



# OTOB Installation Guide

Release rel-11.0

Rother OSS GmbH

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# CHAPTER 1

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Description

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Mark whole tickets or single articles as unseen or seen.





## 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 Setup

### 3.2 Configuration Reference

#### 3.2.1 Core::OTOBO::MarkTicketSeenUnseen

##### MarkTicketSeenRedirectDefaultURL

Defines the redirect URL for setting a ticket article to 'seen'.

##### MarkTicketUnseenRedirectDefaultURL

Defines the redirect URL for setting a ticket article to 'unseen'.

#### 3.2.2 Frontend::Agent::ModuleRegistration

##### Frontend::Module###AgentTicketMarkSeenUnseen

Frontend module registration for the agent interface.

#### 3.2.3 Frontend::Agent::TicketOverview::MenuModule

##### Ticket::Frontend::PreMenuModule###442-MarkTicketUnseen

Registers a link in the ticket menu of ticket overviews to mark all articles of the ticket as unseen.

#### **Ticket::Frontend::PreMenuModule###442-MarkTicketSeen**

Registers a link in the ticket menu of ticket overviews to mark all articles of the ticket as seen.

### **3.2.4 Frontend::Agent::View::Preferences**

#### **PreferencesGroups###MarkTicketUnseenRedirectURL**

Defines the config parameters available in the preferences view. The default redirect URL from SysConfig 'MarkTicketUnseenRedirectDefaultURL' is used if no selection is made by the agent.

#### **PreferencesGroups###MarkTicketSeenRedirectURL**

Defines the config parameters available in the preferences view. The default redirect URL from SysConfig 'MarkTicketSeenRedirectDefaultURL' is used if no selection is made by the agent.

### **3.2.5 Frontend::Agent::View::TicketBulk**

#### **Ticket::Frontend::BulkModule###001-MarkTicketSeenUnseen**

This configuration registers a bulk module to mark tickets as seen or unseen via bulk action.

### **3.2.6 Frontend::Agent::View::TicketZoom::MenuModule**

#### **Ticket::Frontend::MenuModule###001-MarkTicketUnseen**

Registers a link in the ticket menu to mark a ticket as unseen.

#### **Ticket::Frontend::MenuModule###001-MarkTicketSeen**

Registers a link in the ticket menu to mark a ticket as seen.

## 4.1 Contact

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## 4.2 Version

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