OTOBO Installation Guide

Release rel-11.0

Rother OSS GmbH

Sep 22, 2024

Contents

1 Description 3

2 System requirements 5
- 2.1 Framework . . . 5
- 2.2 Packages . . . 5
- 2.3 Third-party software . . . 5

3 Configuration Reference 7
- 3.1 Core::Acl . . . 7
- 3.2 Core::DynamicFields::ObjectTypeRegistration . . . 7
- 3.3 Core::Event::Ticket . . . 7
- 3.4 Frontend::Base::DynamicFieldScreens . . . 8
- 3.5 Frontend::Customer::ModuleRegistration . . . 8
- 3.6 Frontend::Customer::ModuleRegistration::Loader . . . 8
- 3.7 Frontend::Customer::View::Dashboard::Configuration . . . 8
- 3.8 Frontend::Customer::View::Dashboard::Tiles . . . 9

4 About 11
- 4.1 Contact . . . 11
- 4.2 Version . . . 11

CHAPTER 1

Description

A detailed service catalog.

CHAPTER 2

System requirements

2.1 Framework

OTOBO 11.0.x

2.2 Packages

2.3 Third-party software

-

CHAPTER 3

Configuration Reference

3.1 Core::Acl

3.1.1 ServiceCatalog::CreateTypeServiceRelatedAcls

This option allows you to automatically generate ACLs for different interfaces when creating services. Services will then only be displayed if the ticket type stored in the service has been selected.

3.1.2 ServiceCatalog::CreateTypeServiceRelatedAcls::Options

Acl configuration für Type - Service restrictions. Please activate ServiceCatalog::CreateTypeServiceRelatedAcls before. For the key ConfigChange please use Possible or PossibleAdd. DeployNewACL deploy the changed acl Immediately.

3.2 Core::DynamicFields::ObjectTypeRegistration

3.2.1 DynamicFields::ObjectType###Service

DynamicField object registration.

3.3 Core::Event::Ticket

3.3.1 Ticket::EventModulePost###9700-SetDynamicFieldCriticalityFromService

Event module registration. Currently, the criticality of the service can also be set in the service, but this has no effect. Therefore, this event module has been implemented that automatically updates the DynamicField Criticality in a ticket as soon as a service has been assigned. Please activate the

SysConfig option SetPriorityFromCriticalityAndImpactMatrix to set the priority in the next step based an Criticality and Impact.

3.3.2 Ticket::EventModulePost###9800-SetPriorityFromCriticalityAndImpactMatrix

Event module registration. Currently, the criticality of the service can also be set in the service, but this has no effect. Therefore, this event module has been implemented that automatically updates the priority regarding Criticality and Impact in a ticket.

3.4 Frontend::Base::DynamicFieldScreens

3.4.1 DynamicFieldScreens###ServiceCatalog

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

3.5 Frontend::Customer::ModuleRegistration

3.5.1 CustomerFrontend::Module###CustomerTileServiceCatalog

Frontend module registration for the customer interface.

3.6 Frontend::Customer::ModuleRegistration::Loader

3.6.1 Loader::Module::CustomerDashboard###003-CustomerDashboard

Loader module registration for the customer interface.

3.7 Frontend::Customer::View::Dashboard::Configuration

3.7.1 CustomerDashboard::Configuration::ServiceCatalog

Additional settings for the service catalog.

3.7.2 CustomerDashboard::Configuration::ServiceCatalog###SortByTicketType

Show services with the following ticket type last.

3.7.3 CustomerDashboard::Configuration::ServiceCatalog###FAQDescriptionField

The FAQ field that should be used as the description of an FAQ article in the sidebar (e.g. Field1, Field2, Field3...).

3.7.4 CustomerDashboard::Configuration::ServiceCatalog###DynamicField

Dynamic fields shown in the service catalog screen of the customer interface.

3.8 Frontend::Customer::View::Dashboard::Tiles

3.8.1 CustomerDashboard::Tiles###ServiceCatalog-01

Tile registration for the CustomerDashboard. Module is required.

3.8.2 CustomerDashboard::Tiles###FeaturedLink-01

Tile registration for the CustomerDashboard. Module is required.

CHAPTER 4

About

4.1 Contact

Rother OSS GmbH
Email: hello@otobo.de
Web: https://otobo.de

4.2 Version

Author: Rother OSS GmbH / Version: rel-11.0 / Date of release: 2024-09-22