketi zilizopangwa kwa hali zake kama: kikumbusho, iliyopandishwa, mpya, na wazi. Katika kila kifaa unaweza kuchuja matokeo kuona tiketi zote ambazo unaruhusiwa kufikia, tiketi ulizofunga, zile ambazo zipo kwenye foleni iliyofafanuliwa na wakala, pamoja na vichujio vingine. Pia kuna aina nyingine za vifaa katika hii safuwima na vimefafanuliwa chini.

**Dashboard**

**Reminder Tickets**

**My locked tickets (0)** | Tickets in My Queues (0) | All tickets (0)

| | TICKET# | AGE | TITLE |
|---|---|---|---|
| none | | | |

**Escalated Tickets**

My locked tickets (0) | Tickets in My Queues (0) | **All tickets (0)**

| | TICKET# | AGE | TITLE |
|---|---|---|---|
| none | | | |

**New Tickets**

My locked tickets (0) | Tickets in My Queues (0) | **All tickets (1)**

| | | TICKET# | AGE | TITLE |
|---|---|---|---|---|
| ▭ | ★ | 2010080210123456 | 1578 d 11 h | Welcome to OTRS! |

**Open Tickets / Need to be answered**

My locked tickets (0) | Tickets in My Queues (0) | **All tickets (0)**

| | TICKET# | AGE | TITLE |
|---|---|---|---|
| none | | | |

**Ticket Queue Overview**

| QUEUE | NEW | OPEN | PENDING REMINDER | TOTALS |
|---|---|---|---|---|
| Raw | 1 | 0 | 0 | 1 |
| **TOTALS** | 1 | 0 | 0 | |

Vifaa vya dashibodi vya safuwima ya kushoto.

• Vifaa vya Orodha ya Tiketi

Vifaa ndani ya hii kategori vina tabia za ujumla zinazofanana, muonekano na hisia. Hivi vifaa vinaonyesha orodha ya tiketi katika hali iliyoamuliwa. Idadi ya tiketi zilizoonyeshwa katika kila orodha zinaweza kusanidiwa katika machaguo ya vifaa (zinatokea ukiambaa juu na kipanya juu ya upande wa juu kulia wa kifaa). Hiki kifaa kina usaidizi kwa vichujio vifwatavyo:

• Tiketi zangu zilizofungwa

Tiketio ambazo wakala aliyeingia amezifunga.

• Tiketi zangu zinazoangaliwa

Tiketi ambazo wakala aliyeingia kwenye mfumo anazo kwenye orodha yake ya zilizo chini ya uangalizi, zinahitaji mpangilio wa Tiketi::Muangalizi kuwashwa ili kuonyeshwa.

• Majukumu yangu

Tiketi ambazo wakala aliye kwenye mfumo amewekwa kama mhusika, mpangilio Tiketi::Jukumu unatakiwa kuwashwa ili kufanya hiki kichujio kuonekana.

• Tiketi kwenye Foleni Yangu

Tiketi ambazo zipo kwenye foleni ambazo wakala amefafanua kama "Foleni Zangu".

• Tiketi zilizopo kwenye huduma

The tickets that are assigned to services where the agent define as "My Services" and are on queues with at least read-only permissions.

• Tiketi zote

Tiketi zote ambazo wakala ana ufikivu.

Vifaa hivi ni:

• Tiketi za kumbukumbu

Tiketi zilizosetiwa kama zinazosubiri na tarehe ya kikumbusho imefikiwa.

• Tiketi zilizopandishwa

Tiketi zilizopandishwa

• Tiketi Mpya

Tiketi zenye hali "Mpya".

• Tiketi Wazi / Zinahitaji kujibiwa

Tiketi zenye hali "Wazi" na ziko tayari kufanya nazo kazi.
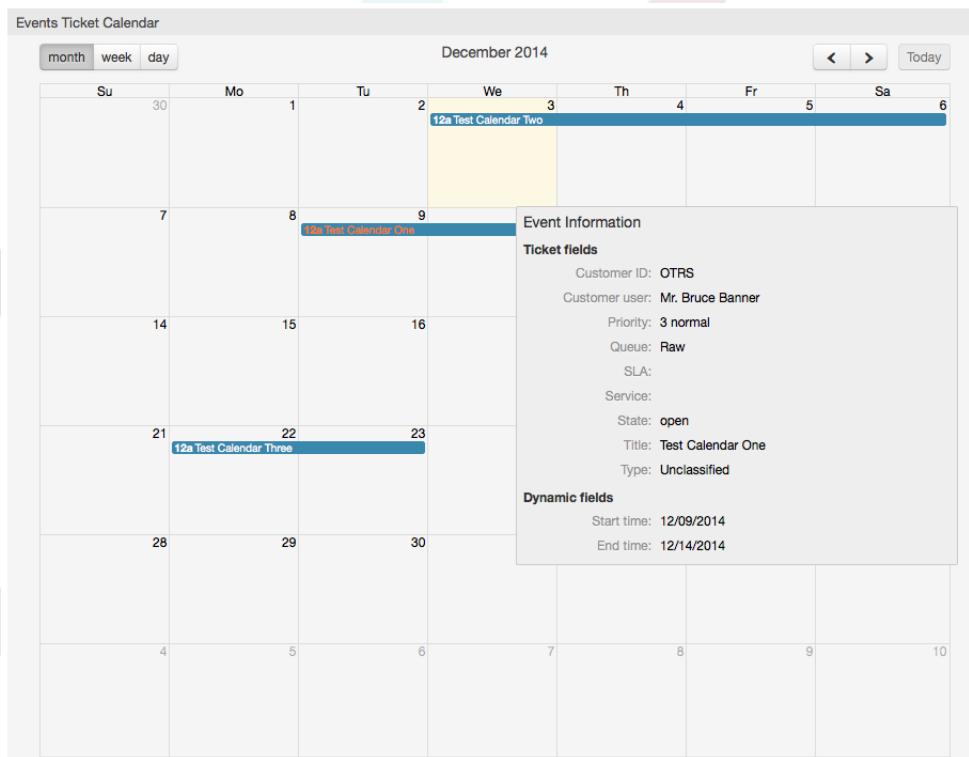
• Matukio Tiketi Kalenda

Tukio la kalenda (kwa kifaa hiki) linafafanuliwa pale tiketi mpya inatengenezwa, kipengele cha Matukio Tiketi Kalenda inabidi kiwezeshwe, na kinahitaji sehemu mpya mbili kuonyeshwa kwenye skrini za kutengeneza tiketi, moja kwa ajili ya muda wa kuanza

tukio la tiketi na nyingine kwa ajili ya muda wa kumaliza, hii mida inaelezea muda unao-tumiwa na tukio.

Hiki kifaa kina muonekanao ufwatao: mwezi, wiki na siku, mawakala wanaweza ku-biringiza kwenye kurasa kwa kutumia vishale vya kushoto na kulia.

Kama ilivyosemwa kabla kulemaza tuu vifaa haitoshi, baadhi ya sehemu zinazobadilika za "Tarehe/Muda" kwa ajili ya tiketi inabidi ziongezwe kwenye mfumo (kupitia kiungo cha Sehemu Zinazobadilika katika paneli ya "Msimamizi") na kuziseti katika SysConfig kwa ajili ya hiki kifaa, Sehemu Zinazobadilika zote mbili lazima zisanidiwe ili zionyeshwe katika skrini za kutengeneza tiketi, zinatakiwa zijazwe wakati wa kutengeneza tiketi au katika skrini ya vitendo nyingine yoyote (mf. Sehemu Huru) kuelezea itakaochukua muda wa tukio la kalenda (muda wa kuanza na kumaliza), skrini ya kuza tiketi inaweza kusanidiwa kuonyesha hii sehemu inayobadilika pia, kama ukiifikiria kama muhimu.



Zaidi usanidi wa hiki kifaa unaweza kupatikana chini ya "Mazingirayambele::Wakala::Dashibodi::MatukioTiketiKalenda" KundiDogo katika SysConfig:

- UpanaWaKalenda

  Inafafanua upana wa kalenda kwa asilimia. Chaguo-msingi ni 95%.

- SehemuInayobadilikaMudaKuanza

  Inafafanua jina la sehemu inayobadilika kwa ajili ya muda wa kuanza.

- SehemuInayobadilikaMudaKumaliza

  Inafafanua jina la sehemu inayobadilika kwa ajili ya muda wa kumaliza.

- Foleni

Tiketi za kwenye foleni zilizobainishwa kwenye huu mpangilio tu ndiyo zitawekwa maanani kwenye muonekano wa kalenda.

- SehemuZinazobadilikaKwaajiliyaMatukio

    Inafafanua sehemu zinazobadilika ambazo zitaonyeshwa katika madirisha ya kufunika ya kalenda ya matukio.

- SehemuZaTiketiKwaajiliyaMatukio

    Inafafanua sifa za tiketi ambazo zitaonyeshwa katika jalada la windows la tukio la kalenda.

- Mapitio ya Foleni ya Tiketi
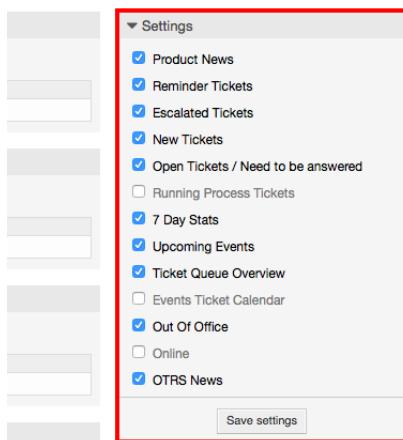
    Hiki kifaa kinaonyesha katika matriki ya idadi ya tiketi wapi safu mlalo zinawakilisha foleni na safuwima zinawakilisha hali za tiketi, kisha katika kila seli idadi ya tiketi katika hali iliyofafanuliwa ambayo ni ya foleni fulani imeonyeshwa.

    Kifaa pia kinaonyesha Jumla ya safumlalo na Jumla ya safuwima, Jumla ya safumlalo inaonyesha jumla ya tiketi kwa kila hali kwenye foleni zote zilizoonyeshwa, wakati Jumla ya safuwima inawakilisha jumla ya tiketi kwa kila foleni kwenye foleni zote zilizoonyeshwa.

    Foleni na hali ambazo zimeonyeshwa zinaweza kubadilishwa kupitia Sysconfig.

    Kwa kubofya kwenye yoyote kati ya nambari ya idadi ya tiketi ukurasa wa matokeo ya utafutaji watiketi yatafunguliwa kuwezesha mawakala kuwa kuona undani wake zaidi .

Kwenye safuwima ya kulia kuna kifaa maalumu kinachokuruhusu kudhibiti vifaa unavyotaka kuonyesha au kuficha, Hiki ni kifaa cha Mipangilio. Bofya kwenye kichwa chake kupanua kifungu na kuona vifaa vyote vinavyopatikana, kama ilivyoonyeshwa kwenye Kielelezo. Kila jina la kifaa lina kisanduku tiki, Tumia hiki kisanduku tiki kufafanua muonekano wa vifaa katika dashibodi (vifaa visivyotikiwa havitaonyeshwa) baada ya kufafanua machaguo ya muonekano na kubofya "Hifadhi" kuhifadhi mabadiliko. Hiki kifungu kimefungwa sehemu moja katika skrini, hii inamaanisha huwezi kukikokota na kukiweka sehemu nyingine, au kukifunga.



*Kielelezo: Mipangilio ya Dashibodi.*

Vifaa vya dashibodi ya safuwima ya kulia.

- Takwimu za siku 7

Inaonyesha grafu ya shughuli za tiketi kwa siku 7 zilizopita ambayo inajumuisha mistari 2. Mmoja ambao kwa kawaida ni rangi ya bluu, unawakilisha idadi ya tiketi zilizoten-genezwa kwa siku na ya pili, kwa kawaida rangi ya machungwa na unawakilisha tiketi zilizofungwa kwa siku.

- Matukio Yajayo

Tiketi kwa ajili ya kupandishwa au tayari zilizopandishwa zinaorodheshwa hapa, taarifa kutoka kwenye hiki kifaa ni ya muhimu sana kwa kuwa una nafasi ya kujua kuhusu tiketi inahitaji umakini wako na unaweza kuamua ni zipi unataka kuweka bidii yako, seti vipaumbele au angalia kirahisi kinachokuja.

- OTRS Habari

Orodha kamili ya shughuli za OTRS na taarifa muhimu kuhusu matoleo mapya ya bidhaa au viraka.

- Mtandaoni

Hapa ni ufupisho ulioonyeshwa kuhusu mawakala walioingia kwenye mfumo kwa sasa, pia inajumuisha kifungu cha wateja walio mtandaoni, tafadhali tambua hiki kifaa ki-nafichwa kwa kawaida, kinaweza kuonyeshwa kwa kutumia kifaa cha Mipangilio kili-choelezewa hapo juu.

# 7. Nini maana ya foleni?

Katika mifumo mingi ya barua, ni kawaida kwa ujumbe wowote kuingia kwenye faili la kisanduku pokezi, ambapo zinabaki zimehifadhiwa. Ujumbe mpya unaongezwa mwishoni mwa faili la Kisanduku pokezi. Programu ya barua ya mteja inayotumika kusoma na kuandika barua inasoma hili faili la Kisanduku pokezi na kupeleka maudhui kwa mtumiaji.

Foleni katika OTRS ni karibu inafanana na faili la kisanduku pokezi, kwa kuwa yenyewe nayo inahifadhi ujumbe wa aina nyingi. Foleni pia ina vipengele kuzidi vile vya faili la kisanduku pokezi cha barua. Kama mtumiaji au wakala wa OTRS, mtu inabidi akumbuke foleni gani tiketi imehifadhiwa. Mawakala wanaweza kufungua na kuhariri tiketi katika foleni, na pia kuhamisha tiketi kutoka foleni moja kwenda nyingine. Lakini kwanini zihamishe tiketi?

Kuelezea kwa vitendo zaidi, kumbuka mfano wa Kampuni ya Max iliyoelezewa katika mfano wa mfumo wa tiketi. Max alisakinisha OTRS ili kuruhusu timu yake kusimamia vizuri usaidizi wa wateja wa kampuni wanaonunua rekoda za video.

Foleni moja inayoshikilia maombi yote inatosha kwa hii hali. Hata hivyo, baada ya muda Max anaamua pia kuuza rekoda za DVD. Sasa, wateja wana maswali sio tu kuhusu rekoda za video, lakini pia kuhusu bidhaa mpya. Barua pepe zaidi na zaidi zinaingia kwenye foleni moja ya OTRS ya Max na ni ngumu kupata picha kamili ya kinachoendelea.

Max anaamua kuunda upya mfumo wake wa usaidizi, na kuongeza foleni mpya mbili. Kwa hiyo sasa foleni tatu zinatumika. Ujumbe mpya unaoingia katika mfumo wa tiketi unahifadhiwa kwenye foleni ya zamani iitwayo "mbichi". Kati ya foleni mpya mbili,moja inaitwa "rekoda ya video" ni kwa ajili ya maombi ya rekoda za video tu, wakati nyingine "rekoda ya dvd" ni kwa ajili ya maombi ya rekoda za dvd tu.

Max anamuomba Sandra kuangalia foleni "mbichi" na kupanga (kupeleka) ujumbe aidha kwenda kwenye foleni ya "rekoda za video" au "rekoda za dvd", kutegemeana na maombi ya mteja. John ana ufikivu kwa foleni ya "rekoda za video" tu, wakati Joe anaweza kujibu tiketi katika foleni ya "rekoda ya dvd" tu. Max anaweza kuhariri tiketi katika foleni zote.

OTRS ina msaada kwa usimamizi wa ufikivu kwa watumiaji, makundi, na majukumu, na ni rahisi kuseti foleni ambazo zinaweza kufikiwa na baadhi ya akaunti za watumiaji. Max
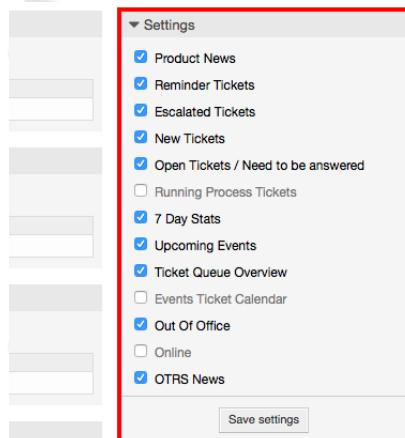
angeweza pia kutumia njia nyingine kufikisha maombi yake kwenye foleni tofauti, kwa sheria za kuchuja. Vinginevyo, kama anwani mbili tofauti za barua pepe zimetumika, Sandra anaweza kutuma zile barua pepe kwenye foleni nyingine mbili, ambazo haziwezi kutumwa kiotomatiki.

Kupanga ujumbe wako unaoingia kwenye foleni tofauti inakusaidia kufanya mfumo wa msaada kuwa msafi na wenye mpangilio. Kwa sababu mawakalawako wamepangwa katika makundi tofauti wakiwa na haki tofauti za ufikivu kwenye tiketi, mfumo unaweza kusadifishwa zaidi. Foleni zinaweza kutumika kufafanua michakato ya mtiririko wa kazi au kutengeneza muundo a kampuni. Max anaweza kutengeneza kwa mfano, foleni nyingine iitwayo "mauzo", ambayo inaweza kuwa na foleni ndogo "maombi", "ofa","oda", "bili", na kadh. Muundo kama huu wa foleni unaweza kumsaidia Max kusadifisha mpangilio wa miamala yake.

Muundo wa mfumo ulioboreshwa, kama kupitia usanifu mzuri wa foleni, inaweza kupelekea kuokoa muda na pesa nyingi. Foleni zinasaidia kusadifisha michakato kwenye kampuni yako.

# 8. Nini maana ya mapitio ya foleni?

Mapitio ya foleni yanatoa muonekano wa foleni zote ambamo tiketi zipo, na ambamo mtumiaji ana haki za kusoma na kuandika.



Mapitio ya foleni yanatoa machaguo mbali mbali kwa kazi za kila siku na OTRS. Ya kwanza ni Foleni Yangu. Kwenye Mapendeleo ya Wakala, au wakati wa usimamizi wa mawakala, seti ya foleni zinaweza kufafanuliwa ambazo wakala anafanya kazi ndani yake. Tiketi zote zitatokea katika huu muonekano wa kawaida, wakati wakufikia Tiketi -> Foleni Ona Menyu.

Chaguo la pili linalotolewa na Muonekano wa Foleni ni kuchimba hini uabiri kwenda kwenye foleni binafsi na foleni ndogo zenye tiketi za kufanyiwa kazi.

Katika aina zote mbili za muonekano, mtumiaji pia ana uwezo ulioongezwa wa kuona aidha tiketi zote zilizofunguliwa (hiki ni kichujio chaguo-msingi), au mtumiaji anaweza kuchagua kuona tiketi zote zinazopatikana. Tiketi lazima ziwe katika moja ya hali zinazo onekana ili kuonyeshwa katika muonekano wa foleni. Kwa chaguo-msingi hizi ni 'wazi, mpya, kikumbusho kinachosubiri, inayosubiri kiotomatiki'.

Kuna kengele zinazoonekana, kumsaidia mtumiaji.
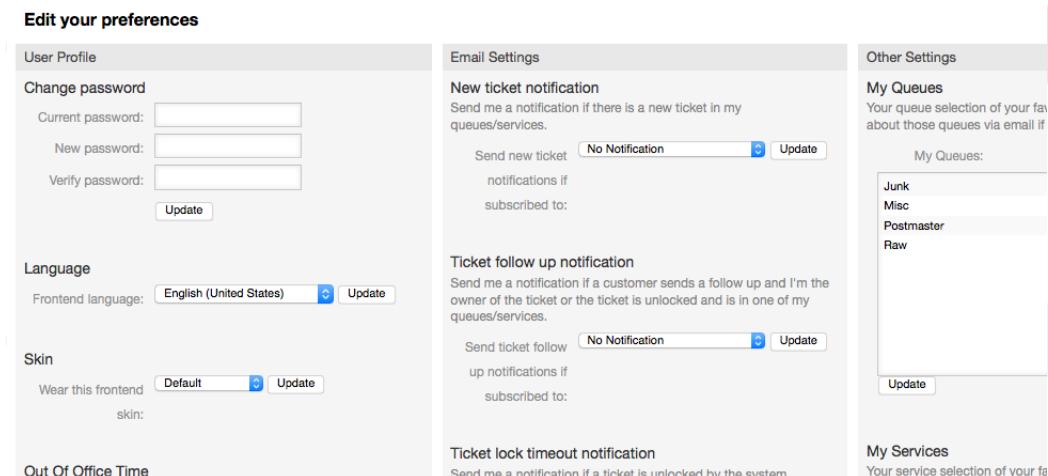
### Kengele Zinazoonekana

- Angaza Umri 1: Inaseti umri katika dakika (ngazi ya kwanza) kwa ajili ya kuangaza foleni zenye tiketi ambazo hazijaguswa. Imeonekana juu kwenye foleni "Mbichi" .

- Angaza Umri 2: Inaseti umri katika dakika (ngazi ya pili) kwa ajili ya kuangaza foleni zenye tiketi ambazo hazijaguswa. Imeonekana juu katika foleni ya "Mkuu wa posta".

- Konyeza: Ina amilisha utaratibu wa kukonyeza wa foleni ambayo ina tiketi ya zamani kuzidi zote. Haina msaada kwa vivinjari vyote. Kwa hali hii itaonekana nyekundu, kama inavyoonekana juu katika foneni "Taka".

- Kwa herufi nzito: Foleni ya sasa itakuwa na herufi nzito, kama inavyoonekana juu kwenye "Foleni Zangu".

# 9. Mapendeleo ya Mtumiaji

Watumiaji wa OTRS kama wateja, mawakala na msimamizi wa OTRS wanaweza kusanidi mapendeleo ya akaunti zao kwa mahitaji yao. Wakala anaweza kufikia skrini ya usanidi kwa kubofya kwenye majina yao ya kuingia kwenye mfumo katika kona ya juu ya kulia ya kiolesura cha wavuti (ona Kielelezo chini), na wateja lazima wabofye kwenye kiungo cha "Mapendeleo" (ona Kielelezo chini).



*Kielelezo: Mapendeleo binafsi ya wakala*

Wakala anaweza kusanidi kategori 3 za mapendeleo: umbo wa mtumiaji, mipanhgilio ya barua pepe, na mipangilio mingine. Vinavyowezekana kwa kawaida ni:

### Umbo wa Mtumiaji

- Badili nywila ya sasa.

- Rekebisha lugha ya kiolesura.

- Badili gamba la mazingira ya mbele.

- Hamisha mandhari ya mazingira ya mbele.

- Amilisha na kusanidi muda wa nje ya ofisi.

### Mipangilio ya barua pepe

- Chagua matukio yanayochochea taarifa kupitia barua pepe kwenda kwa wakala

## Mipangilio mingine

- Chagua foleni unazotaka kufuatilia katika "Foleni Zangu".

- Select the services you want to monitor in "My Services".

- Set the refresh period for the overviews (Dashboard, LockedView, QueueView).

- Seti skrini ya kuonyeshwa baada ya tiketi kutengenezwa.



*Kielelezo: Mapendeleo binafsi ya mteja.*

Mteja anaweza kuchagua lugha ya kiolesura cha tovuti, kuseti muda wa kuonesha upya mapitio ya tiketi, na kuchagua kikomo cha idadi ya tiketi zinazoonyeshwa. Pia inawezekana kuseti nywila mpya.

# Chapter 4. Utawala

## 1. Eneo la MSIMAMIZI wa OTRS

### 1.1. Misingi

Mipangilio ifuatayo ya usanidi wa mfumo inapatikana kwa wasimamizi wa OTRS kwa ku-fikia kurasa ya Msimamizi ya kiolesura cha tovuti cha OTRS - kuongeza mawakala, wateja na foleni, tiketi na mipangilio ya barua, kusakinisha vifurushi vya ziada kama FAQ na ITSM na nyingine nyingi.

Mawakala ambao ni wanachama wa kundi la *msimamizi* wanaweza kufikia eneo la Msi-mamizi kwa kubofya kiungo cha *msimamizi* katika mwambaa wa uabiri (ona Kielelezo chini). Mawakala bila haki za ufikivu za juu hawataweza kufikia kiungo hiki.



*Kielelezo: Skrini ya Msimaizi wa OTRS.*

### 1.2. Mawakala, Makundi na Majukumu

#### 1.2.1. Mawakala

Kwa kubofya kiungo *Mawakala*, unapata ufikivu kwenye skrini ya OTRS ya usimamizi wa wakala (ona Kielelezo chini). Wasimamizi wanaweza kuongeza, kubadilisha au kulemaza akaunti za wakala. Kwa zaidi wanaweza kusimamia mapendeleo ya wakala, ikijumuisha lugha na mipangilio ya taarifa kwa kila kiolesura cha wakala.

> #### Note
>
> Akaunti ya wakala wa OTRS inaweza kulemazwa lakini sio kufutwa. Kulemaza ku-nafanywa kwa kuseti alma ya Halali kuwa *batili* au *batili-kwa muda*.

**Agent Management**

| USERNAME | NAME | EMAIL | LAST LOGIN | VALIDITY | CHANGED | CREATED |
|---|---|---|---|---|---|---|
| carlos.garcia | Carlos García | carlos.garcia@mycompany... | | valid | 11/28/2014 01:28 | 11/28/2014 01:28 |
| carlos.rodriguez | Carlos Rodríguez | carlos.rodriguez@mycomp... | | valid | 11/28/2014 03:22 | 11/28/2014 03:22 |
| dennis.schmelter | Dennis Schmelter | dennis.schmelter@mycomp... | | valid | 11/28/2014 03:52 | 11/28/2014 03:52 |
| dominik.klein | Dominik Klein | dominik.klein@mycompany... | | valid | 11/28/2014 03:51 | 11/28/2014 03:51 |
| johannes.horburger | Johannes Hörburger | johannes.horburger@myco... | | valid | 11/28/2014 03:50 | 11/28/2014 03:50 |
| manuel.hecht | Manuel Hecht | manuel.hecht@mycompany.com | | valid | 11/28/2014 03:54 | 11/28/2014 03:54 |
| marc.bonsels | Marc Bonsels | marc.bonsels@mycompany.com | | valid | 11/28/2014 03:24 | 11/28/2014 03:24 |
| marco.buchholz | Marco Buchholz | marco.buchholz@mycompan... | | valid | 11/28/2014 03:48 | 11/28/2014 03:48 |
| martin.gruner | Martin Gruner | martin.gruner@mycompany... | | valid | 11/28/2014 03:23 | 11/28/2014 03:23 |
| oliver.rottges | Oliver Röttges | oliver.rottges@mycompan... | | valid | 11/28/2014 03:52 | 11/28/2014 03:52 |
| rolf.schmidt | Rolf Schmidt | rolf.schmidt@mycompany.com | | valid | 11/28/2014 03:53 | 11/28/2014 03:53 |
| root@localhost | Admin OTRS | root@localhost | 11/28/2014 00:37 | valid | 11/27/2014 18:50 | 11/27/2014 18:50 |
| stefan.bedorf | Stefan Bedorf | stefan.bedorf@mycompany... | | valid | 11/28/2014 03:46 | 11/28/2014 03:46 |
| udo.bretz | Udo Bretz | udo.bretz@mycompany.com | | valid | 11/28/2014 03:47 | 11/28/2014 03:47 |

*Kielelezo: Usimamizi wa wakala.*

Kusajili wakala, bofya kwenye kitufe cha "Ongeza wakala", ingiza data inayotakiwa na bonyeza kitufe cha Wasilisha upande wa chini wa skrini, kama ilivyoonyeshwa kwenye Kielelezo.



*Kielelezo: Kuongeza wakala mpya.*

Baada ya akaunti mpya ya wakala kutengenezwa, unatakiwa kumfanya wakala mwanachama wa kundi moja au zaidi au majukumu. Taarifa kuhusu majukumu au makundi zinapatikana katika vifunguMakundi na Majukumu vya sura hii.

## 1.2.2. Makundi

Kila akaunti ya wakala inatakiwa iwe kwenye japo kundi moja au jukumu. Katika usakinishaji mpya, kuna makundi matatu yanapatikana yaliyofafanuliwa tayari, kama ilivyoonyeshwa kwenye Jedwali 5-1.

## Table 4.1. Makundi chaguo-msingi yanayopatikana katika usakinishaji mpya wa OTRS

| Kundi | Maelezo |
|---|---|
| msimaizi | Ruhusa ya kufanya kazi za usimamizi wa mfumo. |

| Kundi | Maelezo |
|---|---|
| takwimu | Fuzu kufikia kwenye moduli ya takwimu ya OTRS na kutengeneza takwimu. |
| watumiaji | Mawakala wapo kwenye hili kundi, wakiwa na ruhusa za kusoma na kuandika. Wanaweza kufikia programu-tumizi zote za mfumo wa tiketi. |

## Note

Katika usakinishaji mpya wa OTRS, kundi la *watumiaji* halina mwanachama yoyote mwanzoni . Wakala 'root@localhost' ni mwanachama wa makundi msimaizi na takwimu kwa chaguo-msingi.

Unaweza kufikia kurasa ya usimamizi wa kundi (ona Kielelezo chini) kwa kubofya kiungo *Makundi* katika eneo la msimamizi.



*Kielelezo: Usimamizi wa kundi.*

## Note

Kama ilivyo kwa mawakala, kundi la OTRS linaweza kulemazwa lakini si kufutwa. Kulemazwa kunafanywa kwa kuseti alama Halali kuwa *batili* au *batili-kwa muda*.

Kuongeza wakala kwenye kundi, au kubadilisha mawakala ambao wapo kwenye kundi, unaweza kutumia kiungo *Mawakala<-> Makundi* kutoka kwenye kurasa ya Msimamizi (ona Kielelezo chini).



*Kielelezo: Usimamizi wa kundi.*

Mapitio ya makundi yote na mawakala wote wa mfumo yanaonyeshwa katika ukurasa huu. Pia unaweza kutumia vichujio vilivyopo kutafuta chombo fulani maalumu. Kama uk-

itaka kubadilisha makundi ambayo wakala ni mwanachama, bofya kwenye jina la wakala (ona Kielelezo chini). Kubadilisha mawakala wanaohusika na kundi fulani, bofya kwenye kundi unalotaka kuhariri (ona Kielelezo chini).



*Kielelezo: Badilisha kundi alilopo wakala.*



*Kielelezo: Badilisha mawakala waliopo kwenye makundi maalumu.*

Kila kundi lina seti ya haki zinazohusishwa nalo, na kila mwanachama (wakala) wa kundi anaweza kuwa na mjumuisho wa haki hizi kwa ajili yake mwenyewe. Orodha ya haki / ruhusa imeonyeshwa kwenye Jedwali 5-2.

## Table 4.2. Haki zinazohusishwa na makundi ya OTRS

| Haki | Maelezo |
|---|---|
| ro | Uwezo wa kusoma tiketi, maingizo na foleni tu kwa hili kundi. |
| hamia kwenye | Haki ya kuhamisha tiketi au maingizo katikati ya foleni au maeneo yaliyo kwenye hili kundi. |

| Haki | Maelezo |
|---|---|
| tengeneza | Haki ya kutengeneza tiketi au maingizo kwenye foleni au maeneo ya hili kundi. |
| mmiliki | Haki za kusasisha mmiliki wa tiketi au maingizo katika foleni au maeneo ambayo yapo kwenye hili kundi. |
| kipaumbele | Haki ya kubadilisha kipaumbele cha tiketi au maingizo au maeneo yaliyo kwenye hili kundi. |
| soma andikka | Haki kamili ya kusoma na kuandika kwa tiketi au maingizo ya foleni au maeneo yaliyopo kwenye hili kundi. |

## Note

Kwa chaguo-msingi, MuonekanoWaFoleni unaorodhesha tiketi katika foleni pale wakala ana ufikivu wa *kusoma na kuandika*, ikimaanisha tiketi ambazo wakala anahitaji kuzifanyia kazi. Ukitaka kubadilisha hii tabia, unaweza kuseti Tiketi::Mazingirayambele::WakalaTiketiFoleni###OnaTiketiZoteZinazowezekana kwa *Ndiyo*.

Sio ruhusa zote zinazopatikana zinaonyeshwa kwa chaguo-msingi. Hizi ruhusa za ziada zinaweza kuongezwa.

## Table 4.3. Makundi ya ruhusa ya ziada

| Haki | Maelezo |
|---|---|
| takwimu | Kupewa ruhusa ya kurasa ya takwimu. |
| dunda | Haki ya kudundisha ujumbe wa barua pepe (na kitufe cha kudunda katika Kuzatiketi). |
| tunga | Haki ya ku tunga jibu la tiketi. |
| mteja | Haki y a kubadilisha mteja wa tiketi. |
| tuma mbele | Haki ya kutuma mbele messeji (kwa kitufe cha kutuma mbele). |
| inasubiri | Haki ya kuseti tiketi isubirie. |
| simu | Haki ya kuongeza kupiga simu kwa tiketi. |
| wajibika | Haki ya kubadilisha wakala anayewajibika kwa tiketi. |

## Note

Hizi ruhusa zinaweza kuongezwa kwa kubadilisha Mfumo::Ruhusa

# 1.2.3. Jukumu

Majukumu ni kiengele chenye nguvu cha kusimamia haki za ufikivu za mawakala wengi katika njia rahisi na ya haraka. Zina manufaa zaidi kwa mifumo mikubwa na changamano yenye mawakala wengi, makundi na foleni. Mfano chini unaelezea wakati gani zitumike.

Tuseme una mfumo wenye mawakala 100, 90 kati yao na wana ufikivu kwenye foleni moja iitwayo "msaada" ambapo maombi yote ya msaada yanashughulikiwa. Foleni "msaada" ina foleni ndogo nyingi ndani yake. Mawakala wengine 10 wana ruhusa ya kufikia

foleni zote za mfumo. Hawa mawakala 10 wanatoa tiketi, wanaangalia foleni mbichi na kuhamisha ujumbe taka kwenda kwenye foleni "taka".

Kampuni sasa inafungua idara mpya inayouza bidhaa. Maombi na mapokezi ya oda, uthibitishaji wa oda, bili, na kadh. lazima zichakatishwe, na baadhi ya mawakala wa kampuni wanatakiwa kufanya hivi kwa kutumia OTRS. Mawakala tofauti wanatakiwa waweze kufikia kwenye foleni mpya ambazo lazima zitengenezwe.

Kwa sababu itatumia muda mwingi kubadilisha haki za ufikivu za kila wakala mmoja kwa mikono, majukumu ambayo yanafafanua ngazi tofauti za ufikivu yanaweza kutengenezwa. Kisha mawakala wanaweza kuongezwa kwenye jukumu moja au zaidi, na haki zao za ufikivu zitabadilika kiotomatiki. Kama akaunti mpya ya wakala itatengenezwa, pia inawezekana kuongeza akaunti hii kwa jukumu moja au zaidi.

## Note

Majukumu ni muhimu ukihusika na mashirika makubwa na ukisimamia usakinishaji mkubwa wa OTRS. Umakini mkubwa unashauriwa. Kuchanganya miunganiko ya Wakala kwa Kundi na Wakala kwa Jukumu unaweza kutengeneza mpango mgumu wa kudhibiti ufikivu, ambao ni mgumu kuelewa na kudumisha. Kama ukiamua kutumia majukumu tu na kulemaza Mawakala <-> chaguo la Makundi kwenye eneo la Msimamizi, unaweza kufanya hiyo kwa kurekebisha Mazingira ya mbele::Moduli###MsimamiziMtumiajiKundi katika SysConfig. Fahamu hii haitaondoa kazi zilizopo za Mawakala kwa Makundi!

Unaweza kufikia kifungu cha usimamizi wa majukumu (ona Kielelezo chini) kwa kubofya kiungo cha *Majukumu* kwenye kurasa ya Msimamizi.



*Kielelezo: Usimamizi wa jukumu.*

## Note

Kama ilivyo kwa wakala na makundi, majukumu yakishatengenezwa yanaweza kulemazwa na si kufutwa. Kulemaza, seti chaguo Halali kuwa *batili* au *batili-kwa muda*.

Mapitio ya majukumu yote kwenye mfumo yanaonyeshwa. Kuhariri mipangilio ya jukumu, bofya jina la jukumu. Kwenye usakinishaji mpya wa OTRS, hakuna majukumu yaliyofafanuliwa kama chaguo-msingi. KUsajili moja, bofya kitufe cha "Ongeza jukumu", toa data zinazotakiwa kisha wasilisha. (ona Kielelezo chini).

*Kielelezo: Kuongeza jukumu jipya.*

Kupata mapitio ya majukumu yote na mawakala katika mfumo, bofya kwenye kitufe Majukumu <-> Mawakala kwenye kurasa ya Msimamizi. Pia unaweza kutumia vichujio kutafuta elementi maalumu. Ukitaka kubadilisha majukumu ya wakala husika, bofya kwenye jina la wakala (ona Kielelezo chini). Kubadilisha mawakala wanaohusika na jukumu, bofya kwenye jukumu unalotaka kuhariri (ona Kielelezo chini).

**Manage Role-Agent Relations**

| Actions | Change Role Relations for Agent Dennis Schmelter (dennis.schmelter) |
|---|---|
| ◄ Go to overview | ROLE □ ACTIVE |
| Filter | Development ☑ |
| | IT Supervisor □ |
| | Service Desk □ |
| | **Submit** or Cancel |

*Kielelezo: Badilisha majukumu yanayomhusu wakala.*

**Manage Role-Agent Relations**

| Actions | Change Agent Relations for Role Development |
|---|---|
| ◄ Go to overview | AGENT □ ACTIVE |
| Filter | carlos.garcia (Carlos García) □ |
| | carlos.rodriguez (Carlos Rodríguez) □ |
| | dennis.schmelter (Dennis Schmelter) □ |
| | dominik.klein (Dominik Klein) □ |
| | johannes.horburger (Johannes Hörburger) □ |
| | manuel.hecht (Manuel Hecht) □ |
| | marc.bonsels (Marc Bonsels) □ |
| | marco.buchholz (Marco Buchholz) □ |
| | martin.gruner (Martin Gruner) □ |
| | oliver.rottges (Oliver Röttges) □ |
| | rolf.schmidt (Rolf Schmidt) □ |
| | root@localhost (Admin OTRS) □ |
| | stefan.bedorf (Stefan Bedorf) □ |
| | udo.bretz (Udo Bretz) □ |
| | **Submit** or Cancel |

*Kielelezo: Badilisha mawakala wanaohusika na jukumu maalumu.*

Kupata mapitio ya majukumu yote na makundi kwenye mfumo, bofya kwenye Majukumu <-> Makundi kwenye ukurasa wa Msimamizi. Utaona skrini inayofanana na iliyoonyeshwa kwenye Kielelezo. Unaweza pia kutumia vichujio kutafuta chombo fulani.

**Manage Role-Group Relations**

| Filter for Roles | Overview | |
|---|---|---|
| Just start typing to filter... | ROLES | GROUPS |
| | Development | admin |
| Filter for Groups | IT Supervisor | stats |
| Just start typing to filter... | Service Desk | users |

*Kielelezo: Simamia mahusiano ya Makundi-Majukumu.*

Kufafanua haki tofauti za ufikivu kwa jukumu, bofya kwenye jina la jukumu au kundi (ona chini Vielelezo 5.13 na 5.14, kwa mtiririko).

**Manage Role-Group Relations**

| Actions | |
| --- | --- |
| ◄ | Go to overview |

**Filter**

**Hint**

Select the role:group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the role).

Change Group Relations for Role Service Desk

| GROUP | ☐ RO | ☐ MOVE_INTO | ☐ CREATE | ☐ NOTE | ☐ OWNER | ☐ PRIORITY | ☐ RW |
| --- | --- | --- | --- | --- | --- | --- | --- |
| admin | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| stats | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| users | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**Submit** or Cancel

**Reference**

**ro**
  Read only access to the ticket in this group/queue.
**move_into**
  Permissions to move tickets into this group/queue.
**create**
  Permissions to create tickets in this group/queue.
**priority**
  Permissions to change the ticket priority in this group/queue.
**rw**
  Full read and write access to the tickets in this group/queue.

*Kielelezo: Badilisha mahusiano ya Makundi kwa Jukumu.*



**Manage Role-Group Relations**

| Actions | |
| --- | --- |
| ◄ | Go to overview |

**Filter**

**Hint**

Select the role:group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the role).

Change Role Relations for Group stats

| ROLE | ☐ RO | ☐ MOVE_INTO | ☐ CREATE | ☐ NOTE | ☐ OWNER | ☐ PRIORITY | ☐ RW |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Development | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| IT Supervisor | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |
| Service Desk | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ |

**Submit** or Cancel

**Reference**

**ro**
  Read only access to the ticket in this group/queue.
**move_into**
  Permissions to move tickets into this group/queue.
**create**
  Permissions to create tickets in this group/queue.
**priority**
  Permissions to change the ticket priority in this group/queue.
**rw**
  Full read and write access to the tickets in this group/queue.

*Kielelezo: Badilisha mahusiano ya Majukumu kwa Kundi.*

# 1.3. Wateja na Makundi ya Wateja

## 1.3.1. Wateja

OTRS ina msaada kwa watumiaji wa aina nyingi. Kwa kutumia kiungo "Wateja" (kupitia mwambaa wa uabiri, au kurasa ya Msimamizi), unaweza kusimamia akaunti za wateja (ona Kielelezo chini), ambao wanaweza kuingia kwenye mfumo kupitia kiolesura cha Wa-teja (mteja.pl). Kupitia kiolesura hiki, wateja wako hawataweza tu kutengeneza tiketi laki-ni pia kupitia tiketi zao za nyuma kwa usasisho mpya. Ni muhimu kujua kwamba mteja anahitajika kwa ajili ya historia ya tiketi kwenye mfumo.



**Customer User Management**

| Actions | |
| --- | --- |
| * | 🔍 |

Wildcards like '*' are allowed.

| ➕ | Add customer user |

Database Backend

**Hint**

Customer user are needed to have a customer history and to login via customer panel.

**List**
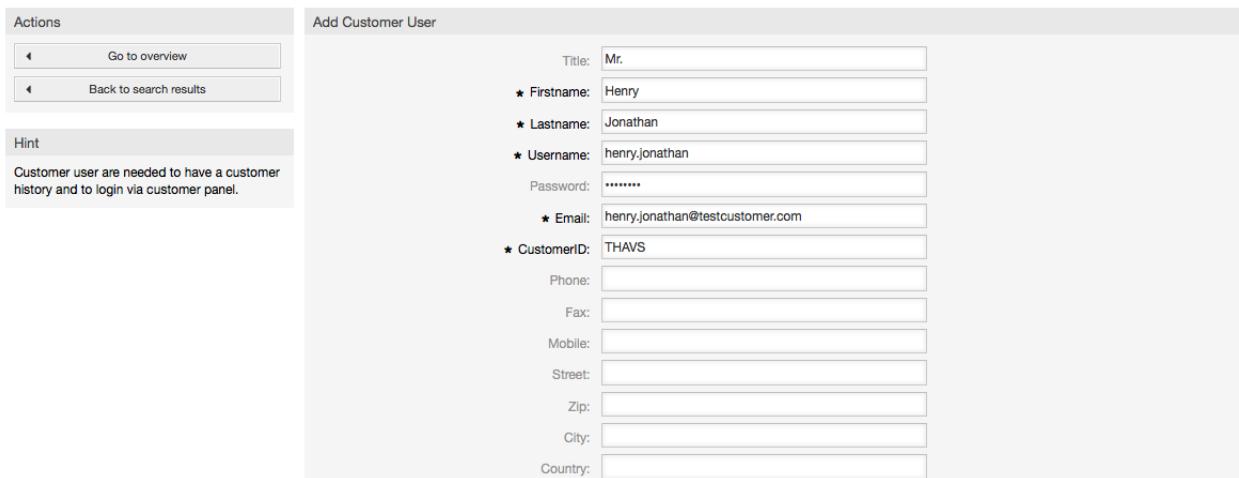
| USERNAME | NAME | EMAIL | CUSTOMERID | LAST LOGIN | VALIDITY |
| --- | --- | --- | --- | --- | --- |
| anthony.stark | Mr. Anthony Stark | anthony.stark@testcustomer.com | THAVS | | valid |
| bruce.banner | Mr. Bruce Banner | bruce.banner@testcustomer.com | THAVS | | valid |
| thor.odinson | Mr. Thor Odinson | thor.odinson@testcustomer.com | THAVS | | valid |

*Kielelezo: Usimamizi wa Mteja.*

Unaweza kutafuta mteja aliyesajiliwa, au kuhariri miangilio yake kwa kubofya jina lake. Pia una uwezo wa kubadilisha mazingira ya nyuma ya mteja, kwa maelezo zaidi tafadhali rejea kwenye sura kuhusu mazingira ya nyuma ya nje.

Kutengeneza akaunti mpya ya mteja, bofya kitufe cha "Ongeza mteja" (Ona kielelezo chini). Baadhi ya maeneo ni ya lazima, mf. inabidi ziwe na thamani, kwahiyo ukiziacha bila kujaza zitaonyeshwa kwa rangi nyekundu.



*Kielelezo: Kuongeza mteja.*

Wateja wanaweza kufikia mfumo kwa kutoa jina la mtumiaji na nywila. Kitambulisho cha Mteja kinahitajika na mfumo kutambua mtumiaji na tiketi zinazohusika. Kwa kuwa anwani ya barua pepe ni ya kipekee, inaweza kutumika kama kitambulisho.

## Note

Kama ilivyo kwa mawakala, makundi na majukumu, wateja hawawezi kufutwa kwenye mfumo, wanaweza kulemazwa kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

# 1.3.2. Makundi ya Wateja

Wateja watumiaji wanaweza pia kuongezwa kwenye kundi, ambayo itakuwa na manufaa kama ukitaka kuongeza wateja wa kampuni moja wenye ufikivu kwa foleni moja ua zaidi. Kwanza tengeneza kundi ambalo wateja wako watakuwa wanachama, kupitia Moduli ya kusimamia kundi. Kisha ongeza foleni na chagua kundi jipya la foleni.

Hatua inayofwata ni kuamilisha msaada wa kundi la mteja. Hii inaweza kufanywa na parameta ya usanidi MsaadaKundiLaMteja, kutoka kwenye chaguo la Msimamizi la SysConfig. Kutumia parameta MtejaKundiDaimaMakundi, unaweza kubainisha makundi chaguo-msingi kwa mteja mpya aliyeongezwa, ili kila akaunti mpya iongezwe kiotomatiki kwenye haya makundi.

Kupitia kiungo "Wateja <-> Makundi" unaweza kusimamia mteja yupi atakuwa kwenye makundi yapi (ona Kielelezo chini).

*Kielelezo: Usimamizi wa mahusiano ya Mteja-Kundi.*

Kufafanua makundi tofauti ambayo mteja anatakiwa kuwapo na vinginevyo, bofya jina la mtumiaji la mteja au kundi (ona chini vielelezo 5.16 na 5.17 kwa mtiririko)



*Kielelezo: Badilisha mahusiano ya Makundi kwa Mteja.*



*Kielelezo: Badilisha mahusiano ya Mteja kwa Kundi.*

# 1.4. Foleni

Kubofya kwenye kiungo "Foleni" cha kurasa ya Msimamizi, unaweza kusimamia foleni za mfumo wako (ona Kielelezo chini). Katika usakinishaji mpya wa OTRS kuna foleni 4: Mbichi, Barua taka, Mchanganyiko na Mkuu wa posta. Ujumbe wowote unaoingia utahifadhiwa kwenye foleni "Mbichi" kama hakuna sheria ya kuchuja iliyofafanuliwa. Foleni ya "Barua taka" inaweza kutumika kuhifadhi barua taka.

*Kielelezo: Usimamizi wa foleni.*

Hapa unaweza kuongeza foleni (ona kielelezo chini) na kuzirekebisha. Unaweza kuweka bayana kundi ambalo litatumia hiyo foleni. Unaweza ku seti foleni kama sehemu ya foleni nyingine.



*Kielelezo: Kuongeza foleni mpya.*

Unaweza kufafanua muda wa mwisho wa kufungua foleni - kama wakala akifunga tiketi na hajaifunga kabla ya muda wa mwisho wa kufungua kuisha, tiketi itafunguliwa kiotomatiki na kufanywa ipatikane kwa mawakala wengine kuifanyia kazi.

Kuna mipamgilio ya muda wa kupanda mitatu inahusishwa katika ngazi ya foleni:

## Kupanda - Muda wa kwanza wa kujibu

- Baada ya utengenezaji wa tiketi, kama muda uliofafanuliwa hapa ukiisha bila ya mawasiliano na mteja, ama kwa simu au barua pepe, tiketi inapandishwa.

## Kupanda - Rekebisha Muda

- Kama kuna ufwatiliaji wa mteja aidha kwa barua pepe au mlango wa mteja, ambao unarekodiwa kwenye tiketi, usasishaji wa muda wa kupanda unasetiwa upya. Kama hakuna mawasiliano ya mteja kabla muda uliofafanuliwa hapa haujaisha, tiketi inapandishwa.

## Kupanda - Muda wa Suluhu

- Kama tiketi haitafungwa kabla ya muda uliofafanuliwa kuisha, tiketi inapandishwa.

Na 'Funga tiketi baada ya ufwatiliaji', unaweza kufafanua kama tiketi isetiwe kuwa 'imefungwa' kwa mtumiaji wa zamani kama tiketi imefungwa na baadaye kufunguliwa up-

---

ya. Hii inahakikisha ufwatiliaji wa tiketi unachakatishwa na wakala ambaye alishughulikia tiketi mwanzoni.

Parameta ya anwani za mfumo inabainisha anwani za barua pepe ambazo zitatumika kwa ajili ya tiketi zinazotoka za foleni hii. Hakuna uwezekano wa kuhusisha foleni na salamu na saini, kwa majibu ya barua pepe. Kwa taarifa za undani zaidi, tafadhali tembelea vifungu anwani za barua pepe, salamu na  saini.

### Note

Kama ilivyo kwa mawakala, makundi na wateja, foleni haziwezi kufutwa, zinalemazwa tu, kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

# 1.5. Salamu, saini, viambatanisho na violezo

## 1.5.1. Salamu

Salamu ni moduli ya nakala ya kiolezo. Salamu inaweza kuunganishwa na foleni moja au zaidi, kama inavyoelezewa katika kifungu kuhusu foleni. Salamu inatumika pale tu tiketi kutoka kwenye foleni ambayo salamu imeunganishwa, imejibiwa. Kusimamia salamu tofauti za mfumo wako, tumia kiungo cha "Salamu" cha eneo la msimamizi (ona Kielelezo chini).
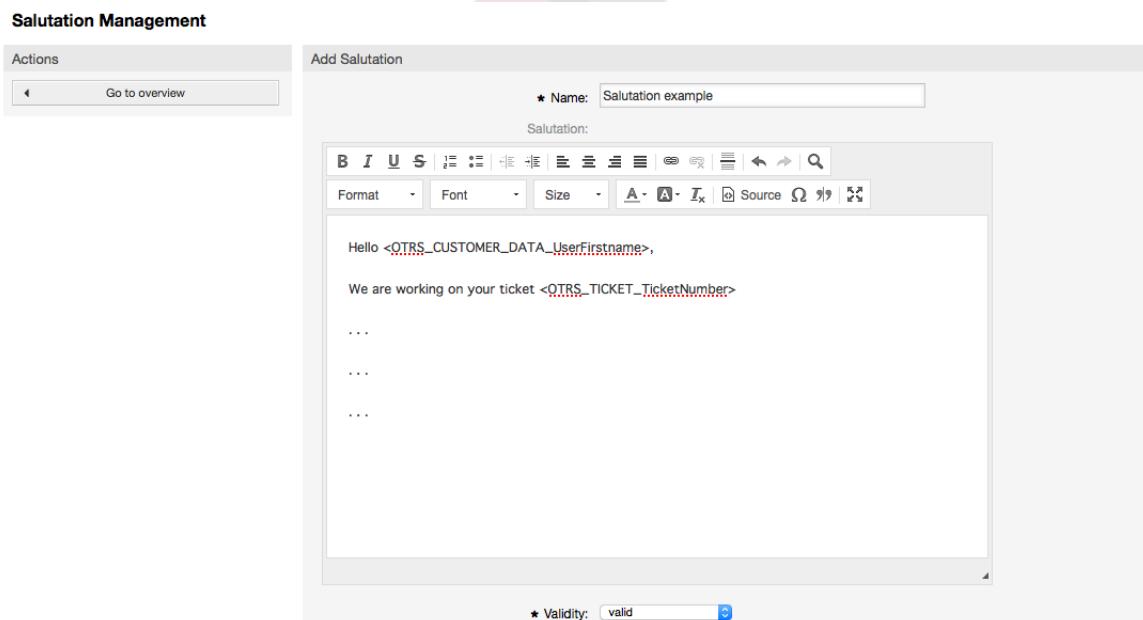


*Kielelezo: Usimamizi wa Salamu.*

Baada ya usanikishaji wa kawaida tayari kuna salamu inapatikana, "salamu ya kawaida ya mfumo (en)".

Kutengeneza salamu mpya bofya kitufe "Ongeza salamu", weka data inayotakiwa kisha wasilisha (ona kielelezo chini).



*Kielelezo: Kuongeza salamu mpya.*

Inawezekana kutumia vishika nafasi katika salamu. Ukitoa majibu kwenye tiketi, majina ya vishika nafasi yatabadilishwa na thamani zake.

Vishika nafasi tofauti unavyoweza kutumia kwenye violezo vimeorodheshwa kwenye upande wa chini wa skrini ya salamu. Kama ukitumia kwa mfano, kishika nafasi <OTRS_LAST_NAME> jina la mwisho la mtumaji wa tiketi litajumuishwa kwenye majibu yako.

## Note

Kama ilivyo kwa vyombo vingine vya OTRS, salamu haziwezi kufutwa, zinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

## 1.5.2. Saini

Moduli nyingine ya nakala kwa kiolezo ni saini. Saini zinaweza kuunganishwa na foleni, kama ilivyoelezwa kwenye kifungu kuhusu foleni. Tafadhali tambua saini itaunganishwa kwenye nakala ya kiolezo, kama kabla ya hapo iliunganishwa na foleni. Unaweza kusimamia saini katika mfumo wako kwa kufikia kiungo cha "Saini" cha kurasa ya Msimamizi, (ona Kielelezo chini) .
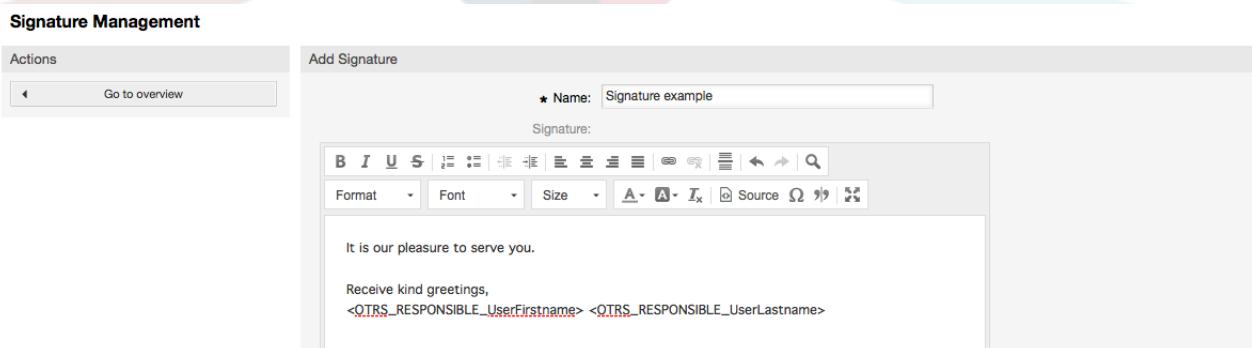


*Kielelezo: Usimamizi wa saini.*

Baada ya usanikishaji mpya wa OTRS, kuna saini iliyofafanuliwa tayari imewekwa kwenye mfumo, "saini ya kawaida ya mfumo (en)".

Kutengeneza saini mpya, bofya kitufe "Ongeza saini", weka data inayohitajika kisha wasilisha (ona kielelezo chini).



*Kielelezo: Kuongeza saini mpya.*

Kama salamu, saini pia zinaweza kuwa na maudhui yanayobadilika, kama jina la kwanza na la mwisho la wakala anayejibu tiketi. Hapa pia vishika nafasi vinaweza kutumika kubadilisha maudhui ya nakala ya saini kwa kila tiketi. Ona sehemu ya chini ya skrini ya saini kwa vishika nafasi vinavyoweza kutumika. Kama ukijumuisha kishika nafasi <OTRS_LAST_NAME> katika saini kwa mfano, jina la mwisho la wakala anayejibu tiketilitabadilisha kishika nafasi

## Note

Kama ilivyo kwa salamu, saini pia haziwezi kufutwa, zinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

## 1.5.3. Viambatanisho

Unaweza kuongeza kiambatanisho kimoja au zaidi kwa kiolezo kwa hiari. Kama kiolezo kimechaguliwa, viambatanisho vita ambatanishwa kwenye dirisha la uundaji wa ujumbe. Kama kuna ulazima wakala anaweza kuondoa kiambatanisho kutoka kwenye kiolezo kabla ya kutuma kwenda kwa mteja.

Kupitia kiungo cha "Kiambatanisho" kwenye ukurasa wa Msimamizi, Unaweza kupakia viambatanisho kwenye hifadhidata ya mfumo (ona kielelezo chini).



*Kielelezo: Usimamizi wa Viambatanisho.*

Kutengeneza kiambatanisho kipya, bofya kitufe "Ongeza kiambatanisho", weka data inayotakiwa kisha wasilisha (ona kielelezo chini).



*Kielelezo: Kuongeza kiambatanisho kipya.*

Kama kiambatanisho kimehifadhiwa kinaweza kuunganishwa na kiolezo kimoja au zaidi. Bofya kwenye kiungo "Kiambatanisho <-> Kiolezo" katika kurasa ya Msimamizi (ona Kielelezo chini).



*Kielelezo: Kuunganisha Viambatanisho kwa Violezo.*

Kuhusisha viambatanisho mbali mbali na violezo maalumu na kinyume chake, bofya kwenye jina la kiolezo au kiambatanisho husika (ona vielelezo 5.27 na 5.28 kwa mtiririko).

*Kielelezo: Badilisha mahusiano ya Kiambatanisho kwa Kiolezo.*



*Kielelezo: Badilisha mahusiano ya Kiolezo kwa Kiambatanisho.*

## 1.5.4. Violezo

Kuongeza kasi ya mchakato wa tiketi na kufanya muonekano wa majibu kuwa kawaida, unaweza kufananua violezo katika OTRS. Kiolezo kinaweza kuunganishwa na foleni moja au zaidi.

Kuna violezo tofauti vinavyotumika katika pande tofauti za OTRS na zina nia tofauti, ifwatayo ni orodha ya aina za violezo ziwezekanazo:

- Jibu: Kutumika kama jibu la tiketi

- Tengeneza: Kutumika katika simu au barua pepe mpya

- Tuma mbele: Kutumika kupeleka makala kwa mtu mwengine

- PigaSimu: Kutumika katika skrini ya simu zinazoingia na kutoka

Violezo vya majibu vinapatikana kwa njia mbili, kutoka kwenye skrini ya kukuza tiketi kwenye menyu ya makala, au kwa njia ya haraka: kutoka kwenye skrini kubwa ya mapitio ya tiketi kama Muonekano wa Hali au Muonekano wa Tiketi. Kwa usanikishaji mpya wa OTRS, kiolezo(jibu) "jibu wazi" kina setiwa kama chaguo-msingi kwa kila foleni.

Mara tu violezo vilivyopelekwa mbele kuongezwa na kuwekwa kwenye foleni, kitufe cha "Peleka mbele" katika kuza tiketi (ambayo mara nyingi inatupeleka kwenye skrini ya ku-peleka mbele yanakala tupu) kitabadilika kuwa cha kudhibiti uchaguzi, uchaguzi unajazwa na violezo vilivyopelekwa mbele vilivyoongezwa, kwa kuchagua moja ya violezo, skrini ya kupeleka mbele itaonyeshwa ikiwa imejazwa na nakala ya kiolezo na viambatanisho (sawa na kisanduku majibu cha uchaguzi na violezo vya Majibu).

Kutengeneza violezo vya aina Tengeneza na PigaSimu vitafanya boksi la uchaguzi la "Nakala Kiolezo" kuonekana katika skrini husika, kuchagua kiolezo kwa ajili ya orodha ita-jaza sehemu za "Nakala" na "Kiambatanisho" (kama zinapatikana kwenye kiolezo). Tam-bua kwamba mabadiliko yoyote ya kabla kwenye Nakala au kiambatanisho yataandikwa upya kwa kuchagua kiolezo.

Kubofya kiungo cha "Violezo" kwenye kurasa ya Msimamizi inakuleta kwenye skrini ya usimamizi wa Kiolezo (ona kielelezo chini).

*Kielelezo: Usimamizi wa kiolezo.*

Kutengeneza kiolezo kipya, bofya kitufe cha "Ongeza kiolezo", weka data zinazotakiwa (hakikisha unachagua aina sahihi ya kiolezo) na kuiwasilisha (ona kielelezo chini).



*Kielelezo: Kuongeza kiolezo.*

Kuongeza/kuondoa violezo kwenye foleni moja au zaidi, bofya kwenye kiungo "Violezo <-> Foleni" katika kurasa ya Msimamizi (ona Kielelezo chini). Unaweza pia kutumia vichujio kupata taarifa kuhusu chombo fulani.



*Kielelezo: Usimamizi wa mahusiano ya Kiolezo-Foleni.*

Kufafanua violezo mbali mbali vinavyopatikana kwa foleni na kinyume chake, bofya kwenye kiolezo au foleni husika (ona vielelezo 5.32 na 5.33 chini kwa mtiririko).

*Kielelezo: Badilisha mahusiano ya Foleni kwa Kiolezo.*



*Kielelezo: Badilisha mahusiano ya Kiolezo kwa Foleni.*

Wakati wa kuchagua kiolezo, taarifa zaidi zinaweza kuongezwa kwenye nakala ya kiolezo, hii inategemea aina ya kiolezo:

PigaSimu na Tengeneza violezo haiongezi maudhui yoyote kwenye nakala ya kiolezo, bali skrini Mpya ya Barua pepe za Tiketi inaongeza saini iliyogawiwa kwa foleni kwenye kiini cha barua pepe (hii skrini ina boksi lililowekwa pembeni ili kupata taswira ya saini).

Nakala za violezo majibu zikichaguliwa pia zinajumuisha salamu inayohusika na foleni, kisha nakala ya kiolezo, baada ya hapo nukuu ya nakala ya tiketi, na mwisho saini inayohusika na foleni.

Violezo vya kupeleka mbele ni sawa Violezo vya majibu, lakini hazi na sehemu ya salamu.

# 1.6. Majibu otomatiki

OTRS inakuruhusu kutuma majibu otomatiki kwa wateja kutegemeana na kuonekana kwa matukio fulani, kama utengenezaji wa tiketi katika foleni maalumu, upokeaji wa ujumbe wa ufwatiliaji kuhusu tiketi, ufungaji au ukataliwaji wa tiketi, na kadh. Kusimamia majibu haya, bofya kiungo "Majibu otomatiki" kwenye kurasa ya Msimamizi (ona Kielelezo chini).



*Kielelezo: Usimamizi wa Majibu Otomatiki.*

Kutengeneza jibu otomatiki, bofya kitufe "Ongeza jibu otomatiki", weka data zinazotakiwa kisha wasilisha (ona kielelezo chini).

*Kielelezo: Kuongeza Jibu Otomatiki.*

Mada na nakala ya majibu otomatiki yanaweza kuzalishwa na vishika nafasi, kama saini na salamu. Kama ukiingiza, kwa mfano, kishika nafasi <OTRS_CUSTOMER_EMAIL[5]> kwenye kiini cha jibu otomatiki, mistari 5 ya kwanza ya barua ya mteja itaingizwa kwenye jibu otomatiki. Utapata undani zaidi kuhusu vishika nafasi halali ambavyo vinaweza kutumika upande wa chini wa skrini iliyoonyeshwa kwenye Kielelezo.

Kwa kila jibu otomatiki, unaweza kuweka bayana tukio la kulichochea. Matukio ya mfumo ambayo yanapatikana baada ya usakinishaji wa kawaida yameelezewa katika jedwali 5-3.

## Table 4.4. Matukio kwa majibu Otomatiki

| Jina | Maelezo |
|------|---------|
| jibu otomatiki | Utengenezaji wa tiketi katika foleni fulani |
| jibu otomatiki/tiketi mpya | Ufunguzi wa tiketi iliyofungwa, mf. mteja akijibu hiyo tiketi. |
| ufwatiliaji otomatiki | Upokeaji wa ufwatiliaji wa tiketi. |
| kukataa kiotomatiki | Ukataaji otomatiki wa tiketi, unafanywa na mfumo. |
| ondoa kiotomatiki | Ufutaji wa tiketi, unafanywa na mfumo. |

## Note

Kama ilivyo kwa vyombo vingine vya OTRS, majibu otomatiki pia haiwezi kufutwa, inalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

Kuongeza majibu otomatiki kwenye foleni, tumia kiungo "Majibu Otomatiki <-> Foleni" kwenye kurasa ya Msimamizi (ona Kielelezo chini). Matukio yote ya mfumo yameorodheshwa kwa kila foleni, na jibu otomatiki kwa tukio hilo hilo linaweza kuchaguliwa au kuondolewa kupitia kisanduku cha orodha.

*Kielelezo: Usimamizi wa mahusiano ya Foleni-Maajibu Otomatiki.*

Kufafanua majibu otomatiki mbali mbali yatakayopatikana kwa ajili ya foleni, bofya jina la foleni linalohusika (ona kielelezo chini). Pia inawezekana kurekebisha jibu otomatiki lililopo kufanya hivyo, bofya majibu na hariri kwa njia ile ile kama ya kuhariri jibu otomatiki jipya.



*Kielelezo: Badilisha mahusiano ya MAjibu Otomatiki kwa Foleni.*

# 1.7. Anwani za barua pepe

Kuwezesha OTRS kutuma barua pepe, unahitaji anwani halali ya barua pepe ya kutumika na mfumo. OTRS ina uwezo wa kufanya kazi na barua pepe zaidi ya moja, kwa kuwa usakinishaji mwingi wa msaada unahitaji kutumia zaidi ya moja. Foleni inaweza kuunganishwa na anwani nyingi za baua pepe, na kinyume chake. Anwani inayotumika kwa ujumbe unaotoka kutoka kwenye foleni inaweza kusetiwa wakati foleni inatengenezwa. Tumia kiungo cha "Anwani za Barua pepe" kutoka kwenye kurasa ya Msimamizi kusimamia barua pepe zote za mfumo (ona Kielelezo chini).



*Kielelezo: Usimamizi wa Anwani za Barua pepe za mfumo.*

Ukitengeneza anwani mpya ya barua pepe (ona kielelezo chini), unaweza kuchagua foleni au sehemu ya foleni ya kuunganishwa nayo. Hiki kiungo kinawezesha mfumo kupanga meseji zinazoingia kwa kupitia anwani katika sehemu ya Kwa: ya barua kwenye foleni sahihi.

*Kielelezo: Kuongeza Anwani ya Barua pepe ya mfumo.*

## Note

Kama ilivyo kwa vyombo vingine vya OTRS, anwani za barua pepe haziwezi kufut-wa, zinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

# 1.8. Taarifa

OTRS inaruhusu taarifa kutumwa kwa mawakala na wateja, kwa kutegemea matukio mbali mbali. Mawakala wanaweza kuseti matukio ya mfumo kwa taarifa zao binafsi kupitia kiungo cha mapendeleo.

Kupitia kiungo cha "Taarifa za Wakala" kwenye kurasa ya Msimamizi, unaweza kusimamia taarifa za mfumo wako (ona Kielelezo chini). Unaweza kutumia vichujio kuorodhesha baadhi ya taarifa.



*Kielelezo: Usimamizi wa taarifa.*

Unaweza kugeuza somo na nakala za taarifa kukufaa. Bofya kwenye taarifa unayota-ka kubadilisha kutoka kwenye orodha, na yaliyomo kwenye taarifa yatawekwa tayari kuhaririwa (ona Kielelezo). Tafadhali tambua kuna taarifa zenye majina sawa kwa kila lugha inayopatikana.

*Kielelezo: Kugeuza Taarifa kukufaa.*

Kama ilivyo kwa saini na salamu, inawezekana kutengeneza maudhui ya taarifa, kwa ku-tumia vishika nafasi maalumu. Unaweza kutafuta orodha ya vishika nafasi katika upande wa chini wa skrini iliyoonyeshwa kwenye Kielelezo.

Pia inawezekana kutengeneza taarifa zitokanazo na matukio. Unaweza kubainisha kwa undani wakati gani na kwa nani taarifa hiyo itumwe. Unaweza kuchagua kutokea kwenye parameta nyingi, kama: makundi ya wapokeaji, mawakala, majukumu, anuani za barua pepe, aina ya matukio yanayochochea taarifa, aina-tiketi, hali, kipaumbele, foleni, funga, huduma, SLA, na kadhalika.

Ili kuona orodha ya taarifa zote zinazojikita kwenye tukio, bofya kwenye kiungo "Taarifa (Tukio)" kwenye ukurasa wa Msimamizi (ona Kielelezo).



*Kielelezo: Kusimamia Taarifa zinazohusika na Matukio.*

Kama ilivyo onyeshwa kwenye kielelezo, unaweza kutengeneza taarifa mpya kwa kubofya kitufe cha kuongeza (ona kielelezo).

*Kielelezo: Kuandikisha usimamizi wa taarifa unaotegemea matukio.*

Tafadhali tambua kwamba maudhui ya taarifa zinazotegemea matukio zinaweza kuten-genezwa kwa kutumia vishika mahali maalumu vilivyo orodheshwa upande wa chini wa skrini iliyoonyeshwa kwenye Kielelezo.

# 1.9. SMIME

OTRS inaweza kuchakatisha ujumbe unaoingia wa S/MIME uliofanyiwa usimbaji na kusai-ni barua zinazotoka. Kabla ya kuweza kutumia hiki kipengele, unahitaji kukiamilisha na kubadilisha baadhi ya parameta za usanidi katika SysConfig.

Kiungo cha "Hati za S/MIME" katika ukurasa wa Msimamizi kinakusaidia kusimamia hati zako za S/MIME (ona Kielelezo chini). Unaweza kuongeza au kuondoa hati, na kutafuta kwenye data za SMIME.



*Kielelezo: Usimamizi wa S/MIME.*

# 1.10. PGP

OTRS inashughulikia funguo za PGP, ambazo zinakuruhusu kusimba/kusimbua fiche ujumbe na kusaini ujumbe unaotoka nje. Kabla ya hiki kipengele kutumika, unahitaji kuki-amilisha na kubadilisha baadhi ya parameta za usanidi katika SysConfig.

Kupitia kiungo cha "Fungo za PGP" kwenye ukurasa wa Msimamizi, inawezekana kusi-mamia pete ya ufunguo wa mtumiaji atakayetumika kwa ajili ya PGP kwa OTRS (ona

Kielelezo chini), mf. mtumiaji wa OTRS wa ndani au mtumiaji wa seva ya wavuti. Inawezekana kuongeza au kuondoa funguo na saini, na unaweza kutafuta kwenye data zako zote katika pete yako ya funguo.

**PGP Management**

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Actions** | | **Result** | | | | | | |
| [search] 🔍 | | TYPE | STATUS | IDENTIFIER | BIT | KEY | FINGERPRINT | CREATED | EXPIRES | DELETE |
| ➕ Add PGP key | | No data found. | | | | | | | |
| | | | | | | | | |
| **Hint** | | | | | | | | |
| In this way you can directly edit the keyring configured in SysConfig. | | | | | | | | |
| Description: Introduction to PGP | | | | | | | | |

*Kielelezo: Usimamizi wa PGP.*

# 1.11. Hali

Kupitia kiungo cha "Hali" kwenye kurasa ya Msimamizi, unaweza kusimamia hali za tiketi mbali mbali unazotaka kutumia katika mfumo.

**State Management**

| | | | | | | |
|---|---|---|---|---|---|---|
| **Actions** | | **List** | | | | | |
| ➕ Add state | | NAME | TYPE | COMMENT | VALIDITY | CHANGED | CREATED |
| | | closed successful | closed | Ticket is closed ... | valid | 11/27/2014 18:50 | 11/27/2014 18:50 |
| **Hint** | | closed unsuccessful | closed | Ticket is closed ... | valid | 11/27/2014 18:50 | 11/27/2014 18:50 |
| Attention: Please also update the states in SysConfig where needed. | | merged | merged | State for merged ... | valid | 11/27/2014 18:50 | 11/27/2014 18:50 |
| See also: http://doc.otrs.org | | new | new | New ticket create... | valid | 11/27/2014 18:50 | 11/27/2014 18:50 |
| | | open | open | Open tickets. | valid | 11/27/2014 18:50 | 11/27/2014 18:50 |
| | | pending auto close+ | pending auto | Ticket is pending... | valid | 11/27/2014 18:50 | 11/27/2014 18:50 |
| | | pending auto close- | pending auto | Ticket is pending... | valid | 11/27/2014 18:50 | 11/27/2014 18:50 |
| | | pending reminder | pending reminder | Ticket is pending... | valid | 11/27/2014 18:50 | 11/27/2014 18:50 |
| | | removed | removed | Customer removed ... | valid | 11/27/2014 18:50 | 11/27/2014 18:50 |

*Kielelezo: Usimamizi wa hali.*

Baada ya mpangilio wa kawaida, kuna hali zilizofafanuliwa:

- imefungwa kwa mafanikio

- imefungwa pasipo mafanikio

- unganishwa

- mpya

- wazi

- inasubiri kufunga kiotomatiki+

- inasubiri kufunga kiotomatiki-

- kikumbusho kinachosubiri

- ondolewa

Kila hali imeunganishwa na aina, inayohitaji kuwekwa bayana endapo hali mpya itatengenezwa. Kwa kawaida aina za hali ni:
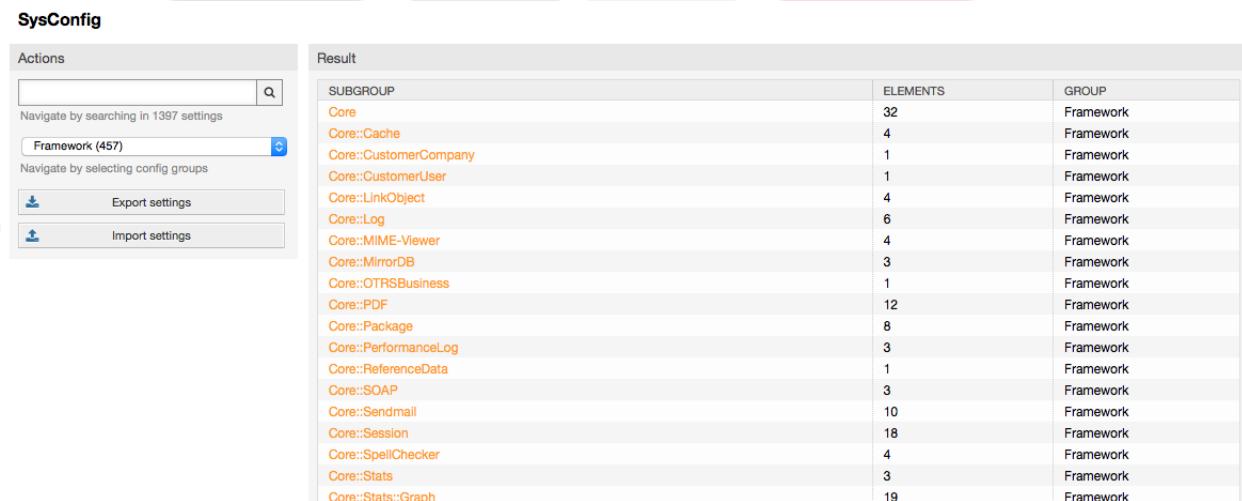
- imefungwa

- unganishwa

- mpya

- wazi

- inasubiri kiotomatiki

- kikumbusho kinachosubiri

- ondolewa

# 1.12. SysConfig

Kiungo cha SysConfig kinaelekeza kwenye kifungu ambacho machaguo mengi ya usanidi wa OTRS yanadumishwa.

Kiungo cha SysConfig katika kurasa ya Msimamizi inapakia kiolesura michoro cha usanidi wa mfumo (ona Kielelezo chini). Unaweza kupakia mafaili yako binafsi ya usanidi kwa ajili ya mfumo, na pia kuweka cheleza ya mipangilio yako ya sasa kwenye faili. Karibu parameta zote za usanidi wa kiunzi cha OTRS na programu-tumizi zilizosakinishwa zinaweza kuonekana na kubadilishwa kupitia hiki kiolesura. Kwa sababu parameta zote za usanidi zinaweza kupangwa kwenye makundi na makundi madogo, inawezekana kupitia kwa urahisi idadi kubwa ya parameta zilizopo. Pia inawezekana kufanya utafutaji wa nakala-kamili kwenye parameta zote za usanidi.



*Kielelezo: Kiolesura michoro kwa ajili ya usanidi wa mfumo (SysConfig).*

Kiolesura michoro cha usanidi wa mfumo kinaelezewa kuwa undani zaidi katika sura "Kusanidi mfumo kupitia kiolesura cha tovuti".

# 1.13. Kutumia akaunti zote za barua

Kuna njia nyingi za kusafirisha barua pepe mpya kuingia kwenye mfumo wa tiketi. Njia mojawapo ni kutumia MTA ya ndani na otrs.PostMaster.pl script ambayo inapitisha barua moja kwa moja ndani kwenye mfumo. Njia nyingine ni kutumia akaunti za barua ambazo zinaweza kusimamiwa kupitia kiolesura cha tovuti. Kiungo cha "Akaunti za Barua za Mku-uWaPosta" katika kurasa ya Msimamizi kinapakia kiweko simamizi kwa ajili ya akaunti za barua (ona Kielelezo chini). OTRS ina msaada kwa itifaki zza barua: POP3, POP3S, IMAP na IMAPS.

**Mail Account Management**

| Actions | | List | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| ➕ Add mail account | | HOST/USERNAME | TYPE | COMMENT | VALIDITY | CHANGED | CREATED | DELETE | RUN NOW! |
| | | No data found. | | | | | | | |

**Hint**

All incoming emails with one account will be dispatched in the selected queue!

If your account is trusted, the already existing X-OTRS header at arrival time (for priority, ...) will be used! PostMaster filter will be used anyway.

*Kielelezo: Usimamizi wa akaunti za barua.*

Ona kifungu kuhusu Akaunti za Posta za MkuuWaPosta kwa maelezo zaidi.

# 1.14. Inachuja barua pepe zinazoingia

OTRS ina uwezo wa kuchuja barua pepe zinazoingia. Kwa mfano, inawezekana kuweka barua pepe zinazoingia kwenye foleni fulani kiotomatiki, au kuseti hali fulani au aina ya tiketi kwa baadhi ya barua. Vichujio vinafanya kazi kwa barua zote zinazoingia. Unaweza kusimamia vichujio vyako kupitia kiungo "Kichujio cha MkuuWaPota" katika kurasa ya Msimamizi (ona Kielelezo chini).

**PostMaster Filter Management**

| Actions | List | |
|---|---|---|
| ➕ Add filter | NAME | DELETE |
| | No data found. | |

**Hint**

To dispatch or filter incoming emails based on email headers. Matching using Regular Expressions is also possible.

If you want to match only the email address, use EMAILADDRESS:info@example.com in From, To or Cc.

If you use Regular Expressions, you also can use the matched value in () as [***] in the 'Set' action.

*Kielelezo: Usimamizi wa kichujio cha MKuuWaPosta.*

Kichujio kina kigezo kimoja au zaidi ambacho lazima kitimizwe ili vitendo vilivyofafanuliwa vitekelezwe kwenye barua pepe. Vigezo vya uchujaji vinaweza kufafanuliwa kwa ajili ya vichwa au kiini cha barua pepe, mf. tafuta maingizo maalumu ya vichwa, kama anwani ya mtumaji, au kuhusu tungo kwenye kiini. Hata semi za kawaida zinaweza kutumika kwa ulinganishaji ruwaza uliopanuliwa. Kama kichujio chako kikilingana, unaweza kuseti sehemu kwa kutumia vichwa vya X-OTRS katika GUI. Hizi thamani zitatumika wakati wa kutengeneza tiketi au ufwatiliaji ujumbe katika OTRS. Jedwali 5-4 linaorodhesha vichwa tofauti vya X-OTRS na maana zake.

Kumbuka: Unaweza pia kutumia vichwa vya X-OTRS-Ufwatiliaji* kuseti thamani za barua pepe za ufwatiliaji.
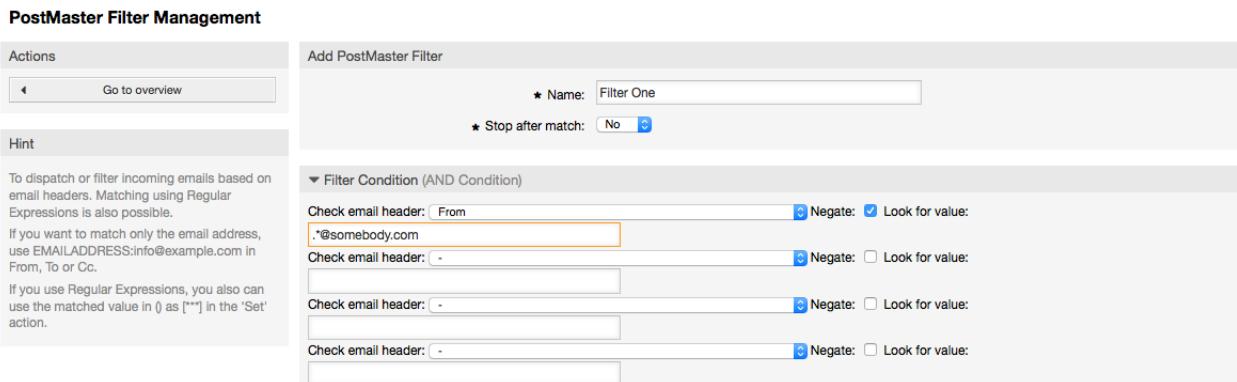
## Table 4.5. Kazi za vichwa-vya-X-OTRS tofauti

| Jina | Thamani ziwezekanazo | Maelezo |
|---|---|---|
| Kipaumbele cha-X-OTRS: | 1 chini sana, 2 chini, 3 kawaida, 4 juu, 5 juu sana | Inaseti kipaumbele cha tiketi. |
| Foleni ya-X-OTRS: | Jina la foleni kwenye mfumo. | Inaseti foleni ambapo tiketi itapangwa. Kama imesetiwa kwenye kichwa cha X-OTRS, sheria zote nyingine zinazojaribu kupanga tiketi |

| Jina | Thamani ziwezekanazo | Maelezo |
|---|---|---|
| | | kwenye foleni fulani zi-napuuzwa. Kama ukitumia foleni-ndogo, ibainishe kama "Parent::Sub". |
| Kitasa cha-X-OTRS: | funga, fungua | Inaseti hali ya kitasa cha tiketi. |
| X-OTRS-Puuza: | Ndio au Kweli | Kama hiki kichwa cha OTRS kimesetiwa kuwa "Ndio", ujumbe unaoingia utapu-uzwa na hautapokelewa na mfumo. |
| Hali ya-X-OTRS: | mpya, fungua, imefungwa kwa mafanikio, imefungwa pasipo mafanikio, ... | Inaseti hali inayofwata ya tiketi. |
| X-OTRS-Hali-Muda Inasubiri: | mf. 2010-11-20 00:00:00 | Inaseti muda wa kusubiri wa tiketi (pia lazima utume hali ya kusubiri kupitia X-OTRS-Hali). Unaweza kubain-isha tarehe halisi kama "2010-11-20 00:00:00" au tarehe inayohusika, kutege-meana na muda wa kuwasili wa barua pepe. Au tu-mia mfumo "+ $Nam-ba$Kizio", ambapo $Kizio in-aweza kuwa 's' (sekunde), 'm' (dakika), 'h' (masaa) au 'd' (siku). Kizio kimo-ja tu kinaweza kubainish-wa. Mfano wa mipangilio ha-lali: "+50s" (inasubiri kwa sekunde 50), "+30m" (daki-ka 30), "+12d" (siku 12). Tambua kwamba mipangilio kama "+1d 12h" hai-wezekani. Unaweza kubain-isha "+36" badala yake. |
| X-OTRS-Aina: | chaguo-msingi (inategemea mpangilio wako) | Inaseti aina ya tiketi (kama Tketi::Aina imeamilishwa). |
| X-OTRS-Huduma: | (inategemea na mpangilio wako) | Inaseti huduma ya tiketi (kama Tiketi::Huduma iko hai). Kama ukitaka kuseti huduma-ndogo unataki-wa kuibainisha kama "Parent::Sub". |
| X-OTRS-SLA: | (inategemea na mpangilio wako) | Inaseti SLA ya tiketi (kama Tiketi::Usaidizi wa huduma umeamilishwa) |
| X-OTRS-MtejaMtumiaji: | MtejaMtumiaji | Inaseti mteja mtumiaji wa tiketi. |
| X-OTRS-Nambari ya Mteja: | Nambari ya Mteja | Inaseti kitambulisho cha mteja kwa hii tiketi. |

| Jina | Thamani ziwezekanazo | Maelezo |
|------|----------------------|---------|
| X-OTRS-AinaMtumaji: | wakala, mfumo, mteja | Inaseti aina ya mtumaji wa tiketi. |
| X-OTRS-AinaMakala: | Barua pepe-nje, Barua pepe-ndani, Barua pepe-taari-fa-nje, Barua pepe-taari-fa-ndani, simu, faksi, ujumbe mfupi wa maneno, maombi ya wavuti, notisi-ndani, no-tisi-nje, notisi-ripoti | Inaseti aina ya makala kwa tiketi inayoingia. |
| X-OTRS-SehemuInayobadilika-<Se-hemuInayobadilikaJina>: | Inategemeana na usanidi wa Sehemu Zinazobadili-ka (Nakala: Daftari, Tarehe: 2010-11-20 00:00:00, Nam-ba kamili: 1) | Inahifadhi taarifa ya thamani ya ziada kwa ajili ya tiketi kwenye <SehemuInayobadi-likaJina> Sehemeu Inay-obadilika. |
| X-OTRS-Kitanzi: | Kweli | Kama hiki kichwa cha X-OTRS kimesetiwa, hakuna majibu otomatiki yanayo pokelewa na mtumaji wa ujumbe (ulinzi wa barua ki-tanzi). |

Unatakiwa kuweka bayana jina kwa kila sheria ya kuchuja. Kigezo cha kuchuja kinaweza kuwekwa bayana katika kifungu "Masharti ya Kuchuja". Chagua kupitia visanduku vya orodha "Kichwa1","Kichwa2" na kuendelea kwa zile sehemu za ujumbe ambazo ungepen-da kutafuta , na weka bayana upande wa kulia thamani unazotaka kuchuja. Katika kifungu "Seti Vichwa vya Barua pepe", unaweza kuchagua vitendo vitakavyo chochewa kama she-ria za uchujaji zitafanana. Unaweza kuchagua kwa "Kichwa1","Kichwa2" na kuendelea ili kuchagua Kichwa cha X-OTRS na kuseti thamani zinazohusika (ona kielelezo chini). Sheria za kuchuja zinatathminiwa kwa kufuata oda ya alfabeti, na zinatekelezwa zote isipokuwa kama mipangilio ya "Sitisha Baada ya Kufananisha" imesetiwa kuwa "Ndio" katika moja ya sheria (kwa kesi hii utathmini wa vichujio vingine unasitishwa).



*Kielelezo: Ongeza kichujio cha MkuuWaPosta.*

## Example 4.1. Inapanga barua taka katika foleni maalumu

Sheria yenye manufaa ya kuchuja itakuwa kuruhusu OTRS kuhamisha kiotomatiki barua pepe zenye alama barua taka, kwa kutumia kifaa cha kutambua barua taka kama Spa-mAssassin, kwenda kwenye foleni "Taka". SpamAssassin inaongeza kichwa "X-Barua taka-Bendera" kwenye kila barua pepe iliyokaguliwa. Pale barua pepe inawekwa alama kama barua taka, Kichwa kinasetiwa kuwa "Ndiyo". Kwa hiyo kigezo cha kuchuja kitakuwa "X-Barua taka-Bendera: Ndiyo". Kutengeneza sheria ya kuchuja kwa kutumia hiki kigezo un-

aweza kuingiza jina kama, kwa mfano "barua taka-barua". Katika kipengele cha "Masharti ya Kuchuja", chagua "X-Barua taka-Bendera:" kwa ajili ya "Kichwa 1" kutoka kwenye boksi la orodha. Ingiza "Ndiyo" kama thamani kwa hiki kichwa. Sasa kigezo cha kuchuja kimebainishwa. Kuhakikisha kwamba barua taka zote zinawekwa kwenye foleni "Taka", chagua kwenye kipengele cha "Seti vichwa vya Barua pepe", ingizo la "X-OTRS-Foleni:" kwa ajili ya "Kichwa 1". Bainisha "Taka" kama thamani ya hiki kichwa. Mwisho ongeza chujio jipya kuamilisha kwa ajili ya ujumbe mpya kwenye mfumo.

Kuna moduli za ziada, ambazo zinaweza kutumika kuchuja ujumbe unaoingia kwa umaalumu zaidi. Hizi moduli zinaweza kuwa na manufaa wakati wa kushughulika na mifumo mikubwa na tangamanifu zaidi.

# 1.15. Kutekeleza kazi za kiotomatiki na WakalaWaUjumla

KiolesuraChaUjumla ni kifaa cha kutekeleza kazi kiotomatiki. KiolesuraChaUjumla , kwa mfano, kinaweza kufunga au kuhamisha tiketi, kutuma taarifa kwa tiketi zilizopandishwa, na kadh.

Bofya kiungo "WakalaWaJumla" katika kurasa ya Msimamizi (ona Kielelezo chini). Jedwali lenye kazi zote za kiotomatiki za mfumo litaonyeshwa. Hizi kazi zinaweza kuhaririwa, kuanzishwa kwa mikono au kuondolewa kabisa.



*Kielelezo: Orodha ya kazi kwa WakalaWaUjumla.*

Bofya kitufe cha "Ongeza Kazi" kutengeneza kazi mpya. Kwanza unahitaji kutoa jina. Kisha utaweka bayana jinsi kazi itakavyofanyika: kiotomatiki katika mida iliyopangwa (kama kazi iliyopangwa, moduli hii itafanya kazi kwa tiketi zote zitakazopatikana na kichujio cha tiketi) au kutegemeana na matukio ya tiketi (baada ya tiketi moja tu kubadilishwa, kama itafanana na kichujio cha tiketi). Tambua kwamba kama ukianzisha kazi kwa mikono zinazotegemea matukio kutoka kwenye skrini ya mapitio, zitafanya kazi kwenye tiketi zote zilizopatikana na kichujio cha tiketi.

*Kielelezo: Kutengeneza kazi za WakalaWaUjumla.*

Kwa kila kazi, unaweza kuweka bayana kichujio cha tiketi, kwa mfano kufanya kazi kwa tiketi kwenye foleni fulani tu. Vigezo vyote vya tiketi lazima vifikiwe kwa kazi kufanyika kwenye tiketi.

Hatimaye, tiketi inaweza kubadilishwa kwa kuseti sehemu mbali mbali za tiketi kama foleni au hali mpya. Inawezekana kuambatanisha notisi kwenye tiketi (moja au nyingi) au kuanzisha utekelezaji wa moduli iliyogeuzwa kukufaa. Pia una chaguo la kufuta tiketi (moja au nyingi) kutoka kwenye hifadhidata. Hii inakuwa na manufaa kuondoa data zilizopitwa na wakati au zilizobatili kutoka kwenye mfumo.

## Warning

Kama ukitumia fomula-saidizi ya kufuta tiketi, tiketi zote zitakazoathirika na vi-ambatanisho vyake vitaondolewa kwenye hifadhidata na haviwezi kurudishwa!

Baada ya kuhariri kazi, OTRS itarudi kwenye skrini ya mapitio. Huko utakuwa na uwezo wa kuanzisha kazi yoyote kwa mikono. Kama ukichagua kuanzisha kazi, kwanza utaona tiketi zote zitakazoathirika pale kazi itakapoanzishwa. Hii orodha itakusaidia kuthibitisha kwamba kazi inafnywa kama ilivyokusudiwa. Katika pointi hii hakuna mabadiliko yaliy-ofanywa kwenye tiketi hizi. Kama tu utathibitisha kwenye skrini kazi itafanyika.

# 1.16. Barua pepe ya msimamizi

Wasimamizi wa OTRS wanaweza kutuma ujumbe kwa watumiaji au makundi maalumu. Kiungo cha "Taarifa za Msimamiaji" kwenye kurasa ya msimamiaji inafungua skrini am-bayo wakala na makundi ya kutumiwa taarifa yanachaguliwa (ona kielelezo chini).

**Admin Notification**

| Hint | Create Administrative Message |
|---|---|

With this module, administrators can send messages to agents, group or role members.

★ From: admin@mycompany.com

Send message to users:
carlos.garcia
carlos.rodriguez
dennis.schmelter
dominik.klein
johannes.horburger
manuel.hecht

Send message to group members:
admin
stats
users

Group members need to have permission: ● ro ○ rw

Send message to role members:
Development
IT Supervisor
Service Desk

Also send to customers in groups: ☐

★ Subject:

*Kielelezo: Taarifa za msimamizi.*

Inawezekana kuweka bayana mtumaji, mada na nakala ya kiini cha taarifa. Unaweza pia kuchagua mawakala, makundi na kazi za nani atakayepokea ujumbe.

# 1.17. Usimamizi wa kipindi

Unaweza kuona watumiaji wote walioingia kwenye mfumo na undani wa vipindi vyao kwa kubofya kiungo "Usimamizi wa Vipindi" katika eneo la msimamizi (ona Kielelezo chini).

**Session Management**

| Actions | | | List | | | |
|---|---|---|---|---|---|---|
| All sessions | 3 | | SESSION | TYPE | USER | KILL |
| Agent sessions | 2 | | Kjf8ZxjMzhZwXM0ZgXF0oWWkxH6Kw3vo | Agent | Admin OTRS | Kill this session |
| Customer sessions | 1 | | ReFt4x9XzKqjlFPQkwMnUY8nThEfOTlS | Agent | Carlos García | Kill this session |
| Unique agents | 2 | | TwjO0ZrvxSC14sU4o5oyd5HYcGJL9MjM | Customer | Bruce Banner | Kill this session |
| Unique customers | 1 | | | | | |
| 🗑 Kill all sessions | | | | | | |

*Kielelezo: Usimamizi wa kipindi.*

Baadhi ya takwimu kuhusu vipindi vyote vilivyo hai inaonyeshwa, mf. mawakala na wateja watumiaji wangapi wameingia kwenye mfumo na idadi ya vipindi vilivyo hai. Kila kipindi kimoja kinaweza kuondolewa kwa kubofya kiungo *Ua kipindi hiki* kilicho upande wa kulia wa orodha. Pia una chaguo la *Ua vipindi vyote*, ambayo inakuwa na manufaa kama utataka kuupeleka mfumo nje ya mtandao. Taarifa za undani wa kila kipindi unapatikana pia (ona Kielelezo chini).

**Session Management**

| KEY | VALUE |
|---|---|
| AdminDynamicFieldsOverviewPageShown | 25 |
| ChangeTime | 2014-11-27 18:50:25 |
| CreateTime | 2014-11-27 18:50:25 |
| SessionID | Kjf8ZxjMzhZwXM0ZgXF0oWWkxH6Kw3vo |
| UserChallengeToken | rp9CKIGPu69CUSkSa0uk9939embPlwg1 |
| UserEmail | root@localhost |
| UserFirstname | Admin |
| UserFullname | Admin OTRS |
| UserID | 1 |
| UserIsGroupRo[admin] | Yes |
| UserIsGroupRo[stats] | Yes |
| UserIsGroupRo[users] | Yes |
| UserIsGroup[admin] | Yes |
| UserIsGroup[stats] | Yes |
| UserIsGroup[users] | Yes |
| UserLastLogin | 1417481926 |
| UserLastLoginTimestamp | 2014-12-02 01:58:46 |
| UserLastRequest | 1417481927 |
| UserLastname | OTRS |
| UserLogin | root@localhost |
| UserPw | xxxxxxxx |

Detail View for SessionID : Kjf8ZxjMzhZwXM0ZgXF0oWWkxH6Kw3vo - Admin OTRS

Actions: Go to overview — Kill this session

*Kielelezo: Maelezo ya kipindi.*

# 1.18. Matengenezo ya mfumo

System Maintenance give the option to schedule one or more maintenance periods for the system. During this period no agents or customers can login into the system (except for Agents in the "admin" group). Current logged users and customers receive a notification about the maintenance (before and during the maintenance period). Administrators have the option to kill the sessions for logged agents and customers, all this in preparation to be able to make changes in the system (e.g. a system update) in a "safe" environment.

**System Maintenance Management**

Actions: Schedule New System Maintenance

Hint: Schedule a system maintenance period for announcing the Agents and Customers the system is down for a time period.

Some time before this system maintenance starts the users will receive a notification on each screen announcing about this fact.

List

| START DATE | STOP DATE | COMMENT | VALIDITY | DELETE |
|---|---|---|---|---|
| 2014-12-16 20:07:00 | 2014-12-16 21:07:00 | A comment about this maintenance period | valid | 🗑 |
| 2014-12-20 02:09:00 | 2014-12-20 02:09:00 | DB maintenance | valid | 🗑 |
| 2014-12-23 20:11:00 | 2014-12-23 23:11:00 | System upgrade | valid | 🗑 |

*Figure: The system maintenance overview screen with some scheduled periods.*

The Start Date and the Stop Date are required fields, and the only rule for this combination is that Start Date can not be a date before the Stop Date.

*Figure: The system maintenance edit screen.*

After a new maintenance period is defined an overview and details about the current active sessions is shown, from there administrators can kill this sessions one by one or all of them (except current) if it is needed.

# 1.19. Batli ya mfumo

Kiungo cha "Batli ya Mfumo" katika ukurasa wa Msimamizi kinaonyesha maingizo ya batli ya mfumo, yaliyopangwa kinyume na muda uliofika ikiwa na za hivi karibuni kwanza (ona Kielelezo chini).



*kielelezo: Batli ya mfumo.*

Kila mstari kwenye batli una mhuri wa muda, kipaumbele cha batli, kijenzi cha mfumo na ingizo la batli yenyewe.

System logs are available via the web interface only on Linux / Unix systems.

# 1.20. Maulizo ya SQL kupitia boksi la SQL

Kiungo cha "Boksi la SQL" kwenye kurasa ya msimamizi inafungua skrini ambayo inaku-ruhusu kufanya maulizo kwenye maudhui ya majedwali ya hifadhidata ya OTRS (ona kielelezo chini). Haiwezekani kubadilisha maudhui ya majedwali, chagua maulizo yanay-olkubalika tu.
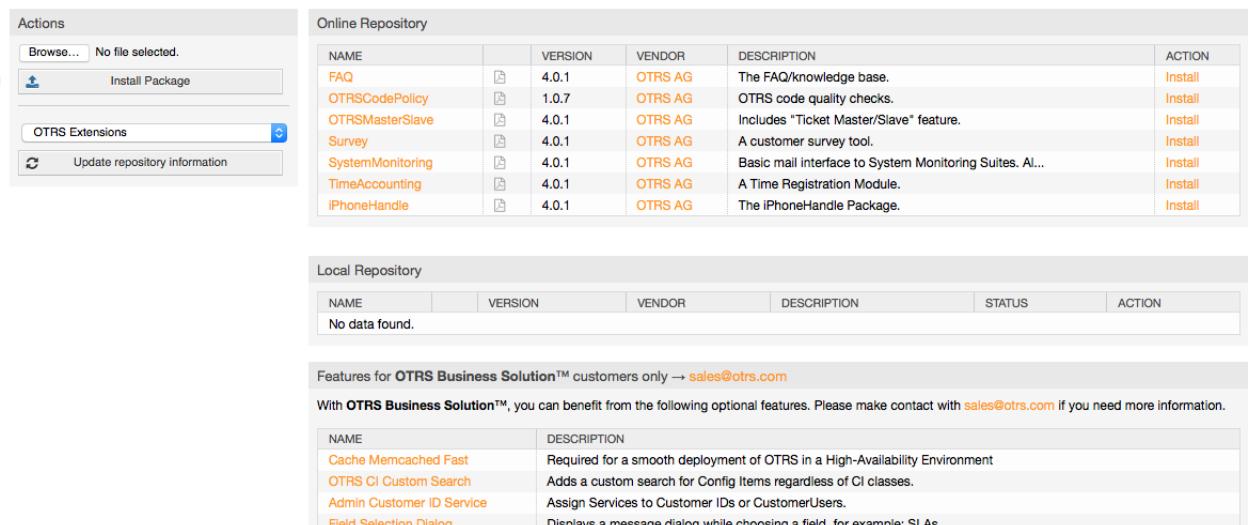


*Kielelezo: Boksi la SQL.*

# 1.21. Msimaizi wa kifurushi

Kwa kutumia kiungo cha "Meneja Kifurushi" katika kurasa ya Msimamizi, unaweza kusakinisha na kusimamia vifurushi ambavyo vina panua kazi za OTRS (ona Kielelezo chi-ni). Ona kifungu Programu-tumizi za ziada kupata mjadala kuhusu viendelezi ambavyo vinapatiknana kwenye hifadhi za OTRS.



*Kielelezo: Msimamizi wa Kifurushi.*

Meneja kifurushi anaionyesha OTRS vifurushi vya nyongeza ambavyo umesakinisha kwenye seva yako kwa sasa, pamoja na nambari zake za matoleo.

Unaweza kusakinisha vifurushi kutoka kwa mwenyeji wa mbali kwa kuchagua hifadhi kwenye kifungu cha *Hifadhi ya Mtandao*, na kubofya kitufe cha *Sasisha taarifa za hifad-hi*. Vifurushi vilivyopo vinaonyeshwa kwenye jedwali husika. Upande wa kulia wa skrini unaonyesha vifurushi vilivyopo. Kusakinisha kifurushi, bofya kwenye *Sakinisha*. Baada ya usakinishaji, kifurushi kinaonyeshwa kwenye kifungu cha *Hifadhi ya Ndani*.
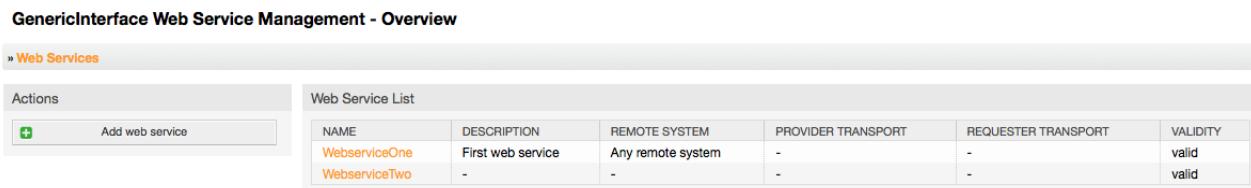
Kuboresha kifurushi kilichosakinishwa, orodha ya vifurushi vilivyopo kwenye hifadhi ya mtandao itaonyesha *Boresha* katika safuwima ya Vitendo kwa kifurushi chochote chenye toleo jipya zaidi ya lile lililosakinishwa kwa ndani. Bofya Boresha na itasakinisha toleo jipya la kifurushi kwenye mfumo wako.

Katika baadhi ya kesi, mfano mfumo wako wa OTRS haujaunganishwa na mtandao, unaweza kusakinisha vifurushi ambavyo umepakua kwenye diski ya ndani. Bofya kitufe cha *Vinjari* kwenye mwambaa upande wa vitendo, na chagua faili la .opm la kifurushi kwenye diski yako. Bofya *Fungua* na kisha *Sakinisha Kifurushi*. Baada ya usakinishaji kukamilika, kifurushi kinaonyeshwa kwenye kifungu *Hifadhi ya Ndani*. Unaweza kutumia hatua hizo hizo kusasisha kifurushi ambacho tayari kimesakinishwa.

Katika kesi maalumu, unaweza kutaka kusanidi Meneja Vifurushi, mf., kutumia seva mbadala au kutumia hifadhi ya ndani. Tazama kwenye machaguo yaliyopo kwenye SysConfig chini ya Kiunzi:Kiini::Kifurushi.

# 1.22. Huduma za Tovuti

Kiungo cha Huduma za Tovuti kinaelekeza kwenye kiolesura mchoro ambapo huduma za tovuti (kwa ajili ya Kiolesura cha Ujumla cha OTRS) zinatengenezwa na kudumishwa (ona Kielelezo chini).
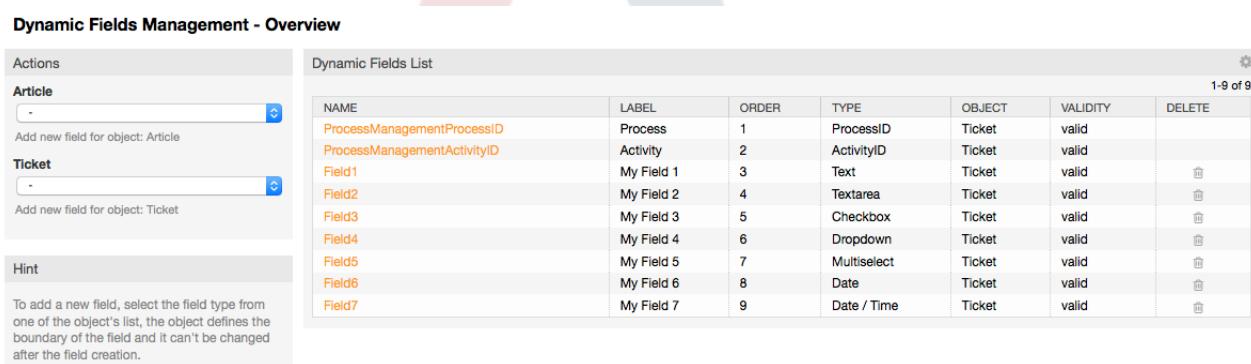


*Kielelezo: Kiolesura mchoro cha huduma za tovuti.*

Kiolesura michoro cha huduma za wavuti kinaelezewa kwa undani zaidi katika kifungu "Kiolesura Michoro cha Huduma ya Tovuti".

# 1.23. Sehemu zinazobadilika

Sehemu Zinazobadilika ni sehemu ambayo unaseti n akusimamia sehemu zilizogeuzwa kukufaa kwa ajili ya tiketi n amakala (on akielelezo chini).



*Kielelezo: Skrini ya mapitio ya sehemu zinazobadilika na baadhi ya sehemu zinazobadilika.*

Usanidi wa sehemu zinazobadilika unaelezewa kwa undani zaidi katika kifungu "Usanidi wa Sehemu Zinazobadilika".

---

Kila aina ya sehemu zinazobadilika ina usanidi wa mpangilio wake na hivyo skrini yake pekee ya usanidi.

### Note

Katika kiunzi cha OTRS, sehemu zinazobadilika zinaweza kuunganishwa tu kwenye tiketi na makala kama chaguo-msingi, lakini zinaweza kupanuliwa kwenda kwenye vitu vingine.

# 2. Usanidi wa Mfumo

## 2.1. Mafaili ua usanidi wa OTRS

Mafaili yote ya usanidi ya OTRS yanahifadhiwa katika mpangilio orodha `Kernel` na katika sehemu zake ndogo. Hakuna haja ya kubadilisha kwa mikono faili jingine zaidi ya `Kernel/Config.pm`, kwa sababu mafaili yaliyobaki yatabadilishwa mfumo ukiboreshwa. Nakili parameta za usanidi kutoka mafaili mengine kwenda `Kernel/Config.pm` na zibadilishe kutegemeana na mahitaji yako. Hili faili halitaguswa wakati wa mchakato wa kuboreshwa, kwahiyo mipangilio yako ya mikono iko salama.

Katika mpangilio orodha `Kernel/Config/Files` kuna mafaili mengine ambayo yanachanganuliwa wakati kurasa ya kuigia ya OTRS inafikiwa. Kama programu-tumizi za ziada kama Maswali yanayoulizwa mara kwa mara au Meneja Mafaili zimesakinishwa, mafaili ya usanidi ya hizi pia yanaweza kupatikana katika njia iliyotajwa.

Kama kiolesura cha tovuti cha OTRS kimefikiwa, mafaili yote ya .xml katika mpangilio orodha wa `Kernel/Config/Files` yanachanganuliwa katika mpangilio wa alfabeti, na mipangilio ya kiunzi cha kati na programu-tumizi za ziada zitapakiwa. Baada ya hapo, mipangilio ya kwenye mafaili `Kernel/Config/Files/ZZZAAuto.pm`, `Kernel/Config/Files/ZZZAuto.pm` na `Kernel/Config/Files/ZZZProcessManagement.pm` (kama lipo) yata tathminiwa. Haya mafaili yanatumiwa na kiolesura michoro kwa ajili ya kuhifadhi kwa muda usanidi wa mfumo na hayatakiwi kubadilishwa kwa mikono kamwe. Mwisho, faili `Kernel/Config.pm` lenye mipangilio yako na parameta zilizobadilishwa kwa mikono, litachanganuliwa. Kusoma mafaili ya usanidi kwa mpangilio huu inahakikisha kwamba mipangilio yako maalumu inatumiwa na mfumo.

## 2.2. Usanidi wa mfumo kupitia kiolesura cha mtandao

Tangu OTRS 2.0, karibu parameta zote za usanidi za kiunzi cha kati au vya programu-tumizi za ziada zilizosakinishwa, zinaweza kubadilishwa kirahisi na kiolesura michoro cha mfumo. Ingia kama msimamizi wa OTRS na fuata kiungo cha SysConfig katika kurasa ya Msimamizi kutekeleza kifaa kipya cha usanidi (ona Kielelezo chini).

*Kielelezo: Kiolesura mchoro cha usanidi wa mfumo.*

OTRS kwa sasa ina zaidi ya parameta za usanidi 600, na kuna njia tofauti za kufikia kila moja kirahisi. Kwa utafutaji wa nakala kamili, parameta zote za usanidi zinaweza kuta-futwa kwa kutumia herufi moja au mbili za muhimu. Utafutaji wa nakala huru hautafuti tu kwenye majina ya parameta za usanidi, bali pia kwenye maelezo ya parameta. Hii in-afanya elementi kupatikana kirahisi hata kama jina lake halijulikani.

Kwa zaidi, parameta zote za usanidi zinapangwa katika makundi muhimu na makundi madogo. Makundi muhimu yanawakilisha programu-tumizi ambazo parameta za usanidi zipo ndani yake, mf. "Kiunzi" kwa ajili ya kiunzi cha kati cha OTRS, "Tiketi" kwa ajili ya mfumo wa tiketi, "Maswali yanayoulizwa Mara kwa Mara" kwa ajili ya mfumo wa Maswali yanayoulizwa Mara kwa Mara, na kadhalika. Makundi madogo yanaweza kufikiwa kama programu-tumizi imechaguliwa kutoka kwenye boksi la orodha ya makundi na kitufe cha "Chagua kundi" kimebonyezwa.

Kila parameta ya usanidi inaweza kuwashwa au kuzimwa kwa kupitia kisanduku tiki. Kama parameta imezimwa, mfumo utapuuza hii parameta au kutumia chaguo-msingi. Inawezekana kurudisha parameta ya usanidi iliyobadilishwa kuwa chaguo-msingi la mfu-mo kwa kutumia kiungo cha kuseti upya. Kitufe cha Kusasisha kinawasilisha mabadiliko yote kwenye parameta za usanidi wa mfumo.

Kama unataka kuhifadhi mabadiiko yote uliyofanya kwenye usanidi wa mfumo wako, kuanzisha usakinishaji mpya kwa haraka, unaweza utumia kitufe "Hamisha mipangilio", ambacho kitatengeneza faili la .pm. Kurudisha mipangilio yako, bonyeza "Agiza mi-pangilio" na chagua .pm iliyotengenezwa kabla.

## Note

Kwa sababu za kiusalama, parameta za usanidi wa miunganiko ya hifadhidata haziwezi kubadilishwa katika kifungu SysConfig. Inabidi zisetiwe kwa mikono kati-ka `Kernel/Config.pm`.

# 3. Kuweka nakala za dharura ya mfumo

Hii sura inaelezea chelezo na urejeshaji wa data za OTRS.

# 3.1. Chelezo

Kuna aina mbili za data za kuweka kwenye chelezo: mafaili ya programu-tumizi (mf. mafaili ya kwenye `/opt/otrs`), na data zilizohifadhiwa kwenye hifadhidata.

Kurahisisa chelezo, hati `scripts/backup.pl` imejumuishwa katika kila usakinishaji wa OTRS. Inaweza kuanzishwa ili kuweka chelezo la kila data muhimu (ona Hati chini).

```
linux:/opt/otrs# cd scripts/
linux:/opt/otrs/scripts# ./backup.pl --help
backup.pl - backup script
Copyright (C) 2001-2014 OTRS AG, http://otrs.com/
usage: backup.pl -d /data_backup_dir/ [-c gzip|bzip2] [-r 30] [-t fullbackup|nofullbackup|
dbonly]
linux:/opt/otrs/scripts#
```

*Hati: Kupata usaidizi wa utaratibu wa chelezo la OTRS.*

Tekeleza amri zilizowekwa bayana kwenye hati hapo chini kutengeneza chelezo:

```
linux:/opt/otrs/scripts# ./backup.pl -d /backup/
Backup /backup//2010-09-07_14-28/Config.tar.gz ... done
Backup /backup//2010-09-07_14-28/Application.tar.gz ... done
Dump MySQL rdbms ... done
Compress SQL-file... done
linux:/opt/otrs/scripts#
```

*Hati: Kutengeneza chelezo.*

Data zote zimehifadhiwa kwenye mpangilio orodha `/chelezo/2010-09-07_14-28/` (ona hati hapo chini). Kwa zaidi, data zilihifadhiwa kwenye faili la .tar.gz

```
linux:/opt/otrs/scripts# ls /backup/2010-09-07_14-28/
Application.tar.gz  Config.tar.gz  DatabaseBackup.sql.gz
linux:/opt/otrs/scripts#
```

*Hati: Kukagua mafaili ya chelezo.*

# 3.2. Rejesha

Kurejesha chelezo, data zilizohifadhiwa za programu-tumizi zina andikwa upya kwenye mpangilio orodha wa usanikishaji, mf. `/opt/otrs`. Pia hifadhidata inabidi irejeshwe.

Hati `hati/rejesha.pl` (ona hati chini), ambayo inarahisisha mchakato wa kurejesha, inasambazwa na kila usanikishaji wa OTRS. Ina usaidizi kwa MySQL na PostgreSQL.

```
linux:/opt/otrs/scripts# ./restore.pl --help
restore.pl - restore script
Copyright (C) 2001-2014 OTRS AG, http://otrs.com/
usage: restore.pl -b /data_backup/<TIME>/ -d /opt/otrs/
linux:/opt/otrs/scripts#
```

*Hati: Kupata usaidizi wa utaratibu wa urejeshaji.*

Data ambazo zimehifadhiwa, kwa mfano, kwenye mpangilio orodha `/chele-zo/2010-09-07_14-28/`, inaweza kurejeshwa na amri zilizo kwenye hati hapa chini, kwa kuamini usanikishaji wa OTRS upo kwenye `/opt/otrs`.

```
linux:/opt/otrs/scripts# ./restore.pl -b /backup/2010-09-07_14-28 -d /opt/otrs/
Restore /backup/2010-09-07_14-28//Config.tar.gz ...
Restore /backup/2010-09-07_14-28//Application.tar.gz ...
create MySQL
decompresses SQL-file ...
cat SQL-file into MySQL database
compress SQL-file...
linux:/opt/otrs/scripts#
```

*Hati: Kurejesha data za OTRS .*

# 4. Mpangilio wa barua pepe

## 4.1. Kutuma/Kupokea barua pepe

### 4.1.1. Kutuma barua pepe

#### 4.1.1.1. Kupitia TumaBaruapepe (chaguo-msingi)

OTRS inaweza kutuma nje barua pepe kupitia Tumabarua, Postfix, Qmail or Exim). Usanidi chaguo-msingi ni kutumia Tumabarua na inatakiwa kufanya kazi nje-ya-boksi.

Unaweza kusanidi mipangilio ya tumabarua kupitia mazingira ya mbele ya usanidi mi-choro (Kiunzi::Kiini::Tumabarua)

#### 4.1.1.2. Kupitia SMTP au smarthost

OTRS can send emails via SMTP (Simple Mail Transfer Protocol / RFC 821) or Secure SMTP.

Mipangilio ya SMTP seva inaweza kusanidiwa kupitia SysConfig (Kiunzi::Kiini::Tumabarua). Kama huoni SMTP inayopatikana kama chaguo, moduli za perl zinazotakiwa hazipo. Katika kesi hiyo tafadhali tembelea "Usakinishaji wa moduli za Perl zinazohitajika kwa aili ya OTRS" kwa maelekezo.

### 4.1.2. Kupokea barua pepe

#### 4.1.2.1. Akaunti za barua pepe zilizo sanidiwa kupitia kiolesura michoro cha mtumiaji cha OTRS.

OTRS inaweza kupokea barua pepe kutoka akaunti za POP3, POP3S, IMAP, na IMAPS.

Sanidi akaunti zako za posta kupitia kiungo cha Akaunti za Posta za MkuuWaPosta kwenye ukurasa wa Msimamizi.

Kama akaunti mpya ya barua inatakiwa kutengenezwa (ona Kielelezo chini), basi jina lake la seva ya barua, jina la kuingilia na nywila lazima ziwekwe bayana. Pia, unahitaji kuchagua aina ya seva ya barua, ambayo inaweza kuwa POP3, POP3S, IMAP au IMAPS. Kama huoni aina yako ya seva kuwepo kama chaguo, moduli za Perl zinazotakiwa hazipo katika mfumo wako. Katika kesi hiyo, tafadhali nenda kwenye "Usakinishaji wa moduli za Perl zinazohitajika na OTRS" kwa maelekezo.

*Kielelezo: Kuongeza akaunti ya barua pepe.*

Kama ukichagua Ndiyo kwa thamani ya chaguo linaloaminiwa, kichwa chochote cha X-OTRS kilichoambatanishwa na ujumbe unaoingia kinatathminiwa na kutekelezwa. Kwa sababu kichwa cha X-OTRS kinaweza kutekeleza baadhi ya vitendo katika mfumo wa tiketi, unatakiwa kuseti chaguo la kuamini kuwa Ndiyo kwa watumaji wanaojulikana tu. Vichwa vya OTRS vinatumika na moduli ya kuchuja katika OTRS. Vichwa vya OTRS vinaelezewa katika jedwali hili kwa undani zaidi. Sheria zote za mkuu wa posta zilizotengenezwa zinatekelezwa, bila kujali mipangilio ya mchaguo linaloaminiwa.

Usambazaji wa ujumbe unaoingia unaweza kudhibitiwa kama inahitajika kupangwa kwa foleni au kwa maudhui ya sehemu "Kwa:". Kwa sehemu ya kutuma, kama "Utumaji kwa foleni iliyochaguliwa" imechaguliwa, ujumbe unaoingia utapangwa kwenye foleni maalumu. Anuani ambako barua ilitumwa inapuuzwa kwa sasa. Kama "Utumaji kwa barua pepe sehemu Kwa: " imechaguliwa, mfumo unakagua kama foleni imeunganishwa na anuani ya kwenye sehemu Kwa: ya barua inayoingia. Unaweza kuunganisha anuani kwenye foleni katika kifungu cha Usimamizi wa anuani ya barua pepe cha ukurasa wa Msimamizi. Kama anuani ya sehemu Kwa: imeunganishwa na foleni, ujumbe mpya utapangwa kwenye foleni zilizounganishwa. Kama hakuna kiungo kilichopatikana kati ya anuani kwenye sehemu Kwa: na foleni yoyote, basi ujumbe utaingia kwenye foleni "Mbichi" katika mfumo, ambayo ni FoleniChaguo-msingiYaMkuuwaposta  baada ya usakinishaji wa kawaida.

Data zote za akaunti za barua zinahifadhiwa kwenye hifadhidata ya OTRS. Hati ya `otrs.PostMasterMailbox.pl`, ambayo inapatikana kwenye mpangilio orodha wa bin wa usakinishaji wa OTRS, inatumia mipangilio ya hifadhidata na kutafuta hiyo barua. Unaweza kutekeleza `./bin/otrs.PostMasterMailbox.pl` kwa mikono ili kukagua kama mipangilio yako yote ya barua inafanya kazi kwa usahihi.

On a normal installation, the mail will be fetched every 10 minutes by the `postmaster_mailbox` cron job. For further information about modifying cron jobs, please refer to the "Setting up the cron jobs for OTRS" section.

## Note

Wakati wa kutafuta barua pepe, OTRS inafuta barua hiyo kutoka kwenye seva ya POP au IMAP. Hakuna njia ya kuweka nakala kwenye seva. Kama unataka kubakiwa na nakala kwenye seva, unatakiwa utengeneze sheria za kupeleka mbele katika seva yako ya barua. Tafadhali tembelea nyaraka zako za seva ya barua kwa undani.

## 4.1.2.2. Kupitia programu ya tungo amri na procmail (otrs.PostMaster.pl)

Kama huwezi kutumia akaunti za barua kuingiza barua pepe kwenye OTRS, programu ya tungo amri `bin/otrs.PostMaster.pl` inaweza kuwa njia ya kutatua tatizo. Inazichukua barua kupitia STDIN na kuziingiza kwenye OTRS. Hii ina maanisha barua pepe zitapatikana kwenye mfumo wako wa OTRS kama MDA (wakala usambazaji wa barua mf. procmail) ikitekeleza programu hii.

Kujaribu `bin/otrs.PostMaster.pl` bila MDA, tekeleza maagizo ya hati ifuatayo.

```
linux:/opt/otrs# cd bin
linux:/opt/otrs/bin# cat ../doc/sample_mails/test-email-1.box | ./otrs.PostMaster.pl
linux:/opt/otrs/bin#
```

*Hati: Kujaribisha MkuuWaPosta bila MDA.*

Kama barua pepe imeonyeshwa kwenye MuonekanoFoleni, basi mpangilio wako unafanya kazi.

Procmail ni kichujio cha barua pepe kinachojulikana sana katika mazingira ya Linux. Inasakinishwa katika mifumo mingi. Kama siyo, angalia katika *ukurasa wa nyumbani wa procmail*.

Kusanidi procmail kwa ajili ya OTRS (kutegemeana na MTA iliyosanidiwa na procmail kama sendmail, postfix, exim au qmail), tumia faili `~otrs/.procmailrc.dist` na nakili kwenda kwenye `.procmailrc` na ongeza mistari ya hati chini.

```
SYS_HOME=$HOME
PATH=/bin:/usr/bin:/usr/local/bin
# --
# Pipe all email into the PostMaster process.
# --
:0 :
| $SYS_HOME/bin/otrs.PostMaster.pl
```

*Hati: Kusanidi procmail kwa ajili ya OTRS.*

Barua pepe zote zitakazotumwa kwenye OTRS ya ndani zitapelekwa kwenye `bin/otrs.PostMaster.pl` na kisha kuonyeshwa kwenye MuonekanoFoleni wako.

## 4.1.2.3. Kutafuta barua pepe kupitia POP3 au IMAP na kutafuta otrs.PostMaster.pl

Ili kupata barua pepe kutoka kwenye seva yako ya barua, kupitia kikasha barua cha POP3 au IMAP, kwenda kwenye OTRS akaunti ya OTRS ya machine/local na kwenye procmail, tumia *tafutabarua*.

### Note

Usanidi wa SMTP unaofanya kazi unahitajika kwenye mashine ya OTRS.

Unaweza kutumia `.fetchmailrc.dist` katika mpangilio orodha wa nyumbani wa OTRS na kuunakili kwenda `.fetchmailrc`. Iboreshe/Ibadilishe kwa mahitaji yako (ona Mfano 7-1 chini).

### Example 4.2. .fetchmailrc

```
#poll (mailserver) protocol POP3 user (user) password (password) is (localuser)
poll mail.example.com protocol POP3 user joe password mama is otrs
```

Usisahau kuseti .fetchmailrc kuwa 710 ("chmod 710 .fetchmailrc")!

Na `.fetchmailrc` kutoka kwenye Mfano 7-1 hapo juu, barua pepe zote zitapelekwa mbele kwenye akaunti ya ndani ya OTRS, kama agizo **fetchmail -a** limetekelezwa. Seti kazi ya mfumo iliyopangwa na agizo hili kama ukitaka kutafuta barua mara kwa mara.

### 4.1.2.4. Kuchuja/kutuma kwa moduli za OTRS/MkuuWaPosta (kwa ajili ya utumaji changamano)

Kama ukitumia njia ya bin/otrs.PostMaster.pl au bin/otrs.PostMasterMailbox.pl, unaweza kuingiza au kubadilisha maingizo ya vichwa vya X-OTRS kwa kutumia moduli za kuchuja za MkuuWaPosta. Na vichwa vya X-OTRS mfumo wa tiketi unaweza kutekeleza baadhi ya vitendo kwa barua zinazoingia, kuzipanga kwenye foleni maalumu, kubadili kipaumbele au kubadili kitambulisho cha mteja, kwa mfano. Taarifa zaidi kuhusu vichwa vya X-OTRS zinapatikana katika kifungu kuhusu kuongeza akaunti za baruakutoka kwenye kurasa ya Msimamizi wa OTRS.

Kuna baadhi ya moduli chaguo-msingi za kuchuja:

## Note

Jina la kazi (mf. $Self->{'MkuuWaPosta::ModuliUchujaji'}->{'JinaKazi'}) linahitaji kuwa la kipekee!

Kiini::Mfumo::MkuuWaPosta::Kichujio::Fananisha ni moduli chaguo-msingi kwa ajili ya ku-fananisha baadhi ya vichwa vya barua pepe (mf. Kutoka, Kwenda, Kichwa cha habari, ...). Inaweza kuseti vichwa vipya vya barua pepe (mf. X-OTRS-puuza:ndiyo au X-OTRS-Foleni:barua taka) kama sheria ya kuchuja imefanana. Kazi za Mfano 7-2 unaweza kuin-gizwa katika Kernel/Config.pm

### Example 4.3. Kazi za mfano kwa moduli ya kuchuja Kiini::Mfumo::MkuuWaPosta::Kichujio::Fananisha

```
# Job Name: 1-Match
# (block/ignore all spam email with From: noreply@)
$Self->{'PostMaster::PreFilterModule'}->{'1-Match'} = {
    Module => 'Kernel::System::PostMaster::Filter::Match',
    Match => {
        From => 'noreply@',
    },
    Set => {
        'X-OTRS-Ignore' => 'yes',
    },
};
# Job Name: 2-Match
# (sort emails with From: sales@example.com and Subject: **ORDER**
# into queue 'Order')
$Self->{'PostMaster::PreFilterModule'}->{'2-Match'} = {
    Module => 'Kernel::System::PostMaster::Filter::Match',
    Match => {
        To => 'sales@example.com',
        Subject => '**ORDER**',
    },
    Set => {
        'X-OTRS-Queue' => 'Order',
    },
};
```

Kiini::Mfumo::MkuuWaPosta::Chuja::CMD ni moduli chaguo-msingi ya kupeleka barua pepe kwenda kwenye amri ya nje. Matokeo yanapewa kwa STDOUT na kama majibu ni kweli, kisha seti kichwa kipya cha barua pepe (mf. X-OTRS-Puuza: ndiyo au X-OTRS-Foleni: barua taka). Mfano 7-3 unaweza kutumika katika Kernel/Config.pm

## Example 4.4. Kazi ya mfano kwa moduli ya kuchuja Kiini::Mfumo::MkuuWaPosta::Kichujio::CMD

```
    # Job Name: 5-SpamAssassin
    # (SpamAssassin example setup, ignore spam emails)
    $Self->{'PostMaster::PreFilterModule'}->{'5-SpamAssassin'} = {
        Module => 'Kernel::System::PostMaster::Filter::CMD',
        CMD => '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"',
        Set => {
            'X-OTRS-Ignore' => 'yes',
        },
    };
```

Kiini::Mfumo::MkuuWaPosta::Chuja::UtambuziWaNambariYaTiketiYaNje ni moduli ya chaguo-msingi ambayo inaongeza uwezekano wa kuchanganua vitambulishi vya nje, katika somo la barua pepe, kiini au zote kwa kutumia semi za kawaida. Kisha inahifadhi thamani hii katika sehemu inayobadilika iliyofafanuliwa. Pale barua pepe inapoingia, OTRS kwanza itatafuta kitambulishi cha nje na ikikipata , uliza OTRS kuhusu sehemu inayobadilika iliyofafanuliwa kabla. Kama ikipata tiketi iliyopo, ita sasisha tiketi hii, la sivyo itatengeneza tiketi mpya yenye namba ya kumbukumbu ya nje katika sehemu tofauti.

OTRS SysConfig tayari inatoa mipangilio mi 4 tofauti kuseti namba za tiketi za nje. Kama mipangilio zaidi itahitajika itabidi iongezwe kwa mikono. Mfano ufuatao unaweza kutumika katika `Kernel/Config.pm` kuendeleza mipangilio ya SysConfig.

## Example 4.5. Kazi za mfano kwa moduli ya kuchuja Kiini::Mfumo::MkuuWaPosta::Chuja::UtambuziTiketiNambariNje

```
    # Job Name: ExternalNumber
    # External Ticket Number Reconition, check for Incident-<number> in incoming mails
subject and
    # body from the addeesses <sender>@externalticket.com, if number is found it will be
stored in
    # the dynamic field 'ExternalNumber' (that need to be setup in the Admin Panel).
    $Self->{'PostMaster::PreFilterModule'}->{'000-ExternalTicketNumberRecognition5'} =  {
        'FromAddressRegExp' => '\\s*@externalticket.com',
        'NumberRegExp'      => 'Incident-(\\d.*)',
        'SearchInSubject'   => '1',
        'SearchInBody'      => '1',
        'TicketStateTypes'  => 'new;open'
        'DynamicFieldName'  => 'ExternalNumber',
        'Module'            =>
'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',
        'Name'              => 'Test External Ticket Number',
        'SenderType'        => 'system',
    };
```

*Machaguo ya Usanidi*

- KutokaAnwaniRegExp

  Huu ni mpangilio wa hiari. Barua zinazofanana na hii anwani "Kutoka:" ndiyo zitatumika kwa kichujio hiki. Unaweza kubadilisha huu mpangilio kuwa anwani ya mtumaji mfumo wako wa nje inayotumia kwa ujumbe unaotoka. Ikiwa hii anwani ianatofautiana, unaweza kuseti hili chaguo kuwa tupu. OTRS kwa kesi hii haitakagua anwani ya mtumaji.

- NambaRegExp

  Huu ni mpangilio wa lazma. Huu mpangilio una semi za kawaida ambazo OTRS itatumia kupata nambari ya tiketi kutoka kwenye somo na/au kiini cha tiketi. Usemi wa kawaida utafanana na matukio ya kwa mfano 'Tukio-12354' na itaweka sehemu iliyo kwenye mabano katika sehemu inayobadilika, kwa kesi hii '12354'.

- TafutaInSomo

  Kama hii imesetiwa kuwa '1', mada ya barua pepe inatafutwa kwa ajili ya nambari ya tiketi.

- Tafuta katika Kiini

  Kama hii imesetiwa kuwa '1', kiini cha barua pepe kinatafutwa kwa ajili ya nambari ya tiketi.

- TiketiHaliAina

  Huu ni mpangilio wa hiari. Kama imetolewa, itatafuta OTRS kwa ajili ya tiketi za nje zilizo wazi tu kwa aina fulani ya hali. Aina za hali zinagawanywa na nukta mkato.

- SehemuInayobadilika

  Huu ni mpangilio unaohitajika. Unafafanua sehemu inayobadilika ambayo inatumika kuhifadhi nambari ya nje (jina la sehemu lazima liwepo kwenye mfumo na inabidi liwe halali).

- AinaYaMtumaji

  Hii inafafanua aina ya mtumaji wa makala zilizotengenezwa katika OTRS.

  Pia inawezekana kutengeneza moduli zako za kuchuja za MkuuWaPosta.

