



# OTOB User Manual

11.0

Rother OSS GmbH

2024 09 23



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---

This manual is intended for use by OTOBO agents. The chapters describe the usage of the OTOBO software as an agent user.

## 1.1

---

: You have to replace <OTOBO\_HOST> with your domain.

---

```
https://<OTOBO_HOST>/otobo/index.pl
```

You need an agent account to be able to use OTOBO. If you have no account yet, please contact your administrator.

## 1.2 Login to Customer Interface

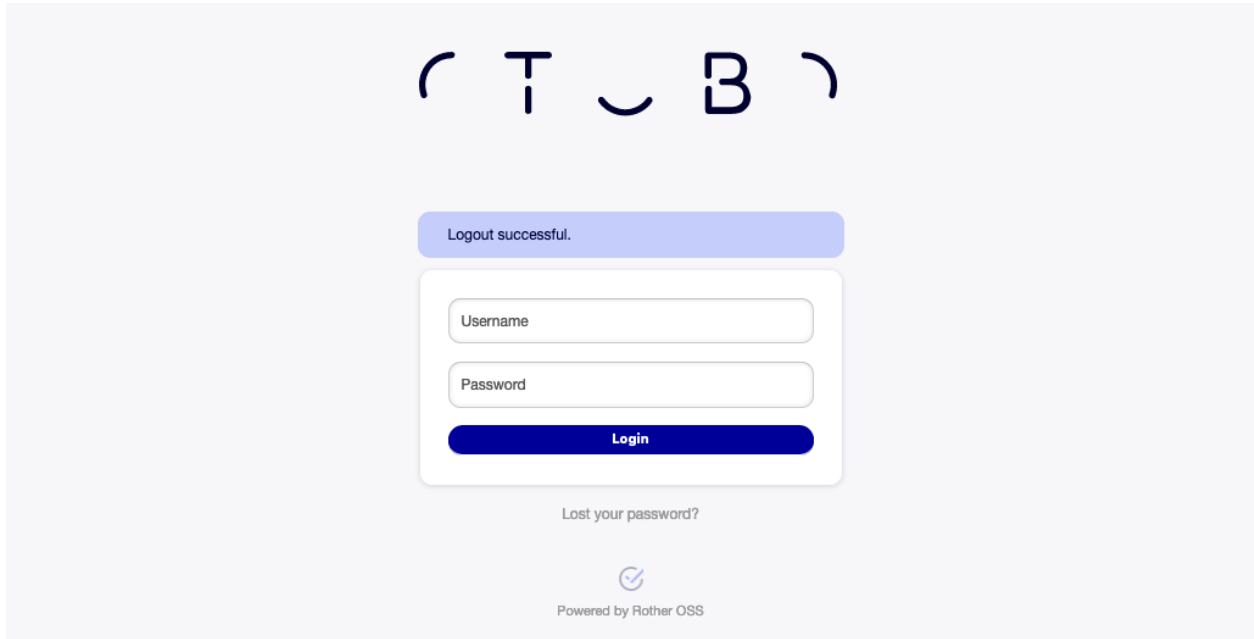
The customer interface is available at the following location.

---

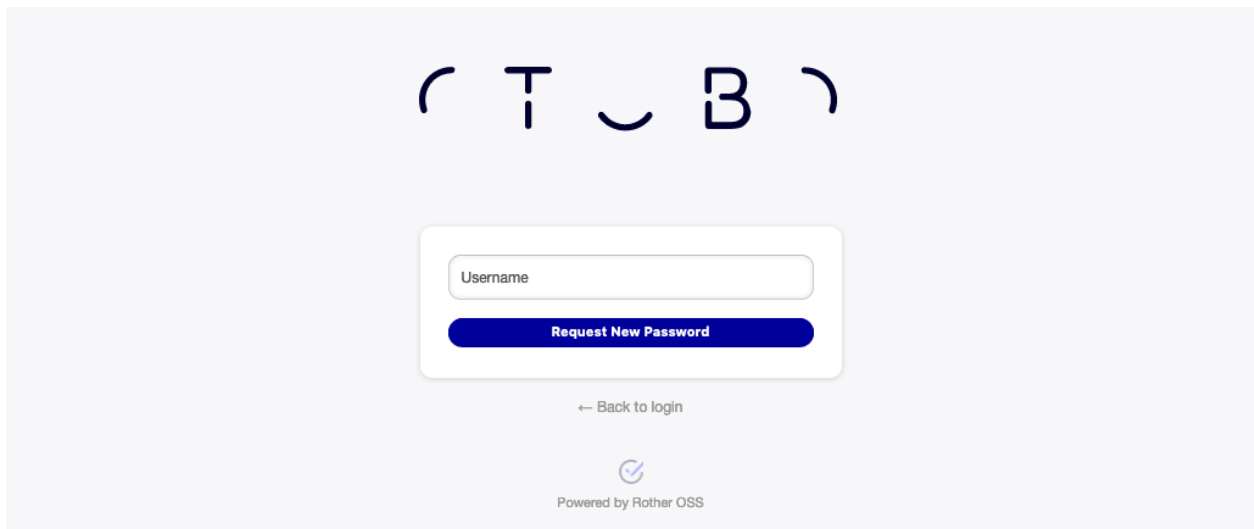
: You have to replace <OTOBO\_HOST> with your domain.

---

```
https://<OTOBO_HOST>/otobo/customer.pl
```



1.1: 00000000



1.2: 000000



T
B
F

Otobo Helpdesk

Dashboard
Customers
Calendar
Tickets
FAQ
Reports
Admin
🔍

**Reminder Tickets**

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

**Escalated Tickets**

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

**New Tickets**

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (1)

TICKET#	AGE	TITLE
2015071510123456	57 d 22 h	Welcome to OTOBO!

**Open Tickets**

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

**Ticket Queue Overview**

QUEUE	NEW	OPEN	PENDING REMINDER	TOTAL
Raw	1	0	0	1
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	

Settings

**7 Day Stats**

Upcoming Events

none

Latest updated FAQ articles

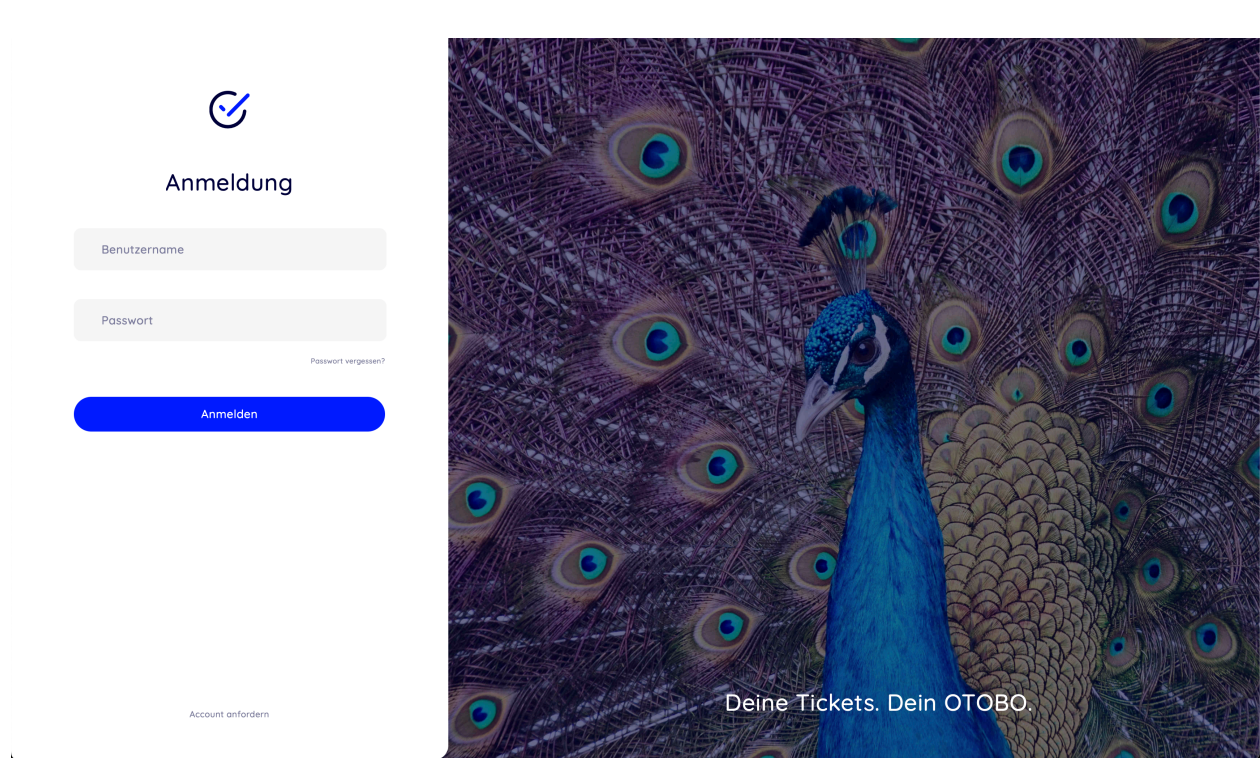
Latest created FAQ articles

**OTOBO News**

- OTOBO Launch
- Chatbot, Testing, neue Features
- Rother OSS veröffentlicht OTOBO 10 beta Beta-Launch am 30.01.2020
- Rother OSS kündigt neues Open Sourc...

Powered by Rother OSS

1.3: [redacted]

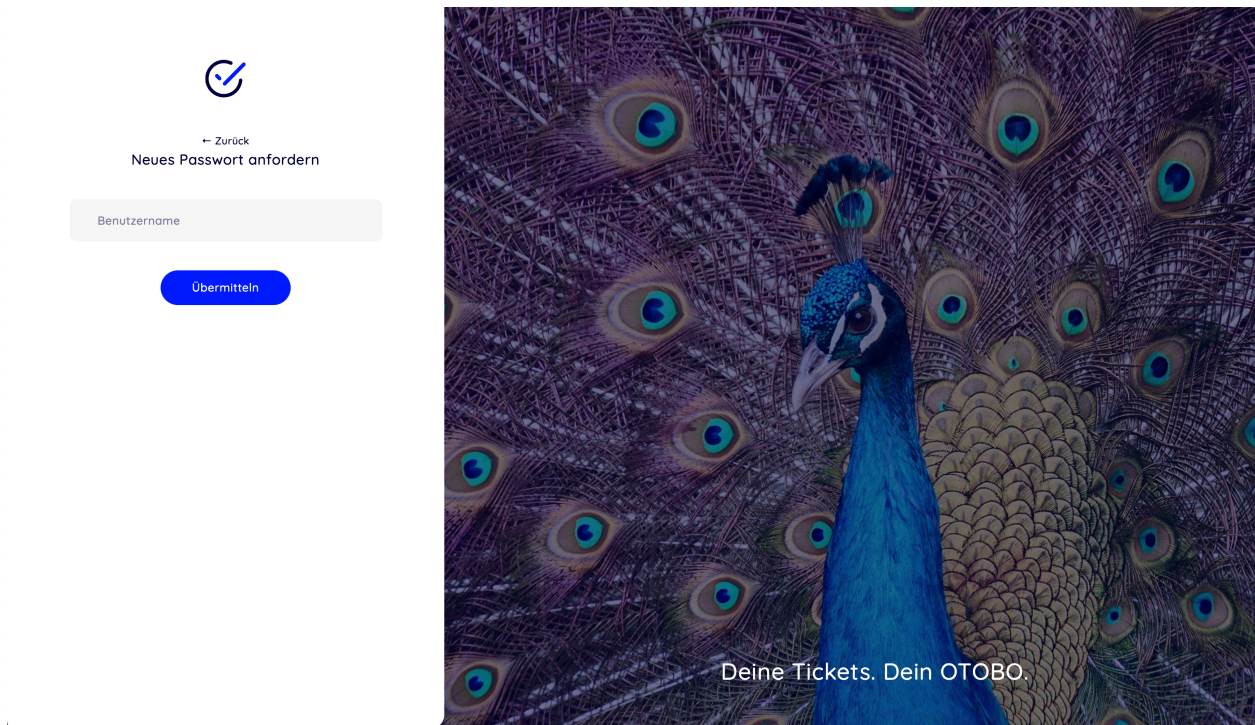


1.4: Customer Login Screen

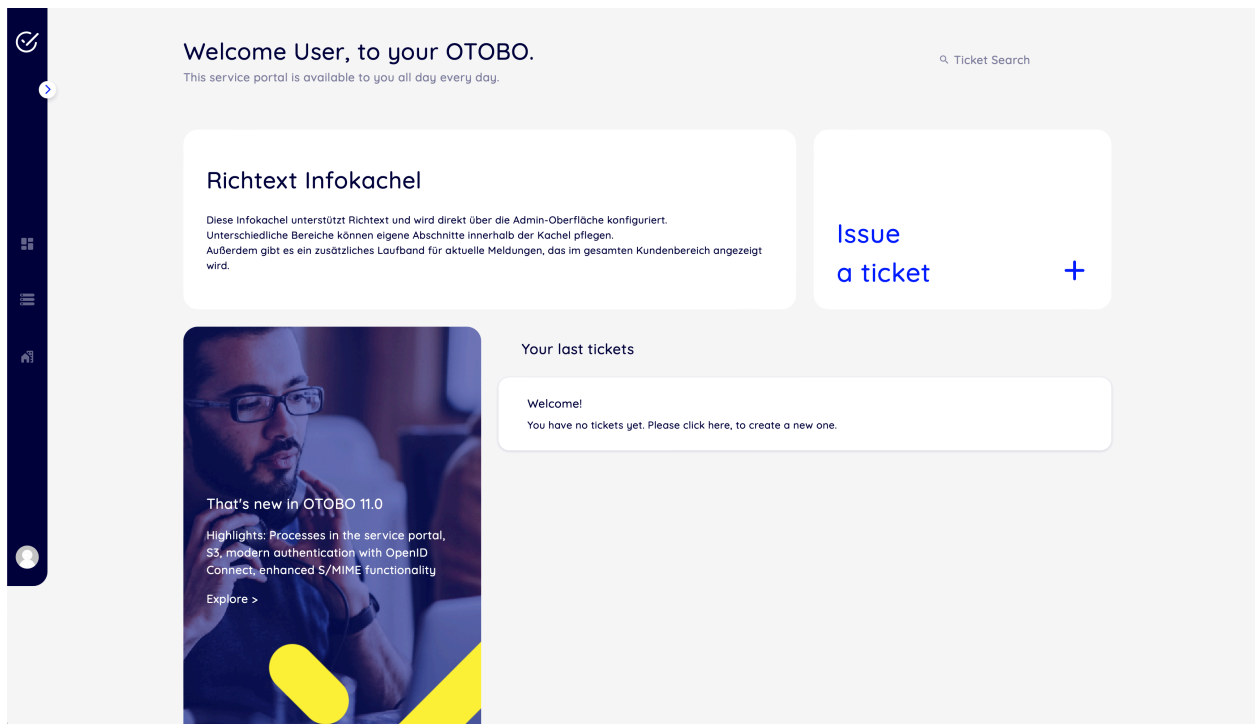
You need a customer account to be able to use OTOBO. If you have no account yet, please contact your administrator or signup (if enabled by the administrator).

XXXXXXXXXXXXXXXX XXXXXX XXXXXXXXXXXXXXXXXXXX

After a successful login, the customer dashboard will be displayed.



1.5: [Icon] [Icon] [Icon] [Icon] [Icon]



1.6: Customer Interface



In this section you can find information if you are working as an agent in OTOBO.

### 2.1



One of the most important features about the dashboard is that is completely customizable. That means that you can configure each part as you want, showing or hiding elements. It is even possible to relocate these elements within the same column by clicking on and dragging the header of an element, and dropping them elsewhere. Each element is named widget. The system has some widgets ready to use out of the box, but the modular design of the dashboard screen is prepared to integrate custom widgets easily.

The content of this screen is arranged in two main columns, on the left column you normally can see information about tickets classified by their states like: reminder, escalated, new, and open. On each of these widgets you can filter the results to see all of the tickets that you are allowed to access, tickets you have locked, the ones that are located in agent defined queues, among other filters. There are also other kind of widgets in this column and they are all described below.

#### 2.1.1


 The  and the  possibilities.

 Icons with numbers indicating some ticket actions with the number of related tickets. The icons and search boxes are not activated by default.

:

The screenshot displays the OTOBO dashboard interface. At the top, there is a navigation bar with icons for user profile, folder, phone, and mail, followed by menu items: Dashboard, Customers, Calendar, Tickets, FAQ, Reports, Admin, and a search icon. The 'Otobo Helpdesk' logo is on the right. The main content area is divided into several sections:

- Reminder Tickets:** Shows 'My locked tickets (0)' and a table with columns 'TICKET#', 'AGE', and 'TITLE'. The table is empty.
- Escalated Tickets:** Shows 'My locked tickets (0)', 'Tickets in My Queues (0)', 'Tickets in My Services (0)', and 'All tickets (0)'. The table is empty.
- New Tickets:** Shows 'My locked tickets (0)', 'Tickets in My Queues (0)', 'Tickets in My Services (0)', and 'All tickets (1)'. The table contains one entry:
 

TICKET#	AGE	TITLE
2015071510123456	57 d 22 h	Welcome to OTOBO!
- Open Tickets:** Shows 'My locked tickets (0)', 'Tickets in My Queues (0)', 'Tickets in My Services (0)', and 'All tickets (0)'. The table is empty.
- Ticket Queue Overview:** A summary table:
 

QUEUE	NEW	OPEN	PENDING REMINDER	TOTAL
Raw	1	0	0	1
<b>TOTAL</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>

The right sidebar contains:

- Settings** (dropdown menu)
- 7 Day Stats:** A line chart showing 'Created' (red) and 'Closed' (green) tickets over a 7-day period. The y-axis ranges from 0 to 1. A green area under the line shows 1 closed ticket on Thursday.
- Upcoming Events:** Shows 'none'.
- Latest updated FAQ articles**
- Latest created FAQ articles**
- OTOBO News:** A list of news items:
  - OTOBO Launch
  - Chatbot, Testing, neue Features
  - Rother OSS veröffentlicht OTOBO 10 beta
  - Beta-Launch am 30.01.2020
  - Rother OSS kündigt neues Open Sourc...

At the bottom center, there is a logo and the text 'Powered by Rother OSS'.

2.1: Dashboard

This block shows the top navigation bar of the OTOBO dashboard, including the user profile icon, menu items (Dashboard, Customers, Calendar, Tickets, FAQ, Reports, Admin, search), and the Otobo Helpdesk logo.

2.2: Navigation

Step 1: Log in to OTOBO → Step 2: Log in to OTOBO

Step 3: Log in to OTOBO

Note:

When ChatEngine::Active is enabled

When ChatEngine::Active is enabled

- When ChatEngine::Active is enabled
- When ChatEngine::Active is enabled
- When ChatEngine::Active is enabled (When ChatEngine::Active is enabled)

Note: The chat availability status will be changed from external chats to internal chats each time an agent logs in to OTOBO again.

