



OTOB Installation Guide

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Rother OSS GmbH

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Description

Extends response template configuration by selectable ticket state which will be pre-selected upon answering a ticket.

1.1 Configuring pre-selected ticket states for response templates

This package adds a new option called “State pre-selection for Templates” within the “Ticket Settings” in the ADMIN panel. You can set a ticket state to response template. The ticket state will be pre-selected when answering a ticket via a response template.

Note: The configured ticket states must be allowed in ticket context as next state. If this should not be the case, no next state will be pre-selected when answering a ticket.

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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The following instructions explain how to install the package. There are two possibilities.

Please use the following URL to install the package utilizing the Admin Interface (please note that you need to be in the “admin” group). <https://localhost/otobo/index.pl?Action=AdminPackageManager>

Whenever you cannot use the Admin Interface for whatever reason, you may use the following command line tool (“bin/otobo.Console.pl Admin::Package::Install”) instead.

```
otobo_admin> bin/otobo.Console.pl Admin::Package::Install /path/to/  
↳ResponseTemplatesStatePreselection-10.0.1.opm
```

Usage

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3.1 1. Set state for response template

Go to the admin interface, and look for the ‘State pre-selection for Templates’ within the ‘Ticket Settings’ section and click on this link.

Once on the ‘Manage ticket state pre-selections for response templates’ screen click on one of the listed answer templates, then on the edit screen set a new value for ‘Pre-selected ticket state’ field.

Zoom a ticket and open the reply screen, verify the ‘Pre-selected ticket state’ should be set on the ‘Next ticket state’ field.

4.1 Frontend::Admin::ModuleRegistration

4.1.1 Frontend::Module###AdminResponseTemplatesStatePreselection

Frontend module registration for the admin interface.

4.2 Frontend::Admin::ModuleRegistration::AdminOverview

4.2.1 Frontend::NavigationModule###AdminResponseTemplatesStatePreselection

Admin area navigation for the agent interface.

4.3 Frontend::Admin::ModuleRegistration::Loader

4.3.1 Loader::Module::AdminResponseTemplatesStatePreselection###002-ResponseTemplatesStatePreselection

Loader module registration for the agent interface.

4.4 Frontend::Admin::ModuleRegistration::MainMenu

4.4.1 Frontend::Navigation###AdminResponseTemplatesStatePreselection###002-ResponseTemplatesStatePreselection

Main menu item registration.

4.5 Frontend::Agent

4.5.1 PreApplicationModule###ResponseTemplatesStatePreselection

Provides state preselection functionality for responses.

5.1 Contact

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5.2 Version

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