# 4.2. Linda barua pepe na PGP

OTRS ina uwezo wa kusaini au kusimba fiche ujumbe unaotoka kwa PGP. Zaidi, ujumbe unaoingia ulio simbwa fiche unaweza kusimbua fiche. Kusimba na kusimbua fiche unafanyika na kifaa cha GPL GnuPG. Kuseti GnuPG kwa ajili ya OTRS, hatua zifwatazo inabidi zifanyike:

1. Sakinisha GnuPG, kupitia meneja kifurushi wa mfumo endeshi wako.

2. Sanidi GnuPG ili utumie pamoja na OTRS. Mipangilio orodha ya lazima ya GnuPG na ufunguo binafsi lazima vitengenezwe. Amri iliyoonyeshwa chini lazima itekelezwe kama mtumiaji 'otrs' kutoka kwenye sheli.

```
linux:~# su otrs
linux:/root$ cd
linux:~$ pwd
/opt/otrs
linux:~$ gpg --gen-key
gpg (GnuPG) 1.4.2; Copyright (C) 2005 Free Software Foundation, Inc.
This program comes with ABSOLUTELY NO WARRANTY.
This is free software, and you are welcome to redistribute it
under certain conditions. See the file COPYING for details.

gpg: directory `/opt/otrs/.gnupg' created
gpg: new configuration file `/opt/otrs/.gnupg/gpg.conf' created
gpg: WARNING: options in `/opt/otrs/.gnupg/gpg.conf' are not yet active during t
his run
gpg: keyring `/opt/otrs/.gnupg/secring.gpg' created
gpg: keyring `/opt/otrs/.gnupg/pubring.gpg' created
Please select what kind of key you want:
   (1) DSA and Elgamal (default)
   (2) DSA (sign only)
   (5) RSA (sign only)
Your selection? 1
DSA keypair will have 1024 bits.
ELG-E keys may be between 1024 and 4096 bits long.
```

```
    What keysize do you want? (2048)
    Requested keysize is 2048 bits
    Please specify how long the key should be valid.
         0 = key does not expire
      <n>  = key expires in n days
      <n>w = key expires in n weeks
      <n>m = key expires in n months
      <n>y = key expires in n years
    Key is valid for? (0)
    Key does not expire at all
    Is this correct? (y/N) y

    You need a user ID to identify your key; the software constructs the user ID
    from the Real Name, Comment and Email Address in this form:
         "Heinrich Heine (Der Dichter) <heinrichh@duesseldorf.de>"

    Real name: Ticket System
    Email address: support@example.com
    Comment: Private PGP Key for the ticket system with address support@example.com
    You selected this USER-ID:
    "Ticket System (Private PGP Key for the ticket system with address support@examp
    le.com) <support@example.com>"

    Change (N)ame, (C)omment, (E)mail or (O)kay/(Q)uit? O
    You need a Passphrase to protect your secret key.

    Passphrase: secret
    Repeat passphrase: secret

    We need to generate a lot of random bytes. It is a good idea to perform
    some other action (type on the keyboard, move the mouse, utilize the
    disks) during the prime generation; this gives the random number
    generator a better chance to gain enough entropy.
    ++++++++++.+++++++++++++++++++++++++....+++++.+++++...++++++++++++++++++++++++.
    ++++++++++++++++++++++++.+++++.+++++.+++++++++++++++++++++++>++++++++++>+++++
    .......>+++++<+++++...............................+++++

    Not enough random bytes available.  Please do some other work to give
    the OS a chance to collect more entropy! (Need 280 more bytes)

    ++++++++++.+++++..++++++++++..+++++....+++++++++++++++++++.++++++++++++++.++++
    +++++++++++++++++++++++++.++++++++++.+++++++++++++++.++++++++++.+++++++++++++++
    ..+++++>.+++++....>+++++......................................................
    .........................................................>+++++<+++++.........
    ...........++++++^^^
    gpg: /opt/otrs/.gnupg/trustdb.gpg: trustdb created
    gpg: key 7245A970 marked as ultimately trusted
    public and secret key created and signed.

    gpg: checking the trustdb
    gpg: 3 marginal(s) needed, 1 complete(s) needed, PGP trust model
    gpg: depth: 0  valid:   1  signed:   0  trust: 0-, 0q, 0n, 0m, 0f, 1u
    pub   1024D/7245A970 2006-02-03
          Key fingerprint = 2ED5 BC36 D2B6 B055 7EE1  5833 1D7B F967 7245 A970
     uid                  Ticket System (Private pgp key for ticket system with addre
    ss support@example.com) <support@example.com>
    sub   2048g/52B97069 2006-02-03

    linux:~$
```

*Hati: Kusanidi GnuPG.*

Kama ilivyoonyeshwa kwenye hati chini, mipangilio chaguo-msingi inaweza kutumika kwa parameta nyingi zinazotakiwa. Thamani za mmiliki wa ufunguo tu ndio zinatakiwa kuingizwa kwa usahihi, na nywila sahihi kuwekwa kwa ajili ya funguo.

3. Kwenye skrini kwa ajili ya mipangilio ya PGP, PGP lazima iamilishwe kwa ajili ya OTRS (chaguo la kwanza). Pia, njia ya kwenda kwenye programu ya gpg lazima isetiwe na kukaguliwa.

Mpangilio unaofwata wa config (PGP::Options) unaweza kuhitaji mabadiliko pia. Kupitia mpangilio huu wa config, parameta ambazo zinatumika kwa kila utekelezaji wa gpg kwa mtumiaji wa 'otrs' unaweza kuwekwa bayana. Hasa, mpangilio orodha wa mafaili ya config ya GnuPG ya mtumiaji wa 'otrs' ni muhimu. Kwenye mfano /opt/otrs/.gnupg imetumika. Huu mpangilio orodha ulitengenezwa mapema wakati wa usanidi wa PGP.

Kwa kupitia chaguo linalofwata la usanidi (PGP::Ufunguo::Nywila) inawezekana kubainisha jozi ya Vitambulisho vya funguo na nywila zake kwa ajili ya funguo binafsi. Kwa sababu mawasiliano ya wabia kutoka nje wanaandika kwenye mfumo wa tiketi na ujumbe wao kufanyiwa usimbaji fiche kwa kutumia funguo zako za umma, OTRS inaweza kusimbua fiche huu ujumbe kwa kutumia Kitambulisho/nywila zilizobainishwa hapa.

Jinsi ya kupata kitambulisho cha ufunguo wako binafsi? Kitambulisho cha ufunguo wako binafsi tayari kinaonyeshwa wakati wa uzalishaji funguo (ona hatua 1 hapo juu). Pia inawezekana kupata Kitambulisho kama amri itakayoonyeshwa kwenye hati ifuatayo itatekelezwa kama mtumiaji 'otrs':

```
linux:~# su otrs
linux:/root$ cd
linux:~$ pwd
/opt/otrs
linux:~$ gpg --list-keys
/opt/otrs/.gnupg/pubring.gpg
---------------------------
pub   1024D/7245A970 2006-02-03
uid                  Ticket System (Private pgp key for ticket system with
address support@example.com) <support@example.com>
sub   2048g/52B97069 2006-02-03

linux:~$
```

*Hati: Kupata Kitambulisho cha ufunguo wako binafsi.*

Kitambulisho cha ufunguo binafsi kinaweza kupatikana katika mstari uanoanza na "sub". Ni tungo iliyo katika hexadecimal ambayo ina urefu wa herufi nane, katika mfano juu ni "52B97069". Nywila unayotakiwa kuweka bayana kwa ajili ya huu ufunguo katika mfumo wa tiketi ni sawa na uliotolewa wakati wa uzalishaji ufunguo.

Baada ya hii data kuingizwa, kitufe cha ku "sasisha" kinaweza kutumika kuhifadhi mipangilio. OTRS iko tayari kupokea na kusimbua fiche ujumbe uliofanyiwa usimbaji.

4. Hatimaye, agiza ufunguo wa umma wa mteja. Hii inahakikisha kwamba ujumbe uliofanyiwa usimbaji fiche unaweza kutumwa nje kwa huyu mteja. Kuna njia mbili za kuagiza ufunguo wa umma wa mteja.

Njia ya kwanza ni kubainisha ufunguo wa umma wa mteja katika kiolesura cha usimamizi wa mteja.

Njia ya pili ni kuweka bayana ufunguo kupitia mipangilio ya PGP, inafikika kutoka kwenye kurasa ya Msimamizi. Katika upande wa kulia wa hii skrini, funguo za umma za wateja zilizoagizwa kutoka nje zinaonyeshwa. Baada ya PGP kuamilishwa na kusanidiwa kwa ajili ya OTRS, funguo yako mwenyewe ya umma itaorodheshwa hapa. Kwenye upande wa kushoto wa skrini ya mipangilio ya PGP inawezekana kutafuta funguo. Pia ufunguo mpya wa umma unaweza kupakiwa kwenye mfumo kutoka kwenye faili.

Mafaili yenye ufunguo wa umma ambayo yanahitaji kuagizwa kwenye OTRS inabidi yawe tangamanifu na mafaili ya ufunguo ya GnuPGP. Katika kesi nyingi, ufunguo uliohifadhiwa katika faili ni "ufunguo unaolindwa na ASCII". OTRS inaweza kushughulika na umbizo hili.

# 4.3. Linda barua pepe na S/MIME

Kwa muonekano wa kwanza, usimbaji fiche kwa S/MIME unaonekana mgumu kulinganisha na PGP. Kwanza inabidi uanzishe Mamlaka ya Uhalalishaji (CA) kwa ajili ya mfumo wa OTRS. Hatua zinazofuata ni kama zile zinazohitajika na PGP: sanidi OTRS, sakinisha hati yako mwenyewe, agiza hati nyingine za umma kama zinavyohitajika, na kadh.

Usanidi wa S/MIME unafanyika nje ya kiolesura cha tovuti cha OTRS kwa asilimia kubwa, na unatakiwa ufanyike kwenye sheli na mtumiaji wa 'otrs'. Usanidi wa MIME chini ya Linux unajikita katika SSL (OpenSSL). Kwahiyo kwanza kabisa kagua kama kifurudhi cha OpenSSL kimesakinishwa kwenye mfumo wako. Kifurushi cha OpenSSL kinajumuisha hati iitwayo CA.pl, ambamo ndani yake hatua za muhimu za utengenezaji wa hati zinaweza kufanyika. Kurahisisha mchakato, tafuta wapi kwenye mfumo wa mafaili hati ya CA.pl imehifadhiwa na ingiza mahali inapopatikana katika kishika nafasi NJIA cha sheli (ona Hati chini).

```
otrs@linux:~> rpm -ql openssl | grep CA
/usr/share/ssl/misc/CA.pl
otrs@linux:~> export PATH=$PATH:/usr/share/ssl/misc
otrs@linux:~> which CA.pl
/usr/share/ssl/misc/CA.pl
otrs@linux:~> mkdir tmp; cd tmp
otrs@linux:~/tmp>
```

*Hati: Usanidi wa S/MIME.*

Hati hapo juu inaonyesha kwamba mpangilio orodha mpya wa muda ~/tmp umetengenezwa, ambapo ndani yake hati itazalishwa.

Kutengeneza hati, fanya operesheni zifuatazo katika tungo amri (tunaamini msimamizi wa OTRS inabidi atengeneze hati ya SSL kwa ajili ya kujaribisha na kujifunza. Kama tayari una hati ya SL iliyothibitishwa kwa ajili ya usimbaji fiche, itumie na ruka hizi hatua):

1. Anzisha Mamlaka yako ya Uhalalishaji kwa ajili ya SSL. unahitaji kuthibitisha maombi ya hati yako ya SSL (ona Hati chini).

```
otrs@linux:~/tmp> CA.pl -newca
CA certificate filename (or enter to create)

Making CA certificate ...
Generating a 1024 bit RSA private key
...++++++
......++++++
writing new private key to './demoCA/private/cakey.pem'
Enter PEM pass phrase:
Verifying - Enter PEM pass phrase:
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:DE
State or Province Name (full name) [Some-State]:OTRS-state
Locality Name (eg, city) []:OTRS-town
Organization Name (eg, company) [Internet Widgits Pty Ltd]:Your company
Organizational Unit Name (eg, section) []:
Common Name (eg, YOUR name) []:OTRS Admin
Email Address []:otrs@your-domain.tld
otrs@linux:~/tmp> ls -la demoCA/
total 8
-rw-r--r--  1 otrs otrs 1330 2006-01-08 17:54 cacert.pem
```

```
drwxr-xr-x  2 otrs otrs   48 2006-01-08 17:53 certs
drwxr-xr-x  2 otrs otrs   48 2006-01-08 17:53 crl
-rw-r--r--  1 otrs otrs    0 2006-01-08 17:53 index.txt
drwxr-xr-x  2 otrs otrs   48 2006-01-08 17:53 newcerts
drwxr-xr-x  2 otrs otrs   80 2006-01-08 17:54 private
-rw-r--r--  1 otrs otrs   17 2006-01-08 17:54 serial
otrs@linux:~/tmp>
```

*Hati: Kuweka Mamlaka ya Uhalalishaji kwa ajili ya SSL.*

2. Zalisha maombi ya cheti (ona Hati chini).

```
otrs@linux:~/tmp> CA.pl -newreq
Generating a 1024 bit RSA private key
.......................................++++++
....++++++
writing new private key to 'newreq.pem'
Enter PEM pass phrase:
Verifying - Enter PEM pass phrase:
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:DE\keyreturn
State or Province Name (full name) [Some-State]:OTRS-state
Locality Name (eg, city) []:OTRS-town
Organization Name (eg, company) [Internet Widgits Pty Ltd]:Your company
Organizational Unit Name (eg, section) []:
Common Name (eg, YOUR name) []:OTRS admin
Email Address []:otrs@your-domain.tld

Please enter the following 'extra' attributes
to be sent with your certificate request
A challenge password []:
An optional company name []:
Request (and private key) is in newreq.pem
otrs@linux:~/tmp> ls -la
total 4
drwxr-xr-x  6 otrs otrs  232 2006-01-08 17:54 demoCA
-rw-r--r--  1 otrs otrs 1708 2006-01-08 18:04 newreq.pem
otrs@linux:~/tmp>
```

*Hati: Kutengeneza maombi ya cheti.*

3. Kusaini maombi ya hati. Maombi ya hati yanaweza kusainiwa na kuthibitishwa na Mamlaka yako ya Uhalalishaji, au ili kuaminika zaidi kwa kusainiwa na Mamlaka nyingine ya Uhalalishaji iliyothibitishwa. (ona chini).

```
otrs@linux:~/tmp> CA.pl -signreq
Using configuration from /etc/ssl/openssl.cnf
Enter pass phrase for ./demoCA/private/cakey.pem:
Check that the request matches the signature
Signature ok
Certificate Details:
        Serial Number:
            fd:85:f6:9f:14:07:16:c8
        Validity
            Not Before: Jan  8 17:04:37 2006 GMT
            Not After : Jan  8 17:04:37 2007 GMT
        Subject:
            countryName               = DE
            stateOrProvinceName       = OTRS-state
            localityName              = OTRS-town
```

```
                organizationName          = Your Company
                commonName                = OTRS administrator
                emailAddress              = otrs@your-domain.tld
        X509v3 extensions:
            X509v3 Basic Constraints:
                CA:FALSE
            Netscape Comment:
                OpenSSL Generated Certificate
            X509v3 Subject Key Identifier:
                01:D9:1E:58:C0:6D:BF:27:ED:37:34:14:D6:04:AC:C4:64:98:7A:22
            X509v3 Authority Key Identifier:
                keyid:10:4D:8D:4C:93:FD:2C:AA:9A:B3:26:80:6B:F5:D5:31:E2:8E:DB:A8
                DirName:/C=DE/ST=OTRS-state/L=OTRS-town/O=Your Company/
                CN=OTRS admin/emailAddress=otrs@your-domain.tld
                serial:FD:85:F6:9F:14:07:16:C7

Certificate is to be certified until Jan  8 17:04:37 2007 GMT (365 days)
Sign the certificate? [y/n]:y

1 out of 1 certificate requests certified, commit? [y/n]y
Write out database with 1 new entries
Data Base Updated
Signed certificate is in newcert.pem
otrs@linux:~/tmp>
```

*Hati: Kusaini maombi ya cheti.*

4. Zalisha hati yako mwenyewe, na data zote zinaoendana nazo, kwa kutumia maombi ya hati yaliyosainiwa (ona Hati chini).

```
otrs@linux:~/tmp> CA.pl -pkcs12 "OTRS Certificate"
Enter pass phrase for newreq.pem:
Enter Export Password:
Verifying - Enter Export Password:
otrs@linux:~/tmp> ls -la
total 12
drwxr-xr-x  6 otrs otrs  328 2006-01-08 18:04 demoCA
-rw-r--r--  1 otrs otrs 3090 2006-01-08 18:13 newcert.p12
-rw-r--r--  1 otrs otrs 3791 2006-01-08 18:04 newcert.pem
-rw-r--r--  1 otrs otrs 1708 2006-01-08 18:04 newreq.pem
otrs@linux:~/tmp>
```

*Hati: Kuzalisha cheti kipya.*

Sasa kwa kuwa hizi operesheni zimefanyika, kuseti S/MIME lazima kukamilike katika OTRS.

hiki kipande cha kuseti kinafanyika katika ukurasa wa Msimamizi, kuchagua kiungo "SMIME". Ikiwa msaada wa S/MIME wa kawaida kwenye OTRS haujawezeshwa, barakoa itanbainisha hii kwa msimamizi na kutoa kiungo cha kuiwezesha.

Na kundi la SysConfig "Crypt::SMIME", unaweza kuwezesha na kusanidi msaada wa ujumla wa S/MIME.

Hana unweza kuamilisha msaada wa S/MIME, na kufafanua njia za anri ya OpenSSL na mpangilio orodha ya hati. Faili la ufunguo lililo tengnezwa hapo juu lazima lihifadhiwe kwenye mpangilio orodha ulioonyeshwa hapa. La sivyo OpenSSL haiwezi kulitumia.

Hatua inayofwata inafanywa kwenye  usanidi wa S/MIME katika ukurasa wa Msimamizi wa OTRS. Hapa unaweza kuagiza ufunguo binafsi wa (za) mfumo wa OTRS na funguo za umma za mawasiliano ya wabia wengine. Ingiza ufunguo wa umma ambao umetengenezwa mwanzoni mwa kifungu hiki na kuongezwa kwenye OTRS.

Kwa kawaida, funguo zote za umma za S/MIME za mawasiliano ya washiriki zinaweza kuagizwa kwa kutumia kifaa cha usimamizi wa mteja pia.

# 5. Kutumia mazingira ya nyuma ya nje

## 5.1. Data za mteja

OTRS inafanya kazi na sifa nyingi za data za mteja kama jina la mtumiaji, anuani ya barua pepe, nambari ya simu, na kadh. Hizi sifa zinaonyeshwa katika mazingira ya mbele ya Wakala na Mteja, na pia inatumika kwenye uthibitisho wa mteja.

Data za mteja zinazotumika au kuonyeshwa kwenye OTRS zinauwezekano mkubwa wa kugeuzwa kukufaa. Taarifa ifuatayo hata hivyo inahitajika muda wote kwa ajili ya uthibitisho wa mteja:

• Mtumiaji ingia

• Anwani ya barua pepe

• Kitambulisho cha mteja

Tumia parameta zifuatazo za SysConfig kama unataka kuonyesha taarifa za mteja katika kiolesura cha wakala wako.

```
# Ticket::Frontend::CustomerInfo*
# (show customer info on Compose (Phone and Email), Zoom and
# Queue view)
$Self->{'Ticket::Frontend::CustomerInfoCompose'} = 1;
$Self->{'Ticket::Frontend::CustomerInfoZoom'} = 1;
```

*Hati: parameta za usanidi za SysConfig.*

## 5.2. Mazingira ya nyuma ya Mtumiaji mteja

Unaweza kutumia aina mbili za mazingira ya nyuma ya mtumiaji, DB na LDAP. Kama tayari una mazingira mengine ya nyuma ya mteja (mf. SAP), inawezekana pia kuandika moduli ambayo inaitumia.

### 5.2.1. Hifadhidata (Chaguo-msingi)

Mfano 11-1 unaonyesha usanidi wa mazingira ya nyuma ya DB ya mteja, ambayo inatumia data za mteja zilizohifadhiwa kwenye hifadhidata ya OTRS.

**Example 4.6. Usanidi wa hifadhidata ya mazingira ya nyuma ya mteja**

```
# CustomerUser (customer database backend and settings)
$Self->{CustomerUser} = {
    Name => 'Database Datasource',
    Module => 'Kernel::System::CustomerUser::DB',
    Params => {
        # if you want to use an external database, add the required settings
#        DSN => 'DBI:odbc:yourdsn',
#        Type => 'mssql', # only for ODBC connections
#        DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
#        User => '',
#        Password => '',
        Table => 'customer_user',

        # CaseSensitive will control if the SQL statements need LOWER()
        #   function calls to work case insensitively. Setting this to
        #   1 will improve performance dramatically on large databases.
        CaseSensitive => 0,
    },
```

```
# customer unique id
CustomerKey => 'login',

# customer #
CustomerID => 'customer_id',
CustomerValid => 'valid_id',
    CustomerUserListFields => ['first_name', 'last_name', 'email'],
    CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['email'],
    CustomerUserNameFields => ['title','first_name','last_name'],
    CustomerUserEmailUniqCheck => 1,
#    # show not own tickets in customer panel, CompanyTickets
#    CustomerUserExcludePrimaryCustomerID => 0,
#    # generate auto logins
#    AutoLoginCreation => 0,
#    AutoLoginCreationPrefix => 'auto',
#    # admin can change customer preferences
#    AdminSetPreferences => 1,
#    # cache time to live in sec. - cache any database queries
#    CacheTTL => 0,
#    # just a read only source
#    ReadOnly => 1,
    Map => [
        # note: Login, Email and CustomerID needed!
        # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target
        [ 'UserTitle',      'Title',      'title',       1, 0, 'var', '', 0 ],
        [ 'UserFirstname',  'Firstname',  'first_name', 1, 1, 'var', '', 0 ],
        [ 'UserLastname',   'Lastname',   'last_name',  1, 1, 'var', '', 0 ],
        [ 'UserLogin',      'Username',   'login',       1, 1, 'var', '', 0 ],
        [ 'UserPassword',   'Password',   'pw',          0, 0, 'var', '', 0 ],
        [ 'UserEmail',      'Email',      'email',       1, 1, 'var', '', 0 ],

#        [ 'UserEmail',      'Email', 'email',           1, 1, 'var', '$Env{"CGIHandle"}?
Action=AgentTicketCompose&ResponseID=1&TicketID=$Data{"TicketID"}&ArticleID=
$Data{"ArticleID"}', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],

#        [ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
        [ 'UserPhone',       'Phone',       'phone',       1, 0, 'var', '', 0 ],
        [ 'UserFax',         'Fax',         'fax',         1, 0, 'var', '', 0 ],
        [ 'UserMobile',      'Mobile',      'mobile',      1, 0, 'var', '', 0 ],
        [ 'UserStreet',      'Street',      'street',      1, 0, 'var', '', 0 ],
        [ 'UserZip',         'Zip',         'zip',         1, 0, 'var', '', 0 ],
        [ 'UserCity',        'City',        'city',        1, 0, 'var', '', 0 ],
        [ 'UserCountry',     'Country',     'country',     1, 0, 'var', '', 0 ],
        [ 'UserComment',     'Comment',     'comments',    1, 0, 'var', '', 0 ],
        [ 'ValidID',         'Valid',       'valid_id',    0, 1, 'int', '', 0 ],
    ],
    # default selections
    Selections => {
        UserTitle => {
            'Mr.' => 'Mr.',
            'Mrs.' => 'Mrs.',
        },
    },
};
```

Ukitaka kugeuza data za mteja kukufaa, badili vichwa vya safuwima au ongeza mpya kwenye jedwali la mteja_mtumiaji kwenye hifadhidata ya OTRS. Kama mfano, hati hapa chini inaonyesha jinsi ya kuongeza sehemu mpya kwa ajili ya nambari ya chumba.

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 116 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.
```

```
mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD room VARCHAR (250);
Query OK, 1 rows affected (0.01 sec)
Records: 1  Duplicates: 0  Warnings: 0

mysql> quit
Bye
linux:~#
```

*Hati: Kuongeza sehemu ya chumba katika jedwali la mteja_mtumiaji.*

Sasa ongeza safuwima mpya kwenye mkusanyiko wa RAMANI katika `Kernel/Config.pm`, kama inavyoonyeshwa katika hati inayofuata.

```
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
 readonly
    [...]
    [ 'UserRoom',        'Room',        'room',        0, 1, 'var', '', 0 ],
```

*Hati: Kuongeza sehemu ya chumba kweye faili Kernel/Config.pm.*

Pia inawezekana kuhariri taarifa zote za mteja kupitia kiungo cha mteja kwenye kiolesura cha Wakala.

## 5.2.1.1. Mteja mwenye vitambulisho vya mteja vingi (Tiketi za Kampuni)

Inawezekana kugawia zaidi ya kitambulisho cha mteja kimoja kwa mteja. Hii inakuwa na manufaa kama mteja anatakiwa kufikia tiketi za wateja wengine, mf. msimamizi anataka kuangalia tiketi za wasaidizi wake. Kama mteja anaweza kufikia tiketi za mteja mwingine, kipengele cha tiketi za kampuni cha OTRS kinatumika. Tiketi za kampuni zinaweza kufikiwa kupitia kiungo "Tiketi za Kampuni" katika paneli ya wateja.

Kutumia tiketi za kampuni, safuwima mpya yenye Vitambulisho ambavyo vinaweza kufikiwa na mteja, inabidi viongezwe kwenye jedwali la mteja_mtumiaji katika hifadhidata ya OTRS (ona Hati chini).

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 124 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD customer_ids VARCHAR (250);
Query OK, 1 rows affected (0.02 sec)
Records: 1  Duplicates: 0  Warnings: 0

mysql> quit
Bye
linux:~#
```

*Hati: Kuongeza sehemu ya mteja_vitambulisho kwenye jedwali la mteja_mtumiaji.*

Sasa safuwima mpya inabidi iongezwe kwenye mkusanyiko wa RAMANI katika Kernel/Config.pm, kama ilivyoonyeshwa kwenye hati chini.

```
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
 readonly
    [...]
    [ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
```

*Hati: Kuongeza sehemu ya Vitambulisho vya MtumiajiMteja kwenye faili Kernel/Config.pm.*

Sasa safuwima mpya kwa ajili ya Vitambulisho vingi vya mteja inaweza kuharirwa kupitia kiolesura cha Wakala, katika kifungu cha usimamizi wa mteja.

Kuhakikisha mteja mmoja anaweza kufikia tiketi za wateja wengine, ongeza vitambulisho vya hawa watumiaji wengine katika sehemu mpya kwa ajili ya vitambulisho vingi vya mteja. Kila kitambulisho lazima kitenganishwe na alama yanuktamkato (ona Mfano 11-2 chini).

### Example 4.7. Kutumia tiketi za kampuni na mazingira ya nyuma ya DB

Wateja A,B na C wapo kwenye mfumo wako, na A anataka kufikia tiketi za B na C kupitia paneli ya mteja. B na C hawatakiwi kufikia tiketi za watumiaji wengine.

Kutambua mpangilio huu, badilisha jedwali la mteja_mtumiaji na miunganiko katika Kernel/Config.pm kama ilivyoelezwa hapo juu. Kisha pakia mipangilio ya mteja A kupitia kiungo cha Mteja katika kiolesura cha Wakala au kupitia kurasa ya Msimamizi. Kama mipangilio imeonyeshwa, ongeza kwenye sehemu ya Vitambulisho vya Wateja thamani "B;C".

## 5.2.2. LDAP

Kama una mpangilio orodha wa LDAP na data za mteja wako, unaweza kuitumia kama mazingira ya nyuma ya mteja na OTRS, kama ilivyo onyeshwa kwenye mfano 11-3.

### Example 4.8. Usanidi wa LDAP ya mazingira yanyuma ya mteja

```
# CustomerUser
# (customer ldap backend and settings)
$Self->{CustomerUser} = {
    Name => 'LDAP Data Source',
    Module => 'Kernel::System::CustomerUser::LDAP',
    Params => {
        # ldap host
        Host => 'bay.csuhayward.edu',
        # ldap base dn
        BaseDN => 'ou=seas,o=csuh',
        # search scope (one|sub)
        SSCOPE => 'sub',
        # The following is valid but would only be necessary if the
        # anonymous user does NOT have permission to read from the LDAP tree
        UserDN => '',
        UserPw => '',
        # in case you want to add always one filter to each ldap query, use
        # this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter =>
'(objectclass=user)'
        AlwaysFilter => '',
            # if the charset of your ldap server is iso-8859-1, use this:
#            SourceCharset => 'iso-8859-1',

            # Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
            Params => {
                port => 389,
                timeout => 120,
                async => 0,
                version => 3,
```

```
            },
        },
        # customer unique id
        CustomerKey => 'uid',
        # customer #
        CustomerID => 'mail',
        CustomerUserListFields => ['cn', 'mail'],
        CustomerUserSearchFields => ['uid', 'cn', 'mail'],
        CustomerUserSearchPrefix => '',
        CustomerUserSearchSuffix => '*',
        CustomerUserSearchListLimit => 250,
        CustomerUserPostMasterSearchFields => ['mail'],
        CustomerUserNameFields => ['givenname', 'sn'],
        # show not own tickets in customer panel, CompanyTickets
        CustomerUserExcludePrimaryCustomerID => 0,
        # add an ldap filter for valid users (expert setting)
#       CustomerUserValidFilter => '(!(description=locked))',
        # administrator can't change customer preferences
        AdminSetPreferences => 0,
#       # cache time to live in sec. - cache any database queries
#       CacheTTL => 0,
        Map => [
            # note: Login, Email and CustomerID are mandatory!
            # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly
            [ 'UserTitle',      'Title',      'title',         1, 0, 'var', '', 0 ],
            [ 'UserFirstname',  'Firstname',  'givenname',     1, 1, 'var', '', 0 ],
            [ 'UserLastname',   'Lastname',   'sn',            1, 1, 'var', '', 0 ],
            [ 'UserLogin',      'Username',   'uid',           1, 1, 'var', '', 0 ],
            [ 'UserEmail',      'Email',      'mail',          1, 1, 'var', '', 0 ],
            [ 'UserCustomerID', 'CustomerID', 'mail',          0, 1, 'var', '', 0 ],
#            [ 'UserCustomerIDs', 'CustomerIDs', 'second_customer_ids', 1, 0, 'var', '', 0 ],
            [ 'UserPhone',      'Phone',      'telephonenumber', 1, 0, 'var', '', 0 ],
            [ 'UserAddress',    'Address',    'postaladdress', 1, 0, 'var', '', 0 ],
            [ 'UserComment',    'Comment',    'description',   1, 0, 'var', '', 0 ],
        ],
};
```

Kama sifa za ziada za mteja zimehifadhiwa kwenye mpangilio orodha wa LDAP yako, kwa mfano jina la meneja, namba ya simu ya mkononi, au idara, na kama unataka kuonyesha taarifa hizi kwenye OTRS, panua mkusanyiko wa RAMANI kwenye `Kernel/Config.pm` na maingizo kwa sifa hizi, kama ilivyoonyeshwa kwenye hati ifuatayo.

```
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
 readonly
    [...]
    [ 'UserPhone',      'Phone',      'telephonenumber', 1, 0, 'var', '', 0 ],
```

*Hati: Kuongeza sehemu mpya kwenye Kernel/Config.pm file.*

## 5.2.2.1. Mteja mwenye vitambulisho vya mteja vingi (Tiketi za Kampuni)

Inawezekana kugawia zaidi ya Kitambulisho kimoja cha Mteja kwa mteja, ukiwa unatumia mazingira ya nyuma ya LDAP. Kutumia tiketi za kampuni, sehemu mpya inabidi iongezwe kwenye mpangilio orodha wa LDAP ambayo ina vitambulisho vinavyofikika na mteja.

Kama sehemu mpya kwenye mpangilio orodha wa LDAP imetengenezwa, ingizo jipya inabidi liongezwe kwenye mkusanyiko wa RAMANI katika `Kernel/Config.pm`, kama ilivyoonyeshwa kwenye hati chini.

```
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
 readonly
    [...]
    [ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
```

*Hati: Kuunganisha sehemu mpya kwenye Kernel/Config.pm file.*

Sehemu kwa ajili ya vitambulisho vingi vya mteja inabidi kuhaririwa moja kwa moja katika mpangilio orodha wa LDAP. OTRS inaweza kusoma tu kutoka kwenye LDAp, sio kuandika.

Kuhakikisha ufikivu wa mteja kwenye tiketi za wateja wengine, ongeza Vitambulisho vya wateja ambao tiketi zao zinatakiwa kufikiwa kwenye sehemu mpya katika mpangilio orodha wako wa LDAP. Kila kitambulisho lazima kigawanywe kwa alama nuktamkato (ona Mfano 11-4 chini) .

## Example 4.9. Kutumia tiketi za Kampuni na mazingira ya nyuma ya LDAP

Wateja A, B na C wapo kwenye mfumo wako na A anataka kuwa na ufikivu wa tiketi za B na C kupitia paneli ya mteja. B na C hawatakiwi kuwa na ufikivu wa tiketi za wateja wengine.

Kutambua mpangilio huu, badilisha mpangilio orodha wa LDAP na miunganiko katika Kernel/Config.pm kama ilivyoelezwa juu. Kisha ongeza kwenye sehemu ya Vitambulisho vya wateja thamani "B;C" kwa mteja A katika mpangilio orodha wa LDAP.

# 5.2.3. Kutumia zaidi ya mazingira ya nyuma ya mteja ya aina moja na OTRS

Kama ukitaka kutumia zaidi ya chanzo kimoja cha data za mteja zinazotumika na OTRS (mf. mazingira ya nyuma ya LDAP na hifadhidata), parameta ya usanidi ya MtejaMtumiaji lazima ipanuliwe na nambari, mf. "MtejaMtumiaji 1", "MtejaMtumiaji2" (ona Mfano 11-5 chini).

## Example 4.10. Kutumia zaidi ya mazingira ya nyuma ya mteja ya aina moja na OTRS

Mfano unaofuata wa usanidi unaonyesha matumizi ya mazingira ya nyuma ya mteja ya LDAP na hifadhidata katika OTRS.

```
# 1. Customer user backend: DB
# (customer database backend and settings)
$Self->{CustomerUser1} = {
    Name => 'Customer Database',
    Module => 'Kernel::System::CustomerUser::DB',
    Params => {
        # if you want to use an external database, add the
        # required settings
#        DSN => 'DBI:odbc:yourdsn',
#        Type => 'mssql', # only for ODBC connections
#        DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
#        User => '',
#        Password => '',
        Table => 'customer_user',
    },
    # customer unique id
    CustomerKey => 'login',
    # customer #
    CustomerID => 'customer_id',
    CustomerValid => 'valid_id',
    CustomerUserListFields => ['first_name', 'last_name', 'email'],
    CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['email'],
    CustomerUserNameFields => ['title','first_name','last_name'],
    CustomerUserEmailUniqCheck => 1,
#    # show not own tickets in customer panel, CompanyTickets
#    CustomerUserExcludePrimaryCustomerID => 0,
#    # generate auto logins
#    AutoLoginCreation => 0,
```

```perl
#     AutoLoginCreationPrefix => 'auto',
#     # admin can change customer preferences
#     AdminSetPreferences => 1,
#     # cache time to live in sec. - cache any database queries
#     CacheTTL => 0,
#     # just a read only source
#     ReadOnly => 1,
    Map => [


        # note: Login, Email and CustomerID needed!
        # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target
        [ 'UserTitle',     'Title',      'title',       1, 0, 'var', '', 0 ],
        [ 'UserFirstname', 'Firstname',  'first_name',  1, 1, 'var', '', 0 ],
        [ 'UserLastname',  'Lastname',   'last_name',   1, 1, 'var', '', 0 ],
        [ 'UserLogin',     'Username',   'login',       1, 1, 'var', '', 0 ],
        [ 'UserPassword',  'Password',   'pw',          0, 0, 'var', '', 0 ],
        [ 'UserEmail',     'Email',      'email',       1, 1, 'var', '', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],
        [ 'UserPhone',     'Phone',      'phone',       1, 0, 'var', '', 0 ],
        [ 'UserFax',       'Fax',        'fax',         1, 0, 'var', '', 0 ],
        [ 'UserMobile',    'Mobile',     'mobile',      1, 0, 'var', '', 0 ],
        [ 'UserStreet',    'Street',     'street',      1, 0, 'var', '', 0 ],
        [ 'UserZip',       'Zip',        'zip',         1, 0, 'var', '', 0 ],
        [ 'UserCity',      'City',       'city',        1, 0, 'var', '', 0 ],
        [ 'UserCountry',   'Country',    'country',     1, 0, 'var', '', 0 ],
        [ 'UserComment',   'Comment',    'comments',    1, 0, 'var', '', 0 ],
        [ 'ValidID',       'Valid',      'valid_id',    0, 1, 'int', '', 0 ],
    ],
    # default selections
    Selections => {
        UserTitle => {
            'Mr.' => 'Mr.',
            'Mrs.' => 'Mrs.',
        },
    },
};

# 2. Customer user backend: LDAP
# (customer ldap backend and settings)
$Self->{CustomerUser2} = {
    Name => 'LDAP Datasource',
    Module => 'Kernel::System::CustomerUser::LDAP',
    Params => {
        # ldap host
        Host => 'bay.csuhayward.edu',
        # ldap base dn
        BaseDN => 'ou=seas,o=csuh',
        # search scope (one|sub)
        SSCOPE => 'sub',
        # The following is valid but would only be necessary if the
        # anonymous user does NOT have permission to read from the LDAP tree
        UserDN => '',
        UserPw => '',
        # in case you want to add always one filter to each ldap query, use
        # this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter =>
 '(objectclass=user)'
        AlwaysFilter => '',
        # if the charset of your ldap server is iso-8859-1, use this:
#        SourceCharset => 'iso-8859-1',

        # Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
        Params => {
            port => 389,
            timeout => 120,
            async => 0,
            version => 3,
        },
    },
    # customer unique id
    CustomerKey => 'uid',
    # customer #
```

```
    CustomerID => 'mail',
    CustomerUserListFields => ['cn', 'mail'],
    CustomerUserSearchFields => ['uid', 'cn', 'mail'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['mail'],
    CustomerUserNameFields => ['givenname', 'sn'],
    # show not own tickets in customer panel, CompanyTickets
    CustomerUserExcludePrimaryCustomerID => 0,
    # add a ldap filter for valid users (expert setting)
#     CustomerUserValidFilter => '(!(description=locked))',
    # admin can't change customer preferences
    AdminSetPreferences => 0,
    Map => [
        # note: Login, Email and CustomerID needed!
        # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly
        [ 'UserTitle',      'Title',      'title',            1, 0, 'var', '', 0 ],
        [ 'UserFirstname',  'Firstname',  'givenname',        1, 1, 'var', '', 0 ],
        [ 'UserLastname',   'Lastname',   'sn',               1, 1, 'var', '', 0 ],
        [ 'UserLogin',      'Username',   'uid',              1, 1, 'var', '', 0 ],
        [ 'UserEmail',      'Email',      'mail',             1, 1, 'var', '', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'mail',             0, 1, 'var', '', 0 ],
#        [ 'UserCustomerIDs', 'CustomerIDs', 'second_customer_ids', 1, 0, 'var', '', 0 ],
        [ 'UserPhone',      'Phone',      'telephonenumber', 1, 0, 'var', '', 0 ],
        [ 'UserAddress',    'Address',    'postaladdress',   1, 0, 'var', '', 0 ],
        [ 'UserComment',    'Comment',    'description',     1, 0, 'var', '', 0 ],
    ],
};
```

Inawezekana kuunganisha mpaka mazingira ya nyuma 10 tofauti ya mteja. Tumia ki-olesura cha usimamizi cha mteja katika OTRS kuona au kuhariri (tukiamini utawala data umewezeshwa) data zote za mteja.

## 5.2.4. Kuhifadhi data za MtejaMtumiaji katika sehemu zinazobadilika.

Mara nyingine inaweza kuwa na manufaa kuhifadhi data za MtejaMtumiaji katika sehemu zinazobadilika za tiketi, kwa fano kutengeneza takwimu muhimu kwenye data hizi.

Thamani za sehemu zinazobadilika zinasetiwa tiketi inapotengenezwa au pale mteja wa tiketi anapobadilishwa. Thamani za sehemu zinazobadilika zinachukuliwa kutoka kwenye data za mteja. Hii inafanya kazi kwa mazingira yoye ya nyuma, lakini ni ya manufaa zaidi kwa mazingir aya nyuma ya LDAP.

Kuamilisha hiki kipengele cha hiari cha OTRS, tafadhali amilisha mi-pangilio "Tiketi::ModuliTukioTuma###930-SehemuInayobadilikaKutokaKwaMtejaMtumi-aji" na "SehemuInayobadilikaKutokaKwaMtejaMtumiaji::Kuunganisha". Mpangilio wa mwisho una usanidi ambao ingizo la sehemu ya MtumiajiMteja linatakiwa kuhifadhiwa katika sehemu inayobadilika ya tiketi. Sehemu inabidi ziwepo kwenye mfumo na zinataki-wa kuwezeshwa kwa ajili ya WakalaTiketiHuruNakala, ili zisetiwe kwa mikono. Hazitakiwi kuwezeshwa kwa ajili ya WakalaTiketiSimu, WakalaTiketiBaruapepe na WakalaTiketiMte-ja. Kama zilikuwa, inabidi zitangulie thamani zilizosetiwa kiotomatiki.

# 5.3. Mazingira ya nyuma ya kuthibitisha Mawakala na Wateja

OTRS inatoa chaguo la kuthibitisha mawakala na wateja katika mazingira tofauti ya nyu-ma.

# 5.3.1. Mazingira ya nyuma ya kuthibitisha Mawakala

## 5.3.1.1. DB (Chaguo-msingi)

Mazingira ya nyuma yatumikayo kwa kawaida ni hifadhidata ya OTRS. Unaweza kuongeza au kuhariri mawakala kupitia kiolesura cha usimamizi wa mteja katikaKurasa ya Msimamizi(ona Mfano 11-6 chini).

**Example 4.11. Thibitisha mawakala katika mazingira ya nyuma ya DB.**

```
    $Self->{'AuthModule'} = 'Kernel::System::Auth::DB';
```

## 5.3.1.2. LDAP

Kama mpangilio orodha wa LDAP una data zote zilizohifadhiwa za wakala wako, unaweza kutumia moduli ya LDAP kuthibitisha watumiaji wako katika OTRS (ona Mfano 11-7 chini). Hii moduli ina ufikivu wa kusoma tu kwenye matawi ya LDAP, inamaanisha huwezi kuhariri data zako za mtumiaji kupitia kiolesura cha usimamizi wa mteja.

**Example 4.12. Thibitisha mawakala katika mazingira ya nyuma ya LDAP.**

```
# This is an example configuration for an LDAP auth. backend.
# (Make sure Net::LDAP is installed!)
$Self->{'AuthModule'} = 'Kernel::System::Auth::LDAP';
$Self->{'AuthModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'AuthModule::LDAP::UID'} = 'uid';

# Check if the user is allowed to auth in a posixGroup
# (e. g. user needs to be in a group xyz to use otrs)
$Self->{'AuthModule::LDAP::GroupDN'} = 'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
$Self->{'AuthModule::LDAP::AccessAttr'} = 'memberUid';
# for ldap posixGroups objectclass (just uid)
#   $Self->{'AuthModule::LDAP::UserAttr'} = 'UID';
# for non ldap posixGroups objectclass (with full user dn)
#   $Self->{'AuthModule::LDAP::UserAttr'} = 'DN';

# The following is valid but would only be necessary if the
# anonymous user do NOT have permission to read from the LDAP tree
$Self->{'AuthModule::LDAP::SearchUserDN'} = '';
$Self->{'AuthModule::LDAP::SearchUserPw'} = '';

# in case you want to add always one filter to each ldap query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter => '(objectclass=user)'
$Self->{'AuthModule::LDAP::AlwaysFilter'} = '';

# in case you want to add a suffix to each login name, then
# you can use this option. e. g. user just want to use user but
# in your ldap directory exists user@domain.
#     $Self->{'AuthModule::LDAP::UserSuffix'} = '@domain.com';

# Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
$Self->{'AuthModule::LDAP::Params'} = {
    port => 389,
    timeout => 120,
    async => 0,
    version => 3,
};
```

Mipangilio ya usanidi iliyoonyeshwa kwenye hati hapo chini inaweza kutumika kulandanisha data zote za mtumiaji kutoka kwenye mpangilio orodha wako wa LDAP kwenda kwenye hifadhidata yako ya OTRS ya ndani. Hii inapunguza idadi ya maombi kwenda

kwenye seva yako ya LDAP na inaongeza kasi ya uthibitisho na OTRS. Ulandanishi wa data unafanyika pale wakala anapojithibitisha kwa mara ya kwanza. Hata hivyo hiyo data inaweza kulandanishwa na hifadhidata ya ndani ya OTRS, mpangilio orodha wa LDAP ni mfano wa mwisho wa uthibitisho, kwa hiyo mtumiaji aliye lemaa aliye katika matawi ya LDAP hawezi kujithibitisha kwenye OTRS, hata kama data za akaunti tayari zimehifadhiwa kwenye hifadhidata ya OTRS. Data za wakala kwenye mpangilio orodha wa LDAP haziwezi kuhaririwa kupitia kiolesura cha tovuti cha OTRS, kwa hiyo data inabidi isimamiwe moja kwa moja katika matawi ya LDAP.

```
# defines AuthSyncBackend (AuthSyncModule) for AuthModule
# if this key exists and is empty, there won't be a sync.
# example values: AuthSyncBackend, AuthSyncBackend2
$Self->{'AuthModule::UseSyncBackend'} = 'AuthSyncBackend';

# agent data sync against ldap
$Self->{'AuthSyncModule'} = 'Kernel::System::Auth::Sync::LDAP';
$Self->{'AuthSyncModule::LDAP::Host'} = 'ldap://ldap.example.com/';
$Self->{'AuthSyncModule::LDAP::BaseDN'} = 'dc=otrs, dc=org';
$Self->{'AuthSyncModule::LDAP::UID'} = 'uid';
$Self->{'AuthSyncModule::LDAP::SearchUserDN'} = 'uid=sys, ou=user, dc=otrs, dc=org';
$Self->{'AuthSyncModule::LDAP::SearchUserPw'} = 'some_pass';
$Self->{'AuthSyncModule::LDAP::UserSyncMap'} = {
    # DB -> LDAP
    UserFirstname => 'givenName',
    UserLastname  => 'sn',
    UserEmail     => 'mail',
};
[...]

# AuthSyncModule::LDAP::UserSyncInitialGroups
# (sync following group with rw permission after initial create of first agent
# login)
$Self->{'AuthSyncModule::LDAP::UserSyncInitialGroups'} = [
    'users',
];
```

*Hati: Kulandanisha data za mtumiaji kutoka kwenye mpangilio orodha wa LDAP kwenda kwenye hifadhidata ya OTRS.*

Alternatively, you can use LDAP groups to determine group memberships or roles in OTRS. For more information and examples, see Kernel/Config/Defaults.pm. Here is an example for synchronizing from LDAP into OTRS groups.

```
# Attributes needed for group syncs
# (attribute name for group value key)
$Self->{'AuthSyncModule::LDAP::AccessAttr'} = 'memberUid';
# (select the attribute for type of group content UID/DN for full ldap name)
# $Self->{'AuthSyncModule::LDAP::UserAttr'} = 'UID';
# $Self->{'AuthSyncModule::LDAP::UserAttr'} = 'DN';

AuthSyncModule::LDAP::UserSyncGroupsDefinition
# (If "LDAP" was selected for AuthModule and you want to sync LDAP
# groups to otrs groups, define the following.)
$Self->{'AuthSyncModule::LDAP::UserSyncGroupsDefinition'} = {
    # your ldap group
    'cn=agent,o=otrs' => {
        # otrs group(s)
        'admin' => {
            # permission
            rw => 1,
            ro => 1,
        },
        'faq' => {
            rw => 0,
            ro => 1,
        },
    },
```

```
    'cn=agent2,o=otrs' => {
        'users' => {
            rw => 1,
            ro => 1,
        },
    }
};
```

## 5.3.1.3. HTTPBasicAuth za Wakala

Kama unataka kutekeleza suluhisho la "saini moja kwenye" kwa mawakala wako wote, unaweza kutumia uthibitisho msingi wa HTTP (kwa mifumo yako yote) na moduli ya HTTP-BasicAuth ya OTRS (ona Mfano 11-8 chini).

### Example 4.13. Halalisha Wakala kwa kutumia HTTPBasic

```
# This is an example configuration for an apache ($ENV{REMOTE_USER})
# auth. backend. Use it if you want to have a singe login through
# apache http-basic-auth
$Self->{'AuthModule'} = 'Kernel::System::Auth::HTTPBasicAuth';

# Note:
#
# If you use this module, you should use as fallback
# the following configuration settings if the user is not authorized
# apache ($ENV{REMOTE_USER})
$Self->{LoginURL} = 'http://host.example.com/not-authorised-for-otrs.html';
$Self->{LogoutURL} = 'http://host.example.com/thanks-for-using-otrs.html';
```

## 5.3.1.4. Nusukipenyo

Parameta za usanidi zilizoonyeshwa kwenye Mfano 11-9 zinaweza kutumika kuthibitisha mawakala katika seva ya Radius.

### Example 4.14. Thibitisha mawakala katika mazingira ya nyuma ya Radius.

```
# This is example configuration to auth. agents against a radius server
$Self->{'AuthModule'} = 'Kernel::System::Auth::Radius';
$Self->{'AuthModule::Radius::Host'} = 'radiushost';
$Self->{'AuthModule::Radius::Password'} = 'radiussecret';
```

# 5.3.2. Mazingira ya nyuma ya kuthibitisha Wateja

## 5.3.2.1. Hifadhidata (Chaguo-msingi)

Chaguo-msingi la kithibitisho cha mtumiaji cha mazingira ya nyuma katika OTRS ni hifadhidata ya OTRS. Kwa mazingira haya ya nyuma, unaweza kuhariri data zote za mteja kupitia kiolesura cha wavuti cha OTRS (ona Mfano 11-10 chini).

### Example 4.15. Uthibitisho wa mtumiaji mteja katika mazingira ya nyuma ya DB

```
# This is the auth. module against the otrs db
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::DB';
$Self->{'Customer::AuthModule::DB::Table'} = 'customer_user';
$Self->{'Customer::AuthModule::DB::CustomerKey'} = 'login';
$Self->{'Customer::AuthModule::DB::CustomerPassword'} = 'pw';
#$Self->{'Customer::AuthModule::DB::DSN'} =
 "DBI:mysql:database=customerdb;host=customerdbhost";
#$Self->{'Customer::AuthModule::DB::User'} = "some_user";
#$Self->{'Customer::AuthModule::DB::Password'} = "some_password";
```

## 5.3.2.2. LDAP

Kama una mpangilio orodha wa LDAP wenye data zako zote za mteja, unaweza kutumia moduli ya LDAP kuthibitisha wateja wako katika OTRS (ona Mfano 11-11 chini). Kwa kuwa moduli hii ina uwezo wa kusoma tu kwa mazingira ya nyuma ya LDAP, haiwezekani kuhariri data za mteja kupitia kiolesura cha wavuti cha OTRS.

### Example 4.16. Uthibitisho wa mtumiaji mteja katika mazingira ya nyuma ya LDAP

```
# This is an example configuration for an LDAP auth. backend.
# (make sure Net::LDAP is installed!)
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::LDAP';
$Self->{'Customer::AuthModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'Customer::AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'Customer::AuthModule::LDAP::UID'} = 'uid';

# Check if the user is allowed to auth in a posixGroup
# (e. g. user needs to be in a group xyz to use otrs)
$Self->{'Customer::AuthModule::LDAP::GroupDN'} =
 'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
$Self->{'Customer::AuthModule::LDAP::AccessAttr'} = 'memberUid';
# for ldap posixGroups objectclass (just uid)
$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'UID';
# for non ldap posixGroups objectclass (full user dn)
#$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'DN';

# The following is valid but would only be necessary if the
# anonymous user does NOT have permission to read from the LDAP tree
$Self->{'Customer::AuthModule::LDAP::SearchUserDN'} = '';
$Self->{'Customer::AuthModule::LDAP::SearchUserPw'} = '';

# in case you want to add always one filter to each ldap query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter => '(objectclass=user)'
$Self->{'Customer::AuthModule::LDAP::AlwaysFilter'} = '';

# in case you want to add a suffix to each customer login name, then
# you can use this option. e. g. user just want to use user but
# in your ldap directory exists user@domain.
#$Self->{'Customer::AuthModule::LDAP::UserSuffix'} = '@domain.com';

# Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
$Self->{'Customer::AuthModule::LDAP::Params'} = {
    port => 389,
    timeout => 120,
    async => 0,
    version => 3,
};
```

## 5.3.2.3. HTTPBasicAuth za wateja

Kama unataka kutekeleza suluhisho la "saini moja kwenye" kwa wateja watumiaji wako wote, unaweza kutumia uthibitisho wa HTTPBasic (kwa mifumo yako yote) na kutumia moduli ya HTTPBasicAuth na OTRS (hakuna kuingia kunakohitajika na OTRS tena). Ona Mfano 11-12 chini.

### Example 4.17. Uthibitisho wa Mteja kwa kutumia HTTPBasic

```
# This is an example configuration for an apache ($ENV{REMOTE_USER})
# auth. backend. Use it if you want to have a singe login through
# apache http-basic-auth
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::HTTPBasicAuth';

# Note:
# If you use this module, you should use the following
# config settings as fallback, if user isn't login through
```

```
# apache ($ENV{REMOTE_USER})
$Self->{CustomerPanelLoginURL} = 'http://host.example.com/not-authorised-for-otrs.html';
$Self->{CustomerPanelLogoutURL} = 'http://host.example.com/thanks-for-using-otrs.html';
```

### 5.3.2.4. Nusukipenyo

Mipangilio iliyoonyeshwa kwenye Mfano 11-13 inaweza kutumika kuthibitisha wateja wako dhidi ya seva ya Radius.

### Example 4.18. Uthibitisho wa mtumiaji mteja katika mazingira ya nyuma ya Radius

```
# This is a example configuration to auth. customer against a radius server
$Self->{'Customer::AuthModule'} = 'Kernel::System::Auth::Radius';
$Self->{'Customer::AuthModule::Radius::Host'} = 'radiushost';
$Self->{'Customer::AuthModule::Radius::Password'} = 'radiussecret';
```

# 5.4. Kugeuza kukufaa usajili binafsi wa mteja

Inawezekana kugeuza kukufaa usajili binafsi kwa ajili ya wateja wapya, inafikika kupitia paneli ya customer.pl. Sehemu mpya za hiari au zinazohitajika, kama nambari ya chumba, anwani au hali zinaweza kuongezwa.

Mfano ufwatao unaonyesha jinsi unaweza kubainisha sehemu inayohitajika katika hifad-hidata ya mteja, katika kesi hii hifadhi nambari ya chumba cha mteja.

## 5.4.1. Kugeuza kiolesura cha wavuti kukufaa

Kuonyesha sehemu mpya ya nambari ya chumba katika kiolesura cha tovuti cha customer.pl, faili la .dtl ambalo lina jukumu la muonekano katika hiki kiolesura lazima libadilishwe. Hariri faili la Kernel/Output/HTML/Standard/CustomerLogin.dtl, ongeza sehemu mpya maeneo ya mstari wa 80 (ona Hati chini).

```
[...]
<div class="NewLine">
    <label for="Room">$Text{"Room{CustomerUser}"}</label>
    <input title="$Text{"Room Number"}" name="Room" type="text" id="UserRoom"
 maxlength="50" />
</div>
[...]
```

*Hati: Kuonyesha sehemu mpya katika kiolesura cha wavuti.*

## 5.4.2. Kuunganisha mteja

Katika hatua inayofuata, muunganiko wa mteja inabidi upanuliwe na ingizo jipya kutoka kwenye nambari mpya. Kuhakikisha kwamba mabadiliko hayapotei baada ya usasishaji, weka mipangilio ya "MtumiajiMteja" kutoka kwenye Kernel/Config/Defaults.pm kwen-da kwenye Kernel/Config.pm. Sasa badilisha mkusanyiko wa RAMANI na ongeza sehe-mu mpya ya nambari ya chumba, kama ilivyoonyeshwa kwenye hati chini.

```
# CustomerUser
# (customer database backend and settings)
$Self->{CustomerUser} = {
    Name => 'Database Backend',
    Module => 'Kernel::System::CustomerUser::DB',
    Params => {
        # if you want to use an external database, add the
        # required settings
#        DSN => 'DBI:odbc:yourdsn',
#        Type => 'mssql', # only for ODBC connections
```

```
#           DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
#           User => '',
#           Password => '',
          Table => 'customer_user',
    },
    # customer unique id
    CustomerKey => 'login',
    # customer #
    CustomerID => 'customer_id',
    CustomerValid => 'valid_id',
    CustomerUserListFields => ['first_name', 'last_name', 'email'],
#    CustomerUserListFields => ['login', 'first_name', 'last_name', 'customer_id', 'email'],
    CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['email'],
    CustomerUserNameFields => ['title', 'first_name', 'last_name'],
    CustomerUserEmailUniqCheck => 1,
#    # show not own tickets in customer panel, CompanyTickets
#    CustomerUserExcludePrimaryCustomerID => 0,
#    # generate auto logins
#    AutoLoginCreation => 0,
#    AutoLoginCreationPrefix => 'auto',
#    # admin can change customer preferences
#    AdminSetPreferences => 1,
#    # cache time to live in sec. - cache database queries
#    CacheTTL => 0,
#    # just a read only source
#    ReadOnly => 1,
    Map => [

        # note: Login, Email and CustomerID needed!
        # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target
        [ 'UserTitle',     'Title',      'title',       1, 0, 'var', '', 0 ],
        [ 'UserFirstname', 'Firstname',  'first_name',  1, 1, 'var', '', 0 ],
        [ 'UserLastname',  'Lastname',   'last_name',   1, 1, 'var', '', 0 ],
        [ 'UserLogin',     'Username',   'login',       1, 1, 'var', '', 0 ],
        [ 'UserPassword',  'Password',   'pw',          0, 0, 'var', '', 0 ],
        [ 'UserEmail',     'Email',      'email',       1, 1, 'var', '', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],
        [ 'UserPhone',     'Phone',      'phone',       1, 0, 'var', '', 0 ],
        [ 'UserFax',       'Fax',        'fax',         1, 0, 'var', '', 0 ],
        [ 'UserMobile',    'Mobile',     'mobile',      1, 0, 'var', '', 0 ],
        [ 'UserRoom',      'Room',       'room',        1, 0, 'var', '', 0 ],
        [ 'UserStreet',    'Street',     'street',      1, 0, 'var', '', 0 ],
        [ 'UserZip',       'Zip',        'zip',         1, 0, 'var', '', 0 ],
        [ 'UserCity',      'City',       'city',        1, 0, 'var', '', 0 ],
        [ 'UserCountry',   'Country',    'country',     1, 0, 'var', '', 0 ],
        [ 'UserComment',   'Comment',    'comments',    1, 0, 'var', '', 0 ],
        [ 'ValidID',       'Valid',      'valid_id',    0, 1, 'int', '', 0 ],
    ],
    # default selections
    Selections => {
        UserTitle => {
            'Mr.' => 'Mr.',
            'Mrs.' => 'Mrs.',
        },
    },
};
```

*Hati: Kubadilisha miunganiko ya mkusanyiko.*

## 5.4.3. Kugeuza kukufaa jedwali la mteja_mtumiaji katika hifadhidata ya OTRS

Hatua ya mwisho ni kuongeza nambari mpya ya safuwima ya chumba katika jedwali la mteja_mtumiaji kwenye hifadhidata ya OTRS (ona Kielelezo chini). Katika safuwima hii, maingizo ya nambari ya chumba yatahifadhiwa.

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 6 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD room VARCHAR (200);
Query OK, 3 rows affected (0.01 sec)
Records: 3  Duplicates: 0  Warnings: 0

mysql> quit
Bye
linux:~#
```

*Hati: Kuongeza safuwima mpya kwenye jedwali la mteja_mtumiaji.*

Sasa sehemu mpya ya chumba lazima ionyeshwe katika paneli ya taarifa za Mteja kama imejazwa, na kwenye skrini za usimamizi wa Mteja Mtumiaji. Pia, wateja wapya wanatakiwa kuingiza namba zao za chumba kama wakisajili akaunti mpya. Kama ukitumia OTRS katika Microsoft IIS, unatakiwa kuanzisha upya seva ya tovuti kuamilisha mabadiliko yaliyofanywa katika `Config.pm`.

# 6. Mpangilio wa tiketi

## 6.1. Hali za Tiketi

### 6.1.1. Hali zilizofasiliwa kabla

OTRS inakuruhusu kubadilisha hali ya tiketi iliyofafanuliwa tayari na aina zake, au hata kuongeza mpya. Sifa mbili ni muhimu kwa ajili ya hali: jina la hali na aina ya hali.

Hali chaguo-msingi ya OTRS ni: 'imefungwa kwa mafanikio', 'imefungwa pasipo mafanikio', 'unganishwa', 'mpya', 'wazi', 'inasubiri kufunga otomatiki+', 'inasubiri kufunga otomatiki-', 'inasumbiri kikumbusho' na 'ondolewa'.

#### 6.1.1.1. Mpya

Tiketi huwa katika hali hii kama zimetengenezwa kutoka kwenye barua pepe zinazoingia.

#### 6.1.1.2. Wazi

Hii ndio chaguo-msingi la hali ya tiketi zilizo chini ya foleni na wakala.

#### 6.1.1.3. Kikumbusho kinachosubiri

Baada ya muda wa kusubiri kuisha, mmiliki wa tiketi atapokea kikumbusho cha barua pepe kuhusu tiketi. Kama tiketi haijafungwa, kikumbusho kitatumwa kwa mawakala wote kwenye foleni. Tiketi za ukumbusho zitatumwa tu katika masaa ya biashara, na kurudia kutumwa kila masaa 24 mpaka hali ya tiketi itakapobadilishwa na wakala. Muda uliotumika na tiketi katika hali hii utajumlishwa kwenye mahesabu ya muda wa kupanda.

#### 6.1.1.4. Funga otomatiki inasubiri-

Tiketi katika hali hii zitasetiwa kuwa "Hazijafungwa Kikamilifu" kama muda wa kusubiri umeisha. Muda uliotumiwa na tiketi katika hali hii utaongezwa kwenye mahesabu ya muda wa kupanda.

### 6.1.1.5. Funga otomatiki inasubiri+

Tiketi katika hali hii zitasetiwa kuwa "Zimefungwa Kikamilifu" kama muda wa kusubiri umeisha. Muda uliotumiwa na tiketi katika hali hii utaongezwa kwenye mahesabu ya muda wa kupanda.

### 6.1.1.6. Unganishwa

Hii ni hali ya tiketi zilizounganishwa na tiketi nyingine.

### 6.1.1.7. Imafungwa kwa Mafanikio

Hii ni hali ya mwisho kwa tiketi ambazo zimesuluhishwa kwa mafanikio. Kutegemeana na usanidi wako, unaweza au usiweze kufungua upya tiketi zilizofungwa.

### 6.1.1.8. Imefungwa Pasipo Mafanikio

Hii ni hali ya mwisho kwa tiketi ambazo HAZIJASULUHISHWA kwa mafanikio. Kutegemeana na usanidi wako, unaweza au usiweze kufungua upya tiketi zilizofungwa.

## 6.1.2. Kugeuza hali kukufaa

Kila hali ina jina (jina-la-hali) na aina (aina-ya-hali). Bofya kwenye kiungo Hali katika kurasa ya Msimamizi na kubonyeza kitufe "Ongeza hali" kutengeneza hali mpya. Unaweza kuchagua kwa uhuru jina la hali mpya. Aina ya hali haiwezi kubadilishwa kupitia kiolesura cha wavuti. Hifadhidata inabidi ibadilishwe moja kwa moja kama utataka kuongeza aina mpya au kubadilisha majina yaliyopo. Aina chaguo-msingi la hali halitakiwi kubadilishwa kwa kuwa inaweza kutoa majibu yasiyotabirika. Kwa mfano, mahesabu ya upandaji na kipengele cha kufungua kwa kutegemea aina maalumu ya hali.

Jina la hali iliyopo tayari linaweza kubadilishwa, au hali mpya zilizoongezwa kupitia hii skrini. Kama hali "mpya" imebadilishwa kupitia hiki kiolesura cha tovuti, haya mabadiliko pia lazima yafanyiwe usanidi kupitia faili la usanidi Kernel/Config.pm au kupitia kiolesura cha SysConfig. Mipangilio iliyowekwa bayana katika hati chini lazima ibadilishwe kuhakikisha OTRS inafanya kazi na hali iliyobadilishwa kwa ajili ya "mpya".

```
[...]
# PostmasterDefaultState
# (The default state of new tickets.) [default: new]
$Self->{PostmasterDefaultState} = 'new';

# CustomerDefaultState
# (default state of new customer tickets)
$Self->{CustomerDefaultState} = 'new';
[...]
```

*Hati: Kubadilisha mipangilio ya Kernel/Config.pm.*

Kama aina mpya ya hali inatakiwa kuongezwa, Jedwali la tiketi_hali_aina katika hifadhidata ya OTRS inahitaji kubadilishwa na programu ya hifadhidata ya mteja, kama ilivyoonyeshwa kwenye hati chini.

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 23 to server version: 5.0.16-Debian_1-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A
```

```
Database changed
mysql> insert into ticket_state_type (name,comments) values ('own','Own
state type');
Query OK, 1 row affected (0.00 sec)

mysql> quit
Bye
linux:~#
```

*Hati: Kurekebisha hifadhidata ya OTRS .*

Sasa inawezekana kutumia aina mpya za hali ulizotengeneza. Baada ya hali kuunganishwa na hii aina mpya ya hali, usanidi wa OTRS pia unatakiwa kunadilishwa kuhakikisha hali mpya inatumika. Badilisha machaguo yafuatayo tu kupitia SysConfig:

Tiketi-> Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya > WakalaTiketiSimu###HaliChaguo-msingi - kufafanua chaguo-msingi la hali inayofuata ya tiketi mpya za simu.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya > WakalaTiketiSimu###AinaHali - kufafanua hali zitakazopatikana kwa tiketi mpya za simu.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaBaruapepeMpya > TiketiBaruapepe###HaliChaguo-msingi - kufafanua chaguo-msingi la hali inayofuata ya tiketi mpya za barua pepe.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaBaruapepeMpya > WakalaTiketiBaruapepe###AinaHali - kufafanua hali zinazofuata zitakazopatikana kwa tiketi mpya za barua pepe.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaSimuZinazotoka > WakalaTiketiSimuZinazotoka###Hali - kufafanua chaguo-msingi la hali inayofuata kwa makala mpya za simu.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaSimuZinazotoka > WakalaTiketiSimuZInazotoka###HaliAina - kufafanua hali zinazofuata zitakazopatikana kwa makala mpya za simu.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaHamisha > WakalaTiketiHamisha###Hali - kufafanua chaguo-msingi la hali inayofuata ya kuhamisha tiketi.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaHamisha > WakalaTiketiHamisha###HaliAina - kufafanua hali zinazofuata zinazopatikana za kuhamisha tiketi.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaDunda> HaliChaguo-msingi - kufafanua chaguo-msingi la hali inayofuata baada ya tiketi kudunda.

Tiketi -> Mandhari ya mbele::Wakala::Tiketi::OnaDunda > HaliAina - kufafanua inayopatikana itakayofuata katika skrini ya kudunda.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaNyingi > HaliChaguo-msingi - kufafanua chaguo-msingi la hali inayofuata katika kitendocha mkupuo.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaNyingi > HaliAina - kufafanua hali zinazofuata zitakazopatikana katika skrini ya vitendo vya mkupuo.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaFunga > HaliChaguo-msingi - kufafanua chaguo-msingi la hali inayofuata baada ya kufunga tiketi.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaFunga > HaliAina - kufafanua hali zinazofuata zitakazopatikana katika skrini ya kufunga.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaTunga > HaliChaguo-msingi - kufafanua chaguo-msingi la hali inayofuata kwenye skrini ya Kutunga (jibu).

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaTunga > HaliAina - kufafanua hali zifuatazo zitakazopatikana kwenye skrini ya Kutunga (jibu).

Tiketi -> Mandhari ya mbele::Wakala::Tiketi::OnaMbele > HaliChaguo-msingi - kufafanua chaguo-msingi la hali inayofuata baada ya kupeleka mbele tiketi.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaMbele > HaliAina - kufafanua hali zinazofuata zitakazopatikana kwenye skrini ya Kupeleka mbele..

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaMbele > HaliChaguo-msingi - kufafanua chaguo-msingi la hali inayofuata ya tiketi katika skrini ya nakala huru.

Tiketi -> Mazingira ya mbele::Wakala::Tiketi::OnaMbele > HaliAina - kufafanua kali zinazofuata zitakazopatikana katika skrini ya nakala huru.

Tiketi-> Kiini::MkuuWaPosta> MkuuwapostaHaliChaguo-msingi - kufafanua hali ya tiketi zilizotengenezwa kutoka kwenye barua pepe.

Tiketi-> Kiini::MkuuWaPosta> MkuuwapostaUfuatiliajiHali - kufafanua hali ya tiketi baada ya ufuatiliaji kupokelewa.

Tiketi-> Kiini::MkuuWaPosta> MkuuwapostaUfuatiliajiHaliUmefungwa - kufafanua hali ya tiketi baada ya ufuatiliaji wa tiketi iliyofungwa kupokelewa.

Tiketi -> Kiini::Tiketi > AinaHaliInayoonekana - kufafanua aina za hali ambazo zinaonyeshwa katika maeneo tofauti ya mfumo, kwa mfano katika Muonekanofoleni.

Tiketi-> Kiini::Tiketi > FunguaHaliAina - kufafanua aina za hali kwa ajili ya tiketi zilizofunguliwa.

Tiketi-> Kiini::Tiketi> KikumbushoKinachosubiriHaliAina - kufafanua aina ya hali kwa ajili ya tiketi za kumbukumbu.

Tiketi -> Kiini::Tiketi > KusubiriHaliOtomatikiAina - kufafanua aina ya hali kwa ajili ya tiketi Otomatiki Zinazosubiri.

Tiketi -> Kiini::Tiketi> HaliBaadaKusubiri - kufafanua hali tiketi imesetiwa baada ya muda Otomatiki wa Kusubiri wa hali iliyosanidiwa kuisha.

# 6.2. Vipaumbele vya tiketi

OTRS inakuja na ngazi tano za chaguo-msingi la vipaumbele ambavyo vinaweza kubadilishwa kupitia kiubgo "Vipaumbele" katika ukurasa wa Msimamizi. Wakati wa kutengeneza orodha iliyogeuzwa kukufaa ya vipaumbele, tafadhali weka akilini kwamba zimepangwa kwa alfabeti katika kisanduku cha kuchagua kipaumbele katika kiolesura cha mtumiaji. Pia, OTRS ina agiza tiketi kwa Vitambulisho vya ndani vya hifadhidata katika MuonekanoWaFoleni.

## Note

Kama ilivyo kwa vyombo vingine vya OTRS, vipaumbele haviwezi kufutwa, vinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

## Important

Kama kipaumbele kipya kimeongezwa au kama kilichopo kimebadilishwa, unaweza kutaka kubadilisha baadhi ya thamani katika SysConfig:

- Tiketi:Kiini::Mkuu wa posta::MkuuwapostaKipaumbeleChaguo-msingi - inafafanua kipaumbele chaguo-msingi kwa barua pepe zote zinazoingia.

- Tiketi:Mazingira ya mbele::Wakala:Tiketi::OnaSimuMpya:Kipaumbele - inafafanua chaguo-msingi la kipaumbele kwenye skrini ya Tiketi Mpya Simu ya mawakala.

- Tiketi:Mazingira ya mbele::Wakala:Tiketi::OnaBaruapepeMpya:Kipaumbele - inafafanua chaguo-msingi la kipaumbele katika skrini ya Tiketi Mpya Baruapepe ya mawakala.

- Tiketi:Mandhari ya mbele::Mteja:Tiketi::OnaMpya:KipaumbeleChaguo-msingi - inafafanua chaguo-msingi la kipaumbele katika skrini Mpya ya Tiketi katika mazingira yambele ya Mteja.

# 6.3. Jukumu la Tiketi & Kuangalia Tiketi
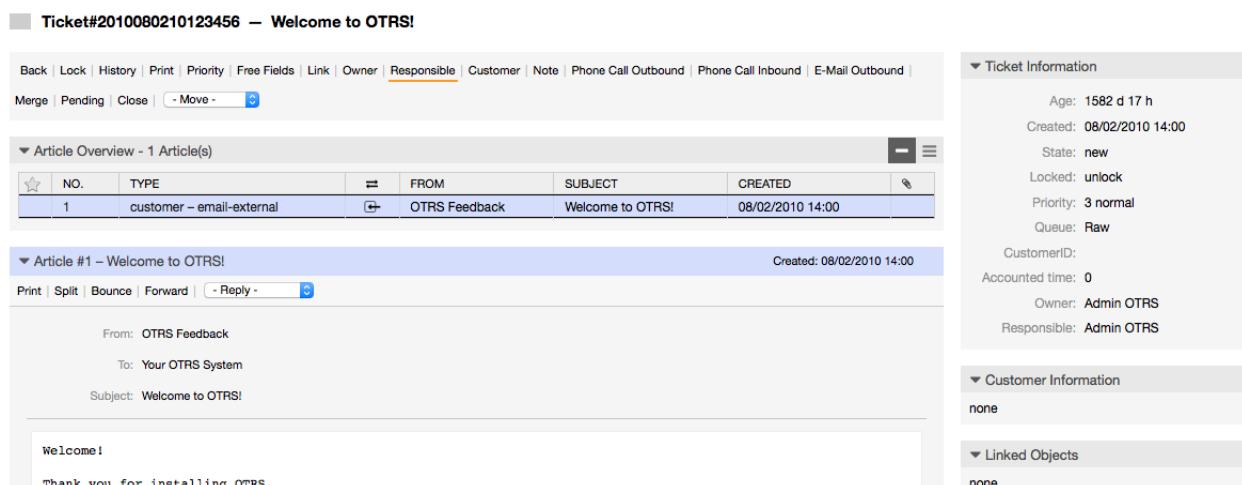
Kutoka OTRS 2.1 na kuendelea, inawezekana kumuweka mtu kama mhusika wa tiketi, zaidi ya mmiliki wake. Zaidi, shughuli zote zilizounganishwa na tiketi zinaweza kuangaliwa na mtu zaidi ya mmiliki wa tiketi. Hizi kazi mbili zinatekelezwa na sifa TiketiMhusika na TiketiMuangalizi, na kuwezesha ugawaji wa kazi na kufanya kazi ndani ya miundo msonge ya makundi.

## 6.3.1. Jukumu la Tiketi

Kipengele cha jukumu la tiketi kinawezesha uchakatishaji kamili wa tiketi na wakala mwingine tofauti na mmiliki wa tiketi. Hivyo wakala ambaye amefunga tiketi anaweza kuiruhusu kutumika na wakala mwingine ambaye siyo mmiliki wa tiketi, ili wapili ajibu maombi ya mteja. Baada ya maombi kushughulikiwa, wakala wa kwanza anaweza kutoa jukumu la tiketi kutoka kwa wakala wa pili.

Kwa parameta ya usanidi Tiketi::Jukumu, kipengele cha jukumu la tiketi kinaweza kuamilishwa. Hii itasababisha viungo vipya 3 kutokea katika menyu ya shughuli za tiketi kwa tiketi iliyokuzwa katika kiolesura cha wakala.

Majukumu ya tiketi yanaweza kugawiwa kwa kuita maudhui ya tiketi na kubofya kwenye kiungo "Jukumu" katika menyu ya shughuli za tiketi kwenye tiketi iliyokuzwa katika kiolesura cha wakala (ona kielelezo chini).



*Kielelezo: Kubadilisha Jukumu la tiketi katika muonekano wake uliokuzwa.*

Baada ya kubofya "Jukumu", kisanduku ibukizi cha kubadilisha jukumu la tiketi kitafunguka (ona Kielelezo chini). Haya maongezi yanaweza pia kutumika kutuma ujumbe kwa wakala mpya husika.

*Kielelezo: Maongezi ibukizi ya kubadilisha jukumu la tiketi.*

Orodha ya tiketi zote ambazo wakala anawajibika, zinaweza kufikiwa kupitia muonekaano wa Majukumu wa kiolesura cha wakala wa OTRS, baada tu ya kipengele cha jukumu la tiketi kuamilishwa.

# 6.3.2. Uangalizi wa tiketi

Kutoka OTRS 2.1 na kuendelea, chagua mawakala kama wasimamizi wanaweza kuangalia baadhi ya tiketi ndani ya mfumo bila kuzichakatisha, kwa kutumia kipengele TiketiMwangalizi.

Kipengele cha MuangaliziTiketi kinaweza kuamilishwa na parameta ya usanidi Tiketi::Muangalizi ambayo inaongeza viungo vipya kwenye mwambaa zana wako wa vitendo. Kwa kutumia Tiketi::MuangaliziKundi, kundi moja au zaidi lenye ruhusa ya kuangalia tiketi linaweza kufafanuliwa.

Ili kuangalia tiketi, nenda kwenye muonekano wake uliokuzwa na bofya kwenye kiungo "Jiunge" katika menyu ya shughuli za tiketi (ona Kielelezo chini).



*Kielelezo: Kujiunga kuona tiketi katika muonekano uliokuzwa.*

Kama hutaki tena kuangalia tiketi fulani, nenda kwenye muonekano wake uliokuzwa na bofya kwenye kiungo "Jiondoe" katika menyu ya shughuli za tiketi (ona Kielelezo chini).

*Kielelezo: Kujiondoa kwenye uangalizi wa tiketi katika muonekano wake uliokuzwa.*

Orodha ya tiketi zote zinazoangaliwa inaweza kupatikana kupitia muonekano wa Zilizoangaliwa wa wakala wa OTRS (ona Kielelezo chini), baada tu ya mwangalizi wa tiketi kuamilishwa.



*Kielelezo: Muonekano wa tiketi zilizoangaliwa.*

# 7. Shughuli zinazoendana na muda

## 7.1. Kuseti masaa, sikuku na majira ya biashara

Baadhi ya kazi katika OTRS, kama upandishaji na kufungua kiotomatiki tiketi, inategemea kwenye usanidi sahihi wa masaa ya biashara, majira ya saa na sikukuu. Unaweza kufafanua hii kupitia Kiolesura cha SysConfig, katika Kiunzi > Kiini::Muda. Unaweza kuweka bayana seti tofauti za masaa ya kazi, sikukuu na majira ya saa kama 'Kalenda' tofauti katika Kiunzi > Kiini::Muda::Kalenda1 kupitia Kiunzi > Kiini::Muda::Kalenda9. Kalenda zinaweza kufafanuliwa na mipangilio ya foleni, au ngazi za SLA. Hii ina maanisha, kwa mfano, unaweza kuweka bayana kalenda yenye masaa ya biashara 5 x 8 kwa SLA yako ya 'Kawaida', lakini ukatengeneza kalenda tofauti ya msaada wa 7 x 24 kwa SLA zako za 'dhahabu'; na pia kuseti kalenda kwa ajili ya foleni yako ya 'Msaada-USA' yenye dirisha tofauti la muda tofauti na lile la foleni yako ya 'Msaada-Japan'. OTRS inaweza kushughulikia mpaka kalenda tofauti 99.

### 7.1.1. Masaa ya Biashara

Seti masaa ya kazi kwa ajili ya mfumo wako katika SysConfig kiunzi> Kiini::Muda::MudaMasaaYaKazi, au kwa kalenda zako maalumu katika usanidi wa kalenda. OTRS inaweza kushughulikia muda wa saa moja. Kuweka alama katika visanduku 8, 9, 10 ... 17 inaendana na masaa ya kazi ya 8 asubuhi - 6 alasiri.

Katika masaa ya biashara tu ndio tiketi zinaweza kupanda, taarifa za tiketi zilizopandishwa na tiketi zinazosubiri zinatumwa, na tiketi zinafunguliwa.

## 7.1.2. Sikukuu zenye tarehe za kudumu

Sikukuu ambazo ziko kwenye tarehe funge kila mwaka, kama Mwaka mpya au tarehe nne ya Julai, zinaweza kubainishwa katika MudaSikukuuSiku, au katika sehemu husika kwa ajili ya kalenda 1-9

Tiketi hazitapandishwa wala kufunguliwa katika siku zilizofafanuliwa kama MudaSikuZa-Sikukuu.

### Note

Kwa chaguo-msingi OTRS inasafirishwa na sikukuu za *German* zimesakinishwa.

## 7.1.3. MudaSikuZaSikukuuMaraMoja

Sikuku kama Pasaka ambazo hazima tarehe maalumu ya mwaka lakini badala yake zin-abadilika kila mwaka, zinaweza kubainishwa kwenye MudaSikuZaSikukuuMaraMoja.

Tiketi hazitapandishwa na hazitafunguliwa katika tarehe zilizofafanuliwa katika Mu-daSikuZaSikukuuMaraMoja

### Note

OTRS haisafirishwi na sikukuu yoyote ya Wakati-Mmoja ikiwa imesakinishwa. Hii ina maanisha unatakiwa kuongeza sikukuu, kama Pasaka au Sikuku ya Shukrani, kwenye mfumo wakati wa kusanidi OTRS.

# 7.2. Ufunguaji Otomatiki

Tiketi zilizofungwa zinaweza kufunguliwa kiotomatiki na mfumo. Hiki kipengele kinaweza kuwa cha muhimu, kwa mfano, wakala amefunga tiketi ambazo zinatakiwa kuchakatish-wa, lakini hawezi kuzifanyia kazi kwa sababu fulani, tuseme yuko nje ya ofisi kwa dharu-ra. Kipengele otomatiki cha kufungua kinafungua tiketi baada ya muda fulani kuhakik-isha hakuna tiketi zilizofungwa zitakazosahaulika, hivyo kuruhusu mawakala wengine kuzichakatisha.

Idadi ya muda kabla tiketi haijafunguliwa inaweza kuwekwa bayana katika mipangilio ya foleni kwa kila foleni. Moduli `bin/otrs.UnlockTickets.pl`, ambayo inatekelezwa kwa kipindi fulani kama kazi ya mfumo iliyopangwa, inafanya ufunguaji otomatiki wa tiketi.

Taarifa kuhusu tiketi zilizofunguliwa zinatumwa nje kwa wale mawakala wenye foleni zili-zosetiwa tiketi zilizofunguliwa kwenye 'Foleni zangu', na wame amilisha taarifa kwenye tiketi zilizofunguliwa katika mapendeleo yao binafsi.

Tiketi zitafunguliwa kama masharti yote yafuatayo yamefikiwa:

• Kuna *muda wa mwisho wa kufungua* umefafanuliwa kwenye foleni ambayo tiketi imo.

• Tiketi imesetiwa kuwa *imefungwa*.

• Hali ya tiketi ni *wazi*.

Muda wa kufungua utasetiwa upya kama wakala akiongeza makala mpya ya nje kwenye tiketi. Inaweza kuwa ya aina yoyote kati ya zifuatazo: *barua pepe-nje*, *simu*, *faksi*, *sms*, au *notisi-nje*.

Pia, kama makala ya mwisho katika tiketi imetengenezwa na wakala, na mteja akaongeza nyingine, aidha kwa kupitia majibu ya tovuti au barua pepe, muda wa kufungua utasetiwa upya.

Tukio la mwisho ambalo lita seti upya muda wa kufungua ni pale tiketi imegawiwa kwa wakala mwingine.

# 8. Kugeuza kukufaa matokeo ya PDF

Hiki kifungu kinashughulikia machaguo yanayoweza kusanidiwa kwa ajili ya matokeo ya PDF kwenye OTRS.

Kama ukitumia kitendo cha Kuchapisha kutoka kokote ndani ya kiolesura cha OTRS, itazalisha faili lililoumbuizwa la PDF. Unaweza kulemaza hii kwa kubadilisha usanidi wa parameta PDF kutengeneza HTML badala yake.

Unaweza kurekebisha muonekano wa mafaili yanayozalishwa na OTRS kwa kutengeneza nembo yako na kuiongeza kwenye PDF::FailiLaNembo. Unaweza kutumia PDF::UkubwaWaKurasa kufafanua ukubwa wa kawaida wa faili la pdf linalozalishwa (DIN-A4 au barua), na pia PDF::KikomoKurasa kuweka bayana idadi ya kikomo cha juu cha kurasa kwa faili la pdf, ambayo ni muhimu kama mtumiaji akizalisha faili kubwa kwa makosa.

Moduli za Perl CPAN za PDF::API2 na Compress::Zlib lazima zisakinishwe kwa ajili ya uzalishaji wa mafaili ya pdf. Katika usambazaji mwingi zinapatikana kama vifurushi na vinaweza kusakinishwa kirahisi, kwa kutumia meneja kifurushi husika. Ikiwa hii haiwezekani, inabidi zisakinishwe na CPAN. Kwa taarifa zaidi kuhusu kusakinisha moduli za Perl, tafadhali pitia kifungu cha "Usakinishaji wa moduli za Perl".

# 9. Moduli ya takwimu
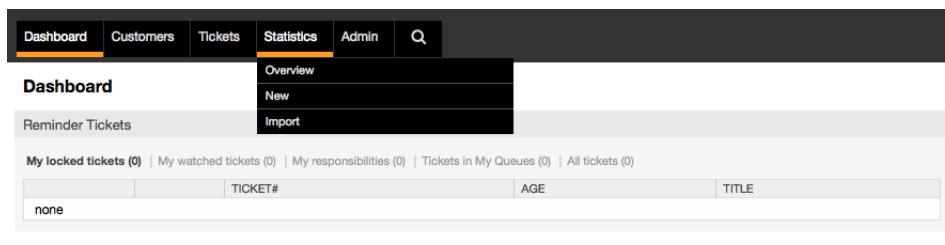
Moduli ya takwimu ya OTRS inashikilia sifa za kufuatilia takwimu za operesheni na inazalisha ripoti zake yenyewe zinazohusiana na matumizi ya OTRS. Mfumo wa OTRS unatumia msemo "stat" kwa ujumla kumaanisha ripoti inayowakilisha viashiria mbali mbali.

Usanidi sahihi wa moduli ya takwimu ya OTRS unahusika na wingi wa mahitaji na mapendeleo. Hii inajumuisha moduli mbali mbali za kutathminiwa, mipangilio ya ruhusa za mtumiaji, viashirio kupigiwa hesabu na ngazi za ugumu, urahisi wa usanidi wa moduli za takwimu, kasi na ufanisi wa mahesabu, na msaada kwa seti tajiri za lahaja zinazotoka.

Elementi za takwimu, mafaili yanayoongeza kazi za moduli ya takwimu kwa mahitaji fulani, yanaweza kuunganishwa kutafuta thamani ya takwimu changamano.

## 9.1. Kushughulikia moduli kwa kutumia wakala

Ukiingia kama wakala, mwambaa wa uabiri otaonyesha kiungo "Takwimu", na machaguo ya menyu ndogo tofauti tofauti, kama ilivyoonyeshwa kwenye Kielelezo.

*Kielelezo: Machaguo ya menyu ya takwimu.*

Machaguo tofauti yanayotolewa katika menyu ya takwimu ni:

- *Mapitio*. Inawasilisha orodha ya ripoti tofauti zilizosanidiwa kabla.

- *Mpya*. Inahitaji haki za kusoma na kuandika.

- *Agiza*. Inahitaji haki za kusoma na kuandika.

# 9.1.1. Mapitio

Kwa kuchagua kiungo cha "Takwimu" kwenye mwambaa wa uabiri, na kisha kiungo cha menyu ndogo "Mapitio", inaita skrini ya Mapitio. Skrini ya mapitio inaonyesha orodha ya ripoti zote ambazo zimesanidiwa kabla na wakala anaweza kutumia (ona Kielelezo chini).



*Kielelezo: Mapitio ya ripoti za kawaida.*

Taarifa ifuatayo inatolewa kwa kila ripoti ya kawaida iliyooroodheshwa kwenye Mapitio:

- *Takwimu#*. Namba ya ripoti ya kipekee.

- *Kichwa*. Kichwa cha ripoti.

- *Kitu*. Kitu kinachotumika kuzalisha takwimu. Katika kesi ya takwimu tuli, hakuna kitu kinachoonyeshwa kwa kuwa hakuna kitu kinachobadilika kinachotumika kwa uzalishaji wake.

- *Maelezo*. Maelezo mafupi ya ripoti.

Wakati moduli ya takwimu imesakinishwa, inakuja na ripoti chache za mfano zilizoagizwa kwenye mfumo. Hizi zinaonyeshwa kama orodha kwenye kurasa ya Mapitio. Kama kurasa ya mapitio ikipanuliwa kuwa zaidi ya kurasa moja, wakala anaweza kuvinjari kwenye kurasa tofauti. Orodha ya ripoti inaweza kupangwa unavyotaka, kwa kubofya kichwa cha safuwima unayotaka katika orodha. Kuzalisha ripoti maalumu, bofya kwenye nambari ya takwimu inayohusika na ripoti katika orodha ya Mapitio. Hii inaleta kiolesura "Muonekano" cha ripoti.

# 9.1.2. Tengeneza na ona ripoti

Kiolesura cha muonekano wa mtumiaji inatoa mipangilio ya usanidi wa takwimu. (ona Kielelezo chini).

*Kielelezo: Kuona ripoti maalumu.*

Mipangilio ya usanidi wa ripoti fulani inaweza kusetiwa ndani ya machaguo mbali mbali kwenye skrini ya kuona. Aidha mtengenezaji wa ripoti au mtu mwingine yoyote mwenye ruhusa zinazotakiwa anaweza kuweka mipangilio.

Kurasa inaonyesha vifuatavyo:

- Vitendo viwezekanavyo:

  - *Nenda kwenye mapitio*. Kiungo kinakurudisha kwenye orodha ya mapitio ya ripoti.

  - *Hariri*. Hariri muundo wa ripoti ya sasa (haki za kusoma na kuandika zinahitajika).

  - *Futa*. Futa ripoti ya sasa (haki za kusoma na kuandika zinahitajika).

  - *Hamisha usanidi*. Hamisha ripoti ya usanidi, kupitia upakuaji wa faili (haki za kusoma na kuandika zinahitajika)

    Matumizi: Fomula saidizi za Agiza na Hamisha zinaruhusu kwa urahisi wa kutengeneza na kujaribu ripoti katika mifumo ya majaribio na urahisi wa kuingiza kwenye mfumo wa uzalishaji.

- Undani wa ripoti:

  - *Takwimu#*. Nambari ya ripoti.

  - *Kichwa*. Kichwa cha ripoti.

  - *Kitu*. Kitu kinachotumika kutengeneza ripoti.

  - *Maelezo*. Maelezo ya dhumuni la ripoti.

  - *Umbizo*. Umbizo la ripoti itakayotoka, inategemea na usanidi, inaweza kuwa mojawapo ya maumbizo yafuatayo:

    - CSV.

    - Chapisha

    - Grafu-mistari

    - Grafu-miambaa.

- Grafu-miambaa h.

- Grafu-pointi.

- Grafu-mistari-pointi.

- Grafu-eneo.

- Grafu-duara.

- *Ukubwawagrafu*. Ukubwa katika pikseli kwa ajili ya mchoro / chati. Hili chaguo lina-tolewa pale tu usanidi wa ripoti unaruhusu chati. Ukubwa wowowte unaoweza kutu-mika kwa ujumla unasaniwa na msimamizi wa OTRS kwenye SysConfig. Wakala kisha anaweza kuchagua kabla umbizo husika, wakati anasanidi ripoti.

- *Jumla safumlalo*. Inaonyesha kama ripoti imerekebishwa kwa safuwima, ambamo seli zake zinatoa jumla ya safumlalo husika.

- *Jumla safuwima*. Inaonyesha kama ripoti imerekebishwa kwa safumlalo, ambamo seli zake zinatoa jumla ya safuwima husika.

- *Hifadhi muda*. Inaonyesha kama ripoti iliyozalishwa inawekwa kwenye hifadhi muda ya mfumo.

- *Halali*. Hii inaweza kusetiwa kuwa "batili" kama ripoti itatakiwa kuanzishwa kwa muda kwa sababu yoyote. Kitufe "Anza" upande wa chini wa paneli ya kulia haionyeshwi tena. Ripoti haiwezi kuzalishwa tena.

- *Tengenezwa*. Muda wa utengenezaji wa ripoti.

- *Imetengenezwa na*. Jina la wakala aliyetengeneza ripoti.

- *Badilishwa*. Muda ripoti ilibadilishwa kwa mara ya mwisho.

- *Imabadilishwa na*. Jina la wakala aliyebadilisha ripoti mara ya mwisho.

- *jira-X*. Kutumia programu-tumizi hii, wakala anaweza kubadilisha majira x na y (ikiwa tu imeamilishwa na msimamizi wa OTRS).

- Taarifa ya ujumla inafwatiwa na taarifa kuhusu ripoti yenyewe. Kuna muonekano wa ripoti (au takwimu) wa aina mbili :

  - *Muonekano tuli wa takwimu*. Vizalishaji vya ripoti tuli vinaweza kuunganishwa katika moduli ya takwimu (ona Kielelezo chini).

| Stat Details | |
|---|---|
| Stat#: | 10002 |
| Title: | List of tickets closed, sorted by solution time |
| Object: | Ticketlist |
| Description: | List of tickets closed last month, sorted by solution time. |
| | NOTE: Please check the output and configuration of the statistics carefully to make sure that it produces the results you expect. If necessary, change the configuration before using the statistics in a production environment. |
| Format: | CSV |
| Sum rows: | No |
| Sum columns: | No |
| Cache: | No |
| Show as dashboard widget: | No |
| Validity: | valid |
| Created: | 11/27/2014 19:05:06 |
| Created by: | Admin OTRS |
| Changed: | 11/27/2014 19:05:06 |
| Changed by: | Admin OTRS |
| X-axis | |
| Attributes to be printed | Number Ticket# Age |

*Kielelezo: Kuona ripoti tuli.*

- *Muonekano wa takwimu unaobadilika* (ona Kielelezo juu). Zinaweza kuonyeshwa katika njia mbili:

  - *Mipangilio isiyobadilika*. Chanzo cha ripoti hakina ruhusa ya kubadilisha hizi se-hemu.

  - *Mipangilio inayobadilika*. Mipangilio ya usanidi wa ripoti kama hizi inaweza kubadilishwa na wakala.

Kubonyeza kitufe "Anza" (upande wa chini wa skrini) ni hatua ya mwisho ya kuzalisha ripoti. Kuna njia mbili ziwezekanazo kwa hiki kitufe kuto kuonyeshwa:

1. Ripoti imesetiwa kuwa batili na hivyo imelemazwa.

2. Ripoti haikufanyiwa usanidi vizuri, hivyo haiwezi kutekelezeka. Kwa kesi hii taarifa zi-nazotakiwa zinapatikana katika sehemu ya taarifa za OTRS (chini kuna mwambaa wa uabiri).

Kama mpangilio kwenye Ona kurasa hauko sawa, hii kurasa itaonyeshwa tena baada ya kubonyeza kitufe "Anza", na taarifa kuhusu ingizo lipi limekosewa zitatolewa kwenye se-hemu ya taarifa.

# 9.1.3. Hariri / Mpya

Mawakala wenye haki za kuandika wanaweza kuhariri usanidi wa ripoti kwa kuita kiolesura cha hariri mtumiaji cha moduli ya takwimu. Au, wanaweza kutengeneza ripoti mpya. Skrini zinazohusika zinaweza kufikiwa kwa njia zifuatazo:

1. Hariri: Kupitia kitufe cha "Hariri" kwenye muonekano wa takwimu.

2. Mpya: Kupitia kiungo "Mpya" kwenye menyu sa takwimu kutoka kwenye mwambaa wa uabiri, au kitufe cha "Ongeza" kutoka kwenye kurasa ya Mapitio.

Takwimu zina haririwa na sogora katika hatua nne:

1. Ubainishaji wa jumla.

2. Fasili ya elementi kwa ajili ya jira-X.

3. Ubainishaji wa thamani za mfuatano.

4. Kuchagua vizuizi kuweka kikomo kwenye ripoti.
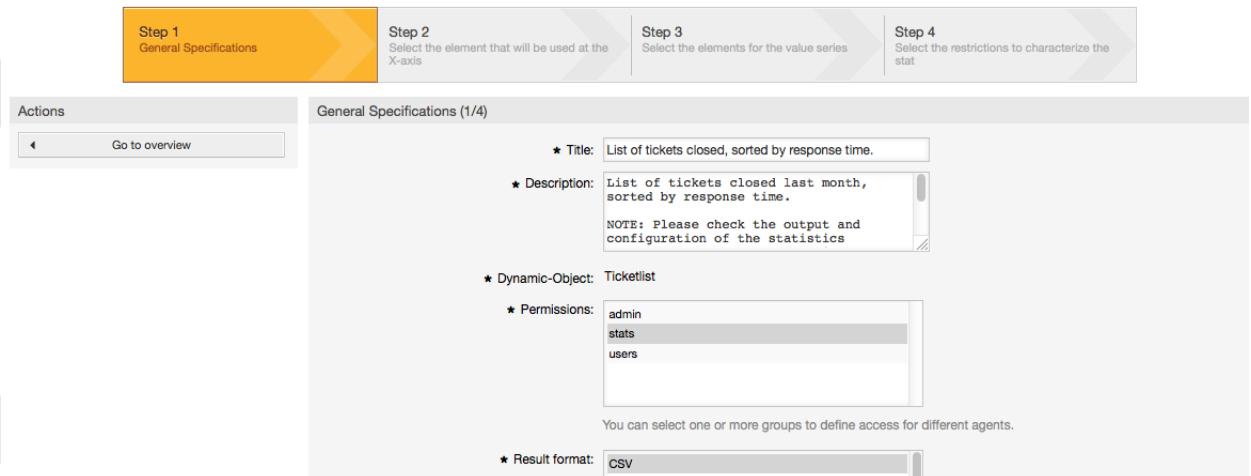
Hatua 2 kupitia 4 zinahitajika tu kwa uzalishaji wa ripoti zenye takwimu zinazobadilika. Kwa takwimu tuli, taarifa za ujumla tu (pointi 1) ndio zinahitajika.

Taarifa kuhusu jinsi ya kushughulikia ukurasa inatolewa katika kila skrini, chini ya paneli ya Vitendo katika paneli ya madokezo.

Kama maingizo yasiyo sahihi yameingizwa, kiolesura kilichopita kilichochakatishwa ki-taonyeshwa tena na kitakuwa na taarifa kuhusu maingizo yasiyosahihi. Hii taarifa inaweza kupatikana katika kifungu cha taarifa cha OTRS. Kiolesura cha maingizo cha mtumiaji ki-nachofwata kinaonyeshwa tu baada ya fomu ya sasa kujazwa kwa usahihi.

1. *Ubainishaji wa jumla*. Ni kurasa ya kwanza ya Hariri sogora (ona Kielelezo chini).



*Kielelezo: Kuhariri ubainishaji wa jumla wa ripoti.*

Kwenye skrini iliyoonyeshwa kwenye Kielelezo, kuna idadi kubwa ya vipimo na mi-pangilio ambayo inaweza kuhaririwa:

- *Mada*. Inatakiwa iakisi lengo la takwimu kwa ufupi..

- *Maelezo*. Maelezo zaidi ya taarifa kuhusu ufafanuzi wa ripoti, aina ya parameta za usanidi, na kadhalika.

- *KItu kinachobadilika*. Kama usanikishaji wa OTRS utatoa vitu vinavyobadilika vingi, mojawapo inaweza kuchaguliwa. Hivi vitu vinafikia mahitaji ya moduli fulani.

- *Faili tuli*. Kwa kawaida chaguo hili halionyeshwi, kwakuwa mafaili tuli ambayo bado hayaja gawiwa kwa ripoti yoyote ndiyo yanayoonyeshwa tu. Hata hivyo kama "Faili tuli" limeonyeshwa, ni muhimu kuweka alama ya pata kwenye sehemu ya chaguo na kuchagua njia ya uzalishaji (inayobadilika na kitu kinachobadilika au tuli na faili). Kama faili tuli limechaguliwa, violesura vya maingizo 2 mpaka 4 havionyeshwi kwa kuwa faili tuli lina mipangilio yote inayotakiwa.

- *Mipangilio ya ruhusa*. Kuwezesha vizuizi vya makundi (na hivyo mawakala) ambao baadaye wanaweza kuona na kuzalisha ripoti zilizosanidiwa. Hivyo ripoti mbali mbali

zinaweza kutengewa idara tofauti na makundi ya kazi yanazozihitaji. Inawezekana kutengea ripoti moja kwa makundi tofauti.

Mfano 1: Kundi la "takwimu" lilichaguliwa. Ripoti inaonekana kwa watumiaji wote wenye japo haki za kusoma tu kwenye kundi la "takwimu". Huu ufikivu upo kwa chaguo-msingi.

Mfano 2: Kundi liitwalo "mauzo" lilichaguliwa. Watumiaji wenye haki ya kusoma tu ya kundi "mauzo" wanaweza kuona takwimu katika hali-tumizi ya muonekano na kuizalisha. Hata hivyo, ripoti haitakuwepo kwa ajili ya kuangaliwa na watumiaji wengine.

- *Umbizo*. Umbizo la matokeo ya takwimu: Kutegemeana na usanidi, kati ya maumbizo yafuatayo yanaweza kuchaguliwa:

  - CSV.

  - Chapisha

  - grafu-mistari.

  - grafu-miambaa.

  - grafu-miambaa h

  - grafu-pointi.

  - grafu-mistari-pointi.

  - grafu-eneo.

  - grafu-duara.

- *Ukubwawagrafu*. Chagua ukubwa wa chati katika pikseli. Huu uchaguzi ni muhimu kama umbizo la matokeo ya mchoro limechaguliwa chini ya "Umbizo". Ukubwa wa aina zote wa grafu ambao unaweza kutumiwa kwa ujumla unafafanuliwa na msimamizi wa OTRS katika SysConfig. Wakati wa kusanidi ripoti, wakala anaweza kuchagua kabla ma umbizo yote yanayo husika.

- *Jumla safumlalo*. Inaonyesha kama ripoti imerekebishwa kwa safuwima, ambamo seli zake zinatoa jumla ya safumlalo husika.

- *Jumla safuwima*. Inaonyesha kama ripoti imerekebishwa kwa safumlalo, ambamo seli zake zinatoa jumla ya safuwima husika.

- *Hifadhi muda*. Inabainisha kama ripoti iliyozalishwa inatakiwa kuwekwa kwenye hifadhi muda ndani ya mfumo wa mafaili. Hii inaokoa nguvu na muda wa michakato ya kompyuta kama ripoti ikiitwa tena, lakini inatakiwa itumike tu kama maudhui ya ripoti hayabadiliki tena.
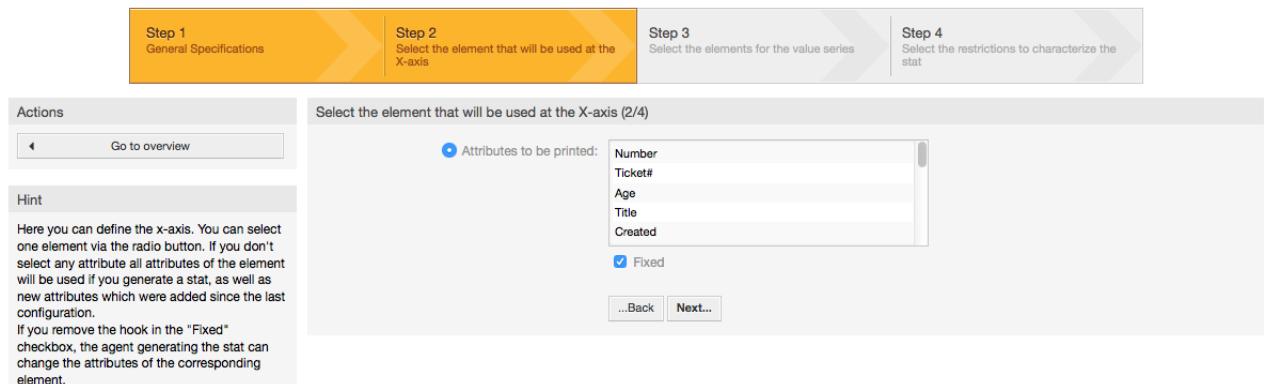
  Kuweka kwenye hifadhi muda kunazuiwa kama ripoti haina thamani zinazowajibika za muda, au thamani zinazowajibika za muda zinaashiria mbeleni.

  Kama ripoti iliyo kwenye hifadhi muda imehaririwa, data zote za kwenye hifadhimuda zinafutwa.

- *Halali*. Hii inaweza kusetiwa kuwa "batili" kama ripoti iliyosanidiwa kabla haitakiwi kuanzishwa kwa muda kwa sababu yoyote. Kitufe cha "Anza" upande wa chini wa paneli y akulia haionyeshwi tena. Ripoti haiwezi kuzalishwa tena.

2. *Fasili ya elementi kwa ajili ya jira-X*. Ni usanidi wa elementi unaotumika kwa ajili ya uwakilishaji wa jira-X au, kama majedwali yametumika, ya jina la safuwima linalotumika kwenye jira-X (ona Kielelezo) .



*Kielelezo: Fasili ya elemnti kwa ajili ya jira-X.*

Kwanza kabisa, elementi inachaguliwa kwa kutumia sehemu ya chaguo. Kisha sifa mbili au zaidi za elementi lazima zichaguliwe. Kama hakuna sifa zilizochaguliwa, sida zote zinatumika kujumuisha zile zilizoongezwa baada ya usanidi wa ripoti.

Kama mipangilio "Funge" imelemazwa, wakala anayezalisha ripoti anaweza kubadilisha sifa za elementi husika katika kiolesura cha "Muonekano".
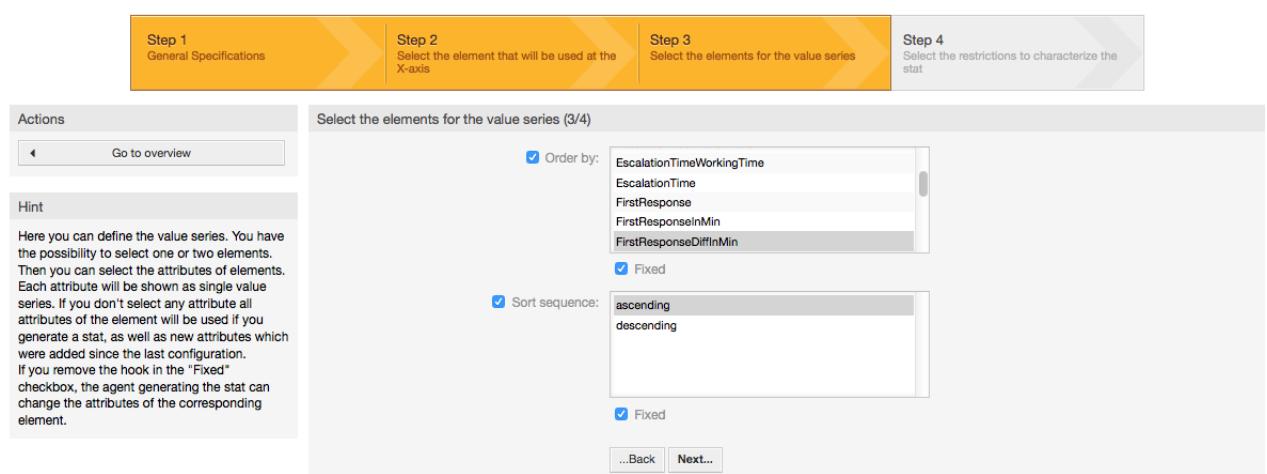
Elementi za muda ni tofauti kwa kuwa kipindi cha muda na skeli lazima vijaribiwe. Aina na idadi ya matokeo ya elementi kutoka kwenye kitu kinachobadilika kilichotumika na kubadilika kwa kukitegemea.

Kama ingizo si sahihi, kitufe "Inayofwata" kinaelekeza kwenye mfumo wa "Thamani za mfuatano". Pia inawezekana kurudi nyuma kuhariri vifungu vya mwanzoni.

3. *Ubainishaji wa mfuatano wa thamani*.

Katika hatua ya tatu ya usanidi wa ripoti, thamani za mfuatano zinafafanuliwa (ona Kielelezo chini). Baadaye zitatengeneza grafu binafsi au misururu mbali mbali ndani ya muonekano wa jedwali

*Kielelezo: Ufafanuzi wa thamani za mfuatano.*

Kama elementi imechaguliwa, kila sifa itakayochaguliwa itahusiana na thamani ya mfuatano (ona Mfano 19-1 chini).

## Example 4.19. Ufafanuzi wa thamani ya mfuatano - elementi moja

Elementi Foleni:

• Thamani za mfuatano 1 = Mbichi

• Thamani za mfuatano 2 = Taka

• ....

Kama elementi mbili zimechaguliwa, kila sifa iliyochaguliwa ya elementi ya kwanza inaunganishwa na sifa ya elementi ya pili kutengeneza thamani za mfuatano (ona Mfano 19-2 chini).

## Example 4.20. Ufafanuzi wa thamani za mfuatano - elementi mbili

Elementi 1 foleni, Elementi 2 hali:

• Thamani za mnyororo 1 = Mbichi - wazi

• Thamani za mfuatano 2 = Mbichi - imefungwa kwa mafanikio

• Thamani za mfuatano 3 = Taka - wazi

• Thamani za mfuatano 4 = Taka - imefungwa kwa mafanikio

Uchaguzi wa elementi tatu au zaidi hauruhusiwi.

Kwa nyongeza masharti hayo hayo yanafanya kazi kwa uchaguzi wa sifa na kisanduku tiki "Funge" na pia kwenye uchaguzi wa "jira-X":

• Kama hakuna sifa za elementi zilizochaguliwa, sifa zote zitatumika, ikijumuisha zile zilizo ongezwa baada ya ripoti ya usanidi.

• Kama mpangilio "Funge" umelemazwa, wakala anaezalisha ripoti anaweza kubadilisha sifa za elementi husika.

4. *Kuweka vizuizi kwenye ripoti*. Hii ni hatua ya nne na ya mwisho ya usanidi (ona Kielelezo chini). Vizuizi vinasaidia kuweka kikomo cha matokeo kwa vigezo vilivyochaguliwa. Katika kesi nyingi, hakuna vizuizi vya kuwekwa kabisa.

**Edit: Stat# 10001**



*Kielelezo: Fasili ya vizuizi.*

Baada ya vizuizi vyote kusetiwa, usanidi wa ripoti unamalizika kwa kubonyeza kitufe "Maliza".

## 9.1.4. Agiza

Kiolesura cha Agiza mtumiaji (ona Kielelezo chini) kinaweza kufikiwa kwa kuchagua kutoka kwenye mwambaa wa uabiri, kiungo "Takwimu", kisha "Agiza". Pia, kubonyeza kitufe cha Agiza katika skrini ya Mapitio inaleta matokeo sawa. Haki za "kusoma na kuandika"kwenye ripoti zinatakiwa.



*Kielelezo: Kiolesura cha Kuagiza mtumiaji.*

Inarahisisha uagizaji wa ripoti na ni, pale inapounganishwa na fomula saidizi hamisha ya moduli, fomula saidizi muhimu sana. Takwimu zinaweza kutengenezwa na kujaribiwa kirahisi kwenye mifumo ya majaribio, kisha kuagizwa nakuingia kwenye mfumo wa uza-lishaji.

Uagizaji unaathiriwa na kupakia faili. Kiolesura cha "Ona" cha ripoti iliyoagizwa kinafun-guliwa kiotomatiki baada ya hapo.

# 9.2. Usimamizi wa moduli ya takwimu na msimamizi wa OTRS

Hii sehemu inatoa maelezo kuhusu kazi na majukumu ya Msimamizi wa OTRS anayehusika na moduli ya takwimu.

## 9.2.1. Mipangilio ya ruhusa, Makundi na Foleni

Hakuna foleni mpya na/au makundi yatakayotengenezwa baada ya usanikishaji wa moduli ya takwimu.

Usanidi chaguo-msingi wa moduli ya usajili inawapa mawakala wote wenye ruhusa za kundi "takwimu" ufikivu kwenye moduli ya takwimu.

Ufikivu kuendana na mipangilio ya ruhusa:

- *soma andika*. Inaruhusu kusanidi takwimu na ripoti.

- *soma tu*. Inaruhusu kuzalisha ripoti na takwimu zilizosanidiwa tayari.

Msimamizi wa OTRS anaamua kama mawakala wenye haki za kuzalisha ripoti zilizosanidiwa kabla wanapewa haki za kusoma tu kwenye kundi la "takwimu", au kama makundi yao husika yanaongezwa katika moduli ya usajili kwenye SysCondig.

## 9.2.2. SysConfig

Makundi ya SysConfigKiunzi:Kiini::Takwimu, Kiunzi:Kiini::Takwimu::Grafu na Kiunzi:Mazingirayambele::Wakala::Takwimu ina usanidi wote wa parameta kwa ajili ya mpangilio wa msingi wa moduli ya takwimu. Zaidi, parameta ya usanidi $Self->{'Frontend::Module'}->{'AgentStats'} inadhibiti mpangilio na usajili wa moduli na ikoni ndani ya moduli ya takwimu.

# 9.3. Usimamizi wa moduli ya takwimu na msimamizi wa mfumo

Kwa ujumla, hakuna msimamizi wa mfumo anayehitajika kwa operesheni, usanidi na matengenezo ya moduli ya takwimu. Hata hivyo, taarifa kidogo za msimamizi wa mfumo zinatolewa katika pointi hii.

### Note

Njia za mafaili zinarejea kwenye mipangilio orodha midogo ya mpangilio orodha wa nyumbani wa OTRS (kwa kesi nyingi/opt/otrs).

## 9.3.1. Jedwali msingi la data

Usanidi wote wa ripoti unafanyika na kusimamiwa katika XML, na hivyo kuhifadhiwa katika jedwali la hifadhidata "xml_storage". Moduli nyingine ambazo maudhui yake yanawasilishwa katika muundo huu wa xml zinatumia hili jedwali pia.

## 9.3.2. Orodha ya mafaili yote

Mafaili yafuatayo ni muhimu kwa moduli ya takwimu kufanya kazi vizuri:

- `Kernel/System/Stats.pm`

- `Kernel/Modules/AgentStats.pm`

- `Kernel/System/CSV.pm`

- `Kernel/Output/HTML/Standard/AgentStatsOverview.dtl`

- `Kernel/Output/HTML/Standard/AgentStatsDelete.dtl`

- `Kernel/Output/HTML/Standard/AgentStatsEditSpecification.dtl`

- `Kernel/Output/HTML/Standard/AgentStatsEditRestrictions.dtl`

- `Kernel/Output/HTML/Standard/AgentStatsEditXaxis.dtl`

- `Kernel/Output/HTML/Standard/AgentStatsEditValueSeries.dtl`

- Kernel/Output/HTML/Standard/AgentStatsImport.dtl

- Kernel/Output/HTML/Standard/AgentStatsPrint.dtl

- Kernel/Output/HTML/Standard/AgentStatsView.dtl

- Kernel/System/Stats/Dynamic/Ticket.pm

- bin/otrs.GenerateStats.pl

## 9.3.3. Kuhifadhi muda

Kama matokeo ya takwimu yatawekwa kwenye hifadhi muda au la inaweza kusetiwa kwenye usanidi. Matokeo ya ripoti ya kwenye hifadhi muda yanahifadhiwa kama mafaili kwenye mpangilio orodha var/tmp wa usakinishaji wa OTRS (kwa mara nyingi /opt/otrs/var/tmp).

Takwimu za hifadhi muda zinaweza kujulikana kwa kiambishi awali "Takwimu".

Kama data zimepotea, hakuna madhara makubwa yaliyosababishwa. Mara nyingine ripoti itakapoitwa, moduli ya hali haitatafuta faili hilo tena na kwa hiyo itazalisha ripoti mpya. Bila shaka hii itachukua muda zaidi kidogo kufanyika.

## 9.3.4. otrs.GenerateStats.pl

Hili faili linahifadhiwa kwenye mpangilio orodha bin. Inawezesha uzalishaji wa ripoti katika tungo amri.

Kama mfano, ona ita ya tungo amri katika hati ifuatayo.

```
bin> perl otrs.GenerateStats.pl -n 10004 -o /output/dir
```

*Hati: Kuzalisha ripoti kutoka kwenye tungo amri.*

Ripoti kutoka kwenye usanidi wa takwimu "Stat#10004" unazalishwa na kuhifadhiwa kama csv katika mpangilio orodha /output/dir.

Ripoti iliyotengenezwa pia inaweza kutumwa kama barua pepe. Taarifa zaidi zinaweza patikana kwa agizo katika hati chini.

```
bin> perl otrs.GenerateStats.pl --help
```

*Hati: Kupata taarifa kuhusu faili la otrs.GenerateStats.pl.*

## 9.3.5. Utengenezaji takwimu otomatiki - Kazi za mfumo zilizopangwa

Kwa kawaida haina maana kutengeneza ripoti kwa mikono kupitia tungo amri, kwani moduli ya takwimu ina kiolesura michoro rahisi. Lakini, kutengeneza ripoti kwa mikono inaleta maana ikiunganishwa na kazi za mfumo zilizopangwa.

Fikiria mazingira yafuatayo: Kila siku ya kwanza ya mwezi, wakuu wa idara wanataka kupokea ripoti ya mwezi uliopita. Kwa kujumuisha kazi za mfumo zilizopangwa na muito wa tungo amri ripoti zinaweza kutumwa kwa kiotomatiki kwa barua pepe.

## 9.3.6. Takwimu tuli

Moduli ya takwimu inawezesha uzalishaji wa takwimu tuli. Kwa kila takwimu tuli faili linakuwepo ambalo maudhui yake yamefafanuliwa kwa ufasaha.

Njia hii, takwimu changamano zinaweza kuzalishwa. Kasoro yake ni hazibadiliki kirahisi.

Mafili yanahifadhiwa kwenye mpangilio orodha `Kernel/System/Stats/Static/`.

## 9.3.7. Kutumia takwimu tuli za zamani

Kabla ya OTRS 1.3 na 2.0 uzalishaji wa ripoti / takwimu ulishawezeshwa. Ripoti tofauti za matoleo ya OTRS 1.3 na 2.0 ambazo ziliundwa kufikia mahitaji ya wateja zinaweza kutumika katika matoleo ya OTRS ya sasa pia.

Mafaili lazima yahamishwe kutoka njia `Kernel/System/Stats/` kwenda `Kernel/System/Stats/Static/`. Pia jina la kifurushi cha hati hiyo lazima kirekebishwe na "::Tuli"

Mfano ufwatao unaonyesha jinsi njia ya kwanza inavyofanyiwa marekebisho.

```
package Kernel::System::Stats::AccountedTime;
```

```
package Kernel::System::Stats::Static::AccountedTime;
```

## 9.3.8. Takwimu zilizopo

"Sio muhimu wakati wote kuunda vitu ambavyo vipo tayari..... "

Moduli ya takwimu inatoa ripoti chaguo-msingi mbali mbali. Ripoti ambazo ni za muhimu kwa watumiaji wote wa OTRS baadaye zitaongezwa kwenye seti ya ripoti chaguo-msingi za kifurushi cha moduli za takwimu. Ripoti chaguo-msingi zinahifadhiwa katika muundo wa xml wa moduli za takwimu kwenye mpangilio orodha `scripts/test/sample/`.

# 10. Sehemu zinazobadilika

## 10.1. Utangulizi

Sehemu inayobadilika ni sehemu ya aina maalumu katika OTRS, iliyotengenezwa kupanua taarifa iliyohifadhiwa katika makala au tiketi. Hizi makala si funge kwenye mfumo na zinaweza kutokea kwenye skrini maalumu tu, zinaweza kuwa za lazima au si za lazima, na uwasilishwaji wake kwenye skrini unategemeana na aina ya sehemu iliyofafanuliwa wakati wa utengenezaji wake kulingana na data inayoshikiliwa na sehemu. Kwa mfano, kuna sehemu za kushikilia nakala, tarehe, chaguo la vitu, na kadh.

Sehemu zinazobadilika ni mageuko ya spishi ya sehemu TiketiHuruNakala TiketiHuruFunguo TiketiHuruMuda, MakalaHuruNakala na MakalaHuruFunguo ambazo zilkuwa zikitumiwa sana katika OTRS 3.0 na kabla. Kikomo cha hizi "Sehemu Huru" ilikuwa ni zinaweza kufafanuliwa mpaka sehemu 16 (nakala au kunjuzi) na sehemu 6 za muda kwa ajili ya tiketi na sehemu 3 (nakala au kunjuzi) kwa kila nakala tu, sio zaidi.

Sasa kwa kutumia sehemu zinazobadilika kikomo katika nambari ya sehemu kwa tiketi au makala kimeondolewa, unaweza kutengeneza sehemu nyingi zinazobadilika unazotaka aidha kwa tiketi au makala. Na zaidi ya hapo, kiunzi nyuma ya sehemu zinazobadilika kinaandaliwa kushughulikia sehemu zilizogeuzwa kukufaa kwa ajili ya vitu vingine kuachana na tiketi na makala tu.

Kiunzi hiki ambacho kinashughulikia sehemu zinazobadilika kimetengenezwa kwa kutumia mbinu ya moduli, ambapo kila aina ya sehemu inayobadilika inaweza kuonekana kama moduli ya programu-jalizi kwa ajili ya kiunzi. Hii inamaanisha aina mbali mbali ya sehemu zinazobadilika zinaweza kupanuliwa kirahisi kwa kutumia moduli za umma za OTRS, vifaa vya nyongeza vya vipengele vya OTRS, maendeleo yaliyogeuzwa kukufaa ya OTRS, na maendeleo mengine yaliyogeuzwa kukufaa.

Aina zifuatazo za sehemu zinazobadilika zimejumuishwa kwenye toleo hili:

• Nakala (nakala ya mstari mmoja)

- Eneo la nakala (nakala za mistari mingi)

- Kisanduku tiki

- Kunjuzi (chaguo moja, thamani nyingi)

- Uchaguzi anuwai (uchaguzi nyingi, thamani nyingi)

- Tarehe

- Tarehe / Muda

# 10.2. Usanidi

Kwa kawaida, upakuaji mpya wa OTRS haujumuishi sehemu zozote zinazobadilika. Ukitaka kutumia sehemu hizo katika tiketi au makala inakubidi uzitengeneze.

Usanidi wa sehemu zinazobadilika umegawanyika katika nyanja mbili, kuongeza sehemu mpya inayobadilika au kusimamia iliyopo unahitaji kwenda paneli ya "Msimamizi" kwenye kiungo "Sehemu Zinazobadilika". Kuonyesha, kuonyesha kwa ulazima au kuficha sehemu inayobadilika katika skrini moja unahitaji kubadilisha mipangilio ya OTRS katika skrini ya "SysConfig".

## 10.2.1. Kuongeza Sehemu Inayobadilika

Bofya kwenye kitufe cha "Msimamizi" kilicho kwenye mwambaa wa uabiri, kisha bofya kwenye kiungo "Sehemu Inayobadilika" ndani ya boksi la "Mipangilio ya Tiketi" lililo ndani kushoto mwa skrini. Mapitio ya sehemu zinazobadilika itaonekana kama ifuatavyo:



*Kielelezo: Skrini ya mapitio ya sehemu zinazobadilika, wazi.*

Tambua kwamba hii skrini itabadilika kadri uongezavyo sehemu zinazobadilka kuorodhesha sehemu zote zinazobadilika. Hii skrini inaweza tayari kuwa na baadhi ya sehemu kama usanikishaji ulirekebishwa kutoka toleo la zamani la OTRS.

Vitendo kwenye ufito wa pembeni kushoto kwa skrini vinaelezea uwezekano wa aina mbili: Makala na Tiketi, kila moja ina uchaguzi kunjuzi wa sehemu zinazobadilika.

### Note

Usanikishaji wa kifurushi cha OTRS unaweza kuongeza vitu katika ufito wa pembeni.

Utaratibu wa kawaida wa kutengenza sehemu zinazobadilika ni:

- Bofya kwenye kitu cha sehemu inayobadilika unachotaka kwenye mwambaa upande wa Kitendo.

- Bofya kwenye aina ya sehemu inayobadilika unayotaka kuongeza kutoka kwenye orod-ha.

- Jaza usanidi

- Hifadhi

Maongezi ya usanidi wa sehemu zinazobadilika yamegawanywa katika sehemu mbili, upande wa juu ni wa kawaida baina ya sehemu zote na upande wa chini unaweza kuwa tofauti kwa aina moja ya sehemu inayobadilika kwenda nyingine.

Mipangilio ya ujumla ya sehemu zinazobadilika:

- Jina: Lazima, kipekee, herufi na nambari tu zinaruhusiwa,

  Hili ni jina la ndani la sehemu, linatumika kwa mfano kuonyesha au kuficha sehemu katika skrini. Mabadiliko yoyote ya jina la sehemu (haishauriwi) inahitaji usasishaji kwa mikono wa mipangilio ya "SysConfig" ambapo sehemu ina rejea.

- Lebo: Lazima

  Hili ndio jina la sehemu litakaloonyeshwa kwenye skrini, ina msaada kwa tafsiri.

  ## Note

  Tafsiri za lebo inabidi ziongezwe kwa mikono kwenye mafaili ya utafsiri wa lugha.

- Oda ya sehemu: Lazima.

  Inafafanua oda tegemezi ambayo sehemu itaonyeshwa kwenye skrini, kwa ch-aguo-msingi kila sehemu mpya ina sehemu ya mwisho, mabadiliko katika huu mpangilio utaathiri oda ya sehemu nyingine zinazobadilika zilizotengenezwa.

- Uhalali: Lazima.

  Sehemu inayobadilika batili haitaonyeshwa katika skrini yoyote, hata kama imesanidi-wa kuonyeshwa.

- Aina ya sehemu: Lazima, Soma tu.

  Inaonyesha aina ya sehemu iliyochaguliwa.

- Aina ya kitu: Lazima, Soma tu.

  Inaonyesha upeo wa sehemu.

  ## Note

  Kuonyesha mipangilio ya kila aina maalumu ya sehemu sehemu chache zi-taongezwa kwenye mfano wetu. Hizi sehemu mpya zitafanyiwa marejeo kwenye vifungu vya mbele.

  Kwa mfano ufwatao sehemu zote zinazobadilika zitatengenezwa kwa ajili ya kitu cha Tiketi kama unahitaji kutengeneza sehemu inayobadilika kwa kitu cha Makala, chagua tu sehemu kutoka kwenye orodha kunjuzi ya Makala.

## Table 4.6. Sehemu zifuatazo zitaongezwa kwenye mfumo:

| Jina | Lebo | Aina |
|------|------|------|
| Sehemu1 | Sehemu yangu 1 | Nakala |
| Sehemu2 | Sehemu yangu 2 | Eneo la nakala |

| Jina | Lebo | Aina |
|------|------|------|
| Sehemu3 | Sehemu yangu 3 | Kisanduku tiki |
| Sehemu4 | Sehemu yangu 4 | Kunjuzi |
| Sehemu5 | Sehemu yangu 5 | Chaguanyingi |
| Sehemu6 | Sehemu yangu 5 | Tarehe |
| Sehemu7 | Sehemu yangu 6 | Tarehe / Muda |

## 10.2.2. Nakala ya Usanidi wa Sehemu Inayobadilika

Sehemu inayobadilika ya Nakala inatumika kuhifadhi tungo ya mstari mmoja.

Nakala ya mpangilio wa sehemu inayobadilika:

- Thamani ya chaguo-msingi: Hiari.

  Hii ni thamani ya kuonyeshwa kwa kawaida kwenye shrini za kuhariri (kama Simu Npya ya Tiketi au Tunga Tiketi)

- Onyesha kiungo: Hiari.

  Kama imeseetiwa, thamani ya sehemu itabadilishwa kuwa kiungo kinachobonyezeka kwa ajili ya skrini za kuonyesha (kama kuza tiketi au mapitio).

  Kwa mfano, kama "Onyesha kiungo" imesetiwa kuwa "http://www.otrs.com", kubofya kwenye thamani ya sehemu kitafanya kivinjari chako kufungua ukurasa wa tovuti wa OTRS.

  ### Note

  Matumizi ya $LQData{"JinaX"} katika thamani ya Seti kiungo, ambapo JinaX ni jina la sehemu litaongeza sehemu hiyo kama sehemu ya marejeo ya kiungo.



*Kielelezo: Maongezi ya usanidi wa Nakala ya Sehemu inayobadilika..*

## 10.2.3. Usanidi wa Eneo la nakala ya Sehemu Zina-zobadilika

Eneo la nakala ya sehemu zinazobadilika hutumika kuhifadhi tungo za mstari zaidi ya mmoja

Mpangiio wa sehemu zinazobadilika za eneo la nakala

- Idadi ya safu: Hiari, namba kamili.

  Inatumika kufafanua urefu wa sehemu kwenye skrini za kuhariri (kama Simu Mpya ya Tiketi au Tunga Tiketi).
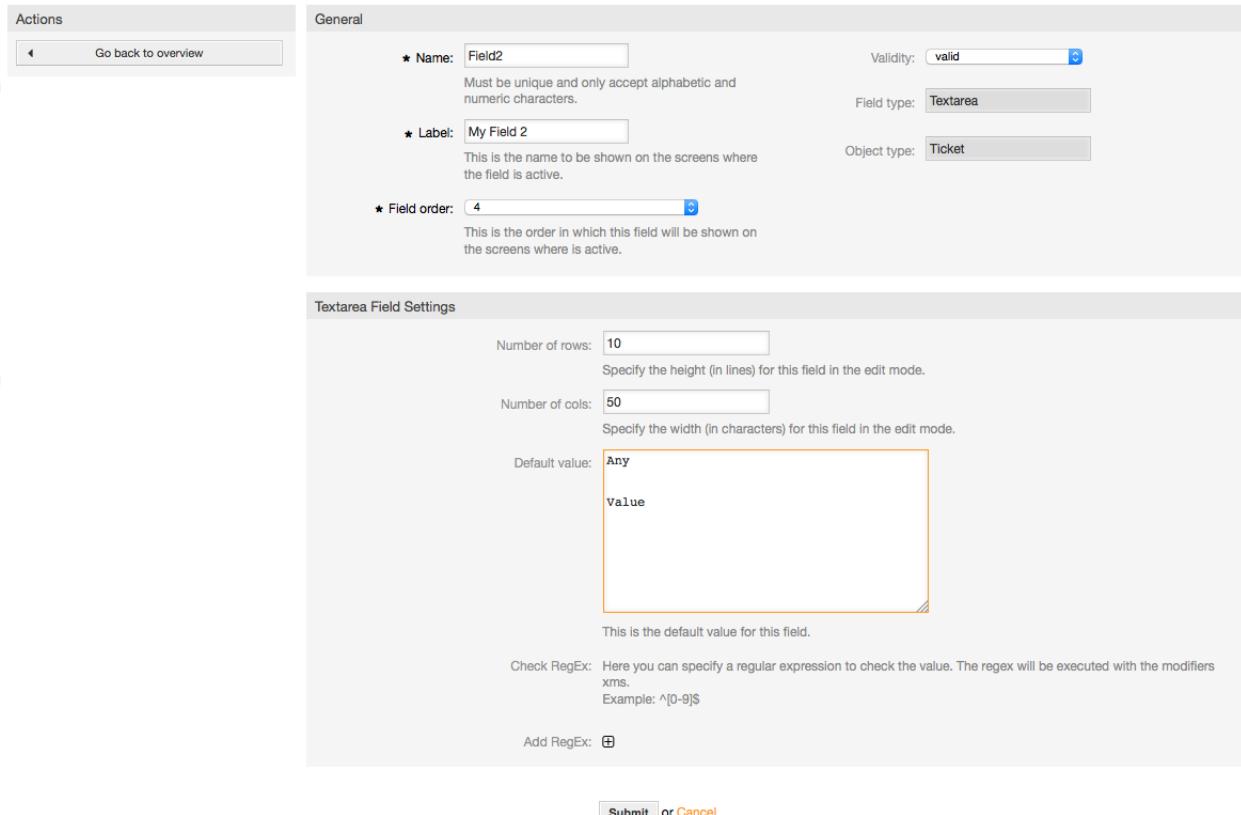
- Idadi ya safu: Hiari, namba kamili.