Step 1: Log in to OTOBO

Step 2: Log in to OTOBO

Step 3: Log in to OTOBO

- When ChatEngine::Active is enabled
- When ChatEngine::Active is enabled Ticket::Watcher
- When ChatEngine::Active is enabled Ticket::Responsible
- When ChatEngine::Active is enabled
- When ChatEngine::Active is enabled
- When ChatEngine::Active is enabled

Step 4: Log in to OTOBO

Step 5: Log in to OTOBO

1. When ChatEngine::Active is enabled
2. When ChatEngine::Active is enabled
3. When ChatEngine::Active is enabled

Step 6: Log in to OTOBO

1. When ChatEngine::Active is enabled
2. When ChatEngine::Active is enabled
3. When ChatEngine::Active is enabled

Note:

When ChatEngine::Active is enabled

Step 7: Log in to OTOBO

1. When ChatEngine::Active is enabled
2. When ChatEngine::Active is enabled
3. When ChatEngine::Active is enabled

Step 8: Log in to OTOBO

**Reminder Tickets**

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	AGE	TITLE
none			

**Escalated Tickets**

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	AGE	TITLE
none			

**New Tickets**

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (4)

	TICKET#	▼AGE	TITLE
■	★ 2020112449000038	8 d 23 h	Test via Email
■	★ 2020112449000029	9 d 1 h	Test via Email
■	★ 2020112449000011	9 d 2 h	Willkommen
■	2015071510123456	72 d 21 h	Welcome to OTOBO!

**Open Tickets**

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (3)

	TICKET#	▼AGE	TITLE
■	★ 2020112549000027	7 d 18 h	Test Internal Helpdesk (Dynamic Field) Network Operations
■	★ 2020112549000018	7 d 21 h	Test Internal Helpdesk (Dynamic Field)
■	2020111949000011	14 d 0 h	User cannot login to his mail account

**Ticket Queue Overview**

QUEUE	NEW	OPEN	PENDING REMINDER	TOTAL
Misc	0	3	0	3
Raw	4	0	0	4
<b>TOTAL</b>	<b>4</b>	<b>3</b>	<b>0</b>	

Settings

**7 Day Stats**

**Upcoming Events**

none

**Latest updated FAQ articles**

- [How to create a support bundle](#)
- Misc - 11/18/2020 15:51 (Europe/Berlin)
- [Computer is dead](#)
- Misc - 11/18/2020 15:30 (Europe/Berlin)

**Latest created FAQ articles**

- [How to create a support bundle](#)
- Misc - 11/18/2020 15:51 (Europe/Berlin)
- [Computer is dead](#)
- Misc - 11/18/2020 15:30 (Europe/Berlin)

**OTOBO News**

- [OTOBO Launch](#)
- [Chatbot, Testing, neue Features](#)
- [Rother OSS veröffentlicht OTOBO 10 beta](#)
- [Beta-Launch am 30.01.2020](#)
- [Rother OSS kündigt neues Open Sourc...](#)

2.3: 11.0 11.0



- 1. [Placeholder]
- 2. [Placeholder]
- 3. [Placeholder]
- 4. [Placeholder]

**New Tickets**

Shown Tickets:

Shown Columns:

AVAILABLE COLUMNS	VISIBLE COLUMNS (ORDER BY DRAG & DROP)
<input type="text" value="Filter available fields..."/>	
Changed	1. TicketNumber
Created	2. Age
Customer Name	3. Title
Customer ID	
Customer User Name	
Customer User ID	
First Response Time	

or

Figure 2.4: [Placeholder]

[Placeholder]

[Placeholder]

[Placeholder]

[Placeholder]

**Reminder Tickets**

My locked tickets (0)   Tickets in My Queues (0)   **All tickets (0)**

	TICKET#	AGE	TITLE
none			

Figure 2.5: [Placeholder]

[Placeholder]

[Placeholder]

Escalated Tickets				
My locked tickets (0)		Tickets in My Queues (0)		<b>All tickets (0)</b>
		TICKET#	AGE	TITLE
none				

2.6: Escalated Tickets

New Tickets				
My locked tickets (1)		Tickets in My Queues (0)		<b>All tickets (1)</b>
		TICKET#	▼ AGE	TITLE
■		2015071510123456	122 d 22 h	Welcome to OTRS!

2.7: New Tickets

The Ticket Queue Overview widget gives an overview as a ticket count matrix, where the rows represent queues and the columns represent the ticket states. Each cell displays the number of tickets in a defined state that belongs to a particular queue.

The Ticket Queue Overview widget gives an overview as a ticket count matrix, where the rows represent queues and the columns represent the ticket states. Each cell displays the number of tickets in a defined state that belongs to a particular queue.

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The Ticket Queue Overview widget gives an overview as a ticket count matrix, where the rows represent queues and the columns represent the ticket states. Each cell displays the number of tickets in a defined state that belongs to a particular queue.

1. Ticket Queue Overview

Queue	State	Count	Start/End Time
Queue 1	Open	5	TicketCalendarStartTime
Queue 1	Open	5	TicketCalendarEndTime

2. Ticket Queue Overview → Ticket Queue Overview → Ticket Queue Overview

The Ticket Queue Overview widget gives an overview as a ticket count matrix, where the rows represent queues and the columns represent the ticket states. Each cell displays the number of tickets in a defined state that belongs to a particular queue.

- Ticket::Frontend::AgentTicketPhone###DynamicField
  - TicketCreateStartTime → 1 - [ ]
  - TicketCreateEndTime → 1 - [ ]

Open Tickets				
My locked tickets (0)		Tickets in My Queues (0)		<b>All tickets (0)</b>
		TICKET#	▼ AGE	TITLE
none				

2.8: Open Tickets

**Running Process Tickets**

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | **All tickets (0)**

TICKET#	PROCESS	ACTIVITY	AGE	TITLE
none				

2.9: Running Process Tickets

**Ticket Queue Overview**

QUEUE	NEW	OPEN	PENDING REMINDER	TOTAL
Misc	0	3	0	3
Raw	4	0	0	4
<b>TOTAL</b>	<b>4</b>	<b>3</b>	<b>0</b>	

2.10: Ticket Queue Overview

- Ticket::Frontend::AgentTicketEmail###DynamicField
  - TicketCreateStartTime → 1 -
  - TicketCreateEndTime → 1 -
- Ticket::Frontend::AgentTicketFreeText###DynamicField
  - TicketCreateStartTime → 1 -
  - TicketCreateEndTime → 1 -

3. DashboardEventsTicketCalendar###Queues Raw

- 1.
- 2.
- 3.

Events Ticket Calendar

month week day Mar 2019 < > Today

Mo	Tu	We	Th	Fr	Sa	Su
25	26	27	28	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
7a TODOs for the next week						
1	2	3	4	5	6	7

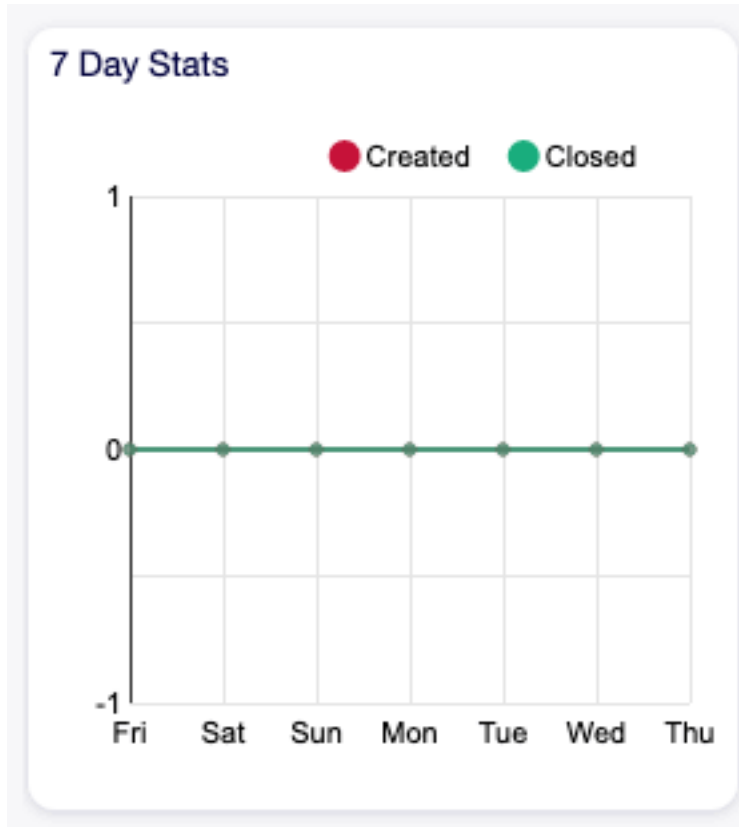
Figure 2.11: Events Ticket Calendar

▼ Settings

- Reminder Tickets
- Escalated Tickets
- New Tickets
- Open Tickets
- Running Process Tickets
- 7 Day Stats
- Upcoming Events
- Ticket Queue Overview
- Events Ticket Calendar
- Out Of Office
- Latest updated FAQ articles
- Latest created FAQ articles
- Logged-In Users
- OTOBO News
- Appointments

**Save settings**

2.12: Settings



2.13: 7 Day Stats

### Upcoming Events

none

2.14: Upcoming Events

Figure 2.15: Out of Office widget



Figure 2.15: Out of Office

Figure 2.16: Latest updated FAQ articles widget



Figure 2.16: Latest updated FAQ articles

Figure 2.17: Latest created FAQ articles widget



Figure 2.17: Latest created FAQ articles

Figure 2.18: OTOBO News widget

The OTOBO News widget displays news from an RSS feed.

Figure 2.18:

Example RSS feed: DashboardBackend###0410-RSS

Figure 2.18: OTOBO News widget

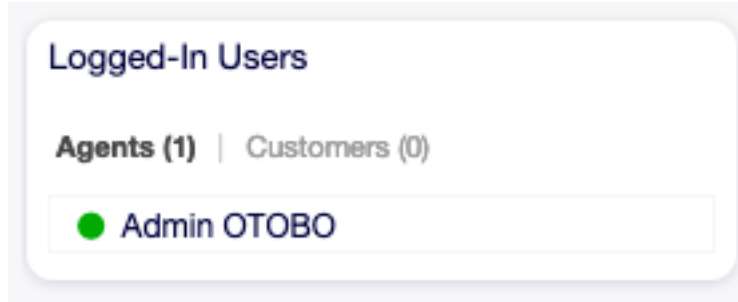


Figure 2.18: Logged-In Users

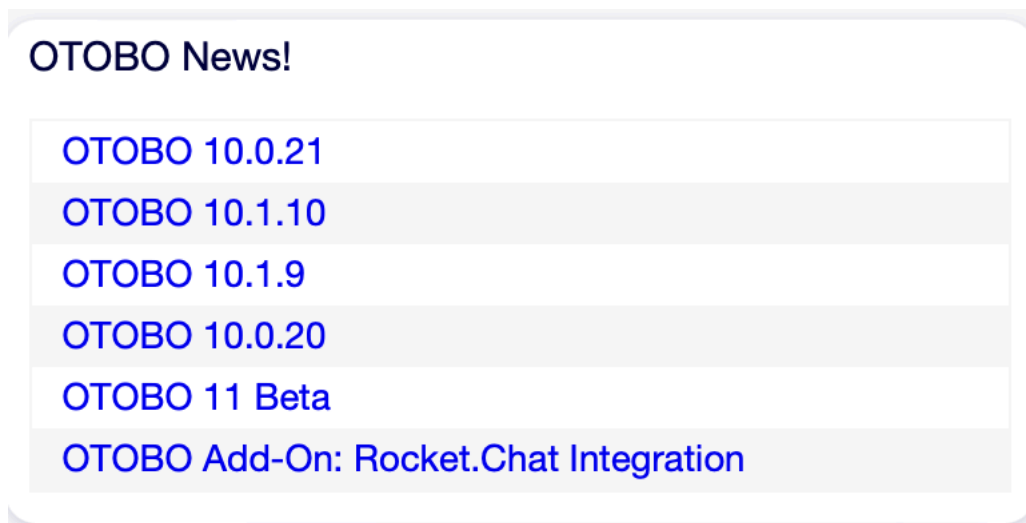
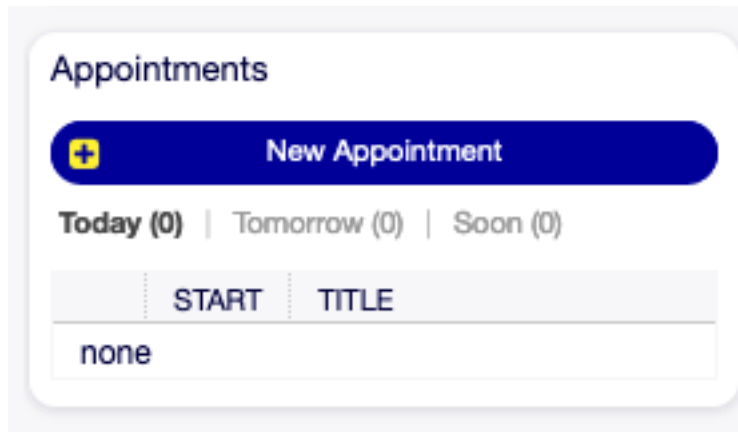


Figure 2.19: OTOBO News Widget



Appointment widget



2.20: Appointment widget

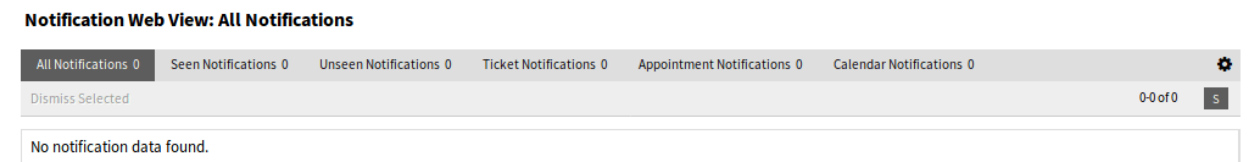
## 2.2 Profile

Use this menu to customize your profile in OTOBO. The personal menu is available via your avatar in the top left corner.

All settings changed in this menu affect only your profile, and does not affect the behavior of OTOBO for other agents.

### 2.2.1 Profile

Profile settings allow you to manage your personal information and preferences. The profile settings are located in the top left corner of the OTOBO interface.



2.21: Notification Web View

Notifications can be filtered by clicking on a state name in the header of the overview widget. There is an option All Notifications to see all notifications. The numbers after the state names indicate how many notifications are in each state.

Notification filtering steps:

1. Click on the state name in the header.
2. Select the notification state you want to filter by.
3. The notification list will be filtered accordingly.

11.0: OTOBO ユーザーマニュアル

---

## 2.2.2 ユーザー設定

Use this screen to set personal preferences in OTOBO. The personal preferences screen is available in the Personal Preferences menu item of the Avatar menu.

This overview screen consists of three modules.

- ユーザー設定
- 通知設定
- その他

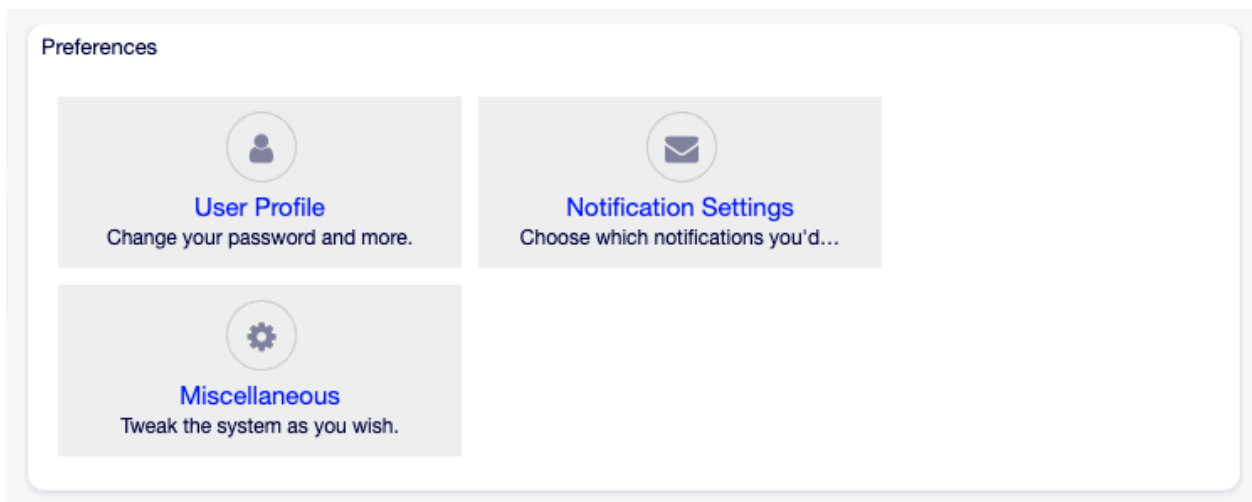


図 2.22: ユーザー設定

11.0: OTOBO ユーザーマニュアル

---

11.0: OTOBO ユーザーマニュアル

---

ユーザー設定

通知設定

その他

ユーザー設定

通知設定

その他

ユーザー設定

**Change password**

Current password: <input style="width: 90%;" type="text"/> New password: <input style="width: 90%;" type="text"/> Verify password: <input style="width: 90%;" type="text"/>	Set a new password by filling in your current password and a new one.	<input checked="" type="checkbox"/>
---	---	-------------------------------------

2.23: Change password

2.23: Change password

2.23: Change password

PreferencesGroups###GoogleAuthenticatorSecretKey

RFC6238 Google

**Google Authenticator**

Shared Secret: <input style="width: 80%;" type="text"/> <input type="button" value="Generate"/>	Enter your shared secret to enable two factor authentication.	<input checked="" type="checkbox"/>
---	---	-------------------------------------

2.24: Google Authenticator

A-Z0-92-7

2.24: Google Authenticator

2.24: Google Authenticator

2.24: Google Authenticator

**Avatar**

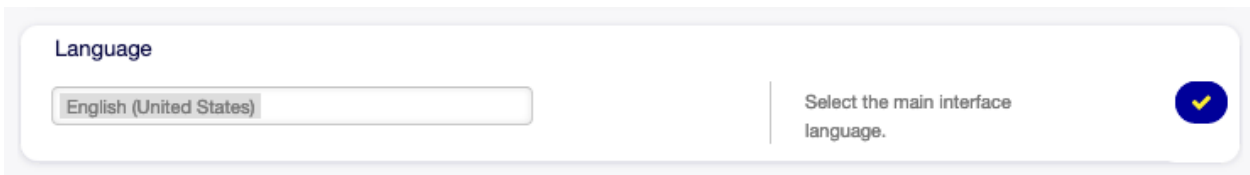
<div style="display: flex; align-items: center;">                  You can change your avatar image by registering with your email address <a href="mailto:jado@trash-mail.net">jado@trash-mail.net</a> at <a href="https://gravatar.com">gravatar.com</a>. Please note that it can take some time until your new avatar becomes available because of caching.             </div>	Change your avatar image.	<input checked="" type="checkbox"/>
---	---------------------------	-------------------------------------

2.25: Avatar

It is not possible to upload an avatar image directly in OTOBO. You have to register your email address on Gravatar to use this feature. Otherwise the first letters of first name and last name will be displayed.

