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DynamicFieldDatabaseExtensions

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Rother OSS GmbH

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CHAPTER 1

Description

The package `DynamicFieldDatabaseExtensions` provides the possibility to extend the information displayed by dynamic field database values.

2.1 Framework

OTOBO 11.0.x

2.2 Packages

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2.3 Third-party software

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After installation and activating the system configuration, a dropdown is added to the possible values elements in the AdminDynamicFieldDB screen (see picture 2). There you can choose a header under which the possible value should be layouted. An example layout of the TicketInformation widget in AgentTicketZoom is shown in picture 1.

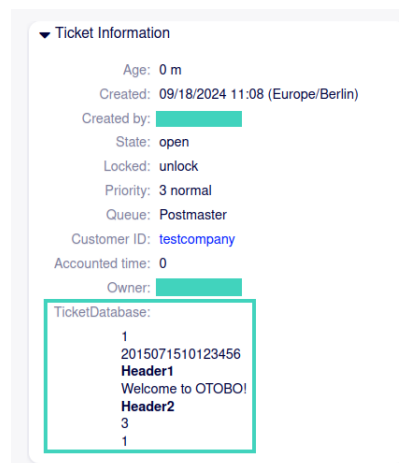


Fig. 3.1: The screenshot shows a layout example in the TicketInformation widget.

3.1 Setup

To activate the package functionality, the newly added system configuration setting `DynamicFieldDB::DisplayFieldHeaders` needs to be activated. In the setting, you can define a list of headers to group dynamic field database possible values by. Notice that, despite not being present in the setting, the header `General` is always displayed in the newly added dropdown in the possible values elements in `AdminDynamicFieldDB`. Also, the entire feature will only be active if the system configuration setting is activated.

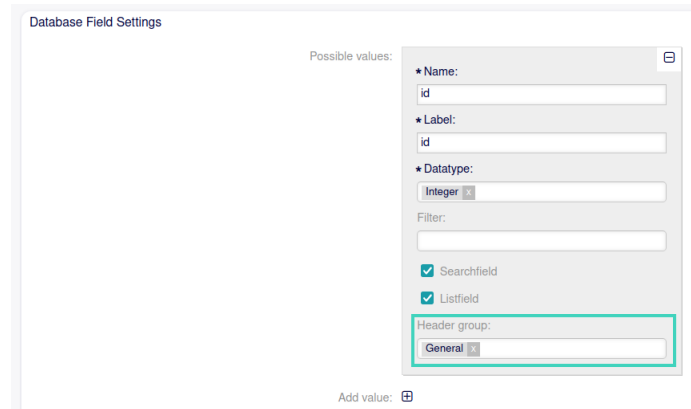


Fig. 3.2: The screenshot shows the newly available header dropdown in AdminDynamicFieldDB.

3.2 Configuration Reference

3.2.1 Core::Ticket

DynamicFieldDB::DisplayfieldHeaders

Define a list of headers to group dynamic field database possible values by. Notice: Header 'General' is always added if not defined.

DynamicFieldDB::ExtendedValueStructure

Activate or deactivate the extended value structure feature for dynamic fields of type database.

3.2.2 Frontend::Agent::ModuleRegistration::Loader

Loader::Module::AgentTicketZoom###003-DynamicFieldDatabaseExtensions

Loader module registration for the agent interface.

3.2.3 Frontend::Customer::ModuleRegistration::Loader

Loader::Module::CustomerTicketZoom###003-DynamicFieldDatabaseExtensions

Loader module registration for the agent interface.

4.1 Contact

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4.2 Version

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