  Hii thamani inatumika kufafanua upana wa sehemu kwenye skrini za kuhariri.

- Thamani ya chaguo-msingi: Hiari.

  Hii ni thamani itakayo onyeshwa kwa kawaida kwenye skrini za kuhariri (inaweza kuwa nakala ya zaidi ya mstari mmoja).



*Kielelezo: Maongezi ya usanidi wa Nakalaeneo ya Sehemu inayobadilika..*

## 10.2.4. Usanidi wa Sehemu Inayobadilika ya Kisanduku tiki
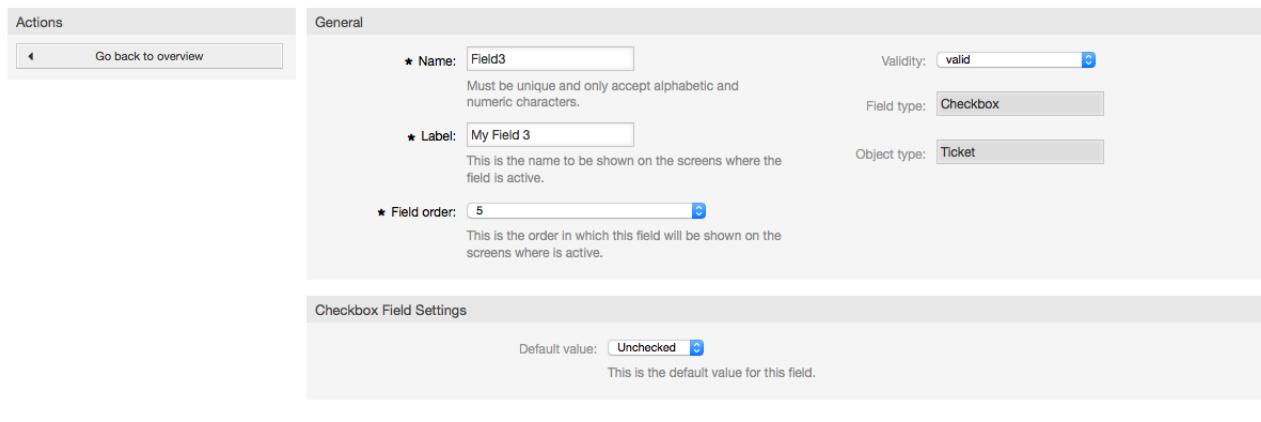
Sehemu inayobadilika ya kisanduku tiki inatumika kuhifadhi thamani ya kweli au uongo, inayowakilishwa na boksi lenye tiki au lisilo na tiki.

Mipangilio ya sehemu inayobadilika ya kisanduku tiki:

- Thama ya Kawaida: Lazima.

  Hii ndiyo thamani ya kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya ya Simu au Unda Tiketi), thamani chaguo-msingi la hii sehemu ni uchaguzi uliofungwa ambao unaweza kutikiwa au kutotikiwa.



*Kielelezo: Usanidi wa maongezi wa sehemu inayobadilika ya kisanduku tiki.*

## 10.2.5. Usanidi wa Kikunjuzi cha Sehemu Inayobadilika

Kikunjuzi cha sehemu inayobadilika kinatumika kuhifadhi thamani moja, kutoka kwenye orodha iliyofungwa.

Mipangilio ya sehemu kunjuzi inayobadilika:

- Thamani zinazowezekana: Lazima.

  Orodha ya thamani za kuchagua. Kama ikitumika, thamani mpya ni muhimu kubainisha Ufunguo (thamani ya ndani) na Thamani (thamani ya kuonyeshwa).

- Thamani ya chaguo-msingi: Hiari.

  Hii ndiyo thamani ya kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya ya Simu au Unda Tiketi), thamani chaguo-msingi la hii sehemu ni uchaguzi uliofungwa unaofafanuliwa na thamani Ziwezekanazo.

- Ongeza sehemu tupu: Lazima, (Ndio/Hapana).

  Kama hili chaguo limeamilishwa thamani ya ziada inafafanuliwa kuonyesha "-" kwenye orodha ya thmani ziwezekanazo, hii thamani maalumu ni wazi ndani.

- Tafsiri thamani: Lazima, (Ndio/Hapana).

  Huu mpangilio unatumika kuweka alama thamani zinazoweza kutafsiriwa za hii sehemu. Thamani zinazoonyeshwa tu ndio zita tafsiriwa, thamani za ndani hazita athiriwa, utafsiri wa thamani inabidi uongezwe kwa mikono kwenye mafaili ya lugha.

- Onyesha kiungo: Hiari.
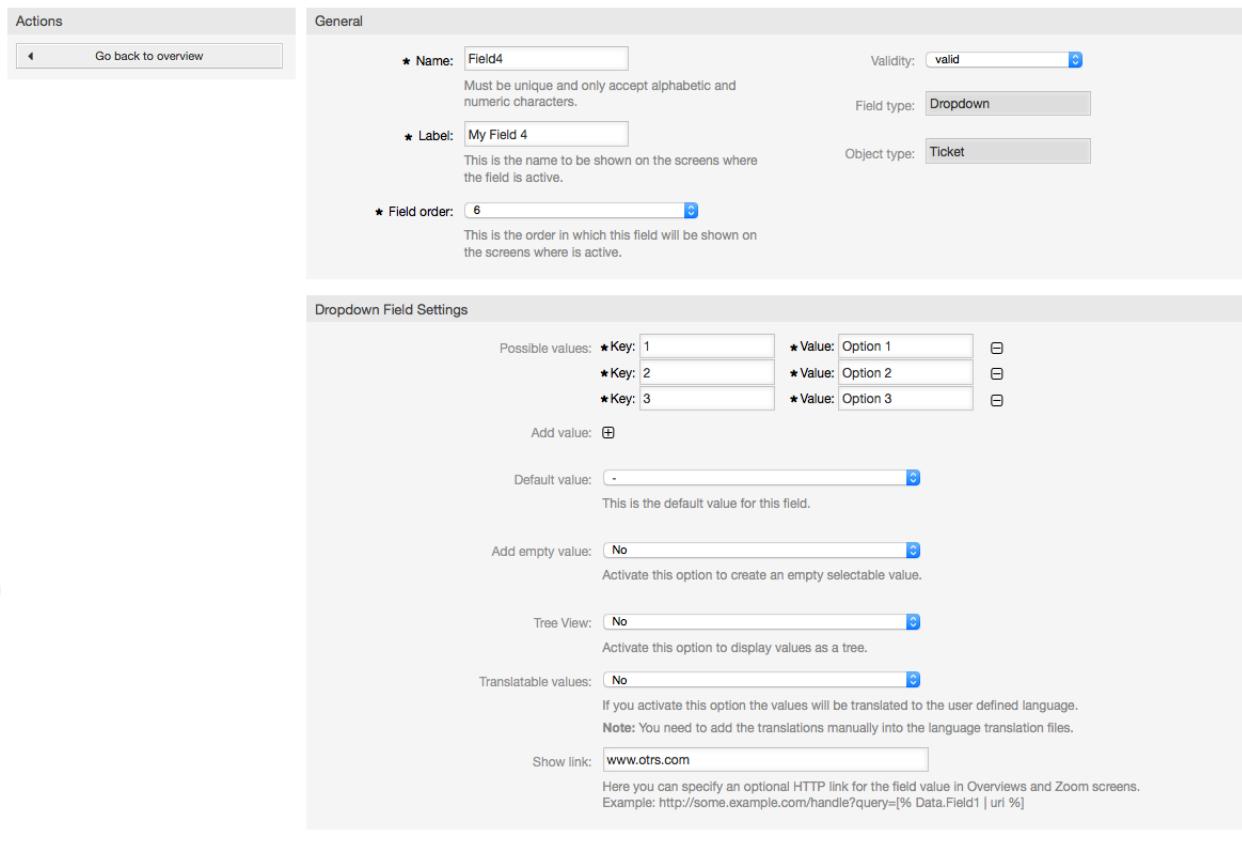
  Kama imesetiwa, thamani ya sehemu itabadilishwa kuwa kiungo cha HTP kinachobonyezeka kwa ajili ya skrini za kuonyesha (kama Kuza au mapitio).

  Kwa mfano, kama Onyesha kiungo imesetiwa kuwa "http://www.otrs.com", kubofya kwenye thamani hii ya sehemu kutafanya kivinjari chako kufumgua ukurasa wa tovuti wa OTRS.

**Note**

Matumizi ya $LQData{"JinaX"} katika thamani ya Seti kiungo, ambapo JinaX ni
jina la sehemu, itaongeza sehemu hiyo kama sehemu ya marejeo ya kiungo.



*Kielelezo: Maongezi ya usanidi wa Kikunjuzi cha Sehemu inayobadilika.*

# 10.2.6. Uteuzi Anuwai wa Usanidi wa Sehemu Inay-obadilika

Uteuzi Anuwai wa sehemu inayobadilika unatumika kuhifadhi thamani anuai, kutoka
kwenye orodha iliyofungwa.

Mipangilio ya sehemu inayobadilika ya uteuzi anuwai:

• Thamani zinazowezekana: Lazima.

  Orodha ya thamani za kuchagua. Wakati wa kuongeza vifaa vya nyongeza kwenye
  orodha, ni muhimu kubainisha Ufunguo (thamani ya ndani) na Thamani (thamani ya
  kuonyeshwa).

• Thamani ya chaguo-msingi: Hiari.

  Hii ndiyo thamani ya kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama
  Tiketi Mpya ya Simu au Unda Tiketi), thamani chaguo-msingi la hii sehemu ni uchaguzi
  uliofungwa kama ulivyofafanuliwa na thamani Ziwezekanazo.

• Ongeza sehemu tupu: Lazima, (Ndio/Hapana).

Kama hili chaguo limeamilishwa thamani ya ziada inafafanuliwa kuonyesha "-" katika orodha ya thamani ziwezekanazo. Hii thamani maalumu ni tupu ndani

- Tafsiri thamani: Lazima, (Ndio/Hapana).

Huu mpangilio unatumika kuweka alama thamani zinazoweza kutafsiriwa za hii sehemu. Thamani zinazoonyeshwa tu ndio zita tafsiriwa, thamani za ndani hazita athiriwa, utafsiri wa thamani inabidi uongezwe kwa mikono kwenye mafaili ya lugha.



*Kielelezo: Maongezi ya usanidi wa Uteuzi Anuwai wa Sehemu inayobadilika.*

# 10.2.7. Usanidi wa Sehemu Inayobadilika ya Tarehe

Sehemu inayobadilika ya Tarehe inatumika kuhifadhi thamani ya tarehe (Siku, Mwezi na Mwaka).

Mipangilio ya sehemu inayobadilika ya tarehe:

- Chaguo-msingi la utofauti wa tarehe: Hiari, Namba kamili.

Idadi ya sekunde (hasi au chanya) kati ya tarehe ya sasa na tarehe iliyochaguliwa kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya Simu au Unda Tiketi).

- Fananua kipindi cha miaka: Lazima (Ndio / Hapana).

Inatumika kufafanua idadi maalumu ya miaka ya nyuma na baadaye kwa kutegemeana na tarehe ya sasa ya mwaka uliochaguliwa kwa hii sehemu, kama imesetiwa kuwa Ndiyo machaguo yafwatayo yanapatikana:

- Miaka ya nyuma: Hiari, Namba kamili chanya.

  Fafanua idadi ya miaka ya nyuma kutoka siku ya sasa kuonyesha chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

- Miaka ya mbeleni: Hiari, Namba kamili chanya.

  Fafanua idadi ya miaka ya mbeleni kutoka siku ya sasa kuonyesha katika chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

- Onyesha kiungo: Hiari.

  Kama imesetiwa, thamani ya sehemu itabadilishwa kuwa kiungo cha HTP kina-chobonyezeka kwa ajili ya skrini za kuonyesha (kama Kuza au mapitio).

  Kwa mfano, kama Onyesha kiungo imesetiwa kuwa "http://www.otrs.com", kubofya kwenye thamani hii ya sehemu kutafanya kivinjari chako kufumgua ukurasa wa tovuti wa OTRS.

  ## Note

  Matumizi ya $LQData{"JinaX"} katika thamani ya Seti kiungo, ambapo JinaX ni jina la sehemu litaongeza sehemu hiyo kama sehemu ya marejeo ya kiungo.



*Kielelezo: Maongezi ya usanidi wa Tarehe ya Sehemu inayobadilika.*

# 10.2.8. Usanidi wa Tarehe / Muda wa Sehemu Inayobadilika

Sehemu inayobadilika ya Tarehe / Muda inatumika kuhifadhi thamani ya ttarehe muda (Dakika, Masaa. Siku, Mwezi na Mwaka).

Mipangilio ya sehemu inayobadilika ya tarehe / muda:

- Chaguo-msingi la utofauti wa tarehe: Hiari, Namba kamili.

  Idadi ya sekunde (hasi au chanya) kati ya tarehe ya sasa na tarehe iliyochaguliwa kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya Simu au Unda Tiketi).

- Fananua kipindi cha miaka: Lazima (Ndio / Hapana).

  Inatumika kuseti nambari ya miaka iliyofafanuliwa huko nyuma na mbeleni kutoka kwenye tarehe ya sasa katika chaguo la mwaka la sehemu hii, kama imesetiwa kuwa Ndiyo machaguo yafwatayo yanapatikana:

  - Miaka ya nyuma: Hiari, Namba kamili chanya.

    Fafanua idadi ya miaka ya nyuma kutoka siku ya sasa kuonyesha chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

  - Miaka ya mbeleni: Hiari, Namba kamili chanya.

    Fafanua idadi ya miaka ya mbeleni kutoka siku ya sasa kuonyesha katika chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

- Onyesha kiungo: Hiari.

  Kama imesetiwa, thamani ya sehemu itabadilishwa kuwa kiungo cha HTP kina-chobonyezeka kwa ajili ya skrini za kuonyesha (kama Kuza au mapitio).

  Kwa mfano, kama Onyesha kiungo imesetiwa kuwa "http://www.otrs.com", kubofya kwenye thamani hii ya sehemu kutafanya kivinjari chako kufumgua ukurasa wa tovuti wa OTRS.

  ## Note

  Matumizi ya $LQData{"JinaX"} katika thamani ya Seti kiungo, ambapo JinaX ni jina la sehemu litaongeza sehemu hiyo kama sehemu ya marejeo ya kiungo.

*Kielelezo: Maongezi ya usanidi wa Tarehe / Muda wa Sehemu inayobadilika.*

# 10.2.9. Kuhariri sehemu inayobadilika

Skrini ya mapitio ya sehemu inayobadilika iliyojazwa (na mifano iliyopita) inatakiwa ionekane kama:



*Kielelezo: Skrini ya mapitio ya sehemu zinazobadilika iliyojazwa na data za sampuli.*

Kubadilisha au kuhariri sehemu inayobadilika lazima uwe na sehemu moja iliyofafanuliwa, chagua sehemu ambayo tayari imejazwa kutoka kwenye skrini ya mapitio ya sehemu zinazobadilika na sahihisha mipangilio.

## Note

Sio sehemu zote zinazobadilika zinaweza kubadilishwa, aina ya Sehemu na aina ya Kitu zimefungwa kutoka kwenye machaguo ya sehemu na haziwezi kubadilishwa.

Haishauriwi kubadilisha jina la ndani la sehemu, lakini lebo inaweza kubadilishwa mda wowote. Kama jina la ndani limebadilishwa mipangilio yote ya "SysConfig" ambayo ina marejeo kwenye sehemu hiyo yanahitaji kusasishwa na pia mapendeleo ya mtumiaji (kama imefafanuliwa).

# 10.2.10. Kuonyesha Sehemu Inayobadilika kwenye Skrini

Kuonyesha sehemu inayobadilika kwenye skrini fulani kuna masharti mawili ya lazima:

1. Sehemu inayobadilika lazima iwe halali.

2. Sehemu inayobadilika lazima isetiwe kuwa 1 au 2 kwenye skrini ya usanidi.

Fuata hatua hizi kuonyesha sehemu inayobadilika katika skrini

• Kuwa na uhakika kwamba sehemu inayobadilika imesetiwa kuwa halali, unaweza kuona uhalali wa sehemu kutoka kwenye skrini ya mapitio ya sehemu inayobadilika. Seti kuwa halali kwa kuhariri sehemu kama ikihitajika.

• Fungua "sysconfig" na chagua "Tiketi" kutoka kwenye orodha kunjuzi katika mwambaa upande wa Vitendo ulio katika upande wa kushoto wa skrini.

## Note

Pia unaweza kutafuta "SehemuInayobadilika" katika kisanduku cha kutafuta juu au ufunguo wa "sysconfig" moja kwa moja kama unaujua.

- Tambua mpangilio kundi dogo kwa skrini unayoitafuta na kibonyeze. Kwa mfano "Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya".

- Tafuta mpangilio uanoishia na "###SehemuInayobadilika". Kwa mfano "Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika".

- Kama mpangilio uko tupu au hauna jina linalotakiwa la sehemu inayobadilika, bofya kwenye kitufe "+" kuongeza ingizo jipya. Kwa mfano Ufunguo: Sehemu1, Maudhui: 1.

  Kama mpangilio tayari una orodha ya jina la sehemu inayobadilika kuwa na uhakika kwamba imesetiwa kuwa "1" ili kuonyesha hiyo sehemu au kuwa "2" kuonyesha kwa ulazima.

- Hifadhi usanidi kwa kubofya katika kitufe cha "Sasisha" na chini ya skrini na abiri kwenda kwenye skrini ambayo unataka sehemu ionyeshwe.
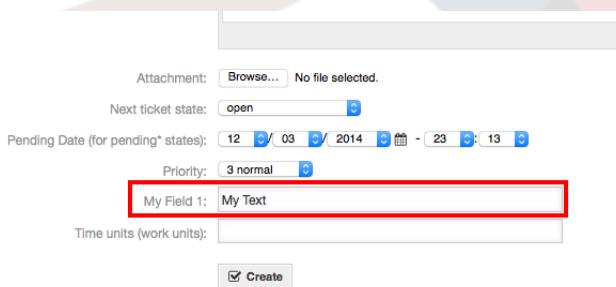
### 10.2.10.1. Onyesha Mifano

Ifuatayo ni mifano ya usanidi wa "sysconfig" kuonyesha au kuficha sehemu zinazobadilika katika skrini tofauti.

### Example 4.21. Amilisha Sehemu1 katika Simu Mpya Tiketi Skrini.

- *Umbo: Kundi.* Tiketi

- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya

- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika

- *Thamani:*

| Ufunguo | Maudhui |
|---------|---------|
| Sehemu1 | 1 |



*Kielelezo: Sehemu1 katika Simu Mpya Tiketi Skrini.*

### Example 4.22. Amilisha Sehemu1 katika Simu Mpya Tiketi Skrini kwa ulazima.

- *Umbo: Kundi.* Tiketi

- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya

- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika

- *Thamani:*

| Ufunguo | Maudhui |
|---------|---------|
| Sehemu1 | 2 |

*Kielelezo: Sehemu1 katika Simu Mpya Tiketi Skrini kwa ulazima.*

## Example 4.23. Amilisha sehemu mbali mbali katika Simu Mpya Tiketi Skrini.

- *Umbo: Kundi.* Tiketi

- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya

- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika

- *Thamani:*

| Ufunguo | Maudhui |
|---------|---------|
| Sehemu1 | 1 |
| Sehemu2 | 1 |
| Sehemu3 | 1 |
| Sehemu4 | 1 |
| Sehemu5 | 1 |
| Sehemu6 | 1 |
| Sehemu7 | 1 |
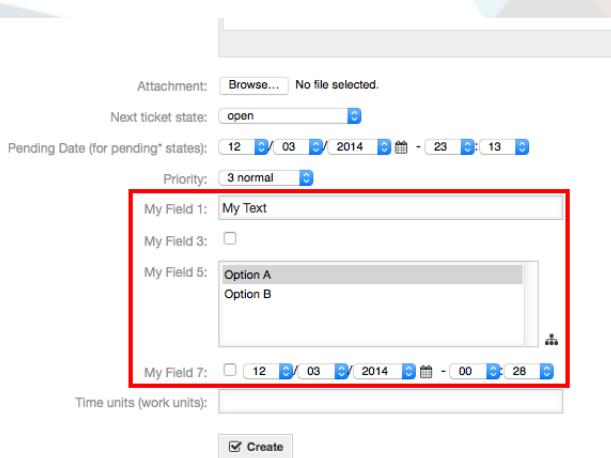


*Kielelezo: Sehemu mbali mbali katika Simu Mpya Tiketi Skrini kwa ulazima.*

## Example 4.24. Lemaza baadhi ya sehemu katika Simu Mpya Tiketi Skrini.

- *Umbo: Kundi.* Tiketi

- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya

- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika

- *Thamani:*

| Ufunguo | Maudhui |
|---------|---------|
| Sehemu1 | 1 |
| Sehemu2 | 0 |
| Sehemu3 | 1 |
| Sehemu4 | 0 |
| Sehemu5 | 1 |
| Sehemu6 | 0 |
| Sehemu7 | 1 |
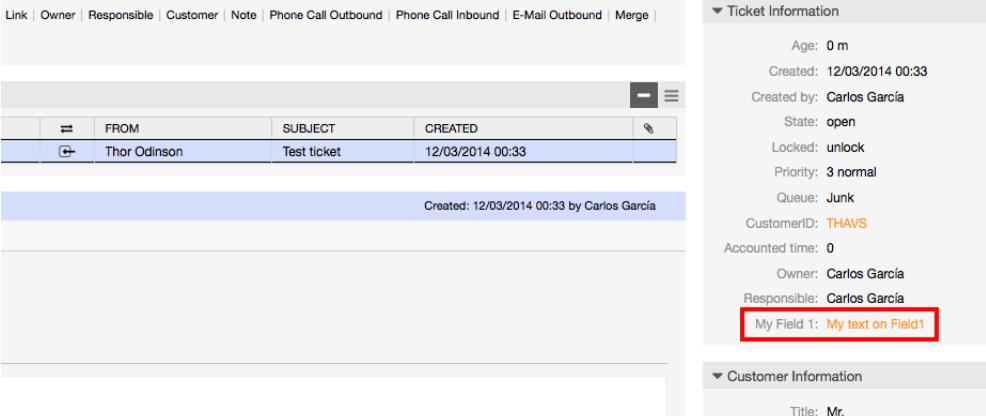


*Kielelezo: Baadhi ya sehemu zilizolemazwa katika Simu Mpya Tiketi Skrini kwa ulazima.*

## Example 4.25. Amilisha Sehemu1 katika Skrini Kuza Tiketi.

- *Umbo: Kundi.* Tiketi

- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaKuza

- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiKuza###SehemuInayobadilika

- *Thamani:*

| Ufunguo | Maudhui |
|---------|---------|
| Sehemu1 | 1 |

*Kielelezo: Sehemu1 katika Skrini Kuza Tiketi.*

## Example 4.26. Amilisha Sehemu1 katika Mapitio ya Skrini Ndogo za Tiketi.

- *Umbo: Kundi.* Tiketi

- *Kudni-dogo:* Mazingira ya mbele::Wakala::TiketiMapitio

- *Mpangilio:* Tiketi::Mazingira ya mbele::MapitioMadogo###SehemuInayobadilika

- *Thamani:*

| Ufunguo | Maudhui |
|---------|---------|
| Sehemu1 | 1 |



*Kielelezo: Sehemu1 katika Mapitio ya Skrini Ndogo za Tiketi.*

This setting affects: Escalation View, Locked View, Queue View, Responsible View, Status View, Service View and Watch View screens.

# 10.2.11. Kuweka Thamani Chaguo-msingi kwa kutumia Moduli ya Tukio la Tiketi

Tukio la tiketi (mf. TengenezaTiketi) linaweza kuchochea thamani kusetiwa kwa sehemu fulani, kama sehemu bado haina thamani.

## Note

Kwa kutumia njia hii thamani chaguo-msingi, haionekani katika skrini za kuhariri (mf. Simu Mpya Tiketi) kwa kuwa thamani imesetiwa baada ya utengenezaji wa tiketi.

Kuamilisha hiki kipengele ni muhimu kuwezesha mpangilio ufwatao: "Tiketi::TukioModuliTuma###TiketiSehemuInayobadilikaChaguo-msingi".

---

**Example 4.27. Amilisha Sehemu1 katika kitendo cha TengenezaTiketi.**

- *Umbo: Kundi.* Tiketi

- *Kundi-dogo:* Kiini::TiketiSehemuInayobadilikaChaguo-msingi

- *Mpangilio:* Tiketi::TiketiSehemuInayobadilikaChaguo-msingi###Elementi1

## Note

Huu usanidi unaweza kusetiwa katika moja ya tiketi 16::TiketiSehemuInayobadi-likaChaguo-msingi###Mipangilio ya elementi.

Kama zaidi ya sehemu 16 zinahitajika kuaanzishwa faili la XML klililogeuzwa kuk-ufaa lazima liwekwe kwenye mpangilio orodha $OTRS_HOME/Kernel/Config/files kuendeleza kipengele hiki.

- *Thamani:*

| Ufunguo | Maudhui |
|---------|---------|
| Kitendo | TengenezaTiketi |
| Jina | Sehemu1 |
| Thamani | thamani mpya |

## 10.2.12. Seti thamani ya chaguo-msingi kwa Upendeleo wa mtumiaji

Chaguo-msingi la sehemu inayobadilika inaweza kubadilishwa na thamani ziliyofafanuli-wa na mtumiaji zilizohifadhiwa kwenye mapendeleo ya mtumiaji.

Kutumia njia hii, thamani ya chaguo-msingi la hiyo sehemu litaonyeshwa kwenye skri-ni yoyote ambapo sehemu hiyo imeamilishwa (kama sehemu tayari haina thaamani nyingine).

Mipangilio ya "sysconfig" ya "MapendeleoMakundi###SehemuInayobadilika" inay-opatikana katika Kundi dogo la "Mazingira ya mbele::Wakala::Mapendeleo". Huu mpangilio ni mfano wa jinsi ya kutengeneza ingizo katika skrini ya Mapendeleo ya Mtumi-aji kuseti thamani ya chaguo-msingi la sehemu inayobadilika pweke kwa ajili ya mtumiaji aliyechaguliwa. Kiwango cha juu cha huu mpangilio ni inaruhusu matumizi ya sehemu moja tu inayobadilika. Kama sehemu mbili au zaidi zitatumia hiki kipengele, ni muhimu kutengeneza usanidi wa faili la XML uliogeuzwa kukufaa kuongeza mipangilio zaidi inay-ofanana na huu.

## Note

Kumbuka, kama mipangilio zaidi imeongezwa katika XML mpya kila ji-na la mpangilio linahitaji kuwa la kipekee kwenye mfumo na tofau-ti na "MapendeleoMakundi###SehemuInayobadilika". kwa mfano: Mapen-deleoMakundi###101-SehemuInayobadilika-Sehemu1, MapendeleoMakun-di###102-SehemuInayobadilika-Sehemu2, MapendeleoMakundi###Sehemu-yangu1, MapendeleoMakundi###Sehemu-yangu2, na kadh.
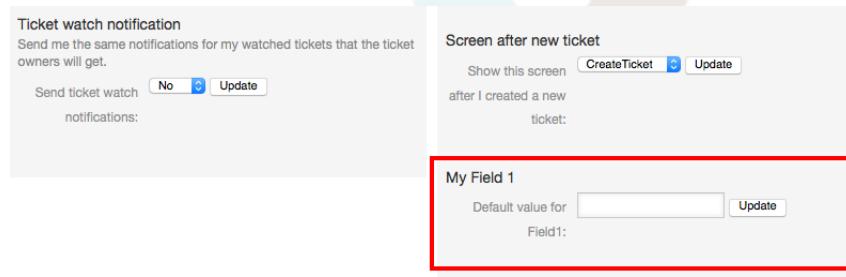
**Example 4.28. Amilisha Sehemu1 katika mapendeleo ya Mtumiaji.**

- *Umbo: Kundi.* Tiketi

- *Kundi-dogo:* Mazingira ya mbele::Wakala::Mapendeleo

- *Mpangilio:* MakundiMapendeleo###101-SehemuInayobadilika-Sehemu1

- *Thamani:*

| Ufunguo | Maudhui |
|---|---|
| Kitendo | TengenezaTiketi |
| Amilifu | 1 |
| fungu | Ingizo |
| Safuwima | Mipangilio mingine |
| Data: | $Env{"MtumiajiSehemuInayobadilika_Sehemu1"} |
| Ufunguo: | Sehemu yangu 1 |
| Lebo: | Chaguo-msingi kwa: Sehemu yangu 1 |
| Moduli: | Kiini::Matokeo::HTML::MapendeleoUjumla |
| MapendeleoUfunguo: | MtumiajiSehemuInayobadilika_Sehemu1 |
| Kipaumbele: | 7000 |



*Kielelezo: Sehemu1 katika Skrini ya mapendeleo ya mtumiaji.*

# 11. Kiolesura cha Ujumla

Kiolesura cha Ujumla cha OTRS kina matabaka mengi ya viunzi ambavyo vinaruhusu OTRS kuwasiliana na mifumo mingine kupitia huduma ya tovuti. Haya mawasiliano yanweza kuwa ya pande mbili.

- *OTRS kama Mtoaji:* OTRS inakuwa kama seva inasikiliza maombi kutoka kwenye Mfumo wa Nje, inachakatisha taarifa, kufanya vitendo vilivyoombwa, na kujibu maombi.

- *OTRS kama Muombaji:* OTRS inakuwa kama mteja inakusanya taarifa, kutuma maombi kwa Mifumo ya Nje, na kusubiri majibu.

## 11.1. Matabaka ya Kiolesura cha Ujumla
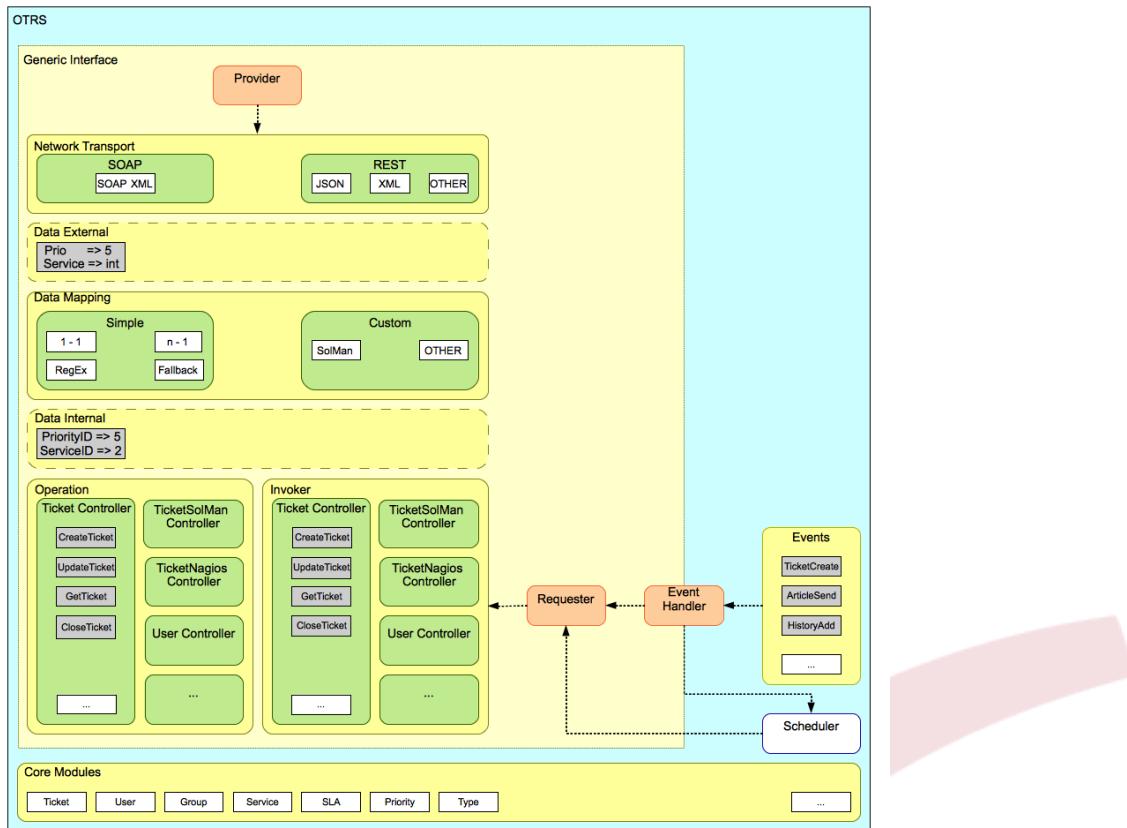
Kiolesura cha Ujumla kimetengenezwa katika moduli ya tabaka, kuwa rahisi kubadilika na kugeuza kukufaa.

Tabaka ni seti ya mafaili, ambayo inadhibiti jinsi Kiolesura cha Ujumla kinavyotekeleza sehemu tofauti za huduma ya tovuti. Kwa kutumia usanidi sahihi, mtu anaweza kujenga huduma tofauti za tovuti kwa Mifumo tofauti ya Nje bila kutengeneza moduli mpya.

### Note

Kama Mfumo wa Nje hauna usaidizi kwa furushi la moduli za sasa za Kiolesura cha Ujumla, moduli maalumu zinahitaji kutengenezwa kwa ajili ya hiyo huduma maalumu ya tovuti.

Orodha ya moduli zilizotolewa za Kiolesura cha Ujumla zilizosafirishwa na OTRS zita sasishwa na kuongezwa.



*Kielelezo: Matabaka ya kiolesura michoro.*

# 11.1.1. Usafirishaji wa Mtandao

Hili tabaka lina jukumu la mawasiliano sahihi na Mfumo wa Mbali. Inapokea maombi na kutengeneza majibu ikiwa kama mtoaji, na kutengeneza maombi na kupokea majibu ikiwa kama muombaji.

Mawasiliano ya mtoaji yanashughulikiwa na kishiko kipya cha seva ya wavuti kiitwacho "nph-genericinterface.pl".

Requester communication could be initiated during an event triggered by a Generic Interface module or any other OTRS module. This event is catched by the event handler and depending on the configuration the event will be processed directly by the requester object or delegated to the Scheduler (a separated daemon designed to process tasks asynchronously).

# 11.1.2. Kuunganisha data

Tabaka hili lina jukumu la kutafsiri muundo wa data kati ya OTRS na Mfumo wa Mbali (tabaka la data za ndani na data za nje). Kwa kawaida Mifumo ya Mbali ina muundo tofauti wa data kufananisha na OTRS (ikijumuisha thamani tofauti na majina tofauti ya hizo thamani), na hapa umuhimu wa hili tabaka unaonekana kubadilisha taarifa inayopokelewa kuwa kitu ambacho OTRS inaweza kuelewa na kwa upande mwingine kutuma taarifa kwa kila Mfumo wa Mbali kwa kutumia kamusi zao za data.

*Example:* "Kipaumbele" (OTRS) kinaweza kuitwa "Prio" katika mfumo wa mbali na in-aweza kuwa thamani "1 Chini" (OTRS) inatakiwa kuunganishwa na "Taarifa" kwenye mfu-mo wa mbali.

## 11.1.3. Mdhibiti

Wadhibiti ni mkusanyiko wa Operesheni zinazofanana au Wachochezi. Kwa mfano, md-hibiti wa Tiketi anaweza kuwa na operesheni za kawaida za tiketi. Wadhibiti wa kawaida wanaweza kutekelezeka, kwa mfano mdhibiti "TiketiNjeKampuni" ambayo inaweza kuwa na kazi sawa na mdhibiti wa kawaida wa Tiketi, lakini ana kiolesura tofauti cha data, au majina ya kazi (ili kukabiliana na majina ya Mfumo wa Mbali) au kanuni tofauti kabisa.

Kazi moja ya Kiolesura cha Ujumla inaweza kuwa kulandanisha taarifa za Mfumo mmoja wa Mbali unaoweza kuongea na Mfumo mwingine wa Mbali unaofanana tu. Katika kesi hii wadhibiti wapya inabidi watengenezwe na Operesheni na Wachochezi inabidi waige tabia za Mfumo wa Mbali ili kiolesura ambacho OTRS itaonyesha kifanane na kiolesura cha Mfumo wa Mbali.

## 11.1.4. Operesheni (OTRS kama mtoaji)

Operesheni ni kitendo kimoja kinachoweza kufanywa ndani ya OTRS. Operesheni zote zina kiolesura cha kuundia programu za ngamizi kinachofanana, zinapokea data katika parameta moja maalumu, na kurudisha muundo wa data wenye hali ya mafanikio, ujumbe wa kasoro zilizotokea na kurudisha data.

Kwa kawaida operesheni zinatumia data (za ndani) ambazo tayari zimeunganika kuita moduli viini na kufanya vitendo kama: Tengeneza Tiketi, Sasisha Mtumiaji, Batilisha Foleni, Tuma Taarifa, na kadh. Operesheni ina ufikivu kamili kwenye API ya OTRS kufanya kitendo hicho.

## 11.1.5. Mchochezi (OTRS kama muombaji)

Mchochezi ni kitendo ambacho OTRS inafanya dhidi ya Mfumo wa Mbali. Wachochezi wanatumia moduli za kiini cha OTRS kuchakatisha na kukusanya taarifa zote zinazotakiwa kutengeneza maombi. Taarifa zikiwa tayari inabidi ziunganishwe na umbizo la Mfumo wa Mbali ili zitumwe kwenda kwenye Mfumo wa Mbali, hiyo itachakatisha taarifa itatekeleza kitendo na kutuma majibu, ili aidha kuchakatisha mafanikio au kushughulikia makosa.

# 11.2. Mtiririko wa Mawasiliano ya Kiolesura cha Ujumla

Kiolesura cha Ujumla kina mtiririko uliofafanuliwa kutekeleza vitendo kama mtoaji na muombaji.

Mtiririko huu unaelezewa hapa chini:

## 11.2.1. OTRS kama mtoaji

### 11.2.1.1. Maombi ya Mbali:

1. Maombi ya HTTP

   • OTRS inapokea maombi ya HTTP na kuzipitisha kwenye matabaka.

   • Moduli ya mtoaji ndiyo ina mamlaka ya kutekeleza na kusimamia vitendo hivi.

2. Usafirishaji wa Mtandao

- Moduli ya usafirishaji wa mtandao inasimbua fiche mzigo wa data na kutofautisha jina la operesheni kutoka kwenye data nyingine.

- Jina laoperesheni na data za operesheni zinarudishwa kwa mtumaji.

3. *Data za Nje*

- Data kama zilivyotumwa kutoka kwenye mfumo wa mbali (hili siyo tabaka linalotegemea moduli).

4. Kuunganisha

- Data inabadilishwa kutoka muundo wa Mfumo wa Nje na kuwa muundo wa mfumo wa ndani wa OTRS kama ilivyobainishwa katika usanidi wa muunganiko wa operesheni hii (Muunganiko wa maombi ya data zinazoingia).

- Data ambazo tayari zimebadilishwa zinarudishwa kwa mtoaji.

5. *Data za Ndani*

- Data kama zilivyobadilishwa na kuandaliwa kupelekwa kwenye operesheni (Hili siyo tabaka la moduli).

6. Operesheni

- Inapokea na kuthidbitisha data.

- Inafanya udhibiti ufikivu wa mtumiaji.

- Inatekeleza vitendo.

## 11.2.1.2. Majibu ya OTRS:

1. Operesheni

- Inarudisha matokeo ya data kwa mtoaji.

2. *Data za Ndani*

- Data kama zilivyorudishwa kutoka kwenye operesheni.

3. Kuunganisha

- Data inabadilishwa kurudi kuwa ya Mfumo wa nje kama ilivyobainishwa katika usanidi wa muunganiko (Muunganiko wa majibu ya data zinazotoka).

- Data ambazo tayari zimebadilishwa zinarudishwa kwa mtoaji.

4. *Data za nje*

- Data kama ilivyobadilishwa na kuandaliwa kupitishwa kwenye Usafirishaji wa Mtandao kama majibu.

5. Usafirishaji wa Mtandao

- Inapokea data tayari katika umbizo la mfumo wa mbali.

- Inatengeneza majibu halali kwa hii aina ya usafirishaji wa mtandao.

6. Majibu ya HTTP

- Majibu yanatumwa kwa mteja wa huduma ya tovuti.

- Kama kukiwa na kosa, kosa linatumwa kwa mfumo wa mbali (mf. kosa la SOAP, kosa la HTTP, na kadhalika).

# 11.2.2. OTRS kama Muombaji

## 11.2.2.1. Maombi ya OTRS:

1. Kishiko Tukio Kichochezi

   - Kwa kutegemea usanidi wa huduma za mtandao itaamua kama maombi yatakuwa landanifu au solandanifu.

     - Landanifu

       - Simu ya moja kwa moja inapigwa kwa Muombaji ili kutengeneza ombi jipya na kulipitisha kwenye matabaka.

     - Solandanifu

       - Tengeneza kazi mpya ya Kiolesura cha Ujumla (Muombaji) kwa ajili ya Mratibu wa OTRS (kwa kugawia kazi ya utekelezaji kwa Mratibu, uzoefu wa mtumiaji unaweza kuboreshwa mara dufu, la sivyo muda wote unaohitajika kuandaa maombi na utekelezaji wa mbali utaongezwa kwenye Matukio ya OTRS ambayo yanasababisha maombi hayo).

       - Katika mzunguko unaofuata mchakato wa Mratibu unasoma kazi mpya na kupiga simu kwa Muombaji ambaye atatengeneza ombi jipya na kulipitisha kwenye matabaka.

2. Mchochezi

   - Inapokea data kutoka kwenye kitendo.

   - Inathibitisha data zilizopokelewa (kama itahitajika).

   - Inaita moduli ili kusaidia data (kama itahutajika).

   - Rudisha maombi ya muundo wa data au tuma ishara ya kusitisha mawasiliano kwa muombaji, kusitisha mawasiliano kwa nia njema.

3. *Data za Ndani*

   - Data kama ilivyopitishwa kwa mchochezi (Hii siyo tabaka linalotegemea moduli).

4. Kuunganisha

   - Data zinabadilishwa kuwa muundo wa Mfumo wa nje kama ilivyobainishwa katika usanidi wa muunganiko. (Muunganiko wa majibu ya data zinazotoka) .

   - Data ambayo imekwisha badilishwa inarudishwa kwa muombaji.

5. *Data za Nje*

   - Data kama ilivyobadilishwa na kuandaliwa kwa kutuma kwa mfumo wa mbali.

6. Usafirishaji wa Mtandao

   - Inapokea jina la operesheni ya mbali na data ambazo tayari zimekwisha badilishwa umbizo kuwa lile la mfumo wa mbali kutoka kwa muombaji.

   - Inatengeneneza maombi halali ya usafirishaji wa mtandao.

- Inatuma maombi kwa mfumo wa mbali na kusubiri majibu.

### 11.2.2.2. Majibu ya Mbali:

1. Usafirishaji wa mtandao

   - Inapokea majibu na kusimbua fiche mzigo wa data.

   - Inarudisha data kwa muombaji.

2. *Data za Nje*

   - Data kama zilivyopokelewa kutoka kwenye Mfumo wa Mbali

3. Kuunganisha

   - Data inabadilishwa kutoka kwenye muunda wa Mfumo wa Nje kuwa muundo wa ndani wa OTRS kama ilivyobainishwa kwenye usanidi wa muunganiko wa operesheni hii (Muunganiko wa majibu ya data zinazotoka).

   - Data ambayo imekwisha badilishwa inarudishwa kwa muombaji.

4. *Data za Ndani*

   - Data kama ilivyobadilishwa na tayari kupitishwa kurudi kwa muombaji.

5. Mchochezi

   - Inapokea data zilizorudishwa

   - Inashughulikia data inayohitajika na mchochezi maalumu (inajumuisha ushughulikiaji wa makosa kama yapo).

   - Rudisha matokeo ya Mchochezi na data kwa Muombaji.

6. Mratibu au Anayeshughulika na Matukio

   - Inapokea data kutoka kwa Muombaji, kwa kesi ya Mratibu hii data inaweza kuwa na taarifa za kurekebisha ratiba hapo hapo au baadaye.

# 11.3. Huduma za Tovuti

Huduma ya Tovuti ni njia ya mawasiliano kati ya mifumo miwili, katika kesi yetu ni OTRS na Mifumo ya Mbali.

Moyo wa Huduma ya Wavuti ni usanidi wake, ambapo imefafanuliwa vitendo ambavyo huduma ya wavuti inaweza kufanya kwa ndani (Operesheni), vitendo gani maombi ya OTRS inaweza kufanya Mfumo wa Mbali (Wachochezi), jinsi gani data inabadilishwa kuto-ka mfumo mmoja kwenda mwingine (Kuunganisha), na kupitia itifaki gani mawasiliano yatapita (Usafirishaji)

The Generic Interface is the framework that makes it possible to create Web Services for OTRS in a predefined way, using already made building blocks that are independent from each other and interchangeable.

# 11.4. Kiolesura Michoro cha Huduma za Tovuti

Kiolesura michoro cha huduma za tovuti ni kifaa kinachoruhusu kutengeneza usanidi wa huduma za tovuti changamano katika kiolesura ambacho ni rahisi kutumika. Inaruhusu ku:

- Tengeneza na Kufuta huduma za tovuti.

- Kuagiza na Kuhamisha usanidi (katika umbizo la YAML) kwa huduna za tovuti zilizopo.

- Ona, rudisha na Hamisha usanidi wa zamani wa huduma za tovuti zilizopo katika skrini ya Historia ya Huduma za Tovuti.

- Fuatilia batli zote za mawasiliano kwa kila huduma ya tovuti kwenye skrini ya kueua.

## 11.4.1. Mapitio ya Huduma za Tovuti

Kiungo cha "Huduma za Tovuti" kwenye skrini kuu ya kiolesura cha Msimaizi (kwenye boksi la Usimamizi wa Mfumo) Inatuongoza kwenye skrini ya mapitio ya huduma za tovu-ti, ambapo unaweza kusimamia usanidi wa huduma zako za tovuti. Unaweza kuongeza huduma mpya au kubadilisha usanidi kwa zilizopo kutoka kwenye skrini hii.

Kila skrini ya usanidi wa huduma za tovuti katika upande wa juu ina staili ya uabiri njia ya "makombo ya mikate". Huu uabiri unasaidia kujua kwa usahihi tupo upande gani wa us-anidi wa huduma za tovuti, na pia inasaidia mtumiaji kurukia upande wowote wa mchaka-to wa usanidi muda wowote (kitendo hiki hakitahifadhi mabadiliko yoyote).

### Note

Kutengeneza huduma mpya ya tovuti bofya kitufe "Ongeza huduma ya tovuti", na utoe taarifa zinazotakiwa.



*Kielelezo: Mapitio ya huduma za tovuti.*

## 11.4.2. Ongeza Huduma ya Tovuti

Sehemu inayohitajika katika upande huu ni "Jina" la huduma ya tovuti ambalo linatakiwa kuwa la kipekee kwenye mfumo na halitakiwi kuachwa wazi. Sehemu nyingine ambazo pia ni muhimu kwa usanidi kama "Kizingiti cha kueua" na "uhalali" lakini hizi sehemu tayari zina chaguo-msingi kwa kila orodha.

Thamani chaguo-msingi la "Eua Kizingiti" ni "Eua". Zikiwa zimesanidiwa kwa mpangilio huu batli zote za mawasiliano zinasajiliwa kwenye hifadhidata. Kila Kizingiti cha kueua kinachofwata kina udhibiti zaidi na kinapuuza batli za mawasiliano ya oda ya chini zaidi ya iliyosetiwa kwenye mfumo.

### Kizingiti cha viwango vya kueua (kutoka chini kwenda juu)

- Eua

- Maelezo

- Notisi

- Kasoro

Pia inawezekana kufafanua itifaki ya usafirishaji wa mtandao kwa "OTRS kama mtoaji" na "OTRS kama mwombaji".

Bofya kwenye kitufe "Hifadhi" kusajili huduma mpya ya tovuti kwenye hifadhidata au bofya "Katisha" kuchana na operesheni hiyo. Sasa utarudishwa kwenye skrini ya mapitio ya huduma za tovuti.

Kama tayari una faili la usanidi wa huduma za tovuti katika umbizo la YAML unaweza ku bofya kwenye kitufe "Agiza huduma ya tovuti" upande wa kushoto wa skrini. Kwa maelezo zaidi ya uagizaji wa huduma za tovuti tafadhali angalia kifungu kinachofuata "Badiisha Huduma za Tovuti".

## Note

Kubadilisha au kuongeza maelezo ya huduma ya tovuti, bofya kwenye jina la huduma ya tovuti kwenye skrini ya mapitio ya huduma za tovuti.



*Kielelezo: Ongeza huduma za tovuti.*

# 11.4.3. Badilisha Huduma ya Tovuti

Katika skrini hii una seti kamili ya fomula saidizi kushughulikia kila kipande cha huduma ya wavuti. Upande wa kushoto katika safuwima ya kitendo unaweza kupata vitufe ambavyo vitakuruhusu kufanya vitendo vyote vinavyowezekana kwenye huduma ya wavuti:

• Nakili huduma ya tovuti.

• Hamisha huduma ya tovuti

• Agiza huduma ya tovuti

- Historia ya usanidi
- Futa huduma ya tovuti
- Anaye eua.

## Note

"Historia ya usanidi" na "Anaye eua" itapelekea kwenye skrini tofauti.
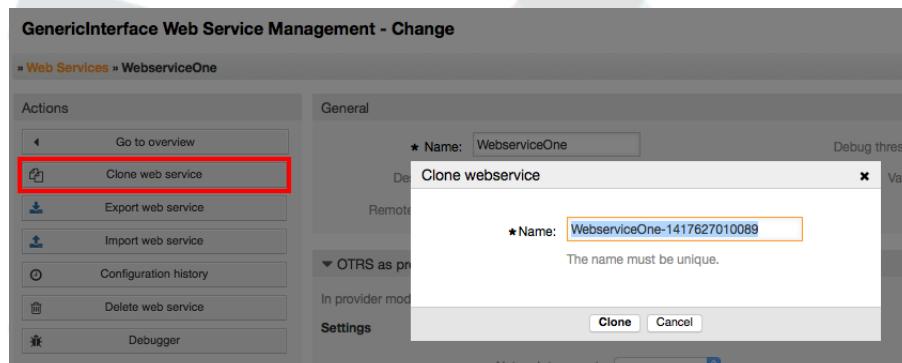
### 11.4.3.1. Nakala ya Huduma ya Tovuti

Kutengeneza nakala ya huduma ya tovuti, unahitaji ku bofya kitufe cha "Nakili huduma ya tovuti". Maongezi yatatokea ambapo unawea kutumia jina la lililopo au kuseti jina jipya kwa (nakala) ya huduma ya tovuti.

## Note

*Kumbuka* kwamba jina la huduma ya mtandao lazima liwe la kipekee kwenye mfumo.

Bofya kitufe cha "Nakili" kutengeneza nakala ya huduma ya tovuti au "Katisha" kufunga maongezi.



*Kielelezo: Nakala ya huduma ya tovuti.*

### 11.4.3.2. Hamisha Huduma ya Tovuti

Kitufe cha "Hamisha huduma za tovuti" kinakupa nafasi ya kuweka usanidi wa huduma ya tovuti ya sasa kwenye faili la YAML, kulipakua na kuhifadhi katika mfumo wako wa mafaili. Hii inakuwa na manufaa pale unapotaka kuhamisha huduma za tovuti kutoka seva moja kwenda nyingine, kwa mfano kutoka kwenye mazingira ya kupima kwenda mazingira ya uzalishaji.

## Warning
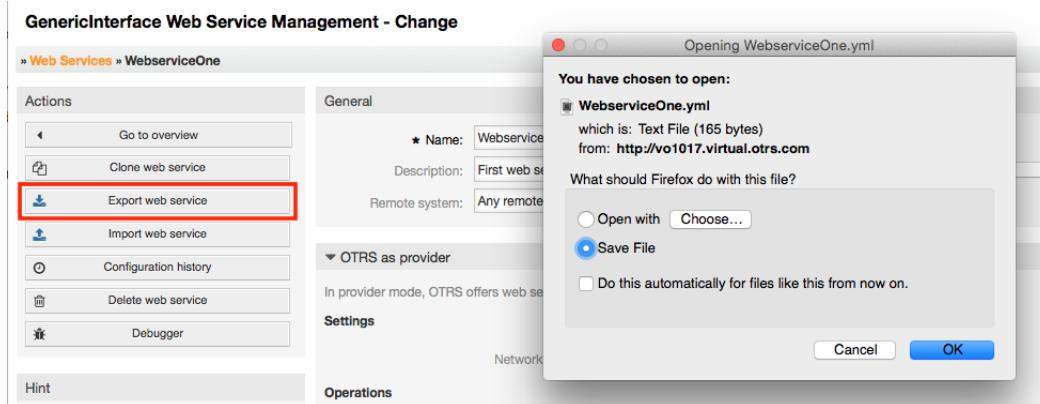
Nywila zote zilizohifadhiwa katika usanidi wa huduma ya tovuti zitahamishwa katika umbizo la nakala wazi.

Baada tu ya kubofya kitufe cha "Hamisha huduma ya tovuti" maongezi ya kuhifadhi ya kivinjari yatatokea, kama vile ukibofya kiungo cha kupakua kwenye kurasa za tovuti.

## Note

Kila kivinjari katika kila mfumo endeshi kina skrini yake ya kuhifadhi maongezi na aina. Kutegemeana na kivinjari na usanidi inawezekana kwamba hakuna maongezi

yanayo onyeshwa na faili linahifadhiwa kwenye mpangilio orodha chaguo-msingi katika mfumo wako wa faili. Tafadhali pitia nyaraka ya kivinjari chako kwa maelekezo zaidi kama inahitajika.



*Kielelezo: Hamisha huduma ya tovuti.*
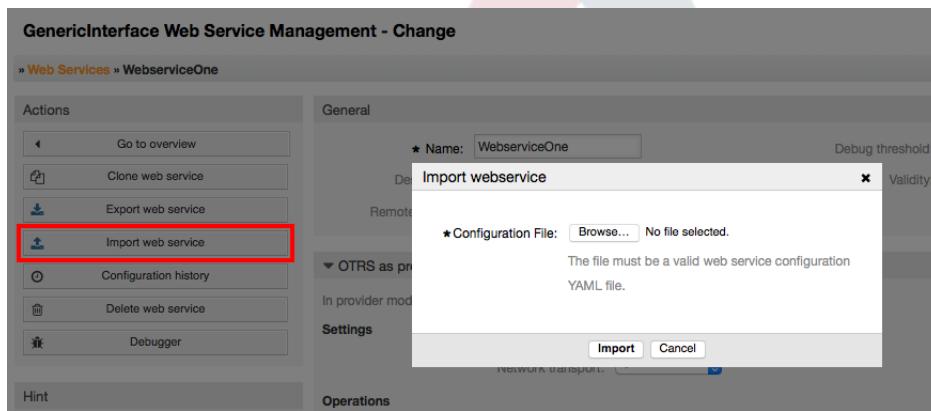
### 11.4.3.3. Agiza huduma ya tovuti

Faili halali la YAML la usanidi wa huduma ya tovuti linatakiwa kutumia kipengele cha agiza huduma ya tovuti. Bofya kitufe cha "Agiza huduma ya tovuti", tafuta faili la usanidi au toa njia kamili kwenye boksi la maingizo.

Bofya kitufe "Agiza" kutengeneza huduma mpya ya tovuti kutoka kwenye faili au "Katisha" kufunga maongezi.

## Note

Jina la huduma ya tovuti litachukuliwa kutoka kwenye jina la faili la usanidi (mf. kama jina la faili ni HudumaTovutiYangu.yml hivyo basi huduma ya tovuti itaitwa HudumaTovutiYangu). Kama kuna huduma ya tovuti iliyosajiliwa kwenye mfumo kwa jina sawa na unayotaka kuagiza, mfumo utakupeleka kwenye skrini ya kubadilisha huduma ya tovuti ili kukuwezesha kubadilisha jina la huduma ya tovuti uliyoagiza.



*Kelelezo: Agiza huduma za tovuti.*

### 11.4.3.4. Historia ya Huduma ya Tovuti

Kila mabadiliko ya usanidi wa huduma ya tovuti inatengeneza ingizo jipya kwenye historia ya huduma ya tovuti (kama jarida). Skrini ya historia ya huduma ya tovuti inaonyesha orodha ya matoleo yote ya usanidi wa huduma ya tovuti. Kila safu mlalo (toleo) kwenye

"Orodha ya Historia ya Usanidi" inawakilisha mojawapo ya marekebisho kwenye historia ya huduma ya tovuti.

Bofya kwenye moja ya safu mlalo kuonyesha usanidi mzima kama ulivyo kwa tarehe / muda huo. Usanidi utaonyeshwa kwenye sehemu "Undani wa Historia" ya skrini. Hapa pia unaweza kuhamisha toleo la usanidi wa huduma ya tovuti au kurejesha hilo toleo kwenye usanidi uliopo wa huduma za tovuti.

Kipengele "Hamisha usanidi wa huduma ya tovuti" kina tabia sawa na "Hamisha huduma ya tovuti" kwenye skrini ya kubadilisha huduma ya tovuti. Kwa maelezo zaidi nenda kwenye hiyo sehemu.

Kama mabadiliko kwenye usanidi wa huduma ya tovuti iliyopo hayafanyi kazi kama ilivyotegemewa na sio rahisi kurudisha hali kabla ya mabadiliko, bofya kitufe "Rudisha usanidi wa huduma ya tovuti". Hii itafungua maongezi yatakayokuuliza kama una uhakika unataka kurudisha usanidi wa huduma ya tovuti. Bofya "Rudisha usanidi wa huduma ya tovuti" kwenye haya maongezi kubadili usanidi uliopo na toleo lililochaguliwa, au bofya "Katisha" kufunga maongezi.

## Warning

Kumbuka kwamba nywila zote zilizohofadhiwa katika usanidi wa huduma ya tovuti zita hamishwa katika umbizo la nakala wazi.

Tafadhali kuwa makini wakati unarudisha usanidi kwani huu mchakato haubadiliki.



*Kielelezo: Historia ya huduma ya tovuti.*

## 11.4.3.5. Futa Huduma ya Tovuti

Wakati mwingine ni lazima kufuta huduma ya tovuti kabisa. Kufanya hivi unabonyeza kitufe "Futa huduma ya tovuti" na maongezi mapya yatatokea kukuuliza uthibitisho.

Bofya "Futa" kuthibitisha uondoaji wa huduma ya tovuti au "Katisha" kufunga maongezi.

## Warning

Kufuta huduma ya tovuti hakubadiliki, tafadhali kuwa makini wakati wa kufuta huduma ya tovuti.



*Kielelezo: Futa huduma ya tovuti.*

### 11.4.3.6. Kieuaji cha Huduma ya Tovuti

Anaye eua anahifadhi batli ya huduma ya tovuti. Katika skrini ya kueua unaweza kufwatilia mawasiliano yote ya huduma za tovuti kwa aidha aina za mtoaji au muombaji.

Hii skrini ikionyeshwa orodha ya maombi inaanza kupakuliwa. Baada ya orodha kujaa unaweza kuchagua moja ya safu mlalo (hii ina maana mlolongo wa mawasiliano) kukagua undani wake. Maelezo haya yatatokea kwenye boksi chini.

Unaweza kupunguza orodha ya mawasiliano kwa kutumia kichujio upande wa kulia wa skrini. Unaweza kuchuja na:

• Aina ya mawasiliano (mtoaji au mpokeaji)

• Tarehe: kabla na / au baada tarehe fulani

• Anuani ya IP ya mbali

• Mjumuisho wa yote.

Baada ya mpangilio wa kichujio kusetiwa, bonyeza kitufe cha "Onyesha Upya" na orodha mpya itaonyeshwa inayofikia vigezo vya utafutaji wako.

## Note

Kutegemea na vigezo vya utafutaji kwa vichujio orodha mpya inaweza isitoe matokeo yoyote.

Upande wa kushoto wa skrini chini ya safuwima ya kitendo unaweza kuchagua "Rudi nyuma kwenye huduma ya tovuti" au futa batli ya anaye eua kwa kubonyeza kitufe "Futa". Hii itafungua maongezi yanayo kuuliza kuthibitisha kufuta batli. Bofya "Futa" katika kitufe cha maongezi kufanya kitendo au bofya "Sitisha" kufunga maongezi.

Kwenye sehemu ya "Undani wa maombi" unaweza kuona maelezo yote ya mawasiliano yaliyochaguliwa. Hapa unaweza kufuatilia mtiririko mzima na kukagua kasoro zozote au kuthibitisha mafanikio ya majibu.

```xml
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:tic="http://www.otrs.org/TicketConnec
   <soapenv:Header/>
   <soapenv:Body>
      <TicketGet>
         <!--You have a CHOICE of the next 3 items at this level-->
         <!--Optional:-->
         <tic:UserLogin>stefan.bedorf</tic:UserLogin>
         <!--Optional:-->
         <tic:Password>MyPwd</tic:Password>
         <!--1 or more repetitions:-->
         <tic:TicketID>1</tic:TicketID>
         <!--Optional:-->
         <tic:DynamicFields></tic:DynamicFields>
         <!--Optional:-->
         <tic:Extended>1</tic:Extended>
         <!--Optional:-->
         <tic:AllArticles>1</tic:AllArticles>
         <tic:Attachments>1</tic:Attachments>
      </TicketGet>
   </soapenv:Body>
</soapenv:Envelope>
```

Detected operation 'TicketGet' (2014-12-03 18:54:35, debug)

No data provided

Incoming data before mapping (2014-12-03 18:54:35, debug)

```
$VAR1 = {
  'AllArticles' => '1',
  'Attachments' => '1',
  'DynamicFields' => '',
  'Extended' => '1',
  'Password' => 'MyPwd',
  'TicketID' => '1',
  'UserLogin' => 'stefan.bedorf'
};
```

*Kielelezo: Kieuaji cha huduma ya tovuti.*

## 11.4.3.7. Badili Usanidi wa Huduma ya Tovuti

Tukirudi kwenye skrini ya kubadilisha huduma ya tovuti, sasa tutafanya mapitio ya upande wake wa kulia. Hapa tuna uwezo wa kubadili data zote za ujumla za huduma ya tovuti kama jina, maelezo, kizingiti cha kueua, na kadhalika. Pia kuna sehemu nyingine mbili chini zinazoturuhusu kubadili parameta maalumu za aina za mawasilinao "OTRS kama Mtoaji" na "OTRS kama Muombaji".

Usanidi wa huduma ya tovuti unahitaji kuhifadhiwa katika kila hatua. Hii inamaanisha kama mpangilio umebadilishwa, viungo vya kwenda kwa sehemu nyingine za ndani za usanidi vitalemazwa kukulazimisha wewe kuhifadhi usanidi wa ngazi uliyopo. Baada ya kuhifadhi viungo vilivyo lemazwa vitawezeshwa tena kukuwezesha kuendelea na usanidi.

Katika kifungu "OTRS kama mtoaji" inawezekana kuseti au kusanidi itifaki ya usafirisha-ji wa mtandao. Mazingira ya nyuma ya usafirishaji mtandao yaliyosajiliwa tu ndiyo yanaonyeshwa kwenye orodha. Kusanidi usafirishaji wa mtandao bofya kwenye kifufe cha "Sanidi". Pia inawezekana kuongeza operesheni mpya katika boksi hili. Kufanya hivi chagua moja ya operesheni zilizopo kutoka kwenye orodha "Ongeza Operesheni". Hii itakupeleka kwenye skrini ya kusanidi operesheni. Baada ya kuhifadhi operesheni mpya itaorodheshwa kwenye jedwali juu.

"OTRS kama muombaji" ni sawa na iliyopita, lakini badala ya "operesheni" unaweza kuongeza wachochezi hapa.

Bofya kitufe "Hifadhi" kuhifadhi na kuendelea na usanidi wa huduma za tovuti, "Hifadhi na maliza" kuhifadhi na kurudi kwenye skrini ya mapitio ya huduma za tovuti, au "Sitisha" kupuuza mabadiliko ya ngazi za usanidi wa sasa na kurudi kwenye skrini ya mapitio ya huduma za tovuti.



*Kielelezo: Badilisha huduma ya tovuti.*

## Note

Kama skrini nyingine za ujumla za Kiolesura cha usanidi kwa mfano Usafirishaji wa Mtandao, Operesheni, Mchochezi na Muunganiko, skrini ya usanidi (ongeza) wa awali itaonyesha machaguo mawili: "Hifadhi" na "Sitisha". Usanidi ukirudiwa, chaguo jipya "Hifadhi na Maliza" litaonekana. Tabia ya kipengele hiki imafafanuliwa chini.

"Hifadhi" itahifadhi usanidi wa ngazi uliyopo kwa sasa kwenye hifadhidata na itarudi kwenye skrini iliyopita kufanya mapitio ya mabadiliko uliyofanya au kufanya usanidi wa mipangilio ya ndani.

"Hifadhi na Maliza" itahifadhi usanidi wa ngazi uliyopo kwa sasa kwenye hifadhidata na itarudi kwenye skrini iliyopita kwenye mfumo wa viwango wa usanidi (kwa ngazi ya juu inayofuata ya usanidi)

"Katisha" itapuuza mabadiliko yoyote ya usanidi kwa ngazi uliyopo na itarudi kwenye skrini iliyopita kwenye mfumo wa viwango wa usanidi.

### 11.4.3.7.1. Usafirishaji Mtandao wa Mtoaji wa Huduma ya Tovuti

In future the list of available network transports will be increased. Currently only "HTTP::SOAP" and "HTTP::REST" transports are available. Each transport has different configuration options to setup and they might use different frontend modules to configure them,

Ni rahisi kusanidi itifaki "HTTP::SOAP" kama mtoaji. Kuna mipangilio miwili tu: "Nafasiyajina" na "Upeo wajuu wa urefu wa ujumbe". Hizi sehemu zinahitajika. Ya kwanza ni URI kuzipa njia za SOAP maudhui, kupunguza utata, na ya pili ni sehemu ambayo unaweza kuweka bayana ukomo wa juu wa ukubwa (katina baiti) kwa ujumbe wa SOAP ambao OTRS itachakatisha.



*Figure: Web service provider network transport HTTP::SOAP.*

For "HTTP::REST" the configuration might be a bit more complicated, as it grows dynamically for each configured operation by adding: "Route mapping for Operation '<OperationName>':" and "Valid request methods for Operation '<OperationName>':" settings to the default transport settings "Maximum message length:" and "Send Keep-Alive:"

• Route mapping for Operation '<OperationName>':

In this setting a resource path is set. This path must be defined according to the needs of the web service considering that the path in conjunction with the HTTP request method determines the Generic Interface operation to be executed.

Path can contain variables in the form of ':<VariableName>' each path string that fits on the position of the variable name will be added to the request payload using the variable name defined in this setting.

Mifano:

Route mapping: /Resource

• Valid requests:

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource?Param1=One

• Invalid requests:

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/
Resource/OtherResource

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/
Resource/OtherResource?Param1=One

Route mapping: /Resource/:ID

- Valid requests:

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/
Resource/1?Param1=One

In both cases ID = 1 will be sent to the operation as part of the payload. In the second case also Param1 = One will be added, depending on the HTTP request method other parameters will be added if they come as a JSON string in the request header.

- Invalid requests:

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/
Resource?Param1=One

Route mapping: /Resource/OtherResource/:ID/:Color

- Valid requests:

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/
Resource/OtherResource/1/Red

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/
Resource/OtherReosurce/123/Blue?Param1=One

In the first example ID = 1 and Color = Red, while in the second ID = 123 and Color = Blue.

- Invalid requests:

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/
Resource/OtherResource/1

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/
Resource/OtherResource/1?Param1=One

In the first example the part of the path '/OtherResource' is missing as well as the :Color variable, on the second example just :Color variable is missing.

- Valid request methods for Operation '<OperationName>':

The HTTP request methods to determine the operation to use together with the route mapping, possible options: CONNECT, DELETE, GET, HEAD, OPTIONS, PATCH, POST, PUT and TRACE.

Totally different operations can share exactly the same mapping path, but the request method must be unique for each operation, in order to determine correctly the operation to use on each request.

| Actions | Network transport |
| --- | --- |
| Go back to web service | Properties |

**Type:** HTTP::REST

**★ Route mapping for Operation 'TicketGet':** `/Resource/:Identifier`

Define the route that should get mapped to this operation. Variables marked by a ':' will get mapped to the entered name and passed along with the others to the mapping. (e.g. /Ticket/:TicketID).

**Valid request methods for Operation 'TicketGet':**
```
-
CONNECT
DELETE
GET
```
Limit this Operation to specific request methods. If no method is selected all requests will be accepted.

**★ Maximum message length:** `10000000`

Here you can specify the maximum size (in bytes) of REST messages that OTRS will process.

**★ Send Keep-Alive:** No

This configuration defines if incoming connections should get closed or kept alive.

Save or Cancel

*Figure: Web service provider network transport HTTP::REST.*

### 11.4.3.7.2. Operesheni ya Huduma ya Tovuti

The actions that can be performed when you are using OTRS as a provider are called "Operations". Each operation belongs to a controller. Controllers are collections of operations or invokers, normally operations from the same controller need similar settings and share the same configuration dialog. But each operation can have independent configuration dialogs if needed.

Name, Description, Backend, and Mappings are fields that normally appear on every operation, other special fields can appear in non default configuration dialogs to fulfill specific needs of the operation.

Kawaida kuna sehemu mbili za usanidi wa miunganiko katika kila operesheni, moja kwa data zinazoingia nyingine kwa data zinazotoka. Unaweza kuchagua aina nyingi za miunganiko (mazingira ya nyuma) kwa kila mwelekeo wa muunganiko, kwa kuwa usanidi wake ni huru kutoka kwa mwingine na pia kutoka kwa mazingira ya nyuma ya operesheni. Zoezi la kwaida na linalofaamika ni operesheni kutumia aina sawa ya miunganiko katika kesi zote mbili (na usanidi uliogeuzwa). Usanidi kamili wa muunganiko unafanyika katika skrini tofauti ambayo inategemea na aina ya muunganiko.

Mazingira ya nyuma ya operesheni yamejazwa tayari na haiwezekani kuhariri. Utaona parameta hii ukichagua operesheni katika skrini ya kuhariri huduma ya wavuti. Sehemu hiyo inatoa taarifa.

In the left part of the screen on the action column you have the options: "Go back to web service" (discarding all changes since the last save) and "Delete". If you click on the last one, a dialog will open and ask you if you like to remove the operation. Click on "Delete" button to confirm the removal of the operation and it configuration or "Cancel" to close the delete dialog.

*Kielelezo: Operesheni ya huduma ya tovuti.*

### 11.4.3.7.3. Usafirishaji Mtandao wa Muombaji wa Huduma ya Tovuti

Usanidi wa usafirishaji mtandao wa muombaji ni sawa na usanidi wa mtoaji. Kwa Muombaji usafirishaji mtandao wa "HTTP::SOAP" kuna sehemu nyingi zaidi kusetiwa.

Kuachana na "Pointiyamwisho" (URI ya kiolesura cha huduma ya tovuti ya Mfumo wa Mbali kukubali maombi) na "Jinanafasi" ambazo ndiyo sehemu zinazotakiwa, unaweza pia kubainisha:

- Usimbaji (kama utf-8, latin1, iso-8859-1, cp1250, na kdhalika) kwa ajili ya ujumbe wa SOAP.

- SOAPAction Header: you can use this to send an empty or filled SOAPAction header. Set to "No" and the SOAPAction header on the SOAP message will be an empty string, or set to "Yes" to send the soap action in Namespace#Action format and define the separator (typically "/" for .Net web services and "#" for the rest).

- Uthibitisho: kuseti utaratibu wa uthibitisho, seti kuwa "-" ili kutokutumia uthibitisho wowote au chagua moja kutoka kwenye orodha na sehemu za undani zitatokea.

## Note

Currently only the "BasicAuth" (HTTP) authentication mechanism is implemented. You can decide whether or not to use it depending on the Remote System config- uration. If used, you must provide the User Name and the Password to access the remote system.

## Warning

Ukitoa nywila kwa ajili ya uthibitisho na baada ya kutuma huduma ya mtandao kwenda kwenye faili la YAML hii nywila itaonyeshwa na kuandikwa kwenye tungo ya nakala wazi ndani ya faili la YAML. Kuwa makini nayo na chukua tahadhari kama ikihitajika.

*Figure: Web service requester network transport (HTTP::SOAP).*

In the case of HTTP::Rest, this configuration also grows dynamically depending on the configured invokers by adding "Controller mapping for Invoker '<InvokerName>':" and "Valid request command for Invoker '<InvokerName>':" for each invoke. Authentication and SSL options are similar to the ones in HTTP::SOAP

- Mwenyeji

  The host name or IP Address and port of the remote system, if no port is specified, port 80 is used by default.

- Controller mapping for Invoker '<InvokerName>':

  In this setting a resource path is set. This path must be defined according to the needs of the remote web service and following its definition.

  Path can contain variables in the form of ':<VariableName>' for each variable name that matches the current data (to be sent), will be replaced by the corresponding data value. This matched variable names and values will be remove from the current data. Depending on the HTTP request command the remaining data could be sent as a JSON string in the request body or as query parameters within the URI.

  Mifano:

  For data: Var1 = One, Var2 = Two, Var3 = Three and Var4 = Four.

  Controller mapping: /Resource

  - After Replacements:

    /Resource

  - Remaining Data:

    Var1 = One, Var2 = Two, Var3 = Three and Var4 = Four

Controller mapping: /Resource/:Var1

- After Replacements:

  /Resource/One

- Remaining Data:

  Var2 = Two, Var3 = Three and Var4 = Four

Controller mapping: /Resource/:Var1?Param1=:Var2&Var3=:Var3

- After Replacements:

  /Resource/One?Param1=Two&Var3=Three

- Remaining Data:

  Var4 = Four

- Valid request command for Invoker '<InvokerName>':

  This determine the HTTP request method to use, possible options: CONNECT, DELETE, GET, HEAD, OPTIONS, PATCH, POST, PUT and TRACE. If no command is selected, Default command is used.

- Sharti chaguo-msingi

  Used as a fall-back for all Invokers with out a defined request command



*Figure: Web service provider network transport HTTP::REST.*

### 11.4.3.7.4. Mchochezi wa Huduma ya Wavuti

The actions that can be performed when you are using OTRS as a requester are called "Invokers". Each invoker belongs to a controller (controllers are collections of operations or invokers). Usually invokers from the same controller need similar settings and share the same configuration dialogs. Each invoker can have independent configuration dialogs if needed.

Name, Description, Backend, and Mappings are fields that normally appear on every invoker. Additionally the list of event triggers and other special fields can appear on non default configuration dialogs to fulfill special needs of the invoker.

Kwa kawaida kuna sehemu mbili za usanidi wa muunganiko kwa kila mchochezi, moja kwa data zinazoingia na nyingine kwa data zinazotoka. Unaweza kuchagua aina tofauti za miunganiko (mazingira ya nyuma) kwa kila mwelekeo, kwa kuwa usanidi wake ni huru kutoka kwa nyenzake na huru kutoka mazingira ya nyuma ya mchochezi. Zoezi la kawaida na linalofahamika ni mchochezi kutumia aina moja ya muunganiko kwa kesi zote mbili, na usanidi uliogeuzwa. Usanidi kamili wa miunganiko unafanywa kwenye skrini tofauti, ambayo inategemea aina ya muunganiko.

Mazingira ya nyuma ya mchochezi yamejazwa tayari na haiwezekani kuhariri. Utaona parameta hii ukichagua mchochezi katika skrini ya kuhariri huduma ya wavuti. Sehemu hiyo inatoa taarifa.

Event triggers are events within OTRS such as "TicketCreate", "ArticleSend", etc. These can act as triggers to execute the invoker. Each invoker needs to have at least one event trigger registered, or the invoker will be useless, because it will never be called. The asynchronous property of the event triggers define if the OTRS process will handle the invoker or if it will be delegated to the OTRS Scheduler.

## Note

The OTRS Scheduler is a separate process that executes tasks in the background. Using this the OTRS process itself will not be affected if the Remote System takes a long time to respond, if it is not available or if there are network problems. If you don't use the scheduler using web services can make OTRS slow or non-responsive. Therefore it is highly recommend to use asynchronous event triggers as often as possible.

Kuongeza kichochezi cha tukio, kwanza chagua familia ya tukio kutoka kwenye orodha ya kwanza, kisha jina la tukio katika orodha ya pili, kisha seti sifa solandanifu (kama haijatikiwa ina maanisha kichochezi cha tukio kitakuwa sio solandanifu) na mwisho bofya kitufe cha kujumlisha. Kichochezi kipya cha matukio kitakuwa kimetengenezwa na kiawekwa kwenye orodha ya wachochezi "Vichochezi vya Matukio".

To delete an Event trigger, simply locate the event trigger to be deleted in the "Event Triggers" list and click on the trash icon at the end of the row. This will open a dialog that asks you if you are sure to delete the event trigger. Click "Delete" to remove the event trigger from the list, or "Cancel" to close the dialog.

Kwenye upande wa kushoto wa skrini katika safuwima ya vitendo una machaguo: "Rudi nyuma kwenye huduma za wavuti" (puuza maadiliko yote kuanzia uhifadhi wa mwisho) na "Futa". Kama ukibofya kitufe cha mwisho maongezi yatatokea na kukuuliza kama ungependa kuondoa mchochezi. Bofya kitufe cha "Futa" kuthibitisha uondoaji wa mchochezi na usanidi wake au "Sitisha" kufunga maongezi.

*Kielelezo: Mchochezi wa huduma ya wavuti.*

### 11.4.3.7.5. Kuunganisha Huduma za Wavuti

There are cases where you need to transform the data from one format to another (map or change data structure), because normally a web service is used to interact with a Remote System, that is highly probable that is not another OTRS system and / or could not understand the OTRS data structures and values. In these cases some or all values have to be changed, and sometimes even the names of the values (keys) or even the complete structure, in order to match with the expected data on the other end. To accomplish this task the Generic Interface Mapping Layer exists.

Kila Mfumo wa Mbali una muundo wake wa data na inawezekana kutengeneza moduli mpya za muunganiko kwa kila kesi (mf. kuna moduli ya muunganiko maalumu kwa SAP Meneja Usuluhishi inayosafirishwa na OTRS), lakini sio ya lazima. Muunganiko wa moduli::Rahisi inatakiwa kukidhi mahitaji mengi ya muunganiko.

## Note

Wakati Muunganiko::Rahisi haukidhi mahitaji yote ya muunganiko kwa huduma ya wavuti, moduli mpya ya muunganiko inatakiwa itengenezwe. Kujifunza zaidi kuhusu kutengeneza moduli mpya ya muunganiko tafadhali pitia Mwongozo wa Maendeleo wa OTRS.

Hii moduli inakupa nafasi ya kuseti thamani chaguo-msingi za kuunganisha kwa kila ufunguo au thamani kwa mawasiliano yote ya data.

Mwanzo wa skrini utaona kifungu cha kawaida ambapo unaweza kuseti sheria chaguo-msingi ambazo zitafanya kazi kwa funguo na thamani zote ambazo hazijaunganishwa. Kuna machaguo matatu yanayopatikana, haya machaguo yameorodheshwa chini:

• Weka (acha bila kubadilisha): haigusi funguo au thamani kwa njia yoyote.

---

- Puuza (dondosha jozi ya ufunguo/thamani): hii ikitumika katika ufunguo inafuta ufunguo na thamani, kwa sababu ufunguo ukifutwa pia na thamani yake husika inafutwa pia. Hii ikitumika kwa hii thamani, thamani tu ndiyo inafutwa, kuacha ufunguo, hiyo sasa itahusishwa na ufunguo ulio tupu.

- UnganishaKwenda (tumia ufunguo uliotolewa au thamani kama chaguo-msingi): funguo zote na / au thamani bila sheria ya miunganiko, zitatumia hii kama chaguo-msingi, ukichagua hili chaguo sehemu mpya ya nakala itatokea kuweka hii kama chaguo-msingi.

Kubofya kwenye kitufe "+" kwa ufunguo mpya wa muunganiko, itaonyesha boksi jipya kwa usanidi wa muunganiko mmoja. Unaweza kuongeza funguo nyingi za muunganiko kadri ya mahitaji yako. Bonyeza tena kwenye kitufe "+" na boksi jipya la muunganiko litaonekana chini ya lililokuwepo. Kutoka kwenye haya maboksi ya muunganiko unaweza kufafanua muunganiko wa ufunguo mmoja, na machaguo yanayofwata:

- Thamni halisi(moja au nyingi): tungo ya ufunguo wa zamani itabadilishwa kuwa mpya kama ufunguo wa zamani utafanania kabisa.

- Usemi wa kawaida: Tungo ya ufunguo itawekwa upya baada ya sheria ya usemi wa kawaida.

Kubonyeza kitufe cha thamani mpya ya kuunganisha "+" itaonyesha safu mlalo mpya kwa ajili ya thamani ya kuunganisha. Hapa inawezekana pia kufafanua sheria kwa kila thamani ya kuunganishwa ikiwa na machaguo yale yale kama ya ramani ya ufunguo (Thamani halisi na Usemi wa kawaida). Unaweza kuongeza thamani nyingi kwenye muunganiko kama inavyohitajika, na kama unataka kufuta moja wapo, bonyeza tu kwenye kitufe "-" kwa kila safu mlalo ya muunganiko.

Kufuta kifungu (boksi) muunganiko kamili wa ufunguo inawezekana, bonyeza tu katika kitufe "-" kilicho kwenye upande wa juu kulia wa kila boksi unalotaka kufuta.

Kama unahitaji kufuta kikamilifu usanidi wa muunganiko: rudi nyuma katika operesheni husika au skrini ya mchochezi, angalia mwelekeo wa muunganiko unaouchagua kabla na seti thamani yake kuwa "-", na hifadhi usanidi kufanya mabadiliko.



*Kielelezo: Muunganiko wa huduma za wavuti.*

# 11.5. Kiolesura cha Tungo Amri cha Huduma ya Tovuti.

Kiolesura cha Tungo Amri (CLI) ni njia ya haraka ya kufanya kazi na huduma za tovuti. Ina seti ya vifaa ambavyo vinaweza kutumika kufanya kazi za msingi kama:

- Tengeneza, Sasisha, Soma, Orodhesha na Futa huduma za tovuti zenye msingi wa mafaili ya YAML.

- Soma batli ya anaye eua, na machaguo ya kuchuja.

## Note

Huitaji kutumia CLI kufanya kazi na huduma za wavuti. Katika kiolesura cha Msimamizi kuna seti za skrini zilizounganishwa kwa ajili ya kuwasiliana na kila upande wa huduma za tovuti. Tafadhali soma GUI ya huduma za tovuti iliyojumuishwa kwenye mwongozo huu.

## 11.5.1. Usanidi wa Huduma za Tovuti

"WebserviceConfig.pl" ilitengenezwa ili kutengeneza kifaa cha msingi, lakini kirahisi na chenye nguvu cha kufanya kazi na usanidi wa huduma za tovuti. Inakupa uwezo wa kufanya vitendo vifuatavyo:

- Ongeza: kutengeneza huduma za tovuti kwa kutumia faili la YAML kama chanzo cha usanidi.

- Sasisha: kubadilisha huduma ya tovuti iliyopo, usanidi unaweza kubadilishwa kwa kutumia faili la YAML tofauti au liliboreshwa.

- Soma: kupata usanidi wa huduma ya tovuti iliyopo kuonyeshwa kwenye skrini.

- Orodha: kupata orodha nzima ya huduma za tovuti zilizosajiliwa kwenye mfumo.

- Futa: kufuta huduma ya tovuti kutoka kwenye mfumo. Kuwa makini ukiitumia, kwa sababu kitendo hiki hakiwezi kubadilishwa.

## Warning

Operesheni ya huduma ya tovuti ya SOMA itaonyesha usanidi wote kama nakala wazi kwenye skrini, ikijumuisha nywila zilizohifadhiwa. Tafadhali kuwa macho na hili na chukua tahadhari.

Mfano: Kutengeneza usanidi mpya wa huduma ya mtandao:

```
shell> OTRS_HOME/bin/otrs.WebserviceConfig.pl -a write -n <webservice_name> -f /path/to/
yaml/file
```

Pia unaweza kutumia 'otrs.WebserviceConfig.pl' na machaguo yafuatayo:

- **-a read -i <webservice_id>** - Kusoma usanidi uliohifadhiwa.

- **-a write -n <webservice_name> -f /path/to/yaml/file** - Kutengeneza huduma mpya ya tovuti.

- **-a write -i <webservice_id> -f /path/to/yaml/file** - Kusasisha huduma ya tovuti.

- **-a list** - Kuorodhesha huduma za tovuti zinazopatikana.

- **-a delete -i <webservice_id>** - Kufuta huduma ya tovuti.

## 11.5.2. Kieuaji cha Huduma ya Tovuti

Kifaa kingine kinachopatikana kupitia kiolesura cha tungo amri ni hati ya "otrs.GenericInterfaceDebugRead.pl", ambacho ni kiolesura cha kutafuta mweuaji wa maingizo ya batli ya huduma ya tovuti.

Mfano: Kutafuta maingizo ya batli za anaye eua:

```
shell> bin/otrs.GenericInterfaceDebugRead.pl
```

Parameta za hiari zinaweza kutumika kwa ajili ya hati ya "otrs.GenericInterfaceDebugRead.pl":

- **-c** - kuchuja Mawasiliano kwa Kitambulisho (muundo wa md5sum).

- **-t** - kuchuja kwa MawasilianoAina ('Mtoaji' or 'Muombaji').

- **-a** - kuchuja kwa tarehe (Katika au Baada ya tarehe).

- **-b** - kuchuja kwa tarehe (Katika au Kabla ya tarehe).

- **-i** - kuchuja kwa anwani ya IP (lazima iwe anwani halisi ya IPV4 au IPV6).

- **-w** - kuchuja kwa Kitambulisho cha Huduma ya Tovuti.

- **-d** - kujumuisha data za mawasiliano kwa undani.

Mfano: Kutafuta maingizo ya anaye eua kwa kutumia parameta zote:

```
shell> ./otrs.GenericInterfaceDebugRead.pl -c a7cc4d9f5c70387a9bfbe1351bc88966 -t Provider -
a '2011-07-22 00:00:00' -b '2011-07-26 00:00:00' -i 127.0.0.1 -w 123 -d 1
```

### Note

Inashauriwa sana kujumuisha japo moja ya machaguo ya kuchuja yaliyoorodheshwa juu, na zaidi kama chaguo "-d" limechaguliwa, kwa sababu taarifa *nyingi* zinaweza kupatikana kutoka kwenye hifadhidata na kuonyeshwa kwenye skrini, hii inaweza kupelekea muda wa majibu kuongezeka na taarifa zaidi ya zile unazohitaji.

# 11.6. Usanidi wa Huduma za Tovuti

Kutoka kwenye usanifu wake huduma za tovuti zilionekana kuweza kutumika kutoa mfumo mmoja wa OTRS kwenda mwingine, mf. kutoka kwenye mazingira ya majaribio au usanifu kwenda kwenye mazingira ya uzalishaji. Kwa hiyo ilihitajika kuwa na njia rahisi ya kupata usanidi wa huduma za tovuti kutoka kwenye hifadhidata, na kuhamishia kwenye nyingine. Kufanikisha kazi hii Kiolesura cha Ujumla kinatumia mafaili ya YAML kama msingi wa usanidi wa huduma za tovuti.

Kwanini YAML? YAML ni lugha ya dhulisho mabadiliko iliyoundwa kuwa rafiki kwa binadamu kuandika na kusoma (ni rahisi kuelewa zaidi ya JSON) , haina baadhi ya vikwazo vya XML kama lebo za tarakimu, ni wazi, ya kawaida, na ni kamili zaidi kuhifadhi usanidi mzima wa huduma ya tovuti.

---

## Note

Kujifunza zaidi kuhusu YAML tafadhali tembelea http://www.yaml.org/.

ufuatao ni mfano wa usanidi wa huduma ya tovuti katika muundo wa YAML:

```
---
Debugger:
  DebugThreshold: debug
Description: This an example of a web service configuration
Provider:
  Operation:
    CloseIncident:
      Description: This is a test operation
      MappingInbound: {}
      MappingOutbound: {}
      RemoteSystemGuid: ''
      Type: Test::Test
    Test:
      Description: This is a test operation
      MappingInbound:
        Config:
          KeyMapDefault:
            MapTo: ''
            MapType: Keep
          KeyMapExact:
            Prio: Priority
          ValueMap:
            Priority:
              ValueMapExact:
                Critical: 5 Very High
                Information: 1 Very Low
                Warning: 3 Normal
          ValueMapDefault:
            MapTo: 3 Normal
            MapType: MapTo
        Type: Simple
      MappingOutbound:
        Config:
          KeyMapDefault:
            MapTo: ''
            MapType: Ignore
          KeyMapExact:
            Priority: Prio
          ValueMap:
            Prio:
              ValueMapExact:
                1 Very Low: Information
                3 Normal: Warning
                5 Very High: Critical
          ValueMapDefault:
            MapTo: ''
            MapType: Ignore
        Type: Simple
      Type: Test::Test
  Transport:
    Config:
      MaxLength: 10000000
      NameSpace: http://www.example.com/actions
    Type: HTTP::SOAP
RemoteSystem: remote.system.description.example.com
Requester:
  Invoker:
    Test:
      Description: This is a test invoker
      Events:
        - Asynchronous: 1
          Event: TicketCreate
        - Asynchronous: 0
          Event: ArticleUpdate
```

```
        MappingInbound:
          Type: Simple
        MappingOutbound:
          Type: Simple
        Type: Test::Test
    Transport:
      Config:
        Authentication:
          Password: '*******'
          Type: BasicAuth
          User: otrs
        Encoding: utf-8
        Endpoint: http://www.example.com:8080/endpoint
        NameSpace: http://www.example.com/actions
        SOAPAction: Yes
        SOAPActionSeparator: '#'
      Type: HTTP::SOAP
```

## 11.6.1. Undani wa Usanidi

### 11.6.1.1. Ujumla

- Maelezo: nakala fupi inayoelezea huduma ya tovuti.

- MfumoMbali: maelezo mafupi ya Mfumo wa Mbali.

- Anaye eua: chombo cha mipangilio ya anaye eua.

- Mtoaji: chombo cha mipangilio ya mtoaji.

- Muombaji: chombo cha mipangilio ya muombaji.

### 11.6.1.2. Anaye eua

- EuaKizingiti: Ngazi ya anaye eua

### Thamani ziwezekanazo

- eua: batli zote zinahifadhiwa kwenye hifadhidata.

- Taarifa: batli za tabaka la taarifa, notisi na kasoro ndio zinahifadhiwa katika hifadhi-data.

- notisi: batli za tabaka la notisi na makosa ndio zinahifadhiwa kwenye hifadhidata.

- kosa: batli za tabaka la makosa tu ndio zinahifadhiwa kwenye hifadhidata.

### 11.6.1.3. Mtoaji

- Operesheni: chombo kwa kila mipangilio ya operesheni.

- Usafirishaji: chombo cha mipangilio ya mtoaji usafiri wa mtandao.

#### 11.6.1.3.1. Operesheni

- <OperesheniJina>: Jina la kipekee kwa operesheni, chombo cha mipangilio yake ya operesheni (nambari ya elementi 0..n, haitakiwi kujirudia).

#### 11.6.1.3.1.1. <JinaOperesheni>

Hiki kifungu kinajikita katika operesheni kutoka aina "Test::Test" operesheni nyingine zinaweza kuwa na zaidi au mipangilio mingine.

- Maelezo: nakala fupi inayoelezea operesheni.

- KuunganishaZinazoingia: chombo cha kuunganisha mipangilio ya data za maombi yanayoingia.

- KuunganishaZinazotoka: chombo cha kuunganisha mipangilio ya data za majibu yanay-otoka.

- Aina: mazingira ya nyuma ya operesheni, katika Mdhibiti::Umbizo la operesheni.

### 11.6.1.3.1.1.1. KuunganishaZinazoingia

Kifungu hiki kinajikita katika miunganiko ya aina "Rahisi". Miunganiko mingine inaweza kuwa na mipangilio zaidi au tofauti.

- Usanidi: chombo cha kuunganisha mipangilio hii.

- Aina: kuunganisha mazingira ya nyuma.

### 11.6.1.3.1.1.1.1. Usanidi

- UfunguoUnganishaChaguo-msingi: chombo cha mipangilio yote ya funguo isiyoungan-ishwa.

- ThamaniUnganishaChaguo-msingi: chombo cha mipangilio ya thamani zote zisizoun-ganishwa.

- FunguoUnganishaHalisi: chombo cha miunganiko yote halisi ya funguo (nambari ya el-ementi 0 .. 1)

- UfunguoUnganishaRegEx: chombo cha miunganiko yote ya semi za kawaida za ufunguo (nambari ya elementi 0 .. 1).

- ThamaniUnganisha: chombo cha miunganiko yote ya thamani (nambari ya elementi 0 .. 1).

### 11.6.1.3.1.1.1.1.1. UfunguoUnganishaChaguo-msingi

- UnganishaKwa: thamani mpya ya kutumika (inatumika pale tu UnganishaAina imeseti-wa kuwa UnganishaKwa).

- AinaRamani: sheria kwa ajili ya kuunganisha.

## Thamani ziwezekanazo

- Weka: acha bila kubadilisha.

- Puuza: dondosha.

- UnganishaKwa: badilisha kwenda kwenye thamani UnganishaKwa.

### 11.6.1.3.1.1.1.1.2. ThamaniUnganishaChaguo-msingi

Sawa sawa na UfunguoUnganishaChaguo-msingi.

### 11.6.1.3.1.1.1.1.3. UfunguoUnganishaHalisi

- <funguoyazamani>: <funguompya> (nambari ya elementi 0 .. n haitakiwi kujirudia).

### 11.6.1.3.1.1.1.1.4. UfunguoUnganishaRegEx

- <ufunguozamani(RegEx)>: <ufunguompya> ( nambari ya elementi 0 .. n lakini hakuna kujirudia).

### 11.6.1.3.1.1.1.5. ThamaniUnganisha

- \<ufunguompya>: chombo cha miunganiko ya thamani kwa hii funguo mpya (nambari ya elementi inategemeana na funguo mpya kutoka UfunguoUnganishaHalisi na Ufun-guoUnganishaRegEx).

### 11.6.1.3.1.1.1.5.1. \<ufunguompya>

- ThamaniUnganishaHalisi: chombo cha miungamiko yote halisi (nambari ya elementi 0 .. 1).

- ThamaniUnganishaRegEx: chombo cha uunganishaji wa thamani zote za semi za kawai-da (nambari ya elementi 0 .. 1).

### 11.6.1.3.1.1.1.5.1.1. thamaniUnganishaHalisi

- \<thamaniyazamani>: \<thamanimpya> ( nambari ya elementi 0 .. n haitakiwi kujirudia).

### 11.6.1.3.1.1.1.5.1.2. ThamaniUnganishaRegEx

- \<thamanizamani(RegEx)>: \<thamanimpya> ( nambari ya elementi 0 .. n lakini isi-jirudie).

### 11.6.1.3.1.1.2. KuunganishaZinazotoka

Sawa na KuunganishaZinazoingia

### 11.6.1.3.1.1.3. Safirisha

Hiki kifungu kimejikita kwenye usafirishaji mtandao wa HTTP::SOAP wa mtoaji, usafirishaji mwingine unaweza kuwa na mipangilio tofauti au zaidi.

- Config: chombo cha mipangilio yote maalumu ya usanidi wa usafirishaji wa mtandao.

- Aina: mazingira ya nyuma ya mtoaji wa usafirishaji wa mtandao.

### 11.6.1.3.1.1.3.1. Usanidi

- KikomoUrefu: kikomo cha urefu wa kusomwa katika baiti kwenye ujumbe wa SOAP kwa OTRS.

- JinaNafasi: URI ambayo inatoa maudhui kwa operesheni zote zilizo kwenye huduma hii ya tovuti.

## 11.6.1.4. Muombaji

- Mchochezi: chombo cha mipangilio ya kila mchochezi.

- Usafirishaji: chombo cha mipangilio ya muombaji wa usafiri wa mtandao.

### 11.6.1.4.1. Mchochezi

- \<MchocheziJina>: Jina la kipekee la mchochezi, chombo cha mipangilio yake ya mchochezi (nambari ya elementi 0..n, haitakiwi kujirudia).

### 11.6.1.4.1.1. \<MchocheziJina>

Hiki kifungu kinatokana na wachochezi wa aina "Jaribio::Jaribio" wachochezi wengine wanaweza kuwa na mipangilio tofauti.

- Maelezo: nakala fupi inayoelezea mchochezi

- Matukio: chombo cha mipangilio ya vichochezi vya matukio visivyo na majina.

- KuunganishaZinazoingia: chombo cha kuunganisha mipangilio ya majibu ya data zina-zoingia.

- KuunganishaZinazotoka: chombo cha kuunganisha mipangilio ya data za maombi yanayotoka.

- Aina: mazingira ya nyuma ya mchochezi, katika Mdhibiti::Umbizo la mchochezi.

**11.6.1.4.1.1.1. Matukio**

- *Orodhesha Elementi*: (nambari ya elementi 0 .. n)

  - Solandanifu: inaseti kama mchochezi ataachwa kuwa jukumu la Mratibu

    ### Thamani ziwezekanazo

    - 0: haijashughulikiwa na Mratibu.

    - 1: imeshughulikiwa na Mratibu.

- Tukio: jina la kichochezi cha tukio.

  ### Thamani Ziwezekanazo (kwa matukio ya tiketi)

  - TengenezaTiketi

  - FutaTiketi

  - SasishaKichwaTiketi

  - TiketiFunguaMudaWaMwishoSasisha

  - SasishaFoleniTiketi

  - SasishaAinaTiketi

  - SasishaHudumaTiketi

  - SasishaSLATiketi

  - SasishaMtejaTiketi

  - SasishaNakalaHuruTiketi

  - SasishaMudaHuruTiketi

  - SasishaMudaKusubiriTiketi

  - SasishaFungaTiketi

  - TiketiNyarakaBenderaSasisha

  - SasishaHaliTiketi

  - SasishaMmilikiTiketi

  - TiketiJukumuSasisha

  - TiketiKipaumbeleSasisha

  - OngezaHistoria

- FutaHistoria

- TiketiHesabuMuda

- MuunganikoTiketi

- TiketiJiunge

- TiketiJiondoe

- TiketiBenderaSeti

- TiketiBenderaFuta

- TiketiMtumwaKiungoOngeza

- TiketiMtumwaKiungoFuta

- TiketiMkuuKiungoFuta

## Thamani Ziwezekanazo (kwa matukio ya makala)

- Matukio ya Makala

- TengenezaMakala

- SasishaNakalaHuruMakala

- SasishaMakala

- TumaMakala

- MakalaDunda

- MakalaWakalaTaarifa

- MakalaMtejaTaarifa

- MakalaOtomatikiMajibu

- MakalaBenderaSeti

- MakalaBenderaFuta

- MakalaWakalaTaarifa

- MakalaMtejaTaarifa

### 11.6.1.4.1.1.2. KuunganishaZinazoingia

Sawa na Operesheni KuunganishaZinazoingia

### 11.6.1.4.1.1.3. KuunganishaZinazotoka

Sawa na Operesheni KuunganishaZinazoingia.

### 11.6.1.4.1.1.4. Safirisha

Hiki kifungu kimejikita kwenye usafirishaji mtandao wa HTTP::SOAP wa muombaji, usafirishaji mwingine unawezakuwa na mipangilio tofauti au zaidi.

- Config: chombo cha mipangilio yote maalumu ya usanidi wa usafirishaji wa mtandao.

- Aina: mazingira ya nyuma ya muombaji wa usafirishaji wa mtandao.

### 11.6.1.4.1.1.4.1. Usanidi

- Uthibitisho: chombo cha mipangilio ya uthibitisho

- Usimbaji: ujumbe wa SOAP usimbaji maombi

- Pointiyamwisho: URI ya huduma ya tovuti ya Mfumo wa Mbali kukubali maombi ya OTRS

- JinaNafasi: URI inayowapa maudhui wachochezi wote walio katika huduma hii ya wavuti.

- SOAPAction: kutuma kichwa cha SOAPAction kilicho tupu au kilichojazwa katika ujumbe wa SOAP (ndani ya "<JinaNafasi> <Kigawanyo> <Kitendo>" umbizo).

  #### Thamani ziwezekanazo

  - NDIYO: kutuma kichwa cha SOAPAction kilichojazwa.

  - Hapana: kutuma kichwa cha SOAPAction tupu.

- SOAPActionSeparator: kuseti <Kigawanyo> cha kichwa cha SOAPAction iliyojazwa.

  #### Thamani ziwezekanazo

  - '/': inatumika kwa na huduma za tovuti za .net.

  - '#': inatumika na huduma zote za tovuti zilizobaki.

### 11.6.1.4.1.1.4.1.1. Uthibitisho

- Mtumiaji: jina la mtumiaji lenye haki ambalo lina ufikivu kwa huduma ya mbali ya tovuti.

- Nywila: nywila ya mtumiaji mwenye haki katika nakala wazi.

- Aina: aina ya uthibitisho.

# 11.7. Viunganishi

Kiunganisho ni seti ya vitendo ambavyo aidha vinaitwa Operesheni kama OTRS inasimama kama mtoaji wa huduma ya wavuti au Wachochezi kama OTRS itasimama kama muombaji huduma ya wavuti. Pia inaweza kujumuisha Miunganiko au Usafirishaji.

Kiunganisho kimoja kinaweza kuwa na Operesheni tu, Wachochezi tu au zote. Kiunganisho kinaweza kutumia sehemu za viunganisho vingine kama Miunganiko au Usafirishaji kama siyo maalumu kwa kiunganisho kinachojaribu kuzitekeleza.

Kwa maneno mengine kiunganisho hakijajikita kwa tabaka moja la kidhibiti lakini inaweza kutanuliwa kwenye Muunganiko wa Data au matabaka ya Usafirishaji wa Mtandao kama itahitajika.

Kutokana na usanifu wa moduli wa Kiolesura cha Ujumla Kiunganishi kinaweza kuonekana kama programu-jalizi; hii inamaanisha kwa kuongeza Viunganishi uwezo wa kiolesura cha ujumla kinaweza kupanuliwa kwa kutumia: vifaa vya nyongeza vya OTRS, moduli Zilizogeuzwa kukufaa za OTRS, moduli za mshiriki wa 3, na mengineyo.

## 11.7.1. Kifungu cha Viunganishi

Iliyojumuishwa na hili toleo la OTRS viunganishi vifuatavyo viko tayari kutumika.

- Kipindi

- Tiketi

### 11.7.1.1. Kiunganishi cha Kipindi

Kiungo hiki kinaweza kutengeneza Kitambulisho halali cha Kipindi ambacho kinaweza kutumika katika operesheni nyingine yoyote.

Inatoa:

- Operesheni:

  - TengenezaKipindi:

### 11.7.1.1.1. Operesheni

### 11.7.1.1.1.1. TengenezaKipindi:

Inatengeneza Kitambulisho kipya halali kitakachotumika katika operesheni nyingine kutoka kwenye viunganishi vingine kama TengenezaTiketi.

## Note

Kutumia Kitambulisho cha Kipindi katika operesheni nyingine kutoka kwenye viunganishi vingine ni muhimu kwamba operesheni ifanye uthibitisho kwa kutumia Kitambulisho cha Kipindi. Vifurushi vingine vya operesheni vinaweza kukubali Kitambulisho cha Kipindi halali kama njia ya uthibitisho.

Sifa ziwezekanazo:

```
<SessionCreate>
    <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <UserLogin>?</UserLogin>
    <!--Optional:-->
    <CustomerUserLogin>?</CustomerUserLogin>
    <!--Optional:-->
    <Password>?</Password>
</SessionCreate>
```

## 11.7.1.2. Kiunganishi cha Tiketi

Hiki kiunganishi kinatoa programu-tumizi za msingi kuwasiliana na tiketi

Inatoa:

- Operesheni:

  - TengenezaTiketi

  - SasishaTiketi

  - PataTiketi

  - TafutaTiketi

### 11.7.1.2.1. Operesheni

### 11.7.1.2.1.1. TengenezaTiketi

Inatoa kiolesura cha kutengeneza tiketi katika OTRS. Tiketi lazima iwe na Makala na inaweza kuwa na viambatanishi mbali mbali, Sehemu Zinazobadilika zote zilizofafanuliwa zinaweza pia kusetiwa katika operesheni ya TiketiTengeneza.

Sifa ziwezekanazo:

```
<TicketCreate>
    <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
    <!--Optional:-->
    <UserLogin>?</UserLogin>
    <!--Optional:-->
    <CustomerUserLogin>?</CustomerUserLogin>
    <!--Optional:-->
    <SessionID>?</SessionID>
    <!--Optional:-->
    <Password>?</Password>
    <Ticket>
        <Title>?</Title>
        <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <QueueID>?</QueueID>
        <!--Optional:-->
        <Queue>?</Queue>
        <!--You have a CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <TypeID>?</TypeID>
        <!--Optional:-->
        <Type>?</Type>
        <!--You have a CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <ServiceID>?</ServiceID>
        <!--Optional:-->
        <Service>?</Service>
        <!--You have a CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <SLAID>?</SLAID>
        <!--Optional:-->
        <SLA>?</SLA>
        <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <StateID>?</StateID>
        <!--Optional:-->
        <State>?</State>
        <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <PriorityID>?</PriorityID>
        <!--Optional:-->
        <Priority>?</Priority>
        <!--You have a CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <OwnerID>?</OwnerID>
        <!--Optional:-->
        <Owner>?</Owner>
        <!--You have a CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <ResponsibleID>?</ResponsibleID>
        <!--Optional:-->
        <Responsible>?</Responsible>
        <CustomerUser>?</CustomerUser>
        <!--Optional:-->
        <CustomerID>?</CustomerID>
        <!--Optional:-->
        <PendingTime>
            <Year>?</Year>
            <Month>?</Month>
            <Day>?</Day>
            <Hour>?</Hour>
            <Minute>?</Minute>
        </PendingTime>
    </Ticket>
    <Article>
        <!--You have a CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <ArticleTypeID>?</ArticleTypeID>
```

```
        <!--Optional:-->
        <ArticleType>?</ArticleType>
        <!--You have a CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <SenderTypeID>?</SenderTypeID>
        <!--Optional:-->
        <SenderType>?</SenderType>
        <!--Optional:-->
        <From>?</From>
        <Subject>?</Subject>
        <Body>?</Body>
        <!--You have a CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <ContentType>?</ContentType>
        <Charset>?</Charset>
        <MimeType>?</MimeType>
        <!--Optional:-->
        <HistoryType>?</HistoryType>
        <!--Optional:-->
        <HistoryComment>?</HistoryComment>
        <!--Optional:-->
        <AutoResponseType>?</AutoResponseType>
        <!--Optional:-->
        <TimeUnit>?</TimeUnit>
        <!--Optional:-->
        <NoAgentNotify>?</NoAgentNotify>
        <!--Zero or more repetitions:-->
        <ForceNotificationToUserID>?</ForceNotificationToUserID>
        <!--Zero or more repetitions:-->
        <ExcludeNotificationToUserID>?</ExcludeNotificationToUserID>
        <!--Zero or more repetitions:-->
        <ExcludeMuteNotificationToUserID>?</ExcludeMuteNotificationToUserID>
    </Article>
    <!--Zero or more repetitions:-->
    <DynamicField>
        <Name>?</Name>
        <!--1 or more repetitions:-->
        <Value>?</Value>
    </DynamicField>
    <!--Zero or more repetitions:-->
    <Attachment>
        <Content>cid:61886944659</Content>
        <ContentType>?</ContentType>
        <Filename>?</Filename>
    </Attachment>
</TicketCreate>
```

### 11.7.1.2.1.2. SasishaTiketi

Operesheni ya SasishaTiketi inaongeza uwezo wa kubadili sifa kutoka kwenye tiketi iliyopo au kuongeza makala mpya, ikijumuisha na viambatanisho na sehemu zinazobadilika zote zilizofafanuliwa kwa ajili ya tiketi na makala mpya.

## Note

Sio lazima kutengeneza makala mpya kubadilisha sifa ya tiketi.

Sifa ziwezekanazo:

```
<TicketUpdate>
    <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
    <!--Optional:-->
    <UserLogin>?</UserLogin>
    <!--Optional:-->
    <CustomerUserLogin>?</CustomerUserLogin>
    <!--Optional:-->
    <SessionID>?</SessionID>
```

```xml
        <!--Optional:-->
        <Password>?</Password>
        <!--You have a CHOICE of the next 2 items at this level-->
        <TicketID>?</TicketID>
        <TicketNumber>?</TicketNumber>
        <!--Optional:-->
        <Ticket>
           <!--Optional:-->
           <Title>?</Title>
           <!--You have a CHOICE of the next 2 items at this level-->
           <!--Optional:-->
           <QueueID>?</QueueID>
           <!--Optional:-->
           <Queue>?</Queue>
           <!--You have a CHOICE of the next 2 items at this level-->
           <!--Optional:-->
           <TypeID>?</TypeID>
           <!--Optional:-->
           <Type>?</Type>
           <!--You have a CHOICE of the next 2 items at this level-->
           <!--Optional:-->
           <ServiceID>?</ServiceID>
           <!--Optional:-->
           <Service>?</Service>
           <!--You have a CHOICE of the next 2 items at this level-->
           <!--Optional:-->
           <SLAID>?</SLAID>
           <!--Optional:-->
           <SLA>?</SLA>
           <!--You have a CHOICE of the next 2 items at this level-->
           <!--Optional:-->
           <StateID>?</StateID>
           <!--Optional:-->
           <State>?</State>
           <!--You have a CHOICE of the next 2 items at this level-->
           <!--Optional:-->
           <PriorityID>?</PriorityID>
           <!--Optional:-->
           <Priority>?</Priority>
           <!--You have a CHOICE of the next 2 items at this level-->
           <!--Optional:-->
           <OwnerID>?</OwnerID>
           <!--Optional:-->
           <Owner>?</Owner>
           <!--You have a CHOICE of the next 2 items at this level-->
           <!--Optional:-->
           <ResponsibleID>?</ResponsibleID>
           <!--Optional:-->
           <Responsible>?</Responsible>
           <!--Optional:-->
           <CustomerUser>?</CustomerUser>
           <!--Optional:-->
           <CustomerID>?</CustomerID>
           <!--Optional:-->
           <PendingTime>
              <Year>?</Year>
              <Month>?</Month>
              <Day>?</Day>
              <Hour>?</Hour>
              <Minute>?</Minute>
           </PendingTime>
        </Ticket>
        <!--Optional:-->
        <Article>
           <!--You have a CHOICE of the next 2 items at this level-->
           <!--Optional:-->
           <ArticleTypeID>?</ArticleTypeID>
           <!--Optional:-->
           <ArticleType>?</ArticleType>
           <!--You have a CHOICE of the next 2 items at this level-->
           <!--Optional:-->
           <SenderTypeID>?</SenderTypeID>
```

```
            <!--Optional:-->
            <SenderType>?</SenderType>
            <!--Optional:-->
            <From>?</From>
            <Subject>?</Subject>
            <Body>?</Body>
            <!--You have a CHOICE of the next 2 items at this level-->
            <!--Optional:-->
            <ContentType>?</ContentType>
            <Charset>?</Charset>
            <MimeType>?</MimeType>
            <!--Optional:-->
            <HistoryType>?</HistoryType>
            <!--Optional:-->
            <HistoryComment>?</HistoryComment>
            <!--Optional:-->
            <AutoResponseType>?</AutoResponseType>
            <!--Optional:-->
            <TimeUnit>?</TimeUnit>
            <!--Optional:-->
            <NoAgentNotify>?</NoAgentNotify>
            <!--Zero or more repetitions:-->
            <ForceNotificationToUserID>?</ForceNotificationToUserID>
            <!--Zero or more repetitions:-->
            <ExcludeNotificationToUserID>?</ExcludeNotificationToUserID>
            <!--Zero or more repetitions:-->
            <ExcludeMuteNotificationToUserID>?</ExcludeMuteNotificationToUserID>
        </Article>
        <!--Zero or more repetitions:-->
        <DynamicField>
            <Name>?</Name>
            <!--1 or more repetitions:-->
            <Value>?</Value>
        </DynamicField>
        <!--Zero or more repetitions:-->
        <Attachment>
            <Content>cid:166861569966</Content>
            <ContentType>?</ContentType>
            <Filename>?</Filename>
        </Attachment>
    </TicketUpdate>
```

### 11.7.1.2.1.3. PataTiketi

Hii operesheni inatumika kupata sifa zote za tiketi ikijumuisha sehemu zinazobadilika, makala zote na viambatanisho vyote ambavyo ni vya tiketi.

Sifa ziwezekanazo:

```
<TicketGet>
    <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
    <!--Optional:-->
    <UserLogin>?</UserLogin>
    <!--Optional:-->
    <CustomerUserLogin>?</CustomerUserLogin>
    <!--Optional:-->
    <SessionID>?</SessionID>
    <!--Optional:-->
    <Password>?</Password>
    <!--1 or more repetitions:-->
    <TicketID>?</TicketID>
    <!--Optional:-->
    <DynamicFields>?</DynamicFields>
    <!--Optional:-->
    <Extended>?</Extended>
    <!--Optional:-->
    <AllArticles>?</AllArticles>
    <!--Optional:-->
```

```
            <ArticleSenderType>?</ArticleSenderType>
            <!--Optional:-->
            <ArticleOrder>?</ArticleOrder>
            <!--Optional:-->
            <ArticleLimit>?</ArticleLimit>
            <!--Optional:-->
            <Attachments>?</Attachments>
    </TicketGet>
```

### 11.7.1.2.1.4. TafutaTiketi

Operesheni TiketiTafuta inarudisha orodha ya Vitambulisho vya Tiketi ambazo zinafanana na kigezo kilichofafanuliwa.

Sifa ziwezekanazo:

```
    <TicketSearch>
        <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
        <!--Optional:-->
        <UserLogin>?</UserLogin>
        <!--Optional:-->
        <CustomerUserLogin>?</CustomerUserLogin>
        <!--Optional:-->
        <SessionID>?</SessionID>
        <!--Optional:-->
        <Password>?</Password>
        <!--Optional:-->
        <Limit>?</Limit>
        <!--Zero or more repetitions:-->
        <TicketNumber>?</TicketNumber>
        <!--Zero or more repetitions:-->
        <Title>?</Title>
        <!--Zero or more repetitions:-->
        <Queues>?</Queues>
        <!--Zero or more repetitions:-->
        <QueueIDs>?</QueueIDs>
        <!--Optional:-->
        <UseSubQueues>?</UseSubQueues>
        <!--Zero or more repetitions:-->
        <Types>?</Types>
        <!--Zero or more repetitions:-->
        <TypeIDs>?</TypeIDs>
        <!--Zero or more repetitions:-->
        <States>?</States>
        <!--Zero or more repetitions:-->
        <StateIDs>?</StateIDs>
        <!--Zero or more repetitions:-->
        <StateType>?</StateType>
        <!--Zero or more repetitions:-->
        <StateTypeIDs>?</StateTypeIDs>
        <!--Zero or more repetitions:-->
        <Priorities>?</Priorities>
        <!--Zero or more repetitions:-->
        <PriorityIDs>?</PriorityIDs>
        <!--Zero or more repetitions:-->
        <Services>?</Services>
        <!--Zero or more repetitions:-->
        <ServiceIDs>?</ServiceIDs>
        <!--Zero or more repetitions:-->
        <SLAs>?</SLAs>
        <!--Zero or more repetitions:-->
        <SLAIDs>?</SLAIDs>
        <!--Zero or more repetitions:-->
        <Locks>?</Locks>
        <!--Zero or more repetitions:-->
        <LockIDs>?</LockIDs>
        <!--Zero or more repetitions:-->
        <OwnerIDs>?</OwnerIDs>
```

```xml
            <!--Zero or more repetitions:-->
            <ResponsibleIDs>?</ResponsibleIDs>
            <!--Zero or more repetitions:-->
            <WatchUserIDs>?</WatchUserIDs>
            <!--Zero or more repetitions:-->
            <CustomerID>?</CustomerID>
            <!--Zero or more repetitions:-->
            <CustomerUserLogin>?</CustomerUserLogin>
            <!--Zero or more repetitions:-->
            <CreatedUserIDs>?</CreatedUserIDs>
            <!--Zero or more repetitions:-->
            <CreatedTypes>?</CreatedTypes>
            <!--Zero or more repetitions:-->
            <CreatedTypeIDs>?</CreatedTypeIDs>
            <!--Zero or more repetitions:-->
            <CreatedPriorities>?</CreatedPriorities>
            <!--Zero or more repetitions:-->
            <CreatedPriorityIDs>?</CreatedPriorityIDs>
            <!--Zero or more repetitions:-->
            <CreatedStates>?</CreatedStates>
            <!--Zero or more repetitions:-->
            <CreatedStateIDs>?</CreatedStateIDs>
            <!--Zero or more repetitions:-->
            <CreatedQueues>?</CreatedQueues>
            <!--Zero or more repetitions:-->
            <CreatedQueueIDs>?</CreatedQueueIDs>
            <!--Zero or more repetitions:-->
            <DynamicFields>
                <!--You have a MANDATORY CHOICE of the next 6 items at this level-->
                <!--Optional:-->
                <Equals>?</Equals>
                <!--Optional:-->
                <Like>?</Like>
                <!--Optional:-->
                <GreaterThan>?</GreaterThan>
                <!--Optional:-->
                <GreaterThanEquals>?</GreaterThanEquals>
                <!--Optional:-->
                <SmallerThan>?</SmallerThan>
                <!--Optional:-->
                <SmallerThanEquals>?</SmallerThanEquals>
            </DynamicFields>
            <!--Optional:-->
            <Ticketflag>
                <!--Optional:-->
                <Seen>?</Seen>
            </Ticketflag>
            <!--Optional:-->
            <From>?</From>
            <!--Optional:-->
            <To>?</To>
            <!--Optional:-->
            <Cc>?</Cc>
            <!--Optional:-->
            <Subject>?</Subject>
            <!--Optional:-->
            <Body>?</Body>
            <!--Optional:-->
            <FullTextIndex>?</FullTextIndex>
            <!--Optional:-->
            <ContentSearch>?</ContentSearch>
            <!--Optional:-->
            <ConditionInline>?</ConditionInline>
            <!--Optional:-->
            <ArticleCreateTimeOlderMinutes>?</ArticleCreateTimeOlderMinutes>
            <!--Optional:-->
            <ArticleCreateTimeNewerMinutes>?</ArticleCreateTimeNewerMinutes>
            <!--Optional:-->
            <ArticleCreateTimeNewerDate>?</ArticleCreateTimeNewerDate>
            <!--Optional:-->
            <ArticleCreateTimeOlderDate>?</ArticleCreateTimeOlderDate>
            <!--Optional:-->
```

```
            <TicketCreateTimeOlderMinutes>?</TicketCreateTimeOlderMinutes>
            <!--Optional:-->
            <ATicketCreateTimeNewerMinutes>?</ATicketCreateTimeNewerMinutes>
            <!--Optional:-->
            <TicketCreateTimeNewerDate>?</TicketCreateTimeNewerDate>
            <!--Optional:-->
            <TicketCreateTimeOlderDate>?</TicketCreateTimeOlderDate>
            <!--Optional:-->
            <TicketLastChangeTimeOlderMinutes>?</TicketLastChangeTimeOlderMinutes>
            <!--Optional:-->
            <TicketLastChangeTimeNewerMinutes>?</TicketLastChangeTimeNewerMinutes>
            <!--Optional:-->
            <TicketLastChangeTimeNewerDate>?</TicketLastChangeTimeNewerDate>
            <!--Optional:-->
            <TicketLastChangeTimeOlderDate>?</TicketLastChangeTimeOlderDate>
            <!--Optional:-->
            <TicketChangeTimeOlderMinutes>?</TicketChangeTimeOlderMinutes>
            <!--Optional:-->
            <TicketChangeTimeNewerMinutes>?</TicketChangeTimeNewerMinutes>
            <!--Optional:-->
            <TicketChangeTimeNewerDate>?</TicketChangeTimeNewerDate>
            <!--Optional:-->
            <TicketChangeTimeOlderDate>?</TicketChangeTimeOlderDate>
            <!--Optional:-->
            <TicketCloseTimeOlderMinutes>?</TicketCloseTimeOlderMinutes>
            <!--Optional:-->
            <TicketCloseTimeNewerMinutes>?</TicketCloseTimeNewerMinutes>
            <!--Optional:-->
            <TicketCloseTimeNewerDate>?</TicketCloseTimeNewerDate>
            <!--Optional:-->
            <TicketCloseTimeOlderDate>?</TicketCloseTimeOlderDate>
            <!--Optional:-->
            <TicketPendingTimeOlderMinutes>?</TicketPendingTimeOlderMinutes>
            <!--Optional:-->
            <TicketPendingTimeNewerMinutes>?</TicketPendingTimeNewerMinutes>
            <!--Optional:-->
            <TicketPendingTimeNewerDate>?</TicketPendingTimeNewerDate>
            <!--Optional:-->
            <TicketPendingTimeOlderDate>?</TicketPendingTimeOlderDate>
            <!--Optional:-->
            <TicketEscalationTimeOlderMinutes>?</TicketEscalationTimeOlderMinutes>
            <!--Optional:-->
            <TTicketEscalationTimeNewerMinutes>?</TTicketEscalationTimeNewerMinutes>
            <!--Optional:-->
            <TicketEscalationTimeNewerDate>?</TicketEscalationTimeNewerDate>
            <!--Optional:-->
            <TicketEscalationTimeOlderDate>?</TicketEscalationTimeOlderDate>
            <!--Optional:-->
            <ArchiveFlags>?</ArchiveFlags>
            <!--Zero or more repetitions:-->
            <OrderBy>?</OrderBy>
            <!--Zero or more repetitions:-->
            <SortBy>?</SortBy>
            <!--Zero or more repetitions:-->
            <CustomerUserID>?</CustomerUserID>
        </TicketSearch>
```

## 11.7.2. Mifano:

### 11.7.2.1. Usanidi wa Huduma za Tovuti

The following is a basic but complete web service configuration file in YAML format to use all the Ticket Connector operations with the SOAP network transport. In order to use it in OTRS you need to copy the content, save it into a file and call it GenericTicketConnectorSOAP.yml, and import it into OTRS in the Web Services screen in the Admin panel by clicking in the "Add web service" action from the overview screen and then clicking in the "Import web service" action in the add screen.

```
---
Debugger:
  DebugThreshold: debug
  TestMode: 0
Description: Ticket Connector SOAP Sample
FrameworkVersion: 3.4.x git
Provider:
  Operation:
    SessionCreate:
      Description: Creates a Session
      MappingInbound: {}
      MappingOutbound: {}
      Type: Session::SessionCreate
    TicketCreate:
      Description: Creates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketCreate
    TicketUpdate:
      Description: Updates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketUpdate
    TicketGet:
      Description: Retrieve Ticket data
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketGet
    TicketSearch:
      Description: Search for Tickets
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketSearch
  Transport:
    Config:
      MaxLength: 100000000
      NameSpace: http://www.otrs.org/TicketConnector/
    Type: HTTP::SOAP
RemoteSystem: ''
Requester:
  Transport:
    Type: ''
```

Similar example can be done for the REST network transport, REST web services uses HTTP operations such as "POST", "GET", "PUT", "PATCH" etc. This operations in conjunction with a URI path called resource defines a OTRS Generic Interface Operation or Invoker (depending on the communication way).