2.25: Avatar

Use this widget to set the language for the OTOBO user interface.



2.26: Language

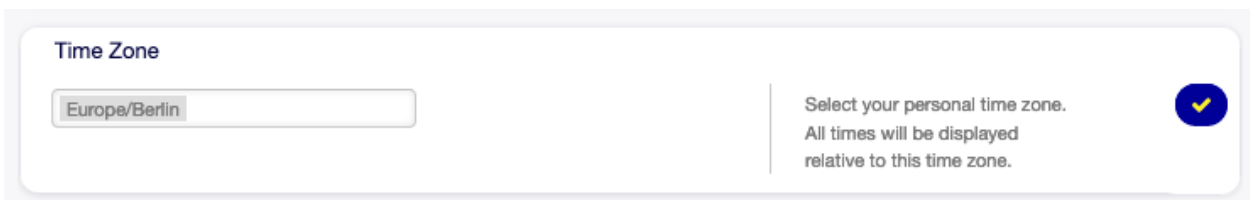
Only those languages are listed by default, in which OTOBO is translated more than 95%. To see all available languages, click on the refresh icon next to the drop-down list.

2.26:

Translation status of incomplete languages are low, but you can help to improve the translation. See the [developer manual](#) for more information about translating OTOBO.

2.27:

Each agent has to set the timezone of the current location to get proper date and time calculation in OTOBO.

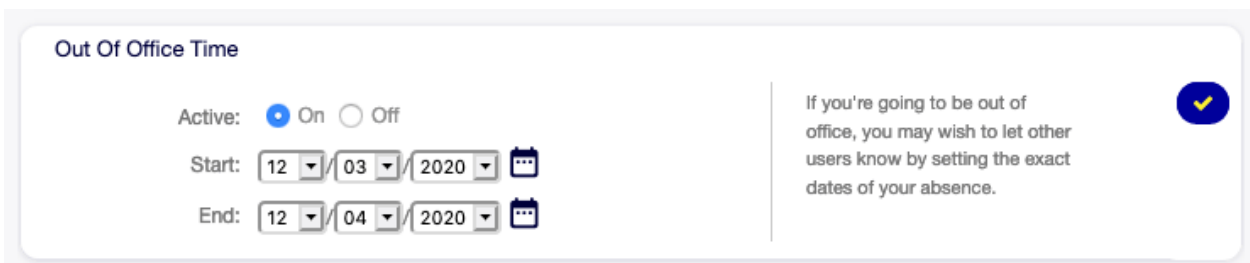


2.27: Time Zone

2.28:

2.28:

2.28:



2.28: Out Of Office Time

2.28:

2.28:

2.28:



### Ticket notifications

NOTIFICATION	✉
Ticket create notification	<input checked="" type="checkbox"/>
Ticket follow-up notification (locked)	<input checked="" type="checkbox"/>
Ticket follow-up notification (unlocked)	<input checked="" type="checkbox"/>
Ticket lock timeout notification	<input checked="" type="checkbox"/>
Ticket queue update notification	<input checked="" type="checkbox"/>
Ticket service update notification	<input checked="" type="checkbox"/>

Choose for which kind of ticket changes you want to receive notifications. Please note that you can't completely disable notifications marked as mandatory.

✓

2.31: Ticket notifications

Figure 2.31

Figure 2.31: Ticket notifications

### Appointment notifications

NOTIFICATION	✉
Appointment reminder notification	<input checked="" type="checkbox"/>

Choose for which kind of appointment changes you want to receive notifications.

✓

2.32: Appointment notifications

Figure 2.32: Appointment notifications

Figure 2.32

Figure 2.32

Figure 2.32: Appointment notifications

Figure 2.32: Appointment notifications

Figure 2.32: Appointment notifications

### My Chat Channels

Your selection of your preferred external chat channels. You will be notified about external chat requests in these chat channels.

✓

2.33: My Chat Channels

Figure 2.33: My Chat Channels

Figure 2.33



These settings are for change of visual appearance of OTOBO.



In this widget can be selected the skin, that OTOBO should wear.

**Skin**

Default

Select your preferred layout for the software.

2.34: Skin



**Overview Refresh Time**

off

If enabled, the different overviews (Dashboard, LockedView, QueueView) will automatically refresh after the specified time.

2.35: Overview Refresh Time



**Screen after new ticket**

Create Ticket

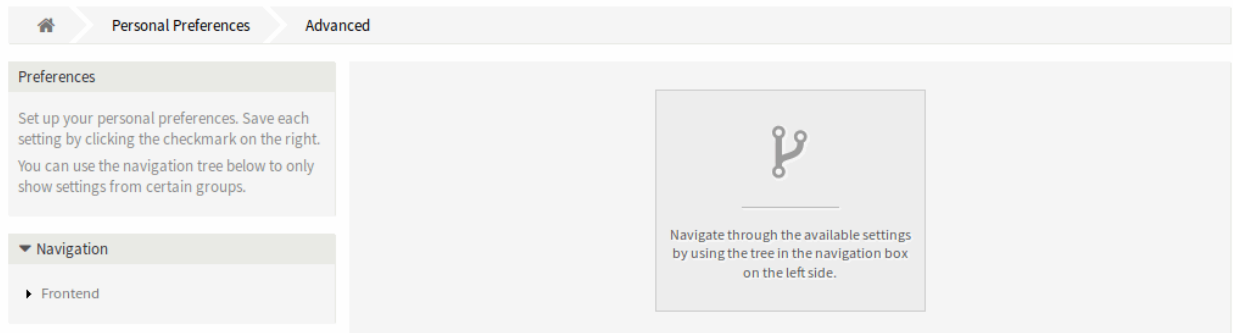
Configure which screen should be shown after a new ticket has been created.

2.36: Screen after new ticket



11.0

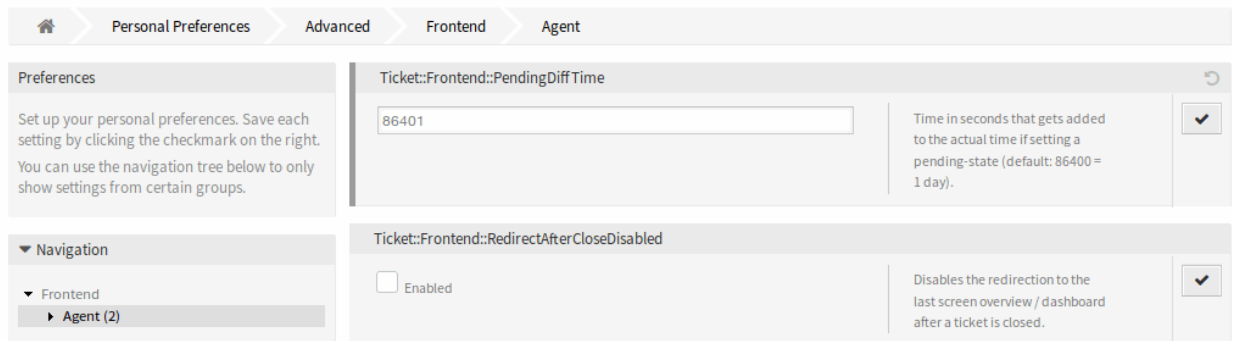
XXXXXXXXXXXXXXXXXXXXXXXXXXXX



2.37: XXXXXXXXXXXX

XXXXXXXXXXXX

1. XXXXXXXXXXXXXXXXXXXXXXXX
2. XXXXXXXX
3. XXXXXXXXXXXXXXXXXXXXXXXX



2.38: XXXXXXXX - XXXXXXXX

XXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXX

1. XXXXXXXXXXXXXXXXXXXXXXXX

### 2.2.3 11.0

Use this menu item to leave OTOBO and go to the login screen.

11.0: XXXXXXXXXXXXXXXXXXXXXXXX



### 2.3

Customer Information Center

#### 2.3.1

Customer information center is a dashboard, which displays all relevant tickets and customer users of a customer. This dashboard has the same purpose as the agent dashboard: to see all relevant information at a glance.

Customer information center dashboard

Search dialog

Clicking on the Customer Information Center menu item will open a search dialog to search for a customer or a customer user. At least two characters need to be entered here.



2.39: Search dialog

Customer: [input field]

Customer User: [input field]

[input field]

Customer:

[input field]

Customer Users

The Customer Users widget is used to list all customer users belong to the customer. It is possible to add or edit customer users, see the details and create tickets directly from the widget.

Customer Users widget

1. Customer Users widget
2. Add Customer User
3. Edit Customer User

Customer Users widget

**Customer Information Center – Acme Inc. (acme.co)**

**Customer Users**

[+ Add Customer User](#)

CUSTOMER USER ID	CUSTOMER USER INFORMATION	OPEN	CLOSED	PHONE TICKET	EMAIL TICKET	EDIT
we	"Wyle Coyote" <we@acme.example.com>	3	1	Create	Create	

**Reminder Tickets**

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

**Escalated Tickets**

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

**New Tickets**

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

**Open Tickets**

My locked tickets (2) | My responsibilities (3) | Tickets in My Queues (3) | Tickets in My Services (0) | All tickets (3)

TICKET#	AGE	TITLE
2020112549000027	7 d 20 h	Test Internal Helpdesk (Dynamic Field) Network Operations
2020112549000018	7 d 22 h	Test Internal Helpdesk (Dynamic Field)
2020111949000011	14 d 1 h	User cannot login to his mail account

**Settings**

**Company Status**

Escalated tickets: 0

Open tickets: 3

Closed tickets: 1

All tickets: 4

**Customer Information**

Customer: Acme Inc.

Comment: A great company

2.40: Screenshot of Customer Information Center

**Customer Users**

[+ Add Customer User](#)

CUSTOMER USER ID	CUSTOMER USER INFORMATION	OPEN	CLOSED	PHONE TICKET	EMAIL TICKET	EDIT
we	"Wyle Coyote" <we@acme.example.com>	3	1	Create	Create	

2.41: Customer Users Table

1. [Placeholder]
2. [Placeholder]
3. [Placeholder]

[Placeholder]

1. [Placeholder]
2. [Placeholder]

[Placeholder]

1. [Placeholder]
2. [Placeholder]

[Placeholder]

1. [Placeholder]
2. [Placeholder]

The following widgets display tickets related to a customer.

Each ticket widget has an own filter for displaying:

- [Placeholder]
- [Placeholder]
- [Placeholder]

[Placeholder]

Reminder Tickets				
My locked tickets (0)		Tickets in My Queues (0)		<b>All tickets (0)</b>
		TICKET#	AGE	TITLE
none				

2.42: [Placeholder]

The Escalated Tickets widget lists the escalated tickets. Escalated tickets are after the time set in service level agreement, and therefore need to be worked on them immediately.

Escalated Tickets				
My locked tickets (0)		Tickets in My Queues (0)		<b>All tickets (0)</b>
		TICKET#	AGE	TITLE
none				

2.43: [Placeholder]

[Placeholder]

[Placeholder]

New Tickets

My locked tickets (1) Tickets in My Queues (0) **All tickets (1)**

	TICKET#	▼ AGE	TITLE
■	2015071510123456	122 d 22 h	Welcome to OTRS!

2.44: Ticket list

Open Tickets

My locked tickets (0) Tickets in My Queues (0) **All tickets (0)**

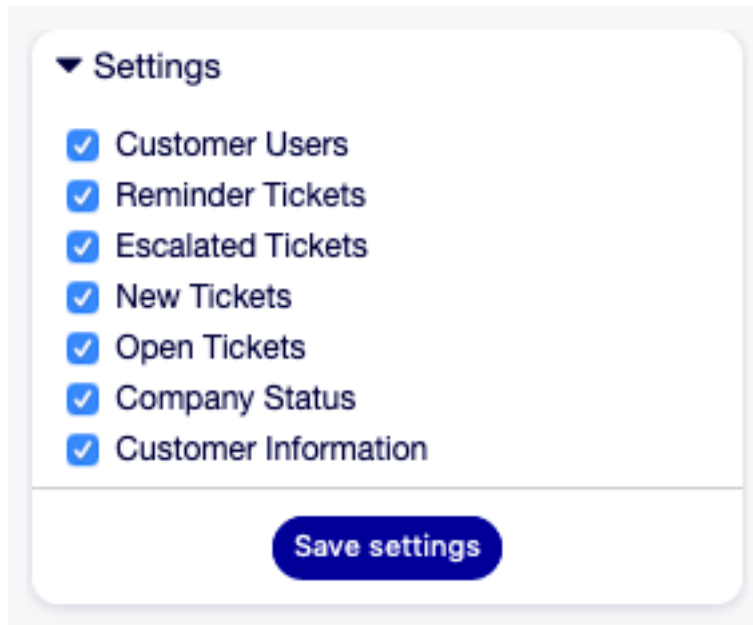
	TICKET#	▼ AGE	TITLE
none			

2.45: Empty ticket list

XXXXXXXXXXXXXXXX

The following widgets are located on the right sidebar. There is a Settings widget to turn other widgets on or off, and some information widgets are also displayed here.

XX XXXXXXXXXXXXXXXXXXXX



2.46: Settings widget

XXXXXXXXXXXXXXXX

1. XXXXXXXXXXXXXXXXXXXX XX XXXX
2. XXXXXXXXXXXXXXX
3. XX XXXX XXX

Figure 2.47: Company Status

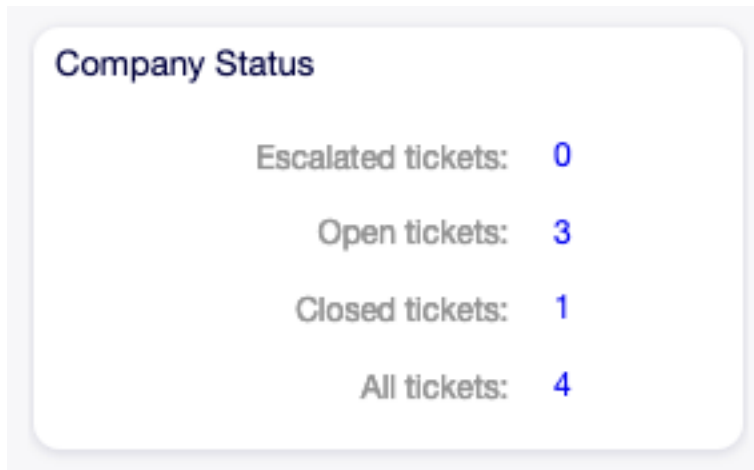


Figure 2.47: Company Status

Figure 2.48: Customer Information

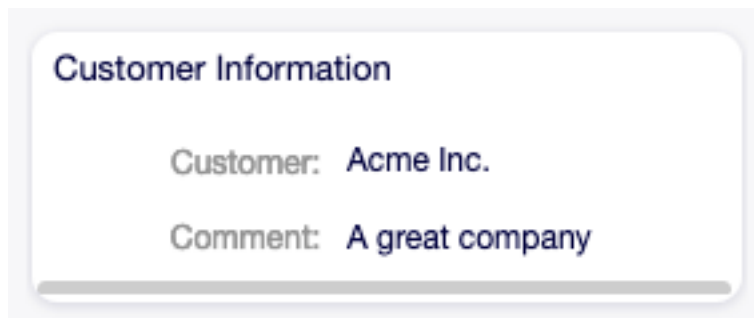


Figure 2.48: Customer Information

Figure 2.49:

Customer User Information Center

### 2.3.2 Customer User Information Center

Customer user information center is a dashboard, which displays all relevant tickets and customers of a customer user. This dashboard has the same purpose as the agent dashboard: to see all relevant information at a glance.

Customer user information center is a dashboard, which displays all relevant tickets and customers of a customer user.

Customer User Information Center

Clicking on the Customer User Information Center menu item will open a search dialog to search a customer user. At least two characters need to be entered here.

Customer User Information Center



Figure 2.49: Customer User Search

The following table lists the widgets that display tickets related to a customer user.

Table 2.49: Customer User Search Widgets

Table:

Customer User Search Widgets

Table:

Table ID: Customer User Search Widgets

Table:

- Customer User Search
- Customer User
- Customer User Search

Table:

- Customer User Search
- Customer User Search

Table:

- Customer User Search
- Customer User Search

The following widgets display tickets related to a customer user.

