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AppointmentToTicket

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Rother OSS GmbH

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Description

This package brings the functionality to automatically create a ticket with configurable parameters to a freely chooseable point in time in relation to an appointment.

Ticket Creation is initiated in the AppointmentEdit mask under the section 'Ticket Creation'. A point in time relative to the appointment, as well as ticket data can be configured. Recurring appointments are supported.

The feature as of now does not support dynamic fields of type database.

Ticket Creation

Ticket:

Relative point of time:

Date/Time: -

* Customer user:

* Queue

* Priority

* State

Article is visible for customer

Fig. 1.1: The screenshot shows the newly available fields for ticket creation.

System requirements

2.1 Framework

OTOBO 10.1.x

2.2 Packages

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2.3 Third-party software

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3.1 Frontend::Agent::ModuleRegistration::Loader

3.1.1 Loader::Module::AgentAppointmentCalendarOverview###009-AppointmentTicket

Loadermodule registration for the agent interface.

3.2 Frontend::Agent::View::AgentAppointmentEdit

3.2.1 Ticket::Frontend::AgentAppointmentEdit###ServiceMandatory

Sets if service must be selected by the agent.

3.2.2 Ticket::Frontend::AgentAppointmentEdit###DynamicField

Dynamic fields shown in the appointment edit screen of the agent interface

3.2.3 Ticket::Frontend::AgentAppointmentEdit###StateDefault

Sets the default next state for new tickets in the AgentAppointmentEdit interface.

3.2.4 Ticket::Frontend::AgentAppointmentEdit###SLAMandatory

Sets if SLA must be selected by the agent.

3.2.5 Ticket::Frontend::AgentAppointmentEdit###Priority

Sets the default priority for new tickets in the AgentAppointmentEdit interface.

3.3 Frontend::Agent::View::TicketCalendar

3.3.1 Ticket::Frontend::AgentAppointmentEdit###StateType

Determines the next possible ticket states, after the creation of a new ticket from a calendar appointment in the agent interface.

3.4 Frontend::Base::DynamicFieldScreens

3.4.1 DynamicFieldScreens###AppointmentTickets

This configuration defines all possible screens to enable or disable dynamic fields.

4.1 Contact

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4.2 Version

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