The following example uses /Session resource for SessionCreate, /Ticket resource for TicketSearch and TicketCreate and resource /Ticket/{TicketID} for TicketGet and TicketUpdate (Where {TicketID} is the actual TicketID value of a ticket e.g. /Ticket/123). In order to use it in OTRS you need to copy the content, save it into a file and call it GenericTicketConnectorREST.yml, and import it into OTRS in the Web Services screen in the Admin panel by clicking in the "Add web service" action from the overview screen and then clicking in the "Import web service" action in the add screen.

```
---
Debugger:
  DebugThreshold: debug
  TestMode: '0'
Description: Ticket Connector REST Sample
FrameworkVersion: 3.4.x git
Provider:
  Operation:
```

```
      SessionCreate:
        Description: Creates a Session
        MappingInbound: {}
        MappingOutbound: {}
        Type: Session::SessionCreate
      TicketCreate:
        Description: Creates a Ticket
        MappingInbound: {}
        MappingOutbound: {}
        Type: Ticket::TicketCreate
      TicketGet:
        Description: Retrieves Ticket data
        MappingInbound: {}
        MappingOutbound: {}
        Type: Ticket::TicketGet
      TicketSearch:
        Description: Search for Tickets
        MappingInbound: {}
        MappingOutbound: {}
        Type: Ticket::TicketSearch
      TicketUpdate:
        Description: Updates a Ticket
        MappingInbound: {}
        MappingOutbound: {}
        Type: Ticket::TicketUpdate
  Transport:
    Config:
      KeepAlive: ''
      MaxLength: '100000000'
      RouteOperationMapping:
        SessionCreate:
          RequestMethod:
          - POST
          Route: /Session
        TicketCreate:
          RequestMethod:
          - POST
          Route: /Ticket
        TicketGet:
          RequestMethod:
          - GET
          Route: /Ticket/:TicketID
        TicketSearch:
          RequestMethod:
          - GET
          Route: /Ticket
        TicketUpdate:
          RequestMethod:
          - PATCH
          Route: /Ticket/:TicketID
    Type: HTTP::REST
RemoteSystem: ''
Requester:
  Transport:
    Type: ''
```

## 11.7.2.2. Muombaji wa Perl SOAP

The following code is a Perl script that can connect to OTRS via the generic interface. In order to perform the operations provided by the Ticket Connector, it uses two Perl CPAN modules SOAP::Lite and Data::Dumper. Please make sure that your environment is capable to use these modules before you try to run the script.

```
#!/usr/bin/perl -w
# --
# otrs.SOAPRequest.pl - sample to send a SOAP request to OTRS Generic Interface Ticket
 Connector
```

```perl
# Copyright (C) 2001-2015 OTRS AG, http://otrs.com/
# --
# This program is free software; you can redistribute it and/or modify
# it under the terms of the GNU AFFERO General Public License as published by
# the Free Software Foundation; either version 3 of the License, or
# any later version.
#
# This program is distributed in the hope that it will be useful,
# but WITHOUT ANY WARRANTY; without even the implied warranty of
# MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE.  See the
# GNU General Public License for more details.
#
# You should have received a copy of the GNU Affero General Public License
# along with this program; if not, write to the Free Software
# Foundation, Inc., 59 Temple Place, Suite 330, Boston, MA  02111-1307  USA
# or see http://www.gnu.org/licenses/agpl.txt.
# --

use strict;
use warnings;

# use ../ as lib location
use File::Basename;
use FindBin qw($RealBin);
use lib dirname($RealBin);

use SOAP::Lite;
use Data::Dumper;

# ---
# Variables to be defined.

# this is the URL for the web service
# the format is
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl/Webservice/<WEB_SERVICE_NAME>
# or
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl/WebserviceID/<WEB_SERVICE_ID>
my $URL = 'http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnector';

# this name space should match the specified name space in the SOAP transport for the web
 service.
my $NameSpace = 'http://www.otrs.org/TicketConnector/';

# this is operation to execute, it could be TicketCreate, TicketUpdate, TicketGet,
 TicketSearch
# or SessionCreate. and they must to be defined in the web service.
my $Operation = 'TicketCreate';

# this variable is used to store all the parameters to be included on a request in XML
 format. Each
# operation has a determined set of mandatory and non mandatory parameters to work
 correctly. Please
# check the OTRS Admin Manual in order to get a complete list of parameters.
my $XMLData = '
<UserLogin>some user login</UserLogin>
<Password>some password</Password>
<Ticket>
    <Title>some title</Title>
    <CustomerUser>some customer user login</CustomerUser>
    <Queue>some queue</Queue>
    <State>some state</State>
    <Priority>some priority</Priority>
</Ticket>
<Article>
    <Subject>some subject</Subject>
    <Body>some body</Body>
    <ContentType>text/plain; charset=utf8</ContentType>
</Article>
';

# ---
```

```
# create a SOAP::Lite data structure from the provided XML data structure.
my $SOAPData = SOAP::Data
    ->type( 'xml' => $XMLData );

my $SOAPObject = SOAP::Lite
    ->uri($NameSpace)
    ->proxy($URL)
    ->$Operation($SOAPData);

# check for a fault in the soap code.
if ( $SOAPObject->fault ) {
    print $SOAPObject->faultcode, " ", $SOAPObject->faultstring, "\n";
}

# otherwise print the results.
else {

    # get the XML response part from the SOAP message.
    my $XMLResponse = $SOAPObject->context()->transport()->proxy()->http_response()-
>content();

    # deserialize response (convert it into a perl structure).
    my $Deserialized = eval {
        SOAP::Deserializer->deserialize($XMLResponse);
    };

    # remove all the headers and other not needed parts of the SOAP message.
    my $Body = $Deserialized->body();

    # just output relevant data and no the operation name key (like TicketCreateResponse).
    for my $ResponseKey ( keys %{$Body} ) {
        print Dumper( $Body->{$ResponseKey} );
    }
}
```

## 11.7.2.3. Perl REST Requester

The following code is a Perl script that can connect to OTRS via the generic interface. In order to perform the operations provided by the Ticket Connector, it uses three Perl CPAN modules JSON, REST::Client and Data::Dumper. Please make sure that your environment is capable to use these modules before you try to run the script.

```
#!/usr/bin/perl
# --
# otrs.RESTRequest.pl - sample to send a REST request to OTRS Generic Interface Ticket
 Connector
# Copyright (C) 2001-2015 OTRS AG, http://otrs.com/
# --
# This program is free software; you can redistribute it and/or modify
# it under the terms of the GNU AFFERO General Public License as published by
# the Free Software Foundation; either version 3 of the License, or
# any later version.
#
# This program is distributed in the hope that it will be useful,
# but WITHOUT ANY WARRANTY; without even the implied warranty of
# MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE.  See the
# GNU General Public License for more details.
#
# You should have received a copy of the GNU Affero General Public License
# along with this program; if not, write to the Free Software
# Foundation, Inc., 51 Franklin St, Fifth Floor, Boston, MA  02110-1301 USA
# or see http://www.gnu.org/licenses/agpl.txt.
# --

use strict;
use warnings;
```

```
## nofilter(TidyAll::Plugin::OTRS::Perl::Dumper)

# use ../ as lib location
use File::Basename;
use FindBin qw($RealBin);
use lib dirname($RealBin);

use JSON;
use REST::Client;

# ---
# Variables to be defined

# This is the HOST for the web service the format is:
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl
my $Host = 'http://localhost/otrs/nph-genericinterface.pl';

my $RestClient = REST::Client->new(
    {
        host => $Host,
    }
);

# This is the Controller and Request the format is:
# /Webservice/<WEB_SERVICE_NAME>/<RESOURCE>/<REQUEST_VALUE>
# or
# /WebserviceID/<WEB_SERVICE_ID>/<RESOURCE>/<REQUEST_VALUE>
# This example will retrieve the Ticket with the TicketID = 1 (<REQUEST_VALUE>)
my $ControllerAndRequest = '/Webservice/GenericTicketConnectorREST/Ticket/1';

my $Params = {
    UserLogin    => "some user login",       # to be filled with valid agent login
    Password     => "some user password",    # to be filled with valid agent password
    DynamicFields => 1,                      # optional, if set to 1,
                                             # ticket dynamic fields included in response
    AllArticles  => 1,                       # optional, if set to 1,
                                             # all ticket articles are included in response
                                             # more options to be found in
        # /Kernel/GenericInterface/Operation/Ticket/TicketGet.pm's
        # Run() subroutine documentation.
};

my @RequestParam;

# As sample web service configuration for TicketGet uses HTTP method GET all other
 parameters needs
# to be sent as URI query parameters

# ----
# For GET method
my $QueryParams = $RestClient->buildQuery( %{ $Params } );

$ControllerAndRequest .= $QueryParams;

# The @RequestParam array on position 0 holds controller and request
@RequestParam = ($ControllerAndRequest);

$RestClient->GET(@RequestParam);
# ----

# # ----
# # For POST method
# my $JSONParams = encode_json $Params;

# # The @RequestParam array on position 0 holds controller and request
# # on position 1 it holds the JSON data string that gets posted
# @RequestParam = (
#    $ControllerAndRequest,
#    $JSONParams
# );

# $RestClient->POST(@RequestParam);
```

```
# # ----

# If the host isn't reachable, wrong configured or couldn't serve the requested page:
my $ResponseCode = $RestClient->responseCode();
if ( $ResponseCode ne '200' ) {
    print "Request failed, response code was: $ResponseCode\n";
    exit;
}

# If the request was answered correctly, we receive a JSON string here.
my $ResponseContent = $RestClient->responseContent();

my $Data = decode_json $ResponseContent;

# Just to print out the returned Data structure:
use Data::Dumper;
print "Response was:\n";
print Dumper($Data);
```

## 11.7.2.4. cURL Examples for REST Requests

Given the above example on a REST configuration for Generic Ticket Connector we have that:

**For Ticket Create:** use POST method on /Ticket path.

**For Ticket Search:** use GET method on /Ticket path.

**For Ticket Update:** use PATCH method on /Ticket/{TicketID} path (where {TicketID} is a template represented by :TicketID in the transport configuration)

**For Ticket Get:** use GET method on /Ticket/{TicketID} path (where {TicketID} is a template represented by :TicketID in the transport configuration)

### 11.7.2.4.1. Create a New Ticket

cURL Command:

```
shell> curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/
GenericTicketConnectorREST/Ticket?UserLogin=agent&Password=123" -H "Content-Type:
 application/json" -d "{\"Ticket\":{\"Title\":\"REST Create Test\", \"Type\": \"Unclassified
\", \"Queue\":\"Raw\",\"State\":\"open\",\"Priority\":\"3 normal\",\"CustomerUser\":
\"customer\"},\"Article\":{\"Subject\":\"Rest Create Test\",\"Body\":\"This is only a test
\",\"ContentType\":\"text/plain; charset=utf8\"}}"  -X POST
```

Response:

```
{
  "ArticleID":5484,
  "TicketNumber":"1001936",
  "TicketID":"1686"
}
```

### 11.7.2.4.2. Get Ticket Details

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/
Ticket/1686?UserLogin=agent&Password=123"
```

Response:

```
{
  "Ticket": [
    {
      "Age": 777,
      "PriorityID": 3,
      "ServiceID": "",
      "Type": "Unclassified",
      "Responsible": "root@localhost",
      "StateID": 4,
      "ResponsibleID": 1,
      "ChangeBy": 2,
      "EscalationTime": 0,
      "Changed": "2014-06-30 19:08:14",
      "OwnerID": 2,
      "RealTillTimeNotUsed": 0,
      "GroupID": 1,
      "Owner": "agent",
      "CustomerID": "OTRS",
      "TypeID": 1,
      "Created": "2014-06-30 19:08:12",
      "Priority": "3 normal",
      "UntilTime": 0,
      "EscalationUpdateTime": 0,
      "QueueID": 2,
      "Queue": "Raw",
      "State": "open",
      "Title": "REST Create Test",
      "CreateBy": 2,
      "TicketID": 1686,
      "StateType": "open",
      "EscalationResponseTime": 0,
      "UnlockTimeout": 0,
      "EscalationSolutionTime": 0,
      "LockID": 1,
      "TicketNumber": "1001936",
      "ArchiveFlag": "n",
      "Lock": "unlock",
      "CreateTimeUnix": 1404173292,
      "SLAID": "",
      "CustomerUserID": "customer"
    }
  ]
}
```

### 11.7.2.4.3. Update Ticket

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/
Ticket/1686?UserLogin=agent&Password=123" -H "Content-Type: application/json" -d "{\"Ticket
\":{\"Queues\":\"Postmaster\"}}"  -X PATCH
```

Response:

```
{
  "TicketNumber":"1001936",
  "TicketID":"1686"
```

```
}
```

### 11.7.2.4.4. Search for Tickets

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/
Ticket?UserLogin=agent&Password=123&Queue=Postmaster"
```

Response:

```
{
  "TicketID": [
    "1686",
    "102",
    "100",
    "1"
  ]
}
```

# 12. Mratibu wa OTRS

The OTRS Scheduler is an independent system process that executes tasks in background. These kind of processes are know as *daemons* in Unix / Linux systems. It is independent but that doesn't mean that the Scheduler does everything alone, it is fully integrated into OTRS and can use any OTRS module as needed to complete each task.

Kwa sababu za akili ya kawaida mchakato wa Mratibu unahitaji kuanzishwa muda hadi muda. Hii inafanyika kiotomatiki na mchakato wa mratibu mwenyewe mara moja kwa siku, lakini inaweza kurekebishwa kama ikihitajika kwa kutumia SysConfig kwa kuhariri mpangilio "Mratibu::AnzishaupyaBaadaYaSekunde".

Mratibu wa OTRS ni mchakato otomatiki, binadamu anaingilia mchakato huu ili kuona hali yake mara kwa mara na kuanzisha au kusitisha mchakato.

## Note

Kama Mratibu akisitishwa kwa sababu yoyote, kazi zote zinazosubiri na mpya zilizosajiliwa wakati mratibu amesitishwa zitatekelezwa mara tu mratibu atakapoanzishwa tena (isipokuwa kama kazi zimesetiwa kutekelezwa hapo baadaye)

## 12.1. Kiolesura Michoro cha Mratibu

Mratibu haonekani katika Kiolesura cha Michoro cha Mtumiaji hadi kisitishe kufanya kazi.

### 12.1.1. Mratibu hatoi Taarfa
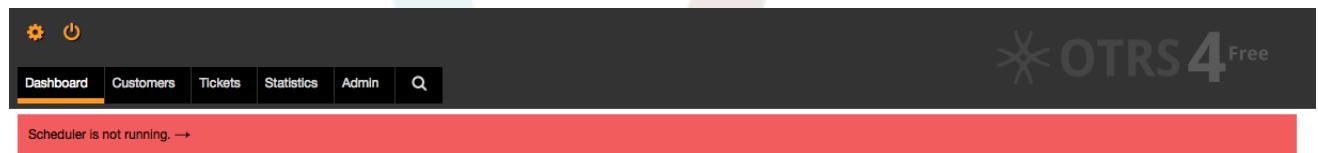
Kuna taarifa za aina ambili tofauti kama mfumo ukitambua mratibu hafanyi kazi. Huu utambuzi unategemea ni mara ngapi usasishaji wa mchakato wa mratibu unafanyika. Kama tofauti kati ya muda wa sasa na muda wa mwisho wa usasishaji wa mchakato wa mwisho ni zaidi ya mara 2 ya usasishaji wa mchakato ujumbe wa onyo utaonyeshwa kwenye eneo la taarifa la OTRS . Kama ni zaidi ya mara 4 ya mchakato tahadhari itatolewa badala yake.

Muda wa kusasisha Mratibu wa mchakato unaweza kusanidiwa kupitia SysConfig kwenye mpangilio wa "Mratibu::PIDSasishaMuda".

Ukiona ujumbe wa onyo si lazima kuchukua hatua, lakini inashauriwa sana kukagua kama mratibu anafanya kazi. Kama ukiona tahadhari, basi kuna asilimia kubwa mratibu hafanyi kazi na inatakiwa kuanzishwa kwake.

Kwa kawaida taarifa ya Mratibu hafanyi kazi imewezeshwa, kama kuna huduma ya tovuti halali iliyosajiliwa katika hifadhidata, na inaonyeshwa kwa watumiaji wa kundi la "msimamizi" tu.

Kulemeza taarifa (haishauriwi) au kubadilisha au kuongeza makundi ya taarifa, tafadhali hariri mpangilio wa "Mazingira ya mbele::ModuliTaarifa###800-Mratibu-Kagua" katika SysConfig.



*Kielelezo: Taarifa za mratibu.*

## 12.1.2. Mratibu Kuanza

Kwa ku bofya kiungo cha Mratibu hafanyi kazi (aidha onyo au tahadhari) kisanduku kidadisi kitafunguka kukuwezesha kuanza mchakato wa Mratibu tena. Mratibu anaweza kuanzishwa kwa kawaida au kwa lazima, kwa kubofya kwenye kisanduku tiki kinachohusika.

### Note

Kuanzisha Mratibu kwa lazima inahitajika endapo mchakato uliopita wa Mratibu ulisitishwa kwa hali isiyokuwa ya kawaida na Kitambulisho cha Mchakato bado kimesajiliwa kwenye hifadhidata.

Ili kuwa na udhibiti kamili wa Mratibu wa mchakato na kukagua hali yake halisi tafadhali tumia vifaa katika tungo amri kama ilivyoelezwa chini.

*Kielelezo: Anzisha Mratibu.*

# 12.2. Kiolesura cha Tungo Amri ya Mratibu

Vifaa vya tungo amri ya Mratibu vinakuruhusu kudhibiti mchkato wa Mratibu (Kuanza / Kusitisha) au kuuliza hali yake. Pia kuna vifaa vya kusajili mchakato ili udhibitiwe na mfumo wa uendeshaji.

Included with OTRS there commandline interface (CLI) tools for the scheduler.

## 12.2.1. Mafaili ya init.d ya mratibu

Mafaili ya init.d ni hati za kipekee ambazo huitwa na mfumo endeshi wakati wa kuanzisha na kuzima

OTRS inatoa hati za init.d kuanza / kusitisha mchakato wa Mratibu wa OTRS kiotomatiki kwa kutumia mfumo wa uendeshaji. Hati hizo zinapatikana chini ya OTRS_NYUMBANI/hati.

Hati za init.d zinahitaji kunakiliwa kwenda kwenye mahali sahihi kwa ajili ya mfumo endeshi wako. Zinahitaji kuwa na ruhusa sahihi na baadhi ya vishika nafasi vya ndani vinahitaji kusetiwa kufanya kazi vizuri. Kama ulitumia RPM za OTRS kuseti mfumo, hii inafanyika kiotomatiki.

### Init.d Vishika nafasi vya Ndani vya Hati

- **OTRS_NYUMBANI** - njia kwenda kwenye usanidi wa OTRS yako.

- **Mtumiaji** - jina la mtumiaji wa mchakato wa apache.

- **Kundi** - jina la kudni la mtumiaji wa apache.

  ### Note

  Kwa sasa OTRS inatoa hati za init.d tu kwa majukwaa ya Linux.

### Table 4.7. Orodha ya hati za init.d na mifumo endeshi inayotumika nayo

| Hati ya Init | | Mfumo endeshi unaokubalika |
|---|---|---|
| otrs-mratibu-linux | | Red Hat, Fedora, CentOS, SUSE, openSUSE, Debian, Ubuntu |
| otrs-scheduler-gentoo-init.d, uler-gentoo-conf.d | otrs-sched- | Gentoo |

### Example 4.29. Mfano kuanzisha Mratibu wa OTRS kwenye linux

```
shell> /etc/init.d/otrs-scheduler-linux start
```

### Vitendo vilivyopo.

- **anza** Kuanza mchakato wa Mratibu wa OTRS.

- **sitisha** kusitisha mchakato wa Mratibu wa OTRS.

- **anza upya** kuanza upya mchakato wa Mratibu wa OTRS.

- **hali** kuuliza hali ya mchakato wa Mratibu wa OTRS.

Mratibu anahitaji hifadhidata ipatikane kusajili kitambulisho chake cha Mchakato, kwasababu hii ni muhimu ku:

- Tekeleza hati ya init.d ya Mratibu ili *kuanza* mchakato wa Mratibu baada ya mchakato wa hifadhidata kuamka na kuanza kazi.

- Tekeleza hati ya init.d ya Mratibu ili *kusitisha* mchakato wa Mratibu baada ya mchakato wa hifadhidata kuzimwa.

### Note

Ukitaka Mratibu afanye kazi wakati wa uwashaji wa Mfumo, tafadhali soma waraka wa mfumo endeshi kujua sehemu sahihi ya kuweka hati za init.d, jinsi ya kufanya usanidi ziweze kuanza kiotomatiki na kuseti oda yao ya kazi.

## 12.2.2. Faili la Daemon la Mratibu

Hii ni sehemu ya Mratibu inayobakia ikifanya kazi katika mazingira ya nyuma kukagua kazi za kutekeleza. Pia inatoa kazi za muhimu kudhibiti mchakato.

Unix / Linux zote zinatumia faili **OTRS_HOME/bin/otrs.Scheduler.pl**.

### Example 4.30. Mfano Kuanza Mratibu wa OTRS

```
shell> OTRS_HOME/bin/otrs.Scheduler.pl -a start
```

### Machaguo Yaliyopo

- **-a**  kitendo.

  ### Thamani ziwezekanazo

  - **anza**-kuanza mchakato wa Mratibu.

  - **sitisha**- kusitisha mchakato wa Mratibu.

  - **hali**- kuuliza hali ya mchakato wa Mratibu.

- **-f**  kulazimisha kuanza au kusitisha mchakato wa Mratibu.

### Example 4.31. Mfano kulazimisha kusitisha Mratibu wa OTRS

```
shell> OTRS_HOME/bin/otrs.Scheduler.pl -a stop -f 1
```

### Note

Kusitisha Mratibu kwa lazima inatumika kuondoa kitambulisho cha mchakato kutoka kwenye hifadhidata wakati mratibu hafanyi kazi na mchakato bado umesajiliwa.

Kuanzisha Mratibu kwa lazima inatumika kuanza mchakato wa Mratibu kama mratibu hafanyi kazi na mchakato bado umesajiliwa.

Kuanzisha au kusitisha kwa lazima ni muhimu kama kuanza kwa mchakato kunahitajika kufanyika kabla ya muda wa kusasisha mchakato haujaisha. La sivyo ingizo lilokwisha muda wake kwenye hifadhidata linapuuzwa na uanzaji wa kawaida.

# Chapter 5. Kugeuza kukufaa

## 1. Orodha Dhibiti Sikivu

### 1.1. Utangulizi

From OTRS 2.0 on, Access Control Lists (ACLs) can be used to control access to tickets, modules, queues, etc., or to influence actions on tickets (closing, moving, etc.) in certain situations. ACLs can be used to supplement the existing permission system of roles and groups. Using ACLs, rudimentary work-flows within the system can be mapped, based on ticket attributes.

In a general way ACLs are used to reduce the possible options for a ticket based on a defined set of rules.

ACLs can be directly entered into the `Kernel/Config.pm` file. whoever this is not any more recommended as OTRS comes now with a GUI Access Control Lists in the Admin panel that allows to save the ACLs in the Database as the first step and then deploy them into a file when they are ready.

This chapter has some ACL examples which will walk you trough the process of defining ACL definitions, and a reference of all possible important ACL settings.

#### Warning

The default user 'root@localhost' is not affeced by the Ticket ACls

### 1.2. Ufafanuzi

The ACL definition can be split into two big parts, 'Matching' and 'Change'. In the matching sections the ACLs contains attributes that has to be met in order to use the ACL, if the attributes defined in the ACL does not match with the attributes that are sent, then the ACL does not take any affect, but any other match ACL will. The change sections contains the rules to reduce the possible options for a ticket.

Matching Sections

- tabia

  This section contains matching options that can be changed on the fly, for example on a ticket creation time the data of the ticket changes dynamically as the agent sets the information, if an ACL is set to match a ticket attribute then only when the matching attribute is selected the ACL will be active and might reduce other ticket attributes, but as soon as another value is selected the ACL will not take any affect.

- PropertiesDatabase

  This section is similar to 'Properties' but does not take changes in ticket attributes that are not saved into the DataBase, this means that changing an attribute without submit will not make any affect. This section is not use for ticket creation screens (as tickets are not yet created in the Database).

Change Sections

- Possible

Possible section resets the data to be reduce to only the elements that are set in this section.

- PossibleAdd

  Elements in PossibleAdd section add missing elements that where reduced in other ACLs. PossibleAdd is only used in together with other ACLs that have Possible or PossibleNot sections.

- PossibleNot

  This section is used to remove specific elements from the current data. It could be used stand alone or together with other ACLs with a Possible or PossibleAdd sections.

In order to make the development of ACLs easier and more powerful there is a set of so called modifiers for the attributes on each section. This modifiers as explained below:

Modifiers

- [Not]

  This modifier is used to negate a value for example: '[Not]2 low' in this case talking about ticket priorities will be the same as to have: '1 very low', '3 normal', '4 high', '5 very high'.

- [RegExp]

  It is use to define a regular expression for matching several values, for example '[RegExp]low' talking about priorities is the same as '1 very low', '2 low'.

- [regexp]

  It is very similar to [RegExp] but it is case insensitive.

- [NotRegExp]

  Negated regular expressions for example '[NotRegExp]low' talking about priorities is the same as '3 normal', '4 high', '5 very high.

- [Notregexp]

  It is very similar to [NotRegExp] but it is case insensitive.

# 1.3. Mifano

The following examples are shown in both ways graphical and text based.
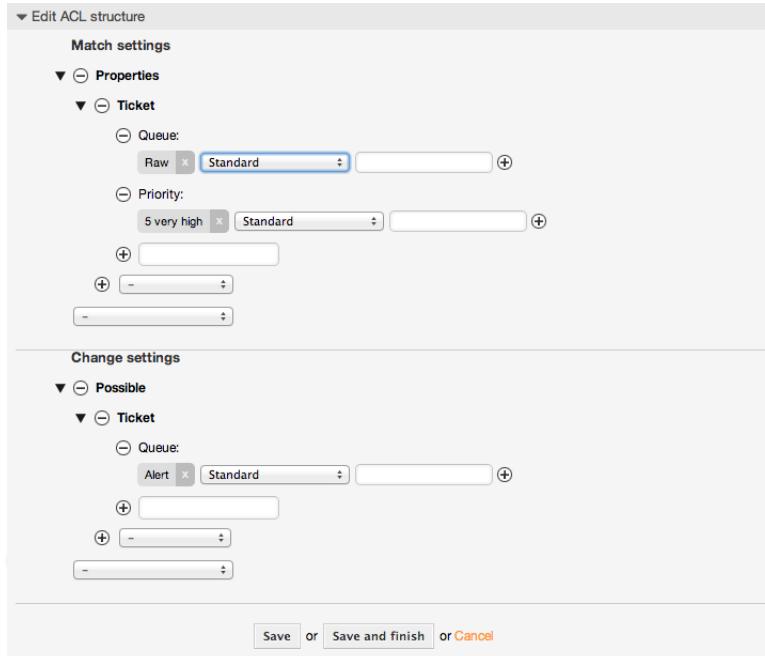
### Example 5.1. ACL inayoruhusu uingizwaji kwenye foleni wa tiketi zenye kipaumbele cha tiketi 5.

This example shows you the basic structure of an ACL. First, it needs to have a name. In this case, it is "ACL-Name-2". Note that the ACLs will be numerically sorted before execution, so you should use the names carefully.

Secondly, you have a "Properties" section which is a filter for your tickets. All the criteria defined here will be applied to a ticket to determine if the ACL must be applied or not. In our example, a ticket will match if it is in the queue "Raw" and has priority "5 very high". This is also affected by changes in the form (e.g. if the ticket is the queue "raw" and had

a priority "3 normal" at this moment the ACL will not match, but then priority drop-down is selected and the priority is changed now to "5 very high" then will also match).

Mwisho, kifungu "Inawezekana" inafafanua mabadiliko ya skrini. Katika kesi hii, kutoka kwenye foleni zinazopatikana, foleni "Tahadhari" tu inaweza kuchaguliwa katika skrini ya tiketi.



```
# ticket acl
$Self->{TicketAcl}->{'100-Example-ACL'} = {
    # match properties
    Properties => {
        # current ticket match properties
        Ticket => {
            Queue => ['Raw'],
            Priority => ['5 very high'],
        }
    },
    # return possible options (white list)
    Possible => {
        # possible ticket options (white list)
        Ticket => {
            Queue => ['Alert'],
        },
    },
};
```

**Example 5.2. ACL inaruhusu uingiaji kwenye foleni kwa zile tiketi zenye kipaumbele cha tiketi 5 na zimehifadhiwa kwenye hifahdidata.**

Huu mfano ni sawa na uliopita, lakini katika kesi hii tiketi za kwenye foleni "Mbichi" na zenye kipaumbele "5 cha juu sana", zote zikiwa kwenye hifadhidata zitafanana. Hii aina ya ACL haiweki maanani mabadiliko katika muundo kabla tiketi haijasasishwa kwenye hifadhidata.

```
# ticket acl
$Self->{TicketAcl}->{'102-Example-ACL'} = {
    # match properties
    PropertiesDatabase => {
        # current ticket match properties
        Ticket => {
            Queue => ['Raw'],
            Priority => ['5 very high'],
        }
    },
    # return possible options (white list)
    Possible => {
        # possible ticket options (white list)
        Ticket => {
            Queue => ['Alert'],
        },
    },
};
```

## Example 5.3. ACL ikilemaza ufungaji wa tiketi katika foleni mbichi, na kuficha kitufe cha kufunga.

Hapa unaweza kuona jinsi sehemu ya tiketi (hali) inavyoweza kuchujwa na zaidi ya thamani moja ya kuchagua. Pia inawezekana kuweka kikomo cha vitendo vinavyoweza kutekelezeka kutoka kwenye tiketi. Katika kesi hii tiketi haiwezi kufungwa.

```
$Self->{TicketAcl}->{'102-Second-Example-ACL'} = {
    # match properties
    Properties => {
        # current ticket match properties
        Ticket => {
            Queue => ['Raw'],
        }
    },
    # return possible options (white list)
    Possible => {
        # possible ticket options (white list)
        Ticket => {
            State => ['new', 'open', 'pending reminder'],
        },
    },
    3 return also not possible options (black list)
    PossibleNot => {
        # not possible action options
        Action => [ 'AgentTicketClose' ],
    },
};
```

## Example 5.4. Uondoaji wa ACL una hali imefungwa kikamilifu mara zote.

Huu mfano unaonyesha jinsi inavyowezekana kufafanua vichujio hasi (hali "imefungwa kwa mafanikio" itaondolewa). Pia unaweza kuona kutofafanua sifa za kufanana za tiketi itafananisha tiketi yoyote, ikimaanisha ACL itatumika mara zote. Hii itakuwa na manufaa kama utataka kuficha baadhi ya thamani kwa chaguo-msingi, na kuziwezesha katika hali maalumu (mf. kama wakala yupo kwenye kundi maalumu).

```
$Self->{TicketAcl}->{'103-Third-ACL-Example'} = {
    # match properties
    Properties => {
        # current ticket match properties (match always)
    },
    # return possible options
    PossibleNot => {
        # possible ticket options
        Ticket => {
            State => ['closed successful'],
        },
    },
};
```

## Example 5.5. ACL inaonyesha huduma za Vifaa kwa ajili ya tiketi ambazo zinatengenezwa kwenye foleni zinazoanza na "HW"

Huu mfano unaonyesha jinsi unavyoweza kutumia semi za kawaida kufananisha tiketi na kuchuja machaguo yaliyopo.



```
$Self->{TicketAcl}->{'104-Only-Hardware-Services-for-HW-Queues-ACL'} = {
    # match properties
    # note we don't have "Ticket => {" because there's no ticket yet
    Properties => {
```

```
    Queue => {
        Name => ['[RegExp]HW'],
        }
    },
    # return possible options
    Possible => {
        # possible ticket options
        Ticket => {
            Service => ['[RegExp]^(Hardware)'],
        },
    },
};
```

**Example 5.6. ACL to restrict a Process in the customer frontend using the CustomerID.**



```
$Self->{TicketAcl}->{"105-Disallow-Process-For-CustomerID"} = {
    'Possible' => {},
    'PossibleNot' => {
        'Process' => [
            'P14'
        ]
    },
    'Properties' => {
        'CustomerUser' => {
            'UserCustomerID' => [
                'CustomerID'
            ]
        }
    },
    'PropertiesDatabase' => {},
    'StopAfterMatch' => 0
};
```

# 1.4. Marejeo

Kwenye mfano chini kuna orodha ya parameta zote ambazo zinaweza kutumika na ACLs.

Please see the section on ACLs in the ProcessManagement documentation for a detailed description of how to use ACLs for process tickets.

## Example 5.7. Rejea inayoonyesha mipangilio yote muhimu ya ACLs.

```
# ticket acl
$Self->{TicketAcl}->{'200-ACL-Reference'} = {
    # match properties (current values from the form)
    Properties => {

        # the used frontend module
        Frontend => {
            Action => ['AgentTicketPhone', 'AgentTicketEmail'],
        },

        # the logged in agent
        User => {
            UserLogin => ['some login'],
            Group_rw => [
                'hotline',
            ],
            Role => [
                'admin',
            ],
            # ...
        },

        # the logged in customer
        CustomerUser => {
            UserLogin => ['some login'],
            UserCustomerID => ['some customer id'],
            Group_rw => [
                'hotline',
            ],
            Role => [
                'admin',
            ],
            # ...
        },

        # process properties
        Process => {
            ProcessEntityID        => ['Process-9c378d7cc59f0fce4cee7bb9995ee3eb'],
# the Process that the current ticket is part of
            ActivityEntityID       => ['Activity-f8b2fdebe54eeb7b147a5f8e1da5e35c'],
# the current Activity of the ticket
            ActivityDialogEntityID => ['ActivityDialog-aff0ae05fe6803f38de8fff6cf33b7ce'],
# the current ActivityDialog that the Agent/Customer is using
        },

        # ticket properties
        Queue => {
            Name     => ['Raw'],
            QueueID  => ['some id'],
            GroupID  => ['some id'],
            Email    => ['some email'],
            RealName => ['OTRS System'],
            # ...
        },
        Service => {
            ServiceID => ['some id'],
            Name      => ['some name'],
            ParentID  => ['some id'],
            # ...
        },
        Type => {
            ID   => ['some id'],
            Name => ['some name'],
            # ...
        },
        Priority = {
            ID   => ['some id'],
```

```
                Name => ['some name'],
                # ...
            },
            SLA = {
                SLAID   => ['some id'],
                Name    => ['some name'],
                Calendar => ['some calendar'],
                # ...
            },
            State = {
                ID      => ['some id'],
                Name    => ['some name'],
                TypeName => ['some state type name'],,
                TypeID  => ['some state type id'],
                # ...
            },
            Owner => {
                UserLogin => ['some login'],
                Group_rw => [
                    'some group',
                ],
                Role => [
                    'admin',
                ],
                # ...
            },
            Responsible => {
                UserLogin => ['some login'],
                Group_rw => [
                    'some group',
                ],
                Role => [
                    'admin',
                ],
                # ...
            },
            DynamicField => {
                # Names must be in DynamicField_<field_name> format.
                # Values in [ ... ] must always be the untranslated internal data keys
                #   specified in the dynamic field definition and
                #   not the data values shown to the user.
                DynamicField_Field1         => ['some value'],
                DynamicField_OtherField     => ['some value'],
                DynamicField_TicketFreeText2 => ['some value'],
                # ...
            },
            # alternatively, ticket properties can be specified in the ticket hash
            Ticket => {
                Queue               => ['Raw'],
                State               => ['new', 'open'],
                Priority            => ['some priority'],
                Lock                => ['lock'],
                CustomerID          => ['some id'],
                CustomerUserID      => ['some id'],
                Owner               => ['some owner'],
                DynamicField_Field1  => ['some value'],
                DynamicField_MyField => ['some value'],
                # ...
            },
        },

    # match properties (existing values from the database)
    PropertiesDatabase => {
        # See section "Properties", the same config can be used here.
        # ...
    }

    # reset possible options (white list)
    Possible => {
        # possible ticket options (white list)
        Ticket => {
            Queue => ['Hotline', 'Coordination'],
```

```
            State => ['some state'],
            Priority => ['5 very high'],
            DynamicField_Field1  => ['some value'],
            DynamicField_MyField => ['some value'],
            # ...
            NewOwner => ['some owner'],
            OldOwner => ['some owner'],
            # ...
        },

        # Limit the number of possible ActivityDialogs the Agent/Customer
        #   can use in a process ticket.
        ActivityDialog => ['AD1', 'AD3'],

        # Limit the number of possible Processes that can be started
        Process => ['Process-9c378d7cc59f0fce4cee7bb9995ee3eb',
'Process-123456789012345678901234567890012'],

        # possible action options (white list)
        Action => [
            'AgentTicketBounce',
            'AgentTicketPhone'.      # only used to show/hide the Split action
            'AgentLinkObject',       # only used to show/hide the Link action
            # ...
        ],
    },
    # add options (white list)
    PossibleAdd => {
        # See section "Possible"
        # ...
    },
    # remove options (black list)
    PossibleNot => {
        # See section "Possible"
        # ...
    },
};
```

## Note

Wakati wa kufananisha ACL ikiwa parameta ya KitambulishoChaMtejaMtumiaji imetumwa, utaratibu wa ACL utafanananisha ACL zilizofafanuliwa kwa kutumia KitambulishoChaMtumiajiMteja kukusanya undani wa MtejaMtumiaji ili kujaza hash ya MtejaMtumiaji na pia inabadilisha taarifa za Mteja katika hash ya Tiketikwa ajili ya sifa kufanana. Kwa upande mwingine haya mahesabu pia yanafanywa kwa ajili ya upande wa SifaZaHifadhidata, lakini kwa kutumia Mteja wa Tiketi kama msingi wa kukusanya data.

Tambua kwamba katika Kiolesura cha Mteja, Kitambulisho cha MtejaMtumiaji kinatumwa mara zote na Mtumiaji Mteja aliye kwenye mfumo.

Be aware that in ticket search screens (AgentTicketSearch and CustomerTicketSearch) the only affected attributes by ACLs are the Dynamic Fields. This means that this screens you can not restrict any other attribute like ticket type, state, queue, etc.

From OTRS 4 the 'Action' parameter is not longer a hash but an array reference and it can be used in any of the Change sections using any of the Modifiers.

# 2. Usimamizi wa mchakato

## 2.1. Utangulizi

Hiki kipengele cha OTRS kinakuruhusu kutengeneza michakato (mitiririko ya kazi) katika mfumo wa tiketi. Wazo la msingi ni kufafanua michakato inayojirudia, na kugawa kazi kwa

watu tofauti, na pia kuongoza maendeleo ya mchakato katika njia tofauti kutegemeana na vigezo fulani.

# 2.2. Mchakato wa mfano

Tuone mfano ili kuona zaidi inavyofanyika. Tutafafanua mchakato wa kuoda kitabu:

## 2.2.1. Ku rekodi mahitaji

Kabla oda haijawekwa, maombi ya fasihi ya mwajiriwa yatarekodiwa. Kitabu kifuatacho kitahitajika katika mfano wetu:

```
Title: Prozessmanagement für Dummies
Autor: Thilo Knuppertz
ISBN: 3527703713
```

## 2.2.2. Imehakikiwa na meneja

Kiongozi wa idara ya wafanya kazi inabidi aamue kwenye oda. Kama imekataliwa, sababu lazima irekodiwe na meneja. Kama imekubaliwa, oda inapitishwa kwenda kwa idara ya manunuzi.

## 2.2.3. Idara chakatishi ya manunuzi

Manunuzi sasa yana kazi ya kujua wapi oda ya kitabu itafanywa penye masharti mazuri. Kama vimeisha, inaweza kurekodiwa kwenye oda. Kama oda imefanikiwa manunuzi atarekodi msambazaji, bei na tarehe ya kuwasilisha.

## 2.2.4. Chumba chakatishi cha barua pepe

Vilivyosafirishwa vitawasili kwenye kampuni. Idara ya mali zinazoingia itakagua vilivyosafirishwa na kurekodi siku ya kupokea. Sasa wafanyakazi watapewa taarifa kwamba oda yao imewasili na iko tayari kuchukuiwa.

# 2.3. Kutekeleza mfano

Kama tukiamini kwamba tiketi inatenda kama waraka unao andamana nao katika huu mtiririko wa kazi ambao unaweza kupokea notisi za mabadiliko, sasa tuna picha kamili ya tiketi za mchakati.

Kutoka kwenye uchambuzi wa mchakato wa mfano tunaweza kubainisha vifaa muhimu vifuatavyo:

• Uwezekano wa kurekodi data, tuziite *Maongezi ya Shughuli*,

• Inaangalia ipi itabadilika kiotomatiki na data zilizobadilishwa, tuziite *Mapito*,

• mabadiliko yanayoweza kufanyika kwenye tiketi ya mchakato baada ya kufanikiwa kwa mapito ya tiketi ya mchakato, tuyaite *Vitendo vya Mpito*.

Pia tunahitaji vifaa vya ziada ambavyo si dhahiri:

• Uwezekano wa upatikanaji wa Maongezi ya Shughuli zaidi ya aina moja. Katika mfano wetu hii inahitajika pale msimamizi inabidi apate machaguo kati ya "Kubali" na "Kataa". Hii tuiite *Shughuli*.

Sasa, tukiwa na Shughuli, Maongezi ya Shughuli, Mapito na Vitendo vya Mpito tuna vifaa vinavyohitajika ili kutengeneza moduli ya hatua binafsi za mfano wetu. Kinachobakia ni

eneo ambalo kila mtiririko wa kazi mpangilio wa ngazi unaweza kuwekwa bayana. Hii tui-ite *Mchakato*. Ili tuweze kurejea kwenye hivi vyombo baadae, tutazipa vifupisho katika mabano. Huu ufupisho unategemeana na utaratibu wa ndani wa utambulisho uitwao Ki-tambulisho cha Chombo.

Vitambulisho vya Chombo vinafanana na vina herufi moja au mbili (kutegemeana na mchakato au chombo) na baada ya hapo mfululizo wa namba, mifano:

- Mchakato: 'P1', 'P2' ... 'Pn'.

- Shughuli: 'A1', 'A2' ... 'An'.

- Maongezi ya Shughuli: 'AD1', 'AD2' ... 'ADn'.

- Mpito: 'T1', 'T2' ... 'Tn'.

- Vitendo vya Mpito: 'TA1', 'TA2' ... 'TAn'.

Kabla ya utengenezaji wa mchakato na viji sehemu vyake ni muhimu kuuandaa mfumo, tutahitaji kufafanua baadhi ya Foleni, Watumiaji na Sehemu Zinazobadilika na pia kuseti baadhi ya machaguo ya SysConfig.

Tengeneza foleni zifuatazo:

- Usimamizi

- Wafanyakazi

- Ununuzi

- Ofisi ya posta

Tengeneza watumiaji wafwatao:

- Meneja

- Mfanyakazi

Tengeneza Sehemu Zinazobadilika zifuatazo:

- Mada

| Lebo | Mada |
|------|------|
| Aina | Nakala |
| Kitu | Tiketi |

- Mwandishi

| Lebo | Mwandishi |
|------|-----------|
| Aina | Nakala |
| Kitu | Tiketi |

- ISBN

| Lebo | ISBN |
|------|------|
| Aina | Nakala |
| Kitu | Tiketi |

- Hali

| Lebo | Hali |
|------|------|
| Aina | Kunjuzi |
| Kitu | Tiketi |
| Thamani ziwezekanazo | • Kibali |
| | • Kibali kimekataliwa |
| | • Kubaliwa |
| | • Oda imekataliwa |
| | • Oda imewekwa |
| | • Vilivyosafirishwa vimepokelewa |

Kumbuka: Tafadhali tumia thamani hizi ziwezekanazo kwa "Ufunguo" na "Thamani" kwenye usanidi wa Sehemu Zinazobadilika.

• Msambazaji

| Lebo | Msambazaji |
|------|------------|
| Aina | Nakala |
| Kitu | Tiketi |

• Bei

| Lebo | Bei |
|------|-----|
| Aina | Nakala |
| Kitu | Tiketi |

• TareheUwasilishaji

| Lebo | Tarehe ya uwasilishaji |
|------|------------------------|
| Aina | Tarehe |
| Kitu | Tiketi |

• TareheYaKupokea

| Lebo | Tarehe Ya Kupokea |
|------|-------------------|
| Aina | Tarehe |
| Kitu | Tiketi |

Seti mipangilio ifuatayo ya SysConfig:

• 'Tiketi::Kuwajibika':Ndio

• 'Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicFieldGroups':

| *Ufunguo:* | *Maudhui:* |
|-----------|------------|
| Kitabu | Mada, Mwandishi, ISBN |
| Ujumla | Hali |
| Oda | Bei, Msambazaji, TareheUwasilishaji |
| Usafirishaji | TareheYaKupokea |

- 'Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicField':

| Ufunguo: | Maudhui: |
|---|---|
| Mwandishi | 1 |
| TareheYaKupokea | 1 |
| TareheUwasilishaji | 1 |
| ISBN | 1 |
| Bei | 1 |
| Hali | 1 |
| Msambazaji | 1 |
| Mada | 1 |
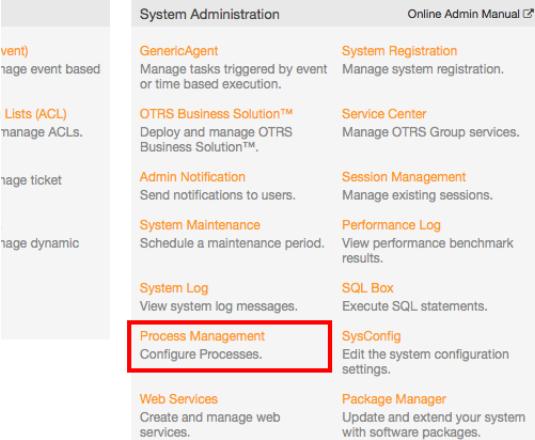
Sasa tuanze na mambo ya kweli ya Usimamizi wa Mchakato. Katika hatua inayofwata, tutafafanua vyombo vyenyewe tunavyohitaji.

## 2.3.1. Mchakato (kama chombo)

Kutengeneza mchakato mpya ni muhimu kubofya kwenye kiungo cha "Usimamizi wa Mchakato" katika boksi la Usimamizi wa Mfumo katika paneli ya Msimamizi, hii itakupeleka kwenye skrini ya Mapitio ya Usimamizi wa Mchakato. Baada ya utengenezaji wa mchakato tunaweza kutengeneza vyombo vingine vyote (au sehemu za mchakato).

### Note
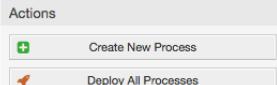
Shughuli, Maongezi ya Shughuli, Mapito na Vitendo vya Mpito vilivyofafanuliwa kwenye mchakato mmoja vitapatikana kwa kila michakato ya mfumo.



Kielelezo: Skrini ya Msimamizi wa OTRS - Usimamizi wa Mfumo .

Bonyeza kitendo cha "Tengeneza mchakato mpya" kutoka kwenye boksi la vitendo.



Kielelezo: Tengeneza Kitufe Kipya cha Mchakato.

Jaza taarifa za mchakato, seti Jina la Mchakato na Undani wake, tutaacha Hali ya mchakato kuwa iliyo "Lemazwa", mpaka tumalize kazi zote. Hifadhi mchakato.

**Create New Process**

| Actions | Create New Process |
|---|---|
| ◀ Go to overview | ★ Process Name: Book ordering |
| **Description** | ★ Description: The process to order a book |
| In this screen, you can create a new process. In order to make the new process available to users, please make sure to set its state to 'Active' and synchronize after completing your work. | State: Active |
| | Save or Cancel |

*Kielelezo: Ongeza mchakato mpya.*

# 2.3.2. Maongezi ya Shughuli

Bofya katika jina jipya la mchakato kwenye Skrini ya Mapitio ya Usimamizi wa Mchakato, kisha katika "Elemnti za Mchakato Zinazopatikana" bofya katika "Maongezi ya Shughuli" (hiki kitendo kitapanua machaguo ya maongezi ya shughuli na kukunja nyingine zote na athari za kodiani), kisha bofya "Tengeneza Maongezi Mapya ya Shughuli".

**Available Process Elements**

▾ Activities

Filter Activities...

No data found.

➕ Create New Activity

▸ Activity Dialogs
▸ Transitions
▸ Transition Actions

*Kielelezo: Tengeneza Kitufe cha Maongezi ya Shughuli kipya.*

Katika skrini ibukizi iliyofunguliwa jaza "Jina la maongezi ya Shughuli" na pia "sehemu za Maelezo (mafupi)", kwa huu mfano tutaacha sehemu nyingine zote kama zilivyo kawaida,ili kugawia sehemu kwa Maongezi ya Shuguli kokota sehemu inayotakiwa kutoka kwenye bwawa la "Sehemu Zilizopo" na dondosha katika bwawa la "Sehemu Zilizogawiwa". Oda katika bwawa la "Sehemu Zilizogawiwa" ndiyo oda sehemu zitakuwa nazo katika skrini, kubadilisha oda kokota na kudondosha hiyo sehemu kwenye bwawa kupanga katika sehemu sawia.

**▾ Activity Dialog**

| | |
|---|---|
| ★ Activity dialog Name: | Recording the demand |
| Available in: | Agent Interface |
| ★ Description (short): | Recording the demand |
| Description (long): | |
| Permission: | - |
| Required Lock: | No |
| Submit Advice Text: | |
| Submit Button Text: | |

**▾ Fields**

You can assign Fields to this Activity Dialog by dragging the elements with the mouse from the left list to the right list. Ordering the elements within the list is also possible by drag 'n' drop.

Filter available fields...

ASSIGNED FIELDS

AVAILABLE FIELDS

Article

*Kielelezo: Ongeza Maongezi ya Shughuli mapya.*

Baada tu ya sehemu kudondoshwa katika bwawa la "Sehemu Zilizogawiwa" skrini ibukizi nyingine inaonyeshwa yenye undani kuhusu sehemu hiyo, tutaacha machaguo ya kawai-da na kwa sehemu za Makala tu ndiyo tuhakikishe kwamba sehemu ya Aina ya Makala imesetiwa kuwa "notisi-ndani".



*Kielelezo: Hariri undani wa uga (Makala).*

Baada ya sehemu zote kupewa thamani bofya kitufe cha kuwasilisha katika skrini kuu ibukizi kuhifadhi mabadiliko.

Katika mfano huu tutatumia sehemu ya Makala kwa ajili ya maoni, lakini chaguo Ingine linaweza kuwa kutengeneza EneoLaNakala la aina Sehemu Inayobadilika, sehemu zili-zobaki ambazo zimetajwa katika mistari chini ni Sehemu Zinazobadilika ambazo tume-fafanua kabla.

Tafadhali tambua kwamba katika skrini hii Sehemu Zinazobadilika zote zina ki-ambishi awali "SehemuInayobadilika_" kama kwenye "SehemuInayobadilika_Kichwa", Usichanganye na sehemu "Kichwa" ambacho ni Kichwa cha Tiketi.

Tengeneza Maongezi ya Shughuli yafwatayo:

- "Kurekodi mahitaji" (AD1)

  Maongezi ya Shughuli yenye sehemu zote zinazoitajika ili data ikusanywe kwa oda (Kich-wa cha habari, Mwandishi na ISBN), na sehemu ya Haliyenye uwezekano wa kuchagua "Kibali".

- "Kibali kimekataliwa" (AD2)

  Maongezi ya Shughuli yenye sehemu ya kuweka maoni (Makala) na sehemu ya Hali yenye chaguo "Kibali kimekataliwa".

- "Kubaliwa" (AD3)

  Hapa tunahitaji hali ya uga wenye chaguo "Kubaliwa"

- "Oda imekataliwa" (AD4)

  Maongezi ya shughuli yanayowezesha kununua ili kukataa oda isiyowezekana (kulipia mzigo kabla ikiwa hisa zimeisha). Hapa pia tunahitaji sehemu ya maoni na sehemu ya Hali yenye chaguo "Oda imekataliwa"

- "Oda imewekwa" (AD5)

  Maongezi ya Shughuli yenye sehemu Msambazaji, Bei na tarehe ya Uwasilishaji kwa manunuzi na sehemu ya Hali yenye chaguo "Oda imewekwa".

- "Vilivyosafirishwa vimepokelewa" (AD6)

  Shughuli ya kwenye chumba cha barua yenye sehemu ya Tarehe ya upokeaji na sehemu ya Hali yenye chaguo "Vilivyosafirishwa vimepokelewa".

Kuzuia sehemu ya hali ya kila maongezi ya shughuli tunahitaji kuongeza baadhi ya ACL katika Kernel/Config.pm au kwenye faili jipya la perl lililo kwenye Kernel/Config/Files.

```
$Self->{TicketAcl}->{'P1-AD1-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD1'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Approval'],
        },
    },
};

$Self->{TicketAcl}->{'P1-AD2-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD2'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Approval denied'],
        },
    },
};

$Self->{TicketAcl}->{'P1-AD3-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD3'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Approved'],
        },
    },
};

$Self->{TicketAcl}->{'P1-AD4-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD4'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Order denied'],
        },
    },
};

$Self->{TicketAcl}->{'P1-AD5-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD5'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Order placed'],
        },
```
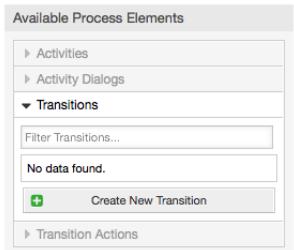
```
        },
    };

    $Self->{TicketAcl}->{'P1-AD6-1'} = {
        Properties => {
            Process => {
                ActivityDialogEntityID => ['AD6'],
            },
        },
        Possible => {
            Ticket => {
                DynamicField_Status => ['Shipment received'],
            },
        },
    };
```
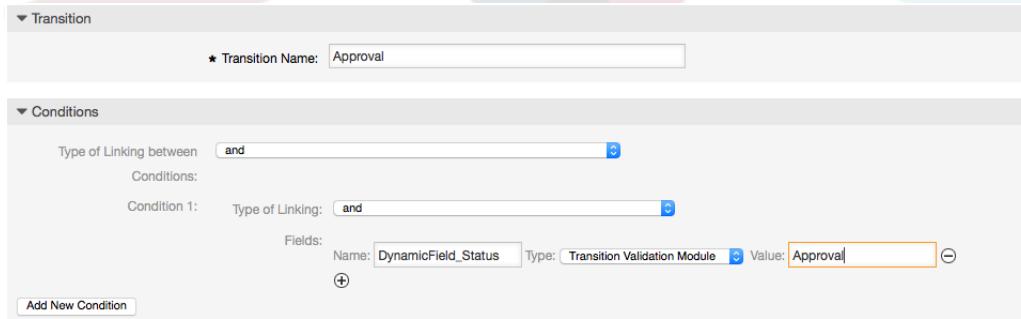
## 2.3.3. Mapito

Kwenye "Elementi Zinazopatikana za Mchakato" bofya kwenye "Mapito", kisha bofya "Ten-geneza Mpito Mpya"

*Kielelezo: Tengeneza kitufe kipya cha mpito.*

Katika skrini ibukizi iliyofunguliwa jaza "Jina la Mpito", kisha kwenye masharti, kwa mfano huu tumia sharti moja tu na sehemu moja, kwa zote tunaweza kuacha Aina ya muunganiko kama "na" na tutatumia thamani ya aina ya kufanana kama "Tungo".

*Kielelezo: Ongeza mpito mpya.*

Baada ya masharti yote kusetiwa bofya kwenye kitufe cha kuhifadhi kuhifadhi mabadiliko.

Tengeneza Mapito yafuatayo:

- "Kibali" (T1)

  Mpito unaokagua kama Sehemu ya Hali imesetiwa kuwa "Kibali".

- "Kibali kimekataliwa" (T2)

  Mpito unaokagua kama Sehemu ya Hali imesetiwa kuwa "Kibali kimekataliwa".

- "Kubaliwa" (T3)

Mpito unaokagua kama Sehemu ya Hali imesetiwa kuwa "Kubaliwa".

- "Oda imekataliwa" (T4)

Mpito unaokagua kama sehemu ya Hali imesetiwa kuwa "Oda imekataliwa".

- "Oda imewekwa" (T5)
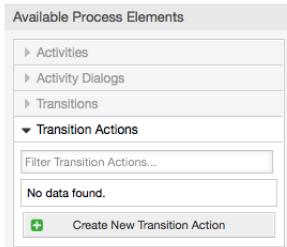
Mpito unaokagua kama sehemu ya Hali imesetiwa kuwa "Oda imewekwa".

- "Vilivyosafirishwa vimepokelewa" (T6)

Mpito unaokagua kama sehemu ya Hali imesetiwa kuwa "Vilivyosafirishwa vimepokelewa".

## 2.3.4. Vitendo vya mpito

Bofya kwenye "Vitendo vya Mpito" katika "Elementi za Michakato Zilizopo", kisha bofya "Tengeneza Kitendo Kipya cha Mpito".



*Kielelezo: Tengeneza kitufe kipya cha vitendo vya mpito.*

Katika skrini ibukizi iliyofunguliwa jaza "Jina la Mpito", na "Moduli ya Vitendo vya Mpito" kisha ongeza majina na thamani za parameta za hiari na zinazohitajika

Moduli zote za mpito zinapatikana kwenye Kiini/Mfumo/UsimamiziwaMchakato/VitendovyaMpito na ifuatayo ni orodha ya kifungu cha Vitendo vya Mpito vilivyojumuishwa kwenye hili toleo

- SetiSehemuInayobadilika

- TengenezaTiketiMakala

- TengenezaTiketi

- SetiTiketiMteja

- SetiKitasaTiketi

- SetiMwenyeTiketi

- SetiFoleniTiketi

- SetKuwajibikaTiketi

- SetiHudumaTiketi

- SetiSLATiketi

- SetiHaliTiketi

- SetiMadaTiketi
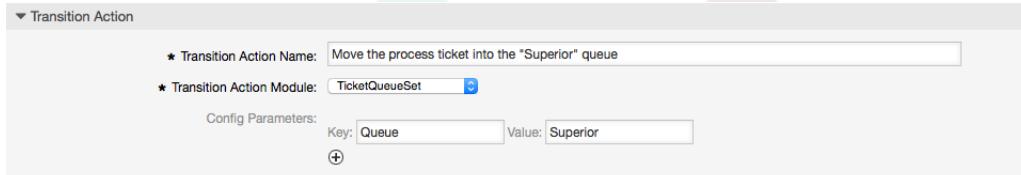
- SetiAinaTiketi

Kila moduli ina parameta zake tofauti. Tafadhali pitia nyaraka za moduli ili kujifunza parameta zote zinazohitajika na za hiari.

## Note

From OTRS 4.0.1, parameters are not longer mandatory fixed values, but instead, they can inherit from the original ticket using format: <OTRS_Ticket_property>.

From OTRS 4.0.6, the format <OTRS_TICKET_property> is now supported, older format is still usable, but deprecated as it will be dropped in further versions.



*Kielelezo: Ongeza vitendo vya mpito mpya.*

Baada ya parameta na thamani zote kusetiwa bofya kitufe kuwasilisha ili kuhifadhi mabadiliko.

Tengeneza vitendo vya mpito vifwatavyo:

- "Peleka tiketi ya mchakato kwa Foleni ya 'Usimamizi' (TA1)

  Hiki kitendo kinatakiwa kutekelezwa wakati Mpito "Kibali" (T1) umetumika.

- "Badilisha tiketi inayowajibika kwa 'manager'" (TA2)

  Itatekelezwa pale mpito "Kibali" (T1) umetumika.

- "Peleka tiketi ya mchakato kwenye Foleni ya 'Wateja'" (TA3)

  Itatekelezwa wakati:

  - Mpito "Kibali kimekataliwa" (T2) umetumika

  - Mpito "Oda imekataliwa" (T4) umetumika

  - Mpito "Vilivyosafirishwa vimepokelewa" (T6) umetumika

- "Badilisha tiketi inayowajibika kwa 'Mwajiriwa'" (TA4)

  Itatekelezwa wakati:

  - Mpito "Kibali kimekataliwa" (T2) umetumika

  - Mpito "Oda imekataliwa" (T4) umetumika

  - Mpito "Vilivyosafirishwa vimepokelewa" (T6) umetumika

- "Peleka tiketi ya mchakato kwa Foleni ya 'Manunuzi'" (TA5)

  Itatekelezwa pale mpito "Imekubaliwa" (T3) umetumika.

- "Peleka tiketi za mchakato kwenye Foleni ya 'Ofisi ya posta'" (TA6)

  Itatekelezwa pale mpito "Oda imewekwa" (T5) umetumika.

- "Kufunga tiketi kumefanikiwa" (TA7)

  Itatekelezwa wakati:

  - Mpito "Vilivyosafirishwa vimepokelewa" (T6) umetumika

- "Kufunga tiketi hakujafanikiwa" (TA8)

  Itatekelezwa wakati:
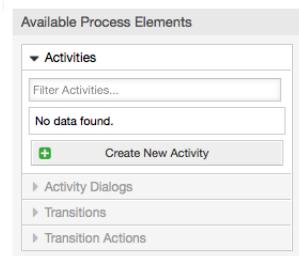
  - Mpito "Kibali kimekataliwa" (T2) umetumika

  - Mpito "Oda imekataliwa" (T4) umetumika

Kama unavyo ona, kuna sehemu ambazo vitendo vya mpito vile vile vitatekelezwa. Hivyo ni busara kuwezesha muunganiko wa Vitendo vya Mpito na Mapito kirahisi ili kuweza kurudia kuvitumia.

# 2.3.5. Shughuli

Tumechagua mbinu ya kuona shughuli kama kikapu ambacho kina Maongezi ya Shughuli.

Bofya "Shughuli" katika "Elementi za Michakato Zilizopo", kisha bofya "Tengeneza Shughuli Mpya".



*Kielelezo: Tengeneza Kitufe kipya cha Shughuli .*

Katika skrini ibukizi iliyofunguliwa jaza "Jina la Shughuli", kisha kokota Maongezi ya Shughuli yanayotakiwa kutoka "Maongezi ya Shughuli Yanayopatikana" na ziweke kwenye "Maongezi ya Shughuli Yaliyogawiwa". Haya maongezi yataonyeshwa (katika skrini iliyokutwa ya tiketi) katika oda ile ile kama ilivyofafanuliwa kwenye skrini hii ikitafsiri kutoka juu kwenda chini, kwenda kushoto kwenda kulia.

Hii oda ni muhimu hasa kwa Shughuli ya kwanza, kwa kuwa Maongezi ya kwanza ya Shughuli kwa shughuli hii ndio ya pekee yanawasilishwa mchakato ukianza.

Tengeneza Shughuli zifuatazo

- "Kurekodi mahitaji" (A1)

  Ina Maongezi ya Shughuli "Kurekodi mahitaji" (AD1)

- "Kibali" (A2)

  Ina Maongezi ya Shughuli "Kibali kimekataliwa" (AD2) na pia "Imekubaliwa" (AD3)

- "Oda" (A3)

  Ina Maongezi ya Shughuli "Oda imekataliwa" (AD4) na pia "Oda imewekwa" (AD5)

- "Zinazoingia" (A4)

Ina Maongezi ya Shughuli "Vilivyosafirishwa vimepokelewa" (AD6)

• "Mchakato umekamilika" (A5): Hii ni shughuli bila maongezi ya shughuli yawezekanayo. Ita setiwa baada ya "Kibali kimekataliwa", "Oda imekataliwa" au "Vilivyosafirishwa vimepokelewa" na inaashiria mwisho wa mchakato.

Sasa tunaweza kuona shughuli zimefafanuliwa kuwa hali za michakato ya tiketi. Baada ya kufanikiwa kwa mpito tiketi inapelekwa kutoka shughuli moja kwenda nyingine.
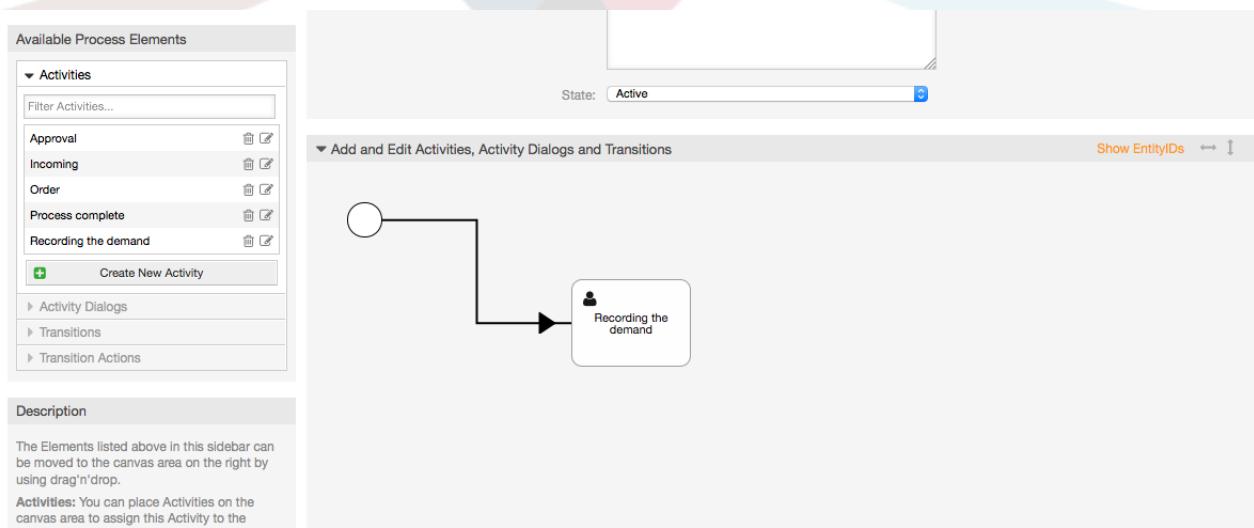
## 2.3.6. Njia ya mchakato wa kuoda kitabu

Tuhitimishe mfano wetu na kipande cha mwisho kisichokwepo cha fumbo, mchakato kama mfafanuzi wa mtiririko. Katika kesi yetu huu ni upangaji mzima wa mtiririko wa kazi. Michakato mingine inaweza kuwa kuewka oda za vifaa vya ofisi na michakato mingine tofauti kabisa.

Mchakato una pointi ya kuanza ambayo ina Shughuli ya kuanza na Maongezi ya Shughuli ya kuanza. Kwa oda yeyote mpya ya kitabu, skrini ya kwanza kuonyeshwa ni ya Maongezi ya Shughuli (Maongezi ya kwanza ya Shughuli kwa Shughuli ya kwanza). Kama hii imemalizika na kuhifadhiwa, tiketi ya mchakato itatengenezwa na kufwata sanidi ya mtiririko wa kazi.
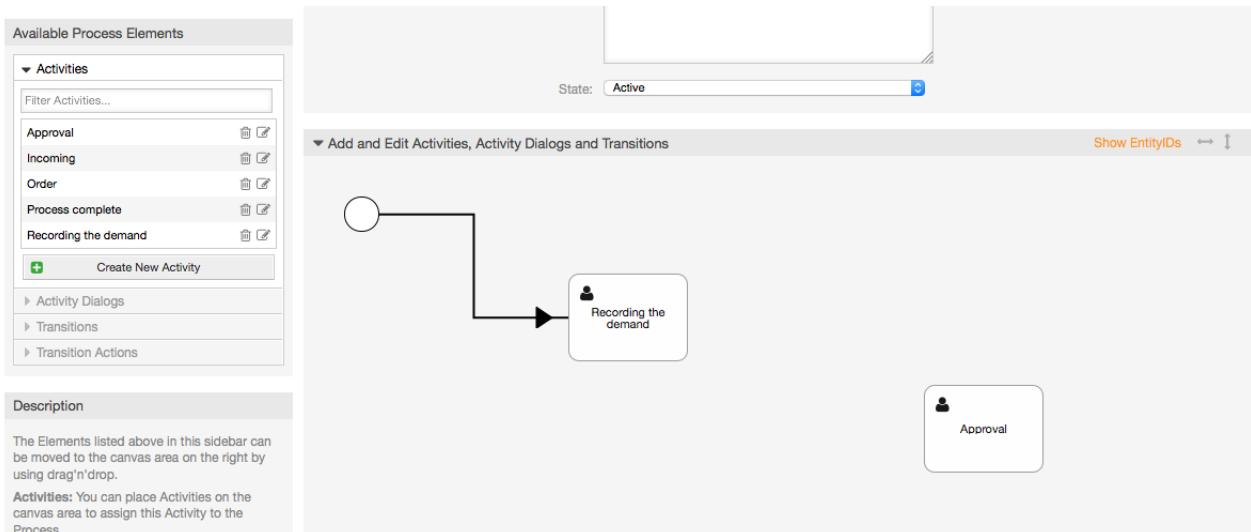
Mchakato pia una mwelekeo ambao tiketi ya mchakato itapitishwa ndani ya mchakato. Tuiite hii "Njia". Ina Shughuli ya kuanza, Mpito mmoja au zaidi (pengine na Vitendo vya Mpito), na Shughuli nyingine.

Tukiamini kwamba Shughuli tayari zimegawia Maongezi Ya Shughuli kuokota Shughuli kutoka kwenye kodiani (katika upande wa kushoto wa skrini) na kuzidondosha kwenye eneo la turubai (chini ya taarifa za mchakato). Tambua mshale kutoka mwanzo wa mchakato (duara la kijani) kwenda kwenye Shughuli imewekwa kiotomatiki. (Hii ni Shughuli ya kwanza na Maongezi yake ya kwanza ya Shughuli ni skrini ya kwanza ambayo itaonyeshwa wakati mchakato unaanza).
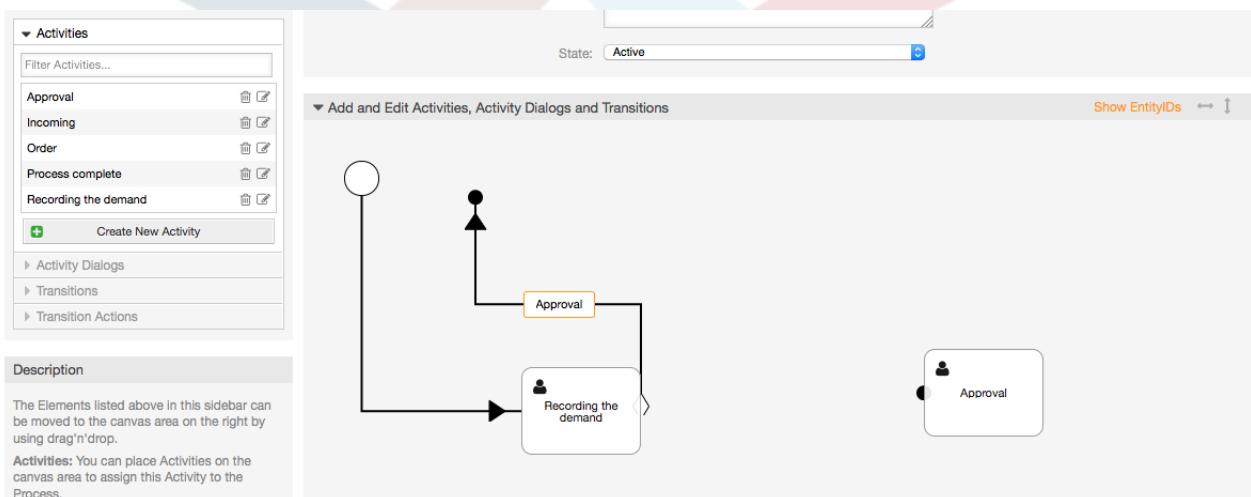


*Kielelezo: Kokota shughuli ya kwanza kwenye turubai.*

Kokota shughuli nyingine kwenye turubai. sasa tuna shughuli mbili kwenye turubai ya kwanza imeunganishwa na pointi ya kuanza na ya pili haina muunganiko, unaweza kupitisha kipanya juu ya kila shughuli ku dhihirisha Maongezi Shughuli yao.
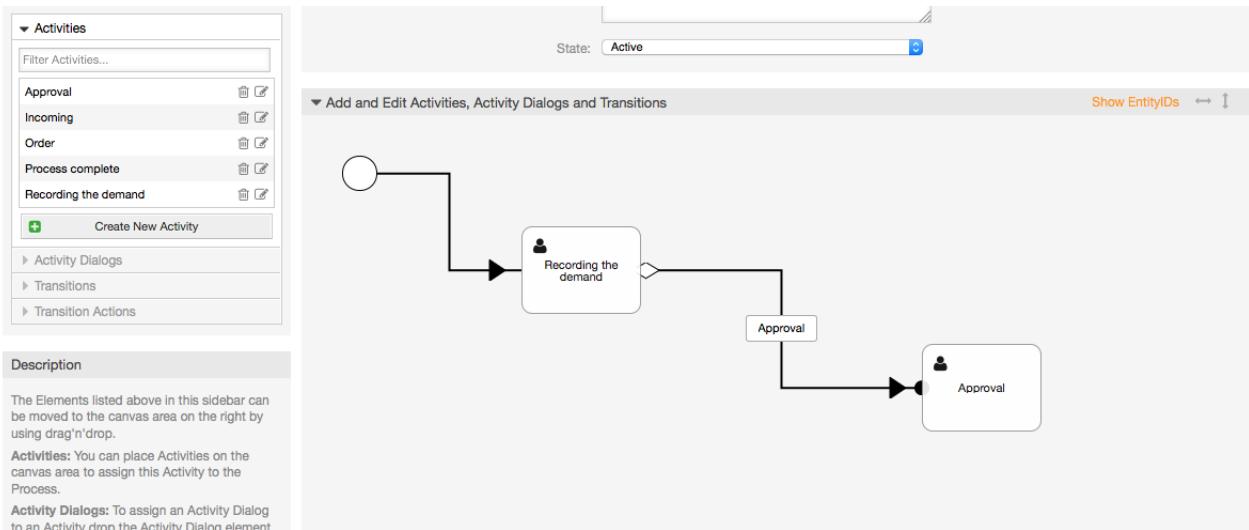
*Kielelezo: Kokota shughuli ya pilikwenye turubai.*

Kisha tutengeneze "Njia" (uhusiano) kati ya shughuli hizi mbili, kwa hili tutatumia Mapito, Bofya kwenye Mapito kwenye kodiani kokota Mpito na udondoshe ndani ya Shughuli ya kwanza, tambua kwamba Shughuli inabadilisha rangi kuonyesha Mpito umeambatanishwa, baada tu ya mpito kudondoshwa mwisho wa mshale wa Mpito utawekwa karibu na pointi ya kuanza mchakato. Kokota mwisho wa mshale wa Mpito na udondoshe ndani ya shughuli nyingine kutengeneza uhusiano kati ya Shughuli hizo.
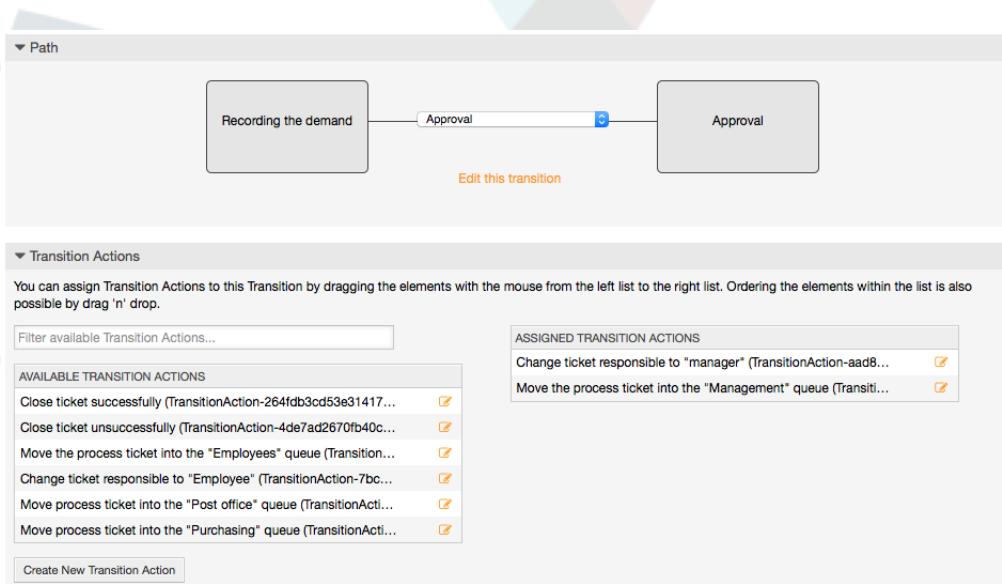


*Kielelezo: Kokota Mapito kwenda kwenye turubai.*

Sasa "Njia" kati ya vitendo imefafanuliwa, kisha tunahitaji kuweka Vitendo vya Mpito chini ya Mpito, bofya marambili lebo ya mpito (ndani ya turubai), hii itafungua dirisha ibukizi jipya.

*Kielelezo: Unganisha shughuli kwa kutumia Mapito.*

Kokota Vitendo vya Mpito vinavyotakiwa kutoka bwawa la Vitendo vya Mpito Vinavyopatikana na dondosha katika bwawa la Vitendo vya Mpito Vilivyogawiwa kisha bofya kitufe cha kuwasilisha.



*kielelezo: Vitendo vya mpito vilivyogawiwa.*

Kisha tukirudi kwenye skrini ya kuhariri mchakato wa msingi bofya kwenye kitufe cha kuhifadhi chini ya turubai kuhifadhi mabadiliko mengine yote.

Kamilisha "Njia" kwa kuongeza Shughuli zifuatazo, Mapito na Vitendo vya Mpito:

Mahitaji yanarekodiwa mpaka "Kibali"

• Pointi ya kuanza: Shughuli: Mahitaji yanarekodiwa (A1)

• Mpito uwezekanao: Kibali (T1)

  • Kama masharti ya hii shughuli yamekamilishwa, tiketi itapelekwa kwa Shughuli: Kibali (A2)

  • Kwa nyongeza, VitendoVyaMpito vifwatavyo vina tekelezeka

- "Kuhamisha tiketi kwenda kwenye foleni ya 'Usimamizi'" (TA1)

- "Seti tiketi iwe jukumu la 'Meneja'" (TA2)

Shughuli: "Kurekodi mahitaji" (A1) ni hatua iliyofafanuliwa ya mchakato wa tiketi, ambapo kuna uwezekano wa mpito: "Kibali" (T1). Kama hii itakubali tiketi itapelekwa kwenye shughuli inayofuata: "Kibali" (A2), na Vitendo vya Mpito: "Kupeleka tiketi kwenye foleni ya 'Usimamizi'" (TA1) na "Seti tiketi iwe jukumu la'Meneja'" (TA2) zinatekelezeka. Kwenye Shughuli: "Approval" (A2), Maongezi ya Shughuli: "Kibali kimekataliwa" (AD2) na "Kubaliwa" (AD3) zinapatikana.

Kibali

- Pointi ya Kuanza: Shughuli "Kibali" (A2)

- Mapito yawezekanayo:

  - "Kibali kimekataliwa" (T2)

    - Kama hii inalingana, tiketi ya mchakato itapelekwa kwa Shughuli: "Mchakato umekamilika" (A5).

    - Kwa nyongeza, Vitendo Vya Mpito vifwatavyo vina tekelezeka:

      - "Peleka tiketi ya mchakato kwenye Foleni ya 'Wateja'" (TA3)

      - "Seti tiketi yenye jukumu kwa 'Mteja'" (TA4)

      - "Kufunga tiketi hakujafanikiwa" (TA8)

  - "Kubaliwa" (T3)

    - Kama hii inalingana, tiketi ya mchakato itapelekwa kwa Shughuli: "Oda" (A3).

    - Kwa nyongeza, Kitendo cha Mpito kifwatacho kitatekelezwa.

      - "Peleka tiketi ya mchakato kwa Foleni ya 'Manunuzi'" (TA5)

Tunaweza kuona kutoka kwenye shughuli za sasa, ambayo inafafanua hatua katika mchakato wa tiketi, kuna uwezekano mmoja au zaidi wa mpito ambao una lengo moja la shughuli (na ikiwezekana Kitendo kimoja au zaidi cha mpito)

Oda
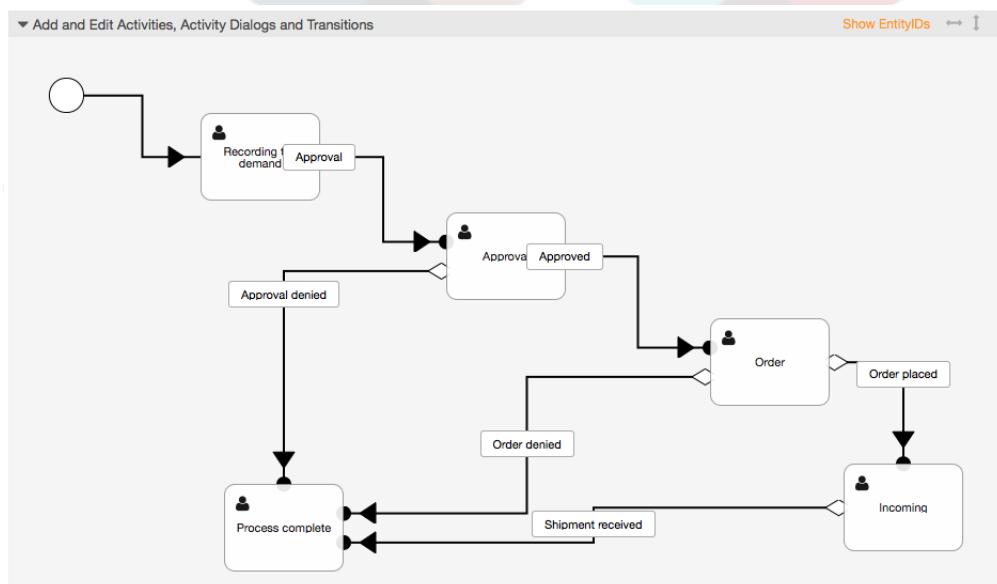
- Pointi ya kuanza: Shughuli "Oda" (A3)

- Mapito yawezekanayo:

  - "Oda imekataliwa" (T4)

    - Kama hii inalingana, tiketi ya mchakato itapelekwa kwa Shughuli: "Mchakato umekamilika" (A5).

    - Kwa nyongeza, Vitendo Vya Mpito vifwatavyo vina tekelezeka:

      - "Peleka tiketi ya mchakato kwenye Foleni ya 'Wateja'" (TA3)

      - "Seti tiketi yenye jukumu kwa 'Mteja'" (TA4)

      - "Kufunga tiketi hakujafanikiwa" (TA8)

  - "Oda imewekwa" (T5)

- Kama hii inalingana, tiketi ya mchakato itapelekwa kwa Shughuli: "zinazoingia" (A5).

- Kwa nyongeza, Kitendo cha Mpito kifwatacho kitatekelezwa.

  - "Peleka tiketi za mchakato kwa Foleni ya 'Ofisi ya posta'" (TA6)

"Zinazoingia"

- Pointi ya Kuanza: Shughuli "Zinazoingia" (A4)

- Mapito yawezekanayo:

  - "Vilivyosafirishwa vimepokelewa" (T6)

  - Kama hii inalingana, tiketi ya mchakato itapelekwa kwa Shughuli: "Mchakato umekamilika" (A5).

  - Kwa nyongeza, Vitendo Vya Mpito vifwatavyo vina tekelezeka:

    - "Peleka tiketi ya mchakato kwenye Foleni ya 'Wateja'" (TA3)

    - "Seti tiketi yenye jukumu kwa 'Mteja'" (TA4)

    - "Kufunga tiketi kumefanikiwa" (TA7)

Njia kamili ya mchakato wa kuoda vitabu itaonekana kama hivi:



*Kielelezo: Njia kamili ya mchakato wa kuoda vitabu.*

Baada ya kumaliza njia ya mchakato tafadhali bonyeza kitufe cha "hifadhi" upande wa chini wa turubai kisha bonyeza kitufe "Landanisha Michakato yote". Hii itakusanya taarifa zote za michakato kutoka kwenye hifadhidata na kutengeneza faili la hifadhi muda (kwa lugha ya Perl). Hii hifadhi muda ni sanidi za michakato ambazo mfumo utatumia kutengeneza au kutumia tiketi za michakato.

Mabadiliko yeyote yaliyofanyika kwenye michakato (katika kiolesura michoro cha mtumiaji) yatahitaji kurudia kulandanisha faili la hifadhi muda ili mabadiliko yawepo kwenye mfumo.

Pia inawezekana kuagiza mchakato mzima kutoka faili la YAML, lakini ni muhimu kuten-geneza Sehemu zote Zinazobadilika, Watumiaji, Foleni, na kadh. ambazo zinahitajika na kila mchakato kabla ya kuagiza.

Tambua kwamba kama mchakato unahitaji utumiaji wa ACL hizo zinahitaji pia kusetiwa kwa mikono.

Lifwatalo ni faili kamili la YAML kwa ajili ya mfano wa mchakato wa kuoda kitabu:

```
---
Activities:
  A1:
    ActivityDialogs:
      - AD1
    ChangeTime: 2012-11-23 14:49:22
    Config:
      ActivityDialog:
        1: AD1
    CreateTime: 2012-11-23 11:49:38
    EntityID: A1
    ID: 151
    Name: Recording the demand
  A2:
    ActivityDialogs:
      - AD2
      - AD3
    ChangeTime: 2012-12-13 00:55:12
    Config:
      ActivityDialog:
        1: AD2
        2: AD3
    CreateTime: 2012-11-23 11:50:11
    EntityID: A2
    ID: 152
    Name: Approval
  A3:
    ActivityDialogs:
      - AD4
      - AD5
    ChangeTime: 2012-11-23 18:12:14
    Config:
      ActivityDialog:
        1: AD4
        2: AD5
    CreateTime: 2012-11-23 11:50:35
    EntityID: A3
    ID: 153
    Name: Order
  A4:
    ActivityDialogs:
      - AD6
    ChangeTime: 2012-11-23 18:12:35
    Config:
      ActivityDialog:
        1: AD6
    CreateTime: 2012-11-23 11:51:00
    EntityID: A4
    ID: 154
    Name: Incoming
  A5:
    ActivityDialogs: []
    ChangeTime: 2012-11-23 11:51:33
    Config: {}
    CreateTime: 2012-11-23 11:51:33
    EntityID: A5
    ID: 155
    Name: Process complete
ActivityDialogs:
  AD1:
    ChangeTime: 2012-12-06 02:16:21
```

```
      Config:
        DescriptionLong: ''
        DescriptionShort: Recoding the demand
        FieldOrder:
          - DynamicField_Author
          - DynamicField_ISBN
          - DynamicField_Title
          - DynamicField_Status
        Fields:
          DynamicField_Author:
            DefaultValue: ''
            DescriptionLong: ''
            DescriptionShort: ''
            Display: 1
          DynamicField_ISBN:
            DefaultValue: ''
            DescriptionLong: ''
            DescriptionShort: ''
            Display: 1
          DynamicField_Status:
            DefaultValue: ''
            DescriptionLong: ''
            DescriptionShort: ''
            Display: 1
          DynamicField_Title:
            DefaultValue: ''
            DescriptionLong: ''
            DescriptionShort: ''
            Display: 1
        Interface:
          - AgentInterface
        Permission: ''
        RequiredLock: 0
        SubmitAdviceText: ''
        SubmitButtonText: ''
      CreateTime: 2012-11-23 14:34:43
      EntityID: AD1
      ID: 154
      Name: Recording the demand
  AD2:
    ChangeTime: 2012-11-23 14:57:41
    Config:
      DescriptionLong: ''
      DescriptionShort: Approval denied
      FieldOrder:
        - Article
        - DynamicField_Status
      Fields:
        Article:
          Config:
            ArticleType: note-internal
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
        DynamicField_Status:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
      Interface:
        - AgentInterface
      Permission: ''
      RequiredLock: 0
      SubmitAdviceText: ''
      SubmitButtonText: Deny Request
    CreateTime: 2012-11-23 14:36:39
    EntityID: AD2
    ID: 155
    Name: Approval denied
  AD3:
    ChangeTime: 2012-12-14 03:14:23
```

```
      Config:
        DescriptionLong: ''
        DescriptionShort: Approved
        FieldOrder:
          - DynamicField_Status
        Fields:
          DynamicField_Status:
            DefaultValue: ''
            DescriptionLong: ''
            DescriptionShort: ''
            Display: 1
        Interface:
          - AgentInterface
        Permission: ''
        RequiredLock: 0
        SubmitAdviceText: ''
        SubmitButtonText: Approve Request
    CreateTime: 2012-11-23 14:37:35
    EntityID: AD3
    ID: 156
    Name: Approved
AD4:
    ChangeTime: 2012-11-23 14:58:52
    Config:
        DescriptionLong: ''
        DescriptionShort: Order rejected
        FieldOrder:
          - Article
          - DynamicField_Status
        Fields:
          Article:
            Config:
              ArticleType: note-internal
            DefaultValue: ''
            DescriptionLong: ''
            DescriptionShort: ''
            Display: 1
          DynamicField_Status:
            DefaultValue: ''
            DescriptionLong: ''
            DescriptionShort: ''
            Display: 1
        Interface:
          - AgentInterface
        Permission: ''
        RequiredLock: 0
        SubmitAdviceText: ''
        SubmitButtonText: Reject Order
    CreateTime: 2012-11-23 14:38:48
    EntityID: AD4
    ID: 157
    Name: Order rejected
AD5:
    ChangeTime: 2012-12-06 02:20:12
    Config:
        DescriptionLong: ''
        DescriptionShort: Order placed
        FieldOrder:
          - DynamicField_DeliveryDate
          - DynamicField_Price
          - DynamicField_Supplier
          - DynamicField_Status
        Fields:
          DynamicField_DeliveryDate:
            DefaultValue: ''
            DescriptionLong: ''
            DescriptionShort: ''
            Display: 1
          DynamicField_Price:
            DefaultValue: ''
            DescriptionLong: ''
            DescriptionShort: ''
```

```
          Display: 1
        DynamicField_Status:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
        DynamicField_Supplier:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
      Interface:
        - AgentInterface
      Permission: ''
      RequiredLock: 0
      SubmitAdviceText: ''
      SubmitButtonText: Place Order
    CreateTime: 2012-11-23 14:41:28
    EntityID: AD5
    ID: 158
    Name: Order placed
  AD6:
    ChangeTime: 2012-11-23 14:42:43
    Config:
      DescriptionLong: ''
      DescriptionShort: Shipment received
      FieldOrder:
        - DynamicField_DateOfReceipt
        - DynamicField_Status
      Fields:
        DynamicField_DateOfReceipt:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
        DynamicField_Status:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
      Interface:
        - AgentInterface
      Permission: ''
      RequiredLock: 0
      SubmitAdviceText: ''
      SubmitButtonText: ''
    CreateTime: 2012-11-23 14:42:43
    EntityID: AD6
    ID: 159
    Name: Shipment received
Process:
  Activities:
    - A1
    - A2
    - A3
    - A4
    - A5
  ChangeTime: 2012-12-06 02:31:59
  Config:
    Description: The process to order a book
    Path:
      A1:
        T1:
          ActivityEntityID: A2
          TransitionAction:
            - TA2
            - TA1
      A2:
        T2:
          ActivityEntityID: A5
          TransitionAction:
            - TA3
```

```
            - TA4
            - TA8
        T3:
          ActivityEntityID: A3
          TransitionAction:
            - TA5
      A3:
        T4:
          ActivityEntityID: A5
          TransitionAction:
            - TA3
            - TA4
            - TA8
        T5:
          ActivityEntityID: A4
          TransitionAction:
            - TA6
      A4:
        T6:
          ActivityEntityID: A5
          TransitionAction:
            - TA3
            - TA4
            - TA7
      A5: {}
    StartActivity: A1
    StartActivityDialog: AD1
  CreateTime: 2012-11-23 11:45:12
  EntityID: P1
  ID: 94
  Layout:
    A1:
      left: 172
      top: 63
    A2:
      left: 402
      top: 156
    A3:
      left: 649
      top: 255
    A4:
      left: 774
      top: 391
    A5:
      left: 194
      top: 410
  Name: Book ordering
  State: Active
  StateEntityID: S1
  TransitionActions:
    - TA1
    - TA2
    - TA3
    - TA4
    - TA8
    - TA5
    - TA3
    - TA4
    - TA8
    - TA6
    - TA3
    - TA4
    - TA7
  Transitions:
    - T1
    - T2
    - T3
    - T4
    - T5
    - T6
TransitionActions:
  TA1:
```

```
    ChangeTime: 2012-11-23 16:01:37
    Config:
      Config:
        Queue: Management
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
    CreateTime: 2012-11-23 15:50:59
    EntityID: TA1
    ID: 61
    Name: Move the process ticket into the "Management" queue
TA2:
    ChangeTime: 2012-11-23 16:02:12
    Config:
      Config:
        Responsible: manager
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketResponsibleSet
    CreateTime: 2012-11-23 15:58:22
    EntityID: TA2
    ID: 62
    Name: Change ticket responsible to "manager"
TA3:
    ChangeTime: 2012-11-24 14:27:02
    Config:
      Config:
        Queue: Employees
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
    CreateTime: 2012-11-23 16:02:54
    EntityID: TA3
    ID: 63
    Name: Move the process ticket into the "Employees" queue
TA4:
    ChangeTime: 2012-11-23 16:04:06
    Config:
      Config:
        Responsible: Employee
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketResponsibleSet
    CreateTime: 2012-11-23 16:04:06
    EntityID: TA4
    ID: 64
    Name: Change ticket responsible to "Employee"
TA5:
    ChangeTime: 2012-12-06 02:18:34
    Config:
      Config:
        Queue: Purchasing
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
    CreateTime: 2012-11-23 16:04:54
    EntityID: TA5
    ID: 65
    Name: Move process ticket into the "Purchasing" queue
TA6:
    ChangeTime: 2012-12-06 02:18:48
    Config:
      Config:
        Queue: Post office
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
    CreateTime: 2012-11-23 16:06:20
    EntityID: TA6
    ID: 66
    Name: Move process ticket into the "Post office" queue
TA7:
    ChangeTime: 2012-12-06 02:29:55
    Config:
      Config:
        State: closed successful
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketStateSet
    CreateTime: 2012-12-06 02:29:27
    EntityID: TA7
    ID: 67
    Name: Close ticket successfully
TA8:
    ChangeTime: 2012-12-06 02:31:12
    Config:
```

```
      Config:
        State: closed unsuccessful
        Module: Kernel::System::ProcessManagement::TransitionAction::TicketStateSet
      CreateTime: 2012-12-06 02:31:12
      EntityID: TA8
      ID: 68
      Name: Close ticket unsuccessfully
Transitions:
  T1:
    ChangeTime: 2012-11-23 15:12:20
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Approval
              Type: String
          Type: and
      ConditionLinking: and
    CreateTime: 2012-11-23 11:53:52
    EntityID: T1
    ID: 94
    Name: Approval
  T2:
    ChangeTime: 2012-11-23 15:12:50
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Approval denied
              Type: String
          Type: and
      ConditionLinking: and
    CreateTime: 2012-11-23 11:54:26
    EntityID: T2
    ID: 95
    Name: Approval denied
  T3:
    ChangeTime: 2012-11-23 15:13:29
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Approved
              Type: String
          Type: and
      ConditionLinking: and
    CreateTime: 2012-11-23 11:54:54
    EntityID: T3
    ID: 96
    Name: Approved
  T4:
    ChangeTime: 2012-11-23 15:14:08
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Order denied
              Type: String
          Type: and
      ConditionLinking: and
    CreateTime: 2012-11-23 11:55:25
    EntityID: T4
    ID: 97
    Name: Order denied
  T5:
    ChangeTime: 2012-11-23 18:30:33
    Config:
      Condition:
```

```
          1:
            Fields:
              DynamicField_Status:
                Match: Order placed
                Type: String
            Type: and
        ConditionLinking: and
      CreateTime: 2012-11-23 11:56:15
      EntityID: T5
      ID: 98
      Name: Order placed
   T6:
      ChangeTime: 2012-11-23 15:15:30
      Config:
        Condition:
          1:
            Fields:
              DynamicField_Status:
                Match: Shipment received
                Type: String
            Type: and
        ConditionLinking: and
      CreateTime: 2012-11-23 11:56:48
      EntityID: T6
      ID: 99
      Name: Shipment received
```

# 2.4. Rejea ya sanidi ya mchakato

## 2.4.1. Mchakato

Mchakato unatengeneza njia ya mtiririko wa kazi/mchakato. Pointi za njia katika mwelekeo huu zinaweza kuwa Shughuli au Mapito, tutaongelea haya baadaye.

### 2.4.1.1. Sanidi ya mchakato

Usanidi wa mchakato unaweza kufanyika kkwenye faili Kernel/Config.pm lakini inashauriwa kutengeneza mafaili mapya kama Kernel/Config/Files/MyProcess.pm. Ona kwamba GUI inatengeneza faili Kernel/Config/File/ZZZProcessManagement tafadhali usitumie jina hilo la faili, la sivyo litaandikwa juu yake ukifanya ulandanishi wa michakato. Tuone mfano wa mchakato wa usanidi (kutoka kwenye faili la hifadhi muda ya mchakato):

```
$Self->{'Process'} = {
    'P1' => {
        Name              => 'Book order',
        CreateTime        => '16-02-2012 13:37:00',
        CreateBy          => '1',
        ChangeTime        => '17-02-2012 13:37:00',
        ChangeBy          => '1',
        State             => 'Active',
        StartActivity     => 'A1',
        StartActivityDialog => 'AD1',
        Path => {
            'A1' => {
                'T1' => {
                    ActivityEntityID => 'A2',
                },
            },
            'A2' => {
                'T2' => {
                    ActivityEntityID => 'A3',
                },
            },
        },
    },
```

```
    'P2' => {
        Name               => 'IT order',
        CreateTime         => '26-02-2012 13:37:00',
        CreateBy           => '1',
        ChangeTime         => '27-02-2012 13:37:00',
        ChangeBy           => '1',
        State              => 'Active',
        StartActivity      => 'A2',
        StartActivityDialog => 'AD2',
        Path => {
            'A2' => {
                'T3' => {
                    ActivityEntityID => 'A4',
                },
            },
        },
    }
};
```

## 2.4.1.2. Jina

Jina la mchakato, hii inaweza kuchaguliwa na wakala wakati wa kutengeneza tiketi ya mchakato mpya.

## 2.4.1.3. Tengeneza muda

Muda ambao mchakato ulitengenezwa.

## 2.4.1.4. Imetengenezwa na

UID ya mtumiaji anayetengeneza mchakato.

## 2.4.1.5. Badilisha muda

Muda ambao mchakato ulibadilishwa.

## 2.4.1.6. Ilibadilishwa na

UID ya mtumiaji aliyeweka mabadiliko ya mwisho.

## 2.4.1.7. Hali

Inafafanua hali ya mchakato. Thamani ziwezekanazo:

- 'Amilifu' ni michakato yote ambayo inaweza kutumika katika tiketi mpya za mchakato.

- 'KwanjukaMbali' ni michakato ambayo haiwezi kuchaguliwa tena kwa tiketi mpya, lakini tiketi zilizopo zinaweza kutumia huo mchakato.

- 'Isiyo Amilifu' michakato inalemazwa na haiwezi kutumika kwa tiketi mpya au zizlizopo.

## 2.4.1.8. AnzaShughuli

Wakati wa kutengeneza mchakato mpya wa tiketi, lazima ufafanue ki AnzaShughuli. Mara tu tiketi itakapotengenezwa, hiishughuli ita setiwa na kutumika kama msingi wa kaguzi za kwanza za mpito.

## 2.4.1.9. AnzaShughuliMaongezi

Kwa tiketi mpya, ki AnzaShughuliMaongezi lazima kifafanuliwe. Hii itaonyeshwa wakati wa kutengeneza mchakato mpya wa tiketi (baada ya mchakato kuchaguliwa). Hapa tiketi bado haipo, itatengenezwa baada ya kuwasilisha ki AnzaShughuliMaongezi.

## 2.4.1.10. Njia

Njia ina muundo wa Shughuli, na Mapito yanayowezekana kati yao, kwa ajili ya mchakato wa sasa. Na pia Vitendo vya Mpito ambavyo vinatokea wakati wa Mpito. Hii inadhibiti mwelekeo ambao tiketi ya mchakato itachukua. Mfano:

```
'A1' => {
    'T1' => {
        ActivityEntityID => 'A2',
    },
    'T2' => {
        ActivityEntityID => 'A3',
    },
    'T3' => {
        ActivityEntityID => 'A4',
        TransitionAction => ['TA1', 'TA2'],
    },
},
```

Kama tiketi ya mchakato iko kwenye shughuli 'A1', ina njia tatu zinazowezekana kwenda kwenye Shughuli nyingine. Kwenye Mapito 'T1' kwenda 'T3', masharti yamefafanuliwa, ambayo tiketi ya mchakato inabidi iyatimize ili ihamie kwenye Shughuli nyingine.

Kama katika kesi hii thamani zote za tiketi ya mchakato na sehemu zake zinazobadilika ambazo zinahitajika kwa Mpito 'T2' ziko sawa, tiketi itahamishwa kutoka Shughuli 'A1' kwenda 'A3'. Baada ya MaongeziYaShughuli kuwasilishwa, au mabadiliko yoyote mengine yamefanywa kwenye tiketi, itakaguliwa kwa Mapito yawezekanayo kutoka kwenye Shughuli ya sasa. Kama Mapito zaidi ya moja yanawezekana, ya kwanza yatatumika (kutegemea na upangaji wa nambari za Vitambulisho vya Mpito).

Kwa nyongeza, inawezekana kugawia Vitendo vya Mpito kwa Mapito katika usanidi wa Njia. Hizi moduli ambazo zinatekelezwa baada ya mpito uliofanikiwa. Inabidi zibainishwe katika fomu ya mkusanyiko kama kwenye mfano, tutaongelea kwa undani baadaye.

# 2.4.2. Shughuli

Shughuli ina Maongezi ya Shughuli ya aina moja au zaidi na inatengeneza 'hatua' katika mchakato. Maongezi ya Shughuli yote ya Shughuli ya sasa yanaonyeshwa katika kuza tiketi na inaweza kutumika mpaka masharti ya Mpito yatimizwe.

## 2.4.2.1. Sanidi ya shughuli

Tuone mfano wa sanidi ya shughuli:

```
$Self->{'Process::Activity'} =
{
    'A1' => {
        Name       => 'Activity 1 optional',
        CreateTime => '16-02-2012 13:37:00',
        CreateBy   => '1',
        ChangeTime => '17-02-2012 13:37:00',
        ChangeBy   => '1',
        ActivityDialog => {
            1 => 'AD1',
        },
    },
    'A2' => {
        Name       => 'Activity 2 optional',
        CreateTime => '16-02-2012 13:37:00',
        CreateBy   => '1',
        ChangeTime => '17-02-2012 13:37:00',
        ChangeBy   => '1',
        ActivityDialog => {
```

```
                1 => 'AD5',
                2 => 'AD6',
                3 => 'AD1',
        },
    },
};
```

## 2.4.2.2. Jina

Jina la shughuli.

## 2.4.2.3. Tengeneza muda

Muda ambao ilitengenezwa.

## 2.4.2.4. Imetengenezwa na

UID ya mtumiaji aliyetengeneza shughuli.

## 2.4.2.5. Badilisha muda

Muda wa mwisho ilipo badilishwa

## 2.4.2.6. Ilibadilishwa na

UID ya mtumiaji wa mwisho aliyebadilisha shughuli.

## 2.4.2.7. MaongeziShughuli

Maongezi ya Shughuli yana orodha ya maongezi ya shughuli ambayo yanapatikana katika hii shughuli. Maongezi yote ya Shughuli ya sasa yanaonekana katika Kuza tiketi. Oda yao inasetiwa na oda ya kwenye sanidi, hapa 'AD5' inaonyeshwa kabla ya 'AD6' na 'AD1'.

# 2.4.3. MaongeziShughuli

Maongezi ya Shughuli ni skrini maalumu na inaweza kutumika katika shughuli mbali mbali.

## 2.4.3.1. Sanidi ya MaongeziShughuli

Tuone mfano wa usanidi

```
$Self->{'Process::ActivityDialog'} = {
    'AD1' => {
        Name            => 'ActivityDialog 1 optional',
        DescriptionShort => 'Basic info',
        DescriptionLong  => 'Please insert the necessesary basic information for IT orders',
        CreateTime       => '28-02-2012 13:37:00',
        CreateBy        => '1',
        ChangeTime       => '29-02-2012 13:37:00',
        ChangeBy        => '1',
        Fields => {
            PriorityID => {
                DescriptionShort => 'Priority ID',
                DescriptionLong  => 'Enter the priority here',
                Display         => 2,
            },
        },
        FieldOrder       => [ 'PriorityID' ],
        SubmitAdviceText => 'Note: If you submit the form...',
        SubmitButtonText => 'Send request',
    },
    'AD2' => {
        Name => 'ActivityDialog 2 optional',
```

```
        DescriptionShort => 'Basic info',
        DescriptionLong  => 'Please insert the neccessary basic information for Book
orders',
        CreateTime       => '28-02-2012 13:37:00',
        CreateBy         => '1',
        ChangeTime       => '29-02-2012 13:37:00',
        ChangeBy         => '1',
        Fields => {
            StateID => {
                DescriptionShort => 'State ID',
                DescriptionLong  => 'Enter the state here',
                Display          => 2,
                DefaultValue     => '2',
            },
            Queue => {
                DescriptionShort => 'Queue ID',
                DescriptionLong  => 'Enter the queue here',
                Display          => 2,
                DefaultValue     => 'Raw',
            },
            Title => {
                DescriptionShort => 'Title',
                DescriptionLong  => 'Enter the title here',
                Display          => 1,
                DefaultValue     => 'Default Title',
            },
            DynamicField_Anzahl => {
                DescriptionShort   => 'Amount',
                DescriptionLong    => 'Enter the amount here',
                Display            => 2,
                DefaultValue       => '4',
            },
        },
        FieldOrder      => [ 'DynamicField_Anzahl', 'StateID', 'Queue', 'Title' ],
        SubmitAdviceText => 'Note: If you submit the form...',
        SubmitButtonText => 'Send request',
    },
};
```

## 2.4.3.2. Jina

JIna la Maongezi Shughuli.

## 2.4.3.3. Tengeneza muda

Muda iliyotengenezwa.

## 2.4.3.4. Imetengenezwa na

UID ya mtumiaji aliyetengeneza haya Maongezi Shughuli.

## 2.4.3.5. Badilisha muda

Muda wa mwisho ilipobadilishwa

## 2.4.3.6. Ilibadilishwa na

UID ya mtumiaji wa mwisho aliyebadilisha haya Maongezi Shughuli.

## 2.4.3.7. Sehemu

Ina sehemu zote ambazo zinaweza kuonyeshwa katika Maongezi ya Shughuli haya. Se-hemu zifuatazo zinaweza kutumika sasa:

```
  Title
```

```
    State
    StateID
    Priority
    PriorityID
    Lock
    LockID
    Queue
    QueueID
    Customer
    CustomerID
    CustomerNo
    CustomerUserID
    Owner
    OwnerID
    Type
    TypeID
    SLA
    SLAID
    Service
    ServiceID
    Responsible
    ResponsibleID
    PendingTime
    DynamicField_$FieldName  # for all dynamic fields
```

Mfano wa sanidi yen

```
StateID => {
    DescriptionShort => 'State ID',
    DescriptionLong  => 'Enter the state here',
    Display          => 2,
    DefaultValue     => '2',
},
```

Sehemu "Makala" ni kesi maalumu. Kama ipo kwenye usanidi wa "Sehemu", Maongezi ya Shughuli yatakuwa na kihariri kamili cha Nakalatajiri chenye sehemu ya somo na ushughulikiaji viambatamishi. Nakala iliyoingizwa kisha itaongezwa kwenye tiketi kama nakala na kutumwa kwa barua pepe. Tuone mfano wa usanidi wa sehemu ya Makala:

```
Article => {
    DescriptionShort => 'Please insert your comment here.',
    DescriptionLong => '',
    Display         => 1,
    Config          => {
        ArticleType  => 'note-internal',
        LabelSubject => '',
        LabelBody    => '',
    },
},
```

Tuangalie chaguo za usanidi wa sehemu:

### 2.4.3.7.1. MaelezoMafupi

Maelezo mafupi ya hiari yanayo onyeshwa na mada ya sehemu.

### 2.4.3.7.2. MaelezoMarefu

Maelezo marefu ya sehemu ya hiari yanayo onyeshwa pale kipanya kinapokuwa juu ya eneo, kwa mfano ushauri wa jinsi ya kujaza eneo.

### 2.4.3.7.3. Onyesha

Inadhibiti kama sehemu inaonekana au ni ya lazima. Thamani zinazowezekana:

- '0': sehemu haionekani. Hii inakuwa na manufaa kama thamani za sehemu zinatakiwa kusetiwa kiotomatiki. ThamaniChaguo-msingi iliyosanidiwa itahifadhiwa katika kesi hii.

- '1': sehemu inaonekana, lakini ni ya hiari.

- '2': sehemu inaonekana na ni ya lazima. Sehemu zifuatazo zinaweza kuwa hazionekani na za lazima tu:

```
QueueID
Queue
State
StateID
Lock
LockID
Priority
PriorityID
Type
TypeID
```

Kama sehemu zimesanidiwa kama za hiari, na hakuna thamani iliyowasilishwa na mtumiaji, Thamani Chaguo-msingi itahifadhiwa wakati Maongezi ya Shughuli yanawasilishwa na mtumiaji.

### 2.4.3.7.4. ThamaniChaguo-msingi

Kwa sehemu zenye 'Kitambulisho' (kama KitambulishoChaFoleni, KitambulishoChaMmiliki), hii inamaanisha Kitambulisho cha hifadhidata ya thamani. Kwa sehemu nyingine zisizo na 'Kitambulisho' (kama Foleni, Mmiliki), ThamaniChaguo-msingi lazima iwe na thamani yenyewe. Mfano:

```
Queue => {
    DescriptionShort => 'Queue',
    DescriptionLong  => 'Enter the queue here',
    Display          => 2,
    DefaultValue     => 'Raw',
},
```

## 2.4.3.8. OdaSehemu

Hapa mpangilio wa muonekano wa sehemu unasanidiwa. MUHIMU: Sehemu zisizoonekana lazima zisanidiwe hapa, kwa sababu sehemu zilizosanidiwa tu zitahusishwa wakati wa kuhifadhi. Sehemu ambazo hazijasanidiwa hazita hifadhiwa.

## 2.4.3.9. WasilishaNakalaUshauri

Nakala ya hiari kuonyeshwa juu ya kitufe cha kuwasilisha kwa msaada zaidi au nakala ya ushauri.

## 2.4.3.10. KitufeWasilishaNakala

Nakala ya kawaida ya hiari kwa ajili ya kitufe cha kuwasilisha.

# 2.4.4. Mpito

Mpito unachagua - kutegemeana na masharti yanayoweza kusanidiwa - njia gani katika Mchakato inachukuliwa, yaani Shughuli gani tiketi ya Mchakato inaweza kupelekwa.

## 2.4.4.1. Usanidi wa mpito

Tuone mfano:

```
$Self->{'Process::Transition'} = {
    'T1' => {
        Name => 'Transition 1',
        CreateTime => '14-03-2012 13:37:00', # optional
        CreateBy    => '1',                  # optional
        ChangeTime => '15-03-2012 13:37:00', # optional
        ChangeBy    => '15-03-2012 13:37:00', # optional
        Condition  => {
            Cond1  => {
                Fields => {
                    StateID => {
                        Type  => 'String',
                        Match => '1',
                    },
                },
            },
        },
    },
    'T2' => {
        Name       => 'Transition 2 optional',
        CreateTime => 'DATE',   # optional
        CreateBy   => 'USERID', # optional
        ChangeTime => 'DATE',   # optional
        ChangeBy => 'USERID',   # optional
        Condition => {
            Cond1 => {
                Queue               => 'Raw',
                DynamicField_Farbe  => '2',
                DynamicField_Anzahl => '1',
            },
        },
    },
};
```

## 2.4.4.2. Jina

Jina la mpito

## 2.4.4.3. Tengeneza muda

Muda iliyotengenezwa.

## 2.4.4.4. Imetengenezwa na

UID ya mtumiaji aliyetengeneza huu Mpito.

## 2.4.4.5. Badilisha muda

Muda wa mwisho ilipobadilishwa

## 2.4.4.6. Ilibadilishwa na

UID ya mtumiaji wa mwisho aliyebadilisha huu Mpito.

## 2.4.4.7. Sharti

Contains all conditions that are necessary for this Transition to take effect. Example:

```
Condition => {
    Type  => 'and',
    Cond1 => {
        Type   => 'and',
        Fields => {
            StateID => {
```

```
                Type  => 'String',
                Match => '1',
            },
            DynamicField_Marke => {
                Type  => 'String',
                Match => 'VW',
            },
        },
    },
    Cond2 => {
        Type => 'and',
        Fields => {
            Queue => {
                Type  => 'String',
                Match => 'Raw',
            },
        },
    },
},
```

Tuangalie sharti la usanidi kwa undani.

### 2.4.4.7.1. Aina (Sharti)

Inaweka bayana uhusiano wa elementi za masharti kwa nyenzake. Thamani ziwezekana-zo:

- 'na': Hili ni chaguo-msingi. Masharti yote lazima yafikiwe ili mpito ufanyike.

- 'au': Angalau sharti moja lilingane.

- 'xor': Lazima sharti moja tu lifanane, siyo zaidi.

### 2.4.4.7.2. Sharti1

Hili ni jina la mfano wa sharti. Inaweza kuchaguliwa kwa uhuru. Mashrti yana tathminiwa katika oda iliyo pangwa.

### 2.4.4.7.3. Aina (Sharti)

Inaweka bayana uhusiano baina ya vipimo vya maeneo binafsi ya hili sharti. Thamani ziwezekanazo:

- 'na': Hili ni chaguo-msingi. Vipimo vya maeneo yote lazima vifanane ili sharti lilingane.

- 'or' Angalau kipimo kimoja cha sehemu kifanane

- 'xor': Lazima jatribio moja la eneo lifanane sio zaidi.

### 2.4.4.7.4. Sehemu

Inabainisha sehemu maalumu ambazo thamani zake zinatakiwa kujaribiwa. Kutoka kwenye mfano wetu:

```
Fields => {
    StateID => {
        Type  => 'String',
        Match => '1',
    },
```

### 2.4.4.7.5. IDyaHali

Mfina wa jina la sehemu. Sehemu zifwatazo za tiketi zinaweza kutumika:

---

```
    Title
    State
    StateID
    Priority
    PriorityID
    Lock
    LockID
    Queue
    QueueID
    Customer
    CustomerID
    CustomerNo
    CustomerUserID
    Owner
    OwnerID
    Type
    TypeID
    SLA
    SLAID
    Service
    ServiceID
    Responsible
    ResponsibleID
    DynamicField_$FieldName # for all DynamicFields
```

Wakati wa kujaribisha sehemu kwa 'Kitambulisho' (kama Kitambulisho cha SLA), Kitambulisho cha hifadhidata ya sehemu kitatumika kwa ajili ya majaribio, kwa sehemu nyingine (kama SLA) thamani halisi inatumika kwa ajili ya majaribio.

### 2.4.4.7.6. Aina

Inaamua aina ya kipimo cha eneo. Thamani ziwezekanazo:

- 'Tungo': Inalinganisha thamani ya sehemu na tungo iliyobainishwa katika 'Lingana'. Zinalingana kama ziko sawa kabisa.

- 'Hash': Inafananisha thamani ya sehemu (hash) na hash iliyobainishwa kwenye 'Fananisha'. Thamani zote za hash lazima ziwe sawa.

- 'Mkusanyiko': Inalinganisha thamani ya sehemu (mkusanyiko) na mkusanyiko uliobainishwa kwenye 'Lingana'. Orodha zote mbili lazima ziwe sawa.

- 'Regex': Thamani ya sehemu inaweza kujaribiwa na usemi wa kawaida. Nimuhimu kwamba 'Fanana' ina *qr{}xms* kama sharti la msingi. Katikati ya mabano semi ya kawaida halisi inaweza kuandikwa.

- 'Moduli': Inakuruhusu kutumia moduli ya Perl kwa ajili ya kukagua masharti. Kama ikirudisha 1, ukaguzi ulikua chanya. Unaweza kupata moduli ya mfano kwenye Kernel/System/ProcessManagement/TransitionValidation/ValidateDemo.pm.

# 2.4.5. Vitendo vya mpito

Vitendo vya Mpito ni vitendo ambavyo vinaweza kuchochewa baada ya mapito yaliyofanyika kikamilifu (pale tiketi ya mchakato inapohama kutoka shughuli moja hadi nyingine). Vitendo hivi vya Mpito vinaweza kutumika kufanya mabadiliko mengi kwenye tiketi, mf. badilisha Foleni au Mmiliki wa tiketi, na pia unaweza kutengeneza Vitendo vyako vya Mpito kufanya mabadiliko mengine magumu.

## 2.4.5.1. Usanidi wa Vitendo vya Mpito

Tuone mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Queue Move',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
        Config => {
            Queue  => 'Junk',
            UserID => 123,
        },
    },
};
```

## 2.4.5.2. Jina

Jina la Kitendo cha Mpito.

## 2.4.5.3. Moduli

Inaweka bayana moduli ya Perl itakayotumika.

## 2.4.5.4. Usanidi

Parameta hii ina mipangilio yote inayohitajika na moduli. Maudhui yake yanategemea moduli maalumu ya Kitendo cha Mpito inayotumika. Tafadhali pitia nyaraka za moduli moja moja kwa undani zaidi. Katika mfano wetu, Foleni tu lazima iwekwe bayana, Hata hivyo tunatuma pia parameta ya Kitambulisho cha mtumiaji, kwa kutumia parameta ya kitambulisho cha mtumiaji, kitendo cha mpito kitatekelezwa na kumfanya mtumiaji kuwa mwenye kitambulisho cha mtumiji hicho.

Matumizi ya Kitambulisho cha Mtumiaji ndani ya parameta "Config" ya Kitendo cha Mpito inakubalika na Vitendo vyote vya Mpito (tangu OTRS 3.2.4), katika huu mfano inaweza kuwa muhimu zaidi kama mtumiaji anayesababisha Mpito hana ruhusa za kuhamisha tiketi kwenda kwenye foleni 'Taka', wakati mtumiaji mwenye Kitambulisho cha mtumiaji 123 anaweza kuwa nayo.

## 2.4.5.5. Kutumia Moduli za Vitendo vya Mpito kwa kurudia

Ili kutumia moduli za Kitendo cha Mpito zaidi ya mara moja, weka bayana VitendoVyaMpito mbali mbali kwenye usanidi wako. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Queue Move Junk',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
        Config => {
            Queue => 'Junk',
        },
    },
    'TA2' => {
        Name   => 'Queue Move Raw',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
        Config => {
            Queue => 'Raw',
        },
    },
};
```

Hapa moduli ile ile inatumika kuhamisha tiketi ya mchakato kwenda kwenye foleni 'Mbichi', na wakati mwingine kuhamisha kwenda kwenye foleni taka. Kitendo cha Mpito ambacho lazima kitumike kwa Mpito fulani kinajulikana kutoka kwenye mpangilio wa 'Njia' ya usanidi wa Mchakato.

## 2.4.5.6. Vitendo vya Mpito vilivyopo.

OTRS inakuja na Vitendo vya Mpito vingi unavyoweza kutumia katika michakato yako.
Hapa utapata nyaraka zake na jinsi zilivyo sanidiwa.

### 2.4.5.6.1. SetiSehemuInayobadilika

Ina seti sehemu zinazobadilika moja au zaidi katika mchakato wa tiketi. mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set DynamicField Master to Master and Approved to 1',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::DynamicFieldSet',
        Config => {
            MasterSlave => 'Master',
            Approved    => '1',

        },
    },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

'MkuuMtumwa' na 'Kubaliwa' inatolewa kama mifano ya majina ya SehemuZinazobadilika.
Thamani za sehemu ('Mkuu' na '1') itasetiwa na KitendoChaMpito hiki.

### 2.4.5.6.2. TengenezaTiketiMakala

Inatengeneza Makala na inaweza kutumika kutengeneza dokezo au majibu ya barua pepe.
Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Article Create Note Internal',
        Module =>
 'Kernel::System::ProcessManagement::TransitionAction::TicketArticleCreate',
        Config => {
            ArticleType       => 'note-internal',                                  #
note-external|phone|fax|sms|...
                                                                                   #
excluding any email type
            SenderType        => 'agent',                                          #
agent|system|customer
            ContentType       => 'text/plain; charset=ISO-8859-15',                # or
optional Charset & MimeType
            Subject           => 'some short description',                         #
required
            Body              => 'the message text',                              #
required
            HistoryType       => 'OwnerUpdate',                                    #
EmailCustomer|Move|AddNote|PriorityUpdate|WebRequestCustomer|...
            HistoryComment    => 'Some free text!',
            From              => 'Some Agent <email@example.com>',                 #
not required but useful
            To                => 'Some Customer A <customer-a@example.com>',       #
not required but useful
            Cc                => 'Some Customer B <customer-b@example.com>',       #
not required but useful
            ReplyTo           => 'Some Customer B <customer-b@example.com>',       #
not required
            InReplyTo         => '<asdasdasd.12@example.com>',                     #
not required but useful
            References        => '<asdasdasd.1@example.com> <asdasdasd.12@example.com>', #
not required but useful
            NoAgentNotify     => 0,                                                # if
 you don't want to send agent notifications
```

```
        AutoResponseType => 'auto reply',                              #
 auto reject|auto follow up|auto reply/new ticket|auto remove

        ForceNotificationToUserID   => [ 1, 43, 56 ],                  # if
 you want to force somebody
        ExcludeNotificationToUserID => [ 43, 56 ],
            # if you want full exclude somebody from notfications,
            # will also be removed in To: line of article,
            # higher prio as ForceNotificationToUserID
        ExcludeMuteNotificationToUserID => [ 43, 56 ],
            # the same as ExcludeNotificationToUserID but only the
            # sending gets muted, agent will still shown in To:
            # line of article
    },
  },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa. Inachaguliwa kwa uhuru, lakini inatakiwa kuakisi maana ya kitendo kilicho sanidiwa.

'Aina ya Makala' inafafanua aina ya makala itakayotengenezwa. Thamani ziwezekanazo: simu, faksi, ujumbe mfupi wa maneno, notisi-ndani, notisi-nje, na notisi-ripoti.

Aina Ya Mtumaji inafafanua aina ya mtumaji wa makala. Thamani ziwezekanazo: wakala, mfumo, mteja.

'AinaMaudhui' inafafanua aina ya maudhui ya makala. Thamani ziwezekanazo: 'nakala/ ghafi; seti kibambo=ISO-8859-15' au seti kibambo nyingine yoyote halali na aina ya mime.

'Somo' inafafanua mada ya makala. Lazima.

'Kiini' inafafanua maudhui ya makala. Lazima.

AinaYaHistoria inafafanua aina ya ingizo la hitoria. Thamani ziwezekanazo: OngezaNotisi, NyarakaAlamaSasisha, Dunda, SasishaMteja, WakalaWaBaruapepe, MtejaWaBaruapepe, MudaWaKupandaMajibuTaarifuKabla, MudaWaKupandaMajibuAnza, MudaWaKupandaMajibuSitisha, MudaWaKupandaUsuluhishiTaarifuKabla, MudaWaKupandaUsuluhishiAnza, MudaWaKupandaUsuluhishiSitisha, MudaWaKupandaSasishaTaarifaKabla, MudaWaKupandaSasishaAnza, MudaWaKupandaSasishaSitisha, Ufwatiliaji, PelekaMbele, Funga, KitanziUlinzi, Unganishwa, Misc, Hamisha, TiketiMpya, MmilikiSasisha, PigaSimuWakala, PigaSimuMteja, KipaumbeleSasisha, Ondoa, JukumuSasisha, TumaTaarifaWakala, TumaJibu, TumaUfwatiliajiOtomatiki, TumaKataaKiotomatiki, TumaJibuKiotomatiki, TumaTaarifaMteja, SasishaHuduma, SetiMudaKusubiri, SasishaSLA, SasishaHali, Jiunge, MaombiYaMfumo, SasishaSehemuInayobadilikaTiketi, TiketiOngezaKiungo, TiketiFutaKiungo, MahesabuYaMuda, SasishaAina, Fungua, Jiondoe, MaombiYaTocutiMteja.

'HistoriaMaoni' inafafanua maudhui ya ingizo la historia.

'Kutoka','Kwa','Nakala' na 'JibuKwa' peleka anuani za barua pepe kwenye nukuu zilizobainishwa juu.

'KatikaMajibuKwa' na 'Marejeo' chukua Vitambulisho vya ujumbe wa barua pepe.

'HakunaWakalaArifu'-kama imesetiwa kuwa 1, taarifa ya barua pepe ya Wakala haitatumwa.

'MajibuAinaOtomatiki' inaweza kuchukua thamani zifuatazo: ufwatiliaji otomatiki, ukataaji otomatiki, uondoaji otomatiki, majibu otomatiki, majibu otomatiki/tiketi mpya.

'LazimishaTaarifaKwaKitambulichoChaMtumiaji', 'TenganishaTaarifaKwaKitambulishoChamtumiaji', 'TenganishaNyamazishaTaarifaKwaKitambulishoChaMtumiaji' zi-

naweza kuchukua orodha ya Vitambulisho vya Watumiaji ambao aidha wanapata taarifa kila wakati, hawapati taarifa au wanawekwa kwenye orodha kama wanapata taarifa lakini hawapati barua pepe ya taarifa.

### 2.4.5.6.3. TengenezaTiketi

Creates a ticket with an article, the new ticket can be linked with process ticket. Example:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Ticket Create',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketCreate',
        Config => {

            # ticket required:
            Title         => 'Some Ticket Title',
            Queue         => 'Raw',                 # or QueueID => 123,
            Lock          => 'unlock',
            Priority      => '3 normal',            # or PriorityID => 2,
            State         => 'new',                 # or StateID => 5,
            CustomerID    => '123465',
            CustomerUser  => 'customer@example.com',
            OwnerID       => 123,

            # ticket optional:
            TN            => $TicketObject->TicketCreateNumber(), # optional
            Type          => 'Incident',            # or TypeID => 1, not required
            Service       => 'Service A',           # or ServiceID => 1, not required
            SLA           => 'SLA A',               # or SLAID => 1, not required
            ResponsibleID => 123,                   # not required
            ArchiveFlag   => 'y',                   # (y|n) not required
            PendingTime   => '2011-12-23 23:05:00', # optional (for pending states)
            PendingTimeDiff => 123 ,                # optional (for pending states)

            # article required:
            ArticleType   => 'note-internal',                   # note-external|
phone|fax|sms|...
                                                               #   excluding any
 email type
            SenderType    => 'agent',                          # agent|system|
customer
            ContentType   => 'text/plain; charset=ISO-8859-15',     # or optional
 Charset & MimeType
            Subject       => 'some short description',         # required
            Body          => 'the message text',              # required
            HistoryType   => 'OwnerUpdate',                   #
            EmailCustomer|Move|AddNote|PriorityUpdate|WebRequestCustomer|...
            HistoryComment  => 'Some free text!',

            # article optional:
            From          => 'Some Agent <email@example.com>',      # not required but
 useful
            To            => 'Some Customer A <customer-a@example.com>', # not required
but useful
            Cc            => 'Some Customer B <customer-b@example.com>', # not required
but useful
            ReplyTo       => 'Some Customer B <customer-b@example.com>', # not required
            MessageID     => '<asdasdasd.123@example.com>',         # not required but
useful
            InReplyTo     => '<asdasdasd.12@example.com>',          # not required but
useful
            References    => '<asdasdasd.1@example.com> <asdasdasd.12@example.com>', #
not required but useful
            NoAgentNotify => 0,                               # if you don't want
to send agent notifications
            AutoResponseType => 'auto reply'                  # auto reject|auto
follow up|auto reply/new ticket|auto remove

            ForceNotificationToUserID   => [ 1, 43, 56 ],            # if you want to
 force somebody
```

```
        ExcludeNotificationToUserID => [ 43,56 ],            # if you want full
exclude somebody from notifications,
                                                             # will also be
removed in To: line of article,
                                                             # higher prio as
ForceNotificationToUserID
        ExcludeMuteNotificationToUserID => [ 43,56 ],        # the same as
ExcludeNotificationToUserID but only the
                                                             # sending gets
muted, agent will still shown in To:
                                                             # line of article
        TimeUnit                        => 123

        # other:
        DynamicField_NameX => $Value,
        LinkAs => $LinkType,                                 # Normal, Parent,
Child, etc. (respective original ticket)
        UserID => 123,                                       # optional, to
override the UserID from the logged user
    }
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa. Inachaguliwa kwa uhuru, lakini inatakiwa kuakisi maana ya kitendo kilicho sanidiwa.

'Title' The ticket title.

'Queue' or 'QueueID' specifies the name or id of the queue to be used in the new ticket.

'Lock' or 'LockID' sets the lock status of the ticket.

'Priority' or 'PriorityID' specifies the name or od if the priority to be used in the new ticket.

'State' or 'StateID' specifies the name or id of the state to be used in the new ticket.

'CustomerID', the customer id to be set for the new ticket.

'CustomerUser', the login of the customer that will be assigned in the ticket.

'OwnerID', the ID of the agent that will be the new ticket owner.

'TN', custom number for the new ticket.

'Type' or 'TypeID' specifies the name or id of the ticket type to be used in the new ticket.

'Service' or 'ServiceID' specifies the name or id of the service to be used in the new ticket.

'SLA' or 'SLaID' specifies the name or id of the SLA to be used in the new ticket.

'ResponsibleID', the ID of the agent that will be the new ticket responsible.

'PendingTime', a predefined date to set the Ticket Pending Times, when the ticket state belongs to a pending state type

'PendingTimeDiff', a dynamically date ( expressed in seconds from current date/time ) to set the Ticket Pending Times, when the ticket state belongs to a pending state type

'Aina ya Makala' inafafanua aina ya makala itakayotengenezwa. Thamani ziwezekanazo: simu, faksi, ujumbe mfupi wa maneno, notisi-ndani, notisi-nje, na notisi-ripoti.

Aina Ya Mtumaji inafafanua aina ya mtumaji wa makala. Thamani ziwezekanazo: wakala, mfumo, mteja.

'AinaMaudhui' inafafanua aina ya maudhui ya makala. Thamani ziwezekanazo: 'nakala/ ghafi; seti kibambo=ISO-8859-15' au seti kibambo nyingine yoyote halali na aina ya mime.

'Somo' inafafanua mada ya makala. Lazima.

'Kiini' inafafanua maudhui ya makala. Lazima.

'HistoryType' defines the type of the history entry. Possible values: AddNote, Archive-FlagUpdate, Bounce, CustomerUpdate, EmailAgent, EmailCustomer, EscalationResponseTimeNotifyBefore, EscalationResponseTimeStart, EscalationResponseTimeStop, EscalationSolutionTimeNotifyBefore, EscalationSolutionTimeStart, EscalationSolutionTimeStop, EscalationUpdateTimeNotifyBefore, EscalationUpdateTimeStart, EscalationUpdateTimeStop, FollowUp, Forward, Lock, LoopProtection, Merged, Misc, Move, NewTicket, OwnerUpdate, PhoneCallAgent, PhoneCallCustomer, PriorityUpdate, Remove, ResponsibleUpdate, SendAgentNotification, SendAnswer, SendAutoFollowUp, SendAutoReject, SendAutoReply, SendCustomerNotification, ServiceUpdate, SetPendingTime, SLAUpdate, StateUpdate, Subscribe, SystemRequest, TicketDynamicFieldUpdate, TicketLinkAdd, TicketLinkDelete, TimeAccounting, TypeUpdate, Unlock, Unsubscribe, WebRequestCustomer.

'HistoriaMaoni' inafafanua maudhui ya ingizo la historia.

'Kutoka','Kwa','Nakala' na 'JibuKwa' peleka anuani za barua pepe kwenye nukuu zilizobainishwa juu.

'KatikaMajibuKwa' na 'Marejeo' chukua Vitambulisho vya ujumbe wa barua pepe.

'HakunaWakalaArifu'-kama imesetiwa kuwa 1, taarifa ya barua pepe ya Wakala haitatumwa.

'MajibuAinaOtomatiki' inaweza kuchukua thamani zifuatazo: ufwatiliaji otomatiki, ukataaji otomatiki, uondoaji otomatiki, majibu otomatiki, majibu otomatiki/tiketi mpya.

'LazimishaTaarifaKwaKitambulichoChaMtumiaji', 'TenganishaTaarifaKwaKitambulishoChamtumiaji', 'TenganishaNyamazishaTaarifaKwaKitambulishoChaMtumiaji' zinaweza kuchukua orodha ya Vitambulisho vya Watumiaji ambao aidha wanapata taarifa kila wakati, hawapati taarifa au wanawekwa kwenye orodha kama wanapata taarifa lakini hawapati barua pepe ya taarifa.

'TimeUnit' the time invested in the current ticket article expressed in seconds, minutes, hours, etc.

'DynamicField_NameX' where DynamicField_ is a required prefix and NameX is the name of a Dynamic Field to be set in the new ticket (on ticket level, not article levels)

'LinkAs' to define the new ticket relation with originator ticket, from the new ticket point of view, for example Normal, Parent, Child etc.

### 2.4.5.6.4. SetiTiketiMteja

Inaseti mteja wa tiketi ya mchakato. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Customer Set Customer to test',
        Module => 'Kernel::System::Process::TransitionAction::TicketCustomerSet',
        Config => {
            No       => 'test',
            User     => 'client-user-123',
            # or in other words
            # CustomerID     => 'client123',
            # CustomerUserID => 'client-user-123',

        },
    },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

Hakuna au Kitambulisho cha Mteja inaseti kitambulisho cha Mteja.

Mtumiaji au KitambulishoChaMtumiajiMteja anaseti jina la mtumiaji la mteja.

### 2.4.5.6.5. SetiKitasaTiketi

Inabadilisha ufunguo wa tiketi ya mchakato, Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set Lock to lock',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketLockSet',
        Config => {
            Lock   => 'lock',
            # or
            LockID => 2,
        },
    },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

'Funga' inafafanua ufungaji mpya wa tiketi ya mchakato.

'Kitambulisho cha Funga' inafafanua kitambulisho cha ndani cha ufungaji mpya.

### 2.4.5.6.6. SetiMwenyeTiketi

Inabadilisha mmiliki wa tiketi ya nchakato. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Owner Set root@localhost',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketOwnerSet',
        Config => {
            Owner => 'root@localhost',
            # or
            OwnerID => 1,
        },
    },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

'Mmiliki' inaweka bayana jina la kuingia la mmiliki mpya.

'Kitambulisho cha Mmiliki' inaweka bayana kitambulisho cha ndani cha mmiliki mpya.

### 2.4.5.6.7. SetiFoleniTiketi

Inapeleka tiketi kwenye foleni lengwa. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Queue Move Raw',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
        Config => {
            Queue => 'Raw',
            # or
            # QueueID => '2',
        },
```

```
        },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

'Foleni' inaweka bayana jina la foleni lengwa.

'Kitambulisho cha Foleni' inaweka bayana kitambulisho cha ndani cha foleni lengwa.

### 2.4.5.6.8. SetKuwajibikaTiketi

Inabadilisha tiketi ya mchakato inayohusika. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Responsible Set root@localhost',
        Module =>
 'Kernel::System::ProcessManagement::TransitionAction::TicketResponsibleSet',
        Config => {
            Responsible => 'root@localhost',
            # or
            ResponsibleID => 1,
        },
    },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

'Mhusika' inaweka bayana jina la kuingia la mhusika mpya.

'Kitambulisho cha Mhusika' inaweka bayana kitambulisho cha ndani cha mhusika mpya.

### 2.4.5.6.9. SetiHudumaTiketi

Inagawia huduma kwa tiketi ya mchakato. Tiketi inahitaji kuwa na mteja na huduma laz-ima iwe imegawiwa kwa huyo mteja. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set MyService service',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketServiceSet',
        Config => {
            Service   => 'MyService',
            # or
            ServiceID => 123,
        },
    },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

'Huduma' inafafanua huduma mpya ya tiketi ya mchakato. Jina kamili linahitajika (mf. HudumaBabu::HudumaBaba::HudumaMtoto ).

'Kitambulisho cha Huduma' inafafanua kitambulisho cha ndani cha huduma mpya.

### 2.4.5.6.10. SetiSLATiketi

Inagawia makubaliano ya ngazi ya huduma kwa tiketi ya mchakato. Tiketi inahitaji kuwa na huduma na SLA lazima igawiwe kwa hiyo huduma. Mfano:

```
$Self->{'Process::TransitionAction'} = {
```

```
        'TA1' => {
            Name   => 'Set MySLA SLA',
            Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketSLASet',
            Config => {
                SLA   => 'MyService',
                # or
                SLAID => 123,
            },
        },
    };
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

'SLA' inafafanua makubaliano ya ngazi ya huduma mpya ya mchakato wa tiketi.

'Kitambulisho cha SLA' inafafanua kitambulisho cha ndani cha SLA mpya.

## 2.4.5.6.11. SetiHaliTiketi

Inabadilisha hali ya mchakato wa tiketi. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set State to open',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketStateSet',
        Config => {
            State   => 'open',
            # or
            StateID => 4,

            PendingTimeDiff => 123,
        },
    },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

'Hali' inafafanua hali mpya ya tiketi ya mchakato.

'Kitanbulisho cha Hali' inafafanua kitambulisho cha ndani cha hali mpya.

'MudaKusubiriTofauti' inatumika kwa ajili ya aina za hali za kusubiri tu, inafafanua utofauti wa muda katika sekunde yenye uhusiano (yenye uhusiano na muda wa utekelezaji wa Kitendo cha Mpito) na muda wa kusubiri wa tiketi uliosetiwa (mf. 3600 inamaanisha muda wa kusubiri ni lisaa 1 baada ya Kitendo cha Mpito kutekelezwa).

## 2.4.5.6.12. SetiMadaTiketi

Inaseti kichwa cha habari cha tiketi ya mchakato. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set Ticket Title to Ticket-title',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketTitleSet',
        Config => {
            Title => 'Ticket-title',
        },
    },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

"Kichwa cha Habari" kinaweka bayana kichwa cha habari kipya cha tiketi.

### 2.4.5.6.13. SetiAinaTiketi

Inaseti aina ya tiketi ya mchakato. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set Ticket Type to default',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketTypeSet',
        Config => {
            Type    => 'default',
            # or
            # TypeID => '1',
        },
    },
};
```

'Jina' inaweka bayana jina la KitendoChaMpito kilicho sanidiwa.

'Aina' inaweka bayana jina la aina ya tiketi.

'Kitambulisho cha Aina' inaweka bayana kitambulisho cha ndani cha aina ya tiketi.

# 2.4.6. Orodha Dhibiti Sikivu

Kwa usaidizi kutoka ACLs, unaweza kuweka kikomo cha vitu vya kuchaguliwa kwenye tiketi za mchakato. Tafadhali ona pia rejea ya ACL kwa maelezo kamili ya sintaksi ya ACL.

## 2.4.6.1. Usanidi wa ACL

ACL zinaweza kufafanuliwa kwenye `Kernel/Config.pm` tu. Mfano:

```
$Self->{TicketAcl}->{'001-ACL-ProcessProperties'} = {
    Properties => {
        Process => {
            ProcessEntityID        => ['P1'],
            ActivityEntityID       => ['A1'],
            ActivityDialogEntityID => ['AD1'],
        }
    },
    Possible => {
        ActivityDialog => ['AD1', 'AD3'],
    },
    PossibleNot => {
        ActivityDialog => ['AD3'],
    },
};
```

## 2.4.6.2. 001-ACL-SifaMchakato

Jina la sheria ya ACL. Kwa maelezo zaidi kuhusu sheria za ACL kwa ujumla, tafadhali nenda mwongozo wa ACL.

## 2.4.6.3. Mchakato

Hii sehemu inatumika lulagua kama ACL laizma itumike. Kama ina thamani zilizowekwa bayana, sheria itatumika. Thamani zifuatazo zinaweza kutumika:

### 2.4.6.3.1. KitambulishoChaChomboChaMchakato

Kitambulisho cha mchakato ambacho mchakato. Unafanania kama tiketi ikigawiwa kwa huu mchakato.

### 2.4.6.3.2. KitambulishoChaChomboChaShughuli

Kitambulisho cha Shughuli ambayo tiketi ya mchakato imegawiwa kwa sasa.

### 2.4.6.3.3. KitambulishoChaChomboChaMaongeziYaShughuli

Kitambulisho cha Maongezi ya Shughuli ambayo yako wazi kwa tiketi ya mchakato kwa sasa.

## 2.4.6.4. Ynayowezekana/Yasiyowezekana Maongezi ya Shughuli

Hapa unaweza kuweka bayana orodha ya Vitambulisho vya Maongezi ya Shughuli. Hii orodha itaweka ukomo wa Maongezi ya Shughuli ambayo yanaweza kugawiwa kwa mtumiaji katika barakoa ya kuza tiketi.

'Inawezekana' inaorodhesha Maongezi ya Shughuli ambayo yanaruhusiwa. Mpangilio hapo juu utaruhusu 'AD1' na 'AD3' tu kati ya orodha ya Maongezi ya Shughuli yaliyosanidiwa.

'InawezekanaHapana' inaorodhesha Maongezi ya Shughuli ambayo hayaruhusiwi. Katika mfano hapo juu, mpangilio utaondoa 'AD3' kutoka kwenye orodha ya Maongezi ya Shughuli yaliyosanidiwa.

Kama zote 'Inawezekana' na 'InawezekanaHapana' zimewekwa bayana, orodha ya Maongezi ya Shughuli yatachujwa kwanza na 'Inawezekana', na kuacha 'AD1' na 'AD3' tu katika mfano wetu. Kisha 'InawezekanaHapana' itafanyika na kuchuja 'AD3', ili 'AD1' pekee ibaki na inaonyeshwa kama Maongezi ya Shughuli yanayowezekana ambayo mtumiaji anaweza kutumia.

Kama sheria zaidi ya moja za ACL zimefanana, muunganiko wa sheria zote zinazofanana utatafutwa kutengeneza Maongezi ya Shughuli yanayowezekana. Mfano:

Maongezi ya Shughuli Yaliyosanidiwa: 'AD1', 'AD2', 'AD3', 'AD4', 'AD5', 'AD6', 'AD7'.