Each ticket widget has an own filter for displaying:

- Customer User Search
- Customer User Search
- Customer User Search
- Customer User Search
- Customer User Search

Customer User Search

Customer User Search

Customer User Search

Customer User Search

Customer User Information Center – "Wyle Coyote" <we@acme.example.com>

Customer IDs

[Change Customer Relations](#)

CUSTOMER ID	NAME	OPEN	CLOSED	EDIT
acme.co	Acme Inc.	3	1	

Settings

Customer User Information

Firstname: Wyle  
 Lastname: Coyote  
 Username: we  
 Email: we@acme.example.com

Customer Information

Customer: Acme Inc.  
 Comment: A great company

Reminder Tickets

Assigned to customer user | Accessible for customer user | My locked tickets (0) | My responsibilities (0) |

Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

Escalated Tickets

Assigned to customer user | Accessible for customer user | My locked tickets (0) | My responsibilities (0) |

Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

New Tickets

Assigned to customer user | Accessible for customer user | My locked tickets (0) | My responsibilities (0) |

Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

Open Tickets

Assigned to customer user | Accessible for customer user | My locked tickets (2) | My responsibilities (3) |

Tickets in My Queues (3) | Tickets in My Services (0) | All tickets (3)

TICKET#	AGE	TITLE
2020112549000027	7 d 20 h	Test Internal Helpdesk (Dynamic Field) Network Operations
2020112549000018	7 d 22 h	Test Internal Helpdesk (Dynamic Field)
2020111949000011	14 d 1 h	User cannot login to his mail account

2.50: Customer User Information Center

Customer IDs

CUSTOMER ID	NAME	OPEN	CLOSED	EDIT
stark-industries	Stark Industries	0	0	

2.51: Customer ID

Reminder Tickets

Assigned to customer user | Accessible for customer user | My locked tickets (0) | My responsibilities (0) |

Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

2.52: Reminder Tickets

**Escalated Tickets**

**Assigned to customer user** | Accessible for customer user | My locked tickets (0) | My responsibilities (0) |

Tickets in My Queues (0) | Tickets in My Services (0) | **All tickets (0)**

TICKET#	AGE	TITLE
none		

2.53: Escalated Tickets

**New Tickets**

**Assigned to customer user** | Accessible for customer user | My locked tickets (0) | My responsibilities (0) |

Tickets in My Queues (0) | Tickets in My Services (0) | **All tickets (0)**

TICKET#	AGE	TITLE
none		

2.54: New Tickets

**Open Tickets**

**Assigned to customer user** | Accessible for customer user | My locked tickets (2) | My responsibilities (3) |

Tickets in My Queues (3) | Tickets in My Services (0) | **All tickets (3)**

TICKET#	AGE	TITLE
2020112549000027	7 d 20 h	Test Internal Helpdesk (Dynamic Field) Network Operations
2020112549000018	7 d 22 h	Test Internal Helpdesk (Dynamic Field)
2020111949000011	14 d 1 h	User cannot login to his mail account

2.55: Open Tickets



XXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXX XXX XX  
XX XXXXXXXXXXXXXXXXXXXXXXXX

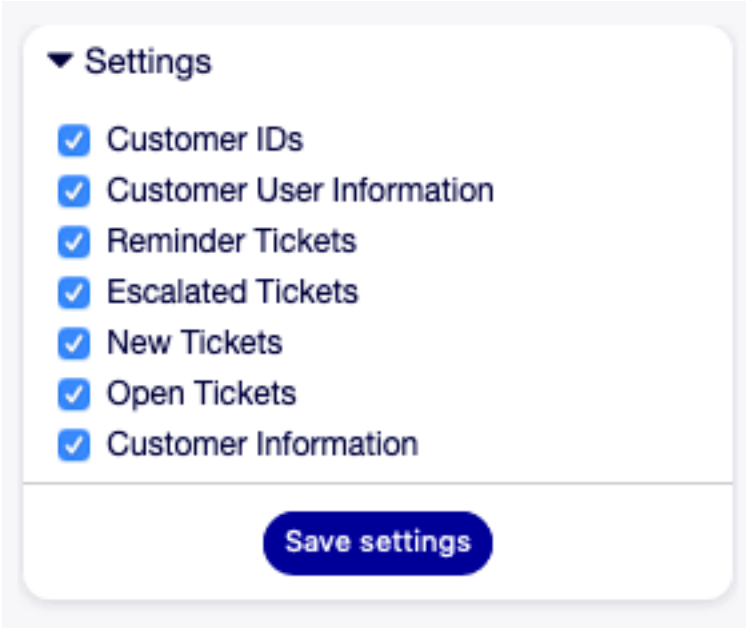


Fig 2.56: Settings

XXXXXXXXXXXXXXXXXX

1. XXXXXXXXXXXXXXXXXXXXXXXX XXX XXXXX
2. XXXXXXXXXXXXXXXX
3. XX XXXXX XXX

XXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXX

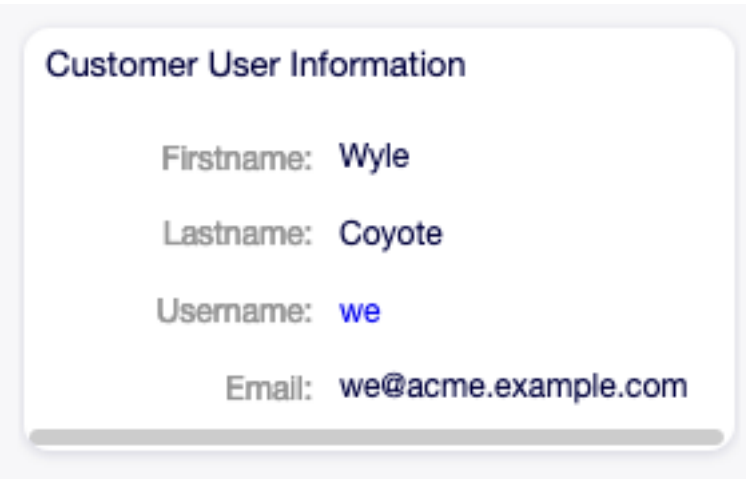


Fig 2.57: Customer User Information

Figure 2.58: Customer Information

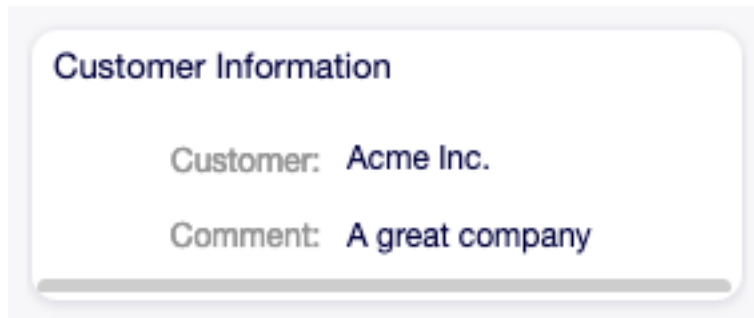


Figure 2.58: Customer Information

Figure 2.59:

Customer User Management

### 2.3.3 Customer User Management

OTOBO offers a great way to save individual information about contacts within organizations which your company serves. You can add as many personal connections into OTOBO as needed.

OTOBO offers a great way to save individual information about contacts within organizations which your company serves. You can add as many personal connections into OTOBO as needed.

Use this screen to add a customer user to the system. A fresh OTOBO installation contains no customer users by default. The customer user management screen is available in the Customer User Administration menu item of the Customers menu.

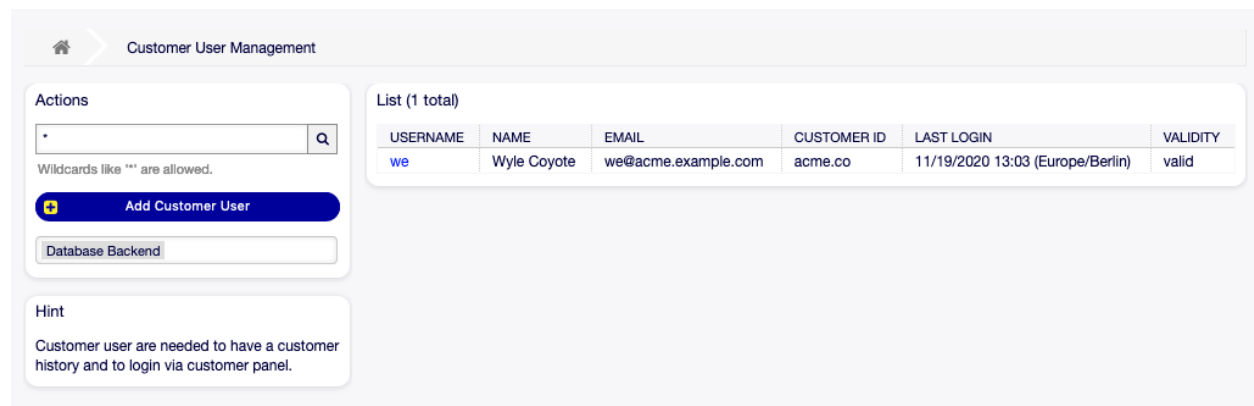


Figure 2.59: Customer User Management

Figure 2.60:



Figure 2.61: Customer User Management



Add Customer User

Title or salutation:

\* Firstname:

\* Lastname:

\* Username:

Password:

\* Email:

\* CustomerID:

Phone:

Fax:

Mobile:

Street:

Zip:

City:

Country:

Comment:

\* Valid:

Google Authenticator:

Enter your shared secret to enable two factor authentication. WARNING: Make sure that you add the shared secret to your generator application and the application works well. Otherwise you will be not able to login anymore without the two factor token.Shared Secret

Interface language:

Select the main interface language.Language

Time Zone:

Select your personal time zone. All times will be displayed relative to this time zone.Time Zone

Ticket overview:

Select after which period ticket overviews should refresh automatically.Refresh interval

Number of displayed tickets:

Select how many tickets should be shown in overviews by default.Tickets per page

PGP Key:  Keine Datei ausgewählt.

Upload your PGP key.PGP Key

**Save** or Cancel

Edit Customer User

Title or salutation:

\* Firstname:

\* Lastname:

\* Username:

Password:

\* Email:

\* CustomerID:

Phone:

Fax:

Mobile:

Street:

Zip:

City:

Country:

Comment:

\* Valid:

Google Authenticator:

Enter your shared secret to enable two factor authentication. WARNING: Make sure that you add the shared secret to your generator application and the application works well. Otherwise you will be not able to login anymore without the two factor token.Shared Secret

Interface language:

Select the main interface language.Language

Time Zone:

Select your personal time zone. All times will be displayed relative to this time zone.Time Zone

Ticket overview:

Select after which period ticket overviews should refresh automatically.Refresh interval

Number of displayed tickets:

Select how many tickets should be shown in overviews by default.Tickets per page

PGP Key:  Keine Datei ausgewählt.

Upload your PGP key.PGP Key

**Save** or **Save and finish** or **Cancel**

**Effective Permissions for Customer User**

**Group Permissions**

GROUP	RO	RW
users	✓	✓

Table above shows effective group permissions for the customer user. The matrix takes into account all inherited permissions (e.g. via customer groups). Note: The table does not consider changes made to this form without submitting it.

**Customer Access**

CUSTOMER	DIRECT
acme.co Acme Inc.	✓

Table above shows granted customer access for the customer user by permission context. The matrix takes into account all inherited access (e.g. via customer groups). Note: The table does not consider changes made to this form without submitting it.

2.62: Effective Permissions for Customer User

1. Add Customer

2. Add Customer

3. Add Customer

4. Add Customer/Details

5. Add Customer/Details/Permissions

\* Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid or invalid-temporarily will disable the use of the resource.

### 2.3.4 Add Customer

Use this screen to add customer companies to the system. A fresh OTOBO installation contains no customers by default. The customer management screen is available in the Customer Administration menu item of the Customers menu.

Customer Management

Actions

Wildcards like \*\* are allowed.

**Add Customer**

Database Backend

(1 total)

CUSTOMER ID	NAME	COMMENT	VALIDITY	CHANGED	CREATED
acme.co	Acme Inc.	A great company	valid	11/02/2020 13:35 (Europe/Berlin)	11/02/2020 13:35 (Europe/Berlin)

2.63: Customer Management

1. Add Customer

2. Add Customer/Details/Permissions

1. 1. 2. 3.

1. 1. 2. 3.
2. 1. 2. 3.
3. 1. 2. 3.

**Add Customer**

\* CustomerID:

\* Customer:

Street:

Zip:

City:

Country:

URL:

Comment:

\* Valid:

**Save** or Cancel

2.64: 1. 2. 3.

1. 1. 2. 3.

1. 1. 2. 3.

1. 1. 2. 3.
2. 1. 2. 3.
3. 1. 2. 3.

1. 1. 2. 3.

1. 1. 2. 3.
2. 1. 2. 3.

1. 1. 2. 3.

1. 1. 2. 3.

1. 1. 2. 3.

1. 1. 2. 3.

1. 1. 2. 3.

**Edit Customer**

★ CustomerID:

★ Customer:

Street:

Zip:

City:

Country:

URL:

Comment:

★ Valid:

or 
  or

2.65: Edit Customer

CustomerID

Customer

Street

Zip

City

Country

URL \* Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid or invalid-temporarily will disable the use of the resource.

## 2.4 Calendars

Calendars

OTOBO supports this requirement with calendars. Calendars allow management of appointments and resources inside the ticket system. You can connect your tickets to scheduled tasks and make them available to all users to see. This feature adds transparency to show your team’s workload and prevent users from promising resources which are not available.

### 2.4.1 Overview

Overview

Calendar

Calendar



**Calendar Overview**

Actions	Calendar
	No calendars found. Please add a calendar first by using Manage Calendars page.

2.66: [Screenshot]

**Calendar**

Month Week Day Timeline Month Timeline Week Timeline Day Jump Today < >

**30 Nov – 6 Dec 2020 #49**

MON, 30 NOV							TUE, 1 DEC							WED, 2 DEC												
06	08	10	12	14	16	18	20	22	00	02	04	06	08	10	12	14	16	18	20	22	00	02	04	06	08	10

2.67: [Screenshot]

Figure 2.68: Calendars

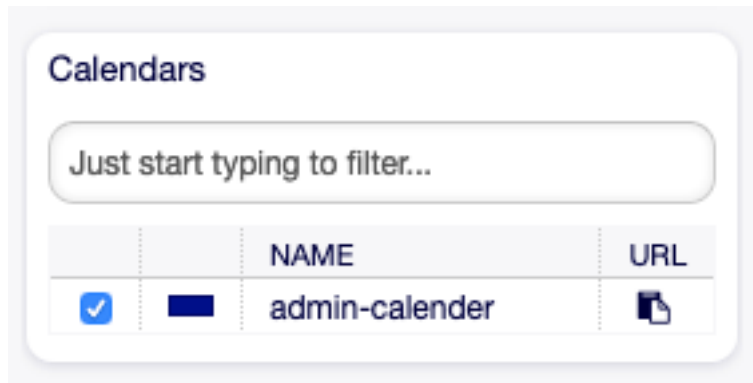


Figure 2.68: Calendars

Procedure

1. Click the **Calendars** tab in the top navigation bar.
2. Click the **admin-calender** link.
3. Click the **URL** link.

Note: The URL is [http://localhost:8080/otobo/agent/calendar/admin-calender](#).

Procedure

Procedure

1. Click the **Calendars** tab in the top navigation bar.
2. Click the **admin-calender** link.
3. Click the **URL** link.

Note:

The URL is [http://localhost:8080/otobo/agent/calendar/admin-calender](#).

Procedure

1. Click the **Calendars** tab in the top navigation bar.
2. Click the **admin-calender** link.
3. Click the **URL** link.

Procedure

1. Click the **Calendars** tab in the top navigation bar.
2. Click the **admin-calender** link.

Procedure

1. Click the **Calendars** tab in the top navigation bar.
2. Click the **admin-calender** link.
3. Click the **URL** link.

## Appointment



## Basic information

\* Title:

Description:


Location:


\* Calendar:

## Resource

This feature is currently not available.

## Date/Time

Start date:  /  /   -  :

End date:  /  /   -  :

All-day:

Repeat:

## Notification

Notification:

## Link

Ticket:

Save

2.69: 2.69.2.69.2.69

Appointment✕

---

**Basic information**

---

\* Title:

Description:

Location:

\* Calendar:

---

**Resource**


---


This feature is currently not available.

---

**Date/Time**

---

Start date:  /  /   -  :

End date:  /  /   -  :

All-day:

Repeat:

---

**Notification**

---

Notification:

---

**Link**

---

Ticket:

2.70: [REDACTED]

### 2.4.2

**Agenda Overview**

Month Week Day

11/23/2020 – 11/29/2020 #48

CALENDAR	TITLE	START DATE	END DATE	ALL-DAY	REPEAT	NOTIFICATION
No data found.						

2.71:

**Agenda Overview**

Month Week Day

11/30/2020 – 12/06/2020 #49

CALENDAR	TITLE	START DATE	END DATE	ALL-DAY	REPEAT	NOTIFICATION
12/03/2020						
admin-calender	Customer Meeting	12/03/2020 18:00:00 (Europe/Berlin)	12/03/2020 19:00:00 (Europe/Berlin)	No	No	No

2.72:

### 2.4.3

: Rother OSS TODO: This feature will be included in one of the next OTOBO releases. If you need it beforehand, please contact [sales@otobo.de](mailto:sales@otobo.de), we will find a solution.

### 2.4.4

Use this menu item to add new appointments to calendars. New appointments can be also added by clicking on the Add Appointment button either in or in screens. It is also possible to drag over a range of the calendar widget to setup a rough time span. Right after that, a dialog appears where the data can be inserted.



Upgrade to **OTRS** service package. Please contact us at [sales@otrs.com](mailto:sales@otrs.com) for an upgrade.

[Find out more](#)

### 2.73: 2.73

Google

:

AgentAppointmentEdit::Location::Link

\*

Rother OSS TODO: This feature will be included in one of the next OTOBO releases. If you need it beforehand, please contact [sales@otobo.de](mailto:sales@otobo.de), we will find a solution.

00:00

:

If appointments need to be created in a recurring manner, it is possible to setup detailed information about the occurrences of an appointment.

## Appointment

**Basic information**

\* Title:

Description:

Location:

\* Calendar:

**Resource**

This feature is currently not available.

**Date/Time**

Start date:  /  /   -  :

End date:  /  /   -  :

All-day:

Repeat:

**Notification**

Notification:

**Link**

Ticket:

2.74: 2.74

1. [Placeholder]
2. [Placeholder]
3. [Placeholder]

**Date/Time**

---

Start date: 12 / 01 / 2020 - 08 : 00

End date: 12 / 01 / 2020 - 16 : 00

All-day:

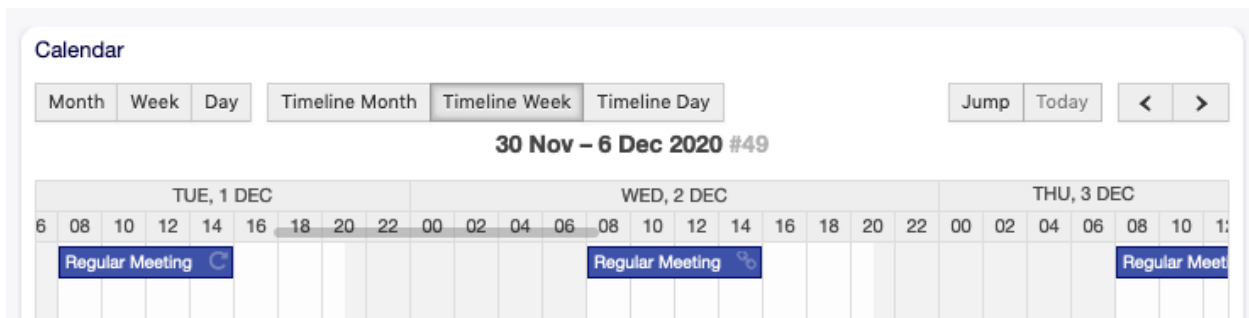
Repeat: Every Day

until ...

12 / 06 / 2020

2.75: [Placeholder]

[Placeholder]



2.76: [Placeholder]

[Placeholder]

[Placeholder]

[Placeholder]

[Placeholder]

## 2.5 [Placeholder]

[Placeholder]

[Placeholder]

[Placeholder]

[Placeholder]

[Placeholder]

Ticket systems such as OTOBO handle tickets like normal emails. The messages are saved in the system. When a customer sends a request, a new ticket is generated by the system which is comparable to a new medical report being created. The response to this new ticket is comparable to a doctor's entry in the medical report. A ticket is closed if an answer is sent back to the customer, or if the ticket is





**Ticket#2020111949000011 – User cannot login to his mail account**

Back | Lock | Priority | Change Ticket | People | Communication | Pending | Close | Quick Close | Miscellaneous |

- Move -

▼ Article Overview - 1 Article(s)

NO.	★	⇄	SENDER	VIA	SUBJECT	CREATED	
1		←	Wyle Coyote	Phone	User cannot login to his mail	11/19/2020 13:07	

▼ #1 – User cannot login to his mail account – Wyle Coyote – 11/19/2020 13:07 (Europe/Berlin) vi...

To open links in the following article, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS).

Mark | Print | Split | Forward | Reply

The user reports outlook will not accept his password.

▼ Ticket Information

Age: 14 d 21 h  
 Created: 11/19/2020 13:07 (Europe/Berlin)  
 Created by: Super Admin  
 State: open  
 Locked: unlock  
 Priority: 3 normal  
 Queue: Misc  
 Customer ID: [acme.co](#)  
 Accounted time: 0  
 Owner: Super Admin  
 Responsible: Admin OTOBO

▼ Customer Information

Firstname: Wyle  
 Lastname: Coyote  
 Username: we  
 Email: [we@acme.example.com](mailto:we@acme.example.com)  
 Customer: Acme Inc.  
 Street: 123 Anywhere St.  
 Zip: 12346  
 City: Somevillage  
 Country: United States of [...]  
 URL: [https://acme.exam\[...\]](https://acme.exam[...])  
 Comment: A great company  
**Open tickets (customer) (3)**

2.78:

**QueueView: Raw**

My Queues (0) Misc (3/1) **Raw (4/3)**

All tickets 4 Available tickets 3

Bulk 1-4 of 4 **S** M L

2.79:

**QueueView: Misc**

My Queues (0) **Misc (3/1)** Raw (4/3)

All tickets 3 Available tickets 1

Bulk 1-3 of 3 S M L

<input type="checkbox"/>		TICKET#	▲ AGE	SENDER	TITLE	STATE	LOCK	QUEUE	OWNER	CUSTOMER ID
<input type="checkbox"/>	■	2020111949000011	14 d 21 h	Wyle Coyote	User cannot login to his mail account	open	unlock	Misc	Super Admin	acme.co
<input type="checkbox"/>	■	★ 2020112549000018	8 d 18 h	Wyle Coyote	Test Internal Helpdesk (Dynamic Field)	open	lock	Misc	Admin OTOBO	acme.co
<input type="checkbox"/>	■	★ 2020112549000027	8 d 15 h	Wyle Coyote	Test Internal Helpdesk (Dynamic Field) Network Operations	open	lock	Misc	Admin OTOBO	acme.co

Powered by Rother OSS

2.80: [redacted]

To sort tickets:

1. [redacted]
2. [redacted]

[redacted]

[redacted]

1. [redacted]
2. [redacted]

[redacted]

[redacted]

**QueueView: Misc**

My Queues (0) **Misc (3/1)** Raw (4/3)

All tickets 3 Available tickets 1

Bulk Lock Zoom History Priority Note Close Quick Close - Move - 1-3 of 3 S M L

[redacted]

[redacted] Unlock a ticket to give it back to the queue.

[redacted]

[redacted]

[redacted]

[redacted] Close this ticket.

**Quick Close** Close this ticket by one click.

[redacted]



**QueueView: Misc**

My Queues (0) Misc (3/1) Raw (4/3)

All tickets 3 Available tickets 1

Bulk | Order by "Age" (descending) 1-3 of 3 S M L

**Ticket#2020111949000011 – User cannot login to hi...**

<b>Age</b> 14 d 21 h	<b>Queue</b> Misc
<b>Created</b> 11/19/2020 13:07:51 (E...	<b>State</b> open
<b>Owner / Responsible</b> Super Admin / Admin O...	<b>Lock</b> unlock
<b>Customer ID</b> <a href="#">acme.co</a>	

"Wyle Coyote" <we@acme.example.com> – User cannot login to his mail account

Print | Split | Forward | Reply

The user reports outlook will not accept his password.

2.83: [Screenshot]

**QueueView: Misc**

My Queues (0) Misc (3/1) Raw (4/3)

All tickets 3 Available tickets 1

Bulk | Order by "Age" (descending) 1-3 of 3 S M L

**Ticket#2020111949000011 – User cannot login to hi...**

<b>Age</b> 14 d 21 h	<b>Queue</b> Misc
<b>Created</b> 11/19/2020 13:07:51 (E...	<b>State</b> open
<b>Owner / Responsible</b> Super Admin / Admin O...	<b>Lock</b> unlock
<b>Customer ID</b> <a href="#">acme.co</a>	

Lock | Zoom | History | Priority | Note | Close | Quick Close | - Move -

"Wyle Coyote" <we@acme.example.com> – User cannot login to his mail account

Print | Split | Forward | Reply

The user reports outlook will not accept his password.

2.84: [Screenshot]

Figure 2.85: Ticket Bulk Action

Figure 2.85: Ticket Bulk Action

**Ticket Bulk Action** Cancel & close

▶ Add Note

▶ Send Email

Next state:

Queue:

Owner:

Responsible:

Priority:

Merge:  Merge to Ticket#:   Merge to oldest

Link together:

Link to parent:

Unlock tickets:

**Execute Bulk Action**

Figure 2.85: Ticket Bulk Action

## 2.5.2 Ticket

Figure 2.86:

Figure 2.86: Ticket::Service

Figure 2.86: Ticket::Service

Figure 2.86: Ticket::Service

**Service View: Computer**

My Services (0) **Computer (1)**

All tickets 1 Available tickets 1 1-1 of 1 S M L

Bulk

Figure 2.86: Ticket

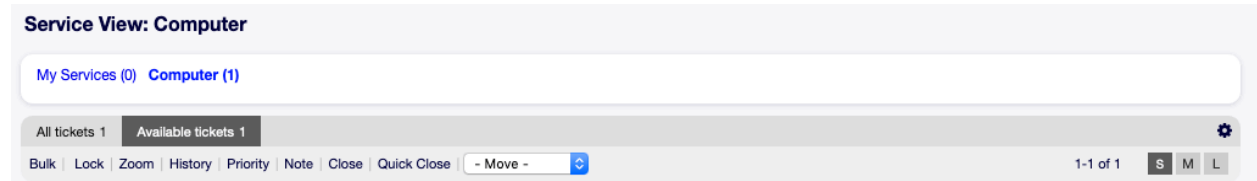
Figure 2.86: Ticket

Figure 2.86: Ticket

Figure 2.86: Ticket

Figure 2.86: Ticket





Unlock a ticket to give it back to the queue.

How to unlock a ticket

Click on the lock icon

The lock icon will disappear

Close this ticket.

**Quick Close** Close this ticket by one click.

The ticket can be moved to an other queue..

How to close a ticket

Click on the close icon

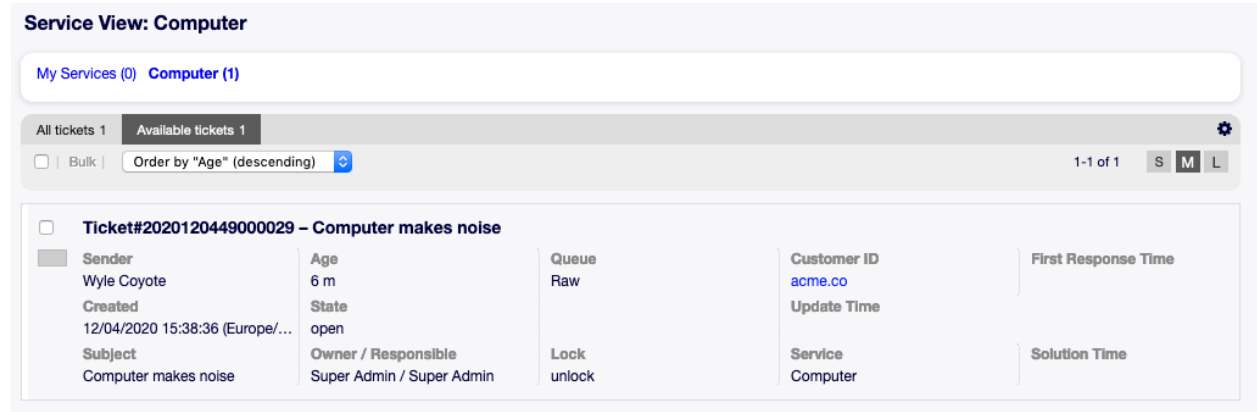


Figure 2.88: Ticket details view

How to move a ticket

- Click on the move icon
- Click on the queue you want to move the ticket to
- Click on the OK button

The ticket will be moved to the selected queue

How to lock a ticket

Click on the lock icon

The lock icon will appear

- Click on the lock icon



**Service View: Computer**

My Services (0) **Computer (1)**

All tickets 1 Available tickets 1

Bulk | Order by "Age" (descending) 1-1 of 1 S M L

**Ticket#2020120449000029 – Computer makes noise** Lock Zoom History Priority Note Close Quick Close - Move -

<b>Sender</b> Wyle Coyote	<b>Age</b> 6 m	<b>Queue</b> Raw	<b>Customer ID</b> acme.co	<b>First Response Time</b>
<b>Created</b> 12/04/2020 15:38:36 (Europe/...	<b>State</b> open		<b>Update Time</b>	
<b>Subject</b> Computer makes noise	<b>Owner / Responsible</b> Super Admin / Super Admin	<b>Lock</b> unlock	<b>Service</b> Computer	<b>Solution Time</b>

2.89: [Screenshot]

**Service View: Computer**

My Services (0) **Computer (1)**

All tickets 1 Available tickets 1

Bulk | Order by "Age" (descending) 1-1 of 1 S M L

**Ticket#2020120449000029 – Computer makes noise**

<b>Age</b> 10 m	<b>Queue</b> Raw	<b>"Wyle Coyote" &lt;we@acme.example.com&gt; – Computer makes noise</b> 12/04/2020 15:38 (Europe/Berlin)	
<b>Created</b> 12/04/2020 15:38:36 (E...	<b>State</b> open	Print   Split   Forward   Reply <input type="text"/>	
<b>Service</b> Computer		Running computer makes an unusual loud noise.	
<b>Owner / Responsible</b> Super Admin / Super Ad...	<b>Lock</b> unlock		
<b>Customer ID</b> acme.co			

2.90: [Screenshot]



### 2.5.3

... ..



2.93: ... ..

... ..

... ..

... ..

**Status View: Open tickets**

Open tickets 9 Closed tickets 1

Bulk 1-9 of 9 S M L

<input type="checkbox"/>		TICKET#	▼AGE	SENDER	TITLE	STATE ▼	LOCK ▼	QUEUE ▼	OWNER ▼	CUSTOMER ID
<input type="checkbox"/>	■	2020120449000029	23 m	Wyle Coyote	Computer makes noise	open	unlock	Raw	Super Admin	acme.co
<input type="checkbox"/>	■	2020120449000011	5 h 9 m	Wyle Coyote	Computer doesn't start	open	lock	Raw	Super Admin	acme.co

2.94: ... ..

... ..

1. ... ..
2. ... ..
3. ... ..

... ..

1. ... ..
2. ... ..
3. ... ..
4. ... ..

... ..

It is possible to sort tickets by a specific attribute, but not all attributes can be used for sort.

To sort tickets:

1. ... ..
2. ... ..



Status View: Open tickets

Open tickets 9 Closed tickets 1

Bulk | Order by "Age" (ascending) | 1-9 of 9 | S M L

Lock | Zoom | History | Priority | Note | Close | Quick Close | - Move -

<b>Ticket#2020120449000029 – Computer makes noise</b>	Age 28 m	Queue Raw	Customer ID acme.co	First Response Time
Sender Wyle Coyote	State open	Lock unlock	Update Time	
Created 12/04/2020 15:38:36 (Europe/...	Owner / Responsible Super Admin / Super Admin		Service Computer	Solution Time
Subject Computer makes noise				

2.96:

Status View: Open tickets

Open tickets 9 Closed tickets 1

Bulk | Order by "Age" (ascending) | 1-9 of 9 | S M L

Lock | Zoom | History | Priority | Note | Close | Quick Close | - Move -

<b>Ticket#2020120449000029 – Computer makes noise</b>	Age 32 m	Queue Raw	"Wyle Coyote" <we@acme.example.com> – Computer makes noise 12/04/2020 15:38 (Europe/Berlin)	
Sender Wyle Coyote	State open	Lock unlock	Print   Split   Forward   Reply	
Created 12/04/2020 15:38:36 (E...	Service Computer		Running computer makes an unusual loud noise.	
Subject Computer makes noise	Owner / Responsible Super Admin / Super Ad...			
	Customer ID acme.co			

2.97:

- 1.
- 2.
- 3.

2.5.4

**Status View: Open tickets**

Open tickets 9 | Closed tickets 1

Bulk | Order by "Age" (ascending) | 1-9 of 9 | S M L

**Ticket#2020120449000029 – Computer makes noise** | Lock | Zoom | History | Priority | Note | Close | Quick Close | - Move -

<b>Age</b> 32 m	<b>Queue</b> Raw	"Wyle Coyote" <we@acme.example.com> – Computer makes noise   12/04/2020 15:38 (Europe/Berlin)
<b>Created</b> 12/04/2020 15:38:36 (E...)	<b>State</b> open	Print   Split   Forward   Reply
<b>Service</b> Computer	<b>Lock</b> unlock	Running computer makes an unusual loud noise.
<b>Owner / Responsible</b> Super Admin / Super Ad...		
<b>Customer ID</b> acme.co		

2.98: Screenshot of ticket details view

**Ticket Bulk Action** | Cancel & close

▸ Add Note

▸ Send Email

Next state:

Queue:

Owner:

Responsible:

Priority:

Merge:  Merge to Ticket#:   Merge to oldest

Link together:

Link to parent:

Unlock tickets:

**Execute Bulk Action**

2.99: Screenshot of bulk action form

**Ticket Escalation View: Today**

Today 0 | Tomorrow 0 | Next week 0

Bulk | 0-0 of 0 | S M L

2.100: Screenshot of escalation view header

XX

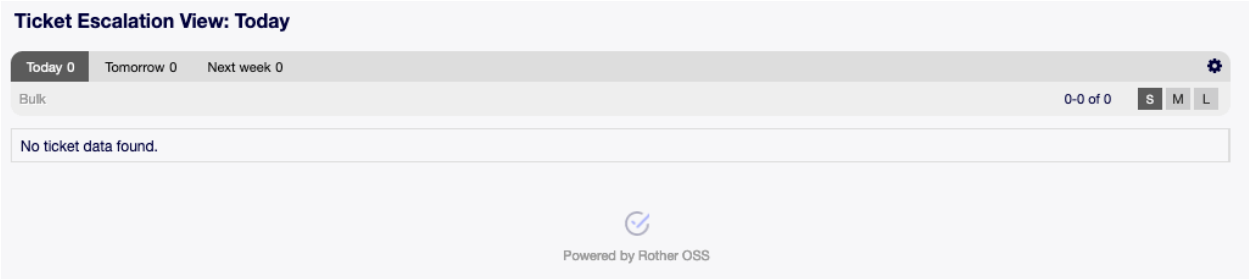
XX XXXXXXXXXXXXXXXX

XX XXXXXXXXXXXXXXXX

XX XXXXXXXXXXXXXXXX

XXXXXXXXXX

XXXXXXXXXXXXXXXXXXXX



2.101: XXXXXXXXXXXXX

XXXXXXXXXXXXXXXXXXXX

1. XXXXXXXXXXXXXXXXXXXX
2. XXXXXXXXXXXXXXXXXXXX
3. XX XX XX

XXXXXXXXXXXXXXXXXXXX

1. XXXXXXXXXXXXXXXXXXXX
2. XX XX XX XX XXXXXXXXXXXX
3. XXXXXXXXXXX XX XX XX
4. XX XX XX

XX: XXX

It is possible to sort tickets by a specific attribute, but not all attributes can be used for sort.

To sort tickets:

1. XXXXXXXXXXXXXXXXXXXX
2. XXXXXXXXXXXXXXXXXXXX

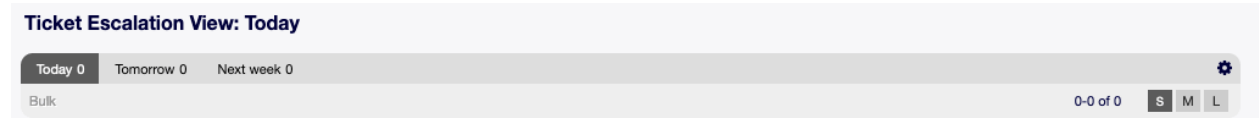
XX

XXXXXXXXXX

1. XXXXXXXXXXXXXXXXXXXX
2. XXXXXXXXXXXX

1. Click on the ticket ID to view the ticket details.

2. Click on the ticket ID to view the ticket details.



3. Click on the ticket ID to view the ticket details.

4. Click on the ticket ID to view the ticket details.

5. Click on the ticket ID to view the ticket details.

6. Click on the ticket ID to view the ticket details.

7. Click on the ticket ID to view the ticket details.

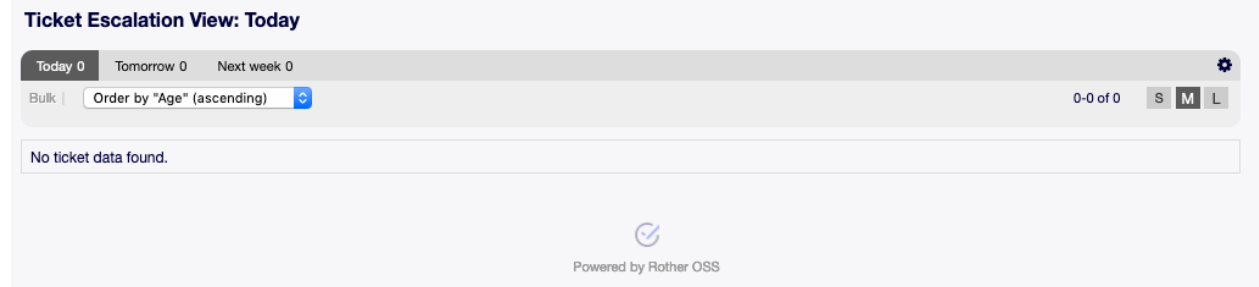
8. Click on the ticket ID to view the ticket details.

**Quick Close** Close this ticket by one click.

9. Click on the ticket ID to view the ticket details.

10. Click on the ticket ID to view the ticket details.

11. Click on the ticket ID to view the ticket details.



12. 2.102: Click on the ticket ID to view the ticket details.

13. Click on the ticket ID to view the ticket details.

1. Click on the ticket ID to view the ticket details.
2. Click on the ticket ID to view the ticket details.
3. Click on the ticket ID to view the ticket details.

14. Click on the ticket ID to view the ticket details.

15. Click on the ticket ID to view the ticket details.

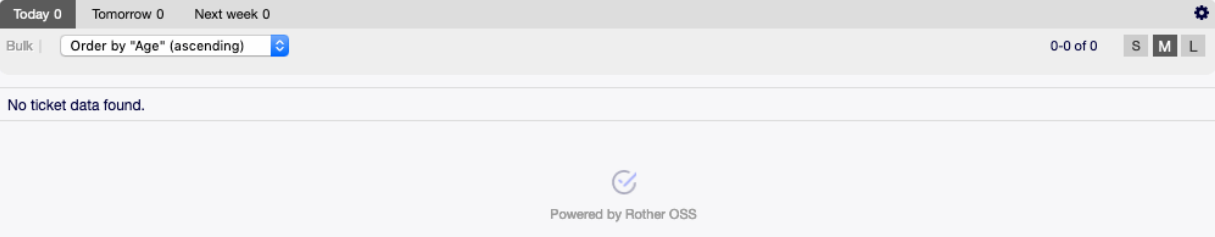
16. Click on the ticket ID to view the ticket details.