```
$Self->{TicketAcl}->{'001-ACL-Status'} = {
    Properties => {
        Ticket => {
            Status => 'new',
        }
    },
    Possible => {
        ActivityDialog => ['AD1', 'AD2', 'AD3', 'AD6', 'AD7'],
    },
};
$Self->{TicketAcl}->{'002-ACL-Queue'} = {
    Properties => {
        Ticket => {
            Queue => ['Raw']
        }
    },
    Possible => {
        ActivityDialog => ['AD2', 'AD3', 'AD4', 'AD7'],
    },
};
$Self->{TicketAcl}->{'003-ACL-Priority'} = {
    Properties => {
        Ticket => {
            Priority => ['3 normal']
        }
    },
    PossibleNot => {
        ActivityDialog => ['AD3', 'AD4'],
    },
};
```

Kama tiketi ya mchakato ina hali 'mpya', iko kwenye foleni 'Mbichi' na ina kipaumbele '3 kawaida', basi sheria zote tatu za ACL zitafanana nayo.

Sheria ya kwanza inapunguza Maongezi ya Shughuli kutoka 'AD1', 'AD2', 'AD3', 'AD4', 'AD5', 'AD6', 'AD7' to 'AD1', 'AD2', 'AD3', 'AD6', 'AD7' na inakataza 'AD4' na 'AD5'.

Sheria ya pili itapunguza zaidi Maongezi ya Shughuli yaliyobaki. Katika mfano wetu, 'AD2', 'AD3', 'AD7' zitabaki.

Sasa sheria ya tatu itapunguza zaidi orodha kwa 'InawezekanaHapana'. 'AD3' inaondolewa kutoka kwenye orodha. 'AD4' haiondolewi, kwa kuwa haikuwa kwenye orodha tangu mwanzo. Mwishoni, 'AD2' na 'AD7' zitabaki kama Maongezi ya Shughuli yanayowezekana ambayo mtumiaji anaweza kutumia.

Pia inawezekana kuweka ukomo wa michakato ambayo inaweza kuonyeshwa katika skrini ya "Tiketi mpya ya mchakato", hii sifa ni sawa na kuweka ukomo wa MaongeziYaShughuli kwa ubaguzi mmoja: ACL zinaweza kujikita kwa watumiaji tu.

Ona mifano chini:

```
$Self->{TicketAcl}->{'200-ACL-Process'} = {
    # match properties
    Properties => {
        User => {
            UserID => [2, 3],
        },
    },
    Possible => {
        Process => ['P1', 'P2', 'P3'],
    },
    PossibleNot => {
        Process => ['P4'],
    },
};
```

```
$Self->{TicketAcl}->{'201-ACL-Process'} = {
    # match properties
    Properties => {
        User => {
            Group_rw => [ 'MyGroup' ],
        },
    },
    Possible => {
        Process => ['P1', 'P2', 'P3'],
    },
    PossibleNot => {
        Process => ['P4'],
    },
};
```

```
$Self->{TicketAcl}->{'202-ACL-Process'} = {
    # match properties
    Properties => {
        User => {
            Role => [ 'MyRole' ],
        },
    },
    Possible => {
        Process => ['P1', 'P2', 'P3'],
    },
    PossibleNot => {
        Process => ['P4'],
    },
};
```

# 3. Kutengeneza mandhari yako

Unaweza kutengeneza mandhari yako mwenyewe ili kutumia muonekano unaoupenda katika mazingira ya mbele ya tovuti ya OTRS. Kutengeneza mandhari yako, unatakiwa kugeuza matokeo ya violeza kwa mahitaji yako.

Taarifa zaidi kuhusu sintaksi na muundo wa violezo vinavyotoka zinapatikana katika Mwongozo wa Msanifu http://otrs.github.io/doc, hasa katika sura inayohusu *violezo*.

Kama mfano, fuata hatua zifuatazo kutengeneza mandhari mapya yanayoitwa "Kampuni":

1. Tengeneza mpangilio orodha uitwao `Kernel/Output/HTML/Company` na nakili mafaili yote ambayo ungependa kubadilisha, kutoka `Kernel/Output/HTML/Standard` kwenda kwenye kabrasha jipya.

   ## Important

   Nakili mafaili yale tu utakayobadilisha. OTRS itapata kiotomatiki mafaili yasiyokuwepo kutoka kwenye maudhui ya Kawaida. Hii itafanya uboreshaji katika ngazi ya baadaye rahisi zaidi.

2. Geuza kukufaa mafaili kwenye mpangilio orodha `Kernel/Output/HTML/Company`, na badilish amuonekano kwa mahitaji yako.

3. Kamilisha mandhari mpya, ziongeze kwenye SysConfig kwenye Mazingira ya mbele::Mandhari.

Sasa mandhari mpya inatakiwa kuweza kutumika. Unaweza kuichagua kupitia kiungo chako cha kurasa ya mapendeleo binafsi.

## Warning

Usibadilishe mafaili ya mandhari yaliyosafirishwa na OTRS, kwani haya mabadiliko yatapotea baada ya usasishaji. Tengeneza mandhari yako mwenyewe kwa kufuata hatua zilizoelezwa hapo juu.

# 4. Ujanibishaji wa mazingira ya mbele ya OTRS

OTRS inatoa msaada kwa lugha nyingi kutoka kwenye kiolesura chake cha wavuti

Utaratibu wa ujanibishaji kwa ajili ya kiunzi cha OTRS, hatua za kufwatwa kutengeneza lugha mpya ya tafsiri, na pia taratibu za kugeuza kukufaa tafsiri, zinaweza kupatikana kwenye "Tafsiri za Lugha" sura ya kwenye mwongozo wa muundaji http://otrs.github.io/doc.

# Chapter 6. Kuboresha Utendaji

Inayoonyeshwa chini ni orodha ya mbinu za kuboresha utendaji wa usakinishaji wako wa OTRS, ikijumuisha usanidi, uandikaji kanuni, matumizi ya kumbukumbu, na mengine.

# 1. OTRS

Kuna njia tofauti za kuboresha utendaji wa OTRS.

## 1.1. ModuliKielelezoTiketi

Kuna moduli mbili za mazingira ya nyuma ya kielelezo cha tiketi:

- Kwa kutumia Kernel::System::Ticket::IndexAccelerator::RuntimeDB (chaguo-msingi), zalisha kila muonekano moja kwa moja kutoka kwenye jedwali la tiketi. Hautakuwa na matatizo ya kiutendaji mpaka labda ukiwa na tiketi 60,000 zilizofunguliwa kwenye mfumo wako.

- Kiini::Mfumo::Tiketi::KielezoKiharakishi::DBTuli, moduli yenye nguvu kushinda zote, inatakiwa kutumika wakati una tiketi zilizo wazi zaidi ya 80,000. Inatumia jedwali la ziada la tiketi_kielezo., ambayo inafanyakazi kama muonekano. Tumia `bin/otrs.RebuildTicketIndex.pl` kuzalisha kielezo kijenzi cha mwanzo baada ya kubadilisha mazingira ya nyuma.

Unaweza kubadilisha IndexAccelerator kupitia SysConfig.

## 1.2. ModuliHifadhiTiketi

Kuna moduli mbili tofauti za mazingira ya nyuma ya uhifadhi wa tiketi/makala:

- Sanidi Kernel::System::Ticket::ArticleStorageDB (chaguo-msingi) kuhifadhi viambatanishi, na kadh., katika hifadhidata. Tambua: Usitumie na mipangilio mkubwa.

  Faida: Kama mtumiaji wako wa seva ya tovuti siyo mtumiaji wa 'otrs', tumia hii moduli kuzuia matatizo ya ruhusa za faili.

  Hasara: Haishauriwi kuhifadhi viambatanisho kwenye hifadhidata yako. Chukua tahadhari kwamba hifadhidata yako inaweza kuhifadhi vitu vikubwa. Mf. Sanidi MySQL na "set-variable = max_allowed_packet=8M" kuhifadhi vitu vyenye 8 MB (chaguo msingi ni 2M).

- Sanidi Kernel::System::Ticket::ArticleStorageFS kuhifadhi viambatanishi na kadh. katika mfumo wa faili wa ndani. Tambua: Inashauriwa kwa mipangilio mikubwa

  Faida: Ni ya kasi!

  Hasara: Mtumiaji wako wa seva ya tovuti anatakiwa kuwa mtumiaji wa 'otrs'. Pia, kama una seva za mazingira ya mbele zaidi ya moja, unatakiwa kuhakikisha mfumo wa faili unatumiwa kwa pamoja kati ya seva. Iweke kwenye ushirika wa NFS au kwa mapendeleo zaidi SAN au inayofanania.

Kumbuka: unaweza kubadilisha kutoka aina moja ya mazingira ya nyuma kwenda mengine kwa haraka, Unaweza kubadilisha mazingira ya nyuma katika SysConfig, baada ya hapo anzisha zana ya tungo amri `otrs.ArticleStorageSwitch.pl` ili kuweka makala kutoka kwenye hifadhidata kwenda kwenye mfumo wa mafaili na kinyume chake. Unaweza kutumia machaguo *-s* na *-d* kuweka bayana chanzo na kifikio cha mazingira ya

nyuma. Tafadhali tambua mchakato mzima unaweza kutumia muda mwingi kufanyika, kutegemeana na idadi ya makala ulizonazo na uwezo wa kitengo kikuu cha uchakataji na/au uwezo wa mtandao.

```
shell> bin/otrs.ArticleStorageSwitch.pl -s ArticleStorageDB -d ArticleStorageFS
```

*Hati: Kubadilisha mazingira ya nyuma ya hifadhi kutoka hifadhidata kuwa mfumo wa mafaili*

# 1.3. Kuhifadhi Tiketi

Kwa kuwa OTRS inaweza kutumika kama mfumo wa kuzuia ukaguzi, kufuta tiketi zilizo-fungwa inaweza kuwa sio wazo zuri. Kwa hiyo tumetengeneza kipengele kinachokuruhusu kuhifadhi tiketi kwenye nyaraka.

Tiketi zinazofanana na vigezo fulani zinaweza kuwekewa alama kama "zilizo kwenye nyaraka". Hizi tiketi haziwezi kupatikana kama ukifanya utafutaji tiketi wa kawaida au kuanzisha kazi ya Wakala wa Ujumla. Mfumo wenyewe hautahangaika na idadi kubwa yatiketi tena kwa sababu tiketi za hivi karibuni tu ndio zinatiliwa maanani na OTRS. Hii inaweza kuleta ufanisi mkubwa katika mifumo mikubwa.

Kutumia kipengele cha nyaraka fuata hatua zifuatazo kirahisi:

1. Amilisha mfumo wa nyaraka katika SysConfig

   Katika kurasa ya msimamizi, nenda kwenye AysConfig na chagua `Tiketi` ya kundi hi-lo. Katika `Kiini::Tiketi` unakuta chaguo `Tiketi::MfumoNyaraka` ambao umesetiwa kuwa "hapana" kwa chaguo-msingi. Badilisha mpangilio huu kuwa "ndiyo" na hifadhi mabadiliko.

2. Fafanua kazi ya WakalaWaJumla

   Kwenye kurasa ya Msimamizi, chagua WakalaUjumla na ongeza kazi mpya hapo.

   a. Mpangilio wa kazi

      Toa jina kwa

   b. Chujio la Tiketi

      Vichujio vya tiketi vinatafuta tiketi ambazo zinafanana na kigezo kilichochaguliwa. Inaweza kuwa wazo zuri kuweka kwenye nyaraka zile tiketi zilizo kwenye hali iliy-ofungwa na zimefungwa miezi michache nyuma.

   c. Kitendo cha Tiketi

      Katika kifungu hiki, seti sehemu yenye lebo"Hifadhi kwenye Nyaraka tiketi zilizoch-aguliwa" kuwa "hifadhi tiketi kwenye nyaraka".

   d. Hifadhi kazi

      Mwisho wa kurasa utapata chaguo la kuhifadhi kazi.

   e. Tiketi zilizoathirika.

      Mfumo utaonyesha tiketi zote zitakazohifadhiwa kwenye nyaraka wakati wa kutekeleza kazi ya Wakala wa Ujumla.

3. Tafuta Tiketi

Ukitafuta tiketi, mfumo kwa kawaida unatafuta tiketi zisizo kwenye nyaraka. Kama ukitaka kutafuta tiketi za kwenye nyaraka pia, ongeza kirahisi "tafuta nyaraka" wakati wa kufafanua vigezo vya kutafuta.

# 1.4. Hifadhi muda

OTRS caches a lot of temporary data in `/opt/otrs/var/tmp`. Please make sure that this uses a high performance file system/storage. If you have enough RAM, you can also try to put this directory on a ramdisk like this:

```
shell> /opt/otrs/bin/otrs.CleanUp.pl
shell> /opt/otrs/bin/otrs.DeleteCache.pl
shell> sudo mount -o size=16G -t tmpfs none /opt/otrs/var/tmp

# add persistent mount point in /etc/fstab
```

### Note

Please note that this will be a non-permanent storage that will be lost on server reboot. All your sessions (if you store them in the filesystem) and your cache data will be lost.

There is also a centralized memcached based Cache backend available for purchase from OTRS Group.

# 2. Hifadhidata

Masula ya DB yanategemeanan na hifadhidata inayotumika. Jifunze kupitia nyaraka za hifadhidata yako au onana na msimamizi wa hifadhidata yako.

# 2.1. MySQL

Kama ukitumia jedwali la MySQL la aina MyISAM (ambalo ni chaguo-msingi), na ukafuta sehemu kubwa ya jedwali au kama umefanya mabadiliko mengi kwenye jedwali yenye safu mlalo zenye urefu unaobadilika (majedwali yenye safuwima VARCHAR, BLOB na NAKALA), lazima uunganishe vipande vya faili la data (majedwali) kwa kutumia amri "sadifisha"

Unatakiwa kujaribu hili kama mysqld daemon inahitaji sana kutoka kwenye muda wako wa CPU. Sadifisha majedwali - tiketi, tiketi_historia na makala (ona Hati chini).

```
shell> mysql -u user -p database
mysql> optimize table ticket;
mysql> optimize table ticket_history;
mysql> optimize table article;
```

*Hati: Kuongeza ufanisi wa majedwali msingi ya data.*

# 2.2. PostgreSQL

PostgreSQL inaboreshwa vizuri kwa kubadilisha faili postgresql.conf katika mpangilio orodha wako wa data wa PostgreSQL . Kwa ushauri wa jinsi ya kufanya hii, rejea kwenye makala zifuatazo:

- http://www.revsys.com/writings/postgresql-performance.html

- http://varlena.com/GeneralBits/Tidbits/perf.html

- http://varlena.com/GeneralBits/Tidbits/annotated_conf_e.html Type your translation here

Kama utendaji bado hauridhishi, tunashauri kwamba ujiunge na orodha ya watumiwa wa Utendaji wa PostgreSQL ( http://www.postgresql.org/community/lists/ ), na kuuliza maswali hapo. Wahusika kwenye orodha ya PostgreSQL wakarimu na wanaweza kusaidia.

# 3. Seva ya tovuti

Bila shaka unatakiwa kutumia mod_perl 2.0 ( http://perl.apache.org/ ). Ina kasi zaidi (~ * 100) zaidi ya cgi halisi. Lakini inahitaji RAM zaidi.

## 3.1. Miunganiko ya hifadhidata iliyotengenezwa.

Una miunganiko ya hifadhidata imewekwa tayari wakati wauanzishwaji wa seva ya tovuti. Hii inaokoa muda (pitia README.webserver).

## 3.2. Moduli zilizopakiwa tayari -startup.pl

Tumia hati ya uwashaji `scripts/apache2-perl-startup.pl` kwa ajili ya moduli za Perl ambazo tayari zimepakiwa/zimekusanywa-zalishwa katika seva yajo ya tovuti ya mod_perl kuwa ya kasi zaidi, kwa utumiaji mdogo wa kumbukumbu (ona README.webserver).

## 3.3. Pakia tena moduli za perl zinapo sasishwa kwnye diski

Kwa kawaida Apache::Reload inatumika katika scripts/apache2-httpd.include.conf. Ilemaze na utapata ongezeko la kasi kwa 8% zaidi. Lakini kumbuka kuanzisha upya seva ya tovuti kama ukisakinisha moduli zozote kupitia Meneja Kifurushi wa OTRS, au thamani zozote katika SysConfig yako au katika Kernel/Config.pm. Muhimu: hii inamaanisha pia huwezi kutumia Meneja Kifurushi wa OTRS kupitia kiolesura cha tovuti, unahitaji kutumia lahaja ya tungo amri - `bin/otrs.PackageManager.pl`.

## 3.4. Kuchagua mkakati sahihi

Kama una usakinishaji mkubwa, mf. zaidi ya tiketi mpya 1,000 kwa siku na zaidi ya mawakala 40, ni wazo zuri kusoma sura kuhusu Utendaji katika Mwongozo wa Mtumiaji wa mod_perl ( http://perl.apache.org/docs/2.0/user/index.html ).

## 3.5. mod_gzip/mod_deflate

Kama kipimo data chako ni kidogo, tumia mod_deflate kwa ajili ya Apache2. Kama una ukurasa wa html wenye 45k, mod_gzip/mod_deflate itaufinyaza kuwa takribani 7k. Hasara ni kwamba hii inaongeza mzigo kwenye upande wa seva.

# Appendix A. Rasilimali za Ziada

Tunajaribu kukusaidia na taarifa mpya kuhusu OTRS. Pia tunakupa nafasi ya wewe kutupatia maoni yako.

**otrs.com**

The OTRS website with source code, documentation and news is available at http://www.otrs.com/. Here you can also find information about commercial services and trainings from OTRS Group, the creator of OTRS.

For services (support, consulting, development, and training) you can contact the company behind OTRS, OTRS AG. Our offices are located in Germany, USA, Mexico, the Netherlands, and in other countries. Visit our website for contact information.

**Mailing Lists**

## Table A.1. Orodhazawatumiwa

| Jina | Maelezo | Ukurasa wa nyumbani |
|------|---------|---------------------|
| announce@otrs.org | Orodha ya hali chini ya msongamano, kwa Kiingereza, kwa ajili ya matangazo ya matoleo mapya ya OTRS na masuala ya usalama. | http://lists.otrs.org/cgi-bin/listinfo/announce |
| otrs@otrs.org | Orodha ya hali ya kati kwenda juu ya msongamano, kwa Kiingereza, ambapo unaweza kupata maswali ya aina zote yanayohusika na msaada kuhusu bidhaa. | http://lists.otrs.org/cgi-bin/listinfo/otrs |
| otrs-de@otrs.org | Orodha ya hali ya kati kwenda juu ya msongamano, kwa Kijerumani, ambapo unaweza kupata maswali ya aina zote yanayohusika na msaada kuhusu bidhaa. | http://lists.otrs.org/cgi-bin/listinfo/otrs-de |
| dev@otrs.org | Orodha ya hali ya kati, kwa Kiingereza, ambapo waundaji wa OTRS wanajadili masuala mbali mbali ya usanifu na utekelezaji. | http://lists.otrs.org/cgi-bin/listinfo/dev |
| i18n@otrs.org | Orodha ya hali ya chini, kwa kiingereza, kwa ajili ya maswali ya kuafanya iwe ya kimataifa na ya ujanibishaji. Kama wewe ni au unataka kuwa mtafsiri wa mradi wa OTRS au una matatizo na moja ya programu-tumizi zetu katika mazingira ya kimataifa, hapa ndipo unatakiwa kujiunganisha. | http://lists.otrs.org/cgi-bin/listinfo/i18n |
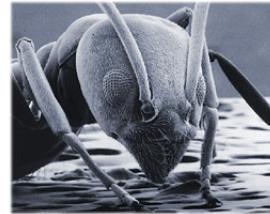
**Ufuatiliaji makosa**

To report software defects, please visit http://bugs.otrs.org/ (see Figure below). Please take note of the difference between a bug and a configuration issue. Configuration issues are problems that you encounter when setting a system, or general questions regarding the use of OTRS. Bug reports should only be used for issues with the source code of OTRS or other open source OTRS modules itself. For configuration issues, you should either use the commercial support, available from OTRS.com, or the public mailing lists.

You help us a lot to improve the product by reporting bugs. We appreciate your input!

# Appendix B. Configuration Options Reference

## 1. DynamicFields

## 1.1. DynamicFields::Driver::Registration

### 1.1.1. DynamicFields::Driver###Text

| | |
|---|---|
| Description: | DynamicField backend registration. |
| Group: | DynamicFields |
| SubGroup: | DynamicFields::Driver::Registration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'DynamicFields::Driver'}->{'Text'} = {  'ConfigDialog' => 'AdminDynamicFieldText',  'DisplayName' => 'Text',  'Module' => 'Kernel::System::DynamicField::Driver::Text' };``` |

### 1.1.2. DynamicFields::Driver###TextArea

| | |
|---|---|
| Description: | DynamicField backend registration. |
| Group: | DynamicFields |
| SubGroup: | DynamicFields::Driver::Registration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'DynamicFields::Driver'}->{'TextArea'} = {  'ConfigDialog' => 'AdminDynamicFieldText',  'DisplayName' => 'Textarea',  'Module' => 'Kernel::System::DynamicField::Driver::TextArea' };``` |

### 1.1.3. DynamicFields::Driver###Checkbox

| | |
|---|---|
| Description: | DynamicField backend registration. |
| Group: | DynamicFields |
| SubGroup: | DynamicFields::Driver::Registration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'DynamicFields::Driver'}->{'Checkbox'} = {  'ConfigDialog' => 'AdminDynamicFieldCheckbox',  'DisplayName' => 'Checkbox',  'Module' => 'Kernel::System::DynamicField::Driver::Checkbox' };``` |

### 1.1.4. DynamicFields::Driver###Dropdown

| | |
|---|---|
| Description: | DynamicField backend registration. |
| Group: | DynamicFields |

| SubGroup: | DynamicFields::Driver::Registration |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```<br>$Self->{'DynamicFields::Driver'}->{'Dropdown'} = {<br>  'ConfigDialog' => 'AdminDynamicFieldDropdown',<br>  'DisplayName' => 'Dropdown',<br>  'Module' => 'Kernel::System::DynamicField::Driver::Dropdown'<br>};<br>``` |

## 1.1.5. DynamicFields::Driver###DateTime

| Description: | DynamicField backend registration. |
|---|---|
| Group: | DynamicFields |
| SubGroup: | DynamicFields::Driver::Registration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```<br>$Self->{'DynamicFields::Driver'}->{'DateTime'} = {<br>  'ConfigDialog' => 'AdminDynamicFieldDateTime',<br>  'DisplayName' => 'Date / Time',<br>  'Module' => 'Kernel::System::DynamicField::Driver::DateTime'<br>};<br>``` |

## 1.1.6. DynamicFields::Driver###Date

| Description: | DynamicField backend registration. |
|---|---|
| Group: | DynamicFields |
| SubGroup: | DynamicFields::Driver::Registration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```<br>$Self->{'DynamicFields::Driver'}->{'Date'} = {<br>  'ConfigDialog' => 'AdminDynamicFieldDateTime',<br>  'DisplayName' => 'Date',<br>  'Module' => 'Kernel::System::DynamicField::Driver::Date'<br>};<br>``` |

## 1.1.7. DynamicFields::Driver###Multiselect

| Description: | DynamicField backend registration. |
|---|---|
| Group: | DynamicFields |
| SubGroup: | DynamicFields::Driver::Registration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```<br>$Self->{'DynamicFields::Driver'}->{'Multiselect'} = {<br>  'ConfigDialog' => 'AdminDynamicFieldMultiselect',<br>  'DisplayName' => 'Multiselect',<br>  'ItemSeparator' => ', ',<br>  'Module' => 'Kernel::System::DynamicField::Driver::Multiselect'<br>};<br>``` |

# 1.2. DynamicFields::ObjectType::Registration

## 1.2.1. DynamicFields::ObjectType###Article

| Description: | DynamicField object registration. |
|---|---|

| Group: | DynamicFields |
|---|---|
| SubGroup: | DynamicFields::ObjectType::Registration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DynamicFields::ObjectType'}->{'Article'} =  {
 'DisplayName' => 'Article',
 'Module' => 'Kernel::System::DynamicField::ObjectType::Article',
 'Prio' => '110'
};
``` |

## 1.2.2. DynamicFields::ObjectType###Ticket

| Description: | DynamicField object registration. |
|---|---|
| Group: | DynamicFields |
| SubGroup: | DynamicFields::ObjectType::Registration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DynamicFields::ObjectType'}->{'Ticket'} =  {
 'DisplayName' => 'Ticket',
 'Module' => 'Kernel::System::DynamicField::ObjectType::Ticket',
 'Prio' => '100'
};
``` |

# 1.3. Frontend::Admin::ModuleRegistration

## 1.3.1. Frontend::Module###AdminDynamicField

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | DynamicFields |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminDynamicField'} =  {
 'Description' => 'Admin',
 'Group' => [
   'admin'
 ],
 'Loader' => {
   'CSS' => [
     'Core.Agent.Admin.DynamicField.css'
   ],
   'JavaScript' => [
     'Core.Agent.Admin.DynamicField.js'
   ]
 },
 'NavBarModule' => {
   'Block' => 'Ticket',
   'Description' => 'Create and manage dynamic fields.',
   'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
   'Name' => 'Dynamic Fields',
   'Prio' => '1000'
 },
 'NavBarName' => 'Admin',
 'Title' => 'Dynamic Fields GUI'
};
``` |

### 1.3.2. Frontend::Module###AdminDynamicFieldText

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | DynamicFields |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminDynamicFieldText'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.DynamicField.js',
      'Core.Agent.Admin.DynamicFieldText.js'
    ]
  },
  'Title' => 'Dynamic Fields Text Backend GUI'
};``` |

### 1.3.3. Frontend::Module###AdminDynamicFieldCheckbox

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | DynamicFields |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminDynamicFieldCheckbox'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.DynamicField.js'
    ]
  },
  'Title' => 'Dynamic Fields Checkbox Backend GUI'
};``` |

### 1.3.4. Frontend::Module###AdminDynamicFieldDropdown

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | DynamicFields |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminDynamicFieldDropdown'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.DynamicField.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.DynamicField.js',``` |

```
                                        'Core.Agent.Admin.DynamicFieldDropdown.js'
                                      ]
                                    },
                                    'Title' => 'Dynamic Fields Drop-down Backend GUI'
                                  };
```

## 1.3.5. Frontend::Module###AdminDynamicFieldDateTime

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | DynamicFields |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminDynamicFieldDateTime'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.DynamicField.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.DynamicField.js',
      'Core.Agent.Admin.DynamicFieldDateTime.js'
    ]
  },
  'Title' => 'Dynamic Fields Date Time Backend GUI'
};``` |

## 1.3.6. Frontend::Module###AdminDynamicFieldMultiselect

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | DynamicFields |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminDynamicFieldMultiselect'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.DynamicField.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.DynamicField.js',
      'Core.Agent.Admin.DynamicFieldMultiselect.js'
    ]
  },
  'Title' => 'Dynamic Fields Multiselect Backend GUI'
};``` |

# 1.4. Frontend::Agent::Preferences

## 1.4.1. PreferencesGroups###DynamicField

| Description: | Defines the config parameters of this item, to be shown in the preferences view. |
| --- | --- |

| Group: | DynamicFields |
|---|---|
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'DynamicField'} = {
  'Active' => '1',
  'Block' => 'Input',
  'Column' => 'Other Settings',
  'Data' => '[% Env("UserDynamicField_NameX") %]',
  'Key' => 'Default value for NameX',
  'Label' => 'NameX',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserDynamicField_NameX',
  'Prio' => '7000'
};
``` |

## 1.4.2. PreferencesGroups###DynamicFieldsOverviewPageShown

| Description: | Parameters for the pages (in which the dynamic fields are shown) of the dynamic fields overview. |
|---|---|
| Group: | DynamicFields |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'DynamicFieldsOverviewPageShown'} =
{
  'Active' => '0',
  'Column' => 'Other Settings',
  'Data' => {
    '10' => '10',
    '15' => '15',
    '20' => '20',
    '25' => '25',
    '30' => '30',
    '35' => '35'
  },
  'DataSelected' => '25',
  'Key' => 'Dynamic fields limit per page for Dynamic Fields
Overview',
  'Label' => 'Dynamic Fields Overview Limit',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'AdminDynamicFieldsOverviewPageShown',
  'Prio' => '8000'
};
``` |

# 2. Framework

## 2.1. Core

### 2.1.1. SecureMode

| Description: | Disables the web installer (http://yourhost.example.com/otrs/installer.pl), to prevent the system from being hijacked. If set to "No", the system can be reinstalled and the current basic configuration will be used to pre-populate the questions within the installer script. If not active, it also disables the GenericAgent, PackageManager and SQL Box. |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SecureMode'} =  '0';` |

## 2.1.2. Frontend::DebugMode

| Description: | Enables or disables the debug mode over frontend interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::DebugMode'} =  '0';` |

## 2.1.3. Frontend::TemplateCache

| Description: | Enables or disables the caching for templates. WARNING: Do NOT disable template caching for production environments for it will cause a massive performance drop! This setting should only be disabled for debugging reasons! |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::TemplateCache'} =  '1';` |

## 2.1.4. ConfigLevel

| Description: | Sets the configuration level of the administrator. Depending on the config level, some sysconfig options will be not shown. The config levels are in in ascending order: Expert, Advanced, Beginner. The higher the config level is (e.g. Beginner is the highest), the less likely is it that the user can accidentally configure the system in a way that it is not usable any more. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'ConfigLevel'} =  '100';` |

## 2.1.5. ConfigImportAllowed

| Description: | Controls if the admin is allowed to import a saved system configuration in SysConfig. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'ConfigImportAllowed'} = '1';` |

## 2.1.6. ProductName

| Description: | Defines the name of the application, shown in the web interface, tabs and title bar of the web browser. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'ProductName'} = 'OTRS 4';` |

## 2.1.7. SystemID

| Description: | Defines the system identifier. Every ticket number and http session string contains this ID. This ensures that only tickets which belong to your system will be processed as follow-ups (useful when communicating between two instances of OTRS). |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SystemID'} = '10';` |

## 2.1.8. FQDN

| Description: | Defines the fully qualified domain name of the system. This setting is used as a variable, OTRS_CONFIG_FQDN which is found in all forms of messaging used by the application, to build links to the tickets within your system. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'FQDN'} = 'yourhost.example.com';` |

## 2.1.9. SupportDataCollector::HTTPHostname

| Description: | Defines the HTTP hostname for the support data collection with the public module 'PublicSupportDataCollector' (e.g. used from the OTRS Daemon). |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 0 |
| Required: | 0 |

| Config-Setting: | `$Self->{'SupportDataCollector::HTTPHostname'} =  '';` |
|---|---|

## 2.1.10. NodeID

| Description: | Defines the cluster node identifier. This is only used in cluster configurations where there is more than one OTRS frontend system. Note: only values from 1 to 99 are allowed. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'NodeID'} =  '1';` |

## 2.1.11. HttpType

| Description: | Defines the type of protocol, used by the web server, to serve the application. If https protocol will be used instead of plain http, it must be specified here. Since this has no affect on the web server's settings or behavior, it will not change the method of access to the application and, if it is wrong, it will not prevent you from logging into the application. This setting is only used as a variable, OTRS_CONFIG_HttpType which is found in all forms of messaging used by the application, to build links to the tickets within your system. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'HttpType'} =  'http';` |

## 2.1.12. ScriptAlias

| Description: | Sets the prefix to the scripts folder on the server, as configured on the web server. This setting is used as a variable, OTRS_CONFIG_ScriptAlias which is found in all forms of messaging used by the application, to build links to the tickets within the system. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'ScriptAlias'} =  'otrs/';` |

## 2.1.13. AdminEmail

| Description: | Defines the system administrator's email address. It will be displayed in the error screens of the application. |
|---|---|
| Group: | Framework |

| SubGroup: | Core |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'AdminEmail'} =  'admin@example.com';` |

## 2.1.14. Organization

| Description: | Company name which will be included in outgoing emails as an X-Header. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Organization'} =  'Example Company';` |

## 2.1.15. DefaultLanguage

| Description: | Defines the default front-end language. All the possible values are determined by the available language files on the system (see the next setting). |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'DefaultLanguage'} =  'en';` |

## 2.1.16. DefaultUsedLanguages

| Description: | Defines all the languages that are available to the application. The Key/Content pair links the front-end display name to the appropriate language PM file. The "Key" value should be the base-name of the PM file (i.e. de.pm is the file, then de is the "Key" value). The "Content" value should be the display name for the front-end. Specify any own-defined language here (see the developer documentation http://doc.otrs.org/ for more infomation). Please remember to use the HTML equivalents for non-ASCII characters (i.e. for the German oe = o umlaut, it is necessary to use the &ouml; symbol). |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'DefaultUsedLanguages'} =  {`<br>`  'ar_SA' => 'Arabic (Saudi Arabia)',`<br>`  'bg' => 'Bulgarian`<br>`(&#x0411;&#x044a;&#x043b;&#x0433;&#x0430;&#x0440;&#x0441;&#x043a;&#x0438;)',`<br>`  'ca' => 'Catal&agrave;',`<br>`  'cs' => 'Czech (&#x010c;esky)',`<br>`  'da' => 'Dansk',`<br>`  'de' => 'Deutsch',` |

```
                          'el' => 'Greek
                        (&#x0395;&#x03bb;&#x03bb;&#x03b7;&#x03bd;&#x03b9;&#x03ba;&#x03ac;)',
                          'en' => 'English (United States)',
                          'en_CA' => 'English (Canada)',
                          'en_GB' => 'English (United Kingdom)',
                          'es' => 'Espa&ntilde;ol',
                          'es_CO' => 'Espa&ntilde;ol (Colombia)',
                          'es_MX' => 'Espa&ntilde;ol (M&eacute;xico)',
                          'et' => 'Eesti',
                          'fa' => 'Persian (&#x0641;&#x0627;&#x0631;&#x0633;&#x0649;)',
                          'fi' => 'Suomi',
                          'fr' => 'Fran&ccedil;ais',
                          'fr_CA' => 'Fran&ccedil;ais (Canada)',
                          'gl' => 'Galego',
                          'he' => 'Hebrew (########)',
                          'hi' => 'Hindi',
                          'hr' => 'Hrvatski',
                          'hu' => 'Magyar',
                          'it' => 'Italiano',
                          'ja' => 'Japanese (&#x65e5;&#x672c;&#x8a9e;)',
                          'lt' => 'Lietuvių kalba',
                          'lv' => 'Latvijas',
                          'ms' => 'Malay',
                          'nb_NO' => 'Norsk bokm&aring;l',
                          'nl' => 'Nederlands',
                          'pl' => 'Polski',
                          'pt' => 'Portugu&ecirc;s',
                          'pt_BR' => 'Portugu&ecirc;s Brasileiro',
                          'ru' => 'Russian
                        (&#x0420;&#x0443;&#x0441;&#x0441;&#x043a;&#x0438;&#x0439;)',
                          'sk_SK' => 'Slovak (Sloven&#x010d;ina)',
                          'sl' => 'Slovenian (Slovenščina)',
                          'sr_Cyrl' => 'Serbian Cyrillic (српски)',
                          'sr_Latn' => 'Serbian Latin (Srpski)',
                          'sv' => 'Svenska',
                          'sw' => 'Swahili',
                          'tr' => 'T&uuml;rk&ccedil;e',
                          'uk' => 'Ukrainian
                        (&#x0423;&#x043a;&#x0440;&#x0430;&#x0457;&#x043d;&#x0441;&#x044c;&#x043a;&#x0430;)'
                          'vi_VN' => 'Vietnam (Vi&#x0246;t Nam)',
                          'zh_CN' => 'Chinese (Sim.) (&#x7b80;&#x4f53;&#x4e2d;&#x6587;)',
                          'zh_TW' => 'Chinese (Tradi.) (&#x6b63;&#x9ad4;&#x4e2d;&#x6587;)'
                        };
```

## 2.1.17. DefaultTheme

| Description: | Defines the default front-end (HTML) theme to be used by the agents and customers. If you like, you can add your own theme. Please refer the administrator manual located at http://doc.otrs.org/. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'DefaultTheme'} = 'Standard';` |

## 2.1.18. DefaultTheme::HostBased

| Description: | It is possible to configure different themes, for example to distinguish between agents and customers, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" |
| --- | --- |

| | should be a valid theme on your system. Please see the example entries for the proper form of the regex. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DefaultTheme::HostBased'} = {
  'host1\\.example\\.com' => 'SomeTheme1',
  'host2\\.example\\.com' => 'SomeTheme2'
};
``` |

## 2.1.19. CheckMXRecord

| Description: | Makes the application check the MX record of email addresses before sending an email or submitting a telephone or email ticket. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CheckMXRecord'} = '1';` |

## 2.1.20. CheckMXRecord::Nameserver

| Description: | Defines the address of a dedicated DNS server, if necessary, for the "CheckMXRecord" look-ups. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CheckMXRecord::Nameserver'} = 'ns.example.com';` |

## 2.1.21. CheckEmailAddresses

| Description: | Makes the application check the syntax of email addresses. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CheckEmailAddresses'} = '1';` |

## 2.1.22. CheckEmailValidAddress

| Description: | Defines a regular expression that excludes some addresses from the syntax check (if "CheckEmailAddresses" is set to "Yes"). Please enter a regex in this field for email addresses, that aren't syntactically valid, but are necessary for the system (i.e. "root@localhost"). |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CheckEmailValidAddress'} = '^(root@localhost|`<br>`admin@localhost)$';` |

## 2.1.23. CheckEmailInvalidAddress

| Description: | Defines a regular expression that filters all email addresses that should not be used in the application. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CheckEmailInvalidAddress'} = '@(example)\\.(..|...)$';` |

## 2.1.24. CGILogPrefix

| Description: | Specifies the text that should appear in the log file to denote a CGI script entry. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CGILogPrefix'} = 'OTRS-CGI';` |

## 2.1.25. DemoSystem

| Description: | Runs the system in "Demo" mode. If set to "Yes", agents can change preferences, such as selection of language and theme via the agent web interface. These changes are only valid for the current session. It will not be possible for agents to change their passwords. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'DemoSystem'} = '0';` |

## 2.1.26. SwitchToUser

| Description: | Allows the administrators to login as other users, via the users administration panel. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'SwitchToUser'} = '0';` |

## 2.1.27. SwitchToCustomer

| Description: | Allows the administrators to login as other customers, via the customer user administration panel. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SwitchToCustomer'} = '0';` |

## 2.1.28. SwitchToCustomer::PermissionGroup

| Description: | Specifies the group where the user needs rw permissions so that he can access the "SwitchToCustomer" feature. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SwitchToCustomer::PermissionGroup'} = 'admin';` |

## 2.1.29. NotificationSenderName

| Description: | Specifies the name that should be used by the application when sending notifications. The sender name is used to build the complete display name for the notification master (i.e. "OTRS Notification Master" otrs@your.example.com). Notifications are messages such as en::Customer::QueueUpdate or en::Agent::Move. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'NotificationSenderName'} = 'OTRS Notification Master';` |

## 2.1.30. NotificationSenderEmail

| Description: | Specifies the email address that should be used by the application when sending notifications. The email address is used to build the complete display name for the notification master (i.e. "OTRS Notification Master" otrs@your.example.com). You can use the OTRS_CONFIG_FQDN variable as set in your configuation, or choose another email address. Notifications are messages such as en::Customer::QueueUpdate or en::Agent::Move. |
|---|---|
| Group: | Framework |

| SubGroup: | Core |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'NotificationSenderEmail'} = 'otrs@<OTRS_CONFIG_FQDN>';` |

## 2.1.31. System::Customer::Permission

| Description: | Defines the standard permissions available for customers within the application. If more permissions are needed, you can enter them here. Permissions must be hard coded to be effective. Please ensure, when adding any of the afore mentioned permissions, that the "rw" permission remains the last entry. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'System::Customer::Permission'} = [`<br>`  'ro',`<br>`  'rw'`<br>`];` |

## 2.1.32. LanguageDebug

| Description: | Debugs the translation set. If this is set to "Yes" all strings (text) without translations are written to STDERR. This can be helpful when you are creating a new translation file. Otherwise, this option should remain set to "No". |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'LanguageDebug'} = '0';` |

## 2.1.33. Secure::DisableBanner

| Description: | If enabled, the OTRS version tag will be removed from the Webinterface, the HTTP headers and the X-Headers of outgoing mails. |
|---|---|
| Group: | Framework |
| SubGroup: | Core |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Secure::DisableBanner'} = '0';` |

## 2.1.34. StandardTemplate2QueueByCreating

| Description: | List of default Standard Templates which are assigned automatically to new Queues upon creation. |
|---|---|
| Group: | Framework |

| | |
|---|---|
| SubGroup: | Core |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'StandardTemplate2QueueByCreating'} = [`<br>`''`<br>`];` |

# 2.2. Core::Cache

## 2.2.1. Cache::Module

| | |
|---|---|
| Description: | Selects the cache backend to use. |
| Group: | Framework |
| SubGroup: | Core::Cache |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Cache::Module'} = 'Kernel::System::Cache::FileStorable';` |

## 2.2.2. Cache::InMemory

| | |
|---|---|
| Description: | Should the cache data be help in memory? |
| Group: | Framework |
| SubGroup: | Core::Cache |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Cache::InMemory'} = '1';` |

## 2.2.3. Cache::InBackend

| | |
|---|---|
| Description: | Should the cache data be stored in the selected cache backend? |
| Group: | Framework |
| SubGroup: | Core::Cache |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Cache::InBackend'} = '1';` |

## 2.2.4. Cache::SubdirLevels

| | |
|---|---|
| Description: | Specify how many sub directory levels to use when creating cache files. This should prevent too many cache files being in one directory. |
| Group: | Framework |
| SubGroup: | Core::Cache |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'Cache::SubdirLevels'} = '2';` |
|---|---|

## 2.3. Core::CustomerCompany

### 2.3.1. CustomerCompany::EventModulePost###100-UpdateCustomerUsers

| | |
|---|---|
| Description: | Event module that updates customer users after an update of the Customer. |
| Group: | Framework |
| SubGroup: | Core::CustomerCompany |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerCompany::EventModulePost'}->{'100-UpdateCustomerUsers'} = {`<br>`'Event' => 'CustomerCompanyUpdate',`<br>`'Module' =>`<br>`'Kernel::System::CustomerCompany::Event::CustomerUserUpdate',`<br>`'Transaction' => '0'`<br>`};` |

## 2.4. Core::CustomerUser

### 2.4.1. CustomerUser::EventModulePost###100-UpdateServiceMembership

| | |
|---|---|
| Description: | Event module that updates customer user service membership if login changes. |
| Group: | Framework |
| SubGroup: | Core::CustomerUser |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerUser::EventModulePost'}->{'100-UpdateServiceMembership'} = {`<br>`'Event' => 'CustomerUserUpdate',`<br>`'Module' =>`<br>`'Kernel::System::CustomerUser::Event::ServiceMemberUpdate',`<br>`'Transaction' => '0'`<br>`};` |

## 2.5. Core::LinkObject

### 2.5.1. LinkObject::ViewMode

| | |
|---|---|
| Description: | Determines the way the linked objects are displayed in each zoom mask. |
| Group: | Framework |
| SubGroup: | Core::LinkObject |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'LinkObject::ViewMode'} = 'Simple';` |
|---|---|

## 2.5.2. LinkObject::Type###Normal

| Description: | Defines the link type 'Normal'. If the source name and the target name contain the same value, the resulting link is a non-directional one; otherwise, the result is a directional link. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::LinkObject |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LinkObject::Type'}->{'Normal'} = {`<br>`  'SourceName' => 'Normal',`<br>`  'TargetName' => 'Normal'`<br>`};` |

## 2.5.3. LinkObject::Type###ParentChild

| Description: | Defines the link type 'ParentChild'. If the source name and the target name contain the same value, the resulting link is a non-directional one; otherwise, the result is a directional link. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::LinkObject |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LinkObject::Type'}->{'ParentChild'} = {`<br>`  'SourceName' => 'Parent',`<br>`  'TargetName' => 'Child'`<br>`};` |

## 2.5.4. LinkObject::TypeGroup###0001

| Description: | Defines the link type groups. The link types of the same group cancel one another. Example: If ticket A is linked per a 'Normal' link with ticket B, then these tickets could not be additionally linked with link of a 'ParentChild' relationship. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::LinkObject |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'LinkObject::TypeGroup'}->{'0001'} = [`<br>`  'Normal',`<br>`  'ParentChild'`<br>`];` |

# 2.6. Core::Log

## 2.6.1. LogModule

| Description: | Defines the log module for the system. "File" writes all messages in a given logfile, "SysLog" uses the syslog daemon of the system, e.g. syslogd. |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Core::Log |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LogModule'} = 'Kernel::System::Log::SysLog';` |

## 2.6.2. LogModule::SysLog::Facility

| Description: | If "SysLog" was selected for LogModule, a special log facility can be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Log |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LogModule::SysLog::Facility'} = 'user';` |

## 2.6.3. LogModule::SysLog::LogSock

| Description: | If "SysLog" was selected for LogModule, a special log sock can be specified (on solaris you may need to use 'stream'). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Log |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LogModule::SysLog::LogSock'} = 'unix';` |

## 2.6.4. LogModule::SysLog::Charset

| Description: | If "SysLog" was selected for LogModule, the charset that should be used for logging can be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Log |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LogModule::SysLog::Charset'} = 'utf-8';` |

## 2.6.5. LogModule::LogFile

| Description: | If "file" was selected for LogModule, a logfile must be specified. If the file doesn't exist, it will be created by the system. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Log |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LogModule::LogFile'} = '/tmp/otrs.log';` |

## 2.6.6. LogModule::LogFile::Date

| | |
|---|---|
| Description: | Adds a suffix with the actual year and month to the OTRS log file. A logfile for every month will be created. |
| Group: | Framework |
| SubGroup: | Core::Log |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LogModule::LogFile::Date'} = '0';` |

# 2.7. Core::MIME-Viewer

## 2.7.1. MIME-Viewer###application/excel

| | |
|---|---|
| Description: | Specifies the path to the converter that allows the view of Microsoft Excel files, in the web interface. |
| Group: | Framework |
| SubGroup: | Core::MIME-Viewer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'MIME-Viewer'}->{'application/excel'} = 'xlhtml';` |

## 2.7.2. MIME-Viewer###application/msword

| | |
|---|---|
| Description: | Specifies the path to the converter that allows the view of Microsoft Word files, in the web interface. |
| Group: | Framework |
| SubGroup: | Core::MIME-Viewer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'MIME-Viewer'}->{'application/msword'} = 'wvWare';` |

## 2.7.3. MIME-Viewer###application/pdf

| | |
|---|---|
| Description: | Specifies the path to the converter that allows the view of PDF documents, in the web interface. |
| Group: | Framework |
| SubGroup: | Core::MIME-Viewer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'MIME-Viewer'}->{'application/pdf'} = 'pdftohtml -stdout -i';` |

## 2.7.4. MIME-Viewer###text/xml

| | |
|---|---|
| Description: | Specifies the path to the converter that allows the view of XML files, in the web interface. |

| | |
|---|---|
| Group: | Framework |
| SubGroup: | Core::MIME-Viewer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'MIME-Viewer'}->{'text/xml'} = '<OTRS_CONFIG_Home>/ scripts/tools/xml2html.pl';` |

# 2.8. Core::MirrorDB

## 2.8.1. Core::MirrorDB::DSN

| | |
|---|---|
| Description: | If you want to use a mirror database for agent ticket fulltext search or to generate stats, specify the DSN to this database. |
| Group: | Framework |
| SubGroup: | Core::MirrorDB |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Core::MirrorDB::DSN'} = 'DBI:mysql:database=mirrordb;host=mirrordbhost';` |

## 2.8.2. Core::MirrorDB::User

| | |
|---|---|
| Description: | If you want to use a mirror database for agent ticket fulltext search or to generate stats, the user to authenticate to this database can be specified. |
| Group: | Framework |
| SubGroup: | Core::MirrorDB |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Core::MirrorDB::User'} = 'some_user';` |

## 2.8.3. Core::MirrorDB::Password

| | |
|---|---|
| Description: | If you want to use a mirror database for agent ticket fulltext search or to generate stats, the password to authenticate to this database can be specified. |
| Group: | Framework |
| SubGroup: | Core::MirrorDB |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Core::MirrorDB::Password'} = 'some_password';` |

# 2.9. Core::OTRSBusiness

## 2.9.1. OTRSBusiness::ReleaseChannel

| | |
|---|---|
| Description: | Specify the channel to be used to fetch OTRS Business Solution™ updates. Warning: Development releases might not be complete, |

| | |
|---|---|
| | your system might experience unrecoverable errors and on extreme cases could become unresponsive! |
| Group: | Framework |
| SubGroup: | Core::OTRSBusiness |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'OTRSBusiness::ReleaseChannel'} = '1';` |

# 2.10. Core::PDF

## 2.10.1. PDF

| | |
|---|---|
| Description: | Enables PDF output. The CPAN module PDF::API2 is required, if not installed, PDF output will be disabled. |
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PDF'} = '1';` |

## 2.10.2. PDF::LogoFile

| | |
|---|---|
| Description: | Specifies the path of the file for the logo in the page header (gif\|jpg\|png, 700 x 100 pixel). |
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PDF::LogoFile'} = '<OTRS_CONFIG_Home>/var/logo-otrs.png';` |

## 2.10.3. PDF::PageSize

| | |
|---|---|
| Description: | Defines the standard size of PDF pages. |
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PDF::PageSize'} = 'a4';` |

## 2.10.4. PDF::MaxPages

| | |
|---|---|
| Description: | Defines the maximum number of pages per PDF file. |
| Group: | Framework |
| SubGroup: | Core::PDF |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'PDF::MaxPages'} = '100';` |

## 2.10.5. PDF::TTFontFile###Proportional

| Description: | Defines the path and TTF-File to handle proportional font in PDF documents. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PDF::TTFontFile'}->{'Proportional'} = 'DejaVuSans.ttf';` |

## 2.10.6. PDF::TTFontFile###ProportionalBold

| Description: | Defines the path and TTF-File to handle bold proportional font in PDF documents. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PDF::TTFontFile'}->{'ProportionalBold'} = 'DejaVuSans-Bold.ttf';` |

## 2.10.7. PDF::TTFontFile###ProportionalItalic

| Description: | Defines the path and TTF-File to handle italic proportional font in PDF documents. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PDF::TTFontFile'}->{'ProportionalItalic'} = 'DejaVuSans-Oblique.ttf';` |

## 2.10.8. PDF::TTFontFile###ProportionalBoldItalic

| Description: | Defines the path and TTF-File to handle bold italic proportional font in PDF documents. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PDF::TTFontFile'}->{'ProportionalBoldItalic'} = 'DejaVuSans-BoldOblique.ttf';` |

### 2.10.9. PDF::TTFontFile###Monospaced

| | |
|---|---|
| Description: | Defines the path and TTF-File to handle monospaced font in PDF documents. |
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PDF::TTFontFile'}->{'Monospaced'} =  'DejaVuSansMono.ttf';` |

### 2.10.10. PDF::TTFontFile###MonospacedBold

| | |
|---|---|
| Description: | Defines the path and TTF-File to handle bold monospaced font in PDF documents. |
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PDF::TTFontFile'}->{'MonospacedBold'} =  'DejaVuSansMono-Bold.ttf';` |

### 2.10.11. PDF::TTFontFile###MonospacedItalic

| | |
|---|---|
| Description: | Defines the path and TTF-File to handle italic monospaced font in PDF documents. |
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PDF::TTFontFile'}->{'MonospacedItalic'} = 'DejaVuSansMono-Oblique.ttf';` |

### 2.10.12. PDF::TTFontFile###MonospacedBoldItalic

| | |
|---|---|
| Description: | Defines the path and TTF-File to handle bold italic monospaced font in PDF documents. |
| Group: | Framework |
| SubGroup: | Core::PDF |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PDF::TTFontFile'}->{'MonospacedBoldItalic'} = 'DejaVuSansMono-BoldOblique.ttf';` |

# 2.11. Core::Package

## 2.11.1. Package::FileUpload

| | |
|---|---|
| Description: | Enables file upload in the package manager frontend. |

| Group: | Framework |
|---|---|
| SubGroup: | Core::Package |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Package::FileUpload'} = '1';` |

## 2.11.2. Package::RepositoryRoot

| Description: | Defines the location to get online repository list for additional packages. The first available result will be used. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Package |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Package::RepositoryRoot'} = [` `'http://ftp.otrs.org/pub/otrs/misc/packages/repository.xml'` `];` |

## 2.11.3. Package::RepositoryList

| Description: | Defines the list of online repositories. Another installations can be used as repository, for example: Key="http://example.com/otrs/public.pl?Action=PublicRepository;File=" and Content="Some Name". |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Package |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Package::RepositoryList'} = {` `'ftp://ftp.example.com/pub/otrs/misc/packages/' => '[Example]` `ftp://ftp.example.com/'` `};` |

## 2.11.4. Package::RepositoryAccessRegExp

| Description: | Defines the IP regular expression for accessing the local repository. You need to enable this to have access to your local repository and the package::RepositoryList is required on the remote host. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Package |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Package::RepositoryAccessRegExp'} = '127\\.0\\.0\\.1';` |

## 2.11.5. Package::Timeout

| Description: | Sets the timeout (in seconds) for package downloads. Overwrites "WebUserAgent::Timeout". |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Core::Package |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Package::Timeout'} = '120';` |

## 2.11.6. Package::Proxy

| Description: | Fetches packages via proxy. Overwrites "WebUserAgent::Proxy". |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Package |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Package::Proxy'} = 'http://proxy.sn.no:8001/';` |

## 2.11.7. Package::ShowFeatureAddons

| Description: | Toggles display of OTRS FeatureAddons list in PackageManager. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Package |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Package::ShowFeatureAddons'} = '1';` |

## 2.11.8. Package::EventModulePost###99-Support-DataSend

| Description: | Package event module file a scheduler task for update registration. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Package |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Package::EventModulePost'}->{'99-SupportDataSend'} = {`<br>`  'Event' => '(PackageInstall|PackageReinstall|PackageUpgrade|`<br>`PackageUninstall)',`<br>`  'Module' => 'Kernel::System::Package::Event::SupportDataSend',`<br>`  'Transaction' => '1'`<br>`};` |

# 2.12. Core::PerformanceLog

## 2.12.1. PerformanceLog

| Description: | Enables performance log (to log the page response time). It will affect the system performance. Frontend::Module###AdminPerformanceLog must be enabled. |
|---|---|
| Group: | Framework |

| SubGroup: | Core::PerformanceLog |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PerformanceLog'} = '0';` |

## 2.12.2. PerformanceLog::File

| Description: | Specifies the path of the file for the performance log. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::PerformanceLog |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PerformanceLog::File'} = '<OTRS_CONFIG_Home>/var/log/`<br>`Performance.log';` |

## 2.12.3. PerformanceLog::FileMax

| Description: | Defines the maximum size (in MB) of the log file. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::PerformanceLog |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PerformanceLog::FileMax'} = '25';` |

# 2.13. Core::ReferenceData

## 2.13.1. ReferenceData::OwnCountryList

| Description: | This setting allows you to override the built-in country list with your own list of countries. This is particularly handy if you just want to use a small select group of countries. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::ReferenceData |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'ReferenceData::OwnCountryList'} = {`<br>`  'AT' => 'Austria',`<br>`  'CH' => 'Switzerland',`<br>`  'DE' => 'Germany'`<br>`};` |

# 2.14. Core::SOAP

## 2.14.1. SOAP::User

| Description: | Defines the username to access the SOAP handle (bin/cgi-bin/rpc.pl). |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Core::SOAP |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SOAP::User'} = 'some_user';` |

## 2.14.2. SOAP::Password

| Description: | Defines the password to access the SOAP handle (bin/cgi-bin/rpc.pl). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::SOAP |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SOAP::Password'} = 'some_pass';` |

## 2.14.3. SOAP::Keep-Alive

| Description: | Enable keep-alive connection header for SOAP responses. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::SOAP |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SOAP::Keep-Alive'} = '0';` |

# 2.15. Core::Sendmail

## 2.15.1. SendmailModule

| Description: | Defines the module to send emails. "Sendmail" directly uses the sendmail binary of your operating system. Any of the "SMTP" mechanisms use a specified (external) mailserver. "DoNotSendEmail" doesn't send emails and it is useful for test systems. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Sendmail |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SendmailModule'} = 'Kernel::System::Email::Sendmail';` |

## 2.15.2. SendmailModule::CMD

| Description: | If "Sendmail" was selected as SendmailModule, the location of the sendmail binary and the needed options must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Sendmail |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'SendmailModule::CMD'} =  '/usr/sbin/sendmail -i -f';` |

## 2.15.3. SendmailModule::Host

| Description: | If any of the "SMTP" mechanisms was selected as SendmailModule, the mailhost that sends out the mails must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Sendmail |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SendmailModule::Host'} =  'mail.example.com';` |

## 2.15.4. SendmailModule::Port

| Description: | If any of the "SMTP" mechanisms was selected as SendmailModule, the port where your mailserver is listening for incoming connections must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Sendmail |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SendmailModule::Port'} =  '25';` |

## 2.15.5. SendmailModule::AuthUser

| Description: | If any of the "SMTP" mechanisms was selected as SendmailModule, and authentication to the mail server is needed, an username must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Sendmail |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SendmailModule::AuthUser'} =  'MailserverLogin';` |

## 2.15.6. SendmailModule::AuthPassword

| Description: | If any of the "SMTP" mechanisms was selected as SendmailModule, and authentication to the mail server is needed, a password must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Sendmail |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SendmailModule::AuthPassword'} =  'MailserverPassword';` |

## 2.15.7. SendmailBcc

| | |
|---|---|
| Description: | Sends all outgoing email via bcc to the specified address. Please use this only for backup reasons. |
| Group: | Framework |
| SubGroup: | Core::Sendmail |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SendmailBcc'} = '';` |

## 2.15.8. SendmailEnvelopeFrom

| | |
|---|---|
| Description: | If set, this address is used as envelope sender in outgoing messages (not notifications - see below). If no address is specified, the envelope sender is equal to queue e-mail address. |
| Group: | Framework |
| SubGroup: | Core::Sendmail |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SendmailEnvelopeFrom'} = '';` |

## 2.15.9. SendmailNotificationEnvelopeFrom

| | |
|---|---|
| Description: | If set, this address is used as envelope sender header in outgoing notifications. If no address is specified, the envelope sender header is empty. |
| Group: | Framework |
| SubGroup: | Core::Sendmail |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SendmailNotificationEnvelopeFrom'} = '';` |

## 2.15.10. SendmailEncodingForce

| | |
|---|---|
| Description: | Forces encoding of outgoing emails (7bit|8bit|quoted-printable|base64). |
| Group: | Framework |
| SubGroup: | Core::Sendmail |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SendmailEncodingForce'} = 'base64';` |

# 2.16. Core::Session

## 2.16.1. SessionModule

| | |
|---|---|
| Description: | Defines the module used to store the session data. With "DB" the frontend server can be splitted from the db server. "FS" is faster. |

| Group: | Framework |
|---|---|
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionModule'} = 'Kernel::System::AuthSession::DB';` |

## 2.16.2. SessionName

| Description: | Defines the name of the session key. E.g. Session, SessionID or OTRS. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionName'} = 'OTRSAgentInterface';` |

## 2.16.3. CustomerPanelSessionName

| Description: | Defines the name of the key for customer sessions. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerPanelSessionName'} = 'OTRSCustomerInterface';` |

## 2.16.4. SessionCheckRemoteIP

| Description: | Turns on the remote ip address check. It should be set to "No" if the application is used, for example, via a proxy farm or a dialup connection, because the remote ip address is mostly different for the requests. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionCheckRemoteIP'} = '1';` |

## 2.16.5. SessionDeleteIfNotRemoteID

| Description: | Deletes a session if the session id is used with an invalid remote IP address. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'SessionDeleteIfNotRemoteID'} =  '1';` |
|---|---|

## 2.16.6. SessionMaxTime

| Description: | Defines the maximal valid time (in seconds) for a session id. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionMaxTime'} =  '57600';` |

## 2.16.7. SessionMaxIdleTime

| Description: | Sets the inactivity time (in seconds) to pass before a session is killed and a user is loged out. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionMaxIdleTime'} =  '21600';` |

## 2.16.8. SessionActiveTime

| Description: | Sets the time (in seconds) a user is marked as active (minimum active time is 300 seconds). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionActiveTime'} =  '600';` |

## 2.16.9. SessionDeleteIfTimeToOld

| Description: | Deletes requested sessions if they have timed out. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionDeleteIfTimeToOld'} =  '1';` |

## 2.16.10. SessionUseCookie

| Description: | Makes the session management use html cookies. If html cookies are disabled or if the client browser disabled html cookies, then the system will work as usual and append the session id to the links. |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionUseCookie'} = '1';` |

## 2.16.11. SessionUseCookieAfterBrowserClose

| Description: | Stores cookies after the browser has been closed. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionUseCookieAfterBrowserClose'} = '0';` |

## 2.16.12. SessionCSRFProtection

| Description: | Protection against CSRF (Cross Site Request Forgery) exploits (for more info see http://en.wikipedia.org/wiki/Cross-site_request_forgery). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionCSRFProtection'} = '1';` |

## 2.16.13. AgentSessionLimitPriorWarning

| Description: | Sets the maximum number of active agents within the timespan defined in SessionActiveTime before a prior warning will be visible for the logged in agents. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'AgentSessionLimitPriorWarning'} = '90';` |

## 2.16.14. AgentSessionLimit

| Description: | Sets the maximum number of active agents within the timespan defined in SessionActiveTime. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'AgentSessionLimit'} = '100';` |
|---|---|

## 2.16.15. AgentSessionPerUserLimit

| Description: | Sets the maximum number of active sessions per agent within the timespan defined in SessionActiveTime. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'AgentSessionPerUserLimit'} = '20';` |

## 2.16.16. CustomerSessionLimit

| Description: | Sets the maximum number of active customers within the timespan defined in SessionActiveTime. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerSessionLimit'} = '100';` |

## 2.16.17. CustomerSessionPerUserLimit

| Description: | Sets the maximum number of active sessions per customers within the timespan defined in SessionActiveTime. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerSessionPerUserLimit'} = '20';` |

## 2.16.18. SessionDir

| Description: | If "FS" was selected for SessionModule, a directory where the session data will be stored must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionDir'} = '<OTRS_CONFIG_Home>/var/sessions';` |

## 2.16.19. SessionTable

| Description: | If "DB" was selected for SessionModule, a table in database where session data will be stored must be specified. |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Core::Session |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SessionTable'} = 'sessions';` |

# 2.17. Core::SpellChecker

## 2.17.1. SpellChecker

| Description: | Enables spell checker support. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::SpellChecker |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SpellChecker'} = '0';` |

## 2.17.2. SpellCheckerBin

| Description: | Install ispell or aspell on the system, if you want to use a spell checker. Please specify the path to the aspell or ispell binary on your operating system. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::SpellChecker |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SpellCheckerBin'} = '/usr/bin/ispell';` |

## 2.17.3. SpellCheckerDictDefault

| Description: | Defines the default spell checker dictionary. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::SpellChecker |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SpellCheckerDictDefault'} = 'english';` |

## 2.17.4. SpellCheckerIgnore

| Description: | Defines a default list of words, that are ignored by the spell checker. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::SpellChecker |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | ```
$Self->{'SpellCheckerIgnore'} = [
  'www',
  'webmail',
  'https',
  'http',
  'html',
  'rfc'
];
``` |

# 2.18. Core::Stats

## 2.18.1. Stats::StatsHook

| Description: | Sets the stats hook. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Core::Stats |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::StatsHook'} = 'Stat#';` |

## 2.18.2. Stats::StatsStartNumber

| Description: | Start number for statistics counting. Every new stat increments this number. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Core::Stats |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::StatsStartNumber'} = '10000';` |

## 2.18.3. Stats::MaxXaxisAttributes

| Description: | Defines the default maximum number of X-axis attributes for the time scale. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Core::Stats |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Stats::MaxXaxisAttributes'} = '1000';` |

# 2.19. Core::Stats::Graph

## 2.19.1. Stats::Graph::t_margin

| Description: | Specifies the top margin of the chart. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::t_margin'} = '10';` |

## 2.19.2. Stats::Graph::l_margin

| Description: | Specifies the left margin of the chart. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::l_margin'} = '10';` |

## 2.19.3. Stats::Graph::b_margin

| Description: | Specifies the bottom margin of the chart. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::b_margin'} = '10';` |

## 2.19.4. Stats::Graph::r_margin

| Description: | Specifies the right margin of the chart. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::r_margin'} = '20';` |

## 2.19.5. Stats::Graph::bgclr

| Description: | Specifies the background color of the picture. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::bgclr'} = 'white';` |

## 2.19.6. Stats::Graph::transparent

| Description: | Makes the picture transparent. |
|---|---|
| Group: | Framework |

| SubGroup: | Core::Stats::Graph |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::transparent'} =  '0';` |

## 2.19.7. Stats::Graph::fgclr

| Description: | Specifies the border color of the chart. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::fgclr'} =  'black';` |

## 2.19.8. Stats::Graph::boxclr

| Description: | Specifies the background color of the chart. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::boxclr'} =  'white';` |

## 2.19.9. Stats::Graph::accentclr

| Description: | Specifies the border color of the legend. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::accentclr'} =  'black';` |

## 2.19.10. Stats::Graph::legendclr

| Description: | Specifies the text color of the legend. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::legendclr'} =  'black';` |

## 2.19.11. Stats::Graph::textclr

| Description: | Specifies the text color of the chart (e. g. caption). |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::textclr'} =  'black';` |

## 2.19.12. Stats::Graph::dclrs

| Description: | Defines the colors for the graphs. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Stats::Graph::dclrs'} =  [
  'red',
  'green',
  'blue',
  'yellow',
  'purple',
  'orange',
  'pink',
  'marine',
  'cyan',
  'lgray',
  'lblue',
  'lyellow',
  'lgreen',
  'lred',
  'lpurple',
  'lorange',
  'lbrown'
];
``` |

## 2.19.13. Stats::Graph::TitleFont

| Description: | Defines the title font in graphs (place custom fonts in var/fonts). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::TitleFont'} =  'DejaVuSans-Bold.ttf';` |

## 2.19.14. Stats::Graph::LegendFont

| Description: | Defines the legend font in graphs (place custom fonts in var/fonts). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::LegendFont'} =  'DejaVuSans.ttf';` |

## 2.19.15. Stats::Graph::line_width

| | |
|---|---|
| Description: | Defines the boldness of the line drawed by the graph. |
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::line_width'} = '1';` |

## 2.19.16. Stats::Graph::legend_placement

| | |
|---|---|
| Description: | Defines the placement of the legend. This should be a two letter key of the form: 'B[LCR]\|R[TCB]'. The first letter indicates the placement (Bottom or Right), and the second letter the alignment (Left, Right, Center, Top, or Bottom). |
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::legend_placement'} = 'BC';` |

## 2.19.17. Stats::Graph::legend_spacing

| | |
|---|---|
| Description: | Defines the spacing of the legends. |
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::legend_spacing'} = '4';` |

## 2.19.18. Stats::Graph::legend_marker_width

| | |
|---|---|
| Description: | Defines the width of the legend. |
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::legend_marker_width'} = '12';` |

## 2.19.19. Stats::Graph::legend_marker_height

| | |
|---|---|
| Description: | Defines the height of the legend. |
| Group: | Framework |
| SubGroup: | Core::Stats::Graph |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Graph::legend_marker_height'} =  '8';` |

# 2.20. Core::Time

## 2.20.1. TimeInputFormat

| Description: | Defines the date input format used in forms (option or input fields). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeInputFormat'} =  'Option';` |

## 2.20.2. TimeShowAlwaysLong

| Description: | Shows time in long format (days, hours, minutes), if set to "Yes"; or in short format (days, hours), if set to "No". |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeShowAlwaysLong'} =  '0';` |

## 2.20.3. TimeZone

| Description: | Sets the system time zone (required a system with UTC as system time). Otherwise this is a diff time to the local time. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'TimeZone'} =  '+0';` |

## 2.20.4. TimeZoneUser

| Description: | Sets the user time zone per user (required a system with UTC as system time and UTC under TimeZone). Otherwise this is a diff time to the local time. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'TimeZoneUser'} = '0';` |
|---|---|

## 2.20.5. TimeZoneUserBrowserAutoOffset

| Description: | Sets the user time zone per user based on java script / browser time zone offset feature at login time. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'TimeZoneUserBrowserAutoOffset'} = '1';` |

## 2.20.6. MaximumCalendarNumber

| Description: | Maximum Number of a calendar shown in a dropdown. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'MaximumCalendarNumber'} = '50';` |

## 2.20.7. CalendarWeekDayStart

| Description: | Define the start day of the week for the date picker. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CalendarWeekDayStart'} = '1';` |

## 2.20.8. TimeVacationDays

| Description: | Adds the permanent vacation days. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'TimeVacationDays'} = {<br>  '1' => {<br>    '1' => 'New Year\'s Day'<br>  },<br>  '12' => {<br>    '24' => 'Christmas Eve',<br>    '25' => 'First Christmas Day',<br>    '26' => 'Second Christmas Day',<br>    '31' => 'New Year\'s Eve'<br>  },``` |

```
      '5' => {
        '1' => 'International Workers\' Day'
      }
    };
```

## 2.20.9. TimeVacationDaysOneTime

| Description: | Adds the one time vacation days. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'TimeVacationDaysOneTime'} =  {    '2004' => {      '1' => {        '1' => 'test'      }    }  };``` |

## 2.20.10. TimeWorkingHours

| Description: | Defines the hours and week days to count the working time. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'TimeWorkingHours'} =  {    'Fri' => [      '8',      '9',      '10',      '11',      '12',      '13',      '14',      '15',      '16',      '17',      '18',      '19',      '20'    ],    'Mon' => [      '8',      '9',      '10',      '11',      '12',      '13',      '14',      '15',      '16',      '17',      '18',      '19',      '20'    ],    'Sat' => [],    'Sun' => [],``` |

```
    'Thu' => [
        '8',
        '9',
        '10',
        '11',
        '12',
        '13',
        '14',
        '15',
        '16',
        '17',
        '18',
        '19',
        '20'
    ],
    'Tue' => [
        '8',
        '9',
        '10',
        '11',
        '12',
        '13',
        '14',
        '15',
        '16',
        '17',
        '18',
        '19',
        '20'
    ],
    'Wed' => [
        '8',
        '9',
        '10',
        '11',
        '12',
        '13',
        '14',
        '15',
        '16',
        '17',
        '18',
        '19',
        '20'
    ]
};
```

## 2.20.11. TimeShowCompleteDescription

| | |
|---|---|
| Description: | Shows time use complete description (days, hours, minutes), if set to "Yes"; or just first letter (d, h, m), if set to "No". |
| Group: | Framework |
| SubGroup: | Core::Time |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeShowCompleteDescription'} =  '0';` |

# 2.21. Core::Time::Calendar1

## 2.21.1. TimeZone::Calendar1Name

| | |
|---|---|
| Description: | Defines the name of the indicated calendar. |

| Group: | Framework |
|---|---|
| SubGroup: | Core::Time::Calendar1 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar1Name'} = 'Calendar Name 1';` |

## 2.21.2. TimeZone::Calendar1

| Description: | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar1 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar1'} = '0';` |

## 2.21.3. CalendarWeekDayStart::Calendar1

| Description: | Define the start day of the week for the date picker for the indicated calendar. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar1 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CalendarWeekDayStart::Calendar1'} = '1';` |

## 2.21.4. TimeVacationDays::Calendar1

| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar1 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | <pre>$Self->{'TimeVacationDays::Calendar1'} = {<br>  '1' => {<br>    '1' => 'New Year\'s Day'<br>  },<br>  '12' => {<br>    '24' => 'Christmas Eve',<br>    '25' => 'First Christmas Day',<br>    '26' => 'Second Christmas Day',<br>    '31' => 'New Year\'s Eve'<br>  },<br>  '5' => {<br>    '1' => 'International Workers\' Day'<br>  }<br>};</pre> |

## 2.21.5. TimeVacationDaysOneTime::Calendar1

| | |
|---|---|
| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar1 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```<br>$Self->{'TimeVacationDaysOneTime::Calendar1'} =  {<br>  '2004' => {<br>    '1' => {<br>      '1' => 'test'<br>    }<br>  }<br>};<br>``` |

## 2.21.6. TimeWorkingHours::Calendar1

| | |
|---|---|
| Description: | Defines the hours and week days of the indicated calendar, to count the working time. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar1 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```<br>$Self->{'TimeWorkingHours::Calendar1'} =  {<br>  'Fri' => [<br>    '8',<br>    '9',<br>    '10',<br>    '11',<br>    '12',<br>    '13',<br>    '14',<br>    '15',<br>    '16',<br>    '17',<br>    '18',<br>    '19',<br>    '20'<br>  ],<br>  'Mon' => [<br>    '8',<br>    '9',<br>    '10',<br>    '11',<br>    '12',<br>    '13',<br>    '14',<br>    '15',<br>    '16',<br>    '17',<br>    '18',<br>    '19',<br>    '20'<br>  ],<br>  'Sat' => [],<br>  'Sun' => [],<br>  'Thu' => [<br>    '8',<br>    '9',<br>    '10',<br>``` |

```
                  '11',
                  '12',
                  '13',
                  '14',
                  '15',
                  '16',
                  '17',
                  '18',
                  '19',
                  '20'
                ],
                'Tue' => [
                  '8',
                  '9',
                  '10',
                  '11',
                  '12',
                  '13',
                  '14',
                  '15',
                  '16',
                  '17',
                  '18',
                  '19',
                  '20'
                ],
                'Wed' => [
                  '8',
                  '9',
                  '10',
                  '11',
                  '12',
                  '13',
                  '14',
                  '15',
                  '16',
                  '17',
                  '18',
                  '19',
                  '20'
                ]
              ]
            };
```

# 2.22. Core::Time::Calendar2

## 2.22.1. TimeZone::Calendar2Name

| | |
|---|---|
| Description: | Defines the name of the indicated calendar. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar2 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar2Name'} = 'Calendar Name 2';` |

## 2.22.2. TimeZone::Calendar2

| | |
|---|---|
| Description: | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar2 |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'TimeZone::Calendar2'} = '0';` |

## 2.22.3. CalendarWeekDayStart::Calendar2

| Description: | Define the start day of the week for the date picker for the indicated calendar. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar2 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CalendarWeekDayStart::Calendar2'} = '1';` |

## 2.22.4. TimeVacationDays::Calendar2

| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar2 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDays::Calendar2'} = {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
``` |

## 2.22.5. TimeVacationDaysOneTime::Calendar2

| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar2 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDaysOneTime::Calendar2'} = {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
``` |

# 2.22.6. TimeWorkingHours::Calendar2

| Description: | Defines the hours and week days of the indicated calendar, to count the working time. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar2 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | |

```
$Self->{'TimeWorkingHours::Calendar2'} =  {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Mon' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Sat' => [],
  'Sun' => [],
  'Thu' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Tue' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
```

```
          '19',
          '20'
      ],
      'Wed' => [
          '8',
          '9',
          '10',
          '11',
          '12',
          '13',
          '14',
          '15',
          '16',
          '17',
          '18',
          '19',
          '20'
      ]
  ]
};
```

# 2.23. Core::Time::Calendar3

## 2.23.1. TimeZone::Calendar3Name

| Description: | Defines the name of the indicated calendar. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar3 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar3Name'} = 'Calendar Name 3';` |

## 2.23.2. TimeZone::Calendar3

| Description: | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar3 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar3'} = '0';` |

## 2.23.3. CalendarWeekDayStart::Calendar3

| Description: | Define the start day of the week for the date picker for the indicated calendar. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar3 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CalendarWeekDayStart::Calendar3'} = '1';` |

## 2.23.4. TimeVacationDays::Calendar3

| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|

| Group: | Framework |
| --- | --- |
| SubGroup: | Core::Time::Calendar3 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDays::Calendar3'} =  {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
``` |

## 2.23.5. TimeVacationDaysOneTime::Calendar3

| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| --- | --- |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar3 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDaysOneTime::Calendar3'} =  {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
``` |

## 2.23.6. TimeWorkingHours::Calendar3

| Description: | Defines the hours and week days of the indicated calendar, to count the working time. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar3 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeWorkingHours::Calendar3'} =  {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
``` |

```
       'Mon' => [
         '8',
         '9',
         '10',
         '11',
         '12',
         '13',
         '14',
         '15',
         '16',
         '17',
         '18',
         '19',
         '20'
       ],
       'Sat' => [],
       'Sun' => [],
       'Thu' => [
         '8',
         '9',
         '10',
         '11',
         '12',
         '13',
         '14',
         '15',
         '16',
         '17',
         '18',
         '19',
         '20'
       ],
       'Tue' => [
         '8',
         '9',
         '10',
         '11',
         '12',
         '13',
         '14',
         '15',
         '16',
         '17',
         '18',
         '19',
         '20'
       ],
       'Wed' => [
         '8',
         '9',
         '10',
         '11',
         '12',
         '13',
         '14',
         '15',
         '16',
         '17',
         '18',
         '19',
         '20'
       ]
};
```

# 2.24. Core::Time::Calendar4

## 2.24.1. TimeZone::Calendar4Name

| Description: | Defines the name of the indicated calendar. |
| --- | --- |

| Group: | Framework |
|---|---|
| SubGroup: | Core::Time::Calendar4 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar4Name'} = 'Calendar Name 4';` |

## 2.24.2. TimeZone::Calendar4

| Description: | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar4 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar4'} = '0';` |

## 2.24.3. CalendarWeekDayStart::Calendar4

| Description: | Define the start day of the week for the date picker for the indicated calendar. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar4 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CalendarWeekDayStart::Calendar4'} = '1';` |

## 2.24.4. TimeVacationDays::Calendar4

| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar4 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeVacationDays::Calendar4'} = {`<br>`  '1' => {`<br>`    '1' => 'New Year\'s Day'`<br>`  },`<br>`  '12' => {`<br>`    '24' => 'Christmas Eve',`<br>`    '25' => 'First Christmas Day',`<br>`    '26' => 'Second Christmas Day',`<br>`    '31' => 'New Year\'s Eve'`<br>`  },`<br>`  '5' => {`<br>`    '1' => 'International Workers\' Day'`<br>`  }`<br>`};` |

## 2.24.5. TimeVacationDaysOneTime::Calendar4

| | |
|---|---|
| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar4 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDaysOneTime::Calendar4'} = {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
``` |

## 2.24.6. TimeWorkingHours::Calendar4

| | |
|---|---|
| Description: | Defines the hours and week days of the indicated calendar, to count the working time. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar4 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeWorkingHours::Calendar4'} = {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Mon' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Sat' => [],
  'Sun' => [],
  'Thu' => [
    '8',
    '9',
    '10',
``` |

```
                        '11',
                        '12',
                        '13',
                        '14',
                        '15',
                        '16',
                        '17',
                        '18',
                        '19',
                        '20'
                    ],
                    'Tue' => [
                        '8',
                        '9',
                        '10',
                        '11',
                        '12',
                        '13',
                        '14',
                        '15',
                        '16',
                        '17',
                        '18',
                        '19',
                        '20'
                    ],
                    'Wed' => [
                        '8',
                        '9',
                        '10',
                        '11',
                        '12',
                        '13',
                        '14',
                        '15',
                        '16',
                        '17',
                        '18',
                        '19',
                        '20'
                    ]
                };
```

# 2.25. Core::Time::Calendar5

## 2.25.1. TimeZone::Calendar5Name

| Description:    | Defines the name of the indicated calendar.                          |
|-----------------|----------------------------------------------------------------------|
| Group:          | Framework                                                            |
| SubGroup:       | Core::Time::Calendar5                                                |
| Valid:          | 1                                                                   |
| Required:       | 1                                                                   |
| Config-Setting: | `$Self->{'TimeZone::Calendar5Name'} =  'Calendar Name 5';`          |

## 2.25.2. TimeZone::Calendar5

| Description:    | Defines the time zone of the indicated calendar, which can be as-signed later to a specific queue. |
|-----------------|----------------------------------------------------------------------|
| Group:          | Framework                                                            |
| SubGroup:       | Core::Time::Calendar5                                                |
| Valid:          | 1                                                                   |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'TimeZone::Calendar5'} =  '0';` |

## 2.25.3. CalendarWeekDayStart::Calendar5

| Description: | Define the start day of the week for the date picker for the indicated calendar. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar5 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CalendarWeekDayStart::Calendar5'} =  '1';` |

## 2.25.4. TimeVacationDays::Calendar5

| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar5 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```<br>$Self->{'TimeVacationDays::Calendar5'} =  {<br>  '1' => {<br>    '1' => 'New Year\'s Day'<br>  },<br>  '12' => {<br>    '24' => 'Christmas Eve',<br>    '25' => 'First Christmas Day',<br>    '26' => 'Second Christmas Day',<br>    '31' => 'New Year\'s Eve'<br>  },<br>  '5' => {<br>    '1' => 'International Workers\' Day'<br>  }<br>};``` |

## 2.25.5. TimeVacationDaysOneTime::Calendar5

| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar5 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```<br>$Self->{'TimeVacationDaysOneTime::Calendar5'} =  {<br>  '2004' => {<br>    '1' => {<br>      '1' => 'test'<br>    }<br>  }<br>};``` |

# 2.25.6. TimeWorkingHours::Calendar5

| Description: | Defines the hours and week days of the indicated calendar, to count the working time. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar5 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | |

```
$Self->{'TimeWorkingHours::Calendar5'} =  {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Mon' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Sat' => [],
  'Sun' => [],
  'Thu' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Tue' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
```

```
          '19',
          '20'
        ],
        'Wed' => [
          '8',
          '9',
          '10',
          '11',
          '12',
          '13',
          '14',
          '15',
          '16',
          '17',
          '18',
          '19',
          '20'
        ]
      ]
};
```

# 2.26. Core::Time::Calendar6

## 2.26.1. TimeZone::Calendar6Name

| Description: | Defines the name of the indicated calendar. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar6 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar6Name'} =  'Calendar Name 6';` |

## 2.26.2. TimeZone::Calendar6

| Description: | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar6 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar6'} =  '0';` |

## 2.26.3. CalendarWeekDayStart::Calendar6

| Description: | Define the start day of the week for the date picker for the indicated calendar. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar6 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CalendarWeekDayStart::Calendar6'} =  '1';` |

## 2.26.4. TimeVacationDays::Calendar6

| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Core::Time::Calendar6 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDays::Calendar6'} =  {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
``` |

## 2.26.5. TimeVacationDaysOneTime::Calendar6

| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar6 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDaysOneTime::Calendar6'} =  {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
``` |

## 2.26.6. TimeWorkingHours::Calendar6

| Description: | Defines the hours and week days of the indicated calendar, to count the working time. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar6 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeWorkingHours::Calendar6'} =  {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
``` |

```
        'Mon' => [
          '8',
          '9',
          '10',
          '11',
          '12',
          '13',
          '14',
          '15',
          '16',
          '17',
          '18',
          '19',
          '20'
        ],
        'Sat' => [],
        'Sun' => [],
        'Thu' => [
          '8',
          '9',
          '10',
          '11',
          '12',
          '13',
          '14',
          '15',
          '16',
          '17',
          '18',
          '19',
          '20'
        ],
        'Tue' => [
          '8',
          '9',
          '10',
          '11',
          '12',
          '13',
          '14',
          '15',
          '16',
          '17',
          '18',
          '19',
          '20'
        ],
        'Wed' => [
          '8',
          '9',
          '10',
          '11',
          '12',
          '13',
          '14',
          '15',
          '16',
          '17',
          '18',
          '19',
          '20'
        ]
};
```

# 2.27. Core::Time::Calendar7

## 2.27.1. TimeZone::Calendar7Name

| Description: | Defines the name of the indicated calendar. |
| --- | --- |

| Group: | Framework |
|---|---|
| SubGroup: | Core::Time::Calendar7 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar7Name'} =  'Calendar Name 7';` |

## 2.27.2. TimeZone::Calendar7

| Description: | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar7 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar7'} =  '0';` |

## 2.27.3. CalendarWeekDayStart::Calendar7

| Description: | Define the start day of the week for the date picker for the indicated calendar. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar7 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CalendarWeekDayStart::Calendar7'} =  '1';` |

## 2.27.4. TimeVacationDays::Calendar7

| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar7 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDays::Calendar7'} =  {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
``` |

## 2.27.5. TimeVacationDaysOneTime::Calendar7

| | |
|---|---|
| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar7 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDaysOneTime::Calendar7'} =  {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
``` |

## 2.27.6. TimeWorkingHours::Calendar7

| | |
|---|---|
| Description: | Defines the hours and week days of the indicated calendar, to count the working time. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar7 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeWorkingHours::Calendar7'} =  {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Mon' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Sat' => [],
  'Sun' => [],
  'Thu' => [
    '8',
    '9',
    '10',
``` |

```
            '11',
            '12',
            '13',
            '14',
            '15',
            '16',
            '17',
            '18',
            '19',
            '20'
          ],
          'Tue' => [
            '8',
            '9',
            '10',
            '11',
            '12',
            '13',
            '14',
            '15',
            '16',
            '17',
            '18',
            '19',
            '20'
          ],
          'Wed' => [
            '8',
            '9',
            '10',
            '11',
            '12',
            '13',
            '14',
            '15',
            '16',
            '17',
            '18',
            '19',
            '20'
          ]
        };
```

# 2.28. Core::Time::Calendar8

## 2.28.1. TimeZone::Calendar8Name

| | |
|---|---|
| Description: | Defines the name of the indicated calendar. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar8 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar8Name'} =  'Calendar Name 8';` |

## 2.28.2. TimeZone::Calendar8

| | |
|---|---|
| Description: | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar8 |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'TimeZone::Calendar8'} = '0';` |

## 2.28.3. CalendarWeekDayStart::Calendar8

| Description: | Define the start day of the week for the date picker for the indicated calendar. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar8 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CalendarWeekDayStart::Calendar8'} = '1';` |

## 2.28.4. TimeVacationDays::Calendar8

| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar8 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDays::Calendar8'} = {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
``` |

## 2.28.5. TimeVacationDaysOneTime::Calendar8

| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar8 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDaysOneTime::Calendar8'} = {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
``` |

# 2.28.6. TimeWorkingHours::Calendar8

| | |
|---|---|
| Description: | Defines the hours and week days of the indicated calendar, to count the working time. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar8 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeWorkingHours::Calendar8'} =  {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Mon' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Sat' => [],
  'Sun' => [],
  'Thu' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
  'Tue' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
``` |

```
            '19',
            '20'
          ],
          'Wed' => [
            '8',
            '9',
            '10',
            '11',
            '12',
            '13',
            '14',
            '15',
            '16',
            '17',
            '18',
            '19',
            '20'
          ]
        ]
};
```

# 2.29. Core::Time::Calendar9

## 2.29.1. TimeZone::Calendar9Name

| | |
|---|---|
| Description: | Defines the name of the indicated calendar. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar9 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar9Name'} =  'Calendar Name 9';` |

## 2.29.2. TimeZone::Calendar9

| | |
|---|---|
| Description: | Defines the time zone of the indicated calendar, which can be assigned later to a specific queue. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar9 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TimeZone::Calendar9'} =  '0';` |

## 2.29.3. CalendarWeekDayStart::Calendar9

| | |
|---|---|
| Description: | Define the start day of the week for the date picker for the indicated calendar. |
| Group: | Framework |
| SubGroup: | Core::Time::Calendar9 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CalendarWeekDayStart::Calendar9'} =  '1';` |

## 2.29.4. TimeVacationDays::Calendar9

| | |
|---|---|
| Description: | Adds the permanent vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |

| Group: | Framework |
|---|---|
| SubGroup: | Core::Time::Calendar9 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDays::Calendar9'} =  {
  '1' => {
    '1' => 'New Year\'s Day'
  },
  '12' => {
    '24' => 'Christmas Eve',
    '25' => 'First Christmas Day',
    '26' => 'Second Christmas Day',
    '31' => 'New Year\'s Eve'
  },
  '5' => {
    '1' => 'International Workers\' Day'
  }
};
``` |

## 2.29.5. TimeVacationDaysOneTime::Calendar9

| Description: | Adds the one time vacation days for the indicated calendar. Please use single digit pattern for numbers from 1 to 9 (instead of 01 - 09). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar9 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeVacationDaysOneTime::Calendar9'} =  {
  '2004' => {
    '1' => {
      '1' => 'test'
    }
  }
};
``` |

## 2.29.6. TimeWorkingHours::Calendar9

| Description: | Defines the hours and week days of the indicated calendar, to count the working time. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Time::Calendar9 |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'TimeWorkingHours::Calendar9'} =  {
  'Fri' => [
    '8',
    '9',
    '10',
    '11',
    '12',
    '13',
    '14',
    '15',
    '16',
    '17',
    '18',
    '19',
    '20'
  ],
``` |

```
          'Mon' => [
            '8',
            '9',
            '10',
            '11',
            '12',
            '13',
            '14',
            '15',
            '16',
            '17',
            '18',
            '19',
            '20'
          ],
          'Sat' => [],
          'Sun' => [],
          'Thu' => [
            '8',
            '9',
            '10',
            '11',
            '12',
            '13',
            '14',
            '15',
            '16',
            '17',
            '18',
            '19',
            '20'
          ],
          'Tue' => [
            '8',
            '9',
            '10',
            '11',
            '12',
            '13',
            '14',
            '15',
            '16',
            '17',
            '18',
            '19',
            '20'
          ],
          'Wed' => [
            '8',
            '9',
            '10',
            '11',
            '12',
            '13',
            '14',
            '15',
            '16',
            '17',
            '18',
            '19',
            '20'
          ]
};
```

# 2.30. Core::Web

## 2.30.1. Frontend::WebPath

| Description: | Defines the URL base path of icons, CSS and Java Script. |
|---|---|

| | |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::WebPath'} = '/otrs-web/';` |

## 2.30.2. Frontend::ImagePath

| | |
|---|---|
| Description: | Defines the URL image path of icons for navigation. |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::ImagePath'} = '<OTRS_CONFIG_Frontend::WebPath>skins/Agent/default/img/';` |

## 2.30.3. Frontend::CSSPath

| | |
|---|---|
| Description: | Defines the URL CSS path. |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::CSSPath'} = '<OTRS_CONFIG_Frontend::WebPath>css/';` |

## 2.30.4. Frontend::JavaScriptPath

| | |
|---|---|
| Description: | Defines the URL java script path. |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::JavaScriptPath'} = '<OTRS_CONFIG_Frontend::WebPath>js/';` |

## 2.30.5. Frontend::RichText

| | |
|---|---|
| Description: | Uses richtext for viewing and editing: articles, salutations, signatures, standard templates, auto responses and notifications. |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::RichText'} = '1';` |

## 2.30.6. Frontend::RichTextPath

| | |
|---|---|
| Description: | Defines the URL rich text editor path. |

| Group: | Framework |
|---|---|
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::RichTextPath'} = '<OTRS_CONFIG_Frontend::WebPath>js/thirdparty/ckeditor-4.4.8/';` |

## 2.30.7. Frontend::RichTextWidth

| Description: | Defines the width for the rich text editor component. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::RichTextWidth'} =  '620';` |

## 2.30.8. Frontend::RichTextHeight

| Description: | Defines the height for the rich text editor component. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::RichTextHeight'} =  '320';` |

## 2.30.9. Frontend::RichText::DefaultCSS

| Description: | Defines the default CSS used in rich text editors. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::RichText::DefaultCSS'} =  'font-family:Geneva,Helvetica,Arial,sans-serif; font-size: 12px;';` |

## 2.30.10. Frontend::RichText::EnhancedMode

| Description: | Defines if the enhanced mode should be used (enables use of table, replace, subscript, superscript, paste from word, etc.). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::RichText::EnhancedMode'} =  '0';` |

## 2.30.11. DisableMSIFrameSecurityRestricted

| | |
|---|---|
| Description: | Disable restricted security for IFrames in IE. May be required for SSO to work in IE. |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DisableMSIFrameSecurityRestricted'} = '0';` |

## 2.30.12. DisableIFrameOriginRestricted

| | |
|---|---|
| Description: | Disable HTTP header "X-Frame-Options: SAMEORIGIN" to allow OTRS to be included as an IFrame in other websites. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing! |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DisableIFrameOriginRestricted'} = '0';` |

## 2.30.13. DisableContentSecurityPolicy

| | |
|---|---|
| Description: | Disable HTTP header "Content-Security-Policy" to allow loading of external script contents. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing! |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DisableContentSecurityPolicy'} = '0';` |

## 2.30.14. DefaultViewNewLine

| | |
|---|---|
| Description: | Automated line break in text messages after x number of chars. |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'DefaultViewNewLine'} = '90';` |

## 2.30.15. DefaultViewLines

| | |
|---|---|
| Description: | Sets the number of lines that are displayed in text messages (e.g. ticket lines in the QueueZoom). |

| Group: | Framework |
|---|---|
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'DefaultViewLines'} = '6000';` |

## 2.30.16. Frontend::AnimationEnabled

| Description: | Turns on the animations used in the GUI. If you have problems with these animations (e.g. performance issues), you can turn them off here. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::AnimationEnabled'} = '1';` |

## 2.30.17. Frontend::MenuDragDropEnabled

| Description: | Turns on drag and drop for the main navigation. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::MenuDragDropEnabled'} = '1';` |

## 2.30.18. AttachmentDownloadType

| Description: | Allows choosing between showing the attachments of a ticket in the browser (inline) or just make them downloadable (attachment). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'AttachmentDownloadType'} = 'attachment';` |

## 2.30.19. WebMaxFileUpload

| Description: | Defines the maximal size (in bytes) for file uploads via the browser. Warning: Setting this option to a value which is too low could cause many masks in your OTRS instance to stop working (probably any mask which takes input from the user). |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'WebMaxFileUpload'} =  '24000000';` |

## 2.30.20. WebUploadCacheModule

| Description: | Selects the module to handle uploads via the web interface. "DB" stores all uploads in the database, "FS" uses the file system. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'WebUploadCacheModule'} = 'Kernel::System::Web::UploadCache::DB';` |

## 2.30.21. Frontend::Output::FilterText###AAAURL

| Description: | Defines the filter that processes the text in the articles, in order to highlight URLs. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Output::FilterText'}->{'AAAURL'} =  {`<br>`  'Module' => 'Kernel::Output::HTML::OutputFilterTextURL',`<br>`  'Templates' => {`<br>`    'AgentTicketZoom' => '1'`<br>`  }`<br>`};` |

## 2.30.22. Frontend::Themes

| Description: | Activates the available themes on the system. Value 1 means active, 0 means inactive. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Themes'} =  {`<br>`  'Lite' => '0',`<br>`  'Standard' => '1'`<br>`};` |

## 2.30.23. Frontend::Output::FilterText###OutputFilterTextAutoLi

| Description: | Defines a filter to process the text in the articles, in order to highlight predefined keywords. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 0 |

| Required: | 0 |
|---|---|
| Config-Setting: | ```
$Self->{'Frontend::Output::FilterText'}-
>{'OutputFilterTextAutoLink'} = {
  'Module' => 'Kernel::Output::HTML::OutputFilterTextAutoLink',
  'Templates' => {
    'AgentTicketZoom' => '1'
  }
};
``` |

## 2.30.24. Frontend::Output::OutputFilterTextAutoLink###CVE

| Description: | Defines a filter for html output to add links behind CVE numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possiblity is to insert the link to the image. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Output::OutputFilterTextAutoLink'}->{'CVE'} = {
  'RegExp' => [
    '(CVE|CAN)\\-(\\d{3,4})\\-(\\d{2,})'
  ],
  'Templates' => {
    'AgentTicketZoom' => '1'
  },
  'URL1' => {
    'Description' => 'Mitre',
    'Image' => 'http://cve.mitre.org/favicon.ico',
    'Target' => '_blank',
    'URL' => 'http://cve.mitre.org/cgi-bin/cvename.cgi?
name=<MATCH1>-<MATCH2>-<MATCH3>'
  },
  'URL2' => {
    'Description' => 'Google',
    'Image' => 'http://www.google.de/favicon.ico',
    'Target' => '_blank',
    'URL' => 'http://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>'
  },
  'URL3' => {
    'Description' => 'US-CERT NVD',
    'Image' => 'http://nvd.nist.gov/favicon.ico',
    'Target' => '_blank',
    'URL' => 'http://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>-<MATCH2>-
<MATCH3>'
  }
};
``` |

## 2.30.25. Frontend::Output::OutputFilterTextAutoLink###Bugtraq

| Description: | Defines a filter for html output to add links behind bugtraq numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possiblity is to insert the link to the image. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Output::OutputFilterTextAutoLink'}->{'Bugtraq'}
= {
``` |

```
      'RegExp' => [
        'Bugtraq[\\s\\w\\t]*?ID[\\s\\w\\t]*?:[\\s\\w\\t]*?(\\d{2,8})',
        'Bugtraq[\\s\\w\\t]*?ID[\\s\\w\\t]*?(\\d{2,8})',
        'Bugtraq[\\s\\w\\t]*?:[\\s\\w\\t]*?(\\d{2,8})',
        'Bugtraq[\\s\\w\\t]*?(\\d{2,8})',
        'BID[\\s\\w\\t]*?:[\\s\\w\\t]*?(\\d{2,8})',
        'BID[\\s\\w\\t]*?(\\d{2,8})'
      ],
      'Templates' => {
        'AgentTicketZoom' => '1'
      },
      'URL1' => {
        'Description' => 'Security Focus',
        'Image' => 'http://www.securityfocus.com/favicon.ico',
        'Target' => '_blank',
        'URL' => 'http://www.securityfocus.com/bid/<MATCH1>/info'
      },
      'URL2' => {
        'Description' => 'Google',
        'Image' => 'http://www.google.de/favicon.ico',
        'Target' => '_blank',
        'URL' => 'http://google.com/search?q=<MATCH>'
      }
};
```

## 2.30.26. Frontend::Output::OutputFilterTextAutoLink###MSBull

| | |
|---|---|
| Description: | Defines a filter for html output to add links behind MSBulletin numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possiblity is to insert the link to the image. |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'Frontend::Output::OutputFilterTextAutoLink'}->{'MSBulletins'} = { 'RegExp' => [ 'MS[^A-Za-z]{0,5}(\\d\\d).?(\\d{2,4})' ], 'Templates' => { 'AgentTicketZoom' => '1' }, 'URL1' => { 'Description' => 'Microsoft Technet', 'Image' => 'http://www.microsoft.com/favicon.ico', 'Target' => '_blank', 'URL' => 'http://www.microsoft.com/technet/security/bulletin/MS<MATCH1>-<MATCH2>.mspx' }, 'URL2' => { 'Description' => 'Google', 'Image' => 'http://www.google.de/favicon.ico', 'Target' => '_blank', 'URL' => 'http://google.com/search?q=MS<MATCH1>-<MATCH2>' } }; ``` |

## 2.30.27. Frontend::Output::OutputFilterTextAutoLink###Setting

| | |
|---|---|
| Description: | Define a filter for html output to add links behind a defined string. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possiblity is to insert the link to the image. |

| Group: | Framework |
|---|---|
| SubGroup: | Core::Web |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Output::OutputFilterTextAutoLink'}->{'Setting1'}
= {
  'RegExp' => [
    'RegExp'
  ],
  'Templates' => {
    'AgentTicketZoom' => '1'
  },
  'URL1' => {
    'Description' => 'Description',
    'Image' => 'right-small.png',
    'Target' => '_blank',
    'URL' => 'URL'
  },
  'URL2' => {
    'Description' => 'Description',
    'Image' => 'Image',
    'Target' => '_blank',
    'URL' => 'URL'
  }
};
``` |

## 2.30.28. Frontend::Output::OutputFilterTextAutoLink###Setting

| Description: | Defines a filter for html output to add links behind a defined string. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possiblity is to insert the link to the image. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Output::OutputFilterTextAutoLink'}->{'Setting2'}
= {
  'RegExp' => [
    'RegExp'
  ],
  'Templates' => {
    'AgentTicketZoom' => '1'
  },
  'URL1' => {
    'Description' => 'Description',
    'Image' => 'right-small.png',
    'Target' => '_blank',
    'URL' => 'URL'
  },
  'URL2' => {
    'Description' => 'Description',
    'Image' => 'Image',
    'Target' => '_blank',
    'URL' => 'URL'
  },
  'URL3' => {
    'Description' => 'Description',
    'Image' => 'Image',
    'Target' => '_blank',
    'URL' => 'URL'
  }
};
``` |

## 2.30.29. Loader::Enabled::CSS

| | |
|---|---|
| Description: | If enabled, OTRS will deliver all CSS files in minified form. WARNING: If you turn this off, there will likely be problems in IE 7, because it cannot load more than 32 CSS files. |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Loader::Enabled::CSS'} = '1';` |

## 2.30.30. Loader::Enabled::JS

| | |
|---|---|
| Description: | If enabled, OTRS will deliver all JavaScript files in minified form. |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Loader::Enabled::JS'} = '1';` |

## 2.30.31. Loader::Agent::CommonCSS###000-Framework

| | |
|---|---|
| Description: | List of CSS files to always be loaded for the agent interface. |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ``` $Self->{'Loader::Agent::CommonCSS'}->{'000-Framework'} = [
  'Core.Reset.css',
  'Core.Default.css',
  'Core.Header.css',
  'Core.OverviewControl.css',
  'Core.OverviewSmall.css',
  'Core.OverviewMedium.css',
  'Core.OverviewLarge.css',
  'Core.Footer.css',
  'Core.PageLayout.css',
  'Core.Form.css',
  'Core.Table.css',
  'Core.Widget.css',
  'Core.WidgetMenu.css',
  'Core.TicketDetail.css',
  'Core.Tooltip.css',
  'Core.Dialog.css',
  'Core.Print.css',
  'thirdparty/fontawesome/font-awesome.css'
]; ``` |

## 2.30.32. Loader::Agent::CommonCSS::IE8###000-Framework

| | |
|---|---|
| Description: | List of IE8-specific CSS files to always be loaded for the agent interface. |

| Group: | Framework |
| --- | --- |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Loader::Agent::CommonCSS::IE8'}->{'000-Framework'} = [
  'Core.OverviewSmall.IE8.css'
];
``` |

## 2.30.33. Loader::Agent::CommonJS###000-Framework

| Description: | List of JS files to always be loaded for the agent interface. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Loader::Agent::CommonJS'}->{'000-Framework'} = [
  'thirdparty/jquery-1.11.1/jquery.js',
  'thirdparty/jquery-browser-detection/jquery-browser-detection.js',
  'thirdparty/jquery-ui-1.11.1/jquery-ui.js',
  'thirdparty/jquery-validate-1.13.0/jquery.validate.js',
  'thirdparty/stacktrace-0.6.2/stacktrace.js',
  'thirdparty/jquery-pubsub/pubsub.js',
  'thirdparty/jquery-jstree-v.pre1.0/jquery.jstree.js',
  'thirdparty/jquery-jstree-v.pre1.0/_lib/jquery.hotkeys.js',
  'Core.JavaScriptEnhancements.js',
  'Core.Debug.js',
  'Core.Data.js',
  'Core.Config.js',
  'Core.Exception.js',
  'Core.JSON.js',
  'Core.App.js',
  'Core.AJAX.js',
  'Core.UI.js',
  'Core.UI.Accordion.js',
  'Core.UI.Datepicker.js',
  'Core.UI.DnD.js',
  'Core.UI.Resizable.js',
  'Core.UI.Table.js',
  'Core.UI.Accessibility.js',
  'Core.UI.RichTextEditor.js',
  'Core.UI.Dialog.js',
  'Core.UI.ActionRow.js',
  'Core.UI.Popup.js',
  'Core.UI.TreeSelection.js',
  'Core.UI.Autocomplete.js',
  'Core.Form.js',
  'Core.Form.ErrorTooltips.js',
  'Core.Form.Validate.js',
  'Core.Agent.js',
  'Core.Agent.Search.js',
  'Core.Agent.CustomerInformationCenterSearch.js'
];
``` |

## 2.30.34. Loader::Agent::CommonJS###001-JQueryMigrate

| Description: | List of JS files to always be loaded for the agent interface. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Core::Web |

| Valid: | 0 |
|---|---|
| Required: | 0 |
| Config-Setting: | `$Self->{'Loader::Agent::CommonJS'}->{'001-JQueryMigrate'} =  [`<br>`  'thirdparty/jquery-migrate-1.2.1/jquery-migrate.js'`<br>`];` |

## 2.30.35. Loader::Customer::CommonCSS###000-Framework

| Description: | List of CSS files to always be loaded for the customer interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Loader::Customer::CommonCSS'}->{'000-Framework'} =  [`<br>`  'Core.Reset.css',`<br>`  'Core.Default.css',`<br>`  'Core.Form.css',`<br>`  'Core.Dialog.css',`<br>`  'Core.Tooltip.css',`<br>`  'Core.Login.css',`<br>`  'Core.Control.css',`<br>`  'Core.Table.css',`<br>`  'Core.TicketZoom.css',`<br>`  'Core.Print.css',`<br>`  'thirdparty/fontawesome/font-awesome.css'`<br>`];` |

## 2.30.36. Loader::Customer::CommonCSS::IE8###000-Framework

| Description: | List of IE8-specific CSS files to always be loaded for the customer interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Loader::Customer::CommonCSS::IE8'}->{'000-Framework'} =`<br>`[];` |

## 2.30.37. Loader::Customer::CommonJS###000-Framework

| Description: | List of JS files to always be loaded for the customer interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Loader::Customer::CommonJS'}->{'000-Framework'} =  [`<br>`  'thirdparty/jquery-1.11.1/jquery.js',`<br>`  'thirdparty/jquery-browser-detection/jquery-browser-detection.js',`<br>`  'thirdparty/jquery-validate-1.13.0/jquery.validate.js',` |

```
                      'thirdparty/jquery-ui-1.11.1/jquery-ui.js',
                      'thirdparty/stacktrace-0.6.2/stacktrace.js',
                      'thirdparty/jquery-pubsub/pubsub.js',
                      'thirdparty/jquery-jstree-v.pre1.0/jquery.jstree.js',
                      'thirdparty/jquery-jstree-v.pre1.0/_lib/jquery.hotkeys.js',
                      'Core.Debug.js',
                      'Core.Data.js',
                      'Core.Exception.js',
                      'Core.JSON.js',
                      'Core.JavaScriptEnhancements.js',
                      'Core.Config.js',
                      'Core.App.js',
                      'Core.AJAX.js',
                      'Core.UI.js',
                      'Core.UI.Accessibility.js',
                      'Core.UI.Dialog.js',
                      'Core.UI.RichTextEditor.js',
                      'Core.UI.Datepicker.js',
                      'Core.UI.Popup.js',
                      'Core.UI.TreeSelection.js',
                      'Core.UI.Autocomplete.js',
                      'Core.Form.js',
                      'Core.Form.ErrorTooltips.js',
                      'Core.Form.Validate.js',
                      'Core.Customer.js'
                    ];
```

## 2.30.38. Loader::Customer::CommonJS###001-JQueryMigrate

| Description:   | List of JS files to always be loaded for the agent interface. |
|----------------|---------------------------------------------------------------|
| Group:         | Framework |
| SubGroup:      | Core::Web |
| Valid:         | 0 |
| Required:      | 0 |
| Config-Setting: | `$Self->{'Loader::Customer::CommonJS'}->{'001-JQueryMigrate'} = [ 'thirdparty/jquery-migrate-1.2.1/jquery-migrate.js' ];` |

## 2.30.39. Loader::Agent::DefaultSelectedSkin

| Description:   | The agent skin's InternalName which should be used in the agent interface. Please check the available skins in Frontend::Agent::Skins. |
|----------------|---------------------------------------------------------------|
| Group:         | Framework |
| SubGroup:      | Core::Web |
| Valid:         | 1 |
| Required:      | 1 |
| Config-Setting: | `$Self->{'Loader::Agent::DefaultSelectedSkin'} = 'default';` |

## 2.30.40. Loader::Customer::SelectedSkin::HostBased

| Description: | It is possible to configure different skins, for example to distinguish between diferent customers, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a |

| | valid skin on your system. Please see the example entries for the proper form of the regex. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::Web |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Loader::Customer::SelectedSkin::HostBased'} = {`<br>`  'host1\\.example\\.com' => 'Someskin1',`<br>`  'host2\\.example\\.com' => 'Someskin2'`<br>`};` |

# 2.31. Core::WebUserAgent

## 2.31.1. WebUserAgent::Timeout

| Description: | Sets the timeout (in seconds) for http/ftp downloads. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::WebUserAgent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'WebUserAgent::Timeout'} = '15';` |

## 2.31.2. WebUserAgent::Proxy

| Description: | Defines the connections for http/ftp, via a proxy. |
|---|---|
| Group: | Framework |
| SubGroup: | Core::WebUserAgent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'WebUserAgent::Proxy'} = 'http://proxy.sn.no:8001/';` |

## 2.31.3. WebUserAgent::DisableSSLVerification

| Description: | Turns off SSL certificate validation, for example if you use a transparent HTTPS proxy. Use at your own risk! |
|---|---|
| Group: | Framework |
| SubGroup: | Core::WebUserAgent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'WebUserAgent::DisableSSLVerification'} = '0';` |

# 2.32. Crypt::PGP

## 2.32.1. PGP

| Description: | Enables PGP support. When PGP support is enabled for signing and encrypting mail, it is HIGHLY recommended that the web server |
|---|---|

| | |
|---|---|
| | runs as the OTRS user. Otherwise, there will be problems with the privileges when accessing .gnupg folder. |
| Group: | Framework |
| SubGroup: | Crypt::PGP |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PGP'} =  '0';` |

## 2.32.2. PGP::Bin

| | |
|---|---|
| Description: | Defines the path to PGP binary. |
| Group: | Framework |
| SubGroup: | Crypt::PGP |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PGP::Bin'} =  '/usr/bin/gpg';` |

## 2.32.3. PGP::Options

| | |
|---|---|
| Description: | Sets the options for PGP binary. |
| Group: | Framework |
| SubGroup: | Crypt::PGP |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PGP::Options'} =  '--homedir /opt/otrs/.gnupg/ --batch --no-tty --yes';` |

## 2.32.4. PGP::Key::Password

| | |
|---|---|
| Description: | Sets the password for private PGP key. |
| Group: | Framework |
| SubGroup: | Crypt::PGP |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PGP::Key::Password'} =  {`<br>`  '488A0B8F' => 'SomePassword',`<br>`  'D2DF79FA' => 'SomePassword'`<br>`};` |

## 2.32.5. PGP::TrustedNetwork

| | |
|---|---|
| Description: | Set this to yes if you trust in all your public and private pgp keys, even if they are not certified with a trusted signature. |
| Group: | Framework |
| SubGroup: | Crypt::PGP |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | `$Self->{'PGP::TrustedNetwork'} =  '0';` |

## 2.32.6. PGP::Log

| Description: | Configure your own log text for PGP. |
|---|---|
| Group: | Framework |
| SubGroup: | Crypt::PGP |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```<br>$Self->{'PGP::Log'} =  {<br>  'BADSIG' => 'The PGP signature with the keyid has not been<br>verified successfully.',<br>  'ERRSIG' => 'It was not possible to check the PGP signature,<br>this may be caused by a missing public key or an unsupported<br>algorithm.',<br>  'EXPKEYSIG' => 'The PGP signature was made by an expired key.',<br>  'GOODSIG' => 'Good PGP signature.',<br>  'KEYREVOKED' => 'The PGP signature was made by a revoked key, this<br>could mean that the signature is forged.',<br>  'NODATA' => 'No valid OpenPGP data found.',<br>  'NO_PUBKEY' => 'No public key found.',<br>  'REVKEYSIG' => 'The PGP signature was made by a revoked key, this<br>could mean that the signature is forged.',<br>  'SIGEXPIRED' => 'The PGP signature is expired.',<br>  'SIG_ID' => 'Signature data.',<br>  'TRUST_UNDEFINED' => 'This key is not certified with a trusted<br>signature!.',<br>  'VALIDSIG' => 'The PGP signature with the keyid is good.'<br>};<br>``` |

## 2.32.7. PGP::StoreDecryptedData

| Description: | If this option is enabled, then the decrypted data will be stored in the database if they are displayed in AgentTicketZoom. |
|---|---|
| Group: | Framework |
| SubGroup: | Crypt::PGP |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PGP::StoreDecryptedData'} =  '1';` |

# 2.33. Crypt::SMIME

## 2.33.1. SMIME

| Description: | Enables S/MIME support. |
|---|---|
| Group: | Framework |
| SubGroup: | Crypt::SMIME |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'SMIME'} =  '0';` |
|---|---|

## 2.33.2. SMIME::Bin

| Description: | Defines the path to open ssl binary. It may need a HOME env ($ENV{HOME} = '/var/lib/wwwrun';). |
|---|---|
| Group: | Framework |
| SubGroup: | Crypt::SMIME |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SMIME::Bin'} =  '/usr/bin/openssl';` |

## 2.33.3. SMIME::CertPath

| Description: | Specifies the directory where SSL certificates are stored. |
|---|---|
| Group: | Framework |
| SubGroup: | Crypt::SMIME |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SMIME::CertPath'} =  '/etc/ssl/certs';` |

## 2.33.4. SMIME::PrivatePath

| Description: | Specifies the directory where private SSL certificates are stored. |
|---|---|
| Group: | Framework |
| SubGroup: | Crypt::SMIME |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SMIME::PrivatePath'} =  '/etc/ssl/private';` |

## 2.33.5. SMIME::CacheTTL

| Description: | Cache time in seconds for the SSL certificate attributes. |
|---|---|
| Group: | Framework |
| SubGroup: | Crypt::SMIME |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SMIME::CacheTTL'} =  '86400';` |

## 2.33.6. SMIME::StoreDecryptedData

| Description: | If this option is enabled, then the decrypted data will be stored in the database if they are displayed in AgentTicketZoom. |
|---|---|
| Group: | Framework |

| SubGroup: | Crypt::SMIME |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'SMIME::StoreDecryptedData'} = '1';` |

# 2.34. CustomerInformationCenter

## 2.34.1. AgentCustomerInformationCenter::MainMenu###010-EditCustomerID

| Description: | Main menu registration. |
|---|---|
| Group: | Framework |
| SubGroup: | CustomerInformationCenter |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'AgentCustomerInformationCenter::MainMenu'}->{'010-EditCustomerID'} = {`<br>`'Link' => '[% Env("Baselink")`<br>`%]Action=AdminCustomerCompany;Subaction=Change;CustomerID=[%`<br>`Data.CustomerID | uri %];Nav=0',`<br>`'Name' => 'Edit customer company'`<br>`};` |

# 2.35. Frontend::Admin

## 2.35.1. Events###Package

| Description: | List of all Package events to be displayed in the GUI. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Admin |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Events'}->{'Package'} = [`<br>`'PackageInstall',`<br>`'PackageReinstall',`<br>`'PackageUpgrade',`<br>`'PackageUninstall'`<br>`];` |

## 2.35.2. Events###DynamicField

| Description: | List of all DynamicField events to be displayed in the GUI. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Admin |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Events'}->{'DynamicField'} = [`<br>`'DynamicFieldAdd',`<br>`'DynamicFieldUpdate',` |

```
    'DynamicFieldDelete'
];
```

### 2.35.3. Events###CustomerUser

| | |
|---|---|
| Description: | List of all CustomerUser events to be displayed in the GUI. |
| Group: | Framework |
| SubGroup: | Frontend::Admin |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Events'}->{'CustomerUser'} =  [`<br>`  'CustomerUserAdd',`<br>`  'CustomerUserUpdate'`<br>`];``` |

### 2.35.4. Events###CustomerCompany

| | |
|---|---|
| Description: | List of all CustomerCompany events to be displayed in the GUI. |
| Group: | Framework |
| SubGroup: | Frontend::Admin |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Events'}->{'CustomerCompany'} =  [`<br>`  'CustomerCompanyAdd',`<br>`  'CustomerCompanyUpdate'`<br>`];``` |

## 2.36. Frontend::Admin::AdminCustomerCompany

### 2.36.1. AdminCustomerCompany::RunInitialWildcardSearch

| | |
|---|---|
| Description: | Runs an initial wildcard search of the existing customer company when accessing the AdminCustomerCompany module. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::AdminCustomerCompany |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'AdminCustomerCompany::RunInitialWildcardSearch'} =  '1';``` |

## 2.37. Frontend::Admin::AdminCustomerUser

### 2.37.1. AdminCustomerUser::RunInitialWildcardSearch

| | |
|---|---|
| Description: | Runs an initial wildcard search of the existing customer users when accessing the AdminCustomerUser module. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::AdminCustomerUser |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'AdminCustomerUser::RunInitialWildcardSearch'} = '1';` |

# 2.38. Frontend::Admin::AdminSelectBox

## 2.38.1. AdminSelectBox::AllowDatabaseModification

| Description: | Controls if the admin is allowed to make changes to the database via AdminSelectBox. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Admin::AdminSelectBox |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'AdminSelectBox::AllowDatabaseModification'} = '0';` |

# 2.39. Frontend::Admin::ModuleRegistration

## 2.39.1. Frontend::Module###Admin

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'Admin'} = {
  'Description' => 'Admin-Area',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.SysConfig.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'a',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=Admin',
      'LinkOption' => '',
      'Name' => 'Admin',
      'NavBar' => 'Admin',
      'Prio' => '10000',
      'Type' => 'Menu'
    }
  ],
  'NavBarModule' => {
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin'
  },
  'NavBarName' => 'Admin',
  'Title' => ''
``` |

```
};
```

## 2.39.2. Frontend::Module###AdminInit

| Description:     | Frontend module registration for the agent interface. |
| ---------------- | ----------------------------------------------------- |
| Group:           | Framework |
| SubGroup:        | Frontend::Admin::ModuleRegistration |
| Valid:           | 1 |
| Required:        | 0 |
| Config-Setting:  | ```$Self->{'Frontend::Module'}->{'AdminInit'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarName' => '',
  'Title' => 'Init'
};``` |

## 2.39.3. Frontend::Module###AdminUser

| Description:     | Frontend module registration for the agent interface. |
| ---------------- | ----------------------------------------------------- |
| Group:           | Framework |
| SubGroup:        | Frontend::Admin::ModuleRegistration |
| Valid:           | 1 |
| Required:        | 0 |
| Config-Setting:  | ```$Self->{'Frontend::Module'}->{'AdminUser'} = {
  'Description' => 'Create and manage agents.',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Agent',
    'Description' => 'Create and manage agents.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Agents',
    'Prio' => '100'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Agents'
};``` |

## 2.39.4. Frontend::Module###AdminGroup

| Description:     | Frontend module registration for the agent interface. |
| ---------------- | ----------------------------------------------------- |
| Group:           | Framework |
| SubGroup:        | Frontend::Admin::ModuleRegistration |
| Valid:           | 1 |
| Required:        | 0 |
| Config-Setting:  | ```$Self->{'Frontend::Module'}->{'AdminGroup'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Agent',``` |

```
                                   'Description' => 'Create and manage groups.',
                                   'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
                                   'Name' => 'Groups',
                                   'Prio' => '150'
                                 },
                                 'NavBarName' => 'Admin',
                                 'Title' => 'Groups'
                               };
```

## 2.39.5. Frontend::Module###AdminUserGroup

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminUserGroup'} =  {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Agent',
    'Description' => 'Link agents to groups.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Agents <-> Groups',
    'Prio' => '200'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Agents <-> Groups'
};``` |

## 2.39.6. Frontend::Module###AdminCustomerUser

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminCustomerUser'} =  {
  'Description' => 'Edit Customer Users',
  'Group' => [
    'admin',
    'users'
  ],
  'GroupRo' => [
    ''
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => '',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=AdminCustomerUser;Nav=Agent',
      'LinkOption' => '',
      'Name' => 'Customer User Administration',``` |

```
          'NavBar' => 'Customers',
          'Prio' => '9000',
          'Type' => ''
        }
    ],
    'NavBarModule' => {
      'Block' => 'Customer',
      'Description' => 'Create and manage customer users.',
      'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
      'Name' => 'Customer User',
      'Prio' => '300'
    },
    'NavBarName' => 'Customers',
    'Title' => 'Customer Users'
};
```

## 2.39.7. Frontend::Module###AdminCustomerCompany

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminCustomerCompany'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin',
    'users'
  ],
  'GroupRo' => [
    ''
  ],
  'NavBar' => [
    {
      'AccessKey' => '',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=AdminCustomerCompany;Nav=Agent',
      'LinkOption' => '',
      'Name' => 'Customer Administration',
      'NavBar' => 'Customers',
      'Prio' => '9100',
      'Type' => ''
    }
  ],
  'NavBarModule' => {
    'Block' => 'Customer',
    'Description' => 'Create and manage customers.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Customers',
    'Prio' => '310'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Customer Companies'
};``` |

## 2.39.8. Frontend::Module###AdminCustomerUserGroup

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminCustomerUserGroup'} = {```<br>```  'Description' => 'Admin',```<br>```  'Group' => [```<br>```    'admin'```<br>```  ],```<br>```  'NavBarModule' => {```<br>```    'Block' => 'Customer',```<br>```    'Description' => 'Link customer user to groups.',```<br>```    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',```<br>```    'Name' => 'Customer User <-> Groups',```<br>```    'Prio' => '400'```<br>```  },```<br>```  'NavBarName' => 'Admin',```<br>```  'Title' => 'Customers <-> Groups'```<br>```};``` |

## 2.39.9. Frontend::Module###AdminCustomerUserService

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminCustomerUserService'} = {```<br>```  'Description' => 'Admin',```<br>```  'Group' => [```<br>```    'admin'```<br>```  ],```<br>```  'NavBarModule' => {```<br>```    'Block' => 'Customer',```<br>```    'Description' => 'Link customer user to services.',```<br>```    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',```<br>```    'Name' => 'Customer User <-> Services',```<br>```    'Prio' => '500'```<br>```  },```<br>```  'NavBarName' => 'Admin',```<br>```  'Title' => 'Customer User <-> Services'```<br>```};``` |

## 2.39.10. Frontend::Module###AdminRole

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminRole'} = {```<br>```  'Description' => 'Admin',```<br>```  'Group' => [```<br>```    'admin'```<br>```  ],```<br>```  'NavBarModule' => {```<br>```    'Block' => 'Agent',```<br>```    'Description' => 'Create and manage roles.',```<br>```    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',```<br>```    'Name' => 'Roles',```<br>```    'Prio' => '600'```<br>```  },```<br>```  'NavBarName' => 'Admin',``` |

```
        'Title' => 'Roles'
};
```

## 2.39.11. Frontend::Module###AdminRoleUser

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminRoleUser'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Agent',
    'Description' => 'Link agents to roles.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Agents <-> Roles',
    'Prio' => '700'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Agents <-> Roles'
};``` |

## 2.39.12. Frontend::Module###AdminRoleGroup

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminRoleGroup'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Agent',
    'Description' => 'Link roles to groups.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Roles <-> Groups',
    'Prio' => '800'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Roles <-> Groups'
};``` |

## 2.39.13. Frontend::Module###AdminSMIME

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | ``` $Self->{'Frontend::Module'}->{'AdminSMIME'} = { 'Description' => 'Admin', 'Group' => [ 'admin' ], 'NavBarModule' => { 'Block' => 'Email', 'Description' => 'Manage S/MIME certificates for email encryption.', 'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin', 'Name' => 'S/MIME Certificates', 'Prio' => '1100' }, 'NavBarName' => 'Admin', 'Title' => 'S/MIME Management' }; ``` |
|---|---|

## 2.39.14. Frontend::Module###AdminPGP

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'Frontend::Module'}->{'AdminPGP'} = { 'Description' => 'Admin', 'Group' => [ 'admin' ], 'NavBarModule' => { 'Block' => 'Email', 'Description' => 'Manage PGP keys for email encryption.', 'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin', 'Name' => 'PGP Keys', 'Prio' => '1200' }, 'NavBarName' => 'Admin', 'Title' => 'PGP Key Management' }; ``` |

## 2.39.15. Frontend::Module###AdminMailAccount

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'Frontend::Module'}->{'AdminMailAccount'} = { 'Description' => 'Admin', 'Group' => [ 'admin' ], 'NavBarModule' => { 'Block' => 'Email', 'Description' => 'Manage POP3 or IMAP accounts to fetch email from.', 'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin', 'Name' => 'PostMaster Mail Accounts', 'Prio' => '100' }, 'NavBarName' => 'Admin', ``` |

```
    'Title' => 'Mail Accounts'
};
```

## 2.39.16. Frontend::Module###AdminPostMasterFilter

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminPostMasterFilter'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Email',
    'Description' => 'Filter incoming emails.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'PostMaster Filters',
    'Prio' => '200'
  },
  'NavBarName' => 'Admin',
  'Title' => 'PostMaster Filters'
};``` |

## 2.39.17. Frontend::Module###AdminEmail

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminEmail'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Send notifications to users.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Admin Notification',
    'Prio' => '400'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Admin Notification'
};``` |

## 2.39.18. Frontend::Module###AdminSession

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminSession'} =  {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Manage existing sessions.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Session Management',
    'Prio' => '500'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Session Management'
};``` |

## 2.39.19. Frontend::Module###AdminPerformanceLog

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminPerformanceLog'} =  {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.PerformanceLog.css'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'View performance benchmark results.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Performance Log',
    'Prio' => '550'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Performance Log'
};``` |

## 2.39.20. Frontend::Module###AdminRegistration

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminRegistration'} =  {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.Registration.css'
    ]
  },``` |

```
'NavBarModule' => {
  'Block' => 'System',
  'Description' => 'Manage system registration.',
  'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
  'Name' => 'System Registration',
  'Prio' => '350'
},
'NavBarName' => 'Admin',
'Title' => 'System Registration'
};
```

## 2.39.21. Frontend::Module###AdminOTRSBusiness

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminOTRSBusiness'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.OTRSBusiness.css'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Deploy and manage OTRS Business Solution™.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'OTRS Business Solution™',
    'Prio' => '360'
  },
  'NavBarName' => 'Admin',
  'Title' => 'OTRS Business Solution™'
};``` |

## 2.39.22. Frontend::Module###AdminServiceCenter

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminServiceCenter'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ServiceCenter.css'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Manage OTRS Group services.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Service Center',
    'Prio' => '370'``` |

```
     },
     'NavBarName' => 'Admin',
     'Title' => 'Service Center'
   };
```

## 2.39.23. Frontend::Module###AdminLog

| Description:   | Frontend module registration for the agent interface. |
|----------------|--------------------------------------------------------|
| Group:         | Framework                                              |
| SubGroup:      | Frontend::Admin::ModuleRegistration                    |
| Valid:         | 1                                                      |
| Required:      | 0                                                      |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminLog'} =  {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'View system log messages.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'System Log',
    'Prio' => '600'
  },
  'NavBarName' => 'Admin',
  'Title' => 'System Log'
};``` |

## 2.39.24. Frontend::Module###AdminSelectBox

| Description:   | Frontend module registration for the agent interface. |
|----------------|--------------------------------------------------------|
| Group:         | Framework                                              |
| SubGroup:      | Frontend::Admin::ModuleRegistration                    |
| Valid:         | 1                                                      |
| Required:      | 0                                                      |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminSelectBox'} =  {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Execute SQL statements.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'SQL Box',
    'Prio' => '700'
  },
  'NavBarName' => 'Admin',
  'Title' => 'SQL Box'
};``` |

## 2.39.25. Frontend::Module###AdminPackageManager

| Description:   | Frontend module registration for the agent interface. |
|----------------|--------------------------------------------------------|
| Group:         | Framework                                              |
| SubGroup:      | Frontend::Admin::ModuleRegistration                    |
| Valid:         | 1                                                      |

| Required: | 0 |
|---|---|
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminPackageManager'} = {
  'Description' => 'Software Package Manager',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Update and extend your system with software
packages.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Package Manager',
    'Prio' => '1000'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Package Manager'
};
``` |

## 2.39.26. Frontend::Module###AdminSystemMaintenance

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminSystemMaintenance'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Schedule a maintenance period.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'System Maintenance',
    'Prio' => '501'
  },
  'NavBarName' => 'Admin',
  'Title' => 'System Maintenance'
};
``` |