17. Click on the ticket ID to view the ticket details.

1. Click on the ticket ID to view the ticket details.

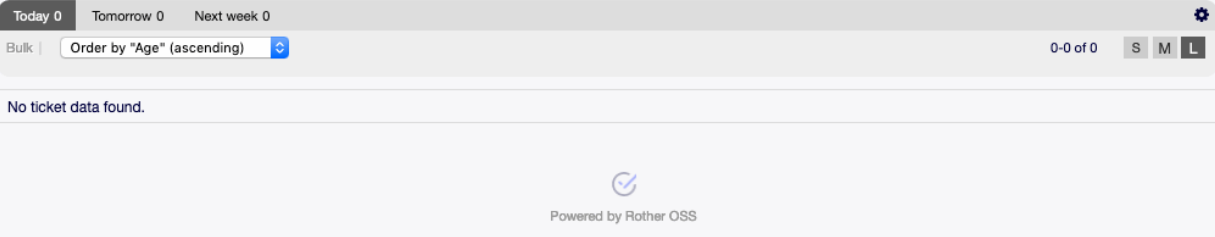


**Ticket Escalation View: Today**



2.103: [Screenshot]

**Ticket Escalation View: Today**



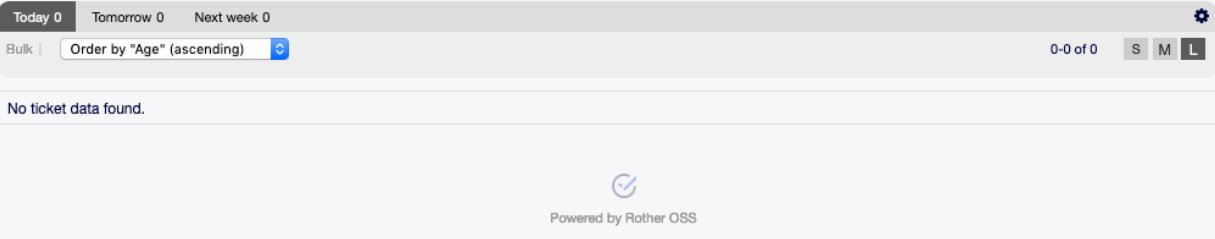
2.104: [Screenshot]

2. [Screenshot]

3. [Screenshot]

[Screenshot]

**Ticket Escalation View: Today**



2.105: [Screenshot]

[Screenshot]

[Screenshot]

### 2.5.5 [Screenshot]

[Screenshot]

[Screenshot]

[Screenshot] \* [Screenshot]

**Ticket Bulk Action** Cancel & close

▶ Add Note

▶ Send Email

Next state:

Queue:

Owner:

Responsible:

Priority:

Merge:  Merge to Ticket#:   
 Merge to oldest

Link together:

Link to parent:

Unlock tickets:

**Execute Bulk Action**

2.106:

: \*

\*

The service category of this ticket.

:

This field is available if `Ticket :: Service` is enabled.

**Service Level Agreement** Select one of the Service Level Agreements if available.

:

`Ticket :: Responsible`

Select an agent responsible for the ticket.

\*

FAQ

FAQ / / FAQ -

FAQ

\*

3-

### Create New Phone Ticket

★ Customer user:

"Wyle Coyote" <we@acme.example.com>

★ To queue:

Service:

Service Level Agreement:

Owner:

Responsible:

★ Subject:

Options: [\[ Customer user \]](#) [\[ FAQ \]](#)

Text Template:

Setting a template will overwrite any text or attachment.

★ Text:

**B I U S** | | | | | | | | | | | |

Format | Font | Size | | | | Source |

Attachments:

Click to select files or just drop them here.

Next ticket state:

Priority:

Time units (work units):

[+ Create](#)

**Customer Information**

Firstname: Wyle  
 Lastname: Coyote  
 Username: we  
 Email: we@acme.example.com  
 Customer: Acme Inc.  
 Street: 123 Anywhere St.  
 Zip: 12346  
 City: Somevillage  
 Country: United States of [...]  
 URL: [https://acme.exam\[...\]](https://acme.exam[...])  
 Comment: A great company  
● [Open tickets \(customer\) \(5\)](#)

2.107: [Screenshot]



Create New Email Ticket

\* To customer user:

To:

Cc:

Bcc:

\* From queue:

Service:

Service Level Agreement:

Owner:

Responsible:

Email security:

Sign:

Encrypt:

\* Subject:

Options: [\[ Customer user \]](#) [\[ FAQ \]](#)

Text Template:

\* Text:

Signature:

Attachments:

Next ticket state:

Priority:

Time units (work units):

**+ Send mail**

**Customer Information**

- Firstname: Wyle
- Lastname: Coyote
- Username: we
- Email: we@acme.example.com
- Customer: Acme Inc.
- Street: 123 Anywhere St.
- Zip: 12346
- City: Somevillage
- Country: United States of [...]
- URL: [https://acme.exam\[...\]](https://acme.exam[...])
- Comment: A great company

**Open tickets (customer) (5)**

## 2.5.7

---

1. Select a process from the dropdown menu.

2. Click the "Create New Process Ticket" button.



2.109: 1. Select a process from the dropdown menu.

2. Click the "Create New Process Ticket" button.

3. \* Select a process from the dropdown menu.

4. Click the "Create New Process Ticket" button.

5. Select a process from the dropdown menu.

6. Click the "Create New Process Ticket" button.

---

7. The fields displayed depend on the process, therefore no explanation is described here for those fields.

---

## 2.5.8

1. Select a process from the dropdown menu.

2. Click the "Create New Process Ticket" button.

3. Click the "Create New Process Ticket" button.

4. Select a process from the dropdown menu.

5. Click the "Create New Process Ticket" button.

1. Select a process from the dropdown menu.
2. Click the "Create New Process Ticket" button.
3. Select a process from the dropdown menu.
4. Click the "Create New Process Ticket" button.

6. Click the "Create New Process Ticket" button.

1. Select a process from the dropdown menu.
2. Click the "Create New Process Ticket" button.

7. Select a process from the dropdown menu.

8. Click the "Create New Process Ticket" button.

1. Select a process from the dropdown menu.

### Create New Process Ticket

★ Process:

Subject:

Text:   
B I U S | | | | | | | | | | |   
 Format - | Font - | Size - | - - |

Attachments:   
  
 Click to select files or just drop them here.

Title:

Author:

ISBN:

Status:

**Submit**

**Process Information**

Process: Book ordering

Activity: Recording the demand

Dialog: Recording the demand

Description: New demand

2.110: ████████████████████

**Search** ✕

---

**Templates**

Search template:

**Create New**

---

**Filters in use**

Fulltext:

---

**Additional filters**

Add another attribute:

Output:

**Run search**

2.111: ████████

**Search** x

---

**Templates**

Search template:  x

Create New
Delete
Profile link

---

**Filters in use**

Fulltext:  ✖

---

**Additional filters**

Add another attribute:

Output:

Q Run search

2.112: [REDACTED]

[REDACTED]

[REDACTED]

**Search Results:**

Change search options (last-search) ⚙

Bulk 1-2 of 2 S M L

<input type="checkbox"/>		TICKET#	▼ AGE	SENDER	TITLE	STATE	LOCK	QUEUE	OWNER	CUSTOMER ID
<input type="checkbox"/>	■	2020120449000029	1 h 16 m	Wyle Coyote	Computer makes noise	open	unlock	Raw	Super Admin	acme.co
<input type="checkbox"/>	■	2020120449000011	6 h 2 m	Wyle Coyote	Computer doesn't start	open	lock	Raw	Super Admin	acme.co

2.113: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



2.5.9

Placeholder text line

**Ticket#2020111949000011 – User cannot login to his mail account**

Back | Lock | Priority | Change Ticket | People | Communication | Pending | Close | Quick Close | Miscellaneous |

- Move -

▼ Article Overview - 1 Article(s)

NO.		SENDER	VIA	SUBJECT	CREATED
1		Wyle Coyote	Phone	User cannot login to his mail	11/19/2020 13:07

▼ #1 – User cannot login to his mail account – Wyle Coyote – 11/19/2020 13:07 (Europe/Berlin) vi...

To open links in the following article, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS).

Mark | Print | Split | Forward | Reply

The user reports outlook will not accept his password.

**Ticket Information**

- Age: 14 d 21 h
- Created: 11/19/2020 13:07 (Europe/Berlin)
- Created by: Super Admin
- State: open
- Locked: unlock
- Priority: 3 normal
- Queue: Misc
- Customer ID: acme.co
- Accounted time: 0
- Owner: Super Admin
- Responsible: Admin OTOBO

**Customer Information**

- Firstname: Wyle
- Lastname: Coyote
- Username: we
- Email: we@acme.example.com
- Customer: Acme Inc.
- Street: 123 Anywhere St.
- Zip: 12346
- City: Somevillage
- Country: United States of [...]
- URL: https://acme.exam[...]
- Comment: A great company
- Open tickets (customer): (3)

2.114: Placeholder

Placeholder text line

Placeholder text line

Placeholder text line

Placeholder text line

Back | Unlock | Priority | Change Ticket | People | Communication | Pending | Close | Quick Close | Process |

Miscellaneous | - Move -

2.115: Placeholder

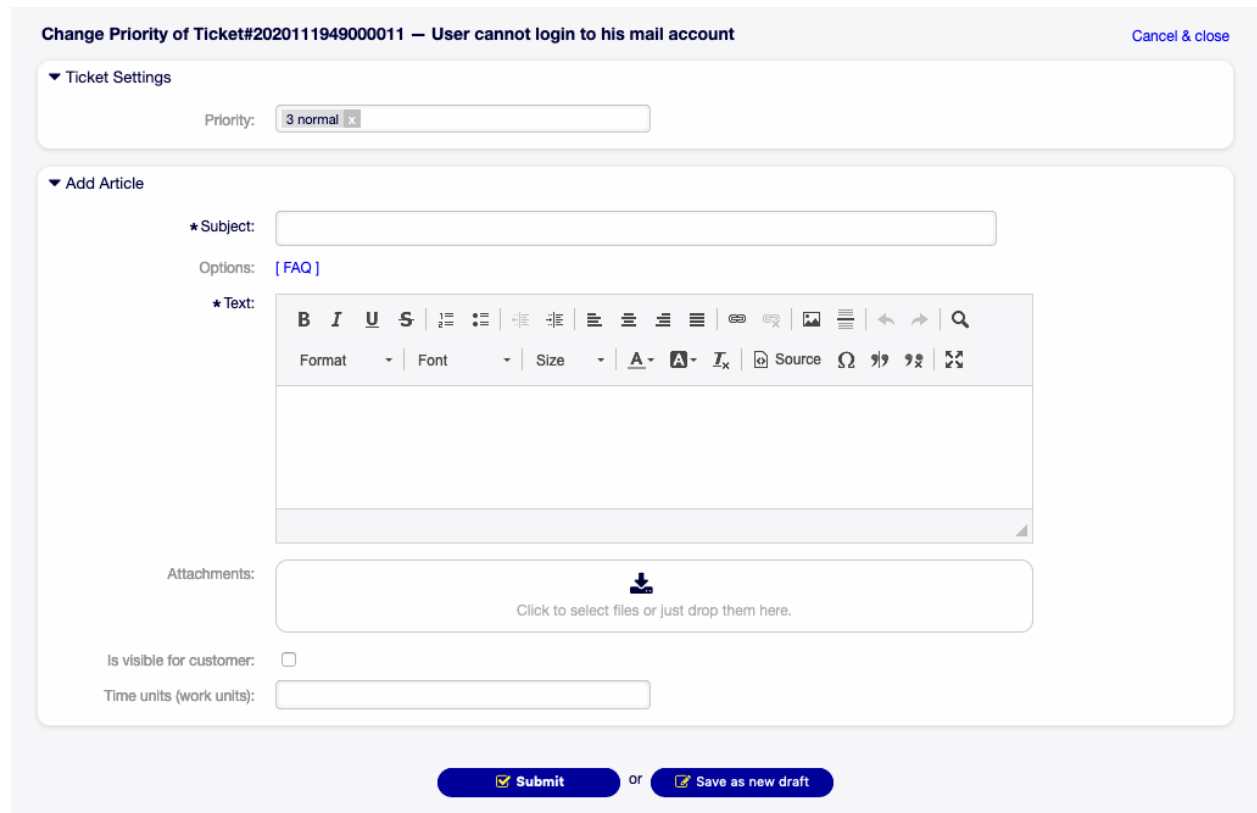
Placeholder text line

Placeholder text line

1. Select the ticket you want to edit.  
2. Select the ticket you want to edit.

1. Select the ticket you want to edit.

3. Select the ticket you want to edit.  
4. Select the ticket you want to edit.



2.116: Ticket

1. Select the ticket you want to edit.  
2. \* Select the ticket you want to edit.  
3. Select the ticket you want to edit.  
4. \* Select the ticket you want to edit.  
5. Select the ticket you want to edit.  
6. Select the ticket you want to edit.  
7. Select the ticket you want to edit.

8. Select the ticket you want to edit.

9. Select the ticket you want to edit.

10. \* Select the ticket you want to edit. owner/Select the ticket you want to edit.

11. \* Select the ticket you want to edit.

**Change Owner of Ticket#202011194900011 – User cannot login to his mail account** Cancel & close

▼ Ticket Settings

\* New Owner:

▼ Add Article

\* Subject:

Options: [\[ FAQ \]](#)

\* Text:

**B I U S** | | | | | | | | | | | | | |

Format | Font | Size | | | | | Source | | | |

Attachments:

Is visible for customer:

Time units (work units):

or

2.117: ██████████

FAQ
\*
Customer user:
Customer ID:
Submit

Change Customer of Ticket#202011194900011 - User cannot login to his mail account
Customer user: "Wyle Coyote <we@acme.example.com>
Customer ID: acme.co
Submit
Customer Information
Firstname: Wyle
Lastname: Coyote
Username: we
Email: we@acme.example.com
Customer: Acme Inc.
Street: 123 Anywhere St.
Zip: 12346
City: Somevillage
Country: United States of [...]
URL: https://acme.exam[...]
Comment: A great company
Open tickets (customer) (5)

2.118:

\*
ID
FAQ
\*
Customer user:
Customer ID:
Submit
Customer Information
Firstname: Wyle
Lastname: Coyote
Username: we
Email: we@acme.example.com
Customer: Acme Inc.
Street: 123 Anywhere St.
Zip: 12346
City: Somevillage
Country: United States of [...]
URL: https://acme.exam[...]
Comment: A great company
Open tickets (customer) (5)

**Add Note to Ticket#2020111949000011 – User cannot login to his mail account** Cancel & close

▼ Ticket Settings

Service:

Service Level Agreement:

▼ Add Article

\*Subject:

Options: [FAQ](#)

\*Text:

**B I U S** |

Format - | Font - | Size - | - - | Source

Attachments:

Is visible for customer:

Time units (work units):

or

2.119: [Screenshot]

Phone Call for Ticket#202011194900011 – User cannot login to his mail account

[Cancel & close](#)

\*Subject:

\*Text:

**B I U S** | | | | | | | | | | |

| |

Format | Font | Size

| | | | | | |

Attachments:

Click to select files or just drop them here.

Next ticket state:

Time units (work units):

**Submit** or  **Save as new draft**

**Customer Information**

Firstname: Wyle  
Lastname: Coyote  
Username: we  
Email: we@acme.example.com  
Customer: Acme Inc.  
Street: 123 Anywhere St.  
Zip: 12346  
City: Somevillage  
Country: United States of [...]  
URL: https://acme.exam[...]  
Comment: A great company  
**Open tickets (customer) (5)**

2.120: [REDACTED]

OTOBOT OTOBO  
OTOBOT OTOBO  
OTOBOT OTOBO

Outbound Email for Ticket#2020111949000011 – User cannot login to his mail account Cancel & close

From: OTOBO System <otobo@localhost>  
★ To:   
Cc:   
Bcc:   
★ Subject: [Ticket#2020111949000011]  
Email security:   
Sign:

Keys/certificates will only be shown for a sender with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Encrypt:   
Keys/certificates will only be shown for recipients with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Options: [ FAQ ]

★ Text: **B I U S** | | | | | | | | |

Your Ticket-Team  
Super Admin  
--  
Super Support - Waterford Business Park  
5201 Blue Lagoon Drive - 8th Floor & 9th Floor - Miami, 33126 USA  
Email: hot@example.com - Web: <http://www.example.com/>  
--

Attachments:   
Click to select files or just drop them here.

Next ticket state:  ✕  
Visible for customer:   
Time units (work units):

or

2.121: OTOBOT

OTOBOT OTOBO  
OTOBOT \* OTOBOT  
OTOBOT OTOBO  
OTOBOT OTOBO

**11.1:** You can select a customer user from OTOBO or any valid email address can be added here.

XXXXXXXXXX\*XX XXXXXXXXX\*\*XXXXXXXXXXXXXX

XX \* XXXXXXXXXXXXXXXXXXXXXXXX

XX XXXXXXXXXXXXXXXXXXXXXXXXFAQXXXXXXXXXXXXXX

XX \* XXXXXXXXXXXXXXXXXXXXXXXX

XX XXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

XXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXX

XXXXX XXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXX

XXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXX

XX XXXXXXXXXXXXXXXXXXXXXXXXX

**Set Pending Time for Ticket#202011194900011 — User cannot login to his mail account** [Cancel & close](#)

▼ Ticket Settings

Next state:

Pending date:   :

For all pending\* states.

▼ Add Article

★ Subject:

Options: [FAQ](#)

★ Text: 

**B I U S** | | | | | | | | | | | | | |

Format | Font | Size | A | A | Ix | Source | Ω | ↶ | ↷ | 🔍

Attachments:

Is visible for customer:

Time units (work units):

or

2.122: XXXXXXXXX

XXXXXXXXX XXXXXXXXXXXXXXXX

XXXXX XXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXX

XX \* XXXXXXXXXXXXXXXXXXXXXXXX



FAQ

\*

**Close Ticket#2020111949000011 – User cannot login to his mail account** Cancel & close

▼ Ticket Settings

Next state:

▼ Add Article

\* Subject:

Options: [FAQ]

\* Text:

**B I U S** | | | | | | | | | | | | | |

Format | Font | Size | | | | Source | | |

Attachments:

Is visible for customer:

Time units (work units):

or

2.123:

\*

FAQ

\*

**Quick Close** Close the ticket by one click.

History of Ticket#2020111949000011

User cannot login to his mail account

Cancel & close

Just start typing to filter... Expand/collapse all

11/19/2020 13:07:51 (Europe/Berlin)

AGENT	ACTION	ARTICLE
Super Admin	Created ticket [2020111949000011] in "Misc" with priority "3 normal" and state "open". (NewTicket)	
Super Admin	Changed service to "NULL" (). (ServiceUpdate)	
Super Admin	Changed SLA to "NULL" (). (SLAUpdate)	
Super Admin	Changed customer to "CustomerID=acme.co;CustomerUser=we;". (CustomerUpdate)	
Super Admin	Added phone call from customer. (PhoneCallCustomer)	Q
Super Admin	Changed owner to "sa" (2). (OwnerUpdate)	

12/04/2020 10:48:32 (Europe/Berlin)

AGENT	ACTION	ARTICLE
Super Admin	Locked ticket. (Lock)	
Super Admin	Reset of unlock time. (Misc)	

2.124: History of Ticket

Change Free Text of Ticket#2015071510123456

Change Free Text of Ticket#2015071510123456 – Welcome to OTRS!

All fields marked with an asterisk (\*) are mandatory.

Cancel & close

Ticket Settings

\* Title:

Submit or  Save as new draft

2.125: Change Free Text of Ticket

\* This menu item

This menu item opens the standard link screen of OTOBO. Tickets can be linked to other tickets, FAQ articles or appointments. Existing links can also be managed here.

History of Ticket

Change Free Text of Ticket

Change Free Text of Ticket

\* This menu item

Change Free Text of Ticket

Change Free Text of Ticket

**Manage links for Ticket#2020111949000011: User cannot login to his mail account**

[Close this dialog](#)

**Create new links** | Manage existing links

Link with:

Ticket#:

Title:

Fulltext:

State:

Priority:

2.126: [redacted]

**Merge Ticket#2020111949000011 — User cannot login to his mail account** [Cancel & close](#)

▼ Merge Settings

\* Merge to Ticket#:

Try typing part of the ticket number or title in order to search by it.

Limit the search to tickets with same Customer ID (acme.co).

▼ Inform Sender

Inform sender:

From: OTOBO System <otobo@localhost>

\* To:

\* Subject:

\* Text:

**B I U S** | | | | | | | | | | | | | |

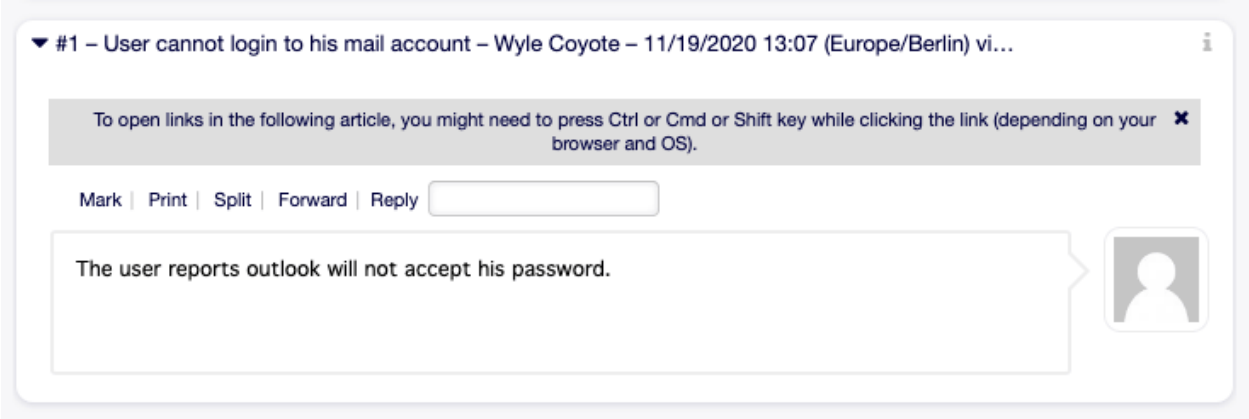
Format | Font | Size | A | A | I\_x | Source | Ω | ↻ | ↻ | ↻

Dear Wyle Coyote,

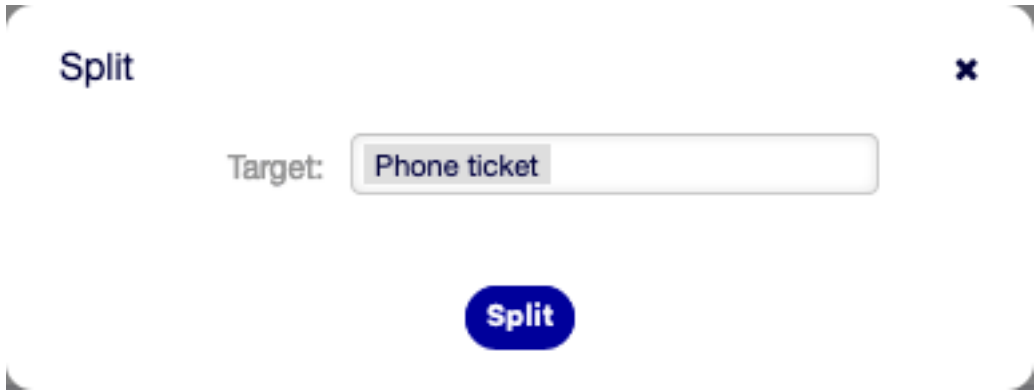
Thank you for your request.

2.127: [redacted]





2.129: [redacted]



2.130: [redacted]

OTOBOSystem <otobo@localhost>  
OTOBOSystem <otobo@localhost>  
OTOBOSystem <otobo@localhost>

OTOBOSystem <otobo@localhost>

OTOBOSystem <otobo@localhost>

**Forward Ticket#2020111949000011 — User cannot login to his mail account** Cancel & close

From: OTOBO System <otobo@localhost>

\* To:

Cc:

Bcc:

\* Subject: **Fwd: [Ticket#2020111949000011] User cannot login to his mail account**

Email security:

Sign:

Keys/certificates will only be shown for a sender with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Encrypt:

Keys/certificates will only be shown for recipients with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Options: [\[FAQ\]](#)

\* Text:

**B I U S** | | | | | | | |

Format | Font | Size | | | | | | |

Your Ticket-Team  
Super Admin

Attachments:

Next ticket state:

Visible for customer:

Time units (work units):

or

2.131: Screenshot

OTOBOSystem <otobo@localhost>  
OTOBOSystem \* <otobo@localhost>  
OTOBOSystem <otobo@localhost>  
OTOBOSystem <otobo@localhost>

OTOBOSystem <otobo@localhost>: You can select a customer user from OTOBO or any valid email address can be added here.

\*\*\*\*\*

\*

FAQ

\*

\*

: You can select a customer user from OTOBO or any valid email address can be added here.

\*\*\*\*\*

\*

FAQ

\*

:

LinkObject::ViewMode

**Compose Answer for Ticket#2020111949000011 – User cannot login to his mail account** Cancel & close

From: OTOBO System <otobo@localhost>

★ To:

To: "Wyle Coyote" <we@acme.example.com>

Cc:

Bcc:

★ Subject: **Re: [Ticket#2020111949000011] User cannot login to his mail account**

Email security:

Sign:

Keys/certificates will only be shown for a sender with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Encrypt:

Keys/certificates will only be shown for recipients with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Options: [\[ FAQ \]](#)

★ Text:

**B I U S** | | | | | | | | | | | | | |

Format | Font | Size | | | | | | | |

Dear Wyle Coyote,

Thank you for your request.

Your Ticket-Team

Super Admin

--

Super Support - Waterford Business Park  
 5201 Blue Lagoon Drive - 8th Floor & 9th Floor - Miami, 33126 USA  
 Email: hot@example.com - Web: <http://www.example.com/>

--

Attachments:

Click to select files or just drop them here.

Next ticket state:

Visible for customer:

Time units (work units):

Send mail or Save as new draft

2.132: ████████

▼ Linked: FAQ (1)

FAQ#	TITLE	STATE	CREATED	LINKED AS	DELETE
<a href="#">49002</a>	How to create a support bundle	external (customer)	11/18/2020 15:43:26 (Europe/Berlin)	Normal	

2.133: ██████ █████



▼ Linked: FAQ (1)

FAQ#	TITLE	STATE	CREATED	LINKED AS	DELETE
<a href="#">49002</a>	How to create a support bundle	external (customer)	11/18/2020 15:43:26 (Europe/Berlin)	Normal	

2.134:

▼ Ticket Information

Age: 74 d 1 h

Created: 09/21/2020 17:08 (Europe/Berlin)

State: new

Locked: lock

Priority: 3 normal

Queue: Raw

Customer ID:

Accounted time: 0

Owner: Admin OTOBO

Responsible: Admin OTOBO

2.135:

Figure 2.136

Customer Information

▼ **Customer Information**

**Firstname:** Wyle

**Lastname:** Coyote

**Username:** we

**Email:** we@acme.example.com

**Customer:** Acme Inc.

**Street:** 123 Anywhere St.

**Zip:** 12346

**City:** Somevillage

**Country:** United States of [...]

**URL:** https://acme.exam[...]

**Comment:** A great company


 [Open tickets \(customer\)\\_ \(5\)](#)

Figure 2.136: Customer Information

## 2.6 FAQ

### FAQ

Creating FAQ articles should be done based on customer tickets. A good knowledge base contains all relevant information, that occurs during ticket handling. FAQ articles can be easily attached to new tickets in any ticket or article creation screens. This can help agents to shorten the time when answering a ticket.

#### 2.6.1

FAQ FAQ FAQ

FAQ

**FAQ Explorer**

FAQ

**Subcategories**

NAME	COMMENT	SUBCATEGORIES	FAQ ARTICLES
Misc	Misc Comment	0	2

**Latest created FAQ articles**

[How to create a support bundle](#)  
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

[Computer is dead](#)  
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

**FAQ Articles: FAQ**

0-0 of 0

No FAQ data found.

**Latest updated FAQ articles**

[How to create a support bundle](#)  
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

[Computer is dead](#)  
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

**Top 10 FAQ articles**

1. [Computer is dead](#)  
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

2. [How to create a support bundle](#)  
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

2.137: FAQ

FAQ

FAQ

FAQ

FAQ

FAQ

FAQ

- FAQ
- FAQ
- FAQ

FAQ

FAQ

FAQ

FAQ

FAQ

FAQ

FAQ

- FAQ
- FAQ
- FAQ

FAQ

**FAQ Explorer**

FAQ > Misc

**Subcategories**

NAME	COMMENT	SUBCATEGORIES	FAQ ARTICLES
No subcategories found.			

**FAQ Articles: Misc**

1-2 of 2 S

▲ FAQ#	TITLE	LANGUAGE	STATE	VALIDITY
49002	How to create a support bundle	en	external (customer)	valid
49001	Computer is dead	en	external (customer)	valid

**Latest created FAQ articles**

[How to create a support bundle](#)  
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

[Computer is dead](#)  
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

**Latest updated FAQ articles**

[How to create a support bundle](#)  
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

[Computer is dead](#)  
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

**Top 10 FAQ articles**

1. [Computer is dead](#)  
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

2. [How to create a support bundle](#)  
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

2.138: FAQ

## 2.6.2

FAQ

\*

FAQ

\*

:

FAQ

( ) FAQ

( ) FAQ

( ) FAQ

Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid or invalid-temporarily will disable the use of the resource.

:

FAQ

### Latest created FAQ articles

[How to create a support bundle](#)

Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

[Computer is dead](#)

Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

### Latest updated FAQ articles

[How to create a support bundle](#)

Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

[Computer is dead](#)

Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

### Top 10 FAQ articles

1. [Computer is dead](#)

Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

2. [How to create a support bundle](#)

Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

2.139: FAQ

### Add FAQ Article

All fields marked with an asterisk (\*) are mandatory.

\* Title:

Keywords:


\* Category:























State:























Validity:























Language:

Attachment: 

  
Click to select files or just drop them here.

Symptom: *(public)*  
**B I U S** |                 
Format | Font | Size | **A**    | Source    

Problem: *(public)*  
**B I U S** |                 
Format | Font | Size | **A**    | Source    

Solution: *(public)*  
**B I U S** |                 
Format | Font | Size | **A**    | Source    


FAQs are organized into categories.

You can create, edit, and delete FAQs.


### 2.6.3 FAQs

FAQs are organized into categories. You can create, edit, and delete FAQs.

**FAQ Journal:**

1-3 of 3 

FAQ#	TITLE	CATEGORY	ACTION	TIME
49002	How to create a support bundle	Misc	Updated	11/18/2020 15:51:32 (Europe/Berlin)
49002	How to create a support bundle	Misc	Created	11/18/2020 15:43:26 (Europe/Berlin)
49001	Computer is dead	Misc	Created	11/18/2020 15:30:56 (Europe/Berlin)

  
Powered by Rother OSS

2.141: FAQ Journal

FAQs are organized into categories.


1. Create a new FAQ
2. Edit an existing FAQ
3. Delete a FAQ

FAQs are organized into categories.


### 2.6.4 Languages

FAQs are organized into categories.



Use this screen to manage languages available in FAQ articles. A fresh OTOBO installation already contains some languages by default. The language management screen is available in the Language Management menu item of the FAQ menu.

 FAQ Language Management

**Actions**

 [Add language](#)

**List**

NAME	DELETE
de	
en	

2.142: FAQ Language Management

## FAQ

### 1. 1. 2. 3.

1. 1. 2. 3.
2. 1. 2. 3.
3. 1. 2. 3.

### Add Language

\* Name:

**Submit** or Cancel

2.143: 1. 2. 3.

### 1. 1. 2. 3.

1. 1. 2. 3.
2. 1. 2. 3.
3. 1. 2. 3.

### Edit Language

\* Name:

**Submit** or Cancel

2.144: 1. 2. 3.

### 1. 1. 2. 3.

1. 1. 2. 3.
2. 1. 2. 3.

### List

NAME	DELETE
de	
en	

2.145: 1. 2. 3.

## FAQ

1. 1. 2. 3.

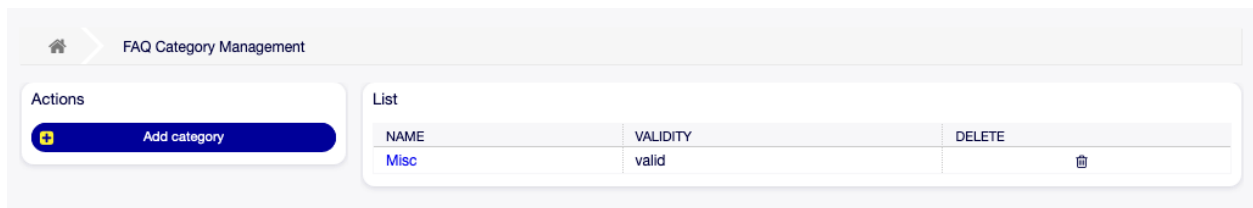


\* ISO 639-1

## 2.6.5

:

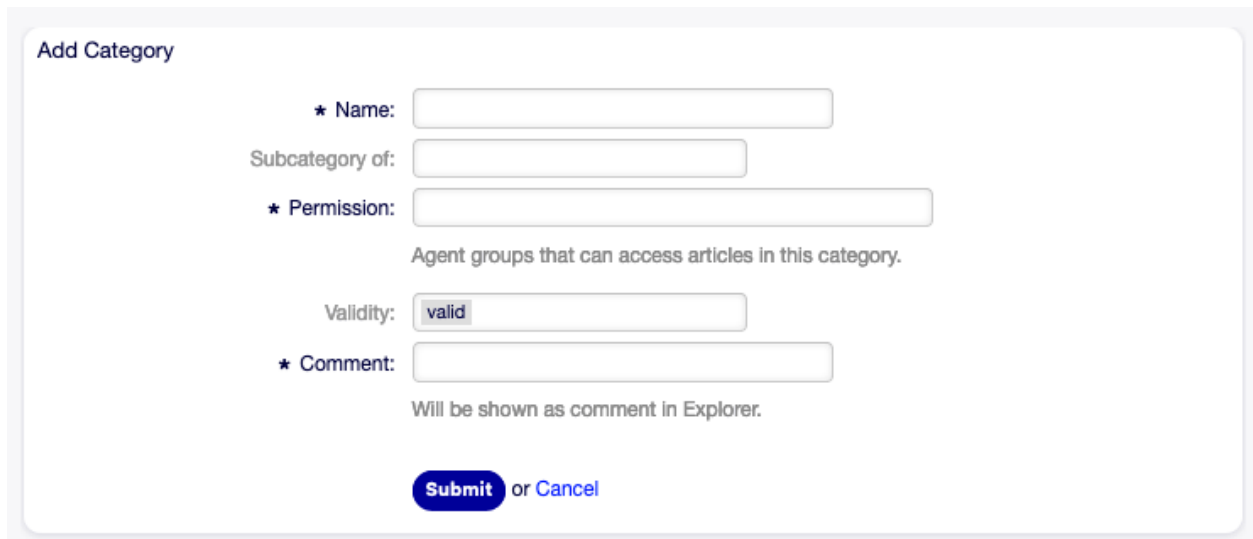
Use this screen to manage categories available in FAQ articles. A fresh OTOBO installation already contains a category by default. The category management screen is available in the Category Management menu item of the FAQ menu.



2.146: FAQ

## FAQ

- 1.
- 2.
- 3.



2.147:

- 1.

2. 名称
3. 子类别 权限

**Edit Category**

\* Name:

Subcategory of:

\* Permission:

Agent groups that can access articles in this category.

Validity:

\* Comment:

Will be shown as comment in Explorer.

**Submit** or Cancel

图 2.148: 编辑类别

FAQ 列表

1. 创建 FAQ
2. 删除 FAQ

**List**

NAME	VALIDITY	DELETE
Misc	valid	

图 2.149: FAQ 列表

FAQ 说明

FAQ 是用于解答用户问题的资源。FAQ 资源可以包含文本、HTML 代码、图片或视频。

\* 名称：必填项，用于标识 FAQ 资源。名称长度不得超过 255 个字符。

子类别：必填项，用于对 FAQ 资源进行分类。子类别名称不得超过 255 个字符。

\* 权限：必填项，用于指定哪些用户组可以访问该 FAQ 资源。

有效性：Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid or invalid-temporarily will disable the use of the resource.

\* 评论：必填项，用于在 Explorer 中显示该 FAQ 资源的评论。评论长度不得超过 255 个字符。

2.6.6 删除 FAQ

在 OTOBO 中删除 FAQ 资源时，系统将提示您确认删除。删除 FAQ 资源后，该资源将不再可用。

Searchx

---

**Templates**

Search template:

---

**Filters in use**

Fulltext:

---

**Additional filters**

Add another attribute:   
 Output:

2.150:

- 1.
- 2.
- 3.
- 4.
- 5.

- 1.
- 2.

- 1.
- 2.
- 3.
- 4.

FAQ

FAQ

- 1.