# 2.40. Frontend::Agent

## 2.40.1. AgentLogo

| Description: | The logo shown in the header of the agent interface. The URL to the image can be a relative URL to the skin image directory, or a full URL to a remote web server. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'AgentLogo'} = {
  'StyleHeight' => '67px',
  'StyleRight' => '38px',
  'StyleTop' => '4px',
  'StyleWidth' => '270px',
  'URL' => 'skins/Agent/default/img/logo_bg.png'
};
``` |

## 2.40.2. AgentLogoCustom###default

| | |
|---|---|
| Description: | The logo shown in the header of the agent interface for the skin "default". See "AgentLogo" for further description. |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'AgentLogoCustom'}->{'default'} = {``` `'StyleHeight' => '67px',` `'StyleRight' => '38px',` `'StyleTop' => '4px',` `'StyleWidth' => '270px',` `'URL' => 'skins/Agent/default/img/logo_bg.png'` `};` |

## 2.40.3. AgentLogoCustom###slim

| | |
|---|---|
| Description: | The logo shown in the header of the agent interface for the skin "slim". See "AgentLogo" for further description. |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'AgentLogoCustom'}->{'slim'} = {``` `'StyleHeight' => '67px',` `'StyleRight' => '38px',` `'StyleTop' => '4px',` `'StyleWidth' => '270px',` `'URL' => 'skins/Agent/default/img/logo_bg.png'` `};` |

## 2.40.4. AgentLogoCustom###ivory

| | |
|---|---|
| Description: | The logo shown in the header of the agent interface for the skin "ivory". See "AgentLogo" for further description. |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'AgentLogoCustom'}->{'ivory'} = {``` `'StyleHeight' => '67px',` `'StyleRight' => '38px',` `'StyleTop' => '4px',` `'StyleWidth' => '270px',` `'URL' => 'skins/Agent/default/img/logo_bg.png'` `};` |

## 2.40.5. AgentLogoCustom###ivory-slim

| | |
|---|---|
| Description: | The logo shown in the header of the agent interface for the skin "ivory-slim". See "AgentLogo" for further description. |

| Group: | Framework |
|---|---|
| SubGroup: | Frontend::Agent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'AgentLogoCustom'}->{'ivory-slim'} = {
  'StyleHeight' => '67px',
  'StyleRight' => '38px',
  'StyleTop' => '4px',
  'StyleWidth' => '270px',
  'URL' => 'skins/Agent/default/img/logo_bg.png'
};``` |

## 2.40.6. AgentLoginLogo

| Description: | The logo shown on top of the login box of the agent interface. The URL to the image must be relative URL to the skin image directory. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'AgentLoginLogo'} = {
  'StyleHeight' => '100px',
  'URL' => 'skins/Agent/default/img/loginlogo_default.png'
};``` |

## 2.40.7. LoginURL

| Description: | Defines an alternate URL, where the login link refers to. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'LoginURL'} = 'http://host.example.com/login.html';``` |

## 2.40.8. LogoutURL

| Description: | Defines an alternate URL, where the logout link refers to. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'LogoutURL'} = 'http://host.example.com/thanks-for-using-otrs.html';``` |

## 2.40.9. PreApplicationModule###AgentInfo

| Description: | Defines a useful module to load specific user options or to display news. |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Frontend::Agent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PreApplicationModule'}->{'AgentInfo'} = 'Kernel::Modules::AgentInfo';` |

## 2.40.10. InfoKey

| Description: | Defines the key to be checked with Kernel::Modules::AgentInfo module. If this user preferences key is true, the message is accepted by the system. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'InfoKey'} =  'wpt22';` |

## 2.40.11. InfoFile

| Description: | File that is displayed in the Kernel::Modules::AgentInfo module, if located under Kernel/Output/HTML/Standard/AgentInfo.dtl. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'InfoFile'} =  'AgentInfo';` |

## 2.40.12. LostPassword

| Description: | Activates lost password feature for agents, in the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LostPassword'} =  '1';` |

## 2.40.13. ShowMotd

| Description: | Shows the message of the day on login screen of the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'ShowMotd'} =  '0';` |
|---|---|

## 2.40.14. NotificationSubjectLostPasswordToken

| Description: | Defines the subject for notification mails sent to agents, with token about new requested password. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'NotificationSubjectLostPasswordToken'} =  'New OTRS password request';` |

## 2.40.15. NotificationBodyLostPasswordToken

| Description: | Defines the body text for notification mails sent to agents, with token about new requested password (after using this link the new password will be sent). |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | <pre>$Self->{'NotificationBodyLostPasswordToken'} =  'Hi <OTRS_USERFIRSTNAME>,<br><br>You or someone impersonating you has requested to change your OTRS password.<br><br>If you want to do this, click on the link below. You will receive  another email containing the password.<br><br><OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/ <OTRS_CONFIG_ScriptAlias>index.pl? Action=LostPassword;Token=<OTRS_TOKEN><br><br>If you did not request a new password, please ignore this email.<br>                ';</pre> |

## 2.40.16. NotificationSubjectLostPassword

| Description: | Defines the subject for notification mails sent to agents, about new password. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'NotificationSubjectLostPassword'} =  'New OTRS password';` |

## 2.40.17. NotificationBodyLostPassword

| Description: | Defines the body text for notification mails sent to agents, about new password (after using this link the new password will be sent). |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'NotificationBodyLostPassword'} = 'Hi`<br>`<OTRS_USERFIRSTNAME>,`<br><br>`Here\'s your new OTRS password.`<br><br>`New password: <OTRS_NEWPW>`<br><br>`You can log in via the following URL:`<br><br>`<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/`<br>`<OTRS_CONFIG_ScriptAlias>index.pl`<br>`';` |

## 2.40.18. OpenMainMenuOnHover

| Description: | If enabled, the first level of the main menu opens on mouse hover (instead of click only). |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'OpenMainMenuOnHover'} = '0';` |

## 2.40.19. FirstnameLastnameOrder

| Description: | Specifies the order in which the firstname and the lastname of agents will be displayed. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'FirstnameLastnameOrder'} = '0';` |

## 2.40.20. Loader::Agent::Skin###000-default

| Description: | Default skin for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Loader::Agent::Skin'}->{'000-default'} = {`<br>`  'Description' => 'This is the default orange - black skin.',`<br>`  'HomePage' => 'www.otrs.org',`<br>`  'InternalName' => 'default',`<br>`  'VisibleName' => 'Default'`<br>`};` |

## 2.40.21. Loader::Agent::Skin###001-slim

| | |
|---|---|
| Description: | Default skin for the agent interface (slim version). |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Loader::Agent::Skin'}->{'001-slim'} = {``` <br> ```  'Description' => '"Slim" skin which tries to save screen space for power users.',``` <br> ```  'HomePage' => 'www.otrs.org',``` <br> ```  'InternalName' => 'slim',``` <br> ```  'VisibleName' => 'Default (Slim)'``` <br> ```};``` |

## 2.40.22. Loader::Agent::Skin###001-ivory

| | |
|---|---|
| Description: | Balanced white skin by Felix Niklas. |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Loader::Agent::Skin'}->{'001-ivory'} = {``` <br> ```  'Description' => 'Balanced white skin by Felix Niklas.',``` <br> ```  'HomePage' => 'www.felixniklas.de',``` <br> ```  'InternalName' => 'ivory',``` <br> ```  'VisibleName' => 'Ivory'``` <br> ```};``` |

## 2.40.23. Loader::Agent::Skin###001-ivory-slim

| | |
|---|---|
| Description: | Balanced white skin by Felix Niklas (slim version). |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Loader::Agent::Skin'}->{'001-ivory-slim'} = {``` <br> ```  'Description' => 'Balanced white skin by Felix Niklas (slim version).',``` <br> ```  'HomePage' => 'www.felixniklas.de',``` <br> ```  'InternalName' => 'ivory-slim',``` <br> ```  'VisibleName' => 'Ivory (Slim)'``` <br> ```};``` |

## 2.40.24. Loader::Agent::DefaultSelectedSkin::HostBased

| | |
|---|---|
| Description: | It is possible to configure different skins, for example to distinguish between diferent agents, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a |

| | |
|---|---|
| | valid skin on your system. Please see the example entries for the proper form of the regex. |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Loader::Agent::DefaultSelectedSkin::HostBased'} = {
  'host1\\.example\\.com' => 'SomeSkin1',
  'host2\\.example\\.com' => 'SomeSkin2'
};``` |

## 2.40.25. AutoComplete::Agent###Default

| | |
|---|---|
| Description: | Defines the config options for the autocompletion feature. |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'AutoComplete::Agent'}->{'Default'} = {
  'AutoCompleteActive' => '1',
  'ButtonText' => 'Search',
  'MaxResultsDisplayed' => '20',
  'MinQueryLength' => '2',
  'QueryDelay' => '100'
};``` |

## 2.40.26. AutoComplete::Agent###CustomerSearch

| | |
|---|---|
| Description: | Defines the config options for the autocompletion feature. |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'AutoComplete::Agent'}->{'CustomerSearch'} = {
  'AutoCompleteActive' => '1',
  'ButtonText' => 'Search Customer',
  'MaxResultsDisplayed' => '20',
  'MinQueryLength' => '2',
  'QueryDelay' => '100'
};``` |

## 2.40.27. AutoComplete::Agent###UserSearch

| | |
|---|---|
| Description: | Defines the config options for the autocompletion feature. |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'AutoComplete::Agent'}->{'UserSearch'} = {
  'AutoCompleteActive' => '1',
  'ButtonText' => 'Search User',``` |

```
   'MaxResultsDisplayed' => '20',
   'MinQueryLength' => '2',
   'QueryDelay' => '100'
};
```

## 2.40.28. PossibleNextActions

| | |
|---|---|
| Description: | Defines the list of possible next actions on an error screen, a full path is required, then is possible to add external links if needed. |
| Group: | Framework |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PossibleNextActions'} =  {`<br>`  'Go to dashboard!' => '[% Env(\'CGIHandle\') %]?`<br>`Action=AgentDashboard'`<br>`};` |

# 2.41. Frontend::Agent::Dashboard

## 2.41.1. AgentCustomerInformationCenter::Backend###0600-CIC-CustomerCompanyInformation

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the customer company information of the agent interface . "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'AgentCustomerInformationCenter::Backend'}->{'0600-CIC-`<br>`CustomerCompanyInformation'} = {`<br>`  'Attributes' => '',`<br>`  'Block' => 'ContentSmall',`<br>`  'Default' => '1',`<br>`  'Description' => 'Customer Information',`<br>`  'Group' => '',`<br>`  'Module' =>`<br>`'Kernel::Output::HTML::DashboardCustomerCompanyInformation',`<br>`  'Title' => 'Customer Information'`<br>`};` |

## 2.41.2. DashboardBackend###0000-ProductNotify

| | |
|---|---|
| Description: | Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. |
| Group: | Framework |

| SubGroup: | Frontend::Agent::Dashboard |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DashboardBackend'}->{'0000-ProductNotify'} = {
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '1440',
  'Default' => '1',
  'Description' => 'News about OTRS releases!',
  'Group' => 'admin',
  'Module' => 'Kernel::Output::HTML::DashboardProductNotify',
  'Title' => 'Product News'
};
``` |

## 2.41.3. DashboardBackend###0390-UserOutOfOffice

| Description: | Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DashboardBackend'}->{'0390-UserOutOfOffice'} = {
  'Block' => 'ContentSmall',
  'CacheTTLLocal' => '5',
  'Default' => '1',
  'Description' => '',
  'Group' => '',
  'IdleMinutes' => '60',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::DashboardUserOutOfOffice',
  'SortBy' => 'UserFullname',
  'Title' => 'Out Of Office'
};
``` |

## 2.41.4. DashboardBackend###0400-UserOnline

| Description: | Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DashboardBackend'}->{'0400-UserOnline'} = {
  'Block' => 'ContentSmall',
  'CacheTTLLocal' => '5',
  'Default' => '0',
  'Description' => '',
  'Filter' => 'Agent',
``` |

```
  'Group' => '',
  'IdleMinutes' => '60',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::DashboardUserOnline',
  'ShowEmail' => '0',
  'SortBy' => 'UserFullname',
  'Title' => 'Online'
};
```

## 2.41.5. DashboardBackend###0405-News

| | |
|---|---|
| Description: | Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DashboardBackend'}->{'0405-News'} =  {`<br>`  'Block' => 'ContentSmall',`<br>`  'CacheTTL' => '360',`<br>`  'Default' => '1',`<br>`  'Description' => '',`<br>`  'Group' => '',`<br>`  'Limit' => '6',`<br>`  'Module' => 'Kernel::Output::HTML::DashboardNews',`<br>`  'Title' => 'OTRS News'`<br>`};` |

## 2.41.6. DashboardBackend###0410-RSS

| | |
|---|---|
| Description: | Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DashboardBackend'}->{'0410-RSS'} =  {`<br>`  'Block' => 'ContentSmall',`<br>`  'CacheTTL' => '360',`<br>`  'Default' => '1',`<br>`  'Description' => '',`<br>`  'Group' => '',`<br>`  'Limit' => '6',`<br>`  'Module' => 'Kernel::Output::HTML::DashboardRSS',`<br>`  'Title' => 'Custom RSS Feed',`<br>`  'URL' => 'http://www.otrs.com/en/rss.xml',`<br>`  'URL_de' => 'http://www.otrs.com/de/rss.xml',`<br>`  'URL_es' => 'http://www.otrs.com/es/rss.xml',`<br>`  'URL_nl' => 'http://www.otrs.com/nl/rss.xml',`<br>`  'URL_ru' => 'http://www.otrs.com/ru/rss.xml',`<br>`  'URL_zh' => 'http://www.otrs.com/cn/rss.xml'` |

```
};
```

## 2.41.7. DashboardBackend###0420-CmdOutput

| | |
|---|---|
| Description: | Defines the parameters for the dashboard backend. "Cmd" is used to specify command with parameters. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'DashboardBackend'}->{'0420-CmdOutput'} = {<br>  'Block' => 'ContentSmall',<br>  'CacheTTL' => '60',<br>  'Cmd' => '/bin/echo Configure me please.',<br>  'Default' => '0',<br>  'Description' => '',<br>  'Group' => '',<br>  'Module' => 'Kernel::Output::HTML::DashboardCmdOutput',<br>  'Title' => 'Sample command output'<br>};</pre> |

## 2.41.8. DashboardBackend###0200-Image

| | |
|---|---|
| Description: | Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'DashboardBackend'}->{'0200-Image'} = {<br>  'Block' => 'ContentLarge',<br>  'Default' => '1',<br>  'Description' => 'Some picture description!',<br>  'Group' => '',<br>  'Height' => '140',<br>  'Link' => 'http://otrs.org/',<br>  'LinkTitle' => 'http://otrs.org/',<br>  'Module' => 'Kernel::Output::HTML::DashboardImage',<br>  'Title' => 'A picture',<br>  'URL' => 'http://www.otrs.com/uploads/pics/<br>jointhecommunity_02.jpg',<br>  'Width' => '198'<br>};</pre> |

## 2.41.9. DashboardBackend###0210-MOTD

| | |
|---|---|
| Description: | Shows the message of the day (MOTD) in the agent dashboard. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. |

| Group: | Framework |
| --- | --- |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DashboardBackend'}->{'0210-MOTD'} = {
  'Block' => 'ContentLarge',
  'Default' => '1',
  'Group' => '',
  'Module' => 'Kernel::Output::HTML::DashboardMOTD',
  'Title' => 'Message of the Day'
};
``` |

## 2.41.10. DashboardBackend###0300-IFrame

| Description: | Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DashboardBackend'}->{'0300-IFrame'} = {
  'Align' => 'left',
  'Block' => 'ContentLarge',
  'Default' => '1',
  'Description' => 'Some description!',
  'Frameborder' => '1',
  'Group' => '',
  'Height' => '800',
  'Link' => 'http://otrs.org/',
  'LinkTitle' => 'OTRS.org/',
  'Marginheight' => '5',
  'Marginwidth' => '5',
  'Module' => 'Kernel::Output::HTML::DashboardIFrame',
  'Scrolling' => 'auto',
  'Title' => 'A Website',
  'URL' => 'http://www.otrs.org/',
  'Width' => '1024'
};
``` |

## 2.41.11. AgentCustomerInformationCenter::Backend###0050-CIC-CustomerUserList

| Description: | Parameters for the dashboard backend of the customer user list overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | ```
$Self->{'AgentCustomerInformationCenter::Backend'}->{'0050-CIC-
CustomerUserList'} = {
  'Attributes' => '',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'Description' => 'All customer users of a CustomerID',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::DashboardCustomerUserList',
  'Permission' => 'ro',
  'Title' => 'Customer Users'
};
``` |
|---|---|

# 2.42. Frontend::Agent::LinkObject

## 2.42.1. Frontend::AgentLinkObject::WildcardSearch

| Description: | Starts a wildcard search of the active object after the link object mask is started. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::LinkObject |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::AgentLinkObject::WildcardSearch'} = '0';` |

# 2.43. Frontend::Agent::ModuleMetaHead

## 2.43.1. Frontend::HeaderMetaModule###100-Refresh

| Description: | Defines the module to generate html refresh headers of html sites. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleMetaHead |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Frontend::HeaderMetaModule'}->{'100-Refresh'} = {
  'Module' => 'Kernel::Output::HTML::HeaderMetaRefresh'
};
``` |

# 2.44. Frontend::Agent::ModuleNotify

## 2.44.1. Frontend::NotifyModule###100-OTRSBusiness

| Description: | Defines the module to display a notification in different interfaces on different occasions for OTRS Business Solution™. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleNotify |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Frontend::NotifyModule'}->{'100-OTRSBusiness'} = {
  'Group' => 'admin',
``` |

```
            'Module' => 'Kernel::Output::HTML::NotificationAgentOTRSBusiness'
          };
```

## 2.44.2. Frontend::NotifyModule###200-UID-Check

| | |
|---|---|
| Description: | Defines the module to display a notification in the agent interface, if the system is used by the admin user (normally you shouldn't work as admin). |
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleNotify |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::NotifyModule'}->{'200-UID-Check'} = {`<br>`  'Module' => 'Kernel::Output::HTML::NotificationUIDCheck'`<br>`};` |

## 2.44.3. Frontend::NotifyModule###250-AgentSession-Limit

| | |
|---|---|
| Description: | Defines the module to display a notification in the agent interface, if the agent session limit prior warning is reached. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleNotify |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::NotifyModule'}->{'250-AgentSessionLimit'} = {`<br>`  'Module' => 'Kernel::Output::HTML::NotificationAgentSessionLimit'`<br>`};` |

## 2.44.4. Frontend::NotifyModule###300-ShowAgentOnline

| | |
|---|---|
| Description: | Defines the module that shows all the currently logged in agents in the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleNotify |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::NotifyModule'}->{'300-ShowAgentOnline'} = {`<br>`  'IdleMinutes' => '60',`<br>`  'Module' => 'Kernel::Output::HTML::NotificationAgentOnline',`<br>`  'ShowEmail' => '1'`<br>`};` |

## 2.44.5. Frontend::NotifyModule###400-ShowCustomerOnline

| | |
|---|---|
| Description: | Defines the module that shows all the currently loged in customers in the agent interface. |

| Group: | Framework |
|---|---|
| SubGroup: | Frontend::Agent::ModuleNotify |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::NotifyModule'}->{'400-ShowCustomerOnline'} = {`<br>`  'IdleMinutes' => '60',`<br>`  'Module' => 'Kernel::Output::HTML::NotificationCustomerOnline',`<br>`  'ShowEmail' => '1'`<br>`};` |

## 2.44.6. Frontend::NotifyModule###500-OutofOffice-Check

| Description: | Defines the module to display a notification in the agent interface, if the agent is logged in while having out-of-office active. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleNotify |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::NotifyModule'}->{'500-OutofOffice-Check'} = {`<br>`  'Module' => 'Kernel::Output::HTML::NotificationOutofOfficeCheck'`<br>`};` |

## 2.44.7. Frontend::NotifyModule###600-SystemMaintenance-Check

| Description: | Defines the module to display a notification in the agent interface, if the agent is logged in while having system maintenance active. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleNotify |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::NotifyModule'}->{'600-SystemMaintenance-Check'} = {`<br>`  'Module' =>`<br>`'Kernel::Output::HTML::NotificationSystemMaintenanceCheck'`<br>`};` |

## 2.44.8. Frontend::NotifyModule###900-Generic

| Description: | Defines the module that shows a generic notification in the agent interface. Either "Text" - if configured - or the contents of "File" will be displayed. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleNotify |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::NotifyModule'}->{'900-Generic'} = {`<br>`  'File' => '<OTRS_CONFIG_Home>/var/notify.txt',`<br>`  'Link' => 'http://www.otrs.com',` |

```
              'Module' => 'Kernel::Output::HTML::NotificationGeneric',
              'Priority' => 'Warning',
              'Text' => 'The OTRS Website'
            };
```

# 2.45. Frontend::Agent::ModuleRegistration

## 2.45.1. Frontend::Module###Logout

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'Logout'} = {`<br>`  'Description' => 'Logout',`<br>`  'NavBarName' => '',`<br>`  'Title' => ''`<br>`};``` |

## 2.45.2. Frontend::Module###AgentDashboard

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | (see code below) |

```
$Self->{'Frontend::Module'}->{'AgentDashboard'} = {
  'Description' => 'Agent Dashboard',
  'Loader' => {
    'CSS' => [
      'Core.Agent.Dashboard.css',
      'Core.AllocationList.css',
      'thirdparty/fullcalendar-1.6.1/fullcalendar.css',
      'thirdparty/d3js/nv.d3.css'
    ],
    'JavaScript' => [
      'thirdparty/flot-0.8.3/excanvas.js',
      'thirdparty/flot-0.8.3/jquery.flot.js',
      'thirdparty/fullcalendar-1.6.1/fullcalendar.min.js',
      'thirdparty/d3js/d3.v3.min.js',
      'thirdparty/d3js/nv.d3.min.js',
      'thirdparty/d3js/models/OTRSmultiBarChart.js',
      'thirdparty/d3js/models/OTRSstackedAreaChart.js',
      'Core.UI.Chart.js',
      'Core.UI.AdvancedChart.js',
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js',
      'Core.Agent.Dashboard.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'd',
      'Block' => 'ItemArea',
      'Description' => '',
      'Link' => 'Action=AgentDashboard',
      'LinkOption' => '',
      'Name' => 'Dashboard',
      'NavBar' => 'Dashboard',
```

```
        'Prio' => '50',
        'Type' => 'Menu'
      }
    ],
    'NavBarName' => 'Dashboard',
    'Title' => ''
};
```

## 2.45.3. Frontend::Module###AgentCustomerInformationCenter

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'Frontend::Module'}->{'AgentCustomerInformationCenter'} = {<br>  'Description' => 'Customer Information Center',<br>  'Loader' => {<br>    'CSS' => [<br>      'Core.AllocationList.css'<br>    ],<br>    'JavaScript' => [<br>      'thirdparty/flot-0.8.3/excanvas.js',<br>      'thirdparty/flot-0.8.3/jquery.flot.js',<br>      'Core.UI.Chart.js',<br>      'Core.UI.AllocationList.js',<br>      'Core.Agent.Dashboard.js',<br>      'Core.Agent.TableFilters.js'<br>    ]<br>  },<br>  'NavBar' => [<br>    {<br>      'AccessKey' => 'c',<br>      'Block' => 'ItemArea',<br>      'Description' => '',<br>      'Link' => 'Action=AgentCustomerInformationCenter',<br>      'LinkOption' => 'onclick="window.setTimeout(function() {Core.Agent.CustomerInformationCenterSearch.OpenSearchDialog();}, 0); return false;"',<br>      'Name' => 'Customer Information Center',<br>      'NavBar' => 'Customers',<br>      'Prio' => '50',<br>      'Type' => ''<br>    },<br>    {<br>      'AccessKey' => '',<br>      'Block' => 'ItemArea',<br>      'Description' => '',<br>      'Link' => 'Action=AgentCustomerInformationCenter',<br>      'LinkOption' => '',<br>      'Name' => 'Customers',<br>      'NavBar' => 'Customers',<br>      'Prio' => '60',<br>      'Type' => 'Menu'<br>    }<br>  ],<br>  'NavBarName' => 'Customer Information Center',<br>  'Title' => ''<br>};</pre> |

## 2.45.4. Frontend::Module###AgentCustomerInformationCenterS

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |

| Group: | Framework |
|---|---|
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AgentCustomerInformationCenterSearch'} = {`<br>`  'Description' => 'Customer Information Center Search',`<br>`  'Title' => ''`<br>`};` |

## 2.45.5. Frontend::Module###AgentPreferences

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AgentPreferences'} = {`<br>`  'Description' => 'Agent Preferences',`<br>`  'NavBarName' => 'Preferences',`<br>`  'Title' => ''`<br>`};` |

## 2.45.6. Frontend::Module###PictureUpload

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'PictureUpload'} = {`<br>`  'Description' => 'Picture upload module',`<br>`  'NavBarName' => 'Ticket',`<br>`  'Title' => 'Picture-Upload'`<br>`};` |

## 2.45.7. Frontend::Module###AgentSpelling

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AgentSpelling'} = {`<br>`  'Description' => 'Spell checker',`<br>`  'Loader' => {`<br>`    'JavaScript' => [`<br>`      'Core.Agent.TicketAction.js'`<br>`    ]`<br>`  },`<br>`  'NavBarName' => '',`<br>`  'Title' => 'Spell Checker'` |

```
};
```

## 2.45.8. Frontend::Module###SpellingInline

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'SpellingInline'} = {`<br>`  'Description' => 'Spell checker',`<br>`  'NavBarName' => '',`<br>`  'Title' => 'Spell Checker'`<br>`};` |

## 2.45.9. Frontend::Module###AgentBook

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AgentBook'} = {`<br>`  'Description' => 'Address book of CustomerUser sources',`<br>`  'Loader' => {`<br>`    'JavaScript' => [`<br>`      'Core.Agent.CustomerSearch.js',`<br>`      'Core.Agent.TicketAction.js'`<br>`    ]`<br>`  },`<br>`  'NavBarName' => '',`<br>`  'Title' => 'Address Book'`<br>`};` |

## 2.45.10. Frontend::Module###AgentLinkObject

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AgentLinkObject'} = {`<br>`  'Description' => 'Link Object',`<br>`  'NavBarName' => '',`<br>`  'Title' => 'Link Object'`<br>`};` |

## 2.45.11. Frontend::Module###AgentInfo

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |

| SubGroup: | Frontend::Agent::ModuleRegistration |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentInfo'} = {
  'Description' => 'Generic Info module',
  'NavBarName' => '',
  'Title' => 'Info'
};
``` |

## 2.45.12. Frontend::Module###AgentSearch

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentSearch'} = {
  'Description' => 'Global Search Module',
  'NavBarName' => '',
  'Title' => 'Search'
};
``` |

## 2.45.13. CustomerFrontend::Module###SpellingInline

| Description: | Frontend module registration for the customer interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerFrontend::Module'}->{'SpellingInline'} = {
  'Description' => 'Spell checker',
  'NavBarName' => '',
  'Title' => 'Spell Checker'
};
``` |

## 2.45.14. Frontend::Module###AgentHTMLReference

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentHTMLReference'} = {
  'Description' => 'HTML Reference',
  'Group' => [
    'users'
  ],
  'GroupRo' => [
    'users'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.HTMLReference.css'
``` |

```
                                    ]
                            },
                       'NavBarName' => '',
                       'Title' => 'HTML Reference'
                    };
```

## 2.45.15. Frontend::Module###AgentStats

| Description:    | Frontend module registration for the agent interface. |
| --------------- | ----------------------------------------------------- |
| Group:          | Framework                                             |
| SubGroup:       | Frontend::Agent::ModuleRegistration                   |
| Valid:          | 1                                                     |
| Required:       | 0                                                     |
| Config-Setting: | <pre>$Self->{'Frontend::Module'}->{'AgentStats'} = {<br>  'Description' => 'Stats',<br>  'Group' => [<br>    'stats'<br>  ],<br>  'GroupRo' => [<br>    'stats'<br>  ],<br>  'Loader' => {<br>    'JavaScript' => [<br>      'Core.Agent.Stats.js'<br>    ]<br>  },<br>  'NavBar' => [<br>    {<br>      'AccessKey' => '',<br>      'Block' => 'ItemArea',<br>      'Description' => '',<br>      'Link' => 'Action=AgentStats;Subaction=Overview',<br>      'LinkOption' => '',<br>      'Name' => 'Statistics',<br>      'NavBar' => 'Stats',<br>      'Prio' => '8500',<br>      'Type' => 'Menu'<br>    },<br>    {<br>      'AccessKey' => '',<br>      'Block' => '',<br>      'Description' => 'Overview',<br>      'GroupRo' => [<br>        'stats'<br>      ],<br>      'Link' => 'Action=AgentStats;Subaction=Overview',<br>      'LinkOption' => '',<br>      'Name' => 'Overview',<br>      'NavBar' => 'Stats',<br>      'Prio' => '100',<br>      'Type' => ''<br>    },<br>    {<br>      'AccessKey' => '',<br>      'Block' => '',<br>      'Description' => 'New',<br>      'Group' => [<br>        'stats'<br>      ],<br>      'Link' => 'Action=AgentStats;Subaction=Add',<br>      'LinkOption' => '',<br>      'Name' => 'New',<br>      'NavBar' => 'Stats',<br>      'Prio' => '200',<br>      'Type' => ''<br>    },<br>    {</pre> |

```
          'AccessKey' => '',
          'Block' => '',
          'Description' => 'Import',
          'Group' => [
            'stats'
          ],
          'Link' => 'Action=AgentStats;Subaction=Import',
          'LinkOption' => '',
          'Name' => 'Import',
          'NavBar' => 'Stats',
          'Prio' => '300',
          'Type' => ''
        }
      ],
      'NavBarName' => 'Stats',
      'Title' => 'Stats'
    };
```

# 2.46. Frontend::Agent::NavBarModule

## 2.46.1. Frontend::NavBarModule###6-CustomerCompany

| | |
|---|---|
| Description: | Frontend module registration (disable company link if no company feature is used). |
| Group: | Framework |
| SubGroup: | Frontend::Agent::NavBarModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::NavBarModule'}->{'6-CustomerCompany'} = {`<br>`  'Module' => 'Kernel::Output::HTML::NavBarCustomerCompany'`<br>`};` |

## 2.46.2. Frontend::NavBarModule###7-AgentTicketService

| | |
|---|---|
| Description: | Frontend module registration (disable AgentTicketService link if Ticket Serivice feature is not used). |
| Group: | Framework |
| SubGroup: | Frontend::Agent::NavBarModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::NavBarModule'}->{'7-AgentTicketService'} = {`<br>`  'Module' => 'Kernel::Output::HTML::NavBarAgentTicketService'`<br>`};` |

# 2.47. Frontend::Agent::Preferences

## 2.47.1. PreferencesTable

| | |
|---|---|
| Description: | Defines the name of the table where the user preferences are stored. |
| Group: | Framework |

| SubGroup: | Frontend::Agent::Preferences |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PreferencesTable'} = 'user_preferences';` |

## 2.47.2. PreferencesTableKey

| Description: | Defines the column to store the keys for the preferences table. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PreferencesTableKey'} = 'preferences_key';` |

## 2.47.3. PreferencesTableValue

| Description: | Defines the name of the column to store the data in the preferences table. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PreferencesTableValue'} = 'preferences_value';` |

## 2.47.4. PreferencesTableUserID

| Description: | Defines the name of the column to store the user identifier in the preferences table. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PreferencesTableUserID'} = 'user_id';` |

## 2.47.5. PreferencesView

| Description: | Sets the display order of the different items in the preferences view. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PreferencesView'} = [`<br>`  'User Profile',`<br>`  'Email Settings',`<br>`  'Other Settings'` |

```
];
```

## 2.47.6. PreferencesGroups###Password

| | |
|---|---|
| Description: | Defines the config parameters of this item, to be shown in the preferences view. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PreferencesGroups'}->{'Password'} =  {`<br>`  'Active' => '1',`<br>`  'Area' => 'Agent',`<br>`  'Column' => 'User Profile',`<br>`  'Label' => 'Change password',`<br>`  'Module' => 'Kernel::Output::HTML::PreferencesPassword',`<br>`  'PasswordMaxLoginFailed' => '0',`<br>`  'PasswordMin2Characters' => '0',`<br>`  'PasswordMin2Lower2UpperCharacters' => '0',`<br>`  'PasswordMinSize' => '0',`<br>`  'PasswordNeedDigit' => '0',`<br>`  'PasswordRegExp' => '',`<br>`  'Prio' => '0500'`<br>`};` |

## 2.47.7. PreferencesGroups###SpellDict

| | |
|---|---|
| Description: | Defines the config parameters of this item, to be shown in the preferences view. Take care to maintain the dictionaries installed in the system in the data section. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PreferencesGroups'}->{'SpellDict'} =  {`<br>`  'Active' => '1',`<br>`  'Column' => 'User Profile',`<br>`  'Data' => {`<br>`    'deutsch' => 'Deutsch',`<br>`    'english' => 'English'`<br>`  },`<br>`  'DataSelected' => 'english',`<br>`  'Key' => 'Default spelling dictionary',`<br>`  'Label' => 'Spelling Dictionary',`<br>`  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',`<br>`  'PrefKey' => 'UserSpellDict',`<br>`  'Prio' => '2000'`<br>`};` |

## 2.47.8. PreferencesGroups###Comment

| | |
|---|---|
| Description: | Defines the config parameters of this item, to be shown in the preferences view. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'Comment'} = {
  'Active' => '0',
  'Block' => 'Input',
  'Column' => 'Other Settings',
  'Data' => '[% Env("UserComment") %]',
  'Key' => 'Comment',
  'Label' => 'Comment',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserComment',
  'Prio' => '6000'
};
``` |

## 2.47.9. PreferencesGroups###Language

| Description: | Defines the config parameters of this item, to be shown in the preferences view. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'Language'} = {
  'Active' => '1',
  'Column' => 'User Profile',
  'Key' => 'Frontend language',
  'Label' => 'Language',
  'Module' => 'Kernel::Output::HTML::PreferencesLanguage',
  'PrefKey' => 'UserLanguage',
  'Prio' => '1000'
};
``` |

## 2.47.10. PreferencesGroups###Skin

| Description: | Defines the config parameters of this item, to be shown in the preferences view. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'Skin'} = {
  'Active' => '1',
  'Column' => 'User Profile',
  'Key' => 'Wear this frontend skin',
  'Label' => 'Skin',
  'Module' => 'Kernel::Output::HTML::PreferencesSkin',
  'PrefKey' => 'UserSkin',
  'Prio' => '2000'
};
``` |

## 2.47.11. PreferencesGroups###Theme

| Description: | Defines the config parameters of this item, to be shown in the preferences view. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'Theme'} = {
  'Active' => '1',
  'Column' => 'User Profile',
  'Key' => 'Frontend theme',
  'Label' => 'Theme',
  'Module' => 'Kernel::Output::HTML::PreferencesTheme',
  'PrefKey' => 'UserTheme',
  'Prio' => '3000'
};
``` |

## 2.47.12. PreferencesGroups###OutOfOffice

| Description: | Defines the config parameters of this item, to be shown in the preferences view. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'OutOfOffice'} = {
  'Active' => '1',
  'Block' => 'OutOfOffice',
  'Column' => 'User Profile',
  'Key' => '',
  'Label' => 'Out Of Office Time',
  'Module' => 'Kernel::Output::HTML::PreferencesOutOfOffice',
  'PrefKey' => 'UserOutOfOffice',
  'Prio' => '4000'
};
``` |

## 2.47.13. PreferencesGroups###TimeZone

| Description: | Defines the config parameters of this item, to be shown in the preferences view. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'TimeZone'} = {
  'Active' => '1',
  'Column' => 'User Profile',
  'Key' => 'Time Zone',
  'Label' => 'Time Zone',
  'Module' => 'Kernel::Output::HTML::PreferencesTimeZone',
  'PrefKey' => 'UserTimeZone',
  'Prio' => '5000'
};
``` |

## 2.47.14. PreferencesGroups###CSVSeparator

| Description: | Gives end users the possibility to override the separator character for CSV files, defined in the translation files. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Preferences |

| Valid: | 0 |
|---|---|
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'CSVSeparator'} = {
  'Active' => '1',
  'Column' => 'Other Settings',
  'Data' => {
    '' => '',
    ',' => ',',
    ';' => ';',
    '\\t' => 'tab',
    '|' => '|'
  },
  'DataSelected' => '0',
  'Desc' => 'Select the separator character used in CSV files (stats
and searches). If you don\'t select a separator here, the default
separator for your language will be used.',
  'Key' => 'CSV Separator',
  'Label' => 'CSV Separator',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserCSVSeparator',
  'Prio' => '4000'
};
``` |

# 2.48. Frontend::Agent::SearchRouter

## 2.48.1. Frontend::SearchDefault

| Description: | Search backend default router. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::SearchRouter |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::SearchDefault'} =
'Action=AgentTicketSearch;Subaction=AJAX';
``` |

# 2.49. Frontend::Agent::Stats

## 2.49.1. Stats::SearchPageShown

| Description: | Defines the default maximum number of search results shown on the overview page. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Stats::SearchPageShown'} = '20';``` |

## 2.49.2. Stats::DefaultSelectedDynamicObject

| Description: | Defines the default selection at the drop down menu for dynamic objects (Form: Common Specification). |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Stats |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::DefaultSelectedDynamicObject'} = 'Ticket';` |

## 2.49.3. Stats::DefaultSelectedPermissions

| Description: | Defines the default selection at the drop down menu for permissions (Form: Common Specification). |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::DefaultSelectedPermissions'} = [`<br>`  'stats'`<br>`];` |

## 2.49.4. Stats::DefaultSelectedFormat

| Description: | Defines the default selection at the drop down menu for stats format (Form: Common Specification). Please insert the format key (see Stats::Format). |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::DefaultSelectedFormat'} = [`<br>`  'Print',`<br>`  'CSV'`<br>`];` |

## 2.49.5. Stats::SearchLimit

| Description: | Defines the search limit for the stats. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::SearchLimit'} = '500';` |

## 2.49.6. Stats::Format

| Description: | Defines all the possible stats output formats. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::Format'} = {` |

```
         'CSV' => 'CSV',
         'Excel' => 'Excel',
         'GD::Graph::area' => 'graph-area',
         'GD::Graph::bars' => 'graph-bars',
         'GD::Graph::hbars' => 'graph-hbars',
         'GD::Graph::lines' => 'graph-lines',
         'GD::Graph::linespoints' => 'graph-lines-points',
         'GD::Graph::pie' => 'graph-pie',
         'GD::Graph::points' => 'graph-points',
         'Print' => 'Print'
     };
```

## 2.49.7. Stats::GraphSize

| | |
|---|---|
| Description: | Sets the size of the statistic graph. |
| Group: | **Framework** |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::GraphSize'} = {`<br>`  '1200x800' => '1200x800',`<br>`  '1600x1200' => '1600x1200',`<br>`  '800x600' => '800x600'`<br>`};` |

## 2.49.8. Stats::TimeType

| | |
|---|---|
| Description: | Sets the time type which should be shown. |
| Group: | **Framework** |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Stats::TimeType'} = 'Extended';` |

## 2.49.9. Stats::ExchangeAxis

| | |
|---|---|
| Description: | Allows agents to exchange the axis of a stat if they generate one. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Stats::ExchangeAxis'} = '0';` |

## 2.49.10. Stats::UseAgentElementInStats

| | |
|---|---|
| Description: | Allows agents to generate individual-related stats. |
| Group: | Framework |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 0 |
| Required: | 0 |

| Config-Setting: | `$Self->{'Stats::UseAgentElementInStats'} = '0';` |

## 2.49.11. Stats::UseInvalidAgentInStats

| Description: | Allows invalid agents to generate individual-related stats. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Stats::UseInvalidAgentInStats'} = '1';` |

## 2.49.12. Stats::CustomerIDAsMultiSelect

| Description: | Shows all the customer identifiers in a multi-select field (not useful if you have a lot of customer identifiers). |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Agent::Stats |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Stats::CustomerIDAsMultiSelect'} = '1';` |

# 2.50. Frontend::Customer

## 2.50.1. CustomerHeadline

| Description: | The headline shown in the customer interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerHeadline'} = 'Example Company';` |

## 2.50.2. CustomerLogo

| Description: | The logo shown in the header of the customer interface. The URL to the image can be a relative URL to the skin image directory, or a full URL to a remote web server. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerLogo'} = {`<br>`  'StyleHeight' => '50px',`<br>`  'StyleRight' => '25px',`<br>`  'StyleTop' => '2px',`<br>`  'StyleWidth' => '135px',`<br>`  'URL' => 'skins/Customer/default/img/logo.png'` |

```
};
```

## 2.50.3. CustomerPanelUserID

| | |
|---|---|
| Description: | Defines the user identifier for the customer panel. |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerPanelUserID'} = '1';` |

## 2.50.4. CustomerGroupSupport

| | |
|---|---|
| Description: | Activates support for customer groups. |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerGroupSupport'} = '0';` |

## 2.50.5. CustomerGroupAlwaysGroups

| | |
|---|---|
| Description: | Defines the groups every customer user will be in (if Customer-GroupSupport is enabled and you don't want to manage every user for these groups). |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerGroupAlwaysGroups'} = [`<br>`  'users'`<br>`];` |

## 2.50.6. CustomerPanelLoginURL

| | |
|---|---|
| Description: | Defines an alternate login URL for the customer panel.. |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPanelLoginURL'} = 'http://host.example.com/cgi-bin/login.pl';` |

## 2.50.7. CustomerPanelLogoutURL

| | |
|---|---|
| Description: | Defines an alternate logout URL for the customer panel. |
| Group: | Framework |

| SubGroup: | Frontend::Customer |
|---|---|
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPanelLogoutURL'} = 'http://host.example.com/cgi-bin/login.pl';` |

## 2.50.8. Frontend::CustomerUser::Item###1-GoogleMaps

| Description: | Defines a customer item, which generates a google maps icon at the end of a customer info block. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::CustomerUser::Item'}->{'1-GoogleMaps'} = {`<br>`  'Attributes' => 'UserStreet;UserCity;UserCountry;',`<br>`  'CSS' => 'Core.Agent.CustomerUser.GoogleMaps.css',`<br>`  'CSSClass' => 'GoogleMaps',`<br>`  'IconName' => 'fa-globe',`<br>`  'Module' => 'Kernel::Output::HTML::CustomerUserGeneric',`<br>`  'Required' => 'UserStreet;UserCity;',`<br>`  'Target' => '_blank',`<br>`  'Text' => 'Location',`<br>`  'URL' => 'http://maps.google.com/maps?z=7&q='`<br>`};` |

## 2.50.9. Frontend::CustomerUser::Item###2-Google

| Description: | Defines a customer item, which generates a google icon at the end of a customer info block. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::CustomerUser::Item'}->{'2-Google'} = {`<br>`  'Attributes' => 'UserFirstname;UserLastname;',`<br>`  'CSS' => 'Core.Agent.CustomerUser.Google.css',`<br>`  'CSSClass' => 'Google',`<br>`  'IconName' => 'fa-google',`<br>`  'Module' => 'Kernel::Output::HTML::CustomerUserGeneric',`<br>`  'Required' => 'UserFirstname;UserLastname;',`<br>`  'Target' => '_blank',`<br>`  'Text' => 'Google',`<br>`  'URL' => 'http://google.com/search?q='`<br>`};` |

## 2.50.10. Frontend::CustomerUser::Item###2-LinkedIn

| Description: | Defines a customer item, which generates a LinkedIn icon at the end of a customer info block. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |

| Required: | 0 |
|---|---|
| Config-Setting: | ```$Self->{'Frontend::CustomerUser::Item'}->{'2-LinkedIn'} = {
  'Attributes' => 'UserFirstname;UserLastname;',
  'CSS' => 'Core.Agent.CustomerUser.LinkedIn.css',
  'CSSClass' => 'LinkedIn',
  'IconName' => 'fa-linkedin',
  'Module' => 'Kernel::Output::HTML::CustomerUserGeneric',
  'Required' => 'UserFirstname;UserLastname;',
  'Target' => '_blank',
  'Text' => 'LinkedIn',
  'URL' => 'http://www.linkedin.com/commonSearch?
type=people&keywords='
};``` |

## 2.50.11. Frontend::CustomerUser::Item###3-XING

| Description: | Defines a customer item, which generates a XING icon at the end of a customer info block. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::CustomerUser::Item'}->{'3-XING'} = {
  'Attributes' => 'UserFirstname;UserLastname;',
  'CSS' => 'Core.Agent.CustomerUser.Xing.css',
  'CSSClass' => 'Xing',
  'IconName' => 'fa-xing',
  'Module' => 'Kernel::Output::HTML::CustomerUserGeneric',
  'Required' => 'UserFirstname;UserLastname;',
  'Target' => '_blank',
  'Text' => 'XING',
  'URL' => 'https://www.xing.com/app/search?op=search;keywords='
};``` |

## 2.50.12. CustomerPanelPreApplicationModule###CustomerAcce

| Description: | This module and its PreRun() function will be executed, if defined, for every request. This module is useful to check some user options or to display news about new applications. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'CustomerPanelPreApplicationModule'}->{'CustomerAccept'} = 'Kernel::Modules::CustomerAccept';``` |

## 2.50.13. CustomerPanel::InfoKey

| Description: | Defines the key to check with CustomerAccept. If this user preferences key is true, then the message is accepted by the system. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |

| Config-Setting: | `$Self->{'CustomerPanel::InfoKey'} =  'CustomerAccept1';` |

## 2.50.14. CustomerPanel::InfoFile

| Description: | Defines the path of the shown info file, that is located under Kernel/Output/HTML/Standard/CustomerAccept.dtl. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPanel::InfoFile'} =  'CustomerAccept';` |

## 2.50.15. CustomerPanelLostPassword

| Description: | Activates lost password feature for customers. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerPanelLostPassword'} =  '1';` |

## 2.50.16. CustomerPanelCreateAccount

| Description: | Enables customers to create their own accounts. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerPanelCreateAccount'} =  '1';` |

## 2.50.17. CustomerPanelCreateAccount::MailRestrictions::Whiteli

| Description: | If active, one of the regular expressions has to match the user's email address to allow registration. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPanelCreateAccount::MailRestrictions::Whitelist'}`<br>`=  [`<br>`  '\\@your\\.domain\\.example$'`<br>`];` |

## 2.50.18. CustomerPanelCreateAccount::MailRestrictions::Blackli

| Description: | If active, none of the regular expressions may match the user's email address to allow registration. |
| --- | --- |

| Group: | Framework |
|---|---|
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerPanelCreateAccount::MailRestrictions::Blacklist'}
 = [
  '\\@your\\.domain\\.example$'
];
``` |

## 2.50.19. CustomerPanelSubjectLostPasswordToken

| Description: | Defines the subject for notification mails sent to customers, with token about new requested password. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'CustomerPanelSubjectLostPasswordToken'} = 'New OTRS
password request';
``` |

## 2.50.20. CustomerPanelBodyLostPasswordToken

| Description: | Defines the body text for notification mails sent to customers, with token about new requested password (after using this link the new password will be sent). |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'CustomerPanelBodyLostPasswordToken'} = 'Hi
<OTRS_USERFIRSTNAME>,

You or someone impersonating you has requested to change your OTRS
password.

If you want to do this, click on this link. You will receive another
 email containing the password.

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/
<OTRS_CONFIG_ScriptAlias>customer.pl?
Action=CustomerLostPassword;Token=<OTRS_TOKEN>

If you did not request a new password, please ignore this email.
          ';
``` |

## 2.50.21. CustomerPanelSubjectLostPassword

| Description: | Defines the subject for notification mails sent to customers, about new password. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'CustomerPanelSubjectLostPassword'} = 'New OTRS password';` |
| --- | --- |

## 2.50.22. CustomerPanelBodyLostPassword

| Description: | Defines the body text for notification mails sent to customers, about new password (after using this link the new password will be sent). |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'CustomerPanelBodyLostPassword'} =  'Hi <OTRS_USERFIRSTNAME>,


New password: <OTRS_NEWPW>

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/
<OTRS_CONFIG_ScriptAlias>customer.pl
            ';``` |

## 2.50.23. CustomerPanelSubjectNewAccount

| Description: | Defines the subject for notification mails sent to customers, about new account. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerPanelSubjectNewAccount'} =  'New OTRS Account!';` |

## 2.50.24. CustomerPanelBodyNewAccount

| Description: | Defines the body text for notification mails sent to customers, about new account. |
| --- | --- |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'CustomerPanelBodyNewAccount'} =  'Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has created a new OTRS account for you.

Full name: <OTRS_USERFIRSTNAME> <OTRS_USERLASTNAME>
User name: <OTRS_USERLOGIN>
Password : <OTRS_USERPASSWORD>

You can log in via the following URL. We encourage you to change
 your password
via the Preferences button after logging in.

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/
<OTRS_CONFIG_ScriptAlias>customer.pl``` |

```
                                                                                            ';
```

## 2.50.25. Loader::Customer::Skin###000-default

| | |
|---|---|
| Description: | Default skin for the customer interface. |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Loader::Customer::Skin'}->{'000-default'} = {`<br>`  'Description' => 'This is the default orange - black skin for the`<br>`customer interface.',`<br>`  'HomePage' => 'www.otrs.org',`<br>`  'InternalName' => 'default',`<br>`  'VisibleName' => 'Default'`<br>`};` |

## 2.50.26. Loader::Customer::SelectedSkin

| | |
|---|---|
| Description: | The customer skin's InternalName which should be used in the customer interface. Please check the available skins in Frontend::Customer::Skins. |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Loader::Customer::SelectedSkin'} = 'default';` |

## 2.50.27. AutoComplete::Customer###Default

| | |
|---|---|
| Description: | Defines the config options for the autocompletion feature. |
| Group: | Framework |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'AutoComplete::Customer'}->{'Default'} = {`<br>`  'AutoCompleteActive' => '1',`<br>`  'ButtonText' => 'Search',`<br>`  'MaxResultsDisplayed' => '20',`<br>`  'MinQueryLength' => '2',`<br>`  'QueryDelay' => '100'`<br>`};` |

# 2.51. Frontend::Customer::Auth

## 2.51.1. Customer::AuthModule

| | |
|---|---|
| Description: | Defines the module to authenticate customers. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'Customer::AuthModule'} =`<br>`'Kernel::System::CustomerAuth::DB';` |

## 2.51.2. Customer::AuthModule::DB::CryptType

| Description: | If "DB" was selected for Customer::AuthModule, the crypt type of passwords must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Customer::AuthModule::DB::CryptType'} =  'sha2';` |

## 2.51.3. Customer::AuthModule::DB::Table

| Description: | If "DB" was selected for Customer::AuthModule, the name of the table where your customer data should be stored must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Customer::AuthModule::DB::Table'} =  'customer_user';` |

## 2.51.4. Customer::AuthModule::DB::CustomerKey

| Description: | If "DB" was selected for Customer::AuthModule, the name of the column for the CustomerKey in the customer table must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Customer::AuthModule::DB::CustomerKey'} =  'login';` |

## 2.51.5. Customer::AuthModule::DB::CustomerPassword

| Description: | If "DB" was selected for Customer::AuthModule, the column name for the CustomerPassword in the customer table must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Customer::AuthModule::DB::CustomerPassword'} =  'pw';` |

## 2.51.6. Customer::AuthModule::DB::DSN

| | |
|---|---|
| Description: | If "DB" was selected for Customer::AuthModule, the DSN for the connection to the customer table must be specified. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::DB::DSN'} = 'DBI:mysql:database=customerdb;host=customerdbhost';` |

## 2.51.7. Customer::AuthModule::DB::User

| | |
|---|---|
| Description: | If "DB" was selected for Customer::AuthModule, a username to connect to the customer table can be specified. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::DB::User'} = 'some_user';` |

## 2.51.8. Customer::AuthModule::DB::Password

| | |
|---|---|
| Description: | If "DB" was selected for Customer::AuthModule, a password to connect to the customer table can be specified. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::DB::Password'} = 'some_password';` |

## 2.51.9. Customer::AuthModule::DB::Type

| | |
|---|---|
| Description: | If "DB" was selected for Customer::AuthModule, a database driver (normally autodetection is used) can be specified. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::DB::Type'} = 'mysql';` |

## 2.51.10. Customer::AuthModule::HTTPBasicAuth::Replace

| | |
|---|---|
| Description: | If "HTTPBasicAuth" was selected for Customer::AuthModule, you can specify to strip leading parts of user names (e. g. for domains like example_domain\user to user). |

| Group: | Framework |
|---|---|
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::HTTPBasicAuth::Replace'} = 'example_domain\\\\';` |

## 2.51.11. Customer::AuthModule::HTTPBasicAuth::ReplaceRegEx

| Description: | If "HTTPBasicAuth" was selected for Customer::AuthModule, you can specify (by using a RegExp) to strip parts of REMOTE_USER (e. g. for to remove trailing domains). RegExp-Note, $1 will be the new Login. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::HTTPBasicAuth::ReplaceRegExp'} = '^(.+?)@.+?$';` |

## 2.51.12. Customer::AuthModule::LDAP::Host

| Description: | If "LDAP" was selected for Customer::AuthModule, the LDAP host can be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::Host'} = 'ldap.example.com';` |

## 2.51.13. Customer::AuthModule::LDAP::BaseDN

| Description: | If "LDAP" was selected for Customer::AuthModule, the BaseDN must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';` |

## 2.51.14. Customer::AuthModule::LDAP::UID

| Description: | If "LDAP" was selected for Customer::AuthModule, the user identifier must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |

| Valid: | 0 |
|---|---|
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::UID'} = 'uid';` |

## 2.51.15. Customer::AuthModule::LDAP::GroupDN

| Description: | If "LDAP" was selected for Customer::Authmodule, you can check if the user is allowed to authenticate because he is in a posixGroup, e.g. user needs to be in a group xyz to use OTRS. Specify the group, who may access the system. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::GroupDN'} = 'cn=otrsallow,ou=posixGroups,dc=example,dc=com';` |

## 2.51.16. Customer::AuthModule::LDAP::AccessAttr

| Description: | If "LDAP" was selected for Customer::AuthModule, you can specify access attributes here. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::AccessAttr'} = 'memberUid';` |

## 2.51.17. Customer::AuthModule::LDAP::UserAttr

| Description: | If "LDAP" was selected for Customer::AuthModule, user attributes can be specified. For LDAP posixGroups use UID, for non LDAP posixGroups use full user DN. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'UID';` |

## 2.51.18. Customer::AuthModule::LDAP::SearchUserDN

| Description: | If "LDAP" was selected for Customer::AuthModule and your users have only anonymous access to the LDAP tree, but you want to search through the data, you can do this with a user who has access to the LDAP directory. Specify the username for this special user here. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |

| Valid: | 0 |
|---|---|
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::SearchUserDN'} = 'cn=binduser,ou=users,dc=example,dc=com';` |

## 2.51.19. Customer::AuthModule::LDAP::SearchUserPw

| Description: | If "LDAP" was selected for Customer::AuthModule and your users have only anonymous access to the LDAP tree, but you want to search through the data, you can do this with a user who has access to the LDAP directory. Specify the password for this special user here. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::SearchUserPw'} = 'some_password';` |

## 2.51.20. Customer::AuthModule::LDAP::AlwaysFilter

| Description: | If "LDAP" was selected, you can add a filter to each LDAP query, e.g. (mail=*), (objectclass=user) or (!objectclass=computer). |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::AlwaysFilter'} = '(!objectclass=computer)';` |

## 2.51.21. Customer::AuthModule::LDAP::UserSuffix

| Description: | If "LDAP" was selected for Customer::AuthModule and if you want to add a suffix to every customer login name, specifiy it here, e.g. you just want to write the username user but in your LDAP directory exists user@domain. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::UserSuffix'} = '@domain.com';` |

## 2.51.22. Customer::AuthModule::LDAP::Params

| Description: | If "LDAP" was selected for Customer::AuthModule and special paramaters are needed for the Net::LDAP perl module, you can specify them here. See "perldoc Net::LDAP" for more information about the parameters. |
|---|---|

| Group: | Framework |
|---|---|
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::Params'} = {`<br>`  'async' => '0',`<br>`  'port' => '389',`<br>`  'timeout' => '120',`<br>`  'version' => '3'`<br>`};` |

## 2.51.23. Customer::AuthModule::LDAP::Die

| Description: | If "LDAP" was selected for Customer::AuthModule, you can specify if the applications will stop if e. g. a connection to a server can't be established due to network problems. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::LDAP::Die'} = '1';` |

## 2.51.24. Customer::AuthModule::Radius::Host

| Description: | If "Radius" was selected for Customer::AuthModule, the radius host must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::Radius::Host'} = 'radiushost';` |

## 2.51.25. Customer::AuthModule::Radius::Password

| Description: | If "Radius" was selected for Customer::AuthModule, the password to authenticate to the radius host must be specified. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::Radius::Password'} = 'radiussecret';` |

## 2.51.26. Customer::AuthModule::Radius::Die

| Description: | If "Radius" was selected for Customer::AuthModule, you can specify if the applications will stop if e. g. a connection to a server can't be established due to network problems. |
|---|---|

| | |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Auth |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Customer::AuthModule::Radius::Die'} = '1';` |

# 2.52. Frontend::Customer::ModuleMetaHead

## 2.52.1. CustomerFrontend::HeaderMetaModule###1-Refresh

| | |
|---|---|
| Description: | Defines the module to generate html refresh headers of html sites, in the customer interface. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::ModuleMetaHead |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerFrontend::HeaderMetaModule'}->{'1-Refresh'} = {`<br>`  'Module' => 'Kernel::Output::HTML::HeaderMetaRefresh'`<br>`};` |

# 2.53. Frontend::Customer::ModuleNotify

## 2.53.1. CustomerFrontend::NotifyModule###1-OTRSBusiness

| | |
|---|---|
| Description: | Defines the module to display a notification in different interfaces on different occasions for OTRS Business Solution™. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::ModuleNotify |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerFrontend::NotifyModule'}->{'1-OTRSBusiness'} = {`<br>`  'Module' =>`<br>`'Kernel::Output::HTML::NotificationCustomerOTRSBusiness'`<br>`};` |

## 2.53.2. CustomerFrontend::NotifyModule###1-ShowAgentOnline

| | |
|---|---|
| Description: | Defines the module that shows the currently loged in agents in the customer interface. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::ModuleNotify |
| Valid: | 0 |
| Required: | 0 |

| Config-Setting: | ```
$Self->{'CustomerFrontend::NotifyModule'}->{'1-ShowAgentOnline'} =
  {
  'IdleMinutes' => '60',
  'Module' => 'Kernel::Output::HTML::NotificationAgentOnline',
  'ShowEmail' => '1'
};
``` |
|---|---|

## 2.53.3. CustomerFrontend::NotifyModule###1-Show-CustomerOnline

| Description: | Defines the module that shows the currently loged in customers in the customer interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::ModuleNotify |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerFrontend::NotifyModule'}->{'1-ShowCustomerOnline'}
= {
  'Module' => 'Kernel::Output::HTML::NotificationCustomerOnline',
  'ShowEmail' => '1'
};
``` |

## 2.53.4. CustomerFrontend::NotifyModule###6-CustomerSystemMaintenance-Check

| Description: | Defines the module to display a notification in the agent interface, if the agent is logged in while having system maintenance active. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::ModuleNotify |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'CustomerFrontend::NotifyModule'}->{'6-
CustomerSystemMaintenance-Check'} = {
  'Module' =>
'Kernel::Output::HTML::NotificationCustomerSystemMaintenanceCheck'
};
``` |

# 2.54. Frontend::Customer::ModuleRegistration

## 2.54.1. CustomerFrontend::Module###Logout

| Description: | Frontend module registration for the customer interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerFrontend::Module'}->{'Logout'} = {
  'Description' => 'Logout of customer panel',
  'NavBarName' => '',
  'Title' => ''
};
``` |

## 2.54.2. CustomerFrontend::Module###CustomerPreferences

| Description: | Frontend module registration for the customer interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'CustomerFrontend::Module'}->{'CustomerPreferences'} = {
  'Description' => 'Customer preferences',
  'NavBarName' => '',
  'Title' => 'Preferences'
};``` |

## 2.54.3. CustomerFrontend::Module###CustomerAccept

| Description: | Frontend module registration for the customer interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'CustomerFrontend::Module'}->{'CustomerAccept'} = {
  'Description' => 'To accept login information, such as an EULA or license.',
  'NavBarName' => '',
  'Title' => 'Info'
};``` |

## 2.54.4. CustomerFrontend::Module###PictureUpload

| Description: | Frontend module registration for the customer interface. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::ModuleRegistration |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'CustomerFrontend::Module'}->{'PictureUpload'} = {
  'Description' => 'Picture upload module',
  'NavBarName' => 'Ticket',
  'Title' => 'Picture-Upload'
};``` |

# 2.55. Frontend::Customer::Preferences

## 2.55.1. CustomerPreferences

| Description: | Defines the parameters for the customer preferences table. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Preferences |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | ```
$Self->{'CustomerPreferences'} = {
  'Module' => 'Kernel::System::CustomerUser::Preferences::DB',
  'Params' => {
    'Table' => 'customer_preferences',
    'TableKey' => 'preferences_key',
    'TableUserID' => 'user_id',
    'TableValue' => 'preferences_value'
  }
};
``` |
|---|---|

## 2.55.2. CustomerPreferencesView

| Description: | Sets the order of the different items in the customer preferences view. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Preferences |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'CustomerPreferencesView'} = [
  'User Profile',
  'Other Settings'
];
``` |

## 2.55.3. CustomerPreferencesGroups###Password

| Description: | Defines all the parameters for this item in the customer preferences. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerPreferencesGroups'}->{'Password'} = {
  'Active' => '1',
  'Area' => 'Customer',
  'Column' => 'Other Settings',
  'Label' => 'Change password',
  'Module' => 'Kernel::Output::HTML::PreferencesPassword',
  'PasswordMin2Characters' => '0',
  'PasswordMin2Lower2UpperCharacters' => '0',
  'PasswordMinSize' => '0',
  'PasswordNeedDigit' => '0',
  'PasswordRegExp' => '',
  'Prio' => '1000'
};
``` |

## 2.55.4. CustomerPreferencesGroups###Language

| Description: | Defines all the parameters for this item in the customer preferences. |
|---|---|
| Group: | Framework |
| SubGroup: | Frontend::Customer::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPreferencesGroups'}->{'Language'} = {` |

```
            'Active' => '1',
            'Column' => 'User Profile',
            'Key' => 'Language',
            'Label' => 'Interface language',
            'Module' => 'Kernel::Output::HTML::PreferencesLanguage',
            'PrefKey' => 'UserLanguage',
            'Prio' => '2000'
        };
```

## 2.55.5. CustomerPreferencesGroups###Theme

| | |
|---|---|
| Description: | Defines all the parameters for this item in the customer preferences. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPreferencesGroups'}->{'Theme'} = {`<br>`'Active' => '0',`<br>`'Column' => 'User Profile',`<br>`'Key' => 'Select your frontend Theme.',`<br>`'Label' => 'Theme',`<br>`'Module' => 'Kernel::Output::HTML::PreferencesTheme',`<br>`'PrefKey' => 'UserTheme',`<br>`'Prio' => '1000'`<br>`};` |

## 2.55.6. CustomerPreferencesGroups###TimeZone

| | |
|---|---|
| Description: | Defines all the parameters for this item in the customer preferences. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPreferencesGroups'}->{'TimeZone'} = {`<br>`'Active' => '1',`<br>`'Column' => 'User Profile',`<br>`'Key' => 'Time Zone',`<br>`'Label' => 'Time Zone',`<br>`'Module' => 'Kernel::Output::HTML::PreferencesTimeZone',`<br>`'PrefKey' => 'UserTimeZone',`<br>`'Prio' => '5000'`<br>`};` |

## 2.55.7. CustomerPreferencesGroups###PGP

| | |
|---|---|
| Description: | Defines all the parameters for this item in the customer preferences. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPreferencesGroups'}->{'PGP'} = {`<br>`'Active' => '1',` |

```
    'Column' => 'Other Settings',
    'Key' => 'PGP Key Upload',
    'Label' => 'PGP Key',
    'Module' => 'Kernel::Output::HTML::PreferencesPGP',
    'PrefKey' => 'UserPGPKey',
    'Prio' => '10000'
};
```

## 2.55.8. CustomerPreferencesGroups###SMIME

| | |
|---|---|
| Description: | Defines all the parameters for this item in the customer preferences. |
| Group: | Framework |
| SubGroup: | Frontend::Customer::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPreferencesGroups'}->{'SMIME'} = {`<br>`  'Active' => '1',`<br>`  'Column' => 'Other Settings',`<br>`  'Key' => 'S/MIME Certificate Upload',`<br>`  'Label' => 'S/MIME Certificate',`<br>`  'Module' => 'Kernel::Output::HTML::PreferencesSMIME',`<br>`  'PrefKey' => 'UserSMIMEKey',`<br>`  'Prio' => '11000'`<br>`};` |

# 2.56. Frontend::Public

## 2.56.1. PublicFrontend::CommonParam###Action

| | |
|---|---|
| Description: | Defines the default value for the action parameter for the public frontend. The action parameter is used in the scripts of the system. |
| Group: | Framework |
| SubGroup: | Frontend::Public |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PublicFrontend::CommonParam'}->{'Action'} = 'PublicDefault';` |

# 2.57. Frontend::Public::ModuleRegistration

## 2.57.1. PublicFrontend::Module###PublicDefault

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Public::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PublicFrontend::Module'}->{'PublicDefault'} = {`<br>`  'Description' => 'PublicDefault',`<br>`  'NavBarName' => '',`<br>`  'Title' => 'PublicDefault'` |

```
};
```

## 2.57.2. PublicFrontend::Module###PublicRepository

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Public::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PublicFrontend::Module'}->{'PublicRepository'} = {`<br>`  'Description' => 'PublicRepository',`<br>`  'NavBarName' => '',`<br>`  'Title' => 'PublicRepository'`<br>`};` |

## 2.57.3. PublicFrontend::Module###PublicSupportDataCollector

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Framework |
| SubGroup: | Frontend::Public::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PublicFrontend::Module'}->{'PublicSupportDataCollector'} =`<br>`  {`<br>`  'Description' => 'PublicSupportDataCollector',`<br>`  'NavBarName' => '',`<br>`  'Title' => 'PublicSupportDataCollector'`<br>`};` |

# 2.58. SystemMaintenance

## 2.58.1. SystemMaintenance::TimeNotifyUpcomingMaintenance

| | |
|---|---|
| Description: | Sets the minutes a notification is shown for notice about upcoming system maintenance period. |
| Group: | Framework |
| SubGroup: | SystemMaintenance |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SystemMaintenance::TimeNotifyUpcomingMaintenance'} =`<br>`'30';` |

## 2.58.2. SystemMaintenance::IsActiveDefaultNotification

| | |
|---|---|
| Description: | Sets the default message for the notification is shown on a running system maintenance period. |
| Group: | Framework |
| SubGroup: | SystemMaintenance |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | `$Self->{'SystemMaintenance::IsActiveDefaultNotification'} = 'A system maintenance period is active';` |

## 2.58.3. SystemMaintenance::IsActiveDefaultLoginMessage

| Description: | Sets the default message for the login screen on Agent and Customer interface, it's shown when a running system maintenance period is active. |
|---|---|
| Group: | Framework |
| SubGroup: | SystemMaintenance |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SystemMaintenance::IsActiveDefaultLoginMessage'} = 'System is on a scheduled maintenance period. We spect to be online promptly.';` |

## 2.58.4. SystemMaintenance::IsActiveDefaultLoginErrorMessage

| Description: | Sets the default error message for the login screen on Agent and Customer interface, it's shown when a running system maintenance period is active. |
|---|---|
| Group: | Framework |
| SubGroup: | SystemMaintenance |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'SystemMaintenance::IsActiveDefaultLoginErrorMessage'} = 'A maintenance period is running, get into the system is not possible for now.';` |

# 3. GenericInterface

## 3.1. Core::CustomerCompany

### 3.1.1. CustomerCompany::EventModulePost###1000-GenericInterface

| Description: | Performs the configured action for each event (as an Invoker) for each configured Webservice. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | Core::CustomerCompany |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerCompany::EventModulePost'}->{'1000-GenericInterface'} = {`<br>`  'Event' => '',`<br>`  'Module' => 'Kernel::GenericInterface::Event::Handler',`<br>`  'Transaction' => '1'`<br>`};` |

# 3.2. Core::CustomerUser

## 3.2.1. CustomerUser::EventModulePost###1000-GenericInterface

| | |
|---|---|
| Description: | Performs the configured action for each event (as an Invoker) for each configured Webservice. |
| Group: | GenericInterface |
| SubGroup: | Core::CustomerUser |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'CustomerUser::EventModulePost'}->{'1000-GenericInterface'} = { 'Event' => '', 'Module' => 'Kernel::GenericInterface::Event::Handler', 'Transaction' => '1' };``` |

# 3.3. Core::DynamicField

## 3.3.1. DynamicField::EventModulePost###1000-GenericInterface

| | |
|---|---|
| Description: | Performs the configured action for each event (as an Invoker) for each configured Webservice. |
| Group: | GenericInterface |
| SubGroup: | Core::DynamicField |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'DynamicField::EventModulePost'}->{'1000-GenericInterface'} = { 'Event' => '', 'Module' => 'Kernel::GenericInterface::Event::Handler', 'Transaction' => '1' };``` |

# 3.4. Core::Package

## 3.4.1. Package::EventModulePost###1000-GenericInterface

| | |
|---|---|
| Description: | Performs the configured action for each event (as an Invoker) for each configured Webservice. |
| Group: | GenericInterface |
| SubGroup: | Core::Package |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Package::EventModulePost'}->{'1000-GenericInterface'} = { 'Event' => '', 'Module' => 'Kernel::GenericInterface::Event::Handler',``` |

```
                                    'Transaction' => '1'
                                  };
```

# 3.5. Core::Queue

## 3.5.1. Queue::EventModulePost###1000-GenericInterface

| Description: | Performs the configured action for each event (as an Invoker) for each configured Webservice. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | Core::Queue |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Queue::EventModulePost'}->{'1000-GenericInterface'} = {`<br>`  'Event' => '',`<br>`  'Module' => 'Kernel::GenericInterface::Event::Handler',`<br>`  'Transaction' => '1'`<br>`};` |

# 3.6. Core::Ticket

## 3.6.1. Ticket::EventModulePost###1000-GenericInterface

| Description: | Performs the configured action for each event (as an Invoker) for each configured Webservice. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::EventModulePost'}->{'1000-GenericInterface'} = {`<br>`  'Event' => '',`<br>`  'Module' => 'Kernel::GenericInterface::Event::Handler',`<br>`  'Transaction' => '1'`<br>`};` |

# 3.7. Frontend::Admin::ModuleRegistration

## 3.7.1. Frontend::Module###AdminGenericInterfaceDebugger

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AdminGenericInterfaceDebugger'} = {`<br>`  'Description' => 'Admin',`<br>`  'Group' => [`<br>`    'admin'` |

```
    ],
    'Loader' => {
      'CSS' => [
        'Core.Agent.Admin.GenericInterface.css'
      ],
      'CSS_IE7' => 'Core.Agent.Admin.GenericInterface.IE7.css',
      'JavaScript' => [
        'Core.Agent.Admin.GenericInterfaceDebugger.js'
      ]
    },
    'Title' => 'GenericInterface Debugger GUI'
};
```

## 3.7.2. Frontend::Module###AdminGenericInterfaceWebservice

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | GenericInterface |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'Frontend::Module'}->{'AdminGenericInterfaceWebservice'} =<br>  {<br>  'Description' => 'Admin',<br>  'Group' => [<br>    'admin'<br>  ],<br>  'Loader' => {<br>    'CSS' => [<br>      'Core.Agent.Admin.GenericInterface.css'<br>    ],<br>    'JavaScript' => [<br>      'Core.Agent.Admin.GenericInterfaceWebservice.js'<br>    ]<br>  },<br>  'NavBarModule' => {<br>    'Block' => 'System',<br>    'Description' => 'Create and manage web services.',<br>    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',<br>    'Name' => 'Web Services',<br>    'Prio' => '1000'<br>  },<br>  'NavBarName' => 'Admin',<br>  'Title' => 'GenericInterface Web Service GUI'<br>};</pre> |

## 3.7.3. Frontend::Module###AdminGenericInterfaceTransportHTT

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | GenericInterface |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | <pre> $Self->{'Frontend::Module'}-<br>>{'AdminGenericInterfaceTransportHTTPSOAP'} =  {<br>  'Description' => 'Admin',<br>  'Group' => [<br>    'admin'<br>  ],<br>  'Loader' => {<br>    'CSS' => [<br>      'Core.Agent.Admin.GenericInterface.css'<br>    ]</pre> |

```
    },
    'Title' => 'GenericInterface TransportHTTPSOAP GUI'
};
```

## 3.7.4. Frontend::Module###AdminGenericInterfaceTransportHTT

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | GenericInterface |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminGenericInterfaceTransportHTTPREST'} = {  'Description' => 'Admin',  'Group' => [    'admin'  ],  'Loader' => {    'CSS' => [      'Core.Agent.Admin.GenericInterface.css'    ]  },  'Title' => 'GenericInterface TransportHTTPREST GUI'};``` |

## 3.7.5. Frontend::Module###AdminGenericInterfaceWebserviceH

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | GenericInterface |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminGenericInterfaceWebserviceHistory'} = {  'Description' => 'Admin',  'Group' => [    'admin'  ],  'Loader' => {    'CSS' => [      'Core.Agent.Admin.GenericInterface.css'    ],    'JavaScript' => [      'Core.Agent.Admin.GenericInterfaceWebserviceHistory.js'    ]  },  'Title' => 'GenericInterface Webservice History GUI'};``` |

## 3.7.6. Frontend::Module###AdminGenericInterfaceOperationDe

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | GenericInterface |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | ``` $Self->{'Frontend::Module'}->{'AdminGenericInterfaceOperationDefault'} = { 'Description' => 'Admin', 'Group' => [ 'admin' ], 'Loader' => { 'CSS' => [ 'Core.Agent.Admin.GenericInterface.css' ], 'JavaScript' => [ 'Core.Agent.Admin.GenericInterfaceOperation.js' ] }, 'Title' => 'GenericInterface Operation GUI' }; ``` |
|---|---|

## 3.7.7. Frontend::Module###AdminGenericInterfaceInvokerDefau

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'Frontend::Module'}->{'AdminGenericInterfaceInvokerDefault'} = { 'Description' => 'Admin', 'Group' => [ 'admin' ], 'Loader' => { 'CSS' => [ 'Core.Agent.Admin.GenericInterface.css' ], 'JavaScript' => [ 'Core.Agent.Admin.GenericInterfaceInvoker.js' ] }, 'Title' => 'GenericInterface Invoker GUI' }; ``` |

## 3.7.8. Frontend::Module###AdminGenericInterfaceMappingSim

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'Frontend::Module'}->{'AdminGenericInterfaceMappingSimple'} = { 'Description' => 'Admin', 'Group' => [ 'admin' ], 'Loader' => { 'CSS' => [ 'Core.Agent.Admin.GenericInterface.css' ], 'CSS_IE7' => 'Core.Agent.Admin.GenericInterface.IE7.css', 'JavaScript' => [ 'Core.Agent.Admin.GenericInterfaceMappingSimple.js' ``` |

```
        ]
      },
      'Title' => 'GenericInterface Webservice Mapping GUI'
    };
```

# 3.8. GenericInterface::Invoker::ModuleRegistration

## 3.8.1. GenericInterface::Invoker::Module###Test::Test

| | |
|---|---|
| Description: | GenericInterface module registration for the invoker layer. |
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Invoker::ModuleRegistration |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'GenericInterface::Invoker::Module'}->{'Test::Test'} = {`<br>`'ConfigDialog' => 'AdminGenericInterfaceInvokerDefault',`<br>`'Controller' => 'Test',`<br>`'Name' => 'Test'`<br>`};` |

## 3.8.2. GenericInterface::Invoker::Module###Test::TestSimple

| | |
|---|---|
| Description: | GenericInterface module registration for the invoker layer. |
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Invoker::ModuleRegistration |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'GenericInterface::Invoker::Module'}->{'Test::TestSimple'}`<br>`= {`<br>`'ConfigDialog' => 'AdminGenericInterfaceInvokerDefault',`<br>`'Controller' => 'Test',`<br>`'Name' => 'TestSimple'`<br>`};` |

# 3.9. GenericInterface::Mapping::ModuleRegistration

## 3.9.1. GenericInterface::Mapping::Module###Test

| | |
|---|---|
| Description: | GenericInterface module registration for the mapping layer. |
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Mapping::ModuleRegistration |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'GenericInterface::Mapping::Module'}->{'Test'} = {`<br>`'ConfigDialog' => ''`<br>`};` |

## 3.9.2. GenericInterface::Mapping::Module###Simple

| | |
|---|---|
| Description: | GenericInterface module registration for the mapping layer. |

| Group: | GenericInterface |
|---|---|
| SubGroup: | GenericInterface::Mapping::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'GenericInterface::Mapping::Module'}->{'Simple'} = {`<br>`  'ConfigDialog' => 'AdminGenericInterfaceMappingSimple'`<br>`};` |

# 3.10. GenericInterface::Operation::ModuleRegistratio

## 3.10.1. GenericInterface::Operation::Module###Test::Test

| Description: | GenericInterface module registration for the operation layer. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::ModuleRegistration |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::Module'}->{'Test::Test'} = {`<br>`  'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',`<br>`  'Controller' => 'Test',`<br>`  'Name' => 'Test'`<br>`};` |

## 3.10.2. GenericInterface::Operation::Module###Session::Sessio

| Description: | GenericInterface module registration for the operation layer. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::Module'}-`<br>`>{'Session::SessionCreate'} = {`<br>`  'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',`<br>`  'Controller' => 'Session',`<br>`  'Name' => 'SessionCreate'`<br>`};` |

## 3.10.3. GenericInterface::Operation::Module###Ticket::TicketCr

| Description: | GenericInterface module registration for the operation layer. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::Module'}-`<br>`>{'Ticket::TicketCreate'} = {`<br>`  'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',`<br>`  'Controller' => 'Ticket',`<br>`  'Name' => 'TicketCreate'`<br>`};` |

## 3.10.4. GenericInterface::Operation::Module###Ticket::TicketU

| | |
|---|---|
| Description: | GenericInterface module registration for the operation layer. |
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'GenericInterface::Operation::Module'}->{'Ticket::TicketUpdate'} = {   'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',   'Controller' => 'Ticket',   'Name' => 'TicketUpdate' };``` |

## 3.10.5. GenericInterface::Operation::Module###Ticket::TicketGe

| | |
|---|---|
| Description: | GenericInterface module registration for the operation layer. |
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'GenericInterface::Operation::Module'}->{'Ticket::TicketGet'} = {   'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',   'Controller' => 'Ticket',   'Name' => 'TicketGet' };``` |

## 3.10.6. GenericInterface::Operation::Module###Ticket::TicketSe

| | |
|---|---|
| Description: | GenericInterface module registration for the operation layer. |
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'GenericInterface::Operation::Module'}->{'Ticket::TicketSearch'} = {   'ConfigDialog' => 'AdminGenericInterfaceOperationDefault',   'Controller' => 'Ticket',   'Name' => 'TicketGet' };``` |

# 3.11. GenericInterface::Operation::TicketCreate

## 3.11.1. GenericInterface::Operation::TicketCreate###ArticleTyp

| | |
|---|---|
| Description: | Defines the default type of the article for this operation. |
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketCreate |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketCreate'}->{'ArticleType'} = 'webrequest';` |

## 3.11.2. GenericInterface::Operation::TicketCreate###HistoryTyp

| Description: | Defines the history type for this operation, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketCreate |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketCreate'}->{'HistoryType'} = 'NewTicket';` |

## 3.11.3. GenericInterface::Operation::TicketCreate###HistoryCor

| Description: | Defines the history comment for this operation, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketCreate |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketCreate'}->{'HistoryComment'} = '%%GenericInterface Create';` |

## 3.11.4. GenericInterface::Operation::TicketCreate###AutoRespc

| Description: | Defines the default auto response type of the article for this operation. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketCreate |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketCreate'}->{'AutoResponseType'} = 'auto reply';` |

# 3.12. GenericInterface::Operation::TicketSearch

## 3.12.1. GenericInterface::Operation::TicketSearch###SearchLim

| Description: | Maximum number of tickets to be displayed in the result of this operation. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketSearch |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketSearch'}->{'SearchLimit'} =  '500';` |
|---|---|

## 3.12.2. GenericInterface::Operation::TicketSearch###SortBy::De

| Description: | Defines the default ticket attribute for ticket sorting of the ticket search result of this operation. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketSearch'}->{'SortBy::Default'} =  'Age';` |

## 3.12.3. GenericInterface::Operation::TicketSearch###Order::De

| Description: | Defines the default ticket order in the ticket search result of the this operation. Up: oldest on top. Down: latest on top. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketSearch'}->{'Order::Default'} =  'Down';` |

# 3.13. GenericInterface::Operation::TicketUpdate

## 3.13.1. GenericInterface::Operation::TicketUpdate###ArticleTyp

| Description: | Defines the default type of the article for this operation. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketUpdate |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketUpdate'}->{'ArticleType'} =  'webrequest';` |

## 3.13.2. GenericInterface::Operation::TicketUpdate###HistoryTyp

| Description: | Defines the history type for this operation, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketUpdate |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketUpdate'}->{'HistoryType'} =  'AddNote';` |

### 3.13.3. GenericInterface::Operation::TicketUpdate###HistoryCo

| Description: | Defines the history comment for this operation, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketUpdate |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketUpdate'}->{'HistoryComment'} =  '%%GenericInterface Note';` |

### 3.13.4. GenericInterface::Operation::TicketUpdate###AutoResp

| Description: | Defines the default auto response type of the article for this operation. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Operation::TicketUpdate |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::TicketUpdate'}->{'AutoResponseType'} =  'auto follow up';` |

# 3.14. GenericInterface::Transport::ModuleRegistration

## 3.14.1. GenericInterface::Transport::Module###HTTP::SOAP

| Description: | GenericInterface module registration for the transport layer. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Transport::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'GenericInterface::Transport::Module'}->{'HTTP::SOAP'} =  {`<br>`  'ConfigDialog' => 'AdminGenericInterfaceTransportHTTPSOAP',`<br>`  'Name' => 'SOAP',`<br>`  'Protocol' => 'HTTP'`<br>`};` |

## 3.14.2. GenericInterface::Transport::Module###HTTP::REST

| Description: | GenericInterface module registration for the transport layer. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Transport::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'GenericInterface::Transport::Module'}->{'HTTP::REST'} =  {`<br>`  'ConfigDialog' => 'AdminGenericInterfaceTransportHTTPREST',`<br>`  'Name' => 'REST',`<br>`  'Protocol' => 'HTTP'` |

```
};
```

### 3.14.3. GenericInterface::Transport::Module###HTTP::Test

| Description: | GenericInterface module registration for the transport layer. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Transport::ModuleRegistration |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'GenericInterface::Transport::Module'}->{'HTTP::Test'} = {`<br>`'ConfigDialog' => 'AdminGenericInterfaceTransportHTTPTest',`<br>`'Name' => 'Test',`<br>`'Protocol' => 'HTTP'`<br>`};` |

# 3.15. GenericInterface::Webservice

## 3.15.1. GenericInterface::WebserviceConfig::CacheTTL

| Description: | Cache time in seconds for the web service config backend. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Webservice |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::WebserviceConfig::CacheTTL'} =  '86400';` |

## 3.15.2. GenericInterface::Operation::Common::CachedAuth::Age

| Description: | Cache time in seconds for agent authentication in the GenericInterface. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Webservice |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::Common::CachedAuth::AgentCacheTTL'} =  '300';` |

## 3.15.3. GenericInterface::Operation::Common::CachedAuth::Cust

| Description: | Cache time in seconds for customer authentication in the GenericInterface. |
|---|---|
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Webservice |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Operation::Common::CachedAuth::CustomerCacheTTL'} =  '300';` |

### 3.15.4. GenericInterface::Webservice::Path::Separator

| | |
|---|---|
| Description: | Webservice path separator. |
| Group: | GenericInterface |
| SubGroup: | GenericInterface::Webservice |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'GenericInterface::Webservice::Path::Separator'} = '»';` |

# 4. ProcessManagement

## 4.1. Core

### 4.1.1. Process::DynamicFieldProcessManagementProcessID

| | |
|---|---|
| Description: | This option defines the dynamic field in which a Process Management process entity id is stored. |
| Group: | ProcessManagement |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Process::DynamicFieldProcessManagementProcessID'} = 'ProcessManagementProcessID';` |

### 4.1.2. Process::DynamicFieldProcessManagementActivityID

| | |
|---|---|
| Description: | This option defines the dynamic field in which a Process Management activity entity id is stored. |
| Group: | ProcessManagement |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Process::DynamicFieldProcessManagementActivityID'} = 'ProcessManagementActivityID';` |

### 4.1.3. Process::DefaultQueue

| | |
|---|---|
| Description: | This option defines the process tickets default queue. |
| Group: | ProcessManagement |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Process::DefaultQueue'} = 'Raw';` |

### 4.1.4. Process::DefaultState

| | |
|---|---|
| Description: | This option defines the process tickets default state. |

| Group: | ProcessManagement |
|---|---|
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Process::DefaultState'} = 'new';` |

## 4.1.5. Process::DefaultLock

| Description: | This option defines the process tickets default lock. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Process::DefaultLock'} = 'unlock';` |

## 4.1.6. Process::DefaultPriority

| Description: | This option defines the process tickets default priority. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Process::DefaultPriority'} = '3 normal';` |

## 4.1.7. Process::Entity::Prefix

| Description: | Default ProcessManagement entity prefixes for entity IDs that are automatically generated. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Process::Entity::Prefix'} = {```<br>```  'Activity' => 'A',```<br>```  'ActivityDialog' => 'AD',```<br>```  'Process' => 'P',```<br>```  'Transition' => 'T',```<br>```  'TransitionAction' => 'TA'```<br>```};``` |

## 4.1.8. Process::CacheTTL

| Description: | Cache time in seconds for the DB process backend. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'Process::CacheTTL'} = '3600';` |
| --- | --- |

### 4.1.9. Process::NavBarOutput::CacheTTL

| Description: | Cache time in seconds for the ticket process navigation bar output module. |
| --- | --- |
| Group: | ProcessManagement |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Process::NavBarOutput::CacheTTL'} = '900';` |

# 4.2. Core::Ticket

## 4.2.1. Ticket::EventModulePost###TicketProcessTransitions

| Description: | Event module registration. For more performance you can define a trigger event (e. g. Event => TicketCreate). |
| --- | --- |
| Group: | ProcessManagement |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::EventModulePost'}->{'TicketProcessTransitions'} =
  {
   'Event' => '',
   'Module' =>
'Kernel::System::Ticket::Event::TicketProcessTransitions',
   'Transaction' => '1'
};
``` |

# 4.3. Core::Transition

## 4.3.1. ProcessManagement::Transition::Debug::Enabled

| Description: | If enabled debugging information for transitions is logged. |
| --- | --- |
| Group: | ProcessManagement |
| SubGroup: | Core::Transition |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'ProcessManagement::Transition::Debug::Enabled'} = '0';` |

## 4.3.2. ProcessManagement::Transition::Debug::LogPriority

| Description: | Defines the priority in which the information is logged and presented. |
| --- | --- |
| Group: | ProcessManagement |
| SubGroup: | Core::Transition |

| Valid: | 0 |
|---|---|
| Required: | 0 |
| Config-Setting: | `$Self->{'ProcessManagement::Transition::Debug::LogPriority'} = 'debug';` |

## 4.3.3. ProcessManagement::Transition::Debug::Filter###00-Default

| Description: | Filter for debugging Transitions. Note: More filters can be added in the format &lt;OTRS_TICKET_Attribute&gt; e.g. &lt;OTRS_TICKET_Priority&gt;. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Core::Transition |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'ProcessManagement::Transition::Debug::Filter'}->{'00-`<br>`Default'} = {`<br>`  '<OTRS_TICKET_TicketNumber>' => '',`<br>`  'TransitionEntityID' => ''`<br>`};` |

# 4.4. DynamicFields::Driver::Registration

## 4.4.1. DynamicFields::Driver###ProcessID

| Description: | DynamicField backend registration. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | DynamicFields::Driver::Registration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DynamicFields::Driver'}->{'ProcessID'} = {`<br>`  'ConfigDialog' => 'AdminDynamicFieldText',`<br>`  'DisabledAdd' => '1',`<br>`  'DisplayName' => 'ProcessID',`<br>`  'Module' =>`<br>`'Kernel::System::DynamicField::Driver::ProcessManagement::ProcessID'`<br>`};` |

## 4.4.2. DynamicFields::Driver###ActivityID

| Description: | DynamicField backend registration. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | DynamicFields::Driver::Registration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DynamicFields::Driver'}->{'ActivityID'} = {`<br>`  'ConfigDialog' => 'AdminDynamicFieldText',`<br>`  'DisabledAdd' => '1',`<br>`  'DisplayName' => 'ActivityID',`<br>`  'Module' =>`<br>`'Kernel::System::DynamicField::Driver::ProcessManagement::ActivityID'`<br>`};` |

# 4.5. Frontend::Admin::ModuleRegistration

## 4.5.1. Frontend::Module###AdminProcessManagement

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | ProcessManagement |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminProcessManagement'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ProcessManagement.css',
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'thirdparty/jsplumb-1.6.4/jsplumb.js',
      'thirdparty/farahey-0.5/farahey.js',
      'thirdparty/jsplumb-labelspacer/label-spacer.js',
      'Core.Agent.Admin.ProcessManagement.js',
      'Core.Agent.Admin.ProcessManagement.Canvas.js',
      'Core.UI.AllocationList.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Configure Processes.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Process Management',
    'Prio' => '750'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Process Management'
};
``` |

## 4.5.2. Frontend::Module###AdminProcessManagementActivity

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | ProcessManagement |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminProcessManagementActivity'} =
{
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ProcessManagement.css',
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.ProcessManagement.js',
      'Core.UI.AllocationList.js'
    ]
  },
``` |

```
  'Title' => 'Process Management Activity GUI'
};
```

## 4.5.3. Frontend::Module###AdminProcessManagementActivityD

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | ProcessManagement |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'Frontend::Module'}->{'AdminProcessManagementActivityDialog'} = { 'Description' => 'Admin', 'Group' => [ 'admin' ], 'Loader' => { 'CSS' => [ 'Core.Agent.Admin.ProcessManagement.css', 'Core.AllocationList.css' ], 'JavaScript' => [ 'Core.Agent.Admin.ProcessManagement.js', 'Core.UI.AllocationList.js' ] }, 'Title' => 'Process Management Activity Dialog GUI' }; ``` |

## 4.5.4. Frontend::Module###AdminProcessManagementTransitio

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | ProcessManagement |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'Frontend::Module'}->{'AdminProcessManagementTransition'} = { 'Description' => 'Admin', 'Group' => [ 'admin' ], 'Loader' => { 'CSS' => [ 'Core.Agent.Admin.ProcessManagement.css' ], 'JavaScript' => [ 'Core.Agent.Admin.ProcessManagement.js' ] }, 'Title' => 'Process Management Transition GUI' }; ``` |

## 4.5.5. Frontend::Module###AdminProcessManagementTransitio

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | ProcessManagement |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | ```
$Self->{'Frontend::Module'}-
>{'AdminProcessManagementTransitionAction'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ProcessManagement.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.ProcessManagement.js'
    ]
  },
  'Title' => 'Process Management Transition Action GUI'
};
``` |

## 4.5.6. Frontend::Module###AdminProcessManagementPath

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminProcessManagementPath'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ProcessManagement.css',
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.ProcessManagement.js',
      'Core.UI.AllocationList.js'
    ]
  },
  'Title' => 'Process Management Path GUI'
};
``` |

# 4.6. Frontend::Agent::Dashboard

## 4.6.1. DashboardBackend###0140-RunningTicket-Process

| Description: | Parameters for the dashboard backend of the running process tickets overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | ```
$Self->{'DashboardBackend'}->{'0140-RunningTicketProcess'} = {
  'Attributes' => 'StateType=new;StateType=open;StateType=pending
reminder;StateType=pending auto',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '0',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'DynamicField_ProcessManagementActivityID' => '2',
    'DynamicField_ProcessManagementProcessID' => '2',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All tickets with a reminder set where the
reminder date has been reached',
  'Group' => '',
  'IsProcessWidget' => '1',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::DashboardTicketGeneric',
  'Permission' => 'rw',
  'Time' => 'UntilTime',
  'Title' => 'Running Process Tickets'
};
``` |

# 4.7. Frontend::Agent::ModuleRegistration

## 4.7.1. Frontend::Module###AgentTicketProcess

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | ProcessManagement |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketProcess'} = {
  'Description' => 'Create new process ticket',
  'Loader' => {
    'CSS' => [
      'Core.Agent.TicketProcess.css'
    ],
    'JavaScript' => [
      'Core.Agent.CustomerSearch.js',
      'Core.Agent.TicketAction.js',
      'Core.Agent.TicketProcess.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'p',
``` |

```
            'Block' => '',
            'Description' => 'Create New process ticket',
            'Link' => 'Action=AgentTicketProcess',
            'LinkOption' => '',
            'Name' => 'New process ticket',
            'NavBar' => 'Ticket',
            'Prio' => '220',
            'Type' => ''
      }
    ],
    'NavBarName' => 'Ticket',
    'Title' => 'New process ticket'
};
```

# 4.8. Frontend::Agent::NavBarModule

## 4.8.1. Frontend::NavBarModule###1-TicketProcesses

| | |
|---|---|
| Description: | Frontend module registration (disable ticket processes screen if no process available). |
| Group: | ProcessManagement |
| SubGroup: | Frontend::Agent::NavBarModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::NavBarModule'}->{'1-TicketProcesses'} =  {`<br>`  'Module' => 'Kernel::Output::HTML::NavBarAgentTicketProcess'`<br>`};` |

# 4.9. Frontend::Agent::Ticket::MenuModule

## 4.9.1. Ticket::Frontend::MenuModule###480-Process

| | |
|---|---|
| Description: | Shows a link in the menu to enroll a ticket into a process in the ticket zoom view of the agent interface. |
| Group: | ProcessManagement |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::MenuModule'}->{'480-Process'} =  {`<br>`  'Action' => 'AgentTicketProcess',`<br>`  'Description' => 'Enroll this ticket into a process',`<br>`  'Link' => 'Action=AgentTicketProcess;IsProcessEnroll=1;TicketID=[%`<br>`Data.TicketID | html %]',`<br>`  'Module' => 'Kernel::Output::HTML::TicketMenuProcess',`<br>`  'Name' => 'Process Enroll',`<br>`  'PopupType' => 'TicketAction',`<br>`  'Target' => ''`<br>`};` |

# 4.10. Frontend::Agent::Ticket::ViewProcess

## 4.10.1. Ticket::Frontend::AgentTicketProcess###StateType

| | |
|---|---|
| Description: | Determines the next possible ticket states, for process tickets in the agent interface. |

| Group: | ProcessManagement |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewProcess |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::AgentTicketProcess'}->{'StateType'} =  [
  'new',
  'open',
  'pending auto',
  'pending reminder',
  'closed'
];
``` |

## 4.10.2. Ticket::Frontend::CustomerTicketProcess###StateType

| Description: | Determines the next possible ticket states, for process tickets in the agent interface. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Frontend::Agent::Ticket::ViewProcess |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::CustomerTicketProcess'}->{'StateType'} =
[
  'new',
  'open'
];
``` |

## 4.10.3. Ticket::Frontend::AgentTicketProcess::CustomerIDReadO

| Description: | Controls if CutomerID is editable in the agent interface. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Frontend::Agent::Ticket::ViewProcess |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::AgentTicketProcess::CustomerIDReadOnly'}
=  '1';
``` |

# 4.11. Frontend::Agent::Ticket::ViewZoom

## 4.11.1. Ticket::Frontend::AgentTicketZoom###ProcessDisplay

| Description: | Display settings to override defaults for Process Tickets. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'ProcessDisplay'} =
{
  'NavBarName' => 'Processes',
  'WidgetTitle' => 'Process Information'
};
``` |

## 4.11.2. Ticket::Frontend::AgentTicketZoom###ProcessWidgetDy

| Description: | Dynamic fields groups for process widget. The key is the name of the group, the value contains the fields to be shown. Example: 'Key => My Group', 'Content: Name_X, NameY'. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'ProcessWidgetDynamicFieldGroups'} =  {};` |

## 4.11.3. Ticket::Frontend::AgentTicketZoom###ProcessWidgetDy

| Description: | Dynamic fields shown in the process widget in ticket zoom screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'ProcessWidgetDynamicField'} =  {};` |

# 4.12. Frontend::Customer::ModuleRegistration

## 4.12.1. CustomerFrontend::Module###CustomerTicketProcess

| Description: | Frontend module registration for the customer interface. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Frontend::Customer::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketProcess'} =  {
  'Description' => 'Process Ticket',
  'Loader' => {
    'CSS' => [
      'Core.Customer.TicketProcess.css'
      ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'o',
      'Block' => '',
      'Description' => 'Create new process ticket',
      'Link' => 'Action=CustomerTicketProcess',
      'LinkOption' => '',
      'Name' => 'New process ticket',
      'NavBar' => 'Ticket',
      'Prio' => '220',
      'Type' => 'Submenu'
    }
  ],
  'NavBarName' => 'Ticket',
``` |

```
            'Title' => 'Process ticket'
};
```

# 4.13. Frontend::Customer::NavBarModule

## 4.13.1. CustomerFrontend::NavBarModule###10-CustomerTicketProcesses

| Description: | Frontend module registration (disable ticket processes screen if no process available) for Customer. |
|---|---|
| Group: | ProcessManagement |
| SubGroup: | Frontend::Customer::NavBarModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerFrontend::NavBarModule'}->{'10-CustomerTicketProcesses'} =  {`<br>`  'Module' => 'Kernel::Output::HTML::NavBarCustomerTicketProcess'`<br>`};` |

# 5. Scheduler

## 5.1. Core

### 5.1.1. Scheduler::SleepTime

| Description: | Defines scheduler sleep time in seconds after processing all available tasks (floating point number). |
|---|---|
| Group: | Scheduler |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Scheduler::SleepTime'} =  '1.0';` |

### 5.1.2. Scheduler::PIDUpdateTime

| Description: | Defines scheduler PID update time in seconds. |
|---|---|
| Group: | Scheduler |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Scheduler::PIDUpdateTime'} =  '600';` |

### 5.1.3. Scheduler::RestartAfterSeconds

| Description: | Defines the time in seconds after which the Scheduler performs an automatic self-restart. |
|---|---|

| Group: | Scheduler |
|---|---|
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Scheduler::RestartAfterSeconds'} = '86400';` |

### 5.1.4. Scheduler::TaskDataLength

| Description: | Defines the maximum length (in characters) for a scheduler task data. WARNING: Do not modify this setting unless you are sure of the current Database length for 'task_data' filed from 'scheduler_data_list' table. |
|---|---|
| Group: | Scheduler |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Scheduler::TaskDataLength'} = '8000';` |

# 5.2. Core::Log

## 5.2.1. Scheduler::LogPath

| Description: | Defines the path for scheduler to store its console output (SchedulerOUT.log and SchedulerERR.log). |
|---|---|
| Group: | Scheduler |
| SubGroup: | Core::Log |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Scheduler::LogPath'} = '<OTRS_CONFIG_Home>/var/log';` |

### 5.2.2. Scheduler::Log::DaysToKeep

| Description: | Defines the time in days to keep log backup files. |
|---|---|
| Group: | Scheduler |
| SubGroup: | Core::Log |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Scheduler::Log::DaysToKeep'} = '10';` |

# 5.3. Core::Web

## 5.3.1. Loader::Agent::CommonCSS###000-Scheduler

| Description: | List of CSS files to always be loaded for the agent interface. |
|---|---|
| Group: | Scheduler |

| SubGroup: | Core::Web |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Loader::Agent::CommonCSS'}->{'000-Scheduler'} =  [`<br>`  'Core.Agent.SchedulerInfo.css'`<br>`];` |

### 5.3.2. Loader::Agent::CommonJS###000-Scheduler

| Description: | List of JS files to always be loaded for the agent interface. |
|---|---|
| Group: | Scheduler |
| SubGroup: | Core::Web |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Loader::Agent::CommonJS'}->{'000-Scheduler'} =  [`<br>`  'Core.Agent.SchedulerInfo.js'`<br>`];` |

# 5.4. Frontend::Admin::ModuleRegistration

## 5.4.1. Frontend::Module###AgentSchedulerInfo

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Scheduler |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AgentSchedulerInfo'} =  {`<br>`  'Description' => 'Admin',`<br>`  'Group' => [`<br>`    'admin'`<br>`  ],`<br>`  'Title' => 'Shows information on how to start OTRS Scheduler'`<br>`};` |

# 5.5. Frontend::Agent::ModuleNotify

## 5.5.1. Frontend::NotifyModule###800-Scheduler-Check

| Description: | Defines the module to display a notification in the agent interface if the scheduler is not running. |
|---|---|
| Group: | Scheduler |
| SubGroup: | Frontend::Agent::ModuleNotify |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::NotifyModule'}->{'800-Scheduler-Check'} =  {`<br>`  'Module' => 'Kernel::Output::HTML::NotificationSchedulerCheck'`<br>`};` |

# 6. Ticket

## 6.1. Core

### 6.1.1. OTRSEscalationEvents::DecayTime

| Description: | The duration in minutes after emitting an event, in which the new escalation notify and start events are suppressed. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'OTRSEscalationEvents::DecayTime'} = '1440';` |

## 6.2. Core::CustomerCompany

### 6.2.1. CustomerCompany::EventModulePost###110-UpdateTickets

| Description: | Event module that updates tickets after an update of the Customer. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::CustomerCompany |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'CustomerCompany::EventModulePost'}->{'110-UpdateTickets'} = { 'Event' => 'CustomerCompanyUpdate', 'Module' => 'Kernel::System::CustomerCompany::Event::TicketUpdate', 'Transaction' => '0' };``` |

### 6.2.2. CustomerUser::EventModulePost###120-UpdateTickets

| Description: | Event module that updates tickets after an update of the Customer User. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::CustomerCompany |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'CustomerUser::EventModulePost'}->{'120-UpdateTickets'} = { 'Event' => 'CustomerUserUpdate', 'Module' => 'Kernel::System::CustomerUser::Event::TicketUpdate', 'Transaction' => '0' };``` |

# 6.3. Core::FulltextSearch

## 6.3.1. Ticket::SearchIndexModule

| | |
|---|---|
| Description: | Helps to extend your articles full-text search (From, To, Cc, Subject and Body search). Runtime will do full-text searches on live data (it works fine for up to 50.000 tickets). StaticDB will strip all articles and will build an index after article creation, increasing fulltext searches about 50%. To create an initial index use "bin/otrs.RebuildFulltextIndex.pl". |
| Group: | Ticket |
| SubGroup: | Core::FulltextSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::SearchIndexModule'} = 'Kernel::System::Ticket::ArticleSearchIndex::RuntimeDB';` |

## 6.3.2. Ticket::SearchIndex::WarnOnStopWordUsage

| | |
|---|---|
| Description: | Display a warning and prevent search when using stop words within fulltext search. |
| Group: | Ticket |
| SubGroup: | Core::FulltextSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::SearchIndex::WarnOnStopWordUsage'} = '0';` |

## 6.3.3. Ticket::SearchIndex::Attribute

| | |
|---|---|
| Description: | Basic fulltext index settings. Execute "bin/otrs.RebuildFulltextIndex.pl" in order to generate a new index. |
| Group: | Ticket |
| SubGroup: | Core::FulltextSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::SearchIndex::Attribute'} = {`<br>`  'WordCountMax' => '1000',`<br>`  'WordLengthMax' => '30',`<br>`  'WordLengthMin' => '3'`<br>`};` |

## 6.3.4. Ticket::SearchIndex::Filters

| | |
|---|---|
| Description: | Fulltext index regex filters to remove parts of the text. |
| Group: | Ticket |
| SubGroup: | Core::FulltextSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::SearchIndex::Filters'} = [`<br>`  '[,\\&\\<\\>\\?"\\!\\*\\|;\\[\\]\\(\\)\\+\\$\\^=]',`<br>`  '^[\':.]|[\':.]$',`<br>`  '^[^\\w]+$'` |

```
];
```

# 6.3.5. Ticket::SearchIndex::StopWords

| | |
|---|---|
| Description: | Stop words for fulltext index. These words will be removed. |
| Group: | Ticket |
| SubGroup: | Core::FulltextSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::SearchIndex::StopWords'} = {`<br>`  'a' => '1',`<br>`  'aan' => '1',`<br>`  'aber' => '1',`<br>`  'about' => '1',`<br>`  'above' => '1',`<br>`  'adesso' => '1',`<br>`  'af' => '1',`<br>`  'after' => '1',`<br>`  'again' => '1',`<br>`  'against' => '1',`<br>`  'ai' => '1',`<br>`  'al' => '1',`<br>`  'alguna' => '1',`<br>`  'algunas' => '1',`<br>`  'alguno' => '1',`<br>`  'algunos' => '1',`<br>`  'algún' => '1',`<br>`  'all' => '1',`<br>`  'alla' => '1',`<br>`  'alleen' => '1',`<br>`  'allo' => '1',`<br>`  'allora' => '1',`<br>`  'alors' => '1',`<br>`  'als' => '1',`<br>`  'altre' => '1',`<br>`  'altri' => '1',`<br>`  'altro' => '1',`<br>`  'am' => '1',`<br>`  'ambos' => '1',`<br>`  'ampleamos' => '1',`<br>`  'an' => '1',`<br>`  'anche' => '1',`<br>`  'ancora' => '1',`<br>`  'and' => '1',`<br>`  'ander' => '1',`<br>`  'ante' => '1',`<br>`  'antes' => '1',`<br>`  'any' => '1',`<br>`  'aquel' => '1',`<br>`  'aquellas' => '1',`<br>`  'aquellos' => '1',`<br>`  'aqui' => '1',`<br>`  'are' => '1',`<br>`  'aren\'t' => '1',`<br>`  'arriba' => '1',`<br>`  'as' => '1',`<br>`  'at' => '1',`<br>`  'atras' => '1',`<br>`  'au' => '1',`<br>`  'auch' => '1',`<br>`  'aucuns' => '1',`<br>`  'auf' => '1',`<br>`  'aus' => '1',`<br>`  'aussi' => '1',`<br>`  'autre' => '1',`<br>`  'avant' => '1',`<br>`  'avec' => '1',`<br>`  'avere' => '1',` |

```
                                'aveva' => '1',
                                'avevano' => '1',
                                'avoir' => '1',
                                'bajo' => '1',
                                'bastante' => '1',
                                'be' => '1',
                                'because' => '1',
                                'been' => '1',
                                'before' => '1',
                                'beginnen' => '1',
                                'bei' => '1',
                                'being' => '1',
                                'below' => '1',
                                'ben' => '1',
                                'between' => '1',
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};
```

## 6.3.6. Ticket::EventModulePost###98-ArticleSearchIndex

| | |
|---|---|
| Description: | Builds an article index right after the article's creation. |
| Group: | Ticket |
| SubGroup: | Core::FulltextSearch |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::EventModulePost'}->{'98-ArticleSearchIndex'} = {``` ```  'Event' => '(ArticleCreate|ArticleUpdate)',``` ```  'Module' => 'Kernel::System::Ticket::Event::ArticleSearchIndex'``` ```};``` |

# 6.4. Core::LinkObject

## 6.4.1. LinkObject::PossibleLink###0200

| | |
|---|---|
| Description: | Links 2 tickets with a "Normal" type link. |
| Group: | Ticket |
| SubGroup: | Core::LinkObject |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'LinkObject::PossibleLink'}->{'0200'} = {```<br>```  'Object1' => 'Ticket',```<br>```  'Object2' => 'Ticket',```<br>```  'Type' => 'Normal'```<br>```};``` |

## 6.4.2. LinkObject::PossibleLink###0201

| | |
|---|---|
| Description: | Links 2 tickets with a "ParentChild" type link. |
| Group: | Ticket |
| SubGroup: | Core::LinkObject |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'LinkObject::PossibleLink'}->{'0201'} = {```<br>```  'Object1' => 'Ticket',```<br>```  'Object2' => 'Ticket',```<br>```  'Type' => 'ParentChild'```<br>```};``` |

## 6.4.3. LinkObject::IgnoreLinkedTicketStateTypes

| | |
|---|---|
| Description: | Defines, which tickets of which ticket state types should not be listed in linked ticket lists. |
| Group: | Ticket |
| SubGroup: | Core::LinkObject |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'LinkObject::IgnoreLinkedTicketStateTypes'} = [```<br>```  'merged',```<br>```  'removed'```<br>```];``` |

# 6.5. Core::PostMaster

## 6.5.1. PostmasterMaxEmails

| | |
|---|---|
| Description: | Maximal auto email responses to own email-address a day (Loop-Protection). |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'PostmasterMaxEmails'} = '40';` |

## 6.5.2. PostMasterMaxEmailSize

| Description: | Maximal size in KBytes for mails that can be fetched via POP3/POP3S/IMAP/IMAPS (KBytes). |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostMasterMaxEmailSize'} = '16384';` |

## 6.5.3. PostMasterReconnectMessage

| Description: | The "bin/PostMasterMailAccount.pl" will reconnect to POP3/POP3S/IMAP/IMAPS host after the specified count of messages. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostMasterReconnectMessage'} = '20';` |

## 6.5.4. LoopProtectionModule

| Description: | Default loop protection module. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LoopProtectionModule'} = 'Kernel::System::PostMaster::LoopProtection::DB';` |

## 6.5.5. LoopProtectionLog

| Description: | Path for the log file (it only applies if "FS" was selected for Loop-ProtectionModule and it is mandatory). |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'LoopProtectionLog'} = '<OTRS_CONFIG_Home>/var/log/LoopProtection';` |

## 6.5.6. PostmasterAutoHTML2Text

| Description: | Converts HTML mails into text messages. |
|---|---|

| | |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterAutoHTML2Text'} = '1';` |

### 6.5.7. PostmasterFollowUpSearchInReferences

| | |
|---|---|
| Description: | Executes follow up checks on In-Reply-To or References headers for mails that don't have a ticket number in the subject. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterFollowUpSearchInReferences'} = '0';` |

### 6.5.8. PostmasterFollowUpSearchInBody

| | |
|---|---|
| Description: | Executes follow up mail body checks in mails that don't have a ticket number in the subject. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterFollowUpSearchInBody'} = '0';` |

### 6.5.9. PostmasterFollowUpSearchInAttachment

| | |
|---|---|
| Description: | Executes follow up mail attachments checks in mails that don't have a ticket number in the subject. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterFollowUpSearchInAttachment'} = '0';` |

### 6.5.10. PostmasterFollowUpSearchInRaw

| | |
|---|---|
| Description: | Executes follow up plain/raw mail checks in mails that don't have a ticket number in the subject. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterFollowUpSearchInRaw'} = '0';` |

## 6.5.11. PostmasterUserID

| Description: | Specifies user id of the postmaster data base. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterUserID'} =  '1';` |

## 6.5.12. PostmasterDefaultQueue

| Description: | Defines the postmaster default queue. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterDefaultQueue'} =  'Raw';` |

## 6.5.13. PostmasterDefaultPriority

| Description: | Defines the default priority of new tickets. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterDefaultPriority'} =  '3 normal';` |

## 6.5.14. PostmasterDefaultState

| Description: | Defines the default state of new tickets. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterDefaultState'} =  'new';` |

## 6.5.15. PostmasterFollowUpState

| Description: | Defines the state of a ticket if it gets a follow-up. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterFollowUpState'} =  'open';` |

## 6.5.16. PostmasterFollowUpStateClosed

| | |
|---|---|
| Description: | Defines the state of a ticket if it gets a follow-up and the ticket was already closed. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PostmasterFollowUpStateClosed'} = 'open';` |

## 6.5.17. PostmasterFollowUpOnUnlockAgentNotifyOnly-ToOwner

| | |
|---|---|
| Description: | Sends agent follow-up notification only to the owner, if a ticket is unlocked (the default is to send the notification to all agents). |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterFollowUpOnUnlockAgentNotifyOnlyToOwner'} = '0';` |

## 6.5.18. PostmasterHeaderFieldCount

| | |
|---|---|
| Description: | Defines the number of header fields in frontend modules for add and update postmaster filters. It can be up to 99 fields. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterHeaderFieldCount'} = '12';` |

## 6.5.19. PostmasterX-Header

| | |
|---|---|
| Description: | Defines all the X-headers that should be scanned. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostmasterX-Header'} = [`<br>`'From',`<br>`'To',`<br>`'Cc',`<br>`'Reply-To',`<br>`'ReplyTo',`<br>`'Subject',`<br>`'Message-ID',`<br>`'Message-Id',`<br>`'Resent-To',`<br>`'Resent-From',`<br>`'Precedence',`<br>`'Mailing-List',` |

```
                    'List-Id',
                    'List-Archive',
                    'Errors-To',
                    'References',
                    'In-Reply-To',
                    'Auto-Submitted',
                    'X-Loop',
                    'X-Spam-Flag',
                    'X-Spam-Level',
                    'X-Spam-Score',
                    'X-Spam-Status',
                    'X-No-Loop',
                    'X-Priority',
                    'Importance',
                    'X-Mailer',
                    'User-Agent',
                    'Organization',
                    'X-Original-To',
                    'Delivered-To',
                    'Envelope-To',
                    'X-Envelope-To',
                    'Return-Path',
                    'X-OTRS-Owner',
                    'X-OTRS-OwnerID',
                    'X-OTRS-Responsible',
                    'X-OTRS-ResponsibleID',
                    'X-OTRS-Loop',
                    'X-OTRS-Priority',
                    'X-OTRS-Queue',
                    'X-OTRS-Lock',
                    'X-OTRS-Ignore',
                    'X-OTRS-State',
                    'X-OTRS-State-PendingTime',
                    'X-OTRS-Type',
                    'X-OTRS-Service',
                    'X-OTRS-SLA',
                    'X-OTRS-CustomerNo',
                    'X-OTRS-CustomerUser',
                    'X-OTRS-SenderType',
                    'X-OTRS-ArticleType',
                    'X-OTRS-FollowUp-Priority',
                    'X-OTRS-FollowUp-Queue',
                    'X-OTRS-FollowUp-Lock',
                    'X-OTRS-FollowUp-State',
                    'X-OTRS-FollowUp-State-PendingTime',
                    'X-OTRS-FollowUp-Type',
                    'X-OTRS-FollowUp-Service',
                    'X-OTRS-FollowUp-SLA',
                    'X-OTRS-FollowUp-SenderType',
                    'X-OTRS-FollowUp-ArticleType'
];
```

# 6.5.20. PostMaster::PreFilterModule###1-Match

| | |
|---|---|
| Description: | Module to filter and manipulate incoming messages. Block/ignore all spam email with From: noreply@ address. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PostMaster::PreFilterModule'}->{'1-Match'} = {```<br>```  'Match' => {```<br>```    'From' => 'noreply@'```<br>```  },```<br>```  'Module' => 'Kernel::System::PostMaster::Filter::Match',```<br>```  'Set' => {```<br>```    'X-OTRS-Ignore' => 'yes'``` |

```
        }
    };
```

## 6.5.21. PostMaster::PreFilterModule###2-Match

| | |
|---|---|
| Description: | Module to filter and manipulate incoming messages. Get a 4 digit number to ticket free text, use regex in Match e. g. From => '(.+?)@.+?', and use () as [***] in Set =>. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PostMaster::PreFilterModule'}->{'2-Match'} =  {
  'Match' => {
    'Subject' => 'SomeNumber:(\\d\\d\\d\\d)'
  },
  'Module' => 'Kernel::System::PostMaster::Filter::Match',
  'Set' => {
    'X-OTRS-DynamicField-TicketFreeKey1' => 'SomeNumber',
    'X-OTRS-DynamicField-TicketFreeText1' => '[***]'
  }
};``` |

## 6.5.22. PostMaster::PreFilterModule###3-NewTicketReject

| | |
|---|---|
| Description: | Blocks all the incoming emails that do not have a valid ticket number in subject with From: @example.com address. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PostMaster::PreFilterModule'}->{'3-NewTicketReject'} =  {
  'Match' => {
    'From' => '@example.com'
  },
  'Module' => 'Kernel::System::PostMaster::Filter::NewTicketReject',
  'Set' => {
    'X-OTRS-Ignore' => 'yes'
  }
};``` |

## 6.5.23. PostMaster::PreFilterModule::NewTicketReject::Sender

| | |
|---|---|
| Description: | Defines the sender for rejected emails. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PostMaster::PreFilterModule::NewTicketReject::Sender'} = 'noreply@example.com';``` |

## 6.5.24. PostMaster::PreFilterModule::NewTicketReject::Subject

| | |
|---|---|
| Description: | Defines the subject for rejected emails. |

| Group: | Ticket |
|---|---|
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostMaster::PreFilterModule::NewTicketReject::Subject'} = 'Email Rejected';` |

## 6.5.25. PostMaster::PreFilterModule::NewTicketReject::Body

| Description: | Defines the body text for rejected emails. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'PostMaster::PreFilterModule::NewTicketReject::Body'} = ' Dear Customer,`<br><br>`Unfortunately we could not detect a valid ticket number`<br>`in your subject, so this email can\'t be processed.`<br><br>`Please create a new ticket via the customer panel.`<br><br>`Thanks for your help!`<br><br>` Your Helpdesk Team`<br>`';` |

## 6.5.26. PostMaster::PreFilterModule###4-CMD

| Description: | CMD example setup. Ignores emails where external CMD returns some output on STDOUT (email will be piped into STDIN of some.bin). |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PostMaster::PreFilterModule'}->{'4-CMD'} = {`<br>`  'CMD' => '/usr/bin/some.bin',`<br>`  'Module' => 'Kernel::System::PostMaster::Filter::CMD',`<br>`  'Set' => {`<br>`    'X-OTRS-Ignore' => 'yes'`<br>`  }`<br>`};` |

## 6.5.27. PostMaster::PreFilterModule###5-SpamAssassin

| Description: | Spam Assassin example setup. Ignores emails that are marked with SpamAssassin. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |

| Config-Setting: | ```
$Self->{'PostMaster::PreFilterModule'}->{'5-SpamAssassin'} = {
  'CMD' => '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"',
  'Module' => 'Kernel::System::PostMaster::Filter::CMD',
  'Set' => {
    'X-OTRS-Ignore' => 'yes'
  }
};
``` |
|---|---|

## 6.5.28. PostMaster::PreFilterModule###6-SpamAssassin

| Description: | Spam Assassin example setup. Moves marked mails to spam queue. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PostMaster::PreFilterModule'}->{'6-SpamAssassin'} = {
  'CMD' => '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"',
  'Module' => 'Kernel::System::PostMaster::Filter::CMD',
  'Set' => {
    'X-OTRS-Queue' => 'spam'
  }
};
``` |

## 6.5.29. PostMaster::PreFilterModule###000-MatchDBSource

| Description: | Module to use database filter storage. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'PostMaster::PreFilterModule'}->{'000-MatchDBSource'} = {
  'Module' => 'Kernel::System::PostMaster::Filter::MatchDBSource'
};
``` |

## 6.5.30. PostMaster::PostFilterModule###000-FollowUpArticleTypeCheck

| Description: | Module to check if arrived emails should be marked as email-internal (because of original forwarded internal email). ArticleType and SenderType define the values for the arrived email/article. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
 $Self->{'PostMaster::PostFilterModule'}->{'000-
FollowUpArticleTypeCheck'} = {
  'ArticleType' => 'email-internal',
  'Module' =>
'Kernel::System::PostMaster::Filter::FollowUpArticleTypeCheck',
  'SenderType' => 'customer'
};
``` |

### 6.5.31. PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition1

| | |
|---|---|
| Description: | Recognize if a ticket is a follow up to an existing ticket using an external ticket number. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PostMaster::PreFilterModule'}->{'000-ExternalTicketNumberRecognition1'} = {  'ArticleType' => 'note-report',  'DynamicFieldName' => 'Name_X',  'FromAddressRegExp' => '\\s*@example.com',  'Module' => 'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',  'Name' => 'Some Description',  'NumberRegExp' => '\\s*Incident-(\\d.*)\\s*',  'SearchInBody' => '1',  'SearchInSubject' => '1',  'SenderType' => 'system',  'TicketStateTypes' => 'new;open'};``` |

### 6.5.32. PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition2

| | |
|---|---|
| Description: | Recognize if a ticket is a follow up to an existing ticket using an external ticket number. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PostMaster::PreFilterModule'}->{'000-ExternalTicketNumberRecognition2'} = {  'ArticleType' => 'note-report',  'DynamicFieldName' => 'Name_X',  'FromAddressRegExp' => '\\s*@example.com',  'Module' => 'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',  'Name' => 'Some Description',  'NumberRegExp' => '\\s*Incident-(\\d.*)\\s*',  'SearchInBody' => '1',  'SearchInSubject' => '1',  'SenderType' => 'system',  'TicketStateTypes' => 'new;open'};``` |

### 6.5.33. PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition3

| | |
|---|---|
| Description: | Recognize if a ticket is a follow up to an existing ticket using an external ticket number. |
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |

| Required: | 0 |
|---|---|
| Config-Setting: | ```
$Self->{'PostMaster::PreFilterModule'}->{'000-
ExternalTicketNumberRecognition3'} = {
  'ArticleType' => 'note-report',
  'DynamicFieldName' => 'Name_X',
  'FromAddressRegExp' => '\\s*@example.com',
  'Module' =>
'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',
  'Name' => 'Some Description',
  'NumberRegExp' => '\\s*Incident-(\\d.*)\\s*',
  'SearchInBody' => '1',
  'SearchInSubject' => '1',
  'SenderType' => 'system',
  'TicketStateTypes' => 'new;open'
};
``` |

## 6.5.34. PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition4

| Description: | Recognize if a ticket is a follow up to an existing ticket using an external ticket number. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PostMaster::PreFilterModule'}->{'000-
ExternalTicketNumberRecognition4'} = {
  'ArticleType' => 'note-report',
  'DynamicFieldName' => 'Name_X',
  'FromAddressRegExp' => '\\s*@example.com',
  'Module' =>
'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',
  'Name' => 'Some Description',
  'NumberRegExp' => '\\s*Incident-(\\d.*)\\s*',
  'SearchInBody' => '1',
  'SearchInSubject' => '1',
  'SenderType' => 'system',
  'TicketStateTypes' => 'new;open'
};
``` |

## 6.5.35. SendNoAutoResponseRegExp

| Description: | If this regex matches, no message will be send by the autoresponder. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::PostMaster |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'SendNoAutoResponseRegExp'} =  '(MAILER-DAEMON|postmaster|
abuse)@.+?\\..+?';
``` |

## 6.5.36. AutoResponseForWebTickets

| Description: | If this option is set to 'Yes', tickets created via the web interface, via Customers or Agents, will receive an autoresponse if configured. If this option is set to 'No', no autoresponses will be sent. |
|---|---|
| Group: | Ticket |

| SubGroup: | Core::PostMaster |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'AutoResponseForWebTickets'} =  '1';` |

## 6.6. Core::Queue

### 6.6.1. Queue::EventModulePost###130-UpdateQueue

| Description: | Event module that performs an update statement on TicketIndex to rename the queue name there if needed and if StaticDB is actually used. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Queue |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Queue::EventModulePost'}->{'130-UpdateQueue'} =  {`<br>`  'Event' => 'QueueUpdate',`<br>`  'Module' =>`<br>`'Kernel::System::Queue::Event::TicketAcceleratorUpdate',`<br>`  'Transaction' => '0'`<br>`};` |

## 6.7. Core::Stats

### 6.7.1. Stats::DynamicObjectRegistration###Ticket

| Description: | Module to generate ticket statistics. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Stats |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Stats::DynamicObjectRegistration'}->{'Ticket'} =  {`<br>`  'Module' => 'Kernel::System::Stats::Dynamic::Ticket'`<br>`};` |

### 6.7.2. Stats::DynamicObjectRegistration###TicketList

| Description: | Determines if the statistics module may generate ticket lists. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Stats |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Stats::DynamicObjectRegistration'}->{'TicketList'} =  {`<br>`  'Module' => 'Kernel::System::Stats::Dynamic::TicketList'`<br>`};` |

### 6.7.3. Stats::DynamicObjectRegistration###TicketAccountedTim

| Description: | Module to generate accounted time ticket statistics. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Core::Stats |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Stats::DynamicObjectRegistration'}->{'TicketAccountedTime'} = { 'Module' => 'Kernel::System::Stats::Dynamic::TicketAccountedTime' };` |

### 6.7.4. Stats::DynamicObjectRegistration###TicketSolutionResp

| Description: | Module to generate ticket solution and response time statistics. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Stats |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Stats::DynamicObjectRegistration'}->{'TicketSolutionResponseTime'} = { 'Module' => 'Kernel::System::Stats::Dynamic::TicketSolutionResponseTime' };` |

# 6.8. Core::Ticket

## 6.8.1. Ticket::Hook

| Description: | The identifier for a ticket, e.g. Ticket#, Call#, MyTicket#. The default is Ticket#. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Hook'} = 'Ticket#';` |

## 6.8.2. Ticket::HookDivider

| Description: | The divider between TicketHook and ticket number. E.g ': '. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::HookDivider'} = '';` |

## 6.8.3. Ticket::SubjectSize

| Description: | Max size of the subjects in an email reply. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::SubjectSize'} = '100';` |

## 6.8.4. Ticket::SubjectRe

| Description: | The text at the beginning of the subject in an email reply, e.g. RE, AW, or AS. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::SubjectRe'} = 'Re';` |

## 6.8.5. Ticket::SubjectFwd

| Description: | The text at the beginning of the subject when an email is forwarded, e.g. FW, Fwd, or WG. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::SubjectFwd'} = 'Fwd';` |

## 6.8.6. Ticket::SubjectFormat

| Description: | The format of the subject. 'Left' means '[TicketHook#:12345] Some Subject', 'Right' means 'Some Subject [TicketHook#:12345]', 'None' means 'Some Subject' and no ticket number. In the last case you should enable PostmasterFollowupSearchInRaw or PostmasterFollowUpSearchInReferences to recognize followups based on email headers and/or body. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::SubjectFormat'} = 'Left';` |

## 6.8.7. Ticket::MergeDynamicFields

| Description: | A list of dynamic fields that are merged into the main ticket during a merge operation. Only dynamic fields that are empty in the main ticket will be set. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::MergeDynamicFields'} = [];` |

## 6.8.8. Ticket::CustomQueue

| | |
|---|---|
| Description: | Name of custom queue. The custom queue is a queue selection of your preferred queues and can be selected in the preferences settings. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::CustomQueue'} = 'My Queues';` |

## 6.8.9. Ticket::CustomService

| | |
|---|---|
| Description: | Name of custom service. The custom service is a service selection of your preferred services and can be selected in the preferences settings. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::CustomService'} = 'My Services';` |

## 6.8.10. Ticket::NewArticleIgnoreSystemSender

| | |
|---|---|
| Description: | Ignore article with system sender type for new article feature (e. g. auto responses or email notifications). |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::NewArticleIgnoreSystemSender'} = '0';` |

## 6.8.11. Ticket::ChangeOwnerToEveryone

| | |
|---|---|
| Description: | Changes the owner of tickets to everyone (useful for ASP). Normally only agent with rw permissions in the queue of the ticket will be shown. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::ChangeOwnerToEveryone'} = '0';` |

## 6.8.12. Ticket::Responsible

| | |
|---|---|
| Description: | Enables ticket responsible feature, to keep track of a specific ticket. |
| Group: | Ticket |

| SubGroup: | Core::Ticket |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Responsible'} =  '0';` |

## 6.8.13. Ticket::ResponsibleAutoSet

| Description: | Automatically sets the owner of a ticket as the responsible for it (if ticket responsible feature is enabled). This will only work by manually actions of the logged in user. It does not work for automated actions e.g. GenericAgent, Postmaster and GenericInterface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::ResponsibleAutoSet'} =  '1';` |

## 6.8.14. Ticket::Type

| Description: | Allows defining new types for ticket (if ticket type feature is enabled). |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Type'} =  '0';` |

## 6.8.15. Ticket::Service

| Description: | Allows defining services and SLAs for tickets (e. g. email, desktop, network, ...), and escalation attributes for SLAs (if ticket service/SLA feature is enabled). |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Service'} =  '0';` |

## 6.8.16. Ticket::Service::KeepChildren

| Description: | Retains all services in listings even if they are children of invalid elements. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Service::KeepChildren'} =  '0';` |

### 6.8.17. Ticket::Service::Default::UnknownCustomer

| | |
|---|---|
| Description: | Allows default services to be selected also for non existing customers. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Service::Default::UnknownCustomer'} = '0';` |

### 6.8.18. Ticket::ArchiveSystem

| | |
|---|---|
| Description: | Activates the ticket archive system to have a faster system by moving some tickets out of the daily scope. To search for these tickets, the archive flag has to be enabled in the ticket search. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::ArchiveSystem'} = '0';` |

### 6.8.19. Ticket::ArchiveSystem::RemoveSeenFlags

| | |
|---|---|
| Description: | Controls if the ticket and article seen flags are removed when a ticket is archived. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::ArchiveSystem::RemoveSeenFlags'} = '1';` |

### 6.8.20. Ticket::ArchiveSystem::RemoveTicketWatchers

| | |
|---|---|
| Description: | Removes the ticket watcher information when a ticket is archived. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::ArchiveSystem::RemoveTicketWatchers'} = '1';` |

### 6.8.21. Ticket::CustomerArchiveSystem

| | |
|---|---|
| Description: | Activates the ticket archive system search in the customer interface. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::CustomerArchiveSystem'} =   '0';` |

## 6.8.22. Ticket::NumberGenerator

| Description: | Selects the ticket number generator module. "AutoIncrement" increments the ticket number, the SystemID and the counter are used with SystemID.counter format (e.g. 1010138, 1010139). With "Date" the ticket numbers will be generated by the current date, the SystemID and the counter. The format looks like Year.Month.Day.SystemID.counter (e.g. 200206231010138, 200206231010139). With "DateChecksum" the counter will be appended as checksum to the string of date and SystemID. The checksum will be rotated on a daily basis. The format looks like Year.Month.Day.SystemID.Counter.CheckSum (e.g. 2002070110101520, 2002070110101535). "Random" generates randomized ticket numbers in the format "SystemID.Random" (e.g. 100057866352, 103745394596). |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::NumberGenerator'} = 'Kernel::System::Ticket::Number::DateChecksum';` |

## 6.8.23. Ticket::NumberGenerator::CheckSystemID

| Description: | Checks the SystemID in ticket number detection for follow-ups (use "No" if SystemID has been changed after using the system). |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::NumberGenerator::CheckSystemID'} =   '1';` |

## 6.8.24. Ticket::NumberGenerator::MinCounterSize

| Description: | Sets the minimal ticket counter size (if "AutoIncrement" was selected as TicketNumberGenerator). Default is 5, this means the counter starts from 10000. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::NumberGenerator::MinCounterSize'} =   '5';` |

## 6.8.25. Ticket::NumberGenerator::Date::UseFormattedCounter

| Description: | Enables the minimal ticket counter size (if "Date" was selected as TicketNumberGenerator). |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | $Self->{'Ticket::NumberGenerator::Date::UseFormattedCounter'} = '0'; |

## 6.8.26. Ticket::CounterLog

| Description: | Log file for the ticket counter. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | $Self->{'Ticket::CounterLog'} = '<OTRS_CONFIG_Home>/var/log/TicketCounter.log'; |

## 6.8.27. Ticket::IndexModule

| Description: | IndexAccelerator: to choose your backend TicketViewAccelerator module. "RuntimeDB" generates each queue view on the fly from ticket table (no performance problems up to approx. 60.000 tickets in total and 6.000 open tickets in the system). "StaticDB" is the most powerful module, it uses an extra ticket-index table that works like a view (recommended if more than 80.000 and 6.000 open tickets are stored in the system). Use the script "bin/otrs.RebuildTicketIndex.pl" for initial index update. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | $Self->{'Ticket::IndexModule'} = 'Kernel::System::Ticket::IndexAccelerator::RuntimeDB'; |

## 6.8.28. Ticket::StorageModule

| Description: | Saves the attachments of articles. "DB" stores all data in the database (not recommended for storing big attachments). "FS" stores the data on the filesystem; this is faster but the webserver should run under the OTRS user. You can switch between the modules even on a system that is already in production without any loss of data. Note: Searching for attachment names is not supported when "FS" is used. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | $Self->{'Ticket::StorageModule'} = 'Kernel::System::Ticket::ArticleStorageDB'; |

### 6.8.29. Ticket::StorageModule::CheckAllBackends

| Description: | Specifies whether all storage backends should be checked when looking for attachements. This is only required for installations where some attachements are in the file system, and others in the database. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::StorageModule::CheckAllBackends'} = '0';` |

### 6.8.30. ArticleDir

| Description: | Specifies the directory to store the data in, if "FS" was selected for TicketStorageModule. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'ArticleDir'} = '<OTRS_CONFIG_Home>/var/article';` |

### 6.8.31. Ticket::EventModulePost###100-ArchiveRestore

| Description: | Restores a ticket from the archive (only if the event is a state change, from closed to any open available state). |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::EventModulePost'}->{'100-ArchiveRestore'} = {`<br>`  'Event' => 'TicketStateUpdate',`<br>`  'Module' => 'Kernel::System::Ticket::Event::ArchiveRestore'`<br>`};` |

### 6.8.32. Ticket::EventModulePost###110-AcceleratorUpdate

| Description: | Updates the ticket index accelerator. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::EventModulePost'}->{'110-AcceleratorUpdate'} = {`<br>`  'Event' => 'TicketStateUpdate|TicketQueueUpdate|TicketLockUpdate',`<br>`  'Module' =>`<br>`'Kernel::System::Ticket::Event::TicketAcceleratorUpdate'`<br>`};` |

## 6.8.33. Ticket::EventModulePost###120-ForceOwnerResetOnMove

| | |
|---|---|
| Description: | Resets and unlocks the owner of a ticket if it was moved to another queue. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::EventModulePost'}->{'120-ForceOwnerResetOnMove'} = { 'Event' => 'TicketQueueUpdate', 'Module' => 'Kernel::System::Ticket::Event::ForceOwnerReset' };``` |

## 6.8.34. Ticket::EventModulePost###130-ForceStateChangeOnLock

| | |
|---|---|
| Description: | Forces to choose a different ticket state (from current) after lock action. Define the current state as key, and the next state after lock action as content. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::EventModulePost'}->{'130-ForceStateChangeOnLock'} = { 'Event' => 'TicketLockUpdate', 'Module' => 'Kernel::System::Ticket::Event::ForceState', 'new' => 'open' };``` |

## 6.8.35. Ticket::EventModulePost###140-ResponsibleAutoSet

| | |
|---|---|
| Description: | Automatically sets the responsible of a ticket (if it is not set yet) after the first owner update. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::EventModulePost'}->{'140-ResponsibleAutoSet'} = { 'Event' => 'TicketOwnerUpdate', 'Module' => 'Kernel::System::Ticket::Event::ResponsibleAutoSet' };``` |

## 6.8.36. Ticket::EventModulePost###150-TicketPendingTimeReset

| | |
|---|---|
| Description: | Sets the PendingTime of a ticket to 0 if the state is changed to a non-pending state. |

| Group: | Ticket |
| --- | --- |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::EventModulePost'}->{'150-TicketPendingTimeReset'}` `= {` `'Event' => 'TicketStateUpdate',` `'Module' =>` `'Kernel::System::Ticket::Event::TicketPendingTimeReset'` `};` |

## 6.8.37. Ticket::EventModulePost###500-Notification-Event

| Description: | Sends the notifications which are configured in the admin interface under "Notfication (Event)". |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::EventModulePost'}->{'500-NotificationEvent'} = {` `'Event' => '',` `'Module' => 'Kernel::System::Ticket::Event::NotificationEvent',` `'Transaction' => '1'` `};` |

## 6.8.38. Ticket::EventModulePost###900-EscalationIndex

| Description: | Updates the ticket escalation index after a ticket attribute got updated. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::EventModulePost'}->{'900-EscalationIndex'} = {` `'Event' => 'TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|` `TicketCreate|ArticleCreate',` `'Module' => 'Kernel::System::Ticket::Event::TicketEscalationIndex'` `};` |

## 6.8.39. Ticket::EventModulePost###900-EscalationS-topEvents

| Description: | Ticket event module that triggers the escalation stop events. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::EventModulePost'}->{'900-EscalationStopEvents'} =` `{` |

```
  'Event' => 'TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|
ArticleCreate',
  'Module' =>
 'Kernel::System::Ticket::Event::TriggerEscalationStopEvents'
};
```

## 6.8.40. Ticket::EventModulePost###910-ForceUnlock-OnMove

| | |
|---|---|
| Description: | Forces to unlock tickets after being moved to another queue. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::EventModulePost'}->{'910-ForceUnlockOnMove'} = {```<br>```  'Event' => 'TicketQueueUpdate',```<br>```  'Module' => 'Kernel::System::Ticket::Event::ForceUnlock'```<br>```};``` |

## 6.8.41. Ticket::EventModulePost###920-TicketArticle-NewMessageUpdate

| | |
|---|---|
| Description: | Update Ticket "Seen" flag if every article got seen or a new Article got created. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'Ticket::EventModulePost'}->{'920-```<br>```TicketArticleNewMessageUpdate'} = {```<br>```  'Event' => 'ArticleCreate|ArticleFlagSet',```<br>```  'Module' =>```<br>``` 'Kernel::System::Ticket::Event::TicketNewMessageUpdate'```<br>```};``` |

## 6.8.42. DynamicFieldFromCustomerUser::Mapping

| | |
|---|---|
| Description: | Define a mapping between variables of the customer user data (keys) and dynamic fields of a ticket (values). The purpose is to store customer user data in ticket dynamic fields. The dynamic fields must be present in the system and should be enabled for AgentTicketFreeText, so that they can be set/updated manually by the agent. They mustn't be enabled for AgentTicketPhone, AgentTicketEmail and AgentTicketCustomer. If they were, they would have precedence over the automatically set values. To use this mapping, you have to also activate the next setting below. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'DynamicFieldFromCustomerUser::Mapping'} = {```<br>```  'UserFirstname' => 'CustomerFirstname'```<br>```};``` |

### 6.8.43. Ticket::EventModulePost###930-DynamicField-FromCustomerUser

| | |
|---|---|
| Description: | This event module stores attributes from CustomerUser as DynamicFields tickets. Please see the setting above for how to configure the mapping. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::EventModulePost'}->{'930-`<br>`DynamicFieldFromCustomerUser'} = {`<br>`  'Event' => '(TicketCreate|TicketCustomerUpdate)',`<br>`  'Module' =>`<br>`'Kernel::System::Ticket::Event::DynamicFieldFromCustomerUser'`<br>`};` |

### 6.8.44. Ticket::CustomModule###001-CustomModule

| | |
|---|---|
| Description: | Overloads (redefines) existing functions in Kernel::System::Ticket. Used to easily add customizations. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::CustomModule'}->{'001-CustomModule'} =`<br>`'Kernel::System::Ticket::Custom';` |

### 6.8.45. Ticket::ViewableSenderTypes

| | |
|---|---|
| Description: | Defines the default viewable sender types of a ticket (default: customer). |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::ViewableSenderTypes'} = [`<br>`  '\'customer\''`<br>`];` |

### 6.8.46. Ticket::ViewableLocks

| | |
|---|---|
| Description: | Defines the viewable locks of a ticket. NOTE: When you change this setting, make sure to delete the cache in order to use the new value. Default: unlock, tmp_lock. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::ViewableLocks'} = [` |

```
      '\'unlock\'',
      '\'tmp_lock\''
  ];
```

## 6.8.47. Ticket::ViewableStateType

| | |
|---|---|
| Description: | Defines the valid state types for a ticket. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::ViewableStateType'} =  [
  'new',
  'open',
  'pending reminder',
  'pending auto'
];``` |

## 6.8.48. Ticket::UnlockStateType

| | |
|---|---|
| Description: | Defines the valid states for unlocked tickets. To unlock tickets the script "bin/otrs.UnlockTickets.pl" can be used. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::UnlockStateType'} =  [
  'new',
  'open'
];``` |

## 6.8.49. Ticket::PendingNotificationOnlyToOwner

| | |
|---|---|
| Description: | Sends reminder notifications of unlocked ticket after reaching the reminder date (only sent to ticket owner). |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::PendingNotificationOnlyToOwner'} =  '0';``` |

## 6.8.50. Ticket::PendingNotificationNotToResponsible

| | |
|---|---|
| Description: | Disables sending reminder notifications to the responsible agent of a ticket (Ticket::Responsible needs to be activated). |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::PendingNotificationNotToResponsible'} =  '0';``` |

## 6.8.51. Ticket::PendingReminderStateType

| | |
|---|---|
| Description: | Defines the state type of the reminder for pending tickets. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::PendingReminderStateType'} =  [```<br>```  'pending reminder'```<br>```];``` |

## 6.8.52. Ticket::PendingAutoStateType

| | |
|---|---|
| Description: | Determines the possible states for pending tickets that changed state after reaching time limit. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::PendingAutoStateType'} =  [```<br>```  'pending auto'```<br>```];``` |

## 6.8.53. Ticket::StateAfterPending

| | |
|---|---|
| Description: | Defines which states should be set automatically (Content), after the pending time of state (Key) has been reached. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::StateAfterPending'} =  {```<br>```  'pending auto close+' => 'closed successful',```<br>```  'pending auto close-' => 'closed unsuccessful'```<br>```};``` |

## 6.8.54. System::Permission

| | |
|---|---|
| Description: | Standard available permissions for agents within the application. If more permissions are needed, they can be entered here. Permissions must be defined to be effective. Some other good permissions have also been provided built-in: note, close, pending, customer, freetext, move, compose, responsible, forward, and bounce. Make sure that "rw" is always the last registered permission. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'System::Permission'} =  [``` |

```
      'ro',
      'move_into',
      'create',
      'note',
      'owner',
      'priority',
      'rw'
];
```

## 6.8.55. Ticket::Permission###1-OwnerCheck

| | |
|---|---|
| Description: | Module to check the owner of a ticket. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'Ticket::Permission'}->{'1-OwnerCheck'} = {<br>  'Granted' => '1',<br>  'Module' => 'Kernel::System::Ticket::Permission::OwnerCheck',<br>  'Required' => '0'<br>};</pre> |

## 6.8.56. Ticket::Permission###2-ResponsibleCheck

| | |
|---|---|
| Description: | Module to check the agent responsible of a ticket. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'Ticket::Permission'}->{'2-ResponsibleCheck'} = {<br>  'Granted' => '1',<br>  'Module' =><br>  'Kernel::System::Ticket::Permission::ResponsibleCheck',<br>  'Required' => '0'<br>};</pre> |

## 6.8.57. Ticket::Permission###3-GroupCheck

| | |
|---|---|
| Description: | Module to check if a user is in a special group. Access is granted, if the user is in the specified group and has ro and rw permissions. |
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'Ticket::Permission'}->{'3-GroupCheck'} = {<br>  'Granted' => '1',<br>  'Module' => 'Kernel::System::Ticket::Permission::GroupCheck',<br>  'Required' => '0'<br>};</pre> |

## 6.8.58. Ticket::Permission###4-WatcherCheck

| | |
|---|---|
| Description: | Module to check the watcher agents of a ticket. |
| Group: | Ticket |

| SubGroup: | Core::Ticket |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``$Self->{'Ticket::Permission'}->{'4-WatcherCheck'} = {``<br>``  'Granted' => '1',``<br>``  'Module' => 'Kernel::System::Ticket::Permission::WatcherCheck',``<br>``  'Required' => '0'``<br>``};`` |

## 6.8.59. CustomerTicket::Permission###1-GroupCheck

| Description: | Module to check the group permissions for the access to customer tickets. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``$Self->{'CustomerTicket::Permission'}->{'1-GroupCheck'} = {``<br>``  'Granted' => '0',``<br>``  'Module' =>``<br>``'Kernel::System::Ticket::CustomerPermission::GroupCheck',``<br>``  'Required' => '1'``<br>``};`` |

## 6.8.60. CustomerTicket::Permission###2-CustomerUserIDCheck

| Description: | Grants access, if the customer ID of the ticket matches the customer user's ID and the customer user has group permissions on the queue the ticket is in. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``$Self->{'CustomerTicket::Permission'}->{'2-CustomerUserIDCheck'} =``<br>``  {``<br>``  'Granted' => '1',``<br>``  'Module' =>``<br>``'Kernel::System::Ticket::CustomerPermission::CustomerUserIDCheck',``<br>``  'Required' => '0'``<br>``};`` |

## 6.8.61. CustomerTicket::Permission###3-CustomerIDCheck

| Description: | Module to check customer permissions. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``$Self->{'CustomerTicket::Permission'}->{'3-CustomerIDCheck'} = {``<br>``  'Granted' => '1',`` |

```
        'Module' =>
'Kernel::System::Ticket::CustomerPermission::CustomerIDCheck',
        'Required' => '0'
};
```

## 6.8.62. Ticket::DefineEmailFrom

| Description: | Defines how the From field from the emails (sent from answers and email tickets) should look like. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | $Self->{'Ticket::DefineEmailFrom'} =  'SystemAddressName'; |

## 6.8.63. Ticket::DefineEmailFromSeparator

| Description: | Defines the separator between the agents real name and the given queue email address. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | $Self->{'Ticket::DefineEmailFromSeparator'} =  'via'; |

## 6.8.64. CustomerNotifyJustToRealCustomer

| Description: | Sends customer notifications just to the mapped customer. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | $Self->{'CustomerNotifyJustToRealCustomer'} =  '0'; |

## 6.8.65. AgentSelfNotifyOnAction

| Description: | Specifies if an agent should receive email notification of his own actions. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | $Self->{'AgentSelfNotifyOnAction'} =  '0'; |

## 6.8.66. Ticket::EventModulePost###900-GenericAgent

| Description: | Event module registration. For more performance you can define a trigger event (e. g. Event => TicketCreate). |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::EventModulePost'}->{'900-GenericAgent'} = {
  'Event' => '',
  'Module' => 'Kernel::System::Ticket::Event::GenericAgent',
  'Transaction' => '1'
};``` |

## 6.8.67. Ticket::GenericAgentRunLimit

| Description: | Set the limit of tickets that will be executed on a single genericagent job execution. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::GenericAgentRunLimit'} = '4000';``` |

## 6.8.68. Ticket::UnlockOnAway

| Description: | Unlock tickets whenever a note is added and the owner is out of office. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::UnlockOnAway'} = '0';``` |

## 6.8.69. Ticket::IncludeUnknownTicketCustomers

| Description: | Include unknown customers in ticket filter. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::IncludeUnknownTicketCustomers'} = '0';``` |

## 6.8.70. StandardTemplate::Types

| Description: | Defines the list of types for templates. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::Ticket |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'StandardTemplate::Types'} = {``` |

```
                                 'Answer' => 'Answer',
                                 'Create' => 'Create',
                                 'Email' => 'Email',
                                 'Forward' => 'Forward',
                                 'Note' => 'Note',
                                 'PhoneCall' => 'Phone call'
                               };
```

# 6.9. Core::TicketACL

## 6.9.1. Ticket::Acl::Module###1-Ticket::Acl::Module

| | |
|---|---|
| Description: | ACL module that allows closing parent tickets only if all its children are already closed ("State" shows which states are not available for the parent ticket until all child tickets are closed). |
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Acl::Module'}->{'1-Ticket::Acl::Module'} = {`<br>`  'Module' =>`<br>`'Kernel::System::Ticket::Acl::CloseParentAfterClosedChilds',`<br>`  'State' => [`<br>`    'closed successful',`<br>`    'closed unsuccessful'`<br>`  ]`<br>`};` |

## 6.9.2. TicketACL::Default::Action

| | |
|---|---|
| Description: | Default ACL values for ticket actions. |
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TicketACL::Default::Action'} = {};` |

## 6.9.3. ACLKeysLevel1Match

| | |
|---|---|
| Description: | Defines which items are available in first level of the ACL structure. |
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'ACLKeysLevel1Match'} = {`<br>`  'Properties' => 'Properties',`<br>`  'PropertiesDatabase' => 'PropertiesDatabase'`<br>`};` |

## 6.9.4. ACLKeysLevel1Change

| | |
|---|---|
| Description: | Defines which items are available in first level of the ACL structure. |

| | |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'ACLKeysLevel1Change'} = {
 'Possible' => 'Possible',
 'PossibleAdd' => 'PossibleAdd',
 'PossibleNot' => 'PossibleNot'
};
``` |

### 6.9.5. ACLKeysLevel2::Possible

| | |
|---|---|
| Description: | Defines which items are available in second level of the ACL structure. |
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'ACLKeysLevel2::Possible'} = {
 'Action' => 'Action',
 'ActivityDialog' => 'ActivityDialog',
 'Process' => 'Process',
 'Ticket' => 'Ticket'
};
``` |

### 6.9.6. ACLKeysLevel2::PossibleAdd

| | |
|---|---|
| Description: | Defines which items are available in second level of the ACL structure. |
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'ACLKeysLevel2::PossibleAdd'} = {
 'Action' => 'Action',
 'ActivityDialog' => 'ActivityDialog',
 'Process' => 'Process',
 'Ticket' => 'Ticket'
};
``` |

### 6.9.7. ACLKeysLevel2::PossibleNot

| | |
|---|---|
| Description: | Defines which items are available in second level of the ACL structure. |
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'ACLKeysLevel2::PossibleNot'} = {
 'Action' => 'Action',
 'ActivityDialog' => 'ActivityDialog',
 'Process' => 'Process',
 'Ticket' => 'Ticket'
``` |

```
};
```

## 6.9.8. ACLKeysLevel2::Properties

| Description: | Defines which items are available in second level of the ACL structure. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'ACLKeysLevel2::Properties'} =  {<br>  'CustomerUser' => 'CustomerUser',<br>  'DynamicField' => 'DynamicField',<br>  'Frontend' => 'Frontend',<br>  'Owner' => 'Owner',<br>  'Priority' => 'Priority',<br>  'Process' => 'Process',<br>  'Queue' => 'Queue',<br>  'Responsible' => 'Responsible',<br>  'SLA' => 'SLA',<br>  'Service' => 'Service',<br>  'State' => 'State',<br>  'Ticket' => 'Ticket',<br>  'Type' => 'Type',<br>  'User' => 'User'<br>};``` |

## 6.9.9. ACLKeysLevel2::PropertiesDatabase

| Description: | Defines which items are available in second level of the ACL structure. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'ACLKeysLevel2::PropertiesDatabase'} =  {<br>  'CustomerUser' => 'CustomerUser',<br>  'DynamicField' => 'DynamicField',<br>  'Owner' => 'Owner',<br>  'Priority' => 'Priority',<br>  'Process' => 'Process',<br>  'Queue' => 'Queue',<br>  'Responsible' => 'Responsible',<br>  'SLA' => 'SLA',<br>  'Service' => 'Service',<br>  'State' => 'State',<br>  'Ticket' => 'Ticket',<br>  'Type' => 'Type',<br>  'User' => 'User'<br>};``` |

## 6.9.10. ACLKeysLevel3::Actions###100-Default

| Description: | Defines which items are available for 'Action' in third level of the ACL structure. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketACL |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | ```
$Self->{'ACLKeysLevel3::Actions'}->{'100-Default'} =  [
  'AgentTicketBounce',
  'AgentTicketClose',
  'AgentTicketCompose',
  'AgentTicketCustomer',
  'AgentTicketForward',
  'AgentTicketEmailOutbound',
  'AgentTicketFreeText',
  'AgentTicketHistory',
  'AgentTicketLink',
  'AgentTicketLock',
  'AgentTicketMerge',
  'AgentTicketMove',
  'AgentTicketNote',
  'AgentTicketOwner',
  'AgentTicketPending',
  'AgentTicketPhone',
  'AgentTicketPhoneInbound',
  'AgentTicketPhoneOutbound',
  'AgentTicketPlain',
  'AgentTicketPrint',
  'AgentTicketPriority',
  'AgentTicketProcess',
  'AgentTicketResponsible',
  'AgentTicketSearch',
  'AgentTicketWatcher',
  'AgentTicketZoom',
  'AgentLinkObject',
  'CustomerTicketProcess'
];
``` |

## 6.9.11. ACL::CacheTTL

| Description: | Cache time in seconds for the DB ACL backend. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'ACL::CacheTTL'} =  '3600';` |

## 6.9.12. TicketACL::Debug::Enabled

| Description: | If enabled debugging information for ACLs is logged. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'TicketACL::Debug::Enabled'} =  '0';` |

## 6.9.13. TicketACL::Debug::LogPriority

| Description: | Defines the priority in which the information is logged and presented. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketACL |

| Valid: | 0 |
|---|---|
| Required: | 0 |
| Config-Setting: | ``` $Self->{'TicketACL::Debug::LogPriority'} = 'debug'; ``` |

### 6.9.14. TicketACL::Debug::Filter###00-Default

| Description: | Filter for debugging ACLs. Note: More ticket attributes can be added in the format <OTRS_TICKET_Attribute> e.g. <OTRS_TICKET_Priority>. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketACL |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'TicketACL::Debug::Filter'}->{'00-Default'} = { '<OTRS_TICKET_TicketNumber>' => '', 'ACLName' => '' }; ``` |

## 6.10. Core::TicketBulkAction

### 6.10.1. Ticket::Frontend::BulkFeature

| Description: | Enables ticket bulk action feature for the agent frontend to work on more than one ticket at a time. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketBulkAction |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ``` $Self->{'Ticket::Frontend::BulkFeature'} = '1'; ``` |

### 6.10.2. Ticket::Frontend::BulkFeatureGroup

| Description: | Enables ticket bulk action feature only for the listed groups. |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketBulkAction |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'Ticket::Frontend::BulkFeatureGroup'} = [ 'admin', 'users' ]; ``` |

## 6.11. Core::TicketDynamicFieldDefault

### 6.11.1. Ticket::EventModulePost###TicketDynamicFieldDefault

| Description: | Event module registration. For more performance you can define a trigger event (e. g. Event => TicketCreate). This is only possible if all Ticket dynamic fields need the same event. |
|---|---|

| Group: | Ticket |
| --- | --- |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::EventModulePost'}->{'TicketDynamicFieldDefault'} =
 {
 'Module' =>
'Kernel::System::Ticket::Event::TicketDynamicFieldDefault',
 'Transaction' => '1'
};
``` |

## 6.11.2. Ticket::TicketDynamicFieldDefault###Element1

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element1'} =  {
 'Event' => 'TicketCreate',
 'Name' => 'Field1',
 'Value' => 'Default'
};
``` |

## 6.11.3. Ticket::TicketDynamicFieldDefault###Element2

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element2'} =  {
 'Event' => '',
 'Name' => '',
 'Value' => ''
};
``` |

## 6.11.4. Ticket::TicketDynamicFieldDefault###Element3

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
| --- | --- |
| Group: | Ticket |

| SubGroup: | Core::TicketDynamicFieldDefault |
|---|---|
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element3'} = {
  'Event' => '',
  'Name' => '',
  'Value' => ''
};
``` |

## 6.11.5. Ticket::TicketDynamicFieldDefault###Element4

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element4'} = {
  'Event' => '',
  'Name' => '',
  'Value' => ''
};
``` |

## 6.11.6. Ticket::TicketDynamicFieldDefault###Element5

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element5'} = {
  'Event' => '',
  'Name' => '',
  'Value' => ''
};
``` |

## 6.11.7. Ticket::TicketDynamicFieldDefault###Element6

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |

| Required: | 0 |
|---|---|
| Config-Setting: | ```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element6'} = {
  'Event' => '',
  'Name' => '',
  'Value' => ''
};
``` |

## 6.11.8. Ticket::TicketDynamicFieldDefault###Element7

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element7'} = {
  'Event' => '',
  'Name' => '',
  'Value' => ''
};
``` |

## 6.11.9. Ticket::TicketDynamicFieldDefault###Element8

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element8'} = {
  'Event' => '',
  'Name' => '',
  'Value' => ''
};
``` |

## 6.11.10. Ticket::TicketDynamicFieldDefault###Element9

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element9'} = {
``` |

```
            'Event' => '',
            'Name' => '',
            'Value' => ''
        };
```

## 6.11.11. Ticket::TicketDynamicFieldDefault###Element10

| | |
|---|---|
| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element10'} = {`<br>`  'Event' => '',`<br>`  'Name' => '',`<br>`  'Value' => ''`<br>`};` |

## 6.11.12. Ticket::TicketDynamicFieldDefault###Element11

| | |
|---|---|
| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element11'} = {`<br>`  'Event' => '',`<br>`  'Name' => '',`<br>`  'Value' => ''`<br>`};` |

## 6.11.13. Ticket::TicketDynamicFieldDefault###Element12

| | |
|---|---|
| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element12'} = {`<br>`  'Event' => '',`<br>`  'Name' => '',` |

```
    'Value' => ''
};
```

## 6.11.14. Ticket::TicketDynamicFieldDefault###Element13

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element13'} = {`<br>`  'Event' => '',`<br>`  'Name' => '',`<br>`  'Value' => ''`<br>`};` |

## 6.11.15. Ticket::TicketDynamicFieldDefault###Element14

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element14'} = {`<br>`  'Event' => '',`<br>`  'Name' => '',`<br>`  'Value' => ''`<br>`};` |

## 6.11.16. Ticket::TicketDynamicFieldDefault###Element15

| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
|---|---|
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element15'} = {`<br>`  'Event' => '',`<br>`  'Name' => '',`<br>`  'Value' => ''`<br>`};` |

## 6.11.17. Ticket::TicketDynamicFieldDefault###Element16

| | |
|---|---|
| Description: | Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (http://doc.otrs.org/), chapter "Ticket Event Module". |
| Group: | Ticket |
| SubGroup: | Core::TicketDynamicFieldDefault |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::TicketDynamicFieldDefault'}->{'Element16'} = {
  'Event' => '',
  'Name' => '',
  'Value' => ''
};
``` |

# 6.12. Core::TicketWatcher

## 6.12.1. Ticket::Watcher

| | |
|---|---|
| Description: | Enables or disables the ticket watcher feature, to keep track of tickets without being the owner nor the responsible. |
| Group: | Ticket |
| SubGroup: | Core::TicketWatcher |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Ticket::Watcher'} = '0';
``` |

## 6.12.2. Ticket::WatcherGroup

| | |
|---|---|
| Description: | Enables ticket watcher feature only for the listed groups. |
| Group: | Ticket |
| SubGroup: | Core::TicketWatcher |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::WatcherGroup'} = [
  'admin',
  'users'
];
``` |

# 6.13. Frontend::Admin

## 6.13.1. Events###Ticket

| | |
|---|---|
| Description: | List of all ticket events to be displayed in the GUI. |
| Group: | Ticket |
| SubGroup: | Frontend::Admin |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | ```
$Self->{'Events'}->{'Ticket'} =  [
  'TicketCreate',
  'TicketDelete',
  'TicketTitleUpdate',
  'TicketUnlockTimeoutUpdate',
  'TicketQueueUpdate',
  'TicketTypeUpdate',
  'TicketServiceUpdate',
  'TicketSLAUpdate',
  'TicketCustomerUpdate',
  'TicketPendingTimeUpdate',
  'TicketLockUpdate',
  'TicketArchiveFlagUpdate',
  'TicketStateUpdate',
  'TicketOwnerUpdate',
  'TicketResponsibleUpdate',
  'TicketPriorityUpdate',
  'HistoryAdd',
  'HistoryDelete',
  'TicketAccountTime',
  'TicketMerge',
  'TicketSubscribe',
  'TicketUnsubscribe',
  'TicketFlagSet',
  'TicketFlagDelete',
  'TicketSlaveLinkAdd',
  'TicketSlaveLinkDelete',
  'TicketMasterLinkDelete',
  'EscalationResponseTimeNotifyBefore',
  'EscalationUpdateTimeNotifyBefore',
  'EscalationSolutionTimeNotifyBefore',
  'EscalationResponseTimeStart',
  'EscalationUpdateTimeStart',
  'EscalationSolutionTimeStart',
  'EscalationResponseTimeStop',
  'EscalationUpdateTimeStop',
  'EscalationSolutionTimeStop'
];
``` |
|---|---|

## 6.13.2. Events###Article

| Description: | List of all article events to be displayed in the GUI. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Events'}->{'Article'} =  [
  'ArticleCreate',
  'ArticleUpdate',
  'ArticleSend',
  'ArticleBounce',
  'ArticleAgentNotification',
  'ArticleCustomerNotification',
  'ArticleAutoResponse',
  'ArticleFlagSet',
  'ArticleFlagDelete',
  'ArticleAgentNotification',
  'ArticleCustomerNotification'
];
``` |

## 6.13.3. Events###Queue

| Description: | List of all queue events to be displayed in the GUI. |
|---|---|
| Group: | Ticket |

| SubGroup: | Frontend::Admin |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Events'}->{'Queue'} = [ 'QueueCreate', 'QueueUpdate' ];``` |

# 6.14. Frontend::Admin::AdminNotificationEvent

## 6.14.1. Frontend::Admin::AdminNotificationEvent###RichText

| Description: | Uses richtext for viewing and editing notification events. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::AdminNotificationEvent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Admin::AdminNotificationEvent'}->{'RichText'} = '1';``` |

## 6.14.2. Frontend::Admin::AdminNotificationEvent###RichTextW

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::AdminNotificationEvent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Admin::AdminNotificationEvent'}->{'RichTextWidth'} = '620';``` |

## 6.14.3. Frontend::Admin::AdminNotificationEvent###RichTextHe

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::AdminNotificationEvent |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Admin::AdminNotificationEvent'}->{'RichTextHeight'} = '320';``` |

# 6.15. Frontend::Admin::ModuleRegistration

## 6.15.1. Frontend::Module###AdminACL

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminACL'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'CSS' => [
      'Core.Agent.Admin.ACL.css'
    ],
    'JavaScript' => [
      'Core.Agent.Admin.ACL.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Configure and manage ACLs.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Access Control Lists (ACL)',
    'Prio' => '750'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Access Control Lists (ACL)'
};
``` |

## 6.15.2. Frontend::Module###AdminQueue

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminQueue'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Create and manage queues.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Queues',
    'Prio' => '100'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Queues'
};
``` |

## 6.15.3. Frontend::Module###AdminTemplate

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminTemplate'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
``` |

```
    'NavBarModule' => {
      'Block' => 'Queue',
      'Description' => 'Create and manage templates.',
      'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
      'Name' => 'Templates',
      'Prio' => '200'
    },
    'NavBarName' => 'Admin',
    'Title' => 'Templates'
};
```

## 6.15.4. Frontend::Module###AdminQueueTemplates

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminQueueTemplates'} = {   'Description' => 'Admin',   'Group' => [     'admin'   ],   'NavBarModule' => {     'Block' => 'Queue',     'Description' => 'Link templates to queues.',     'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' => 'Templates <-> Queues',     'Prio' => '300'   },   'NavBarName' => 'Admin',   'Title' => 'Templates <-> Queues' };``` |

## 6.15.5. Frontend::Module###AdminAutoResponse

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminAutoResponse'} = {   'Description' => 'Admin',   'Group' => [     'admin'   ],   'NavBarModule' => {     'Block' => 'Queue',     'Description' => 'Create and manage responses that are automatically sent.',     'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',     'Name' => 'Auto Responses',     'Prio' => '400'   },   'NavBarName' => 'Admin',   'Title' => 'Auto Responses' };``` |

## 6.15.6. Frontend::Module###AdminQueueAutoResponse

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminQueueAutoResponse'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Link queues to auto responses.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Auto Responses <-> Queues',
    'Prio' => '500'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Auto Responses <-> Queues'
};
``` |

## 6.15.7. Frontend::Module###AdminAttachment

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminAttachment'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Create and manage attachments.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Attachments',
    'Prio' => '600'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Attachments'
};
``` |

## 6.15.8. Frontend::Module###AdminTemplateAttachment

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminTemplateAttachment'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Link attachments to templates.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Attachments <-> Templates',
``` |

```
        'Prio' => '700'
      },
      'NavBarName' => 'Admin',
      'Title' => 'Attachments <-> Templates'
};
```

## 6.15.9. Frontend::Module###AdminSalutation

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminSalutation'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Create and manage salutations.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Salutations',
    'Prio' => '800'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Salutations'
};``` |

## 6.15.10. Frontend::Module###AdminSignature

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminSignature'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Queue',
    'Description' => 'Create and manage signatures.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Signatures',
    'Prio' => '900'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Signatures'
};``` |

## 6.15.11. Frontend::Module###AdminSystemAddress

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminSystemAddress'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Email',
    'Description' => 'Set sender email addresses for this system.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Email Addresses',
    'Prio' => '300'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Email Addresses'
};
``` |
| --- | --- |

## 6.15.12. Frontend::Module###AdminNotification

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminNotification'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Manage notifications that are sent to
agents.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Agent Notifications',
    'Prio' => '400'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Agent Notifications'
};
``` |

## 6.15.13. Frontend::Module###AdminNotificationEvent

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminNotificationEvent'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Create and manage event based notifications.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Notifications (Event)',
    'Prio' => '400'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Notifications (Event)'
};
``` |

### 6.15.14. Frontend::Module###AdminService

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminService'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Create and manage services.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Services',
    'Prio' => '900'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Services'
};
``` |

### 6.15.15. Frontend::Module###AdminSLA

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminSLA'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'NavBarModule' => {
    'Block' => 'Ticket',
    'Description' => 'Create and manage Service Level Agreements
(SLAs).',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'Service Level Agreements',
    'Prio' => '1000'
  },
  'NavBarName' => 'Admin',
  'Title' => 'Service Level Agreements'
};
``` |

### 6.15.16. Frontend::Module###AdminType

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AdminType'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
``` |

```
    ],
    'NavBarModule' => {
      'Block' => 'Ticket',
      'Description' => 'Create and manage ticket types.',
      'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
      'Name' => 'Types',
      'Prio' => '700'
    },
    'NavBarName' => 'Admin',
    'Title' => 'Types'
};
```

## 6.15.17. Frontend::Module###AdminState

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminState'} =  {`<br>```  'Description' => 'Admin',```<br>```  'Group' => [```<br>```    'admin'```<br>```  ],```<br>```  'NavBarModule' => {```<br>```    'Block' => 'Ticket',```<br>```    'Description' => 'Create and manage ticket states.',```<br>```    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',```<br>```    'Name' => 'States',```<br>```    'Prio' => '800'```<br>```  },```<br>```  'NavBarName' => 'Admin',```<br>```  'Title' => 'States'```<br>```};``` |

## 6.15.18. Frontend::Module###AdminPriority

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminPriority'} =  {`<br>```  'Description' => 'Admin',```<br>```  'Group' => [```<br>```    'admin'```<br>```  ],```<br>```  'NavBarModule' => {```<br>```    'Block' => 'Ticket',```<br>```    'Description' => 'Create and manage ticket priorities.',```<br>```    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',```<br>```    'Name' => 'Priorities',```<br>```    'Prio' => '850'```<br>```  },```<br>```  'NavBarName' => 'Admin',```<br>```  'Title' => 'Priorities'```<br>```};``` |

## 6.15.19. Frontend::Module###AdminGenericAgent

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Admin::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AdminGenericAgent'} = {
  'Description' => 'Admin',
  'Group' => [
    'admin'
  ],
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.Admin.GenericAgent.js'
    ]
  },
  'NavBarModule' => {
    'Block' => 'System',
    'Description' => 'Manage tasks triggered by event or time based
execution.',
    'Module' => 'Kernel::Output::HTML::NavBarModuleAdmin',
    'Name' => 'GenericAgent',
    'Prio' => '300'
  },
  'NavBarName' => 'Admin',
  'Title' => 'GenericAgent'
};``` |

# 6.16. Frontend::Agent

## 6.16.1. Ticket::Frontend::PendingDiffTime

| Description: | Time in seconds that gets added to the actual time if setting a pending-state (default: 86400 = 1 day). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::PendingDiffTime'} = '86400';``` |

## 6.16.2. Ticket::Frontend::MaxQueueLevel

| Description: | Define the max depth of queues. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::MaxQueueLevel'} = '5';``` |

## 6.16.3. Ticket::Frontend::ListType

| Description: | Shows existing parent/child queue lists in the system in the form of a tree or a list. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::ListType'} =  'tree';` |

## 6.16.4. Ticket::Frontend::TextAreaEmail

| Description: | Permitted width for compose email windows. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::TextAreaEmail'} =  '82';` |

## 6.16.5. Ticket::Frontend::TextAreaNote

| Description: | Permitted width for compose note windows. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::TextAreaNote'} =  '78';` |

## 6.16.6. Ticket::Frontend::InformAgentMaxSize

| Description: | Max size (in rows) of the informed agents box in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::InformAgentMaxSize'} =  '3';` |

## 6.16.7. Ticket::Frontend::InvolvedAgentMaxSize

| Description: | Max size (in rows) of the involved agents box in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::InvolvedAgentMaxSize'} =  '3';` |

## 6.16.8. Ticket::Frontend::CustomerInfoCompose

| Description: | Shows the customer user information (phone and email) in the compose screen. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerInfoCompose'} =  '1';` |

## 6.16.9. Ticket::Frontend::CustomerInfoComposeMaxSize

| Description: | Max size (in characters) of the customer information table (phone and email) in the compose screen. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerInfoComposeMaxSize'} =  '22';` |

## 6.16.10. Ticket::Frontend::CustomerInfoZoom

| Description: | Shows the customer user's info in the ticket zoom view. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerInfoZoom'} =  '1';` |

## 6.16.11. Ticket::Frontend::CustomerInfoZoomMaxSize

| Description: | Maximum size (in characters) of the customer information table in the ticket zoom view. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerInfoZoomMaxSize'} =  '22';` |

## 6.16.12. Ticket::Frontend::DynamicFieldsZoomMaxSizeSidebar

| Description: | Maximum length (in characters) of the dynamic field in the sidebar of the ticket zoom view. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::DynamicFieldsZoomMaxSizeSidebar'} = '18';` |

### 6.16.13. Ticket::Frontend::DynamicFieldsZoomMaxSizeArticle

| | |
|---|---|
| Description: | Maximum length (in characters) of the dynamic field in the article of the ticket zoom view. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::DynamicFieldsZoomMaxSizeArticle'} = '160';` |

## 6.16.14. Ticket::Frontend::AccountTime

| | |
|---|---|
| Description: | Activates time accounting. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AccountTime'} = '1';` |

## 6.16.15. Ticket::Frontend::TimeUnits

| | |
|---|---|
| Description: | Sets the prefered time units (e.g. work units, hours, minutes). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::TimeUnits'} = ' (work units)';` |

## 6.16.16. Ticket::Frontend::NeedAccountedTime

| | |
|---|---|
| Description: | Defines if time accounting is mandatory in the agent interface. If activated, a note must be entered for all ticket actions (no matter if the note itself is configured as active or is originally mandatory for the individual ticket action screen). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::NeedAccountedTime'} = '0';` |

## 6.16.17. Ticket::Frontend::BulkAccountedTime

| | |
|---|---|
| Description: | Defines if time accounting must be set to all tickets in bulk action. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::Frontend::BulkAccountedTime'} = '1';` |

## 6.16.18. Ticket::Frontend::NeedSpellCheck

| Description: | Defines if composed messages have to be spell checked in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::NeedSpellCheck'} = '0';` |

## 6.16.19. Ticket::Frontend::NewOwnerSelection

| Description: | Shows an owner selection in phone and email tickets in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::NewOwnerSelection'} = '1';` |

## 6.16.20. Ticket::Frontend::NewResponsibleSelection

| Description: | Show a responsible selection in phone and email tickets in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::NewResponsibleSelection'} = '1';` |

## 6.16.21. Ticket::Frontend::NewQueueSelectionType

| Description: | Defines the receipent target of the phone ticket and the sender of the email ticket ("Queue" shows all queues, "System address" displays all system addresses) in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::NewQueueSelectionType'} = 'Queue';` |

## 6.16.22. Ticket::Frontend::NewQueueSelectionString

| Description: | Determines the strings that will be shown as receipent (To:) of the phone ticket and as sender (From:) of the email tick- |
|---|---|

| | |
|---|---|
| | et in the agent interface. For Queue as NewQueueSelectionType "<Queue>" shows the names of the queues and for SystemAddress "<Realname> <<Email>>" shows the name and email of the receipent. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::NewQueueSelectionString'} = '<Queue>';` |

## 6.16.23. Ticket::Frontend::NewQueueOwnSelection

| | |
|---|---|
| Description: | Determines which options will be valid of the recepient (phone ticket) and the sender (email ticket) in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::NewQueueOwnSelection'} = {
  '1' => 'First Queue',
  '2' => 'Second Queue'
};
``` |

## 6.16.24. Ticket::Frontend::ShowCustomerTickets

| | |
|---|---|
| Description: | Shows customer history tickets in AgentTicketPhone, AgentTicketEmail and AgentTicketCustomer. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::ShowCustomerTickets'} = '1';` |

## 6.16.25. NewTicketInNewWindow::Enabled

| | |
|---|---|
| Description: | If enabled, TicketPhone and TicketEmail will be open in new windows. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'NewTicketInNewWindow::Enabled'} = '0';` |

## 6.16.26. CustomerDBLink

| | |
|---|---|
| Description: | Defines an external link to the database of the customer (e.g. 'http://yourhost/customer.php?CID=[% Data.CustomerID %]' or ''). |
| Group: | Ticket |

| SubGroup: | Frontend::Agent |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerDBLink'} = '[% Env("CGIHandle") %]? Action=AgentCustomerInformationCenter;CustomerID=[% Data.CustomerID | uri %]';` |

## 6.16.27. CustomerDBLinkTarget

| Description: | Defines the target attribute in the link to external customer database. E.g. 'target="cdb"'. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerDBLinkTarget'} = '';` |

## 6.16.28. CustomerDBLinkClass

| Description: | Defines the target attribute in the link to external customer database. E.g. 'AsPopup PopupType_TicketAction'. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerDBLinkClass'} = '';` |

## 6.16.29. Frontend::CommonObject###QueueObject

| Description: | Path of the file that stores all the settings for the QueueObject object for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::CommonObject'}->{'QueueObject'} = 'Kernel::System::Queue';` |

## 6.16.30. Frontend::CommonObject###TicketObject

| Description: | Path of the file that stores all the settings for the TicketObject for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::CommonObject'}->{'TicketObject'} = 'Kernel::System::Ticket';` |

## 6.16.31. Frontend::CommonParam###Action

| | |
|---|---|
| Description: | Defines the default used Frontend-Module if no Action parameter given in the url on the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::CommonParam'}->{'Action'} = 'AgentDashboard';` |

## 6.16.32. Frontend::CommonParam###QueueID

| | |
|---|---|
| Description: | Default queue ID used by the system in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::CommonParam'}->{'QueueID'} = '0';` |

## 6.16.33. Frontend::CommonParam###TicketID

| | |
|---|---|
| Description: | Default ticket ID used by the system in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Frontend::CommonParam'}->{'TicketID'} = '';` |

## 6.16.34. DefaultOverviewColumns

| | |
|---|---|
| Description: | General ticket data shown in the ticket overviews (fall-back). Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note that TicketNumber can not be disabled, because it is necessary. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'DefaultOverviewColumns'} = {`<br>`  'Age' => '2',`<br>`  'Changed' => '1',`<br>`  'CustomerID' => '2',`<br>`  'CustomerName' => '1',`<br>`  'CustomerUserID' => '1',`<br>`  'EscalationResponseTime' => '1',`<br>`  'EscalationSolutionTime' => '1',`<br>`  'EscalationTime' => '1',`<br>`  'EscalationUpdateTime' => '1',`<br>`  'Lock' => '2',`<br>`  'Owner' => '2',`<br>`  'PendingTime' => '1',`<br>`  'Priority' => '1',` |

```
                       'Queue' => '2',
                       'Responsible' => '1',
                       'SLA' => '1',
                       'Service' => '1',
                       'State' => '2',
                       'TicketNumber' => '2',
                       'Title' => '2',
                       'Type' => '1'
                   };
```

# 6.17. Frontend::Agent::Dashboard

## 6.17.1. DashboardBackend###0100-TicketPendingReminder

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DashboardBackend'}->{'0100-TicketPendingReminder'} = {` <br> `'Attributes' => 'TicketPendingTimeOlderMinutes=1;StateType=pending reminder;SortBy=PendingTime;OrderBy=Down;',` <br> `'Block' => 'ContentLarge',` <br> `'CacheTTLLocal' => '0.5',` <br> `'Default' => '1',` <br> `'DefaultColumns' => {` <br> `  'Age' => '2',` <br> `  'Changed' => '1',` <br> `  'Created' => '1',` <br> `  'CustomerID' => '1',` <br> `  'CustomerName' => '1',` <br> `  'CustomerUserID' => '1',` <br> `  'EscalationResponseTime' => '1',` <br> `  'EscalationSolutionTime' => '1',` <br> `  'EscalationTime' => '1',` <br> `  'EscalationUpdateTime' => '1',` <br> `  'Lock' => '1',` <br> `  'Owner' => '1',` <br> `  'PendingTime' => '1',` <br> `  'Priority' => '1',` <br> `  'Queue' => '1',` <br> `  'Responsible' => '1',` <br> `  'SLA' => '1',` <br> `  'Service' => '1',` <br> `  'State' => '1',` <br> `  'TicketNumber' => '2',` <br> `  'Title' => '2',` <br> `  'Type' => '1'` <br> `},` <br> `'Description' => 'All tickets with a reminder set where the reminder date has been reached',` <br> `'Filter' => 'Locked',` <br> `'Group' => '',` <br> `'Limit' => '10',` <br> `'Module' => 'Kernel::Output::HTML::DashboardTicketGeneric',` |

```
                          'Permission' => 'rw',
                          'Time' => 'UntilTime',
                          'Title' => 'Reminder Tickets'
                        };
```

## 6.17.2. DashboardBackend###0110-TicketEscalation

| Description: | Parameters for the dashboard backend of the ticket escalation overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DashboardBackend'}->{'0110-TicketEscalation'} = {
  'Attributes' =>
'TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;OrderBy=Down;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'Created' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All escalated tickets',
  'Filter' => 'All',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::DashboardTicketGeneric',
  'Permission' => 'rw',
  'Time' => 'EscalationTime',
  'Title' => 'Escalated Tickets'
};
``` |

## 6.17.3. DashboardBackend###0120-TicketNew

| Description: | Parameters for the dashboard backend of the new tickets overview of the agent interface. "Limit" is the number of entries shown by |
|---|---|

| | |
|---|---|
| | default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DashboardBackend'}->{'0120-TicketNew'} =  {
  'Attributes' => 'StateType=new;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'Created' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All new tickets, these tickets have not been
 worked on yet',
  'Filter' => 'All',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::DashboardTicketGeneric',
  'Permission' => 'rw',
  'Time' => 'Age',
  'Title' => 'New Tickets'
};
``` |

## 6.17.4. DashboardBackend###0130-TicketOpen

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. |
| Group: | Ticket |

| | |
|---|---|
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DashboardBackend'}->{'0130-TicketOpen'} = {
  'Attributes' => 'StateType=open;',
  'Block' => 'ContentLarge',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'DefaultColumns' => {
    'Age' => '2',
    'Changed' => '1',
    'Created' => '1',
    'CustomerID' => '1',
    'CustomerName' => '1',
    'CustomerUserID' => '1',
    'EscalationResponseTime' => '1',
    'EscalationSolutionTime' => '1',
    'EscalationTime' => '1',
    'EscalationUpdateTime' => '1',
    'Lock' => '1',
    'Owner' => '1',
    'PendingTime' => '1',
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All open tickets, these tickets have already
 been worked on, but need a response',
  'Filter' => 'All',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::DashboardTicketGeneric',
  'Permission' => 'rw',
  'Time' => 'Age',
  'Title' => 'Open Tickets / Need to be answered'
};
``` |

## 6.17.5. DashboardBackend###0250-TicketStats

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the ticket stats of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'DashboardBackend'}->{'0250-TicketStats'} = {
  'Block' => 'ContentSmall',
  'CacheTTLLocal' => '30',
  'Changed' => '1',
  'Closed' => '1',
  'Default' => '1',
  'Group' => '',
  'Module' => 'Kernel::Output::HTML::DashboardTicketStatsGeneric',
  'Permission' => 'rw',
``` |

```
  'Title' => '7 Day Stats'
};
```

## 6.17.6. DashboardBackend###0260-TicketCalendar

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the ticket calendar of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DashboardBackend'}->{'0260-TicketCalendar'} = {`<br>`  'Block' => 'ContentSmall',`<br>`  'CacheTTL' => '2',`<br>`  'Default' => '1',`<br>`  'Group' => '',`<br>`  'Limit' => '6',`<br>`  'Module' => 'Kernel::Output::HTML::DashboardCalendar',`<br>`  'OwnerOnly' => '',`<br>`  'Permission' => 'rw',`<br>`  'Title' => 'Upcoming Events'`<br>`};` |

## 6.17.7. DashboardBackend###0270-TicketQueueOverview

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the queue overview widget of the agent interface. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "QueuePermissionGroup" is not mandatory, queues are only listed if they belong to this permission group if you enable it. "States" is a list of states, the key is the sort order of the state in the widget. "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DashboardBackend'}->{'0270-TicketQueueOverview'} = {`<br>`  'Block' => 'ContentLarge',`<br>`  'CacheTTLLocal' => '0.5',`<br>`  'Default' => '1',`<br>`  'Description' => 'Provides a matrix overview of the tickets per state per queue.',`<br>`  'Group' => '',`<br>`  'Module' => 'Kernel::Output::HTML::DashboardTicketQueueOverview',`<br>`  'Permission' => 'rw',`<br>`  'QueuePermissionGroup' => 'users',`<br>`  'Sort' => 'SortBy=Age;OrderBy=Up',`<br>`  'States' => {`<br>`    '1' => 'new',`<br>`    '4' => 'open',`<br>`    '6' => 'pending reminder'` |

```
  },
  'Title' => 'Ticket Queue Overview'
};
```

## 6.17.8. DashboardBackend###0280-DashboardEventsTicketCalendar

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the ticket stats of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DashboardBackend'}->{'0280-DashboardEventsTicketCalendar'} = { 'Block' => 'ContentLarge', 'CacheTTL' => '0', 'Default' => '0', 'Group' => '', 'Module' => 'Kernel::Output::HTML::DashboardEventsTicketCalendar', 'Title' => 'Events Ticket Calendar' };` |

## 6.17.9. AgentCustomerInformationCenter::Backend###0100-CIC-TicketPendingReminder

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'AgentCustomerInformationCenter::Backend'}->{'0100-CIC-TicketPendingReminder'} = { 'Attributes' => 'TicketPendingTimeOlderMinutes=1;StateType=pending reminder;SortBy=PendingTime;OrderBy=Down;', 'Block' => 'ContentLarge', 'CacheTTLLocal' => '0.5', 'Default' => '1', 'DefaultColumns' => { 'Age' => '2', 'Changed' => '1', 'Created' => '1', 'CustomerID' => '1', 'CustomerName' => '1', 'CustomerUserID' => '1',` |

```
                        'EscalationResponseTime' => '1',
                        'EscalationSolutionTime' => '1',
                        'EscalationTime' => '1',
                        'EscalationUpdateTime' => '1',
                        'Lock' => '1',
                        'Owner' => '1',
                        'PendingTime' => '1',
                        'Priority' => '1',
                        'Queue' => '1',
                        'Responsible' => '1',
                        'SLA' => '1',
                        'Service' => '1',
                        'State' => '1',
                        'TicketNumber' => '2',
                        'Title' => '2',
                        'Type' => '1'
                      },
                      'Description' => 'All tickets with a reminder set where the
                     reminder date has been reached',
                      'Filter' => 'Locked',
                      'Group' => '',
                      'Limit' => '10',
                      'Module' => 'Kernel::Output::HTML::DashboardTicketGeneric',
                      'Permission' => 'ro',
                      'Time' => 'UntilTime',
                      'Title' => 'Reminder Tickets'
                    };
```

## 6.17.10. AgentCustomerInformationCenter::Backend###0110-CIC-TicketEscalation

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the ticket escalation overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'AgentCustomerInformationCenter::Backend'}->{'0110-CIC-TicketEscalation'} = {`<br>`'Attributes' =>`<br>`'TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;OrderBy=Down;',`<br>`'Block' => 'ContentLarge',`<br>`'CacheTTLLocal' => '0.5',`<br>`'Default' => '1',`<br>`'DefaultColumns' => {`<br>`'Age' => '2',`<br>`'Changed' => '1',`<br>`'Created' => '1',`<br>`'CustomerID' => '1',`<br>`'CustomerName' => '1',`<br>`'CustomerUserID' => '1',`<br>`'EscalationResponseTime' => '1',`<br>`'EscalationSolutionTime' => '1',`<br>`'EscalationTime' => '1',`<br>`'EscalationUpdateTime' => '1',`<br>`'Lock' => '1',`<br>`'Owner' => '1',`<br>`'PendingTime' => '1',` |

```
    'Priority' => '1',
    'Queue' => '1',
    'Responsible' => '1',
    'SLA' => '1',
    'Service' => '1',
    'State' => '1',
    'TicketNumber' => '2',
    'Title' => '2',
    'Type' => '1'
  },
  'Description' => 'All escalated tickets',
  'Filter' => 'All',
  'Group' => '',
  'Limit' => '10',
  'Module' => 'Kernel::Output::HTML::DashboardTicketGeneric',
  'Permission' => 'ro',
  'Time' => 'EscalationTime',
  'Title' => 'Escalated Tickets'
};
```

## 6.17.11. AgentCustomerInformationCenter::Backend###0120-CIC-TicketNew

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the new tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'AgentCustomerInformationCenter::Backend'}->{'0120-CIC-TicketNew'} = {`<br>`  'Attributes' => 'StateType=new;',`<br>`  'Block' => 'ContentLarge',`<br>`  'CacheTTLLocal' => '0.5',`<br>`  'Default' => '1',`<br>`  'DefaultColumns' => {`<br>`    'Age' => '2',`<br>`    'Changed' => '1',`<br>`    'Created' => '1',`<br>`    'CustomerID' => '1',`<br>`    'CustomerName' => '1',`<br>`    'CustomerUserID' => '1',`<br>`    'EscalationResponseTime' => '1',`<br>`    'EscalationSolutionTime' => '1',`<br>`    'EscalationTime' => '1',`<br>`    'EscalationUpdateTime' => '1',`<br>`    'Lock' => '1',`<br>`    'Owner' => '1',`<br>`    'PendingTime' => '1',`<br>`    'Priority' => '1',`<br>`    'Queue' => '1',`<br>`    'Responsible' => '1',`<br>`    'SLA' => '1',`<br>`    'Service' => '1',`<br>`    'State' => '1',`<br>`    'TicketNumber' => '2',`<br>`    'Title' => '2',`<br>`    'Type' => '1'` |

```
        },
        'Description' => 'All new tickets, these tickets have not been
worked on yet',
        'Filter' => 'All',
        'Group' => '',
        'Limit' => '10',
        'Module' => 'Kernel::Output::HTML::DashboardTicketGeneric',
        'Permission' => 'ro',
        'Time' => 'Age',
        'Title' => 'New Tickets'
};
```

## 6.17.12. AgentCustomerInformationCenter::Backend###0130-CIC-TicketOpen

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'AgentCustomerInformationCenter::Backend'}->{'0130-CIC-TicketOpen'} = {`<br>`  'Attributes' => 'StateType=open;',`<br>`  'Block' => 'ContentLarge',`<br>`  'CacheTTLLocal' => '0.5',`<br>`  'Default' => '1',`<br>`  'DefaultColumns' => {`<br>`    'Age' => '2',`<br>`    'Changed' => '1',`<br>`    'Created' => '1',`<br>`    'CustomerID' => '1',`<br>`    'CustomerName' => '1',`<br>`    'CustomerUserID' => '1',`<br>`    'EscalationResponseTime' => '1',`<br>`    'EscalationSolutionTime' => '1',`<br>`    'EscalationTime' => '1',`<br>`    'EscalationUpdateTime' => '1',`<br>`    'Lock' => '1',`<br>`    'Owner' => '1',`<br>`    'PendingTime' => '1',`<br>`    'Priority' => '1',`<br>`    'Queue' => '1',`<br>`    'Responsible' => '1',`<br>`    'SLA' => '1',`<br>`    'Service' => '1',`<br>`    'State' => '1',`<br>`    'TicketNumber' => '2',`<br>`    'Title' => '2',`<br>`    'Type' => '1'`<br>`  },`<br>`  'Description' => 'All open tickets, these tickets have already been worked on, but need a response',`<br>`  'Filter' => 'All',`<br>`  'Group' => '',`<br>`  'Limit' => '10',`<br>`  'Module' => 'Kernel::Output::HTML::DashboardTicketGeneric',`<br>`  'Permission' => 'ro',` |

```
                                        'Time' => 'Age',
                                        'Title' => 'Open Tickets / Need to be answered'
                                    };
```

## 6.17.13. AgentCustomerInformationCenter::Backend###0500-CIC-CustomerIDStatus

| | |
|---|---|
| Description: | Parameters for the dashboard backend of the customer id status widget of the agent interface . "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'AgentCustomerInformationCenter::Backend'}->{'0500-CIC-CustomerIDStatus'} =  {
  'Attributes' => '',
  'Block' => 'ContentSmall',
  'CacheTTLLocal' => '0.5',
  'Default' => '1',
  'Description' => 'Company Status',
  'Group' => '',
  'Module' => 'Kernel::Output::HTML::DashboardCustomerIDStatus',
  'Permission' => 'ro',
  'Title' => 'Company Status'
};``` |

# 6.18. Frontend::Agent::Dashboard::EventsTicketCalen

## 6.18.1. DashboardEventsTicketCalendar###CalendarWidth

| | |
|---|---|
| Description: | Defines the calendar width in percent. Default is 95%. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard::EventsTicketCalendar |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'DashboardEventsTicketCalendar'}->{'CalendarWidth'} = '95';``` |

## 6.18.2. DashboardEventsTicketCalendar###Queues

| | |
|---|---|
| Description: | Defines queues that's tickets are used for displaying as calendar events. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard::EventsTicketCalendar |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'DashboardEventsTicketCalendar'}->{'Queues'} =  [
  'Raw'
];``` |

### 6.18.3. DashboardEventsTicketCalendar::DynamicFieldStartTime

| | |
|---|---|
| Description: | Define dynamic field name for start time. This field has to be manually added to the system as Ticket: "Date / Time" and must be activated in ticket creation screens and/or in any other ticket action screens. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard::EventsTicketCalendar |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DashboardEventsTicketCalendar::DynamicFieldStartTime'} = 'TicketCalendarStartTime';` |

### 6.18.4. DashboardEventsTicketCalendar::DynamicFieldEndTime

| | |
|---|---|
| Description: | Define dynamic field name for end time. This field has to be manually added to the system as Ticket: "Date / Time" and must be activated in ticket creation screens and/or in any other ticket action screens. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard::EventsTicketCalendar |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'DashboardEventsTicketCalendar::DynamicFieldEndTime'} = 'TicketCalendarEndTime';` |

### 6.18.5. DashboardEventsTicketCalendar::DynamicFieldsForEvent

| | |
|---|---|
| Description: | Defines the dynamic fields that are used for displaying on calendar events. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard::EventsTicketCalendar |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'DashboardEventsTicketCalendar::DynamicFieldsForEvents'} =`<br>`[`<br>`  'TicketCalendarStartTime',`<br>`  'TicketCalendarEndTime'`<br>`];` |

### 6.18.6. DashboardEventsTicketCalendar::TicketFieldsForEvents

| | |
|---|---|
| Description: | Defines the ticket fields that are going to be displayed calendar events. The "Key" defines the field or ticket attribute and the "Content" defines the display name. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard::EventsTicketCalendar |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'DashboardEventsTicketCalendar::TicketFieldsForEvents'} =`<br>`{` |

```
                  'CustomerID' => 'Customer ID',
                  'CustomerUserID' => 'Customer user',
                  'Priority' => 'Priority',
                  'Queue' => 'Queue',
                  'SLA' => 'SLA',
                  'Service' => 'Service',
                  'State' => 'State',
                  'Title' => 'Title',
                  'Type' => 'Type'
                };
```

# 6.19. Frontend::Agent::Dashboard::TicketFilters

## 6.19.1. OnlyValuesOnTicket

| | |
|---|---|
| Description: | Defines if the list for filters should be retrieve just from current tickets in system. Just for clarification, Customers list will always came from system's tickets. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Dashboard::TicketFilters |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'OnlyValuesOnTicket'} = '1';` |

# 6.20. Frontend::Agent::ModuleMetaHead

## 6.20.1. Frontend::HeaderMetaModule###2-TicketSearch

| | |
|---|---|
| Description: | Module to generate html OpenSearch profile for short ticket search in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleMetaHead |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::HeaderMetaModule'}->{'2-TicketSearch'} = {`<br>`  'Action' => 'AgentTicketSearch',`<br>`  'Module' => 'Kernel::Output::HTML::HeaderMetaTicketSearch'`<br>`};` |

# 6.21. Frontend::Agent::ModuleNotify

## 6.21.1. Frontend::NotifyModule###5-Ticket::TicketEscalation

| | |
|---|---|
| Description: | Module to show notifications and escalations (ShownMax: max. shown escalations, EscalationInMinutes: Show ticket which will escalation in, CacheTime: Cache of calculated escalations in seconds). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleNotify |

| Valid: | 0 |
|---|---|
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::NotifyModule'}->{'5-Ticket::TicketEscalation'} =`<br>`{`<br>`'CacheTime' => '40',`<br>`'EscalationInMinutes' => '120',`<br>`'Module' =>`<br>`'Kernel::Output::HTML::NotificationAgentTicketEscalation',`<br>`'ShownMax' => '25'`<br>`};` |

# 6.22. Frontend::Agent::ModuleRegistration

## 6.22.1. Frontend::Module###AgentTicketQueue

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AgentTicketQueue'} = {`<br>`  'Description' => 'Overview of all open Tickets',`<br>`  'Loader' => {`<br>`    'CSS' => [`<br>`      'Core.AgentTicketQueue.css',`<br>`      'Core.AllocationList.css'`<br>`    ],`<br>`    'JavaScript' => [`<br>`      'Core.UI.AllocationList.js',`<br>`      'Core.Agent.TableFilters.js'`<br>`    ]`<br>`  },`<br>`  'NavBar' => [`<br>`    {`<br>`      'AccessKey' => 'o',`<br>`      'Block' => '',`<br>`      'Description' => 'Overview of all open Tickets',`<br>`      'Link' => 'Action=AgentTicketQueue',`<br>`      'LinkOption' => '',`<br>`      'Name' => 'Queue view',`<br>`      'NavBar' => 'Ticket',`<br>`      'Prio' => '100',`<br>`      'Type' => ''`<br>`    },`<br>`    {`<br>`      'AccessKey' => 't',`<br>`      'Block' => 'ItemArea',`<br>`      'Description' => '',`<br>`      'Link' => 'Action=AgentTicketQueue',`<br>`      'LinkOption' => '',`<br>`      'Name' => 'Tickets',`<br>`      'NavBar' => 'Ticket',`<br>`      'Prio' => '200',`<br>`      'Type' => 'Menu'`<br>`    }`<br>`  ],`<br>`  'NavBarName' => 'Ticket',`<br>`  'Title' => 'QueueView'`<br>`};` |

## 6.22.2. Frontend::Module###AgentTicketService

| Description: | Frontend module registration for the agent interface. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketService'} =  {
  'Description' => 'Overview of all open Tickets',
  'Loader' => {
    'CSS' => [
      'Core.AgentTicketService.css',
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'O',
      'Block' => '',
      'Description' => 'Overview of all open Tickets',
      'Link' => 'Action=AgentTicketService',
      'LinkOption' => '',
      'Name' => 'Service view',
      'NavBar' => 'Ticket',
      'Prio' => '105',
      'Type' => ''
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'ServiceView'
};
``` |

## 6.22.3. Frontend::Module###AgentTicketPhone

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketPhone'} =  {
  'Description' => 'Create new phone ticket',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.CustomerSearch.js',
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'n',
      'Block' => '',
      'Description' => 'Create new phone ticket (inbound)',
      'Link' => 'Action=AgentTicketPhone',
      'LinkOption' => '',
      'Name' => 'New phone ticket',
      'NavBar' => 'Ticket',
      'Prio' => '200',
      'Type' => ''
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'New phone ticket'
};
``` |

## 6.22.4. Frontend::Module###AgentTicketPhoneOutbound

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketPhoneOutbound'} = {   'Description' => 'Phone Call',   'Loader' => {     'JavaScript' => [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' => 'Ticket',   'Title' => 'Phone-Ticket' };``` |

## 6.22.5. Frontend::Module###AgentTicketPhoneInbound

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketPhoneInbound'} = {   'Description' => 'Incoming Phone Call',   'Loader' => {     'JavaScript' => [       'Core.Agent.TicketAction.js'     ]   },   'NavBarName' => 'Ticket',   'Title' => 'Phone-Ticket' };``` |

## 6.22.6. Frontend::Module###AgentTicketEmail

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketEmail'} = {   'Description' => 'Create new email ticket',   'Loader' => {     'JavaScript' => [       'Core.Agent.CustomerSearch.js',       'Core.Agent.TicketAction.js'     ]   },   'NavBar' => [     {       'AccessKey' => 'm',       'Block' => '',       'Description' => 'Create new email ticket and send this out (outbound)',``` |

```
            'Link' => 'Action=AgentTicketEmail',
            'LinkOption' => '',
            'Name' => 'New email ticket',
            'NavBar' => 'Ticket',
            'Prio' => '210',
            'Type' => ''
        }
    ],
    'NavBarName' => 'Ticket',
    'Title' => 'New email ticket'
};
```

## 6.22.7. Frontend::Module###AgentTicketSearch

| Description:   | Frontend module registration for the agent interface. |
|----------------|-------------------------------------------------------|
| Group:         | Ticket                                                |
| SubGroup:      | Frontend::Agent::ModuleRegistration                   |
| Valid:         | 1                                                     |
| Required:      | 0                                                     |
| Config-Setting: | <pre>$Self->{'Frontend::Module'}->{'AgentTicketSearch'} = {<br>  'Description' => 'Search Ticket',<br>  'Loader' => {<br>    'JavaScript' => [<br>      'Core.UI.AllocationList.js',<br>      'Core.Agent.TableFilters.js'<br>    ]<br>  },<br>  'NavBar' => [<br>    {<br>      'AccessKey' => 's',<br>      'Block' => '',<br>      'Description' => 'Search Tickets',<br>      'Link' => 'Action=AgentTicketSearch',<br>      'LinkOption' => 'onclick="window.setTimeout(function()<br>{Core.Agent.Search.OpenSearchDialog(\'AgentTicketSearch\');}, 0);<br> return false;"',<br>      'Name' => 'Search',<br>      'NavBar' => 'Ticket',<br>      'Prio' => '300',<br>      'Type' => ''<br>    }<br>  ],<br>  'NavBarName' => 'Ticket',<br>  'Title' => 'Search'<br>};</pre> |

## 6.22.8. Frontend::Module###AgentTicketLockedView

| Description:   | Frontend module registration for the agent interface. |
|----------------|-------------------------------------------------------|
| Group:         | Ticket                                                |
| SubGroup:      | Frontend::Agent::ModuleRegistration                   |
| Valid:         | 1                                                     |
| Required:      | 0                                                     |
| Config-Setting: | <pre>$Self->{'Frontend::Module'}->{'AgentTicketLockedView'} = {<br>  'Description' => 'Locked Tickets',<br>  'Loader' => {<br>    'CSS' => [<br>      'Core.AgentTicketQueue.css',<br>      'Core.AllocationList.css'<br>    ],<br>    'JavaScript' => [<br>      'Core.UI.AllocationList.js',</pre> |

```
                                          'Core.Agent.TableFilters.js'
                                       ]
                                    },
                                    'NavBarName' => 'Ticket',
                                    'Title' => 'Locked Tickets'
                                  };
```

## 6.22.9. Frontend::Module###AgentTicketResponsibleView

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketResponsibleView'} = {
  'Description' => 'Responsible Tickets',
  'Loader' => {
    'CSS' => [
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Responsible Tickets'
};
``` |

## 6.22.10. Frontend::Module###AgentTicketWatchView

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketWatchView'} = {
  'Description' => 'Watched Tickets',
  'Loader' => {
    'CSS' => [
      'Core.AgentTicketQueue.css',
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Watched Tickets'
};
``` |

## 6.22.11. Frontend::Module###AgentCustomerSearch

| Description: | Frontend module registration for the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentCustomerSearch'} = {
  'Description' => 'AgentCustomerSearch',
  'NavBarName' => 'Ticket',
  'Title' => 'AgentCustomerSearch'
};
``` |

## 6.22.12. Frontend::Module###AgentUserSearch

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentUserSearch'} = {
  'Description' => 'AgentUserSearch',
  'NavBarName' => 'Ticket',
  'Title' => 'AgentUserSearch'
};
``` |

## 6.22.13. Frontend::Module###AgentTicketStatusView

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketStatusView'} = {
  'Description' => 'Overview of all open tickets',
  'Loader' => {
    'CSS' => [
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'v',
      'Block' => '',
      'Description' => 'Overview of all open Tickets.',
      'Link' => 'Action=AgentTicketStatusView',
      'LinkOption' => '',
      'Name' => 'Status view',
      'NavBar' => 'Ticket',
      'Prio' => '110',
      'Type' => ''
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'Status view'
};
``` |

## 6.22.14. Frontend::Module###AgentTicketEscalationView

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |

| SubGroup: | Frontend::Agent::ModuleRegistration |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketEscalationView'} =  {
  'Description' => 'Overview of all escalated tickets',
  'Loader' => {
    'CSS' => [
      'Core.AllocationList.css'
    ],
    'JavaScript' => [
      'Core.UI.AllocationList.js',
      'Core.Agent.TableFilters.js'
    ]
  },
  'NavBar' => [
    {
      'AccessKey' => 'e',
      'Block' => '',
      'Description' => 'Overview Escalated Tickets',
      'Link' => 'Action=AgentTicketEscalationView',
      'LinkOption' => '',
      'Name' => 'Escalation view',
      'NavBar' => 'Ticket',
      'Prio' => '120',
      'Type' => ''
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'Escalation view'
};
``` |

## 6.22.15. Frontend::Module###AgentZoom

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentZoom'} =  {
  'Description' => 'compat module for AgentZoom to AgentTicketZoom',
  'NavBarName' => 'Ticket',
  'Title' => ''
};
``` |

## 6.22.16. Frontend::Module###AgentTicketZoom

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketZoom'} =  {
  'Description' => 'Ticket Zoom',
  'Loader' => {
    'CSS' => [
      'Core.Agent.TicketProcess.css'
    ],
    'JavaScript' => [
      'thirdparty/jquery-tablesorter-2.0.5/jquery.tablesorter.js',
      'Core.UI.Table.Sort.js',
``` |

```
                                 'Core.Agent.TicketZoom.js'
                               ]
                           },
                           'NavBarName' => 'Ticket',
                           'Title' => 'Zoom'
                       };
```

## 6.22.17. Frontend::Module###AgentTicketAttachment

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketAttachment'} = {<br>  'Description' => 'To download attachments',<br>  'NavBarName' => 'Ticket',<br>  'Title' => ''<br>};``` |

## 6.22.18. Frontend::Module###AgentTicketPlain

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketPlain'} = {<br>  'Description' => 'Ticket plain view of an email',<br>  'NavBarName' => 'Ticket',<br>  'Title' => 'Plain'<br>};``` |

## 6.22.19. Frontend::Module###AgentTicketNote

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketNote'} = {<br>  'Description' => 'Ticket Note',<br>  'Loader' => {<br>    'JavaScript' => [<br>      'Core.Agent.TicketAction.js'<br>    ]<br>  },<br>  'NavBarName' => 'Ticket',<br>  'Title' => 'Note'<br>};``` |

## 6.22.20. Frontend::Module###AgentTicketMerge

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketMerge'} =  {
  'Description' => 'Ticket Merge',
  'NavBarName' => 'Ticket',
  'Title' => 'Merge'
};
``` |

## 6.22.21. Frontend::Module###AgentTicketPending

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketPending'} =  {
  'Description' => 'Ticket Pending',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Pending'
};
``` |

## 6.22.22. Frontend::Module###AgentTicketWatcher

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketWatcher'} =  {
  'Description' => 'A TicketWatcher Module',
  'NavBarName' => 'Ticket-Watcher',
  'Title' => 'Ticket-Watcher'
};
``` |

## 6.22.23. Frontend::Module###AgentTicketPriority

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketPriority'} =  {
  'Description' => 'Ticket Priority',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js'
``` |

```
      ]
    },
    'NavBarName' => 'Ticket',
    'Title' => 'Priority'
};
```

## 6.22.24. Frontend::Module###AgentTicketLock

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketLock'} = {
  'Description' => 'Ticket Lock',
  'NavBarName' => 'Ticket',
  'Title' => 'Lock'
};``` |

## 6.22.25. Frontend::Module###AgentTicketMove

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketMove'} = {
  'Description' => 'Ticket Move',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Move'
};``` |

## 6.22.26. Frontend::Module###AgentTicketHistory

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketHistory'} = {
  'Description' => 'Ticket History',
  'NavBarName' => 'Ticket',
  'Title' => 'History'
};``` |

## 6.22.27. Frontend::Module###AgentTicketOwner

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |

| SubGroup: | Frontend::Agent::ModuleRegistration |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketOwner'} = {
  'Description' => 'Ticket Owner',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Owner'
};``` |

## 6.22.28. Frontend::Module###AgentTicketResponsible

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketResponsible'} = {
  'Description' => 'Ticket Responsible',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Responsible'
};``` |

## 6.22.29. Frontend::Module###AgentTicketCompose

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketCompose'} = {
  'Description' => 'Ticket Compose email Answer',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.CustomerSearch.js',
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Compose'
};``` |

## 6.22.30. Frontend::Module###AgentTicketBounce

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketBounce'} = {
  'Description' => 'Ticket Compose Bounce Email',
  'NavBarName' => 'Ticket',
  'Title' => 'Bounce'
};
``` |

## 6.22.31. Frontend::Module###AgentTicketForward

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketForward'} = {
  'Description' => 'Ticket Forward Email',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.CustomerSearch.js',
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Forward'
};
``` |

## 6.22.32. Frontend::Module###AgentTicketEmailOutbound

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketEmailOutbound'} = {
  'Description' => 'Ticket Outbound Email',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.CustomerSearch.js',
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Email Outbound'
};
``` |

## 6.22.33. Frontend::Module###AgentTicketCustomer

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::Module'}->{'AgentTicketCustomer'} = {
``` |

```
       'Description' => 'Ticket Customer',
       'Loader' => {
         'JavaScript' => [
           'Core.Agent.CustomerSearch.js',
           'Core.Agent.TicketAction.js'
         ]
       },
       'NavBarName' => 'Ticket',
       'Title' => 'Customer'
     };
```

## 6.22.34. Frontend::Module###AgentTicketClose

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AgentTicketClose'} = {`<br>`  'Description' => 'Ticket Close',`<br>`  'Loader' => {`<br>`    'JavaScript' => [`<br>`      'Core.Agent.TicketAction.js'`<br>`    ]`<br>`  },`<br>`  'NavBarName' => 'Ticket',`<br>`  'Title' => 'Close'`<br>`};` |

## 6.22.35. Frontend::Module###AgentTicketFreeText

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AgentTicketFreeText'} = {`<br>`  'Description' => 'Ticket FreeText',`<br>`  'Loader' => {`<br>`    'JavaScript' => [`<br>`      'Core.Agent.TicketAction.js'`<br>`    ]`<br>`  },`<br>`  'NavBarName' => 'Ticket',`<br>`  'Title' => 'Free Fields'`<br>`};` |

## 6.22.36. Frontend::Module###AgentTicketPrint

| | |
|---|---|
| Description: | Frontend module registration for the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Module'}->{'AgentTicketPrint'} = {`<br>`  'Description' => 'Ticket Print',` |

```
  'NavBarName' => 'Ticket',
  'Title' => 'Print'
};
```

## 6.22.37. Frontend::Module###AgentTicketBulk

| Description: | Frontend module registration for the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::Module'}->{'AgentTicketBulk'} = {
  'Description' => 'Ticket bulk module',
  'Loader' => {
    'JavaScript' => [
      'Core.Agent.TicketAction.js'
    ]
  },
  'NavBarName' => 'Ticket',
  'Title' => 'Bulk-Action'
};``` |

# 6.23. Frontend::Agent::Preferences

## 6.23.1. PreferencesGroups###NewTicketNotify

| Description: | Parameters for the NewTicketNotify object in the preferences view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PreferencesGroups'}->{'NewTicketNotify'} = {
  'Active' => '1',
  'Column' => 'Email Settings',
  'Data' => {
    '0' => 'No Notification',
    'MyQueues' => 'My Queues',
    'MyQueuesAndMyServices' => 'My Queues and My Services',
    'MyQueuesOrMyServices' => 'My Queues or My Services',
    'MyServices' => 'My Services'
  },
  'DataSelected' => '0',
  'Desc' => 'Send me a notification if there is a new ticket in my
queues/services.',
  'Key' => 'Send new ticket notifications if subscribed to',
  'Label' => 'New ticket notification',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserSendNewTicketNotification',
  'Prio' => '1000'
};``` |

## 6.23.2. PreferencesGroups###FollowUpNotify

| Description: | Parameters for the FollowUpNotify object in the preference view of the agent interface. |
|---|---|
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Preferences |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'FollowUpNotify'} =  {
  'Active' => '1',
  'Column' => 'Email Settings',
  'Data' => {
    '0' => 'No Notification',
    'MyQueues' => 'My Queues',
    'MyQueuesAndMyServices' => 'My Queues and My Services',
    'MyQueuesOrMyServices' => 'My Queues or My Services',
    'MyServices' => 'My Services'
  },
  'DataSelected' => '0',
  'Desc' => 'Send me a notification if a customer sends a follow up
and I\'m the owner of the ticket or the ticket is unlocked and is
in one of my queues/services.',
  'Key' => 'Send ticket follow up notifications if subscribed to',
  'Label' => 'Ticket follow up notification',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserSendFollowUpNotification',
  'Prio' => '2000'
};
``` |

## 6.23.3. PreferencesGroups###LockTimeoutNotify

| Description: | Parameters for the LockTimeoutNotify object in the preference view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'LockTimeoutNotify'} =  {
  'Active' => '1',
  'Column' => 'Email Settings',
  'Data' => {
    '0' => 'No',
    '1' => 'Yes'
  },
  'DataSelected' => '0',
  'Desc' => 'Send me a notification if a ticket is unlocked by the
system.',
  'Key' => 'Send ticket lock timeout notifications',
  'Label' => 'Ticket lock timeout notification',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserSendLockTimeoutNotification',
  'Prio' => '3000'
};
``` |

## 6.23.4. PreferencesGroups###MoveNotify

| Description: | Parameters for the MoveNotify object in the preference view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'PreferencesGroups'}->{'MoveNotify'} =  {
  'Active' => '1',
``` |

```
  'Column' => 'Email Settings',
  'Data' => {
    '0' => 'No',
    '1' => 'Yes'
  },
  'DataSelected' => '0',
  'Desc' => 'Send me a notification if a ticket is moved into one of
"My Queues".',
  'Key' => 'Send ticket move notifications',
  'Label' => 'Ticket move notification',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserSendMoveNotification',
  'Prio' => '4000'
};
```

## 6.23.5. PreferencesGroups###ServiceUpdateNotify

| | |
|---|---|
| Description: | Parameters for the ServiceUpdateNotify object in the preference view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PreferencesGroups'}->{'ServiceUpdateNotify'} =  {
  'Active' => '1',
  'Column' => 'Email Settings',
  'Data' => {
    '0' => 'No',
    '1' => 'Yes'
  },
  'DataSelected' => '0',
  'Desc' => 'Send me a notification if the service of a ticket is
changed to a service in "My Services" and the ticket is in a queue
where I have read permissions.',
  'Key' => 'Send service update notifications',
  'Label' => 'Service update notification',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserSendServiceUpdateNotification',
  'Prio' => '4000'
};``` |

## 6.23.6. PreferencesGroups###WatcherNotify

| | |
|---|---|
| Description: | Parameters for the WatcherNotify object in the preference view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PreferencesGroups'}->{'WatcherNotify'} =  {
  'Active' => '1',
  'Column' => 'Email Settings',
  'Data' => {
    '0' => 'No',
    '1' => 'Yes'
  },
  'DataSelected' => '0',
  'Desc' => 'Send me the same notifications for my watched tickets
that the ticket owners will get.',
  'Key' => 'Send ticket watch notifications',
  'Label' => 'Ticket watch notification',
  'Module' => 'Kernel::Output::HTML::PreferencesTicketWatcher',``` |

```
                        'PrefKey' => 'UserSendWatcherNotification',
                        'Prio' => '5000'
                    };
```

## 6.23.7. PreferencesGroups###CustomQueue

| | |
|---|---|
| Description: | Parameters for the CustomQueue object in the preference view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PreferencesGroups'}->{'CustomQueue'} = {
  'Active' => '1',
  'Column' => 'Other Settings',
  'Desc' => 'Your queue selection of your favorite queues. You also get notified about those queues via email if enabled.',
  'Key' => 'My Queues',
  'Label' => 'My Queues',
  'Module' => 'Kernel::Output::HTML::PreferencesCustomQueue',
  'Permission' => 'ro',
  'Prio' => '1000'
};``` |

## 6.23.8. PreferencesGroups###CustomService

| | |
|---|---|
| Description: | Parameters for the CustomService object in the preference view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PreferencesGroups'}->{'CustomService'} = {
  'Active' => '1',
  'Column' => 'Other Settings',
  'Desc' => 'Your service selection of your favorite services. You also get notified about those services via email if enabled.',
  'Key' => 'My Services',
  'Label' => 'My Services',
  'Module' => 'Kernel::Output::HTML::PreferencesCustomService',
  'Prio' => '1000'
};``` |

## 6.23.9. PreferencesGroups###RefreshTime

| | |
|---|---|
| Description: | Parameters for the RefreshTime object in the preference view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PreferencesGroups'}->{'RefreshTime'} = {
  'Active' => '1',
  'Column' => 'Other Settings',
  'Data' => {
    '0' => 'off',``` |

```
      '10' => '10 minutes',
      '15' => '15 minutes',
      '2'  => ' 2 minutes',
      '5'  => ' 5 minutes',
      '7'  => ' 7 minutes'
  },
  'DataSelected' => '0',
  'Desc' => 'If enabled, the different overviews (Dashboard,
 LockedView, QueueView) will automatically refresh after the
 specified time.',
  'Key' => 'Refresh Overviews after',
  'Label' => 'Overview Refresh Time',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserRefreshTime',
  'Prio' => '2000'
};
```

## 6.23.10. PreferencesGroups###TicketOverviewSmallPageShown

| | |
|---|---|
| Description: | Parameters for the pages (in which the tickets are shown) of the small ticket overview. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PreferencesGroups'}->{'TicketOverviewSmallPageShown'} = {`<br>`  'Active' => '0',`<br>`  'Column' => 'Other Settings',`<br>`  'Data' => {`<br>`    '10' => '10',`<br>`    '15' => '15',`<br>`    '20' => '20',`<br>`    '25' => '25',`<br>`    '30' => '30',`<br>`    '35' => '35'`<br>`  },`<br>`  'DataSelected' => '25',`<br>`  'Key' => 'Ticket limit per page for Ticket Overview "Small"',`<br>`  'Label' => 'Ticket Overview "Small" Limit',`<br>`  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',`<br>`  'PrefKey' => 'UserTicketOverviewSmallPageShown',`<br>`  'Prio' => '8000'`<br>`};` |

## 6.23.11. PreferencesGroups###TicketOverviewFilterSettings

| | |
|---|---|
| Description: | Parameters for . |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PreferencesGroups'}->{'TicketOverviewFilterSettings'} = {`<br>`  'Active' => '0',`<br>`  'Column' => 'Other Settings',`<br>`  'Key' => 'Column ticket filters for Ticket Overviews type`<br>`"Small".',`<br>`  'Label' => 'Enabled filters.',`<br>`  'Module' => 'Kernel::Output::HTML::PreferencesColumnFilters',`<br>`  'PrefKey' => 'UserFilterColumnsEnabled',`<br>`  'Prio' => '8100'`<br>`};` |

## 6.23.12. PreferencesGroups###TicketOverviewMediumPageSho

| | |
|---|---|
| Description: | Parameters for the pages (in which the tickets are shown) of the medium ticket overview. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PreferencesGroups'}->{'TicketOverviewMediumPageShown'} =
{
  'Active' => '0',
  'Column' => 'Other Settings',
  'Data' => {
    '10' => '10',
    '15' => '15',
    '20' => '20',
    '25' => '25',
    '30' => '30',
    '35' => '35'
  },
  'DataSelected' => '20',
  'Key' => 'Ticket limit per page for Ticket Overview "Medium"',
  'Label' => 'Ticket Overview "Medium" Limit',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserTicketOverviewMediumPageShown',
  'Prio' => '8100'
};``` |

## 6.23.13. PreferencesGroups###TicketOverviewPreviewPageSho

| | |
|---|---|
| Description: | Parameters for the pages (in which the tickets are shown) of the ticket preview overview. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'PreferencesGroups'}->{'TicketOverviewPreviewPageShown'} =
{
  'Active' => '0',
  'Column' => 'Other Settings',
  'Data' => {
    '10' => '10',
    '15' => '15',
    '20' => '20',
    '25' => '25',
    '30' => '30',
    '35' => '35'
  },
  'DataSelected' => '15',
  'Key' => 'Ticket limit per page for Ticket Overview "Preview"',
  'Label' => 'Ticket Overview "Preview" Limit',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserTicketOverviewPreviewPageShown',
  'Prio' => '8200'
};``` |

## 6.23.14. PreferencesGroups###CreateNextMask

| | |
|---|---|
| Description: | Parameters for the CreateNextMask object in the preference view of the agent interface. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'PreferencesGroups'}->{'CreateNextMask'} = {`<br>`  'Active' => '1',`<br>`  'Column' => 'Other Settings',`<br>`  'Data' => {`<br>`    '' => 'CreateTicket',`<br>`    'AgentTicketZoom' => 'TicketZoom'`<br>`  },`<br>`  'DataSelected' => '',`<br>`  'Key' => 'Show this screen after I created a new ticket',`<br>`  'Label' => 'Screen after new ticket',`<br>`  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',`<br>`  'PrefKey' => 'UserCreateNextMask',`<br>`  'Prio' => '3000'`<br>`};` |

# 6.24. Frontend::Agent::SearchRouter

## 6.24.1. Frontend::Search###AgentCustomerInformationCenter

| Description: | Search backend router. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::SearchRouter |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Search'}->{'AgentCustomerInformationCenter'} = {`<br>`  '^AgentCustomerInformationCenter' =>`<br>`'Action=AgentCustomerInformationCenterSearch'`<br>`};` |

## 6.24.2. Frontend::Search###Ticket

| Description: | Search backend router. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::SearchRouter |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::Search'}->{'Ticket'} = {`<br>`  '^AgentTicket' => 'Action=AgentTicketSearch;Subaction=AJAX'`<br>`};` |

# 6.25. Frontend::Agent::Ticket::ArticleAttachmentModu

## 6.25.1. Ticket::Frontend::ArticleAttachmentModule###1-Download

| Description: | Shows a link to download article attachments in the zoom view of the article in the agent interface. |
|---|---|
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ArticleAttachmentModule |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::ArticleAttachmentModule'}->{'1-Download'} = {   'Module' => 'Kernel::Output::HTML::ArticleAttachmentDownload' };``` |

## 6.25.2. Ticket::Frontend::ArticleAttachmentModule###2-HTML-Viewer

| Description: | Shows a link to access article attachments via a html online viewer in the zoom view of the article in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ArticleAttachmentModule |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::ArticleAttachmentModule'}->{'2-HTML-Viewer'} = {   'Module' => 'Kernel::Output::HTML::ArticleAttachmentHTMLViewer' };``` |

# 6.26. Frontend::Agent::Ticket::ArticleComposeModule

## 6.26.1. Ticket::Frontend::ArticleComposeModule###1-SignEmail

| Description: | Module to compose signed messages (PGP or S/MIME). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ArticleComposeModule |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::ArticleComposeModule'}->{'1-SignEmail'} = {   'Module' => 'Kernel::Output::HTML::ArticleComposeSign' };``` |

## 6.26.2. Ticket::Frontend::ArticleComposeModule###2-CryptEmail

| Description: | Module to crypt composed messages (PGP or S/MIME). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ArticleComposeModule |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::ArticleComposeModule'}->{'2-CryptEmail'} = {   'Module' => 'Kernel::Output::HTML::ArticleComposeCrypt' };``` |

# 6.27. Frontend::Agent::Ticket::ArticleViewModule

## 6.27.1. Ticket::Frontend::ArticleViewModule###1-PGP

| Description: | Agent interface article notification module to check PGP. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ArticleViewModule |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::ArticleViewModule'}->{'1-PGP'} = {   'Module' => 'Kernel::Output::HTML::ArticleCheckPGP' };``` |

## 6.27.2. Ticket::Frontend::ArticleViewModule###1-SMIME

| Description: | Agent interface module to check incoming emails in the Ticket-Zoom-View if the S/MIME-key is available and true. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ArticleViewModule |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::ArticleViewModule'}->{'1-SMIME'} = {   'Module' => 'Kernel::Output::HTML::ArticleCheckSMIME' };``` |

# 6.28. Frontend::Agent::Ticket::ArticleViewModulePre

## 6.28.1. Ticket::Frontend::ArticlePreViewModule###1-PGP

| Description: | Agent interface article notification module to check PGP. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ArticleViewModulePre |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::ArticlePreViewModule'}->{'1-PGP'} = {   'Module' => 'Kernel::Output::HTML::ArticleCheckPGP' };``` |

## 6.28.2. Ticket::Frontend::ArticlePreViewModule###1-SMIME

| Description: | Agent interface article notification module to check S/MIME. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ArticleViewModulePre |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | ```
$Self->{'Ticket::Frontend::ArticlePreViewModule'}->{'1-SMIME'} = {
  'Module' => 'Kernel::Output::HTML::ArticleCheckSMIME'
};
``` |

# 6.29. Frontend::Agent::Ticket::MenuModule

## 6.29.1. Ticket::Frontend::MenuModule###000-Back

| Description: | Shows a link in the menu to go back in the ticket zoom view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::MenuModule'}->{'000-Back'} = {
  'Action' => '',
  'Description' => 'Back',
  'Link' => '[% Env("LastScreenOverview") %];TicketID=[%
Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'Back',
  'PopupType' => '',
  'Target' => ''
};
``` |

## 6.29.2. Ticket::Frontend::MenuModule###100-Lock

| Description: | Shows a link in the menu to lock/unlock tickets in the ticket zoom view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::MenuModule'}->{'100-Lock'} = {
  'Action' => 'AgentTicketLock',
  'Module' => 'Kernel::Output::HTML::TicketMenuLock',
  'Name' => 'Lock',
  'Target' => ''
};
``` |

## 6.29.3. Ticket::Frontend::MenuModule###200-History

| Description: | Shows a link in the menu to access the history of a ticket in the ticket zoom view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::MenuModule'}->{'200-History'} = {
  'Action' => 'AgentTicketHistory',
  'Description' => 'Show the ticket history',
  'Link' => 'Action=AgentTicketHistory;TicketID=[% Data.TicketID |
html %]',
``` |

```
'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
'Name' => 'History',
'PopupType' => 'TicketHistory',
'Target' => ''
};
```

## 6.29.4. Ticket::Frontend::MenuModule###210-Print

| | |
|---|---|
| Description: | Shows a link in the menu to print a ticket or an article in the ticket zoom view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::MenuModule'}->{'210-Print'} =  {`  `'Action' => 'AgentTicketPrint',`  `'Description' => 'Print this ticket',`  `'Link' => 'Action=AgentTicketPrint;TicketID=[% Data.TicketID |`  `html %]',`  `'LinkParam' => 'target="print"',`  `'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',`  `'Name' => 'Print',`  `'PopupType' => 'TicketAction',`  `'Target' => ''`  `};``` |

## 6.29.5. Ticket::Frontend::MenuModule###300-Priority

| | |
|---|---|
| Description: | Shows a link in the menu to see the priority of a ticket in the ticket zoom view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::MenuModule'}->{'300-Priority'} =  {`  `'Action' => 'AgentTicketPriority',`  `'Description' => 'Change the ticket priority',`  `'Link' => 'Action=AgentTicketPriority;TicketID=[% Data.TicketID |`  `html %]',`  `'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',`  `'Name' => 'Priority',`  `'PopupType' => 'TicketAction',`  `'Target' => ''`  `};``` |

## 6.29.6. Ticket::Frontend::MenuModule###310-Free-Text

| | |
|---|---|
| Description: | Shows a link in the menu to add a free text field in the ticket zoom view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::MenuModule'}->{'310-FreeText'} =  {``` |

```
              'Action' => 'AgentTicketFreeText',
              'Description' => 'Change the free fields for this ticket',
              'Link' => 'Action=AgentTicketFreeText;TicketID=[% Data.TicketID |
            html %]',
              'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
              'Name' => 'Free Fields',
              'PopupType' => 'TicketAction',
              'Target' => ''
            };
```

## 6.29.7. Ticket::Frontend::MenuModule###320-Link

| | |
|---|---|
| Description: | Shows a link in the menu that allows linking a ticket with another object in the ticket zoom view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::MenuModule'}->{'320-Link'} = {`<br>`  'Action' => 'AgentLinkObject',`<br>`  'Description' => 'Link this ticket to other objects',`<br>`  'Link' => 'Action=AgentLinkObject;SourceObject=Ticket;SourceKey=[%`<br>`Data.TicketID | html %]',`<br>`  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',`<br>`  'Name' => 'Link',`<br>`  'PopupType' => 'TicketAction',`<br>`  'Target' => ''`<br>`};` |

## 6.29.8. Ticket::Frontend::MenuModule###400-Owner

| | |
|---|---|
| Description: | Shows a link in the menu to see the owner of a ticket in the ticket zoom view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::MenuModule'}->{'400-Owner'} = {`<br>`  'Action' => 'AgentTicketOwner',`<br>`  'Description' => 'Change the owner for this ticket',`<br>`  'Link' => 'Action=AgentTicketOwner;TicketID=[% Data.TicketID |`<br>`html %]',`<br>`  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',`<br>`  'Name' => 'Owner',`<br>`  'PopupType' => 'TicketAction',`<br>`  'Target' => ''`<br>`};` |

## 6.29.9. Ticket::Frontend::MenuModule###410-Responsible

| | |
|---|---|
| Description: | Shows a link in the menu to see the responsible agent of a ticket in the ticket zoom view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | ```
$Self->{'Ticket::Frontend::MenuModule'}->{'410-Responsible'} =  {
  'Action' => 'AgentTicketResponsible',
  'Description' => 'Change the responsible person for this ticket',
  'Link' => 'Action=AgentTicketResponsible;TicketID=[% Data.TicketID
| html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenuResponsible',
  'Name' => 'Responsible',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
``` |

## 6.29.10. Ticket::Frontend::MenuModule###420-Customer

| Description: | Shows a link in the menu to see the customer who requested the ticket in the ticket zoom view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::MenuModule'}->{'420-Customer'} =  {
  'Action' => 'AgentTicketCustomer',
  'Description' => 'Change the customer for this ticket',
  'Link' => 'Action=AgentTicketCustomer;TicketID=[% Data.TicketID |
html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'Customer',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
``` |

## 6.29.11. Ticket::Frontend::MenuModule###420-Note

| Description: | Shows a link in the menu to add a note in the ticket zoom view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::MenuModule'}->{'420-Note'} =  {
  'Action' => 'AgentTicketNote',
  'Description' => 'Add a note to this ticket',
  'Link' => 'Action=AgentTicketNote;TicketID=[% Data.TicketID | html
%]',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'Note',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
``` |

## 6.29.12. Ticket::Frontend::MenuModule###425-Phone Call Outbound

| Description: | Shows a link in the menu to add a note in the ticket zoom view of the agent interface. |
|---|---|

| Group: | Ticket |
| --- | --- |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::MenuModule'}->{'425-Phone Call
Outbound'} = {
  'Action' => 'AgentTicketPhoneOutbound',
  'Description' => 'Phone Call Outbound',
  'Link' => 'Action=AgentTicketPhoneOutbound;TicketID=[%
Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'Phone Call Outbound',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
``` |

## 6.29.13. Ticket::Frontend::MenuModule###426-Phone Call Inbound

| Description: | Shows a link in the menu to add a note in the ticket zoom view of the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::MenuModule'}->{'426-Phone Call Inbound'}
= {
  'Action' => 'AgentTicketPhoneInbound',
  'Description' => 'Phone Call Inbound',
  'Link' => 'Action=AgentTicketPhoneInbound;TicketID=[%
Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'Phone Call Inbound',
  'PopupType' => 'TicketAction',
  'Target' => ''
};
``` |

## 6.29.14. Ticket::Frontend::MenuModule###427-Email Outbound

| Description: | Shows a link in the menu to send an outbound email in the ticket zoom view of the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::MenuModule'}->{'427-Email Outbound'} =
{
  'Action' => 'AgentTicketEmailOutbound',
  'Description' => 'Write a new, outgoing mail',
  'Link' => 'Action=AgentTicketEmailOutbound;TicketID=[%
Data.TicketID | html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'E-Mail Outbound',
  'PopupType' => 'TicketAction',
  'Target' => ''
``` |

```
};
```

## 6.29.15. Ticket::Frontend::MenuModule###430-Merge

| | |
|---|---|
| Description: | Shows a link in the menu that allows merging tickets in the ticket zoom view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::MenuModule'}->{'430-Merge'} =  {
  'Action' => 'AgentTicketMerge',
  'Description' => 'Merge into a different ticket',
  'Link' => 'Action=AgentTicketMerge;TicketID=[% Data.TicketID |
html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'Merge',
  'PopupType' => 'TicketAction',
  'Target' => ''
};``` |

## 6.29.16. Ticket::Frontend::MenuModule###440-Pending

| | |
|---|---|
| Description: | Shows a link in the menu to set a ticket as pending in the ticket zoom view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::MenuModule'}->{'440-Pending'} =  {
  'Action' => 'AgentTicketPending',
  'Description' => 'Set this ticket to pending',
  'Link' => 'Action=AgentTicketPending;TicketID=[% Data.TicketID |
html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'Pending',
  'PopupType' => 'TicketAction',
  'Target' => ''
};``` |

## 6.29.17. Ticket::Frontend::MenuModule###448-Watch

| | |
|---|---|
| Description: | Shows a link in the menu for subscribing / unsubscribing from a ticket in the ticket zoom view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::MenuModule'}->{'448-Watch'} =  {
  'Action' => 'AgentTicketWatcher',
  'Module' => 'Kernel::Output::HTML::TicketMenuTicketWatcher',
  'Name' => 'Watch',
  'Target' => ''
};``` |

## 6.29.18. Ticket::Frontend::MenuModule###450-Close

| | |
|---|---|
| Description: | Shows a link in the menu to close a ticket in the ticket zoom view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::MenuModule'}->{'450-Close'} = {  'Action' => 'AgentTicketClose',  'Description' => 'Close this ticket',  'Link' => 'Action=AgentTicketClose;TicketID=[% Data.TicketID | html %]',  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',  'Name' => 'Close',  'PopupType' => 'TicketAction',  'Target' => '' };``` |

## 6.29.19. Ticket::Frontend::MenuModule###460-Delete

| | |
|---|---|
| Description: | Shows a link in the menu to delete a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::MenuModule'}->{'460-Delete'} = {  'Action' => 'AgentTicketMove',  'Description' => 'Delete this ticket',  'Link' => 'Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete',  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',  'Name' => 'Delete',  'PopupType' => '',  'Target' => '' };``` |

## 6.29.20. Ticket::Frontend::MenuModule###470-Spam

| | |
|---|---|
| Description: | Shows a link to set a ticket as spam in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::MenuModule'}->{'470-Spam'} = {  'Action' => 'AgentTicketMove',  'Description' => 'Mark as Spam!',  'Link' => 'Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete',  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',``` |

```
         'Name' => 'Spam',
         'PopupType' => '',
         'Target' => ''
       };
```

# 6.30. Frontend::Agent::Ticket::MenuModulePre

## 6.30.1. Ticket::Frontend::PreMenuModule###100-Lock

| | |
|---|---|
| Description: | Shows a link in the menu to lock / unlock a ticket in the ticket overviews of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModulePre |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::PreMenuModule'}->{'100-Lock'} = {`<br>`  'Action' => 'AgentTicketLock',`<br>`  'Module' => 'Kernel::Output::HTML::TicketMenuLock',`<br>`  'Name' => 'Lock',`<br>`  'PopupType' => '',`<br>`  'Target' => ''`<br>`};` |

## 6.30.2. Ticket::Frontend::PreMenuModule###200-Zoom

| | |
|---|---|
| Description: | Shows a link in the menu to zoom a ticket in the ticket overviews of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModulePre |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::PreMenuModule'}->{'200-Zoom'} = {`<br>`  'Action' => 'AgentTicketZoom',`<br>`  'Description' => 'Look into a ticket!',`<br>`  'Link' => 'Action=AgentTicketZoom;TicketID=[% Data.TicketID | html %]',`<br>`  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',`<br>`  'Name' => 'Zoom',`<br>`  'PopupType' => '',`<br>`  'Target' => ''`<br>`};` |

## 6.30.3. Ticket::Frontend::PreMenuModule###210-History

| | |
|---|---|
| Description: | Shows a link in the menu to see the history of a ticket in every ticket overview of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModulePre |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::PreMenuModule'}->{'210-History'} = {` |

```
  'Action' => 'AgentTicketHistory',
  'Description' => 'Show the ticket history',
  'Link' => 'Action=AgentTicketHistory;TicketID=[% Data.TicketID |
 html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'History',
  'PopupType' => 'TicketHistory',
  'Target' => ''
};
```

## 6.30.4. Ticket::Frontend::PreMenuModule###300-Priority

| | |
|---|---|
| Description: | Shows a link in the menu to set the priority of a ticket in every ticket overview of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModulePre |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::PreMenuModule'}->{'300-Priority'} = {`<br>`  'Action' => 'AgentTicketPriority',`<br>`  'Description' => 'Change the priority for this ticket',`<br>`  'Link' => 'Action=AgentTicketPriority;TicketID=[% Data.TicketID |`<br>`html %]',`<br>`  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',`<br>`  'Name' => 'Priority',`<br>`  'PopupType' => 'TicketAction',`<br>`  'Target' => ''`<br>`};` |

## 6.30.5. Ticket::Frontend::PreMenuModule###420-Note

| | |
|---|---|
| Description: | Shows a link in the menu to add a note to a ticket in every ticket overview of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModulePre |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::PreMenuModule'}->{'420-Note'} = {`<br>`  'Action' => 'AgentTicketNote',`<br>`  'Description' => 'Add a note to this ticket',`<br>`  'Link' => 'Action=AgentTicketNote;TicketID=[% Data.TicketID | html`<br>`%]',`<br>`  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',`<br>`  'Name' => 'Note',`<br>`  'PopupType' => 'TicketAction',`<br>`  'Target' => ''`<br>`};` |

## 6.30.6. Ticket::Frontend::PreMenuModule###440-Close

| | |
|---|---|
| Description: | Shows a link in the menu to close a ticket in every ticket overview of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModulePre |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'Ticket::Frontend::PreMenuModule'}->{'440-Close'} = {
  'Action' => 'AgentTicketClose',
  'Description' => 'Close this ticket',
  'Link' => 'Action=AgentTicketClose;TicketID=[% Data.TicketID |
html %]',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'Close',
  'PopupType' => 'TicketAction',
  'Target' => ''
};</pre> |

# 6.30.7. Ticket::Frontend::PreMenuModule###445-Move

| Description: | Shows a link in the menu to move a ticket in every ticket overview of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModulePre |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'Ticket::Frontend::PreMenuModule'}->{'445-Move'} = {
  'Action' => 'AgentTicketMove',
  'Description' => 'Change queue!',
  'Module' => 'Kernel::Output::HTML::TicketMenuMove',
  'Name' => 'Move'
};</pre> |

# 6.30.8. Ticket::Frontend::PreMenuModule###450-Delete

| Description: | Shows a link in the menu to delete a ticket in every ticket overview of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModulePre |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'Ticket::Frontend::PreMenuModule'}->{'450-Delete'} = {
  'Action' => 'AgentTicketMove',
  'Description' => 'Delete this ticket',
  'Link' => 'Action=AgentTicketMove;TicketID=[% Data.TicketID
%];DestQueue=Delete',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'Delete',
  'PopupType' => '',
  'Target' => ''
};</pre> |

# 6.30.9. Ticket::Frontend::PreMenuModule###460-Spam

| Description: | Shows a link in the menu to set a ticket as spam in every ticket overview of the agent interface. Additional access control to show |
|---|---|

| | |
|---|---|
| | or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::MenuModulePre |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::PreMenuModule'}->{'460-Spam'} = {
  'Action' => 'AgentTicketMove',
  'Description' => 'Mark as Spam!',
  'Link' => 'Action=AgentTicketMove;TicketID=[% Data.TicketID
%];DestQueue=Delete',
  'Module' => 'Kernel::Output::HTML::TicketMenuGeneric',
  'Name' => 'Spam',
  'PopupType' => '',
  'Target' => ''
};
``` |

# 6.31. Frontend::Agent::Ticket::OverviewMenuModule

## 6.31.1. Ticket::Frontend::OverviewMenuModule###001-Sort

| | |
|---|---|
| Description: | Shows a select of ticket attributes to order the queue view ticket list. The possible selections can be configured via 'TicketOverviewMenuSort###SortAttributes'. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::OverviewMenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::OverviewMenuModule'}->{'001-Sort'} = {
  'Module' => 'Kernel::Output::HTML::TicketOverviewMenuSort'
};
``` |

## 6.31.2. TicketOverviewMenuSort###SortAttributes

| | |
|---|---|
| Description: | Defines from which ticket attributes the agent can select the result order. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::OverviewMenuModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'TicketOverviewMenuSort'}->{'SortAttributes'} = {
  'Age' => '1',
  'Title' => '1'
};
``` |

# 6.32. Frontend::Agent::Ticket::ViewBounce

## 6.32.1. Ticket::Frontend::AgentTicketBounce###Permission

| | |
|---|---|
| Description: | Required permissions to use the ticket bounce screen in the agent interface. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewBounce |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBounce'}->{'Permission'} = 'bounce';` |

## 6.32.2. Ticket::Frontend::AgentTicketBounce###RequiredLock

| Description: | Defines if a ticket lock is required in the ticket bounce screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBounce |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBounce'}->{'RequiredLock'} = '1';` |

## 6.32.3. Ticket::Frontend::AgentTicketBounce###StateDefault

| Description: | Defines the default next state of a ticket after being bounced, in the ticket bounce screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBounce |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBounce'}->{'StateDefault'} = 'closed successful';` |

## 6.32.4. Ticket::Frontend::AgentTicketBounce###StateType

| Description: | Defines the next state of a ticket after being bounced, in the ticket bounce screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBounce |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBounce'}->{'StateType'} = [`<br>`  'open',`<br>`  'closed'`<br>`];` |

## 6.32.5. Ticket::Frontend::BounceText

| Description: | Defines the default ticket bounced notification for customer/sender in the ticket bounce screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBounce |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::BounceText'} = 'Your email with ticket number "<OTRS_TICKET>" is bounced to "<OTRS_BOUNCE_TO>". Contact this address for further information.';` |

# 6.33. Frontend::Agent::Ticket::ViewBulk

## 6.33.1. Ticket::Frontend::AgentTicketBulk###RequiredLock

| Description: | Automatically lock and set owner to current Agent after selecting for an Bulk Action. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'RequiredLock'} = '1';` |

## 6.33.2. Ticket::Frontend::AgentTicketBulk###TicketType

| Description: | Sets the ticket type in the ticket bulk screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'TicketType'} = '1';` |

## 6.33.3. Ticket::Frontend::AgentTicketBulk###Owner

| Description: | Sets the ticket owner in the ticket bulk screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'Owner'} = '1';` |

## 6.33.4. Ticket::Frontend::AgentTicketBulk###Responsible

| Description: | Sets the responsible agent of the ticket in the ticket bulk screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'Responsible'} = '1';` |

### 6.33.5. Ticket::Frontend::AgentTicketBulk###State

| | |
|---|---|
| Description: | If a note is added by an agent, sets the state of a ticket in the ticket bulk screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'State'} =  '1';` |

### 6.33.6. Ticket::Frontend::AgentTicketBulk###StateType

| | |
|---|---|
| Description: | Defines the next state of a ticket after adding a note, in the ticket bulk screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'StateType'} =  [`<br>`  'open',`<br>`  'closed',`<br>`  'pending reminder',`<br>`  'pending auto'`<br>`];` |

### 6.33.7. Ticket::Frontend::AgentTicketBulk###StateDefault

| | |
|---|---|
| Description: | Defines the default next state of a ticket after adding a note, in the ticket bulk screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'StateDefault'} =  'open';` |

### 6.33.8. Ticket::Frontend::AgentTicketBulk###Priority

| | |
|---|---|
| Description: | Shows the ticket priority options in the ticket bulk screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'Priority'} =  '1';` |

### 6.33.9. Ticket::Frontend::AgentTicketBulk###PriorityDefault

| | |
|---|---|
| Description: | Defines the default ticket priority in the ticket bulk screen of the agent interface. |

| | |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'PriorityDefault'} = '3 normal';` |

## 6.33.10. Ticket::Frontend::AgentTicketBulk###ArticleTypeDefau

| | |
|---|---|
| Description: | Defines the default type of the note in the ticket bulk screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'ArticleTypeDefault'} =  'note-internal';` |

## 6.33.11. Ticket::Frontend::AgentTicketBulk###ArticleTypes

| | |
|---|---|
| Description: | Specifies the different note types that will be used in the system. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewBulk |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketBulk'}->{'ArticleTypes'} =  {`<br>`  'note-external' => '1',`<br>`  'note-internal' => '1',`<br>`  'note-report' => '0'`<br>`};` |

# 6.34. Frontend::Agent::Ticket::ViewClose

## 6.34.1. Ticket::Frontend::AgentTicketClose###Permission

| | |
|---|---|
| Description: | Required permissions to use the close ticket screen in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Permission'} = 'close';` |

## 6.34.2. Ticket::Frontend::AgentTicketClose###RequiredLock

| | |
|---|---|
| Description: | Defines if a ticket lock is required in the close ticket screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'RequiredLock'} = '1';` |

### 6.34.3. Ticket::Frontend::AgentTicketClose###TicketType

| Description: | Sets the ticket type in the close ticket screen of the agent interface (Ticket::Type needs to be activated). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'TicketType'} = '0';` |

### 6.34.4. Ticket::Frontend::AgentTicketClose###Service

| Description: | Sets the service in the close ticket screen of the agent interface (Ticket::Service needs to be activated). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Service'} = '0';` |

### 6.34.5. Ticket::Frontend::AgentTicketClose###ServiceMandatory

| Description: | Sets if service must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'ServiceMandatory'} = '0';` |

### 6.34.6. Ticket::Frontend::AgentTicketClose###SLAMandatory

| Description: | Sets if SLA must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'SLAMandatory'} = '0';` |

### 6.34.7. Ticket::Frontend::AgentTicketClose###Queue

| Description: | Sets the queue in the ticket close screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Queue'} =  '0';` |

### 6.34.8. Ticket::Frontend::AgentTicketClose###Owner

| Description: | Sets the ticket owner in the close ticket screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Owner'} =  '0';` |

### 6.34.9. Ticket::Frontend::AgentTicketClose###OwnerMandatory

| Description: | Sets if ticket owner must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'OwnerMandatory'} = '0';` |

### 6.34.10. Ticket::Frontend::AgentTicketClose###Responsible

| Description: | Sets the responsible agent of the ticket in the close ticket screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Responsible'} = '0';` |

### 6.34.11. Ticket::Frontend::AgentTicketClose###State

| Description: | If a note is added by an agent, sets the state of a ticket in the close ticket screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'State'} =  '1';` |

## 6.34.12. Ticket::Frontend::AgentTicketClose###StateType

| Description: | Defines the next state of a ticket after adding a note, in the close ticket screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'StateType'} =  [`<br>`  'closed'`<br>`];` |

## 6.34.13. Ticket::Frontend::AgentTicketClose###StateDefault

| Description: | Defines the default next state of a ticket after adding a note, in the close ticket screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'StateDefault'} =`<br>`'closed successful';` |

## 6.34.14. Ticket::Frontend::AgentTicketClose###Note

| Description: | Allows adding notes in the close ticket screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Note'} =  '1';` |

## 6.34.15. Ticket::Frontend::AgentTicketClose###NoteMandatory

| Description: | Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'NoteMandatory'} =`<br>`  '1';` |

## 6.34.16. Ticket::Frontend::AgentTicketClose###Subject

| | |
|---|---|
| Description: | Sets the default subject for notes added in the close ticket screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Subject'} = '[% Translate("Close") | html %]';` |

## 6.34.17. Ticket::Frontend::AgentTicketClose###Body

| | |
|---|---|
| Description: | Sets the default body text for notes added in the close ticket screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Body'} = '';` |

## 6.34.18. Ticket::Frontend::AgentTicketClose###InvolvedAgent

| | |
|---|---|
| Description: | Shows a list of all the involved agents on this ticket, in the close ticket screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'InvolvedAgent'} = '0';` |

## 6.34.19. Ticket::Frontend::AgentTicketClose###InformAgent

| | |
|---|---|
| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the close ticket screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'InformAgent'} = '0';` |

## 6.34.20. Ticket::Frontend::AgentTicketClose###ArticleTypeDefa

| | |
|---|---|
| Description: | Defines the default type of the note in the close ticket screen of the agent interface. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'ArticleTypeDefault'} = 'note-internal';` |

## 6.34.21. Ticket::Frontend::AgentTicketClose###ArticleTypes

| Description: | Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketClose'}->{'ArticleTypes'} = { 'note-external' => '0', 'note-internal' => '1', 'note-report' => '0' };``` |

## 6.34.22. Ticket::Frontend::AgentTicketClose###Priority

| Description: | Shows the ticket priority options in the close ticket screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Priority'} = '0';` |

## 6.34.23. Ticket::Frontend::AgentTicketClose###PriorityDefault

| Description: | Defines the default ticket priority in the close ticket screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'PriorityDefault'} = '3 normal';` |

## 6.34.24. Ticket::Frontend::AgentTicketClose###Title

| Description: | Shows the title fields in the close ticket screen of the agent interface. |
|---|---|
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ViewClose |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'Title'} =  '0';` |

## 6.34.25. Ticket::Frontend::AgentTicketClose###HistoryType

| Description: | Defines the history type for the close ticket screen action, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'HistoryType'} = 'AddNote';` |

## 6.34.26. Ticket::Frontend::AgentTicketClose###HistoryComment

| Description: | Defines the history comment for the close ticket screen action, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'HistoryComment'} = '%%Close';` |

## 6.34.27. Ticket::Frontend::AgentTicketClose###DynamicField

| Description: | Dynamic fields shown in the ticket close screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'DynamicField'} = {};` |

## 6.34.28. Ticket::Frontend::AgentTicketClose###RichTextWidth

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'RichTextWidth'} = '620';` |
|---|---|

## 6.34.29. Ticket::Frontend::AgentTicketClose###RichTextHeight

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewClose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketClose'}->{'RichTextHeight'} = '100';` |

# 6.35. Frontend::Agent::Ticket::ViewCompose

## 6.35.1. Ticket::Frontend::AgentTicketCompose###Permission

| Description: | Required permissions to use the ticket compose screen in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'Permission'} = 'compose';` |

## 6.35.2. Ticket::Frontend::AgentTicketCompose###RequiredLock

| Description: | Defines if a ticket lock is required in the ticket compose screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'RequiredLock'} = '1';` |

## 6.35.3. Ticket::Frontend::AgentTicketCompose###StateDefault

| Description: | Defines the default next state of a ticket if it is composed / answered in the ticket compose screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'StateDefault'} = 'open';` |

### 6.35.4. Ticket::Frontend::AgentTicketCompose###StateType

| | |
|---|---|
| Description: | Defines the next possible states after composing / answering a ticket in the ticket compose screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'StateType'} = [
  'open',
  'closed',
  'pending auto',
  'pending reminder'
];``` |

### 6.35.5. Ticket::Frontend::AgentTicketCompose###ArticleTypes

| | |
|---|---|
| Description: | Specifies the different article types that will be used in the system. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'ArticleTypes'} =
[
  'email-external',
  'email-internal'
];``` |

### 6.35.6. Ticket::Frontend::AgentTicketCompose###DefaultArticle

| | |
|---|---|
| Description: | Specifies the default article type for the ticket compose screen in the agent interface if the article type cannot be automatically detected. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'DefaultArticleType'} =  'email-external';``` |

### 6.35.7. Ticket::Frontend::ResponseFormat

| | |
|---|---|
| Description: | Defines the format of responses in the ticket compose screen of the agent interface ([% Data.OrigFrom | html %] is From 1:1, [% Data.OrigFromName | html %] is only realname of From). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::ResponseFormat'} =  '[% Data.Salutation | html %]``` |

```
[% Data.StdResponse | html %]
[% Data.Signature | html %]

[% Data.Created | Localize("TimeShort") %] - [% Data.OrigFromName |
 html %] [% Translate("wrote") | html %]:
[% Data.Body | html %]
';
```

## 6.35.8. Ticket::Frontend::Quote

| | |
|---|---|
| Description: | Defines the used character for plaintext email quotes in the ticket compose screen of the agent interface. If this is empty or inactive, original emails will not be quoted but appended to the response. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::Quote'} = '>';` |

## 6.35.9. Ticket::Frontend::ResponseQuoteMaxLines

| | |
|---|---|
| Description: | Defines the maximum number of quoted lines to be added to responses. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::ResponseQuoteMaxLines'} = '99';` |

## 6.35.10. Ticket::Frontend::ComposeAddCustomerAddress

| | |
|---|---|
| Description: | Adds customers email addresses to recipients in the ticket compose screen of the agent interface. The customers email address won't be added if the article type is email-internal. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::ComposeAddCustomerAddress'} = '1';` |

## 6.35.11. Ticket::Frontend::ComposeReplaceSenderAddress

| | |
|---|---|
| Description: | Replaces the original sender with current customer's email address on compose answer in the ticket compose screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 1 |

## 6.35.12. Ticket::Frontend::ComposeExcludeCcRecipients

| Description: | Uses Cc recipients in reply Cc list on compose an email answer in the ticket compose screen of the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::ComposeExcludeCcRecipients'} = '0';` |

## 6.35.13. Ticket::Frontend::AgentTicketCompose###DynamicFiel

| Description: | Dynamic fields shown in the ticket compose screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCompose |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketCompose'}->{'DynamicField'} = {};` |

# 6.36. Frontend::Agent::Ticket::ViewCustomer

## 6.36.1. Ticket::Frontend::AgentTicketCustomer###Permission

| Description: | Required permissions to change the customer of a ticket in the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCustomer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketCustomer'}->{'Permission'} = 'customer';` |

## 6.36.2. Ticket::Frontend::AgentTicketCustomer###RequiredLock

| Description: | Defines if a ticket lock is required to change the customer of a ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCustomer |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketCustomer'}->{'RequiredLock'} = '0';` |

| Description: | Controls if CutomerID is editable in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewCustomer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketCustomer::CustomerIDReadOnly'} = '1';` |

# 6.37. Frontend::Agent::Ticket::ViewEmailNew

## 6.37.1. Ticket::Frontend::AgentTicketEmail###Priority

| Description: | Sets the default priority for new email tickets in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'Priority'} = '3 normal';` |

## 6.37.2. Ticket::Frontend::AgentTicketEmail###ArticleType

| Description: | Sets the default article type for new email tickets in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'ArticleType'} = 'email-external';` |

## 6.37.3. Ticket::Frontend::AgentTicketEmail###SenderType

| Description: | Sets the default sender type for new email tickets in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'SenderType'} = 'agent';` |

## 6.37.4. Ticket::Frontend::AgentTicketEmail::CustomerIDReadOnl

| Description: | Controls if CutomerID is editable in the agent interface. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail::CustomerIDReadOnly'} = '1';` |

## 6.37.5. Ticket::Frontend::AgentTicketEmail###Subject

| Description: | Sets the default subject for new email tickets (e.g. 'email Outbound') in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'Subject'} = '';` |

## 6.37.6. Ticket::Frontend::AgentTicketEmail###Body

| Description: | Sets the default text for new email tickets in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'Body'} = '';` |

## 6.37.7. Ticket::Frontend::AgentTicketEmail###StateDefault

| Description: | Sets the default next ticket state, after the creation of an email ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'StateDefault'} = 'open';` |

## 6.37.8. Ticket::Frontend::AgentTicketEmail###StateType

| Description: | Determines the next possible ticket states, after the creation of a new email ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'StateType'} = [ 'open', 'pending auto', 'pending reminder',` |

```
  'closed'
];
```

## 6.37.9. Ticket::Frontend::AgentTicketEmail###HistoryType

| | |
|---|---|
| Description: | Defines the history type for the email ticket screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'HistoryType'} = 'EmailAgent';` |

## 6.37.10. Ticket::Frontend::AgentTicketEmail###HistoryCommen

| | |
|---|---|
| Description: | Defines the history comment for the email ticket screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'HistoryComment'} = '';` |

## 6.37.11. Ticket::Frontend::AgentTicketEmail###ServiceMandato

| | |
|---|---|
| Description: | Sets if service must be selected by the agent. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'ServiceMandatory'} = '0';` |

## 6.37.12. Ticket::Frontend::AgentTicketEmail###SLAMandatory

| | |
|---|---|
| Description: | Sets if SLA must be selected by the agent. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'SLAMandatory'} = '0';` |

## 6.37.13. Ticket::Frontend::AgentTicketEmail###DynamicField

| | |
|---|---|
| Description: | Dynamic fields shown in the ticket email screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'DynamicField'} = {};` |

### 6.37.14. Ticket::Frontend::AgentTicketEmail###RichTextWidth

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'RichTextWidth'} = '620';` |

### 6.37.15. Ticket::Frontend::AgentTicketEmail###RichTextHeight

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmail'}->{'RichTextHeight'} = '320';` |

## 6.38. Frontend::Agent::Ticket::ViewEmailOutbound

### 6.38.1. Ticket::Frontend::AgentTicketEmailOutbound###Permiss

| Description: | Required permissions to use the email outbound screen in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailOutbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'Permission'} = 'compose';` |

### 6.38.2. Ticket::Frontend::AgentTicketEmailOutbound###Require

| Description: | Defines if a ticket lock is required in the email outbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewEmailOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'RequiredLock'} =  '1';` |

## 6.38.3. Ticket::Frontend::AgentTicketEmailOutbound###StateD...

| Description: | Defines the default next state of a ticket after the message has been sent, in the email outbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'StateDefault'} =  'open';` |

## 6.38.4. Ticket::Frontend::AgentTicketEmailOutbound###StateTy...

| Description: | Defines the next possible states after sending a message in the email outbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'StateType'} =  [`<br>`  'open',`<br>`  'closed',`<br>`  'pending reminder',`<br>`  'pending auto'`<br>`];` |

## 6.38.5. Ticket::Frontend::AgentTicketEmailOutbound###ArticleT...

| Description: | Defines the default type of the message in the email outbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}->{'ArticleTypeDefault'} =  'email-internal';` |

## 6.38.6. Ticket::Frontend::AgentTicketEmailOutbound###ArticleT...

| Description: | Specifies the different article types that will be used in the system. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailOutbound |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}-`<br>`>{'ArticleTypes'} = [`<br>`  'email-external',`<br>`  'email-internal'`<br>`];` |

## 6.38.7. Ticket::Frontend::AgentTicketEmailOutbound###Dynami

| Description: | Dynamic fields shown in the email outbound screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}-`<br>`>{'DynamicField'} = {};` |

## 6.38.8. Ticket::Frontend::AgentTicketEmailOutbound###RichText

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}-`<br>`>{'RichTextWidth'} = '620';` |

## 6.38.9. Ticket::Frontend::AgentTicketEmailOutbound###RichText

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEmailOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEmailOutbound'}-`<br>`>{'RichTextHeight'} = '300';` |

# 6.39. Frontend::Agent::Ticket::ViewEscalation

## 6.39.1. Ticket::Frontend::AgentTicketEscalationView###TicketPe

| Description: | Defines the required permission to show a ticket in the escalation view of the agent interface. |
|---|---|
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ViewEscalation |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEscalationView'}->{'TicketPermission'} = 'rw';` |

## 6.39.2. Ticket::Frontend::AgentTicketEscalationView###Viewabl

| Description: | Shows all open tickets (even if they are locked) in the escalation view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEscalation |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEscalationView'}->{'ViewableTicketsPage'} = '50';` |

## 6.39.3. Ticket::Frontend::AgentTicketEscalationView###SortBy:

| Description: | Defines the default ticket attribute for ticket sorting in the escalation view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEscalation |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEscalationView'}->{'SortBy::Default'} = 'EscalationTime';` |

## 6.39.4. Ticket::Frontend::AgentTicketEscalationView###Order::I

| Description: | Defines the default ticket order (after priority sort) in the escalation view of the agent interface. Up: oldest on top. Down: latest on top. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEscalation |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEscalationView'}->{'Order::Default'} = 'Up';` |

## 6.39.5. Ticket::Frontend::AgentTicketEscalationView###Default

| Description: | Columns that can be filtered in the escalation view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewEscalation |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketEscalationView'}->{'DefaultColumns'} = {`<br>`  'Age' => '2',`<br>`  'Changed' => '1',`<br>`  'Created' => '1',`<br>`  'CustomerID' => '2',`<br>`  'CustomerName' => '1',`<br>`  'CustomerUserID' => '1',`<br>`  'EscalationResponseTime' => '1',`<br>`  'EscalationSolutionTime' => '1',`<br>`  'EscalationTime' => '2',`<br>`  'EscalationUpdateTime' => '1',`<br>`  'Lock' => '2',`<br>`  'Owner' => '2',`<br>`  'PendingTime' => '1',`<br>`  'Priority' => '1',`<br>`  'Queue' => '2',`<br>`  'Responsible' => '1',`<br>`  'SLA' => '1',`<br>`  'Service' => '1',`<br>`  'State' => '2',`<br>`  'TicketNumber' => '2',`<br>`  'Title' => '2',`<br>`  'Type' => '1'`<br>`};` |

# 6.40. Frontend::Agent::Ticket::ViewForward

## 6.40.1. Ticket::Frontend::AgentTicketForward###Permission

| Description: | Required permissions to use the ticket forward screen in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewForward |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketForward'}->{'Permission'} = 'forward';` |

## 6.40.2. Ticket::Frontend::AgentTicketForward###RequiredLock

| Description: | Defines if a ticket lock is required in the ticket forward screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewForward |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketForward'}->{'RequiredLock'} = '1';` |

## 6.40.3. Ticket::Frontend::AgentTicketForward###StateDefault

| Description: | Defines the default next state of a ticket after being forwarded, in the ticket forward screen of the agent interface. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewForward |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketForward'}->{'StateDefault'} = 'closed successful';` |

## 6.40.4. Ticket::Frontend::AgentTicketForward###StateType

| Description: | Defines the next possible states after forwarding a ticket in the ticket forward screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewForward |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketForward'}->{'StateType'} =  [`<br>`  'open',`<br>`  'closed',`<br>`  'pending reminder',`<br>`  'pending auto'`<br>`];` |

## 6.40.5. Ticket::Frontend::AgentTicketForward###ArticleTypeDef

| Description: | Defines the default type of forwarded message in the ticket forward screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewForward |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketForward'}->{'ArticleTypeDefault'} =  'email-external';` |

## 6.40.6. Ticket::Frontend::AgentTicketForward###ArticleTypes

| Description: | Specifies the different article types that will be used in the system. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewForward |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketForward'}->{'ArticleTypes'} =`<br>`  [`<br>`  'email-external',`<br>`  'email-internal'`<br>`];` |

## 6.40.7. Ticket::Frontend::AgentTicketForward###DynamicField

| Description: | Dynamic fields shown in the ticket forward screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewForward |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketForward'}->{'DynamicField'} = {};` |

## 6.40.8. Ticket::Frontend::AgentTicketForward###RichTextWidth

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewForward |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketForward'}->{'RichTextWidth'} = '620';` |

## 6.40.9. Ticket::Frontend::AgentTicketForward###RichTextHeight

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewForward |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketForward'}->{'RichTextHeight'} = '100';` |

# 6.41. Frontend::Agent::Ticket::ViewFreeText

## 6.41.1. Ticket::Frontend::AgentTicketFreeText###Permission

| Description: | Required permissions to use the ticket free text screen in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Permission'} = 'rw';` |

## 6.41.2. Ticket::Frontend::AgentTicketFreeText###RequiredLock

| Description: | Defines if a ticket lock is required in the ticket free text screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'RequiredLock'} = '0'; |

### 6.41.3. Ticket::Frontend::AgentTicketFreeText###TicketType

| Description: | Sets the ticket type in the ticket free text screen of the agent interface (Ticket::Type needs to be activated). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'TicketType'} = '1'; |

### 6.41.4. Ticket::Frontend::AgentTicketFreeText###Service

| Description: | Sets the service in the ticket free text screen of the agent interface (Ticket::Service needs to be activated). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Service'} = '1'; |

### 6.41.5. Ticket::Frontend::AgentTicketFreeText###ServiceManda

| Description: | Sets if service must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'ServiceMandatory'} = '0'; |

### 6.41.6. Ticket::Frontend::AgentTicketFreeText###SLAMandatory

| Description: | Sets if SLA must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'SLAMandatory'} = '0'; |

### 6.41.7. Ticket::Frontend::AgentTicketFreeText###Queue

| | |
|---|---|
| Description: | Sets the queue in the ticket free text screen of a zoomed ticket in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Queue'} = '0';` |

### 6.41.8. Ticket::Frontend::AgentTicketFreeText###Owner

| | |
|---|---|
| Description: | Sets the ticket owner in the ticket free text screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Owner'} = '0';` |

### 6.41.9. Ticket::Frontend::AgentTicketFreeText###OwnerMandat

| | |
|---|---|
| Description: | Sets if ticket owner must be selected by the agent. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'OwnerMandatory'} = '0';` |

### 6.41.10. Ticket::Frontend::AgentTicketFreeText###Responsible

| | |
|---|---|
| Description: | Sets the responsible agent of the ticket in the ticket free text screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Responsible'} = '0';` |

### 6.41.11. Ticket::Frontend::AgentTicketFreeText###State

| | |
|---|---|
| Description: | If a note is added by an agent, sets the state of a ticket in the ticket free text screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'State'} =  '0';` |

## 6.41.12. Ticket::Frontend::AgentTicketFreeText###StateType

| Description: | Defines the next state of a ticket after adding a note, in the ticket free text screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'StateType'} =`<br>`[`<br>`  'open',`<br>`  'closed',`<br>`  'pending reminder',`<br>`  'pending auto'`<br>`];` |

## 6.41.13. Ticket::Frontend::AgentTicketFreeText###StateDefault

| Description: | Defines the default next state of a ticket after adding a note, in the ticket free text screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'StateDefault'}`<br>`=  'open';` |

## 6.41.14. Ticket::Frontend::AgentTicketFreeText###Note

| Description: | Allows adding notes in the ticket free text screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Note'} =  '0';` |

## 6.41.15. Ticket::Frontend::AgentTicketFreeText###NoteMandato

| Description: | Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'NoteMandatory'}`<br>`=  '0';` |

## 6.41.16. Ticket::Frontend::AgentTicketFreeText###Subject

| | |
|---|---|
| Description: | Defines the default subject of a note in the ticket free text screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Subject'} = '[% Translate("Note") | html %]';` |

## 6.41.17. Ticket::Frontend::AgentTicketFreeText###Body

| | |
|---|---|
| Description: | Defines the default body of a note in the ticket free text screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Body'} =  '';` |

## 6.41.18. Ticket::Frontend::AgentTicketFreeText###InvolvedAgen

| | |
|---|---|
| Description: | Shows a list of all the involved agents on this ticket, in the ticket free text screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'InvolvedAgent'} =  '0';` |

## 6.41.19. Ticket::Frontend::AgentTicketFreeText###InformAgent

| | |
|---|---|
| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket free text screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'InformAgent'} =  '0';` |

## 6.41.20. Ticket::Frontend::AgentTicketFreeText###ArticleTypeD

| | |
|---|---|
| Description: | Defines the default type of the note in the ticket free text screen of the agent interface. |
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'ArticleTypeDefault'} = 'note-internal';` |

## 6.41.21. Ticket::Frontend::AgentTicketFreeText###ArticleTypes

| Description: | Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'ArticleTypes'} = {`<br>`  'note-external' => '1',`<br>`  'note-internal' => '1',`<br>`  'note-report' => '0'`<br>`};` |

## 6.41.22. Ticket::Frontend::AgentTicketFreeText###Priority

| Description: | Shows the ticket priority options in the ticket free text screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Priority'} = '0';` |

## 6.41.23. Ticket::Frontend::AgentTicketFreeText###PriorityDefault

| Description: | Defines the default ticket priority in the ticket free text screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'PriorityDefault'} = '3 normal';` |

## 6.41.24. Ticket::Frontend::AgentTicketFreeText###Title

| Description: | Shows the title fields in the ticket free text screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |

| | |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'Title'} =  '1';` |

### 6.41.25. Ticket::Frontend::AgentTicketFreeText###HistoryType

| | |
|---|---|
| Description: | Defines the history type for the ticket free text screen action, which gets used for ticket history. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'HistoryType'} = 'AddNote';` |

### 6.41.26. Ticket::Frontend::AgentTicketFreeText###HistoryComm

| | |
|---|---|
| Description: | Defines the history comment for the ticket free text screen action, which gets used for ticket history. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'HistoryComment'} =  '%%FreeText';` |

### 6.41.27. Ticket::Frontend::AgentTicketFreeText###DynamicField

| | |
|---|---|
| Description: | Dynamic fields shown in the ticket free text screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'DynamicField'} =  {};` |

### 6.41.28. Ticket::Frontend::AgentTicketFreeText###RichTextWidt

| | |
|---|---|
| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'RichTextWidth'} =  '620';` |

## 6.41.29. Ticket::Frontend::AgentTicketFreeText###RichTextHeig

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewFreeText |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketFreeText'}->{'RichTextHeight'} =  '100';` |

# 6.42. Frontend::Agent::Ticket::ViewHistory

## 6.42.1. Ticket::Frontend::HistoryOrder

| Description: | Shows the ticket history (reverse ordered) in the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewHistory |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::HistoryOrder'} =  'normal';` |

## 6.42.2. Ticket::Frontend::HistoryTypes###000-Framework

| Description: | Controls how to display the ticket history entries as readable values. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewHistory |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::HistoryTypes'}->{'000-Framework'} =  {`<br>`  'AddNote' => 'Added note (%s)',`<br>`  'ArchiveFlagUpdate' => 'Archive state changed: "%s"',`<br>`  'Bounce' => 'Bounced to "%s".',`<br>`  'CustomerUpdate' => 'Updated: %s',`<br>`  'EmailAgent' => 'Email sent to customer.',`<br>`  'EmailCustomer' => 'Added email. %s',`<br>`  'EscalationResponseTimeNotifyBefore' => 'Escalation response time forewarned',`<br>`  'EscalationResponseTimeStart' => 'Escalation response time in effect',`<br>`  'EscalationResponseTimeStop' => 'Escalation response time finished',`<br>`  'EscalationSolutionTimeNotifyBefore' => 'Escalation solution time forewarned',`<br>`  'EscalationSolutionTimeStart' => 'Escalation solution time in effect',`<br>`  'EscalationSolutionTimeStop' => 'Escalation solution time finished',`<br>`  'EscalationUpdateTimeNotifyBefore' => 'Escalation update time forewarned',`<br>`  'EscalationUpdateTimeStart' => 'Escalation update time in effect',`<br>`  'EscalationUpdateTimeStop' => 'Escalation update time finished',`<br>`  'FollowUp' => 'FollowUp for [%s]. %s',`<br>`  'Forward' => 'Forwarded to "%s".',` |

```
   'Lock' => 'Locked ticket.',
   'LoopProtection' => 'Loop-Protection! No auto-response sent to
"%s".',
   'Misc' => '%s',
   'Move' => 'Ticket moved into Queue "%s" (%s) from Queue
"%s" (%s).',
   'NewTicket' => 'New Ticket [%s] created (Q=%s;P=%s;S=%s).',
   'OwnerUpdate' => 'New owner is "%s" (ID=%s).',
   'PhoneCallAgent' => 'Agent called customer.',
   'PhoneCallCustomer' => 'Customer called us.',
   'PriorityUpdate' => 'Changed priority from "%s" (%s) to
"%s" (%s).',
   'Remove' => '%s',
   'ResponsibleUpdate' => 'New responsible is "%s" (ID=%s).',
   'SLAUpdate' => 'Updated SLA to %s (ID=%s).',
   'SendAgentNotification' => '"%s"-notification sent to "%s".',
   'SendAnswer' => 'Email sent to "%s".',
   'SendAutoFollowUp' => 'AutoFollowUp sent to "%s".',
   'SendAutoReject' => 'AutoReject sent to "%s".',
   'SendAutoReply' => 'AutoReply sent to "%s".',
   'SendCustomerNotification' => 'Notification sent to "%s".',
   'ServiceUpdate' => 'Updated Service to %s (ID=%s).',
   'SetPendingTime' => 'Updated: %s',
   'StateUpdate' => 'Old: "%s" New: "%s"',
   'Subscribe' => 'Added subscription for user "%s".',
   'SystemRequest' => 'System Request (%s).',
   'TicketDynamicFieldUpdate' => 'Updated: %s=%s;%s=%s;%s=%s;',
   'TicketLinkAdd' => 'Added link to ticket "%s".',
   'TicketLinkDelete' => 'Deleted link to ticket "%s".',
   'TimeAccounting' => '%s time unit(s) accounted. Now total %s time
unit(s).',
   'TitleUpdate' => 'Title updated: Old: "%s", New: "%s"',
   'TypeUpdate' => 'Updated Type to %s (ID=%s).',
   'Unlock' => 'Unlocked ticket.',
   'Unsubscribe' => 'Removed subscription for user "%s".',
   'WebRequestCustomer' => 'Customer request via web.'
};
```

# 6.43. Frontend::Agent::Ticket::ViewLocked

## 6.43.1. Ticket::Frontend::AgentTicketLockedView###SortBy::De

| | |
|---|---|
| Description: | Defines the default ticket attribute for ticket sorting in the locked ticket view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewLocked |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketLockedView'}->{'SortBy::Default'} =  'Age';` |

## 6.43.2. Ticket::Frontend::AgentTicketLockedView###Order::Def

| | |
|---|---|
| Description: | Defines the default ticket order in the ticket locked view of the agent interface. Up: oldest on top. Down: latest on top. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewLocked |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketLockedView'}->{'Order::Default'} =  'Up';` |

## 6.43.3. Ticket::Frontend::AgentTicketLockedView###DefaultColu

| | |
|---|---|
| Description: | Columns that can be filtered in the locked view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewLocked |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketLockedView'}->{'DefaultColumns'} = {
  'Age' => '2',
  'Changed' => '1',
  'Created' => '1',
  'CustomerID' => '2',
  'CustomerName' => '1',
  'CustomerUserID' => '1',
  'EscalationResponseTime' => '1',
  'EscalationSolutionTime' => '1',
  'EscalationTime' => '1',
  'EscalationUpdateTime' => '1',
  'Lock' => '2',
  'Owner' => '2',
  'PendingTime' => '1',
  'Priority' => '1',
  'Queue' => '2',
  'Responsible' => '1',
  'SLA' => '1',
  'Service' => '1',
  'State' => '2',
  'TicketNumber' => '2',
  'Title' => '2',
  'Type' => '1'
};``` |

# 6.44. Frontend::Agent::Ticket::ViewMerge

## 6.44.1. Ticket::Frontend::AgentTicketMerge###Permission

| | |
|---|---|
| Description: | Required permissions to use the ticket merge screen of a zoomed ticket in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMerge |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketMerge'}->{'Permission'} = 'rw';``` |

## 6.44.2. Ticket::Frontend::AgentTicketMerge###RequiredLock

| | |
|---|---|
| Description: | Defines if a ticket lock is required in the ticket merge screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMerge |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMerge'}->{'RequiredLock'} = '1';` |

## 6.44.3. Ticket::Frontend::MergeText

| Description: | When tickets are merged, the customer can be informed per email by setting the check box "Inform Sender". In this text area, you can define a pre-formatted text which can later be modified by the agents. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMerge |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::MergeText'} = 'Your email with ticket number "<OTRS_TICKET>" is merged to "<OTRS_MERGE_TO_TICKET>".';` |

## 6.44.4. Ticket::Frontend::AutomaticMergeSubject

| Description: | When tickets are merged, a note will be added automatically to the ticket which is no longer active. Here you can define the subject of this note (this subject cannot be changed by the agent). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMerge |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AutomaticMergeSubject'} = 'Ticket Merged';` |

## 6.44.5. Ticket::Frontend::AutomaticMergeText

| Description: | When tickets are merged, a note will be added automatically to the ticket which is no longer active. Here you can define the body of this note (this text cannot be changed by the agent). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMerge |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AutomaticMergeText'} = 'Merged Ticket <OTRS_TICKET> to <OTRS_MERGE_TO_TICKET>.';` |

## 6.44.6. Ticket::Frontend::AgentTicketMerge###RichTextWidth

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMerge |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMerge'}->{'RichTextWidth'} = '620';` |

## 6.44.7. Ticket::Frontend::AgentTicketMerge###RichTextHeight

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMerge |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMerge'}->{'RichTextHeight'} = '100';` |

# 6.45. Frontend::Agent::Ticket::ViewMove

## 6.45.1. Ticket::Frontend::MoveType

| Description: | Determines if the list of possible queues to move to ticket into should be displayed in a dropdown list or in a new window in the agent interface. If "New Window" is set you can add a move note to the ticket. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::MoveType'} = 'form';` |

## 6.45.2. Ticket::Frontend::AgentTicketMove###RequiredLock

| Description: | Automatically lock and set owner to current Agent after opening the move ticket screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'RequiredLock'} = '1';` |

## 6.45.3. Ticket::Frontend::AgentTicketMove###State

| Description: | Allows to set a new ticket state in the move ticket screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'State'} = '1';` |

### 6.45.4. Ticket::Frontend::AgentTicketMove###StateType

| | |
|---|---|
| Description: | Defines the next state of a ticket after being moved to another queue, in the move ticket screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'StateType'} = [`<br>`  'open',`<br>`  'closed'`<br>`];` |

### 6.45.5. Ticket::Frontend::AgentTicketMove###Priority

| | |
|---|---|
| Description: | Shows the ticket priority options in the move ticket screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'Priority'} = '0';` |

### 6.45.6. Ticket::Frontend::AgentTicketMove###Note

| | |
|---|---|
| Description: | Allows adding notes in the ticket free text screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'Note'} = '0';` |

### 6.45.7. Ticket::Frontend::AgentTicketMove###NoteMandatory

| | |
|---|---|
| Description: | Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'NoteMandatory'} = '0';` |

### 6.45.8. Ticket::Frontend::AgentTicketMove###NextScreen

| | |
|---|---|
| Description: | Determines the next screen after the ticket is moved. LastScreen-Overview will return the last overview screen (e.g. search results, queueview, dashboard). TicketZoom will return to the TicketZoom. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'NextScreen'} = 'TicketZoom';` |

## 6.45.9. Ticket::Frontend::AgentTicketMove###Subject

| Description: | Sets the default subject for notes added in the ticket move screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'Subject'} = '[% Translate("Change Queue") | html %]';` |

## 6.45.10. Ticket::Frontend::AgentTicketMove###Body

| Description: | Sets the default body text for notes added in the ticket move screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'Body'} = '';` |

## 6.45.11. Ticket::Frontend::AgentTicketMove###RichTextWidth

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'RichTextWidth'} = '620';` |

## 6.45.12. Ticket::Frontend::AgentTicketMove###RichTextHeight

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'RichTextHeight'} = '100';` |
|---|---|

## 6.45.13. Ticket::Frontend::AgentTicketMove###DynamicField

| Description: | Dynamic fields shown in the ticket move screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewMove |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketMove'}->{'DynamicField'} = {};` |

# 6.46. Frontend::Agent::Ticket::ViewNote

## 6.46.1. Ticket::Frontend::AgentTicketNote###Permission

| Description: | Required permissions to use the ticket note screen in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Permission'} = 'note';` |

## 6.46.2. Ticket::Frontend::AgentTicketNote###RequiredLock

| Description: | Defines if a ticket lock is required in the ticket note screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'RequiredLock'} = '0';` |

## 6.46.3. Ticket::Frontend::AgentTicketNote###TicketType

| Description: | Sets the ticket type in the ticket note screen of the agent interface (Ticket::Type needs to be activated). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'TicketType'} = '0';` |
|---|---|

## 6.46.4. Ticket::Frontend::AgentTicketNote###Service

| Description: | Sets the service in the ticket note screen of the agent interface (Ticket::Service needs to be activated). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Service'} = '0';` |

## 6.46.5. Ticket::Frontend::AgentTicketNote###ServiceMandatory

| Description: | Sets if service must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'ServiceMandatory'} = '0';` |

## 6.46.6. Ticket::Frontend::AgentTicketNote###SLAMandatory

| Description: | Sets if SLA must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'SLAMandatory'} = '0';` |

## 6.46.7. Ticket::Frontend::AgentTicketNote###Queue

| Description: | Sets the queue in the ticket note screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Queue'} = '0';` |

## 6.46.8. Ticket::Frontend::AgentTicketNote###Owner

| Description: | Sets the ticket owner in the ticket note screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Owner'} = '0';` |

## 6.46.9. Ticket::Frontend::AgentTicketNote###OwnerMandatory

| Description: | Sets if ticket owner must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'OwnerMandatory'} = '0';` |

## 6.46.10. Ticket::Frontend::AgentTicketNote###Responsible

| Description: | Sets the responsible agent of the ticket in the ticket note screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Responsible'} = '0';` |

## 6.46.11. Ticket::Frontend::AgentTicketNote###State

| Description: | If a note is added by an agent, sets the state of a ticket in the ticket note screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'State'} = '0';` |

## 6.46.12. Ticket::Frontend::AgentTicketNote###StateType

| Description: | Defines the next state of a ticket after adding a note, in the ticket note screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'StateType'} = [ 'open', 'closed', 'pending reminder', 'pending auto' ];` |

## 6.46.13. Ticket::Frontend::AgentTicketNote###StateDefault

| | |
|---|---|
| Description: | Defines the default next state of a ticket after adding a note, in the ticket note screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'StateDefault'} = 'open';` |

## 6.46.14. Ticket::Frontend::AgentTicketNote###Note

| | |
|---|---|
| Description: | Allows adding notes in the ticket note screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Note'} = '1';` |

## 6.46.15. Ticket::Frontend::AgentTicketNote###NoteMandatory

| | |
|---|---|
| Description: | Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'NoteMandatory'} = '1';` |

## 6.46.16. Ticket::Frontend::AgentTicketNote###Subject

| | |
|---|---|
| Description: | Sets the default subject for notes added in the ticket note screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Subject'} = '[% Translate("Note") | html %]';` |

## 6.46.17. Ticket::Frontend::AgentTicketNote###Body

| | |
|---|---|
| Description: | Sets the default body text for notes added in the ticket note screen of the agent interface. |
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ViewNote |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Body'} = '';` |

## 6.46.18. Ticket::Frontend::AgentTicketNote###InvolvedAgent

| Description: | Shows a list of all the involved agents on this ticket, in the ticket note screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'InvolvedAgent'} = '0';` |

## 6.46.19. Ticket::Frontend::AgentTicketNote###InformAgent

| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket note screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'InformAgent'} = '0';` |

## 6.46.20. Ticket::Frontend::AgentTicketNote###ArticleTypeDefau

| Description: | Defines the default type of the note in the ticket note screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'ArticleTypeDefault'} = 'note-internal';` |

## 6.46.21. Ticket::Frontend::AgentTicketNote###ArticleTypes

| Description: | Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'ArticleTypes'} = {` |

```
  'note-external' => '1',
  'note-internal' => '1',
  'note-report' => '0'
};
```

## 6.46.22. Ticket::Frontend::AgentTicketNote###Priority

| | |
|---|---|
| Description: | Shows the ticket priority options in the ticket note screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Priority'} = '0';` |

## 6.46.23. Ticket::Frontend::AgentTicketNote###PriorityDefault

| | |
|---|---|
| Description: | Defines the default ticket priority in the ticket note screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'PriorityDefault'} = '3 normal';` |

## 6.46.24. Ticket::Frontend::AgentTicketNote###Title

| | |
|---|---|
| Description: | Shows the title fields in the ticket note screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'Title'} = '0';` |

## 6.46.25. Ticket::Frontend::AgentTicketNote###HistoryType

| | |
|---|---|
| Description: | Defines the history type for the ticket note screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'HistoryType'} = 'AddNote';` |

## 6.46.26. Ticket::Frontend::AgentTicketNote###HistoryComment

| | |
|---|---|
| Description: | Defines the history comment for the ticket note screen action, which gets used for ticket history in the agent interface. |

| Group: | Ticket |
| --- | --- |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'HistoryComment'} = '%%Note';` |

### 6.46.27. Ticket::Frontend::AgentTicketNote###DynamicField

| Description: | Dynamic fields shown in the ticket note screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'DynamicField'} = {};` |

### 6.46.28. Ticket::Frontend::AgentTicketNote###RichTextWidth

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'RichTextWidth'} = '620';` |

### 6.46.29. Ticket::Frontend::AgentTicketNote###RichTextHeight

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewNote |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketNote'}->{'RichTextHeight'} = '100';` |

## 6.47. Frontend::Agent::Ticket::ViewOwner

### 6.47.1. Ticket::Frontend::AgentTicketOwner###Permission

| Description: | Required permissions to use the ticket owner screen of a zoomed ticket in the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Permission'} = 'owner';` |

## 6.47.2. Ticket::Frontend::AgentTicketOwner###RequiredLock

| Description: | Defines if a ticket lock is required in the ticket owner screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'RequiredLock'} = '0';` |

## 6.47.3. Ticket::Frontend::AgentTicketOwner###TicketType

| Description: | Sets the ticket type in the ticket owner screen of a zoomed ticket in the agent interface (Ticket::Type needs to be activated). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'TicketType'} = '0';` |

## 6.47.4. Ticket::Frontend::AgentTicketOwner###Service

| Description: | Sets the service in the ticket owner screen of a zoomed ticket in the agent interface (Ticket::Service needs to be activated). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Service'} =  '0';` |

## 6.47.5. Ticket::Frontend::AgentTicketOwner###ServiceMandato

| Description: | Sets if service must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'ServiceMandatory'} =  '0';` |

### 6.47.6. Ticket::Frontend::AgentTicketOwner###SLAMandatory

| | |
|---|---|
| Description: | Sets if SLA must be selected by the agent. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'SLAMandatory'} = '0';` |

### 6.47.7. Ticket::Frontend::AgentTicketOwner###Queue

| | |
|---|---|
| Description: | Sets the queue in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Queue'} =  '0';` |

### 6.47.8. Ticket::Frontend::AgentTicketOwner###Owner

| | |
|---|---|
| Description: | Sets the ticket owner in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Owner'} =  '1';` |

### 6.47.9. Ticket::Frontend::AgentTicketOwner###OwnerMandatory

| | |
|---|---|
| Description: | Sets if ticket owner must be selected by the agent. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'OwnerMandatory'} = '1';` |

### 6.47.10. Ticket::Frontend::AgentTicketOwner###Responsible

| | |
|---|---|
| Description: | Sets the responsible agent of the ticket in the ticket owner screen of a zoomed ticket in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Responsible'} = '0';` |

## 6.47.11. Ticket::Frontend::AgentTicketOwner###State

| Description: | If a note is added by an agent, sets the state of the ticket in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'State'} =  '0';` |

## 6.47.12. Ticket::Frontend::AgentTicketOwner###StateType

| Description: | Defines the next state of a ticket after adding a note, in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'StateType'} =  [`<br>`  'open',`<br>`  'pending reminder',`<br>`  'pending auto'`<br>`];` |

## 6.47.13. Ticket::Frontend::AgentTicketOwner###StateDefault

| Description: | Defines the default next state of a ticket after adding a note, in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'StateDefault'} = 'open';` |

## 6.47.14. Ticket::Frontend::AgentTicketOwner###Note

| Description: | Allows adding notes in the ticket owner screen of a zoomed ticket in the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Note'} =  '1';` |

### 6.47.15. Ticket::Frontend::AgentTicketOwner###NoteMandatory

| Description: | Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'NoteMandatory'} = '1';` |

### 6.47.16. Ticket::Frontend::AgentTicketOwner###Subject

| Description: | Sets the default subject for notes added in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Subject'} = '[% Translate("Owner Update") | html %]!';` |

### 6.47.17. Ticket::Frontend::AgentTicketOwner###Body

| Description: | Sets the default body text for notes added in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Body'} = '';` |

### 6.47.18. Ticket::Frontend::AgentTicketOwner###InvolvedAgent

| Description: | Shows a list of all the involved agents on this ticket, in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'InvolvedAgent'} = '0';` |

### 6.47.19. Ticket::Frontend::AgentTicketOwner###InformAgent

| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketOwner'}->{'InformAgent'} = '0'; |

## 6.47.20. Ticket::Frontend::AgentTicketOwner###ArticleTypeDef

| Description: | Defines the default type of the note in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketOwner'}->{'ArticleTypeDefault'} =  'note-internal'; |

## 6.47.21. Ticket::Frontend::AgentTicketOwner###ArticleTypes

| Description: | Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketOwner'}->{'ArticleTypes'} = {<br>  'note-external' => '0',<br>  'note-internal' => '1',<br>  'note-report' => '0'<br>}; |

## 6.47.22. Ticket::Frontend::AgentTicketOwner###Priority

| Description: | Shows the ticket priority options in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Priority'} =  '0'; |

## 6.47.23. Ticket::Frontend::AgentTicketOwner###PriorityDefault

| Description: | Defines the default ticket priority in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
|---|---|
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'PriorityDefault'} = '3 normal';` |

## 6.47.24. Ticket::Frontend::AgentTicketOwner###Title

| Description: | Shows the title fields in the ticket owner screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'Title'} = '0';` |

## 6.47.25. Ticket::Frontend::AgentTicketOwner###HistoryType

| Description: | Defines the history type for the ticket owner screen action, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'HistoryType'} = 'AddNote';` |

## 6.47.26. Ticket::Frontend::AgentTicketOwner###HistoryComment

| Description: | Defines the history comment for the ticket owner screen action, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'HistoryComment'} = '%%Owner';` |

## 6.47.27. Ticket::Frontend::AgentTicketOwner###DynamicField

| Description: | Dynamic fields shown in the ticket owner screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'DynamicField'} = {};` |
|---|---|

## 6.47.28. Ticket::Frontend::AgentTicketOwner###RichTextWidth

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'RichTextWidth'} = '620';` |

## 6.47.29. Ticket::Frontend::AgentTicketOwner###RichTextHeight

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewOwner |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketOwner'}->{'RichTextHeight'} = '100';` |

# 6.48. Frontend::Agent::Ticket::ViewPending

## 6.48.1. Ticket::Frontend::AgentTicketPending###Permission

| Description: | Required permissions to use the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Permission'} = 'pending';` |

## 6.48.2. Ticket::Frontend::AgentTicketPending###RequiredLock

| Description: | Defines if a ticket lock is required in the ticket pending screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'RequiredLock'} = '1';` |
| --- | --- |

## 6.48.3. Ticket::Frontend::AgentTicketPending###TicketType

| Description: | Sets the ticket type in the ticket pending screen of a zoomed ticket in the agent interface (Ticket::Type needs to be activated). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'TicketType'} = '0';` |

## 6.48.4. Ticket::Frontend::AgentTicketPending###Service

| Description: | Sets the service in the ticket pending screen of a zoomed ticket in the agent interface (Ticket::Service needs to be activated). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Service'} = '0';` |

## 6.48.5. Ticket::Frontend::AgentTicketPending###ServiceMandat

| Description: | Sets if service must be selected by the agent. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'ServiceMandatory'} = '0';` |

## 6.48.6. Ticket::Frontend::AgentTicketPending###SLAMandatory

| Description: | Sets if SLA must be selected by the agent. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'SLAMandatory'} = '0';` |

## 6.48.7. Ticket::Frontend::AgentTicketPending###Queue

| Description: | Sets the queue in the ticket pending screen of a zoomed ticket in the agent interface. |
| --- | --- |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Queue'} =  '0';` |

### 6.48.8. Ticket::Frontend::AgentTicketPending###Owner

| Description: | Sets the ticket owner in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Owner'} =  '0';` |

### 6.48.9. Ticket::Frontend::AgentTicketPending###OwnerMandat

| Description: | Sets if ticket owner must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'OwnerMandatory'} =  '0';` |

### 6.48.10. Ticket::Frontend::AgentTicketPending###Responsible

| Description: | Sets the responsible agent of the ticket in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Responsible'} =  '0';` |

### 6.48.11. Ticket::Frontend::AgentTicketPending###State

| Description: | If a note is added by an agent, sets the state of the ticket in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'State'} =  '1';` |

## 6.48.12. Ticket::Frontend::AgentTicketPending###StateType

| Description: | Defines the next state of a ticket after adding a note, in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketPending'}->{'StateType'} = [ 'pending reminder', 'pending auto' ];``` |

## 6.48.13. Ticket::Frontend::AgentTicketPending###StateDefault

| Description: | Defines the default next state of a ticket after adding a note, in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketPending'}->{'StateDefault'} = 'pending reminder';``` |

## 6.48.14. Ticket::Frontend::AgentTicketPending###Note

| Description: | Allows adding notes in the ticket pending screen of a zoomed ticket in the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Note'} = '1';``` |

## 6.48.15. Ticket::Frontend::AgentTicketPending###NoteMandato

| Description: | Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketPending'}->{'NoteMandatory'} = '1';``` |

## 6.48.16. Ticket::Frontend::AgentTicketPending###Subject

| Description: | Sets the default subject for notes added in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Subject'} = '[% Translate("Pending") | html %]!';` |

## 6.48.17. Ticket::Frontend::AgentTicketPending###Body

| Description: | Sets the default body text for notes added in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Body'} = '';` |

## 6.48.18. Ticket::Frontend::AgentTicketPending###InvolvedAger

| Description: | Shows a list of all the involved agents on this ticket, in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'InvolvedAgent'} = '0';` |

## 6.48.19. Ticket::Frontend::AgentTicketPending###InformAgent

| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'InformAgent'} = '0';` |

## 6.48.20. Ticket::Frontend::AgentTicketPending###ArticleTypeDe

| Description: | Defines the default type of the note in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'ArticleTypeDefault'} =  'note-internal';` |
|---|---|

## 6.48.21. Ticket::Frontend::AgentTicketPending###ArticleTypes

| Description: | Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'ArticleTypes'} =`<br>`  {`<br>`  'note-external' => '0',`<br>`  'note-internal' => '1',`<br>`  'note-report' => '0'`<br>`};` |

## 6.48.22. Ticket::Frontend::AgentTicketPending###Priority

| Description: | Shows the ticket priority options in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Priority'} = '0';` |

## 6.48.23. Ticket::Frontend::AgentTicketPending###PriorityDefau

| Description: | Defines the default ticket priority in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'PriorityDefault'} =  '3 normal';` |

## 6.48.24. Ticket::Frontend::AgentTicketPending###Title

| Description: | Shows the title fields in the ticket pending screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'Title'} =  '0';` |

### 6.48.25. Ticket::Frontend::AgentTicketPending###HistoryType

| | |
|---|---|
| Description: | Defines the history type for the ticket pending screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'HistoryType'} = 'AddNote';` |

### 6.48.26. Ticket::Frontend::AgentTicketPending###HistoryComm

| | |
|---|---|
| Description: | Defines the history comment for the ticket pending screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'HistoryComment'} = '%%Pending';` |

### 6.48.27. Ticket::Frontend::AgentTicketPending###DynamicField

| | |
|---|---|
| Description: | Dynamic fields shown in the ticket pending screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'DynamicField'} = {};` |

### 6.48.28. Ticket::Frontend::AgentTicketPending###RichTextWidt

| | |
|---|---|
| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'RichTextWidth'} = '620';` |

### 6.48.29. Ticket::Frontend::AgentTicketPending###RichTextHeig

| | |
|---|---|
| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |

| | |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPending |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPending'}->{'RichTextHeight'} = '100';` |

## 6.49. Frontend::Agent::Ticket::ViewPhoneInbound

### 6.49.1. Ticket::Frontend::AgentTicketPhoneInbound###Permissi

| | |
|---|---|
| Description: | Required permissions to use the ticket phone inbound screen in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'Permission'} = 'phone';` |

### 6.49.2. Ticket::Frontend::AgentTicketPhoneInbound###Required

| | |
|---|---|
| Description: | Defines if a ticket lock is required in the ticket phone inbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'RequiredLock'} = '0';` |

### 6.49.3. Ticket::Frontend::AgentTicketPhoneInbound###ArticleTy

| | |
|---|---|
| Description: | Defines the default type of the note in the ticket phone inbound screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'ArticleType'} = 'phone';` |

### 6.49.4. Ticket::Frontend::AgentTicketPhoneInbound###SenderT

| | |
|---|---|
| Description: | Defines the default sender type for phone tickets in the ticket phone inbound screen of the agent interface. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'SenderType'} =  'customer';` |

## 6.49.5. Ticket::Frontend::AgentTicketPhoneInbound###Subject

| Description: | Defines the default subject for phone tickets in the ticket phone inbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'Subject'} = '[% Translate("Phone call") | html %]!';` |

## 6.49.6. Ticket::Frontend::AgentTicketPhoneInbound###Body

| Description: | Defines the default note body text for phone tickets in the ticket phone inbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'Body'} = '';` |

## 6.49.7. Ticket::Frontend::AgentTicketPhoneInbound###State

| Description: | Defines the default ticket next state after adding a phone note in the ticket phone inbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'State'} = 'open';` |

## 6.49.8. Ticket::Frontend::AgentTicketPhoneInbound###StateType

| Description: | Next possible ticket states after adding a phone note in the ticket phone inbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'StateType'}` `= [` `  'open',` `  'pending auto',` `  'pending reminder',` `  'closed'` `];` |
|---|---|

## 6.49.9. Ticket::Frontend::AgentTicketPhoneInbound###HistoryT

| Description: | Defines the history type for the ticket phone inbound screen action, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'HistoryType'} =  'PhoneCallCustomer';` |

## 6.49.10. Ticket::Frontend::AgentTicketPhoneInbound###History

| Description: | Defines the history comment for the ticket phone inbound screen action, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'HistoryComment'} =  '';` |

## 6.49.11. Ticket::Frontend::AgentTicketPhoneInbound###Dynam

| Description: | Dynamic fields shown in the ticket phone inbound screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'DynamicField'} =  {};` |

## 6.49.12. Ticket::Frontend::AgentTicketPhoneInbound###RichTex

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'RichTextWidth'} = '475';` |
| --- | --- |

## 6.49.13. Ticket::Frontend::AgentTicketPhoneInbound###RichTex

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneInbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneInbound'}->{'RichTextHeight'} = '200';` |

# 6.50. Frontend::Agent::Ticket::ViewPhoneNew

## 6.50.1. Ticket::Frontend::AgentTicketPhone###Priority

| Description: | Sets the default priority for new phone tickets in the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'Priority'} = '3 normal';` |

## 6.50.2. Ticket::Frontend::AgentTicketPhone###ArticleType

| Description: | Sets the default article type for new phone tickets in the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'ArticleType'} = 'phone';` |

## 6.50.3. Ticket::Frontend::AgentTicketPhone###SenderType

| Description: | Sets the default sender type for new phone ticket in the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'SenderType'} = 'customer';` |

### 6.50.4. Ticket::Frontend::AgentTicketPhone::CustomerIDReadOn

| | |
|---|---|
| Description: | Controls if CutomerID is editable in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone::CustomerIDReadOnly'} = '1';` |

### 6.50.5. Ticket::Frontend::AgentTicketPhone::AllowMultipleFrom

| | |
|---|---|
| Description: | Controls if more than one from entry can be set in the new phone ticket in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone::AllowMultipleFrom'} = '1';` |

### 6.50.6. Ticket::Frontend::AgentTicketPhone###Subject

| | |
|---|---|
| Description: | Sets the default subject for new phone tickets (e.g. 'Phone call') in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'Subject'} =  '';` |

### 6.50.7. Ticket::Frontend::AgentTicketPhone###Body

| | |
|---|---|
| Description: | Sets the default note text for new telephone tickets. E.g 'New ticket via call' in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'Body'} =  '';` |

### 6.50.8. Ticket::Frontend::AgentTicketPhone###StateDefault

| | |
|---|---|
| Description: | Sets the default next state for new phone tickets in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'StateDefault'} = 'open';` |

## 6.50.9. Ticket::Frontend::AgentTicketPhone###StateType

| Description: | Determines the next possible ticket states, after the creation of a new phone ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'StateType'} =  [`<br>`  'open',`<br>`  'pending auto',`<br>`  'pending reminder',`<br>`  'closed'`<br>`];` |

## 6.50.10. Ticket::Frontend::AgentTicketPhone###HistoryType

| Description: | Defines the history type for the phone ticket screen action, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'HistoryType'} = 'PhoneCallCustomer';` |

## 6.50.11. Ticket::Frontend::AgentTicketPhone###HistoryComment

| Description: | Defines the history comment for the phone ticket screen action, which gets used for ticket history in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'HistoryComment'} = '';` |

## 6.50.12. Ticket::Frontend::AgentTicketPhone###SplitLinkType

| Description: | Sets the default link type of splitted tickets in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'SplitLinkType'} =`<br>`  {`<br>`  'Direction' => 'Target',` |

```
    'LinkType' => 'ParentChild'
};
```

## 6.50.13. Ticket::Frontend::AgentTicketPhone###ServiceMandat

| Description: | Sets if service must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'ServiceMandatory'} = '0';` |

## 6.50.14. Ticket::Frontend::AgentTicketPhone###SLAMandatory

| Description: | Sets if SLA must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'SLAMandatory'} = '0';` |

## 6.50.15. Ticket::Frontend::AgentTicketPhone###DynamicField

| Description: | Dynamic fields shown in the ticket phone screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'DynamicField'} = {};` |

## 6.50.16. Ticket::Frontend::AgentTicketPhone###RichTextWidth

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'RichTextWidth'} = '620';` |

## 6.50.17. Ticket::Frontend::AgentTicketPhone###RichTextHeight

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhone'}->{'RichTextHeight'} = '320';` |

## 6.51. Frontend::Agent::Ticket::ViewPhoneOutbound

### 6.51.1. Ticket::Frontend::AgentTicketPhoneOutbound###Permis

| Description: | Required permissions to use the ticket phone outbound screen in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'Permission'} = 'phone';` |

### 6.51.2. Ticket::Frontend::AgentTicketPhoneOutbound###Requir

| Description: | Defines if a ticket lock is required in the ticket phone outbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'RequiredLock'} = '1';` |

### 6.51.3. Ticket::Frontend::AgentTicketPhoneOutbound###Article

| Description: | Defines the default type of the note in the ticket phone outbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'ArticleType'} = 'phone';` |

### 6.51.4. Ticket::Frontend::AgentTicketPhoneOutbound###Sender

| Description: | Defines the default sender type for phone tickets in the ticket phone outbound screen of the agent interface. |
|---|---|
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'SenderType'} =  'agent';` |

## 6.51.5. Ticket::Frontend::AgentTicketPhoneOutbound###Subjec

| Description: | Defines the default subject for phone tickets in the ticket phone outbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'Subject'} =  '[% Translate("Phone call") | html %]!';` |

## 6.51.6. Ticket::Frontend::AgentTicketPhoneOutbound###Body

| Description: | Defines the default note body text for phone tickets in the ticket phone outbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'Body'} = '';` |

## 6.51.7. Ticket::Frontend::AgentTicketPhoneOutbound###State

| Description: | Defines the default ticket next state after adding a phone note in the ticket phone outbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'State'} = 'closed successful';` |

## 6.51.8. Ticket::Frontend::AgentTicketPhoneOutbound###StateT

| Description: | Next possible ticket states after adding a phone note in the ticket phone outbound screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'StateType'} =  [` |

```
    'open',
    'pending auto',
    'pending reminder',
    'closed'
];
```

## 6.51.9. Ticket::Frontend::AgentTicketPhoneOutbound###History

| | |
|---|---|
| Description: | Defines the history type for the ticket phone outbound screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'HistoryType'} =  'PhoneCallAgent';` |

## 6.51.10. Ticket::Frontend::AgentTicketPhoneOutbound###Histo

| | |
|---|---|
| Description: | Defines the history comment for the ticket phone outbound screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'HistoryComment'} =  '';` |

## 6.51.11. Ticket::Frontend::AgentTicketPhoneOutbound###Dyna

| | |
|---|---|
| Description: | Dynamic fields shown in the ticket phone outbound screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'DynamicField'} =  {};` |

## 6.51.12. Ticket::Frontend::AgentTicketPhoneOutbound###RichT

| | |
|---|---|
| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'RichTextWidth'} =  '475';` |

## 6.51.13. Ticket::Frontend::AgentTicketPhoneOutbound###RichT

| | |
|---|---|
| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPhoneOutbound |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPhoneOutbound'}->{'RichTextHeight'} =  '200';` |

# 6.52. Frontend::Agent::Ticket::ViewPrint

## 6.52.1. Ticket::Frontend::AgentTicketPrint###DynamicField

| | |
|---|---|
| Description: | Dynamic fields shown in the ticket print screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPrint |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPrint'}->{'DynamicField'} = {};` |

# 6.53. Frontend::Agent::Ticket::ViewPriority

## 6.53.1. Ticket::Frontend::AgentTicketPriority###Permission

| | |
|---|---|
| Description: | Required permissions to use the ticket priority screen of a zoomed ticket in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Permission'} = 'priority';` |

## 6.53.2. Ticket::Frontend::AgentTicketPriority###RequiredLock

| | |
|---|---|
| Description: | Defines if a ticket lock is required in the ticket priority screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'RequiredLock'} =  '1';` |

### 6.53.3. Ticket::Frontend::AgentTicketPriority###TicketType

| | |
|---|---|
| Description: | Sets the ticket type in the ticket priority screen of a zoomed ticket in the agent interface (Ticket::Type needs to be activated). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'TicketType'} = '0';` |

### 6.53.4. Ticket::Frontend::AgentTicketPriority###Service

| | |
|---|---|
| Description: | Sets the service in the ticket priority screen of a zoomed ticket in the agent interface (Ticket::Service needs to be activated). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Service'} = '0';` |

### 6.53.5. Ticket::Frontend::AgentTicketPriority###ServiceMandat

| | |
|---|---|
| Description: | Sets if service must be selected by the agent. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'ServiceMandatory'} = '0';` |

### 6.53.6. Ticket::Frontend::AgentTicketPriority###SLAMandatory

| | |
|---|---|
| Description: | Sets if SLA must be selected by the agent. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'SLAMandatory'} = '0';` |

### 6.53.7. Ticket::Frontend::AgentTicketPriority###Queue

| | |
|---|---|
| Description: | Sets the queue in the ticket priority screen of a zoomed ticket in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Queue'} = '0';` |

## 6.53.8. Ticket::Frontend::AgentTicketPriority###Owner

| Description: | Sets the ticket owner in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Owner'} = '0';` |

## 6.53.9. Ticket::Frontend::AgentTicketPriority###OwnerMandato

| Description: | Sets if ticket owner must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'OwnerMandatory'} = '0';` |

## 6.53.10. Ticket::Frontend::AgentTicketPriority###Responsible

| Description: | Sets the responsible agent of the ticket in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Responsible'} = '0';` |

## 6.53.11. Ticket::Frontend::AgentTicketPriority###State

| Description: | If a note is added by an agent, sets the state of the ticket in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'State'} = '0';` |

## 6.53.12. Ticket::Frontend::AgentTicketPriority###StateType

| Description: | Defines the next state of a ticket after adding a note, in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|

| Group: | Ticket |
| --- | --- |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'StateType'} =
[
  'open',
  'pending reminder',
  'pending auto'
];
``` |

## 6.53.13. Ticket::Frontend::AgentTicketPriority###StateDefault

| Description: | Defines the default next state of a ticket after adding a note, in the ticket priority screen of a zoomed ticket in the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'StateDefault'} = 'open';` |

## 6.53.14. Ticket::Frontend::AgentTicketPriority###Note

| Description: | Allows adding notes in the ticket priority screen of a zoomed ticket in the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Note'} = '1';` |

## 6.53.15. Ticket::Frontend::AgentTicketPriority###NoteMandatory

| Description: | Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'NoteMandatory'} = '1';` |

## 6.53.16. Ticket::Frontend::AgentTicketPriority###Subject

| Description: | Sets the default subject for notes added in the ticket priority screen of a zoomed ticket in the agent interface. |
| --- | --- |
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Subject'} = '[% Translate("Priority Update") | html %]!';` |

## 6.53.17. Ticket::Frontend::AgentTicketPriority###Body

| Description: | Sets the default body text for notes added in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Body'} =  '';` |

## 6.53.18. Ticket::Frontend::AgentTicketPriority###InvolvedAgent

| Description: | Shows a list of all the involved agents on this ticket, in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'InvolvedAgent'} = '0';` |

## 6.53.19. Ticket::Frontend::AgentTicketPriority###InformAgent

| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'InformAgent'} = '0';` |

## 6.53.20. Ticket::Frontend::AgentTicketPriority###ArticleTypeDe

| Description: | Defines the default type of the note in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'ArticleTypeDefault'} = 'note-internal';` |
|---|---|

## 6.53.21. Ticket::Frontend::AgentTicketPriority###ArticleTypes

| Description: | Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'ArticleTypes'} = { 'note-external' => '0', 'note-internal' => '1', 'note-report' => '0' };` |

## 6.53.22. Ticket::Frontend::AgentTicketPriority###Priority

| Description: | Shows the ticket priority options in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Priority'} = '1';` |

## 6.53.23. Ticket::Frontend::AgentTicketPriority###PriorityDefault

| Description: | Defines the default ticket priority in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'PriorityDefault'} = '3 normal';` |

## 6.53.24. Ticket::Frontend::AgentTicketPriority###Title

| Description: | Shows the title fields in the ticket priority screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'Title'} = '0';` |

### 6.53.25. Ticket::Frontend::AgentTicketPriority###HistoryType

| | |
|---|---|
| Description: | Defines the history type for the ticket priority screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'HistoryType'} = 'AddNote';` |

### 6.53.26. Ticket::Frontend::AgentTicketPriority###HistoryComme

| | |
|---|---|
| Description: | Defines the history comment for the ticket priority screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'HistoryComment'} = '%%Priority';` |

### 6.53.27. Ticket::Frontend::AgentTicketPriority###DynamicField

| | |
|---|---|
| Description: | Dynamic fields shown in the ticket priority screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'DynamicField'} = {};` |

### 6.53.28. Ticket::Frontend::AgentTicketPriority###RichTextWidth

| | |
|---|---|
| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'RichTextWidth'} = '620';` |

### 6.53.29. Ticket::Frontend::AgentTicketPriority###RichTextHeigh

| | |
|---|---|
| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewPriority |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketPriority'}->{'RichTextHeight'} = '100';` |

# 6.54. Frontend::Agent::Ticket::ViewQueue

## 6.54.1. Ticket::Frontend::AgentTicketQueue###StripEmptyLines

| Description: | Strips empty lines on the ticket preview in the queue view. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'StripEmptyLines'} = '0';` |

## 6.54.2. Ticket::Frontend::AgentTicketQueue###ViewAllPossibleT

| Description: | Shows all both ro and rw queues in the queue view. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'ViewAllPossibleTickets'} = '0';` |

## 6.54.3. Ticket::Frontend::AgentTicketQueue###HighlightAge1

| Description: | Sets the age in minutes (first level) for highlighting queues that contain untouched tickets. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'HighlightAge1'} = '1440';` |

## 6.54.4. Ticket::Frontend::AgentTicketQueue###HighlightAge2

| Description: | Sets the age in minutes (second level) for highlighting queues that contain untouched tickets. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'HighlightAge2'} = '2880';` |
| --- | --- |

## 6.54.5. Ticket::Frontend::AgentTicketQueue###Blink

| Description: | Activates a blinking mechanism of the queue that contains the oldest ticket. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'Blink'} = '1';` |

## 6.54.6. Ticket::Frontend::AgentTicketQueue###QueueSort

| Description: | Sorts the tickets (ascendingly or descendingly) when a single queue is selected in the queue view and after the tickets are sorted by priority. Values: 0 = ascending (oldest on top, default), 1 = descending (youngest on top). Use the QueueID for the key and 0 or 1 for value. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'QueueSort'} = {`<br>`  '3' => '0',`<br>`  '7' => '1'`<br>`};` |

## 6.54.7. Ticket::Frontend::AgentTicketQueue###SortBy::Default

| Description: | Defines the default sort criteria for all queues displayed in the queue view. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'SortBy::Default'} = 'Age';` |

## 6.54.8. Ticket::Frontend::AgentTicketQueue###PreSort::ByPrior

| Description: | Defines if a pre-sorting by priority should be done in the queue view. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'PreSort::ByPriority'} = '1';` |

### 6.54.9. Ticket::Frontend::AgentTicketQueue###Order::Default

| | |
|---|---|
| Description: | Defines the default sort order for all queues in the queue view, after priority sort. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'Order::Default'} = 'Up';` |

### 6.54.10. Ticket::Frontend::AgentTicketQueue###DefaultColumn

| | |
|---|---|
| Description: | Columns that can be filtered in the queue view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketQueue'}->{'DefaultColumns'} = {`<br>`  'Age' => '2',`<br>`  'Changed' => '1',`<br>`  'Created' => '1',`<br>`  'CustomerID' => '2',`<br>`  'CustomerName' => '1',`<br>`  'CustomerUserID' => '1',`<br>`  'EscalationResponseTime' => '1',`<br>`  'EscalationSolutionTime' => '1',`<br>`  'EscalationTime' => '1',`<br>`  'EscalationUpdateTime' => '1',`<br>`  'Lock' => '2',`<br>`  'Owner' => '2',`<br>`  'PendingTime' => '1',`<br>`  'Priority' => '1',`<br>`  'Queue' => '2',`<br>`  'Responsible' => '1',`<br>`  'SLA' => '1',`<br>`  'Service' => '1',`<br>`  'State' => '2',`<br>`  'TicketNumber' => '2',`<br>`  'Title' => '2',`<br>`  'Type' => '1'`<br>`};` |

### 6.54.11. Ticket::Frontend::AgentTicketService###DefaultColumn

| | |
|---|---|
| Description: | Columns that can be filtered in the service view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewQueue |
| Valid: | 1 |

| | |
|---|---|
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::AgentTicketService'}->{'DefaultColumns'}
= {
  'Age' => '2',
  'Changed' => '1',
  'Created' => '1',
  'CustomerID' => '2',
  'CustomerName' => '1',
  'CustomerUserID' => '1',
  'EscalationResponseTime' => '1',
  'EscalationSolutionTime' => '1',
  'EscalationTime' => '1',
  'EscalationUpdateTime' => '1',
  'Lock' => '2',
  'Owner' => '2',
  'PendingTime' => '1',
  'Priority' => '1',
  'Queue' => '2',
  'Responsible' => '1',
  'SLA' => '1',
  'Service' => '2',
  'State' => '2',
  'TicketNumber' => '2',
  'Title' => '2',
  'Type' => '1'
};
``` |

## 6.55. Frontend::Agent::Ticket::ViewResponsible

### 6.55.1. Ticket::Frontend::AgentTicketResponsibleView###SortB:

| | |
|---|---|
| Description: | Defines the default ticket attribute for ticket sorting in the responsible view of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsibleView'}->{'SortBy::Default'} = 'Age';` |

### 6.55.2. Ticket::Frontend::AgentTicketResponsibleView###Order

| | |
|---|---|
| Description: | Defines the default ticket order in the responsible view of the agent interface. Up: oldest on top. Down: latest on top. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsibleView'}->{'Order::Default'} = 'Up';` |

### 6.55.3. Ticket::Frontend::AgentTicketResponsible###Permission

| | |
|---|---|
| Description: | Required permissions to use the ticket responsible screen in the agent interface. |
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| --- | --- |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Permission'} = 'responsible';` |

## 6.55.4. Ticket::Frontend::AgentTicketResponsible###RequiredL

| Description: | Defines if a ticket lock is required in the ticket responsible screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'RequiredLock'} = '0';` |

## 6.55.5. Ticket::Frontend::AgentTicketResponsible###TicketType

| Description: | Sets the ticket type in the ticket responsible screen of the agent interface (Ticket::Type needs to be activated). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'TicketType'} = '0';` |

## 6.55.6. Ticket::Frontend::AgentTicketResponsible###Service

| Description: | Sets the service in the ticket responsible screen of the agent interface (Ticket::Service needs to be activated). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Service'} = '0';` |

## 6.55.7. Ticket::Frontend::AgentTicketResponsible###ServiceMa

| Description: | Sets if service must be selected by the agent. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'ServiceMandatory'} = '0';` |
|---|---|

## 6.55.8. Ticket::Frontend::AgentTicketResponsible###SLAManda

| Description: | Sets if SLA must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'SLAMandatory'} = '0';` |

## 6.55.9. Ticket::Frontend::AgentTicketResponsible###Queue

| Description: | Sets the queue in the ticket responsible screen of a zoomed ticket in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Queue'} = '0';` |

## 6.55.10. Ticket::Frontend::AgentTicketResponsible###Owner

| Description: | Sets the ticket owner in the ticket responsible screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Owner'} = '0';` |

## 6.55.11. Ticket::Frontend::AgentTicketResponsible###OwnerMa

| Description: | Sets if ticket owner must be selected by the agent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'OwnerMandatory'} = '0';` |

## 6.55.12. Ticket::Frontend::AgentTicketResponsible###Responsi

| Description: | Sets the responsible agent of the ticket in the ticket responsible screen of the agent interface. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Responsible'} = '1';` |

## 6.55.13. Ticket::Frontend::AgentTicketResponsible###State

| Description: | If a note is added by an agent, sets the state of a ticket in the ticket responsible screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'State'} = '0';` |

## 6.55.14. Ticket::Frontend::AgentTicketResponsible###StateType

| Description: | Defines the next state of a ticket after adding a note, in the ticket responsible screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'StateType'} = [`<br>`  'open',`<br>`  'pending reminder',`<br>`  'pending auto'`<br>`];` |

## 6.55.15. Ticket::Frontend::AgentTicketResponsible###StateDefa

| Description: | Defines the default next state of a ticket after adding a note, in the ticket responsible screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'StateDefault'} = 'open';` |

## 6.55.16. Ticket::Frontend::AgentTicketResponsible###Note

| Description: | Allows adding notes in the ticket responsible screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
|---|---|
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
|---|---|
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Note'} = '1';` |

## 6.55.17. Ticket::Frontend::AgentTicketResponsible###NoteMand

| Description: | Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'NoteMandatory'} =  '1';` |

## 6.55.18. Ticket::Frontend::AgentTicketResponsible###Subject

| Description: | Sets the default subject for notes added in the ticket responsible screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Subject'} = '[% Translate("Responsible Update") | html %]!';` |

## 6.55.19. Ticket::Frontend::AgentTicketResponsible###Body

| Description: | Sets the default body text for notes added in the ticket responsible screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Body'} = '';` |

## 6.55.20. Ticket::Frontend::AgentTicketResponsible###InvolvedA

| Description: | Shows a list of all the involved agents on this ticket, in the ticket responsible screen of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'InvolvedAgent'} =  '0';` |

## 6.55.21. Ticket::Frontend::AgentTicketResponsible###InformAg

| | |
|---|---|
| Description: | Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket responsible screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'InformAgent'} = '0';` |

## 6.55.22. Ticket::Frontend::AgentTicketResponsible###ArticleTyp

| | |
|---|---|
| Description: | Defines the default type of the note in the ticket responsible screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'ArticleTypeDefault'} = 'note-internal';` |

## 6.55.23. Ticket::Frontend::AgentTicketResponsible###ArticleTyp

| | |
|---|---|
| Description: | Specifies the available note types for this ticket mask. If the option is deselected, ArticleTypeDefault is used and the option is removed from the mask. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'ArticleTypes'} = {`<br>`  'note-external' => '0',`<br>`  'note-internal' => '1',`<br>`  'note-report' => '0'`<br>`};` |

## 6.55.24. Ticket::Frontend::AgentTicketResponsible###Priority

| | |
|---|---|
| Description: | Shows the ticket priority options in the ticket responsible screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Priority'} = '0';` |

## 6.55.25. Ticket::Frontend::AgentTicketResponsible###PriorityD

| | |
|---|---|
| Description: | Defines the default ticket priority in the ticket responsible screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'PriorityDefault'} =  '3 normal';` |

## 6.55.26. Ticket::Frontend::AgentTicketResponsible###Title

| | |
|---|---|
| Description: | Shows the title fields in the ticket responsible screen of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'Title'} = '1';` |

## 6.55.27. Ticket::Frontend::AgentTicketResponsible###HistoryTy

| | |
|---|---|
| Description: | Defines the history type for the ticket responsible screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'HistoryType'} =  'AddNote';` |

## 6.55.28. Ticket::Frontend::AgentTicketResponsible###HistoryCo

| | |
|---|---|
| Description: | Defines the history comment for the ticket responsible screen action, which gets used for ticket history in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'HistoryComment'} =  '%%Responsible';` |

## 6.55.29. Ticket::Frontend::AgentTicketResponsible###DynamicF

| | |
|---|---|
| Description: | Dynamic fields shown in the ticket responsible screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'DynamicField'} =  {};` |

## 6.55.30. Ticket::Frontend::AgentTicketResponsible###RichTextW

| Description: | Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'RichTextWidth'} =  '620';` |

## 6.55.31. Ticket::Frontend::AgentTicketResponsible###RichTextH

| Description: | Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsible'}->{'RichTextHeight'} =  '100';` |

## 6.55.32. Ticket::Frontend::AgentTicketResponsibleView###Defa

| Description: | Columns that can be filtered in the responsible view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewResponsible |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketResponsibleView'}->{'DefaultColumns'} =  {`<br>`  'Age' => '2',`<br>`  'Changed' => '1',`<br>`  'Created' => '1',`<br>`  'CustomerID' => '2',`<br>`  'CustomerName' => '1',`<br>`  'CustomerUserID' => '1',`<br>`  'EscalationResponseTime' => '1',`<br>`  'EscalationSolutionTime' => '1',`<br>`  'EscalationTime' => '1',`<br>`  'EscalationUpdateTime' => '1',`<br>`  'Lock' => '2',`<br>`  'Owner' => '2',` |

```
        'PendingTime' => '1',
        'Priority' => '1',
        'Queue' => '2',
        'Responsible' => '1',
        'SLA' => '1',
        'Service' => '1',
        'State' => '2',
        'TicketNumber' => '2',
        'Title' => '2',
        'Type' => '1'
};
```

# 6.56. Frontend::Agent::Ticket::ViewSearch

## 6.56.1. Ticket::Frontend::AgentTicketSearch###ExtendedSearch

| | |
|---|---|
| Description: | Allows extended search conditions in ticket search of the agent interface. With this feature you can search e. g. with this kind of conditions like "(key1&&key2)" or "(key1||key2)". |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'ExtendedSearchCondition'} = '1';` |

## 6.56.2. Ticket::Frontend::AgentTicketSearch###SearchLimit

| | |
|---|---|
| Description: | Maximum number of tickets to be displayed in the result of a search in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchLimit'} = '2000';` |

## 6.56.3. Ticket::Frontend::AgentTicketSearch###SearchPageShown

| | |
|---|---|
| Description: | Number of tickets to be displayed in each page of a search result in the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchPageShown'} = '40';` |

## 6.56.4. Ticket::Frontend::AgentTicketSearch###SearchViewable

| | |
|---|---|
| Description: | Number of lines (per ticket) that are shown by the search utility in the agent interface. |
| Group: | Ticket |

| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
|---|---|
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchViewableTicketLines'} = '10';` |

## 6.56.5. Ticket::Frontend::AgentTicketSearch###SortBy::Default

| Description: | Defines the default ticket attribute for ticket sorting of the ticket search result of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SortBy::Default'} = 'Age';` |

## 6.56.6. Ticket::Frontend::AgentTicketSearch###Order::Default

| Description: | Defines the default ticket order in the ticket search result of the agent interface. Up: oldest on top. Down: latest on top. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Order::Default'} = 'Down';` |

## 6.56.7. Ticket::Frontend::AgentTicketSearch###SearchArticleCS

| Description: | Exports the whole article tree in search result (it can affect the system performance). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchArticleCSVTree'} = '0';` |

## 6.56.8. Ticket::Frontend::AgentTicketSearch###SearchCSVData

| Description: | Data used to export the search result in CSV format. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchCSVData'} = [`<br>`  'TicketNumber',` |

```
     'Age',
     'Created',
     'Closed',
     'FirstLock',
     'FirstResponse',
     'State',
     'Priority',
     'Queue',
     'Lock',
     'Owner',
     'UserFirstname',
     'UserLastname',
     'CustomerID',
     'CustomerName',
     'From',
     'Subject',
     'AccountedTime',
     'ArticleTree',
     'SolutionInMin',
     'SolutionDiffInMin',
     'FirstResponseInMin',
     'FirstResponseDiffInMin'
];
```

## 6.56.9. Ticket::Frontend::AgentTicketSearch###ArticleCreateTim

| | |
|---|---|
| Description: | Includes article create times in the ticket search of the agent interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'ArticleCreateTime'} =  '0';` |

## 6.56.10. Ticket::Frontend::AgentTicketSearch###Defaults###Fu

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'Fulltext'} =  '';` |

## 6.56.11. Ticket::Frontend::AgentTicketSearch###Defaults###Ti

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketNumber'} =  '';` |

## 6.56.12. Ticket::Frontend::AgentTicketSearch###Defaults###Ti

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'Title'} =  '';` |

## 6.56.13. Ticket::Frontend::AgentTicketSearch###Defaults###Fr

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'From'} =  '';` |

## 6.56.14. Ticket::Frontend::AgentTicketSearch###Defaults###To

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'To'} =  '';` |

## 6.56.15. Ticket::Frontend::AgentTicketSearch###Defaults###Co

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'Cc'} =  '';` |

## 6.56.16. Ticket::Frontend::AgentTicketSearch###Defaults###Su

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |

| Group: | Ticket |
| --- | --- |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'Subject'} = '';` |

## 6.56.17. Ticket::Frontend::AgentTicketSearch###Defaults###Bc

| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'Body'} = '';` |

## 6.56.18. Ticket::Frontend::AgentTicketSearch###Defaults###Cu

| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'CustomerID'} = '';` |

## 6.56.19. Ticket::Frontend::AgentTicketSearch###Defaults###Cu

| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'CustomerUserLogin'} = '';` |

## 6.56.20. Ticket::Frontend::AgentTicketSearch###Defaults###St

| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |

| Required: | 0 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'StateIDs'} = [];` |

## 6.56.21. Ticket::Frontend::AgentTicketSearch###Defaults###Q

| Description: | Defines the default shown ticket search attribute for ticket search screen. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'QueueIDs'} = [];` |

## 6.56.22. Ticket::Frontend::AgentTicketSearch###Defaults###Ti

| Description: | Default data to use on attribute for ticket search screen. Example: "TicketCreateTimePointFormat=year;TicketCreateTimePointStart=Last;TicketCre |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketCreateTimePoint'} = '';` |

## 6.56.23. Ticket::Frontend::AgentTicketSearch###Defaults###Ti

| Description: | Default data to use on attribute for ticket search screen. Example: "TicketCreateTimeStartYear=2010;TicketCreateTimeStartMonth=10;TicketCreate |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketCreateTimeSlot'} = '';` |

## 6.56.24. Ticket::Frontend::AgentTicketSearch###Defaults###Ti

| Description: | Defines the default shown ticket search attribute for ticket search screen. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketChangeTimePoint'} = '';` |

## 6.56.25. Ticket::Frontend::AgentTicketSearch###Defaults###Ti

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketChangeTimeSlot'} = '';` |

## 6.56.26. Ticket::Frontend::AgentTicketSearch###Defaults###Ti

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketCloseTimePoint'} = '';` |

## 6.56.27. Ticket::Frontend::AgentTicketSearch###Defaults###Ti

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketCloseTimeSlot'} = '';` |

## 6.56.28. Ticket::Frontend::AgentTicketSearch###Defaults###Ti

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketEscalationTimePoint'} = '';` |

## 6.56.29. Ticket::Frontend::AgentTicketSearch###Defaults###Ti

| | |
|---|---|
| Description: | Defines the default shown ticket search attribute for ticket search screen. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'TicketEscalationTimeSlot'} = ''; |

## 6.56.30. Ticket::Frontend::AgentTicketSearch###Defaults###A

| Description: | Defines the default shown ticket search attribute for ticket search screen. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'ArticleCreateTimePoint'} = ''; |

## 6.56.31. Ticket::Frontend::AgentTicketSearch###Defaults###A

| Description: | Defines the default shown ticket search attribute for ticket search screen. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'ArticleCreateTimeSlot'} = ''; |

## 6.56.32. Ticket::Frontend::AgentTicketSearch###Defaults###So

| Description: | Defines the default shown ticket search attribute for ticket search screen. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'SearchInArchive'} = ''; |

## 6.56.33. Ticket::Frontend::AgentTicketSearch###DynamicField

| Description: | Dynamic fields shown in the ticket search screen of the agent in-terface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and shown by default. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |

| Required: | 0 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'DynamicField'} = {};` |

## 6.56.34. Ticket::Frontend::AgentTicketSearch###Defaults###D

| Description: | Defines the default shown ticket search attribute for ticket search screen. Example: "Key" must have the name of the Dynamic Field in this case 'X', "Content" must have the value of the Dynamic Field depending on the Dynamic Field type, Text: 'a text', Dropdown: '1', Date/Time: 'Search_DynamicField_XTimeSlotStartYear=1974; Search_DynamicField_XTimeSlotStartMonth=01; Search_DynamicField_XTimeSlotStartDay=26; Search_DynamicField_XTimeSlotStartHour=00; Search_DynamicField_XTimeSlotStartMinute=00; Search_DynamicField_XTimeSlotStartSecond=00; Search_DynamicField_XTimeSlotStopYear=2013; Search_DynamicField_XTimeSlotStopMonth=01; Search_DynamicField_XTimeSlotStopDay=26; Search_DynamicField_XTimeSlotStopHour=23; Search_DynamicField_XTimeSlotStopMinute=59; Search_DynamicField_XTimeSlotStopSecond=59;' and or 'Search_DynamicField_XTimePointFormat=week; Search_DynamicField_XTimePointStart=Before; Search_DynamicField_XTimePointValue=7';. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'Defaults'}->{'DynamicField'} = {};` |

## 6.56.35. Ticket::Frontend::AgentTicketSearch###SearchCSVDyn

| Description: | Dynamic Fields used to export the search result in CSV format. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'SearchCSVDynamicField'} = {};` |

## 6.56.36. Ticket::Frontend::AgentTicketSearch###DefaultColumn

| Description: | Columns that can be filtered in the ticket search result view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 0 |

| Config-Setting: | ```
$Self->{'Ticket::Frontend::AgentTicketSearch'}->{'DefaultColumns'}
= {
  'Age' => '2',
  'Changed' => '1',
  'Created' => '1',
  'CustomerID' => '2',
  'CustomerName' => '1',
  'CustomerUserID' => '1',
  'EscalationResponseTime' => '1',
  'EscalationSolutionTime' => '1',
  'EscalationTime' => '1',
  'EscalationUpdateTime' => '1',
  'Lock' => '2',
  'Owner' => '2',
  'PendingTime' => '1',
  'Priority' => '1',
  'Queue' => '2',
  'Responsible' => '1',
  'SLA' => '1',
  'Service' => '1',
  'State' => '2',
  'TicketNumber' => '2',
  'Title' => '2',
  'Type' => '1'
};
``` |
| --- | --- |

# 6.57. Frontend::Agent::Ticket::ViewService

## 6.57.1. Ticket::Frontend::AgentTicketService###StripEmptyLine

| Description: | Strips empty lines on the ticket preview in the service view. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewService |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketService'}->{'StripEmptyLines'} = '0';` |

## 6.57.2. Ticket::Frontend::AgentTicketService###ViewAllPossible

| Description: | Shows all both ro and rw tickets in the service view. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewService |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketService'}->{'ViewAllPossibleTickets'} = '0';` |

## 6.57.3. Ticket::Frontend::AgentTicketService###ServiceSort

| Description: | Sorts the tickets (ascendingly or descendingly) when a single queue is selected in the service view and after the tickets are sorted by priority. Values: 0 = ascending (oldest on top, default), 1 = descending (youngest on top). Use the ServiceID for the key and 0 or 1 for value. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewService |

| Valid: | 0 |
|---|---|
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketService'}->{'ServiceSort'} = 
  {
  '3' => '0',
  '7' => '1'
};``` |

## 6.57.4. Ticket::Frontend::AgentTicketService###SortBy::Default

| Description: | Defines the default sort criteria for all services displayed in the service view. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewService |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketService'}->{'SortBy::Default'} =  'Age';``` |

## 6.57.5. Ticket::Frontend::AgentTicketService###PreSort::ByPrio

| Description: | Defines if a pre-sorting by priority should be done in the service view. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewService |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketService'}->{'PreSort::ByPriority'} =  '1';``` |

## 6.57.6. Ticket::Frontend::AgentTicketService###Order::Default

| Description: | Defines the default sort order for all services in the service view, after priority sort. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewService |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::AgentTicketService'}->{'Order::Default'} =  'Up';``` |

# 6.58. Frontend::Agent::Ticket::ViewStatus

## 6.58.1. Ticket::Frontend::AgentTicketStatusView###ViewableTic

| Description: | Shows all open tickets (even if they are locked) in the status view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewStatus |
| Valid: | 1 |

| Required: | 1 |
|---|---|
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketStatusView'}->{'ViewableTicketsPage'} =  '50';` |

## 6.58.2. Ticket::Frontend::AgentTicketStatusView###SortBy::Def

| Description: | Defines the default ticket attribute for ticket sorting in the status view of the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewStatus |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketStatusView'}->{'SortBy::Default'} =  'Age';` |

## 6.58.3. Ticket::Frontend::AgentTicketStatusView###Order::Defa

| Description: | Defines the default ticket order (after priority sort) in the status view of the agent interface. Up: oldest on top. Down: latest on top. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewStatus |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketStatusView'}->{'Order::Default'} =  'Down';` |

## 6.58.4. Ticket::Frontend::AgentTicketStatusView###DefaultColu

| Description: | Columns that can be filtered in the status view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewStatus |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketStatusView'}->{'DefaultColumns'} =  {`<br>`  'Age' => '2',`<br>`  'Changed' => '1',`<br>`  'Created' => '1',`<br>`  'CustomerID' => '2',`<br>`  'CustomerName' => '1',`<br>`  'CustomerUserID' => '1',`<br>`  'EscalationResponseTime' => '1',`<br>`  'EscalationSolutionTime' => '1',`<br>`  'EscalationTime' => '1',`<br>`  'EscalationUpdateTime' => '1',`<br>`  'Lock' => '2',`<br>`  'Owner' => '2',`<br>`  'PendingTime' => '1',`<br>`  'Priority' => '1',`<br>`  'Queue' => '2',`<br>`  'Responsible' => '1',`<br>`  'SLA' => '1',`<br>`  'Service' => '1',` |

```
            'State' => '2',
            'TicketNumber' => '2',
            'Title' => '2',
            'Type' => '1'
};
```

# 6.59. Frontend::Agent::Ticket::ViewWatch

## 6.59.1. Ticket::Frontend::AgentTicketWatchView###SortBy::Def

| Description: | Defines the default ticket attribute for ticket sorting in the watch view of the agent interface. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewWatch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketWatchView'}->{'SortBy::Default'} = 'Age';` |

## 6.59.2. Ticket::Frontend::AgentTicketWatchView###Order::Defa

| Description: | Defines the default ticket order in the watch view of the agent interface. Up: oldest on top. Down: latest on top. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewWatch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketWatchView'}->{'Order::Default'} = 'Up';` |

## 6.59.3. Ticket::Frontend::AgentTicketWatchView###DefaultColu

| Description: | Columns that can be filtered in the watch view of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewWatch |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketWatchView'}->{'DefaultColumns'} = {`<br>`  'Age' => '2',`<br>`  'Changed' => '1',`<br>`  'Created' => '1',`<br>`  'CustomerID' => '2',`<br>`  'CustomerName' => '1',`<br>`  'CustomerUserID' => '1',`<br>`  'EscalationResponseTime' => '1',`<br>`  'EscalationSolutionTime' => '1',`<br>`  'EscalationTime' => '1',`<br>`  'EscalationUpdateTime' => '1',`<br>`  'Lock' => '2',`<br>`  'Owner' => '2',`<br>`  'PendingTime' => '1',` |

```
        'Priority' => '1',
        'Queue' => '2',
        'Responsible' => '1',
        'SLA' => '1',
        'Service' => '1',
        'State' => '2',
        'TicketNumber' => '2',
        'Title' => '2',
        'Type' => '1'
};
```

# 6.60. Frontend::Agent::Ticket::ViewZoom

## 6.60.1. Ticket::Frontend::PlainView

| Description: | Shows a link to see a zoomed email ticket in plain text. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::PlainView'} =  '0';` |

## 6.60.2. Ticket::Frontend::ZoomExpand

| Description: | Shows all the articles of the ticket (expanded) in the zoom view. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::ZoomExpand'} =  '0';` |

## 6.60.3. Ticket::Frontend::ZoomExpandSort

| Description: | Shows the articles sorted normally or in reverse, under ticket zoom in the agent interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::ZoomExpandSort'} =  'reverse';` |

## 6.60.4. Ticket::ZoomAttachmentDisplayCount

| Description: | Shows a count of icons in the ticket zoom, if the article has attachments. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::ZoomAttachmentDisplayCount'} =  '20';` |

## 6.60.5. Ticket::ZoomTimeDisplay

| Description: | Displays the accounted time for an article in the ticket zoom view. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::ZoomTimeDisplay'} =  '0';` |

## 6.60.6. Ticket::UseArticleColors

| Description: | Shows colors for different article types in the article table. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::UseArticleColors'} =  '1';` |

## 6.60.7. Ticket::Frontend::TicketArticleFilter

| Description: | Activates the article filter in the zoom view to specify which articles should be shown. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::TicketArticleFilter'} =  '0';` |

## 6.60.8. Ticket::Frontend::HTMLArticleHeightDefault

| Description: | Set the default height (in pixels) of inline HTML articles in AgentTicketZoom. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::HTMLArticleHeightDefault'} =  '100';` |

## 6.60.9. Ticket::Frontend::HTMLArticleHeightMax

| Description: | Set the maximum height (in pixels) of inline HTML articles in AgentTicketZoom. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'Ticket::Frontend::HTMLArticleHeightMax'} =  '2500';` |

## 6.60.10. Ticket::Frontend::MaxArticlesZoomExpand

| Description: | The maximal number of articles expanded on a single page in AgentTicketZoom. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::MaxArticlesZoomExpand'} =  '400';` |

## 6.60.11. Ticket::Frontend::MaxArticlesPerPage

| Description: | The maximal number of articles shown on a single page in AgentTicketZoom. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::MaxArticlesPerPage'} =  '1000';` |

## 6.60.12. Ticket::Frontend::ZoomRichTextForce

| Description: | Show article as rich text even if rich text writing is disabled. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::ZoomRichTextForce'} =  '1';` |

## 6.60.13. Ticket::Frontend::AgentTicketZoom###DynamicField

| Description: | Dynamic fields shown in the sidebar of the ticket zoom screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::AgentTicketZoom'}->{'DynamicField'} = {};` |

# 6.61. Frontend::Agent::TicketOverview

## 6.61.1. Ticket::Frontend::Overview###Small

| Description: | Allows having a small format ticket overview (CustomerInfo => 1 - shows also the customer information). |
| --- | --- |

| Group: | Ticket |
| --- | --- |
| SubGroup: | Frontend::Agent::TicketOverview |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::Overview'}->{'Small'} = {`<br>`'CustomerInfo' => '1',`<br>`'Module' => 'Kernel::Output::HTML::TicketOverviewSmall',`<br>`'ModulePriority' => '100',`<br>`'Name' => 'Small',`<br>`'NameShort' => 'S'`<br>`};` |

## 6.61.2. Ticket::Frontend::OverviewSmall###ColumnHeader

| Description: | Shows either the last customer article's subject or the ticket title in the small format overview. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::TicketOverview |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::OverviewSmall'}->{'ColumnHeader'} =`<br>`'LastCustomerSubject';` |

## 6.61.3. Ticket::Frontend::Overview###Medium

| Description: | Allows having a medium format ticket overview (CustomerInfo => 1 - shows also the customer information). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::TicketOverview |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::Overview'}->{'Medium'} = {`<br>`'CustomerInfo' => '0',`<br>`'Module' => 'Kernel::Output::HTML::TicketOverviewMedium',`<br>`'ModulePriority' => '200',`<br>`'Name' => 'Medium',`<br>`'NameShort' => 'M',`<br>`'OverviewMenuModules' => '1',`<br>`'TicketActionsPerTicket' => '1'`<br>`};` |

## 6.61.4. Ticket::Frontend::Overview###Preview

| Description: | Shows a preview of the ticket overview (CustomerInfo => 1 - shows also Customer-Info, CustomerInfoMaxSize max. size in characters of Customer-Info). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::TicketOverview |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::Overview'}->{'Preview'} = {`<br>`'CustomerInfo' => '0',` |

```
  'CustomerInfoMaxSize' => '18',
  'DefaultPreViewLines' => '25',
  'DefaultViewNewLine' => '90',
  'Module' => 'Kernel::Output::HTML::TicketOverviewPreview',
  'ModulePriority' => '300',
  'Name' => 'Large',
  'NameShort' => 'L',
  'OverviewMenuModules' => '1',
  'StripEmptyLines' => '0',
  'TicketActionsPerTicket' => '1'
};
```

## 6.61.5. Ticket::Frontend::Overview::PreviewArticleSenderTypes

| | |
|---|---|
| Description: | Defines which article sender types should be shown in the preview of a ticket. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::TicketOverview |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::Overview::PreviewArticleSenderTypes'} =`<br>`  {`<br>`  'agent' => '1',`<br>`  'customer' => '1',`<br>`  'system' => '1'`<br>`};` |

## 6.61.6. Ticket::Frontend::Overview::PreviewArticleLimit

| | |
|---|---|
| Description: | Sets the count of articles visible in preview mode of ticket overviews. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::TicketOverview |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::Overview::PreviewArticleLimit'} =  '5';` |

## 6.61.7. Ticket::Frontend::Overview::PreviewArticleTypeExpanded

| | |
|---|---|
| Description: | Defines wich article type should be expanded when entering the overview. If nothing defined, latest article will be expanded. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::TicketOverview |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::Overview::PreviewArticleTypeExpanded'} =`<br>`  '';` |

## 6.61.8. Ticket::Frontend::OverviewSmall###DynamicField

| | |
|---|---|
| Description: | Dynamic fields shown in the ticket small format overview screen of the agent interface. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. |

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Agent::TicketOverview |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::OverviewSmall'}->{'DynamicField'} =  {};` |

## 6.61.9. Ticket::Frontend::OverviewMedium###DynamicField

| Description: | Dynamic fields shown in the ticket medium format overview screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::TicketOverview |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::OverviewMedium'}->{'DynamicField'} = {};` |

## 6.61.10. Ticket::Frontend::OverviewPreview###DynamicField

| Description: | Dynamic fields shown in the ticket preview format overview screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::TicketOverview |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::OverviewPreview'}->{'DynamicField'} = {};` |

# 6.62. Frontend::Agent::ToolBarModule

## 6.62.1. Frontend::ToolBarModule###1-Ticket::AgentTicketQueue

| Description: | Toolbar Item for a shortcut. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::ToolBarModule'}->{'1-Ticket::AgentTicketQueue'}`<br>`= {`<br>  `'AccessKey' => 'q',`<br>  `'Action' => 'AgentTicketQueue',`<br>  `'CssClass' => 'QueueView',`<br>  `'Icon' => 'fa fa-folder',`<br>  `'Link' => 'Action=AgentTicketQueue',`<br>  `'Module' => 'Kernel::Output::HTML::ToolBarLink',`<br>  `'Name' => 'Queue view',`<br>  `'Priority' => '1010010'` |

```
};
```

## 6.62.2. Frontend::ToolBarModule###2-Ticket::AgentTicketStatus

| | |
|---|---|
| Description: | Toolbar Item for a shortcut. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::ToolBarModule'}->{'2-Ticket::AgentTicketStatus'} = {  'AccessKey' => 'S',  'Action' => 'AgentTicketStatusView',  'CssClass' => 'StatusView',  'Icon' => 'fa fa-list-ol',  'Link' => 'Action=AgentTicketStatusView',  'Module' => 'Kernel::Output::HTML::ToolBarLink',  'Name' => 'Status view',  'Priority' => '1010020'};``` |

## 6.62.3. Frontend::ToolBarModule###3-Ticket::AgentTicketEscalation

| | |
|---|---|
| Description: | Toolbar Item for a shortcut. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::ToolBarModule'}->{'3-Ticket::AgentTicketEscalation'} = {  'AccessKey' => 'w',  'Action' => 'AgentTicketEscalationView',  'CssClass' => 'EscalationView',  'Icon' => 'fa fa-exclamation',  'Link' => 'Action=AgentTicketEscalationView',  'Module' => 'Kernel::Output::HTML::ToolBarLink',  'Name' => 'Escalation view',  'Priority' => '1010030'};``` |

## 6.62.4. Frontend::ToolBarModule###4-Ticket::AgentTicketPhone

| | |
|---|---|
| Description: | Toolbar Item for a shortcut. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::ToolBarModule'}->{'4-Ticket::AgentTicketPhone'} = {  'AccessKey' => '',  'Action' => 'AgentTicketPhone',``` |

```
    'CssClass' => 'PhoneTicket',
    'Icon' => 'fa fa-phone',
    'Link' => 'Action=AgentTicketPhone',
    'Module' => 'Kernel::Output::HTML::ToolBarLink',
    'Name' => 'New phone ticket',
    'Priority' => '1020010'
};
```

## 6.62.5. Frontend::ToolBarModule###5-Ticket::AgentTicketEmail

| | |
|---|---|
| Description: | Toolbar Item for a shortcut. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | <pre>$Self->{'Frontend::ToolBarModule'}->{'5-Ticket::AgentTicketEmail'}<br>=  {<br>  'AccessKey' => '',<br>  'Action' => 'AgentTicketEmail',<br>  'CssClass' => 'EmailTicket',<br>  'Icon' => 'fa fa-envelope',<br>  'Link' => 'Action=AgentTicketEmail',<br>  'Module' => 'Kernel::Output::HTML::ToolBarLink',<br>  'Name' => 'New email ticket',<br>  'Priority' => '1020020'<br>};</pre> |

## 6.62.6. Frontend::ToolBarModule###6-Ticket::AgentTicketProcess

| | |
|---|---|
| Description: | Toolbar Item for a shortcut. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | <pre> $Self->{'Frontend::ToolBarModule'}->{'6-<br>Ticket::AgentTicketProcess'} =  {<br>  'AccessKey' => 'p',<br>  'Action' => 'AgentTicketProcess',<br>  'CssClass' => 'ProcessTicket',<br>  'Icon' => 'fa fa-th-large',<br>  'Link' => 'Action=AgentTicketProcess',<br>  'Module' => 'Kernel::Output::HTML::ToolBarLink',<br>  'Name' => 'New process ticket',<br>  'Priority' => '1020030'<br>};</pre> |

## 6.62.7. Frontend::ToolBarModule###6-Ticket::TicketResponsible

| | |
|---|---|
| Description: | Agent interface notification module to see the number of tickets an agent is responsible for. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::ToolBarModule'}->{'6-Ticket::TicketResponsible'}
= {
  'AccessKey' => 'r',
  'AccessKeyNew' => '',
  'AccessKeyReached' => '',
  'CssClass' => 'Responsible',
  'CssClassNew' => 'Responsible New',
  'CssClassReached' => 'Responsible Reached',
  'Icon' => 'fa fa-user',
  'IconNew' => 'fa fa-user',
  'IconReached' => 'fa fa-user',
  'Module' => 'Kernel::Output::HTML::ToolBarTicketResponsible',
  'Priority' => '1030010'
};
``` |

## 6.62.8. Frontend::ToolBarModule###7-Ticket::TicketWatcher

| Description: | Agent interface notification module to see the number of watched tickets. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::ToolBarModule'}->{'7-Ticket::TicketWatcher'} =
{
  'AccessKey' => '',
  'AccessKeyNew' => '',
  'AccessKeyReached' => '',
  'CssClass' => 'Watcher',
  'CssClassNew' => 'Watcher New',
  'CssClassReached' => 'Watcher Reached',
  'Icon' => 'fa fa-eye',
  'IconNew' => 'fa fa-eye',
  'IconReached' => 'fa fa-eye',
  'Module' => 'Kernel::Output::HTML::ToolBarTicketWatcher',
  'Priority' => '1030020'
};
``` |

## 6.62.9. Frontend::ToolBarModule###8-Ticket::TicketLocked

| Description: | Agent interface notification module to see the number of locked tickets. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::ToolBarModule'}->{'8-Ticket::TicketLocked'} = {
  'AccessKey' => 'k',
  'AccessKeyNew' => '',
  'AccessKeyReached' => '',
  'CssClass' => 'Locked',
  'CssClassNew' => 'Locked New',
  'CssClassReached' => 'Locked Reached',
  'Icon' => 'fa fa-lock',
``` |

```
   'IconNew' => 'fa fa-lock',
   'IconReached' => 'fa fa-lock',
   'Module' => 'Kernel::Output::HTML::ToolBarTicketLocked',
   'Priority' => '1030030'
};
```

## 6.62.10. Frontend::ToolBarModule###8-Ticket::AgentTicketService

| | |
|---|---|
| Description: | Agent interface notification module to see the number of tickets in My Services. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::ToolBarModule'}->{'8-Ticket::AgentTicketService'} =  {   'CssClass' => 'ServiceView',   'Icon' => 'fa fa-wrench',   'Module' => 'Kernel::Output::HTML::ToolBarTicketService',   'Priority' => '1030035' };``` |

## 6.62.11. Frontend::ToolBarModule###9-Ticket::TicketSearchProfile

| | |
|---|---|
| Description: | Agent interface module to access search profiles via nav bar. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::ToolBarModule'}->{'9-Ticket::TicketSearchProfile'} =  {   'Block' => 'ToolBarSearchProfile',   'Description' => 'Search template',   'MaxWidth' => '40',   'Module' => 'Kernel::Output::HTML::ToolBarTicketSearchProfile',   'Name' => 'Search template',   'Priority' => '1990010' };``` |

## 6.62.12. Frontend::ToolBarModule###10-Ticket::TicketSearchFulltext

| | |
|---|---|
| Description: | Agent interface module to access fulltext search via nav bar. |
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Frontend::ToolBarModule'}->{'10-Ticket::TicketSearchFulltext'} =  {   'Block' => 'ToolBarSearchFulltext',   'CSS' => 'Core.Agent.Toolbar.FulltextSearch.css',   'Description' => 'Fulltext search',``` |

```
                          'Module' => 'Kernel::Output::HTML::ToolBarGeneric',
                          'Name' => 'Fulltext search',
                          'Priority' => '1990020',
                          'Size' => '10'
                        };
```

## 6.62.13. Frontend::ToolBarModule###11-CICSearch-CustomerID

| Description: | Agent interface module to access CIC search via nav bar. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::ToolBarModule'}->{'11-CICSearchCustomerID'} = {` <br> `'Block' => 'ToolBarCICSearchCustomerID',` <br> `'CSS' => 'Core.Agent.Toolbar.CICSearch.css',` <br> `'Description' => 'CustomerID search',` <br> `'Module' => 'Kernel::Output::HTML::ToolBarGeneric',` <br> `'Name' => 'CustomerID search',` <br> `'Priority' => '1990030',` <br> `'Size' => '10'` <br> `};` |

## 6.62.14. Frontend::ToolBarModule###11-CICSearch-CustomerUser

| Description: | Agent interface module to access CIC search via nav bar. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Agent::ToolBarModule |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::ToolBarModule'}->{'11-CICSearchCustomerUser'} =` <br> `{` <br> `'Block' => 'ToolBarCICSearchCustomerUser',` <br> `'CSS' => 'Core.Agent.Toolbar.CICSearch.css',` <br> `'Description' => 'Customer user search',` <br> `'Module' => 'Kernel::Output::HTML::ToolBarGeneric',` <br> `'Name' => 'Customer user search',` <br> `'Priority' => '1990040',` <br> `'Size' => '10'` <br> `};` |

# 6.63. Frontend::Customer

## 6.63.1. Ticket::Frontend::CustomerDisableCompanyTicketAccess

| Description: | This option will deny the access to customer company tickets, which are not created by the customer user. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerDisableCompanyTicketAccess'} = '0';` |
| --- | --- |

## 6.63.2. Ticket::Frontend::CustomerTicketOverviewCustomEmptyT

| Description: | Custom text for the page shown to customers that have no tickets yet (if you need those text translated add them to a custom translation module). |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketOverviewCustomEmptyText'} = {`<br>`  'Button' => 'Create your first ticket',`<br>`  'Text' => 'Please click the button below to create your first ticket.',`<br>`  'Title' => 'Welcome!'`<br>`};` |

## 6.63.3. Frontend::CustomerUser::Item###15-OpenTickets

| Description: | Customer item (icon) which shows the open tickets of this customer as info block. Setting CustomerUserLogin to 1 searches for tickets based on login name rather than CustomerID. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Frontend::CustomerUser::Item'}->{'15-OpenTickets'} = {`<br>`  'Action' => 'AgentTicketSearch',`<br>`  'Attributes' => 'StateType=Open;',`<br>`  'CSS' => 'Core.Agent.CustomerUser.OpenTicket.css',`<br>`  'CSSClassNoOpenTicket' => 'NoOpenTicket',`<br>`  'CSSClassOpenTicket' => 'OpenTicket',`<br>`  'CustomerUserLogin' => '0',`<br>`  'IconNameNoOpenTicket' => 'fa-check-circle',`<br>`  'IconNameOpenTicket' => 'fa-exclamation-circle',`<br>`  'Module' => 'Kernel::Output::HTML::CustomerUserGenericTicket',`<br>`  'Subaction' => 'Search',`<br>`  'Target' => '_blank',`<br>`  'Text' => 'Open tickets (customer)'`<br>`};` |

## 6.63.4. Frontend::CustomerUser::Item###16-OpenTicketsForCustomerUserLogin

| Description: | Customer item (icon) which shows the open tickets of this customer as info block. Setting CustomerUserLogin to 1 searches for tickets based on login name rather than CustomerID. |
| --- | --- |
| Group: | Ticket |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |

| Required: | 0 |
|---|---|
| Config-Setting: | ```
$Self->{'Frontend::CustomerUser::Item'}->{'16-
OpenTicketsForCustomerUserLogin'} =  {
  'Action' => 'AgentTicketSearch',
  'Attributes' => 'StateType=Open;',
  'CSS' => 'Core.Agent.CustomerUser.OpenTicket.css',
  'CSSClassNoOpenTicket' => 'NoOpenTicket',
  'CSSClassOpenTicket' => 'OpenTicket',
  'CustomerUserLogin' => '1',
  'IconNameNoOpenTicket' => 'fa-check-circle',
  'IconNameOpenTicket' => 'fa-exclamation-circle',
  'Module' => 'Kernel::Output::HTML::CustomerUserGenericTicket',
  'Subaction' => 'Search',
  'Target' => '_blank',
  'Text' => 'Open tickets (customer user)'
};
``` |

## 6.63.5. Frontend::CustomerUser::Item###17-ClosedTickets

| Description: | Customer item (icon) which shows the closed tickets of this customer as info block. Setting CustomerUserLogin to 1 searches for tickets based on login name rather than CustomerID. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::CustomerUser::Item'}->{'17-ClosedTickets'} =  {
  'Action' => 'AgentTicketSearch',
  'Attributes' => 'StateType=Closed;',
  'CSS' => 'Core.Agent.CustomerUser.OpenTicket.css',
  'CSSClassNoOpenTicket' => 'NoOpenTicket',
  'CSSClassOpenTicket' => 'OpenTicket',
  'CustomerUserLogin' => '0',
  'IconNameNoOpenTicket' => 'fa-power-off',
  'IconNameOpenTicket' => 'fa-power-off',
  'Module' => 'Kernel::Output::HTML::CustomerUserGenericTicket',
  'Subaction' => 'Search',
  'Target' => '_blank',
  'Text' => 'Closed tickets (customer)'
};
``` |

## 6.63.6. Frontend::CustomerUser::Item###18-ClosedTicketsForCustomerUserLogin

| Description: | Customer item (icon) which shows the closed tickets of this customer as info block. Setting CustomerUserLogin to 1 searches for tickets based on login name rather than CustomerID. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'Frontend::CustomerUser::Item'}->{'18-
ClosedTicketsForCustomerUserLogin'} =  {
  'Action' => 'AgentTicketSearch',
  'Attributes' => 'StateType=Closed;',
  'CSS' => 'Core.Agent.CustomerUser.OpenTicket.css',
  'CSSClassNoOpenTicket' => 'NoOpenTicket',
  'CSSClassOpenTicket' => 'OpenTicket',
``` |

```
        'CustomerUserLogin' => '1',
        'IconNameNoOpenTicket' => 'fa-power-off',
        'IconNameOpenTicket' => 'fa-power-off',
        'Module' => 'Kernel::Output::HTML::CustomerUserGenericTicket',
        'Subaction' => 'Search',
        'Target' => '_blank',
        'Text' => 'Closed tickets (customer user)'
};
```

## 6.63.7. CustomerFrontend::CommonObject###QueueObject

| Description: | Path of the file that stores all the settings for the QueueObject object for the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerFrontend::CommonObject'}->{'QueueObject'} = 'Kernel::System::Queue';` |

## 6.63.8. CustomerFrontend::CommonObject###TicketObject

| Description: | Path of the file that stores all the settings for the TicketObject for the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerFrontend::CommonObject'}->{'TicketObject'} = 'Kernel::System::Ticket';` |

## 6.63.9. CustomerFrontend::CommonParam###Action

| Description: | Defines the default used Frontend-Module if no Action parameter given in the url on the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerFrontend::CommonParam'}->{'Action'} = 'CustomerTicketOverview';` |

## 6.63.10. CustomerFrontend::CommonParam###TicketID

| Description: | Default ticket ID used by the system in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerFrontend::CommonParam'}->{'TicketID'} =  '';` |

# 6.64. Frontend::Customer::ModuleMetaHead

## 6.64.1. CustomerFrontend::HeaderMetaModule###2-TicketSearch

| | |
|---|---|
| Description: | Module to generate html OpenSearch profile for short ticket search in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::ModuleMetaHead |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'CustomerFrontend::HeaderMetaModule'}->{'2-TicketSearch'} = { 'Action' => 'CustomerTicketSearch', 'Module' => 'Kernel::Output::HTML::CustomerHeaderMetaTicketSearch' }; ``` |

# 6.65. Frontend::Customer::ModuleRegistration

## 6.65.1. CustomerFrontend::Module###CustomerTicketOverview

| | |
|---|---|
| Description: | Frontend module registration for the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ``` $Self->{'CustomerFrontend::Module'}->{'CustomerTicketOverview'} = { 'Description' => 'Overview of customer tickets', 'NavBar' => [ { 'AccessKey' => 'm', 'Block' => '', 'Description' => 'Tickets', 'Link' => 'Action=CustomerTicketOverview;Subaction=MyTickets', 'LinkOption' => '', 'Name' => 'Tickets', 'NavBar' => 'Ticket', 'Prio' => '100', 'Type' => 'Menu' }, { 'AccessKey' => '', 'Block' => '', 'Description' => 'My Tickets', 'Link' => 'Action=CustomerTicketOverview;Subaction=MyTickets', 'LinkOption' => '', 'Name' => 'My Tickets', 'NavBar' => 'Ticket', 'Prio' => '110', 'Type' => 'Submenu' }, { 'AccessKey' => 'M', 'Block' => '', 'Description' => 'Company Tickets', 'Link' => 'Action=CustomerTicketOverview;Subaction=CompanyTickets', 'LinkOption' => '', 'Name' => 'Company Tickets', ``` |

```
        'NavBar' => 'Ticket',
        'Prio' => '120',
        'Type' => 'Submenu'
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'Overview'
};
```

## 6.65.2. CustomerFrontend::Module###CustomerTicketMessage

| | |
|---|---|
| Description: | Frontend module registration for the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerFrontend::Module'}->{'CustomerTicketMessage'} = {`<br>`  'Description' => 'Create tickets',`<br>`  'NavBar' => [`<br>`    {`<br>`      'AccessKey' => 'n',`<br>`      'Block' => '',`<br>`      'Description' => 'Create new Ticket',`<br>`      'Link' => 'Action=CustomerTicketMessage',`<br>`      'LinkOption' => '',`<br>`      'Name' => 'New Ticket',`<br>`      'NavBar' => 'Ticket',`<br>`      'Prio' => '100',`<br>`      'Type' => 'Submenu'`<br>`    }`<br>`  ],`<br>`  'NavBarName' => 'Ticket',`<br>`  'Title' => 'New Ticket'`<br>`};` |

## 6.65.3. CustomerFrontend::Module###CustomerTicketZoom

| | |
|---|---|
| Description: | Frontend module registration for the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerFrontend::Module'}->{'CustomerTicketZoom'} = {`<br>`  'Description' => 'Ticket zoom view',`<br>`  'Loader' => {`<br>`    'JavaScript' => [`<br>`      'Core.Customer.TicketZoom.js',`<br>`      'Core.UI.Popup.js'`<br>`    ]`<br>`  },`<br>`  'NavBarName' => 'Ticket',`<br>`  'Title' => 'Zoom'`<br>`};` |

## 6.65.4. CustomerFrontend::Module###CustomerTicketPrint

| | |
|---|---|
| Description: | Frontend module registration for the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::ModuleRegistration |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketPrint'} = {
  'Description' => 'Customer Ticket Print Module',
  'NavBarName' => '',
  'Title' => 'Print'
};
``` |

## 6.65.5. CustomerFrontend::Module###CustomerTicketAttachme

| Description: | Frontend module registration for the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketAttachment'} =
{
  'Description' => 'To download attachments',
  'NavBarName' => '',
  'Title' => ''
};
``` |

## 6.65.6. CustomerFrontend::Module###CustomerTicketSearch

| Description: | Frontend module registration for the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::ModuleRegistration |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerFrontend::Module'}->{'CustomerTicketSearch'} = {
  'Description' => 'Customer ticket search',
  'NavBar' => [
    {
      'AccessKey' => 's',
      'Block' => '',
      'Description' => 'Search',
      'Link' => 'Action=CustomerTicketSearch',
      'LinkOption' => '',
      'Name' => 'Search',
      'NavBar' => 'Ticket',
      'Prio' => '300',
      'Type' => 'Submenu'
    }
  ],
  'NavBarName' => 'Ticket',
  'Title' => 'Search'
};
``` |

# 6.66. Frontend::Customer::Preferences

## 6.66.1. CustomerPreferencesGroups###ShownTickets

| Description: | Defines all the parameters for the ShownTickets object in the customer preferences of the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Preferences |

| Valid: | 1 |
|---|---|
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerPreferencesGroups'}->{'ShownTickets'} =  {
  'Active' => '1',
  'Column' => 'User Profile',
  'Data' => {
    '15' => '15',
    '20' => '20',
    '25' => '25',
    '30' => '30'
  },
  'DataSelected' => '25',
  'Key' => 'Tickets per page',
  'Label' => 'Number of displayed tickets',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserShowTickets',
  'Prio' => '4000'
};
``` |

### 6.66.2. CustomerPreferencesGroups###RefreshTime

| Description: | Defines all the parameters for the RefreshTime object in the customer preferences of the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Preferences |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```
$Self->{'CustomerPreferencesGroups'}->{'RefreshTime'} =  {
  'Active' => '1',
  'Column' => 'User Profile',
  'Data' => {
    '' => 'off',
    '10' => '10 minutes',
    '15' => '15 minutes',
    '2' => ' 2 minutes',
    '5' => ' 5 minutes',
    '7' => ' 7 minutes'
  },
  'DataSelected' => '',
  'Key' => 'Refresh interval',
  'Label' => 'Ticket overview',
  'Module' => 'Kernel::Output::HTML::PreferencesGeneric',
  'PrefKey' => 'UserRefreshTime',
  'Prio' => '4000'
};
``` |

## 6.67. Frontend::Customer::Ticket::ViewNew

### 6.67.1. Ticket::Frontend::CustomerTicketMessage###NextScree

| Description: | Determines the next screen after new customer ticket in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```
$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'NextScreenAfterNewTicket'} =  'CustomerTicketOverview';
``` |

## 6.67.2. Ticket::Frontend::CustomerTicketMessage###Priority

| Description: | Allows customers to set the ticket priority in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'Priority'} = '1';` |

## 6.67.3. Ticket::Frontend::CustomerTicketMessage###PriorityDe

| Description: | Defines the default priority of new customer tickets in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'PriorityDefault'} = '3 normal';` |

## 6.67.4. Ticket::Frontend::CustomerTicketMessage###Queue

| Description: | Allows customers to set the ticket queue in the customer interface. If this is set to 'No', QueueDefault should be configured. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'Queue'} = '1';` |

## 6.67.5. Ticket::Frontend::CustomerTicketMessage###QueueDefa

| Description: | Defines the default queue for new customer tickets in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'QueueDefault'} = 'Postmaster';` |

## 6.67.6. Ticket::Frontend::CustomerTicketMessage###TicketType

| Description: | Allows customers to set the ticket type in the customer interface. If this is set to 'No', TicketTypeDefault should be configured. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'TicketType'} = '1';` |

## 6.67.7. Ticket::Frontend::CustomerTicketMessage###TicketType

| Description: | Defines the default ticket type for new customer tickets in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'TicketTypeDefault'} = 'Unclassified';` |

## 6.67.8. Ticket::Frontend::CustomerTicketMessage###Service

| Description: | Allows customers to set the ticket service in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'Service'} = '1';` |

## 6.67.9. Ticket::Frontend::CustomerTicketMessage###SLA

| Description: | Allows customers to set the ticket SLA in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'SLA'} = '1';` |

## 6.67.10. Ticket::Frontend::CustomerTicketMessage###ServiceM

| Description: | Sets if service must be selected by the customer. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'ServiceMandatory'} = '0';` |

## 6.67.11. Ticket::Frontend::CustomerTicketMessage###SLAMand

| | |
|---|---|
| Description: | Sets if SLA must be selected by the customer. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'SLAMandatory'} =  '0';` |

## 6.67.12. Ticket::Frontend::CustomerTicketMessage###StateDef

| | |
|---|---|
| Description: | Defines the default state of new customer tickets in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'StateDefault'} =  'new';` |

## 6.67.13. Ticket::Frontend::CustomerTicketMessage###ArticleTy

| | |
|---|---|
| Description: | Defines the default type for article in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'ArticleType'} =  'webrequest';` |

## 6.67.14. Ticket::Frontend::CustomerTicketMessage###SenderTy

| | |
|---|---|
| Description: | Sender type for new tickets from the customer inteface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'SenderType'} =  'customer';` |

## 6.67.15. Ticket::Frontend::CustomerTicketMessage###HistoryTy

| | |
|---|---|
| Description: | Defines the default history type in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |

| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'HistoryType'}` `= 'WebRequestCustomer';` |

## 6.67.16. Ticket::Frontend::CustomerTicketMessage###HistoryC

| Description: | Comment for new history entries in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}-` `>{'HistoryComment'} = '';` |

## 6.67.17. CustomerPanelSelectionType

| Description: | Defines the receipent target of the tickets ("Queue" shows all queues, "SystemAddress" displays all system addresses) in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerPanelSelectionType'} = 'Queue';` |

## 6.67.18. CustomerPanelSelectionString

| Description: | Determines the strings that will be shown as receipent (To:) of the ticket in the customer interface. For Queue as CustomerPanelS-electionType, "<Queue>" shows the names of the queues, and for SystemAddress, "<Realname> <<Email>>" shows the name and email of the receipent. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPanelSelectionString'} = '<Queue>';` |

## 6.67.19. CustomerPanelOwnSelection

| Description: | Determines which queues will be valid for ticket's recepients in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'CustomerPanelOwnSelection'} = {` `  'Junk' => 'First Queue',` `  'Misc' => 'Second Queue'` `};` |

## 6.67.20. CustomerPanel::NewTicketQueueSelectionModule

| | |
|---|---|
| Description: | Module for To-selection in new ticket screen in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'CustomerPanel::NewTicketQueueSelectionModule'} = 'Kernel::Output::HTML::CustomerNewTicketQueueSelectionGeneric';` |

## 6.67.21. Ticket::Frontend::CustomerTicketMessage###Dynamic

| | |
|---|---|
| Description: | Dynamic fields options shown in the ticket message screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. NOTE. If you want to display these fields also in the ticket zoom of the customer interface, you have to enable them in CustomerTicketZoom###DynamicField. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewNew |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketMessage'}->{'DynamicField'} =  {};` |

# 6.68. Frontend::Customer::Ticket::ViewPrint

## 6.68.1. Ticket::Frontend::CustomerTicketPrint###DynamicField

| | |
|---|---|
| Description: | Dynamic fields shown in the ticket print screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewPrint |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketPrint'}->{'DynamicField'} =  {};` |

# 6.69. Frontend::Customer::Ticket::ViewSearch

## 6.69.1. Ticket::CustomerTicketSearch::SearchLimit

| | |
|---|---|
| Description: | Maximum number of tickets to be displayed in the result of a search in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::CustomerTicketSearch::SearchLimit'} =  '5000';` |

### 6.69.2. Ticket::CustomerTicketSearch::SearchPageShown

| | |
|---|---|
| Description: | Number of tickets to be displayed in each page of a search result in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::CustomerTicketSearch::SearchPageShown'} = '40';` |

### 6.69.3. Ticket::CustomerTicketSearch::SortBy::Default

| | |
|---|---|
| Description: | Defines the default ticket attribute for ticket sorting in a ticket search of the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::CustomerTicketSearch::SortBy::Default'} = 'Age';` |

### 6.69.4. Ticket::CustomerTicketSearch::Order::Default

| | |
|---|---|
| Description: | Defines the default ticket order of a search result in the customer interface. Up: oldest on top. Down: latest on top. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::CustomerTicketSearch::Order::Default'} = 'Down';` |

### 6.69.5. Ticket::Frontend::CustomerTicketSearch###ExtendedSe

| | |
|---|---|
| Description: | Allows extended search conditions in ticket search of the customer interface. With this feature you can search w. g. with this kind of conditions like "(key1&&key2)" or "(key1\|\|key2)". |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'ExtendedSearchCondition'} = '1';` |

### 6.69.6. Customer::TicketSearch::AllServices

| | |
|---|---|
| Description: | If enabled, the customer can search for tickets in all services (regardless what services are assigned to the customer). |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | ```$Self->{'Customer::TicketSearch::AllServices'} =  '0';``` |

## 6.69.7. Ticket::Frontend::CustomerTicketSearch###SearchArticl

| Description: | Exports the whole article tree in search result (it can affect the system performance). |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'SearchArticleCSVTree'} =  '0';``` |

## 6.69.8. Ticket::Frontend::CustomerTicketSearch###SearchCSVD

| Description: | Data used to export the search result in CSV format. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'SearchCSVData'} =  [
  'TicketNumber',
  'Age',
  'Created',
  'Closed',
  'State',
  'Priority',
  'Lock',
  'CustomerID',
  'CustomerName',
  'From',
  'Subject'
];``` |

## 6.69.9. Ticket::Frontend::CustomerTicketSearch###DynamicFiel

| Description: | Dynamic fields shown in the ticket search screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'DynamicField'} =  {};``` |

## 6.69.10. Ticket::Frontend::CustomerTicketSearch###SearchOve

| Description: | Dynamic fields shown in the ticket search overview results screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled. |
|---|---|

| Group: | Ticket |
|---|---|
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'SearchOverviewDynamicField'} =  {}; |

## 6.69.11. Ticket::Frontend::CustomerTicketSearch###SearchCSV

| Description: | Dynamic Fields used to export the search result in CSV format. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewSearch |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | $Self->{'Ticket::Frontend::CustomerTicketSearch'}->{'SearchCSVDynamicField'} =  {}; |

# 6.70. Frontend::Customer::Ticket::ViewZoom

## 6.70.1. Ticket::Frontend::CustomerTicketZoom###NextScreenAf

| Description: | Determines the next screen after the follow up screen of a zoomed ticket in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | $Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'NextScreenAfterFollowUp'} =  'CustomerTicketOverview'; |

## 6.70.2. Ticket::Frontend::CustomerTicketZoom###ArticleType

| Description: | Defines the default type of the note in the ticket zoom screen of the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | $Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'ArticleType'} =  'webrequest'; |

## 6.70.3. Ticket::Frontend::CustomerTicketZoom###SenderType

| Description: | Defines the default sender type for tickets in the ticket zoom screen of the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |

| Valid: | 1 |
|---|---|
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'SenderType'} = 'customer';` |

## 6.70.4. Ticket::Frontend::CustomerTicketZoom###HistoryType

| Description: | Defines the history type for the ticket zoom action, which gets used for ticket history in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'HistoryType'} = 'FollowUp';` |

## 6.70.5. Ticket::Frontend::CustomerTicketZoom###HistoryComm

| Description: | Defines the history comment for the ticket zoom action, which gets used for ticket history in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'HistoryComment'} = '';` |

## 6.70.6. Ticket::Frontend::CustomerTicketZoom###Priority

| Description: | Allows customers to change the ticket priority in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'Priority'} = '1';` |

## 6.70.7. Ticket::Frontend::CustomerTicketZoom###PriorityDefau

| Description: | Defines the default priority of follow up customer tickets in the ticket zoom screen in the customer interface. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'PriorityDefault'} = '3 normal';` |

## 6.70.8. Ticket::Frontend::CustomerTicketZoom###State

| | |
|---|---|
| Description: | Allows choosing the next compose state for customer tickets in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'State'} =  '1';` |

## 6.70.9. Ticket::Frontend::CustomerTicketZoom###StateDefault

| | |
|---|---|
| Description: | Defines the default next state for a ticket after customer follow up in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'StateDefault'} = 'open';` |

## 6.70.10. Ticket::Frontend::CustomerTicketZoom###StateType

| | |
|---|---|
| Description: | Defines the next possible states for customer tickets in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'StateType'} =  [`<br>`  'open',`<br>`  'closed'`<br>`];` |

## 6.70.11. Ticket::Frontend::CustomerTicketZoom###AttributesVi

| | |
|---|---|
| Description: | Shows the activated ticket attributes in the customer interface (0 = Disabled and 1 = Enabled). |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'AttributesView'}`<br>`= {`<br>`  'Owner' => '0',`<br>`  'Priority' => '1',`<br>`  'Queue' => '1',`<br>`  'Responsible' => '0',`<br>`  'SLA' => '0',`<br>`  'Service' => '0',` |

```
    'State' => '1',
    'Type' => '0'
};
```

## 6.70.12. Ticket::Frontend::CustomerTicketZoom###DynamicField

| Description: | Dynamic fields shown in the ticket zoom screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'DynamicField'} = {};` |

## 6.70.13. Ticket::Frontend::CustomerTicketZoom###FollowUpDyn

| Description: | Dynamic fields options shown in the ticket reply section in the ticket zoom screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::Ticket::ViewZoom |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketZoom'}->{'FollowUpDynamicField'} = {};` |

# 6.71. Frontend::Customer::TicketOverview

## 6.71.1. Ticket::Frontend::CustomerTicketOverviewSortable

| Description: | Controls if customers have the ability to sort their tickets. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::TicketOverview |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketOverviewSortable'} = '';` |

## 6.71.2. Ticket::Frontend::CustomerTicketOverview###ColumnHe

| Description: | Shows either the last customer article's subject or the ticket title in the small format overview. |
|---|---|
| Group: | Ticket |
| SubGroup: | Frontend::Customer::TicketOverview |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketOverview'}->{'ColumnHeader'} = 'TicketTitle';` |

### 6.71.3. Ticket::Frontend::CustomerTicketOverview###Owner

| | |
|---|---|
| Description: | Show the current owner in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::TicketOverview |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketOverview'}->{'Owner'} = '0';` |

### 6.71.4. Ticket::Frontend::CustomerTicketOverview###Queue

| | |
|---|---|
| Description: | Show the current queue in the customer interface. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::TicketOverview |
| Valid: | 1 |
| Required: | 1 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketOverview'}->{'Queue'} = '0';` |

### 6.71.5. Ticket::Frontend::CustomerTicketOverview###DynamicF

| | |
|---|---|
| Description: | Dynamic fields shown in the ticket overview screen of the customer interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required. |
| Group: | Ticket |
| SubGroup: | Frontend::Customer::TicketOverview |
| Valid: | 1 |
| Required: | 0 |
| Config-Setting: | `$Self->{'Ticket::Frontend::CustomerTicketOverview'}->{'DynamicField'} =  {};` |

# 6.72. Frontend::Queue::Preferences

## 6.72.1. QueuePreferences###Comment2

| | |
|---|---|
| Description: | Parameters of the example queue attribute Comment2. |
| Group: | Ticket |
| SubGroup: | Frontend::Queue::Preferences |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | `$Self->{'QueuePreferences'}->{'Comment2'} =  {`<br>`  'Block' => 'TextArea',`<br>`  'Cols' => '50',`<br>`  'Desc' => 'Define the queue comment 2.',`<br>`  'Label' => 'Comment2',`<br>`  'Module' => 'Kernel::Output::HTML::QueuePreferencesGeneric',`<br>`  'PrefKey' => 'Comment2',`<br>`  'Rows' => '5'`<br>`};` |

# 6.73. Frontend::SLA::Preferences

## 6.73.1. SLAPreferences###Comment2

| | |
|---|---|
| Description: | Parameters of the example SLA attribute Comment2. |
| Group: | Ticket |
| SubGroup: | Frontend::SLA::Preferences |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'SLAPreferences'}->{'Comment2'} =  {``` <br> ```'Block' => 'TextArea',``` <br> ```'Cols' => '50',``` <br> ```'Desc' => 'Define the sla comment 2.',``` <br> ```'Label' => 'Comment2',``` <br> ```'Module' => 'Kernel::Output::HTML::SLAPreferencesGeneric',``` <br> ```'PrefKey' => 'Comment2',``` <br> ```'Rows' => '5'``` <br> ```};``` |

# 6.74. Frontend::Service::Preferences

## 6.74.1. ServicePreferences###Comment2

| | |
|---|---|
| Description: | Parameters of the example service attribute Comment2. |
| Group: | Ticket |
| SubGroup: | Frontend::Service::Preferences |
| Valid: | 0 |
| Required: | 0 |
| Config-Setting: | ```$Self->{'ServicePreferences'}->{'Comment2'} =  {``` <br> ```'Block' => 'TextArea',``` <br> ```'Cols' => '50',``` <br> ```'Desc' => 'Define the service comment 2.',``` <br> ```'Label' => 'Comment2',``` <br> ```'Module' => 'Kernel::Output::HTML::ServicePreferencesGeneric',``` <br> ```'PrefKey' => 'Comment2',``` <br> ```'Rows' => '5'``` <br> ```};``` |

# Appendix C. Leseni ya Nyaraka Huru ya GNU

Toleo 1.1, Machi 2000

## 0. UTANGULIZI

Lengo la hii Leseni ni kutengeneza mwongozo, daftari, au nyaraka nyingine iliyoandikwa "huru" katika hali ya uhuru: kumhakikishia kila mtu uhuru wa kunakili na kuisambaza upya, bila au kwa kuibadilisha, kwa biashara au sio kwa biashara. Kwa hali ya juu zaidi, hii Leseni inahifadhi kwa ajili ya mwandishi na mchapishaji jinsi ya kupata sifa kwa kazi zao, na sio kuonekana wahusika wa kubadili kaziza wengine.

Hii Leseni ni aina ya "nakilikushoto", ambayo inamaanisha kwamba kazi zitokanazo na nyaraka lazima nazo ziwe huru katika hali hiyo hiyo. Inaongezea kwenye GNU Genera Public Licence, ambayo ni leseni ya nakalakushoto iliyoundwa kwa ajili ya programu za bure.

Tumeunda hii leseni ili kuweza kuitumia kwa ajili ya miongozo ya programu za bure, kwa sababau programu za bure zinahitaji nyaraka za bure: programu ya bure lazima ije na miongozo inayotoa uhuru sawa na ule unaotolewa na programu. Lakini hii leseni haina kikomo kwa miongozo ya programu; inaweza kutumika kwa ajili ya kazi zozote za nakala, bila kujali mada au kwamba inachapishwa kama kitabu. Tunashauri hii leseni kwa kazi ambazo lengo lake ni maelekezo au marejeo.

## 1. UTUMIKAJI NA FASILI

Leseni inafanya kazi kwa mwongozo wowote au kazi nyingine ambayo ina notisi iliyowek-wa na mmiliki wa hakimiliki inayosema inaweza kusambazwa chini ya makubaiano ya Leseni hii. "Waraka", hapa chini, unaashiria mwongozo wowote au kazi. Mwanachama yoyote wa umma ni mmiliki wa leseni, na anaitwa "wewe".

"Toleo Lililobadilishwa" la Nyaraka inamaanisha kazi yoyote yenye Nyaraka au sehemu yake, aidha nakala isiyobadilishwa, au yenye mabadiliko na/au iliyotafsiriwa kwenda lugha nyingine.

"Kifungu cha Sekondari" ni kiambatanisho kilichopewa jina au kifungu cha mambo ya mbele ya nyaraka, inayohusika kipekee na uhusiano wa mchapishaji au mwandishi wa nyaraka na kichwa cha habari cha ujumla cha nyaraka (au kwa mambo yanayohusiana), na haina kitu ambacho kinaweza kuingia moja kwa moja ndani ya kichwa cha habari cha ujumla. (Kwa Mfano, kama Nyaraka ni sehemu ya kitabu cha hisabati, Kifungu cha Sekon-dari hakiwezi kuelezea hesabu yoyote.) Uhusiano huo unaweza kuwa wa muunganiko wa kihistoria au mambo yanayohusika, au sheria, biashara, falsafa, maadili au nafasi ya siasa inayohusiana nazo.

"Vifungu Visivyoathirika" ni Vifungu fulani vya Sekondari ambavyo vichwa vyao vimeteuli-wa, kama vile vya Vifungu Visivyoathirika, katika notisi isemayo nyaraka imetolewa chini ya Leseni hii.

"Nakala za Jalada" ni vifungu vifupi vya maneno ambavyo vimeorodheshwa, kama Nakala za Mbele za Jalada au Nakala za Nyuma za Jalada, katika notisi inayosema Nyaraka ime-tolewa chini ya Leseni hii.

Naka "Angavu" ya Nyaraka inamaanisha nakala inayoweza kusomwa na mashine, inayowakilishwa katika umbo ambalo ubainishwaji wake unapatikana kwa umma kwa ujumla, ambao maudhui yake yanaweweza kuonekana na kuhaririwa moja kwa moja na kwa urahisi kwa kutumia viharir vya nakala za ujumla au (kwa ajili ya taswira zilizojengwa na pikseli) programu za uchoraji za ujumla au (kwa ajili ya michoro) baadhi ya viharir vya michoro vinavyopatikana kirahisi, na ambavyo vinafaa kwa ajili ya ingizo la nakala kwenye vinavyoandaa umbizo au kwa ajili ya tafsiri otomatiki kwa maumbo mbali mbali, vinavyofaa kwa ajili ya ingizo la viandaa umbizo la nakala. Nakala iliyotengenezwa katika faili lenye umbizo Angavu, ambalo dhulisho mabadiliko yake imeundwa kuzuia au kukatisha tamaa maboresho ya wasomaji sio Angavu. Nakala ambayo siyo "Angavu" inaitwa "Isiyo angavu".

Mifano ya maumbo yanayofaa kwa ajili ya nakala Angavu inajumuisha: ASCII wazi bila dhulisho mabadiliko, umbizo la maingizo la Texinfo, umbizo la maingizo la LaTeX, SGML au XML kwa kutumia DTD inayopatikana kwa umma, na HTML ya kawaida iliyoundwa kwa ajili ya mabadiliko ya mwanadamu. Maumbo yasiyo angavu yanajumuisha: PostScript, PDF, maumbo binafsi ambayo yanaweza kusomwa na kuhaririwa na vichakatishi vya maneno binafsi tu, SGML au XML ambazo DTD na/au vifaa vya uchakatishaji havipatikani kwa ujumla, na HTML zinazozalishwa na mashine zinazotengenezwa na baadhi ya vichakatishi maneno kwa ajili ya matokeo tu.

"Ukurasa wa mbele" inamaanisha, kwa kitabu kilichochapishwa, ukurasa wa mbele wenyewe, kujumuisha na kurasa zinazofwata kama zinavyohitajika kushikilia, kusomwa, vitu ambavyo hii Leseni inahitaji vionekane kwenye ukurasa wa mbele. Kwa kazi zenye maumbo ambayo hayana ukurasa wa mbele wowote kama huu, "Ukurasa wa Mbele" inamaanisha nakala karibu ya muonekano muhimu wa kichwa cha habari cha kazi, kabla ya mwanzo wa kiini cha nakala.

# 2. KUNAKILI BILA KUBADILISHA KITU

Unaweza kunakili na kusambaza waraka kwa njia yoyote, aidha kwa biashara au sio kwa biashsara, ukizingatia kwamba hii Leseni, notisi za hakimiliki, na notisi za leseni zinasema hii Leseni inafanya kazi kwa waraka huu inakuwepo kwa kila nakala, na huongezi masharti mengine yoyote kwa yale yaliyopo kwenye hii leseni. Hutakiwi kutumia vipimo vya kiufundi kuzuia au kudhibiti usomaji au utengenezaji wa nakala zingine zaidi ya zile ulizotengeneza au kusambaza. Hata hivyo unaweza kupokea fidia kwa ajili ya nakala. Kama ukisambaza idadi ya kutosha ya nakala pia ni lazima ufuate masharti katika kifungu cha 3.

Unaweza pia kuazima nakala, chini ya masharti sawa na yaliyosemwa juu, na unaweza kuonyesha kwa umma.

# 3. KUNAKILI KATIKA IDADI

Kama ukichapisha nakala za Nyaraka zenye idadi zaidi ya 100, na notisi ya leseni ya nyaraka inahitaji Nakala za Jalada, unatakiwa kujumuisha nakala zinazobeba, zinazosomeka na kuonekana kwa urahisi, Nakala za jalada zote hizi: Nakala za Jalada la Mbele katika jalada la mbele, na Nakala za Jalada la nyuma kwenye jalada la nyuma. Majalada yote lazima yaonyeshe kiurahisi na kwa kusomeka kwamba wewe ndiyo mchapishaji wa hizi nakala. Jalada la mbele lazima lionyeshe kichwa cha habari kizima chenye maneno yote yenye usawa na kuonekana. Unaweza kuongeza vitu vingine kwenye jalada kwa nyongeza. Kunakili na mabadiliko yenye kikomo kwa jalada, ikiwa tu zinahifadhi kichwa cha habari cha nyaraka na kuridhisha masharti haya, inaweza kuchukuliwa kama kunakili bila mabadilko kwa upande mwingine.

Kama nakala zinazotakiwa kwa ajili ya majalada yote ni nyingi sana ili kutosha vizuri, unatakiwa kuweka za kwanza zikiwa zimeorodheshwa (nyingi kadri zitakavyotosha) katika jalada halisi, na kuendelea na zinazofwata katika kurasa za karibu.

Kama ukichapisha au kusambaza nakala Zisizo Angavu za Nyaraka idadi zaidi ya 100, lazima aidha ujumuishe nakala Angavu isomwayo na mashine pamoja na nakala Isiyo Angavu, au tamka kwenye au kwa kila nakala Isiyo Angavu eneo linalofikika na umma la mtandao wa kompyuta, lenye nakala kamili Angavu ya Nyaraka, isiyokuwa na nyongeza yoyote, ambayo mtandao wa ujumla wa umma una uwezo wa kupakua bila kujulikana, bila gharama yoyote, kwa kutumia kanuni za kawaida za mtandao wa umma. Kama ukitumia chaguo la mwisho, lazima uchukue hatua kwa uangalifu, ukianza usambazaji wa nakala Zisizo Angavu kwa idadi, kuhakikisha hii nakala Angavu itabakia ikipatikana katika eneo tajwa, mpaka angalau mwaka mmoja tangu mara ya mwisho umegawa nakala Isiyo Angavu (mwenyewe au kupitia mawakala wako au wauzaji wa rejareja) wa toleo hilo kwa umma.

Inaombwa na sio lazima, kwamba uwasiliane na waandishi wa nyaraka kabla ya kusambaza upya idadi kubwa ya nakala, kuwapa nafsi ya kukupa toleo lililosasishwa la nyaraka.

# 4. MABADILIKO

Unaweza kunakili na kusambaza Toleo Lililobadilishwa la Nyaraka chini ya masharti ya kifungu 2 na 3 juu, ikiwa kwamba unatoa Toleo Lililobadilishwa chini ya Leseni hii, na Toleo Lililobadilishwa likichukua jukumu la Nyaraka, hivyo usambazaji wa leseni na ubadilishaji wa Toleo Lililobadilishwa kwa yoyote anaemiliki nakala yake. Kwa zaidi, unatakiwa kufanya haya mambo kwenye Toleo Lililobadilishwa.

A. Tumia katika Ukurasa wa Mada (na kwenye majalada kama yapo) mada tofauti kutoka ile ya Nyaraka, na zile za matoleo ya nyuma (ambazo zinatakiwa, kama zilikwepo kuorodheshwa katika kifungu cha Historia cha Nyaraka). Unaweza kutumia mada sawa na ya toleo la nyuma kama mchapishaji halisi wa toleo hilo akitoa ruhusa.

B. Orodha kwenye Ukurasa wa Mbele, kama waandishi, mtu mmoja au zaidi au vyombo vilivyohusika na uandishi wa mabadiliko katika Matoleo Mapya, pamoja na japo waandishi wakuu watano wa Nyaraka (waandishi wakuu wote, kama ina chini ya watano).

C. Tamka katika ukurasa wa mbele jina la mchapishaji wa Toleo Lililobadilishwa, kama mchapishaji.

D. Hifadhi notisi za hakimiliki zote za Nyaraka.

E. Ongeza notisi sahihi ya hakimiliki kwa mabadiliko yake karibu na na notisi nyingine za hakimiliki.

F. Jumuisha, baada tu ya notisi za hakimiliki, notisi ya leseni kuupa umma ruhusa ya kutumia Toleo Lililobadilishwa chini ya sheria za Leseni, katika mfumo ulioonyeshwa katika kiambatanisho chini.

G. Hifadhi katika notisi hiyo ya leseni orodha kamili ya Vifungu Visivyoathirika na Nakala za Jalada zinazotakiwa zilizotolewa katika notisi ya leseni ya Nyaraka.

H. Ongeza nakala isiyobadilishwa ya Leseni hii.

I. Hifadhi kifungu kiitwacho "Historia", na mada yake, na iongezee kifaa kinachosema japo mada, mwaka, waandishi wapya, na mchapishaji wa Toleo Lililobadilishwa kama ilivyo kwenye Ukurasa wa Mada. Kama hakuna kifungu kiitwacho "Historia" katika Nyaraka, tengeneza moja inayosema mada, mwaka, waandishi, na mchapishaji wa Nyaraka kama ilivyo kwenye Ukurasa wa Mada, kisha ongeza kifaa kinacholelezea Toleo Lililobadilishwa, kama ilivyoelezwa kwenye sentensi iliyopita.

J. Hifadhi eneo la mtandao, kama lipo, ikiwa katika Nyaraka kwa ajili ya ufikivu wa umma kwenye nakala Wazi ya Nyaraka, na hivyo hivyo maeneo ya mtandao yaliyo kwenye Nyaraka kwa ajili ya matoleo yaliyopita iliyokuwa ikijikita. Hizi zinaweza kuwek-

wa kwenye kifungu "Historia". Unaweza kuondoa eneo la mtandao kwa kazi ambayo ilichapishwa japo miaka miine kabla ya Nyaraka yenyewe, au mchapishaji halisi wa toleo husika akiruhusu.

K. Katika kifungu chochote kilichoandikwa "Shukrani" au "Kujitolea", hifadhi mada za vifungu, na hifadhi kwenye vifungu vitu vyote na muonekano wa kila Shukrani ya mchangiaji na/au kujitolea yaliyotolewa.

L. Hifadhi Vifungu vyote Visivyoathirika vya Nyaraka, bila kubadilishwa nakala na katika sheria zake. Nambari za Vifungu au kinachofanania hazichukuliwi kama sehemu ya kichwa cha kifungu.

M. Futa kifungu chochote kiitwacho "Idhini". Kifungu kama hicho hakitakiwi kuwepo katika Toleo Lililobadilishwa.

N. Hutakiwi kukipa upya jina "Idhini" kipengele chochote kilichopo au kuingiliana majina na Kipengele Kisichobadilika chochote.

Kama Toleo Lililobadilishwa linajumuisha vifungu vya mambo ya mbele vipya au viambatanisho ambavyo vina sifa kama Vifungu vya Sekondari na havina kitu chochote kilichonakiliwa kutoka kwenye Nyaraka, unaweza kwa uamuzi wako mwenyewe kuteua baadhi au vifungu vyote hivi kuwa Visivyobadilika. Kufanya hivi, ongeza vichwa vyao vya habari kwenye orodha ya Vifungu Visivyobadilika katika Matoleo Yaliyobadilishwa ya notisi ya leseni. Hivi vichwa vya habari lazima viwe tofauti na vile vya vifungu vingine.

Unaweza kuongeza kipengele kiitwacho "Idhini", ikiwa kwamba haina kitu kingine lakini idhini au uthibitisho wa Toleo Lako jipya kutoka kwa makundi mbali mbali--kwa mfano, kauli ya mapitio ya watu au kwamba nakala imeidhinishwa na shirika au mamlaka ya ufafanuzi wa viwango.

Unaweza kuongeza kifungu cha mpaka maneno matano kama Nakala ya Jalada la Mbele, na kiungu cha mpaka maneno 25 kama Nakala ya Jalada la Nyuma, kwenye mwisho wa orodha ya Nakala za Majalada katika Toleo Lililobadilishwa. Kifungu kimoja tu cha Nakala ya Jalada la Mbele na Nakala ya Jalada la Nyuma kinaweza kuongezwa na (au kupitia mipango iliyofanywa na) chombo chochote kimoja. Kama nyaraka tayari inajumuisha nakala ya jalada kutoka kwenye jalada hilo hilo, iliyoongezwa kabla na wewe au kwa mpango uliofanywa na chombo kile kile ambacho unakitumikia, huwezi kuongeza nyingine; lakini unaweza kuwa mbadala wa lililokuwepo, kwa ruhusa ya wazi kutoka kwa mchapishaji aliyeongeza ya zamani.

Mwandishi (waandishi) na mchapishaji (wachapishaji) wa nyaraka hawatoi ruhus akwa leseni hii kutumia majina yao kwa utangazaji au kwa madai au kama idhini ya Toleo lolote jipya.

# 5. KUJUMUISHA NYARAKA

Unaweza kuunganisha Nyaraka hiyo na Nyaraka nyingine zilizotolewa chini ya Leseni hii, chini ya masharti yaliyofafanuliwa katika kifungu 4 juu kwa matoleo yaliyobadilishwa, ikiwa kwamba unajumuisha katika muunganiko Vifungu vyote Visivyoathirika vya nyaraka zote halisi, ambazo hazijabadilishwa, na kuziorodhesha zote kama Vifungu Visivyoathirika vya kazi yako katika notisi yake ya leseni.

Kazi iliyounganishwa inahitaji kuwa na nakala moja ya hii Leseni, na Vifungu Visivyoathirika vingi vinavyofanana vinaweza kubadilishwa na nakala moja. Kama kuna Vifungu Visivyoathirika vingi vyenye jina moja lakini maudhui tofauti, fanya kichwa cha kila kifungu kuwa cha kipekee kwa kuongeza mwishoni mwake, katika mabano, jina la mwandishi halisi au mchapishaji wa kifungu hicho kama anajulikana, au namba ya kipekee. Fanya mabadiliko hayo hayo kwenye vichwa vya vifungu katika orodha ya Vifungu Visivyoathirika kwenye notisi ya leseni ya kazi iliyojumuishwa.

Katika majumuisho, lazima ujumuishe kifungu chochote kilichoandikwa "Historia" katika nyaraka halisi zozote, kutengeneza kifungu kimoja kiitwacho "Historia"; hivyo hivyo jumuisha vifungu vyovyote viitwavyo "Shukrani", na vifungu vyovyote viitwavyo "Kujitolea." Lazima ufute vifungu vyote viitwavyo "Endorsements."

# 6. MKUSANYIKO WA NYARAKA

Unaweza kutengeneza mkusanyiko unaojumuisha Nyaraka hiyo na nyaraka nyingine zilizotolewa chini ya Leseni hii, na kubadilisha nakala binafsi za leseni hii katika nyaraka tofauti kwa kutumia nakala moja ambayo imejumuishwa na mkusanyiko huu, ikiwa kwamba unafuata sheria za Leseni hii, kwa kunakili bila mabadiliko katika kila nyaraka kwa mambo mengine yote.

Unaweza kutoa dondoo ya nyaraka moja kutoka kwenye mkusanyiko, na kuisambaza kibinafsi chini ya hii Leseni, ikiwa umeingiza nakala ya leseni hii kwenye nyaraka hiyo, na kufuata hii Leseni katika mambo mengine yote kuhusu kunakili bila mabadiliko ya nyaraka hiyo.

# 7. KUJUMUISHA NA KAZI BINAFSI

Mkusanyiko wa Nyaraka au sehemu zake na nyaraka nyingine tofauti na huru au kazi, juu ya au ndani ya hifadhi ya wingi au chombo cha usambazaji, haihesabiki kwa ujumla kama Toleo lililonbadilishwa la Nyaraka, ikiwa hakuna hakimiliki ya ukusanyaji iliyoombwa. Mkusanyiko wa aina hii unaitwa "aggregate", na hii Leseni haifanyi kazi kwenye kazi nyingine za binafsi ambazo zimejumuishwa na Nyaraka, kwa kuwa zimejumuishwa, kama zenyewe siyo sehemu za kazi ya Nyaraka.

Kama mahitaji ya Nakala ya Jalada ya kifungu 3 yanaweza kutumika kwenye hizi nakala za Nyaraka, basi kama nyaraka ni ndogo zaidi ya robo ya mkusanyiko mzima, Nakala za Jalada la Nyaraka zinaweza kuwekwa kwenye majalada ambayo yanazunguka Nyaraka tu ndani ya mkusanyiko. La sivyo lazima zitokee kwenye majalada kwenye mkusanyiko wote.

# 8. TAFSIRI

Tafsiri inachukuliwa kama aina ya ubadilishaji, kwa hiyo unaweza kusambaza tafsiri ya Nyaraka chini ya masharti ya kifungu 4. Kubadilisha Vifungu Visivyobadilika kwa tafsiri inahitaji ruhusa maalumu kutoka kwa wanaoshikilia hakimiliki, lakini unaweza kujumuisha tafsiri ya baadhi au Vifungu Visivyobadilika vyote, kama nyongeza kwa matoleo halisi ya hivi Vifungu Visivyobadilika. Unaweza kujumuisha tafsiri ya hii Leseni ikiwa kwamba umejumuisha pia toleo halisi la Kiingereza la hii Leseni. Ikitokea kutokuwapo na makubaliano kati ya tafsiri na toleo halisi la Kiingereza la hii Leseni, toleo halisi la Kiingereza litatumika.

# 9. USITISHAJI

Huwezi kunakili, kubadilisha, kupata leseni ndogo, au kusambaza Nyaraka hiyo ila tu ikiwa imeonyeshwa chini ya Leseni hii. Jaribio lingine lolote la kunakili, kubadilisha, kupata leseni ndogo, au kusambaza Nyaraka ni batili, na itasitisha kiotomatiki haki zako chini ya Leseni hii. Hata hivyo, washirika waliopokea nakala, au haki, kutoka kwako chini ya Leseni hii hawatasitishiwa leseni zao ikiwa tu wataendeleza ushirikiano kamili.

# 10. MAREKEBISHO YA BAADAYE YA HII LESENI

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kiroho na toleo la sasa, lakini yanaweza kutofautiana kiundani kushughulikia matatizo mapya au wasiwasi. Tembelea [http://www.gnu.org/copyleft/](http://www.gnu.org/copyleft/).

Kila toleo la Leseni limepewa nambari ya toleo tofauti na nyingine. Kama nyaraka ikibain-isha kwamba toleo la Leseni hii lenye nambari fulani "au toleo lolote la mbele" linahusika nayo, una machaguo ya kufuata masharti na vigezo ya aidha toleo lililobainishwa au toleo lolote la mbele ambalo limechapishwa (sio kama rasimu) na Free Software Foundation. Kama nyaraka haijabainisha nambari ya toleo la hii Leseni, unaweza kuchagua toleo lolote lilillowahi kuchapishwa (sio kama rasimu) na Free Software Foundation.

# . Jinsi ya kutumia hii Leseni kwa ajili ya nyaraka zako

Kutumia hii leseni kwenye nyaraka uliyoandika, jumuisha nakala ya Leseni kwenye nyara-ka na weka hakimiliki ifuatayo na notisi za leseni baada tu ya ukurasa wa mbele:

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Kama hauna Vifungu Visivyobadilika, andika "bila Vifungu Visivyobadilika" badala ya kuse-ma ni vipi havibadiliki. Kama hauna Nakala za Jalada la Mbele, andika "hakuna Nakala za Jalada la Mbele" badala ya "Nakala za Jalada la Mbele kuwa ORODHA"; hivyo hivyo kwa Nakala za Jalada la Nyuma.

Kama nyaraka yako ina mifano iliyo ya msingi ya kanuni za programu, tunashauri kutoa hii mifano sambamba chini ya leseni huru ya programu ya chaguo lako, kama GNU General Public License, kuruhusu utumizi wake katika programu za bure.