Search
✕

---

**Templates**

Search template:

[Create New](#) [Delete](#)

---

**Filters in use**

Fulltext:  ✕

---

**Additional filters**

Add another attribute:

Output:

[Run search](#)

2.151: ██████████

**Search Result:**

Change search options ⚙️
1-1 of 1 S

▲ FAQ#	TITLE	CATEGORY	LANGUAGE	STATE	VALIDITY	CHANGED
49002	How to create a support bundle	Misc	en	external (customer)	valid	11/18/2020 15:51 (Europe/Berlin)

Powered by Rother OSS

2.152: ██████████

2. 2.6.7

2.6.7

2.6.7

2.6.7

2.6.7 FAQ

2.6.7 FAQ

FAQ

FAQ This menu item opens the standard link screen of OTOBO. FAQ articles can be linked to other FAQ articles or tickets. Existing links can also be managed here.

FAQ

FAQ

**FAQ#: 49002 — How to create a support bundle**

FAQ > Misc > How to create a support bundle

Back | Edit | History | Print | Link | Delete

To open links in the following description blocks, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS).

**Symptom** (public)

A support bundle needs to be created for the OTOBO system.

**Problem** (public)

The support package is designed to aid in diagnosing system health, setup and configuration, tells about usage statistics, and contains only the core files, delivered via packages or created by hand. All sensitive data is parsed is parsed out or left on the system. No customer or ticket data will be packaged. The package can be downloaded and viewed in its full.

**Solution** (public)

OTOBO 10:

1. Switch to *Admin -> Support Data Collector*
2. Click *"Generate Support Bundle"*
3. If the support bundle is needed for a ticket, please use the button *Download*.

**Comment** (internal)

See also <https://doc.otobo.org/manual/admin/stable/en/content/index.html>

**Rating**

How helpful was this article? Please give us your rating and help to improve the FAQ Database. Thank You!

not helpful ☆ 1 ☆ 2 ☆ 3 ☆ 4 ☆ 5 very helpful

**FAQ Information**

Category: Misc

Keywords: [support bundle generate](#)  
[OTOBO](#)

State: external (customer)

Validity: valid

Language: en

Rating: 0 out of 5

Votes: No votes found! Be the first one to rate this FAQ article.

Created: 11/18/2020 15:43  
(Europe/Berlin) (Super Admin)

Changed: 11/18/2020 15:51  
(Europe/Berlin) (Super Admin)

**Linked Objects**

Normal

OBJECT#  
[T:2015071510123456](#)

2.153: FAQ

**Edit: FAQ: 49002**

All fields marked with an asterisk (\*) are mandatory.

[Cancel & close](#)

★ Title:

Keywords:


★ Category:

State:

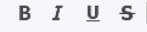





Validity:


Language:

Attachment: 

  
 Click to select files or just drop them here.

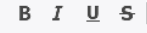





Symptom: *(public)*


**B I U S** |  |  |  |  |  | 

Format | Font | Size | **A** | **A** | *I* | Source | 

A support bundle needs to be created for the OTOBO system.







Problem: *(public)*


**B I U S** |  |  |  |  |  | 

Format | Font | Size | **A** | **A** | *I* | Source | 

The support package is designed to aid in diagnosing system health, setup and configuration, tells about usage statistics, and contains only the core files, delivered via packages or created by hand. All sensitive data is parsed is parsed out or left on the system. No customer or ticket data will be packaged. The package can be downloaded and viewed in its full.

Solution: *(public)*

**B I U S** |  |  |  |  |  | 

Format | Font | Size | **A** | **A** | *I* | Source | 

OTOBO 10:

1. Switch to Admin -> Support Data Collector
2. Click "Generate Support Bundle"
3. If the support bundle is needed for a ticket, please use the button *Download*.

History of FAQ#: 49002 - How to create a support bundle

[Close](#)

History Content

ACTION	USER	CREATETIME
Created	sa (Super Admin)	11/18/2020 15:43:26 (Europe/Berlin)
Updated	sa (Super Admin)	11/18/2020 15:51:32 (Europe/Berlin)

2.155: FAQ

Manage links for FAQ# 49002: How to create a support bundle

[Close this dialog](#)

Create new links

Manage existing links

Link with:

FAQ#:

Title:

Fulltext:

[Start search](#)

2.156: FAQ

**Delete** ✕

Title: How to create a support bundle

Do you really want to delete this FAQ article?

[Yes](#) [No](#)

2.157: FAQ



### FAQ Information

Category: Misc

Keywords: [support bundle generate](#)  
[OTOBO](#)

State: external (customer)

Validity: valid

Language: en

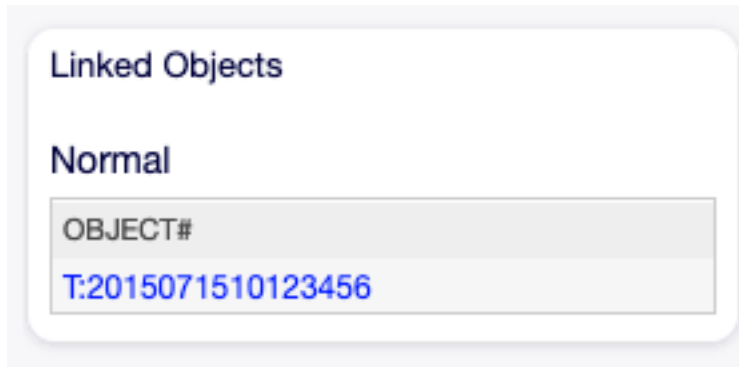
Rating: 0 out of 5

Votes: No votes found! Be the first one to rate this FAQ article.

Created: 11/18/2020 15:43  
(Europe/Berlin) (Super Admin)

Changed: 11/18/2020 15:51  
(Europe/Berlin) (Super Admin)

2.158: FAQ



2.159: Screenshot of linked object

FAQs are available in the user interface.

Additional information is provided below.

Notes:

The `LinkObject::ViewMode` property is used to control the view mode.

▼ Linked: Ticket (1)

TICKET#	TITLE	STATE	QUEUE	CREATED	LINKED AS	DELETE
<a href="#">2015071510123456</a>	Welcome to OTOBO!	new	Raw	09/21/2020 17:08:29 (Europe/Berlin)	Normal	

2.160: Screenshot of linked tickets table

## 2.7 Notes

Note: This feature will be included in one of the next OTOBO releases. If you need it beforehand, please contact [sales@otobo.de](mailto:sales@otobo.de), we will find a solution.

Notes:

The `ChatEngine::Active` property is used to control the chat engine.

The OTRS PDF property is used to control the PDF generation.

Additional information is provided below.

### 2.7.1 Notes

📌: Rother OSS TODO: This feature will be included in one of the next OTOBO releases. If you need it beforehand, please contact [sales@otobo.de](mailto:sales@otobo.de), we will find a solution.

📌:

📌 ChatEngine::Active 📌

📌

📌

**Manage Chats**

**Hints**

Please note: This tab will be used by any request which is related to chats. If you leave the chat manager (e.g. by using the navigation bar on top of the page), starting a new chat or other chat-related actions will possibly reload this tab any time. This means that it is recommended to leave the chat manager opened in this particular tab.

**Chat Integration**

You can easily integrate the chat into a web page. Just set up a few parameters and copy the integration code to your clip board.

`</>` [Configure Chat Integration](#)

**General Chat Requests From Customers**

My Chat Channels		All Chat Channels			
CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
There are currently no chat requests.					

**General Chat Requests From Public Users**

CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
There are currently no chat requests.					

**Personal Chat Requests For You**

CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
There are currently no chat requests.					

**My Active Chats**

2.161: 📌

📌

📌

📌

📌

📌

1. 📌
2. 📌
3. 📌
4. 📌
5. 📌
6. 📌

**Logged-In Users**

**Agents (2)**   Customers (0)

- Admin OTRS
- John Doe 🗨️

2.162: Logged-In Users

**Start chat** ✕

Start chat

2.163: Start chat dialog

● JOHN DOE (A) (P) ⌵ ○ ✕

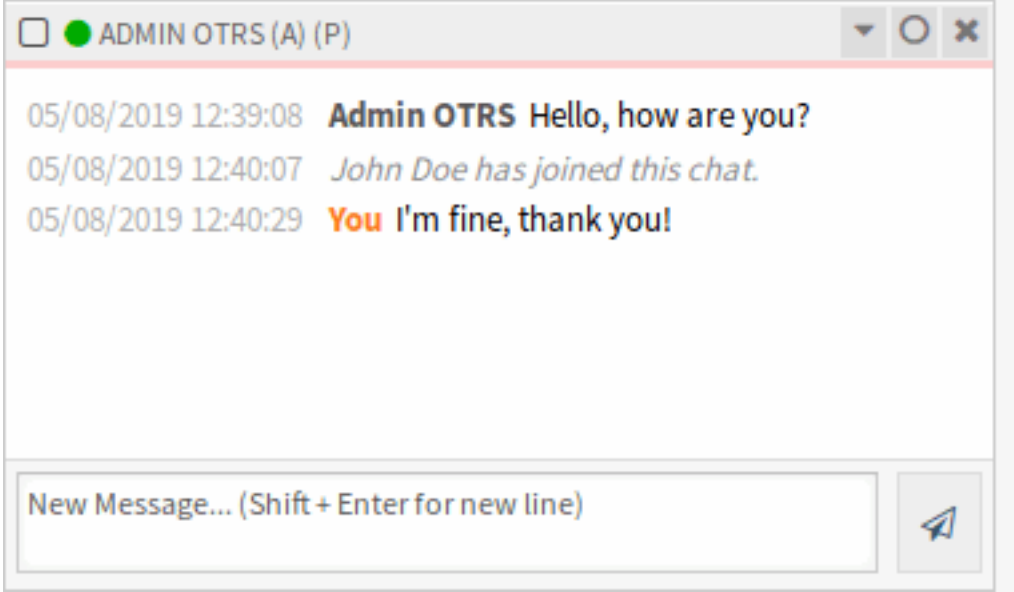
05/08/2019 14:39:08 (Europe/Budapest) **You** Hello, how are you?

➤

2.164: Chat window

Personal Chat Requests For You					
CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
05/08/2019 12:21:22	User	Default channel	Admin OTRS	Hello, how are you?	Open chat

2.165: Personal Chat Requests For You table



2.166: Chat window screenshot

Chat window

Chat window

- 1. Chat window

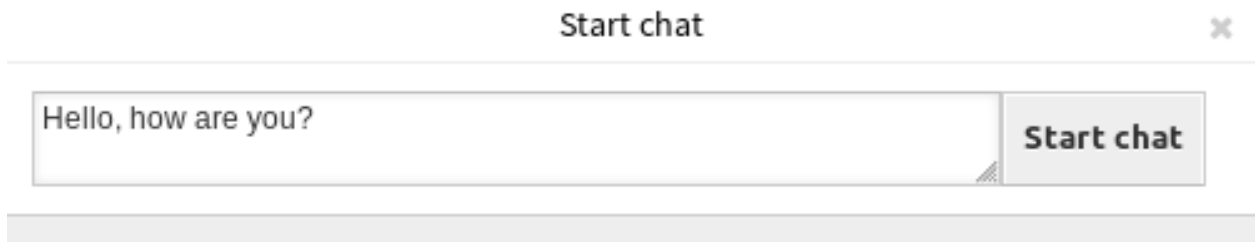


2.167: Logged-In Users panel

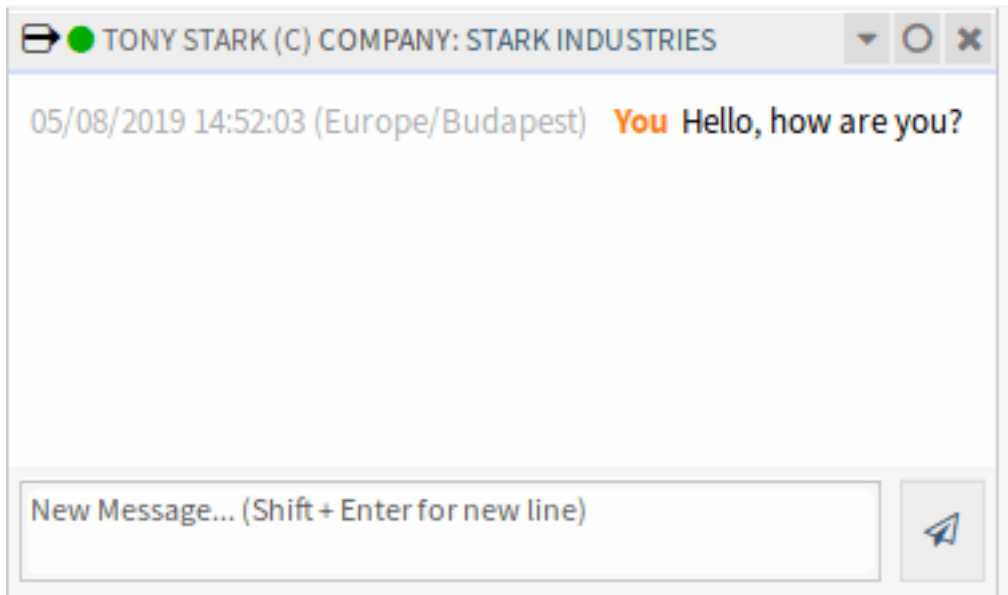
Chat:

Chat window

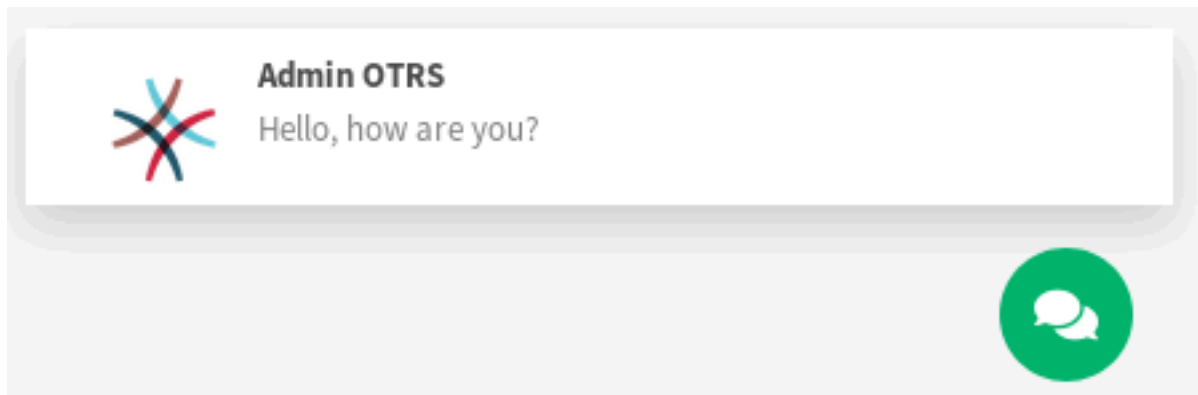
- 2. Chat window
- 3. Chat window
- 4. Chat window
- 5. Chat window
- 6. Chat window
- 7. Chat window



2.168: Start chat dialog




2.169: Chat window




2.170: Chat bubble

**Admin OTRS** ✕  
05/08/2019 12:59:49 (UTC)


 Hello, how are you?  
05/08/2019 12:59:49 (UTC)

Tony Stark has joined this chat.  
05/08/2019 12:59:59 (UTC)

I'm fine, thank you!  
05/08/2019 13:00:13 (UTC)

Write a message. 

2.171: ████████████████████



<

**Send me a summary of this conversation.**

tony@stark-industries.com

Send

---

**Or, create a new ticket with the summary.**

Create Ticket





General Chat Requests From Customers

My Chat Channels		All Chat Channels				
CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION	
05/08/2019 15:47:09 (Europe/Budapest)	Customer	Helpdesk	Tony Stark	I need some help!	Open chat	

2.174: [REDACTED]

Chat preview



Chat protocol

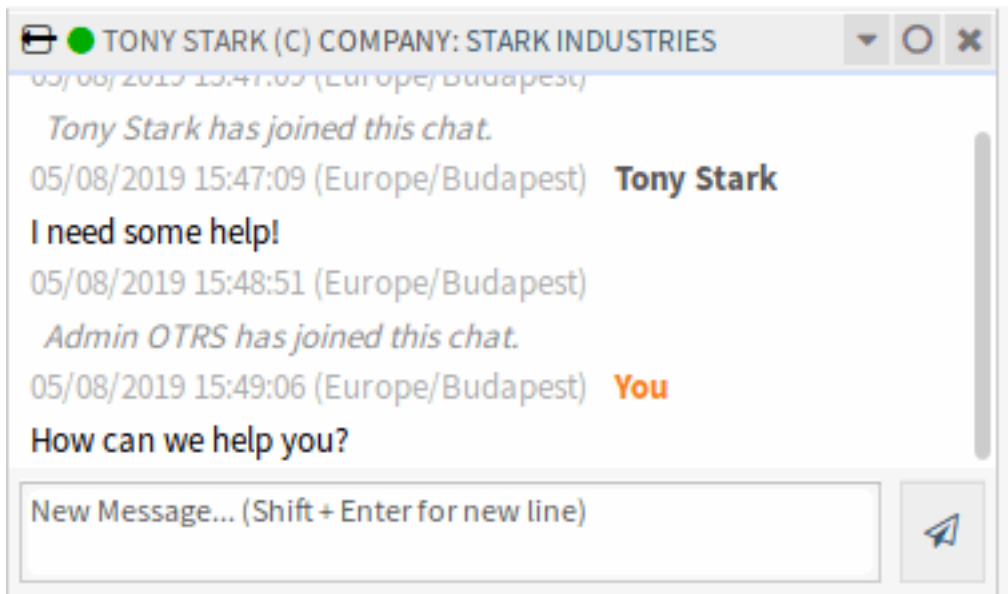
[05/08/2019 15:47:09 (Europe/Budapest)] Tony Stark has joined this chat.  
 [05/08/2019 15:47:09 (Europe/Budapest)] Tony Stark I need some help!

Change chat channel

Current chat channel: Helpdesk

Available channels:

2.175: [REDACTED]



2.176: [REDACTED]

< Chat Conversation X


Jane Smith has joined this chat.

05/08/2019 14:00:27 (UTC)

Can you tell me some details about the service?

05/08/2019 14:00:27 (UTC)

Please bear with us until one of our agents is able to handle your chat request. Thank you for your patience.

Write a message. 

2.177: [redacted]

General Chat Requests From Public Users

CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
05/08/2019 16:00:27 (Europe/Budapest)	Public	Helpdesk	Jane Smith	Can you tell me some details about the service?	Open chat

2.178: [redacted]

Chat widget

The chat widget is the main component when chatting with other people. It provides a history of all messages in the chat as well as a list of possible actions depending on your permission level.

Pressing Shift + Enter will create a new line in the chat.

The chat widget supports the following actions:

- Send a message (text)
- Send a message (text ChatEngine::AgentOnlineThreshold)
- Send a message (text)
- Send a message (text)
- Send a message (text)

Chat widget screenshot

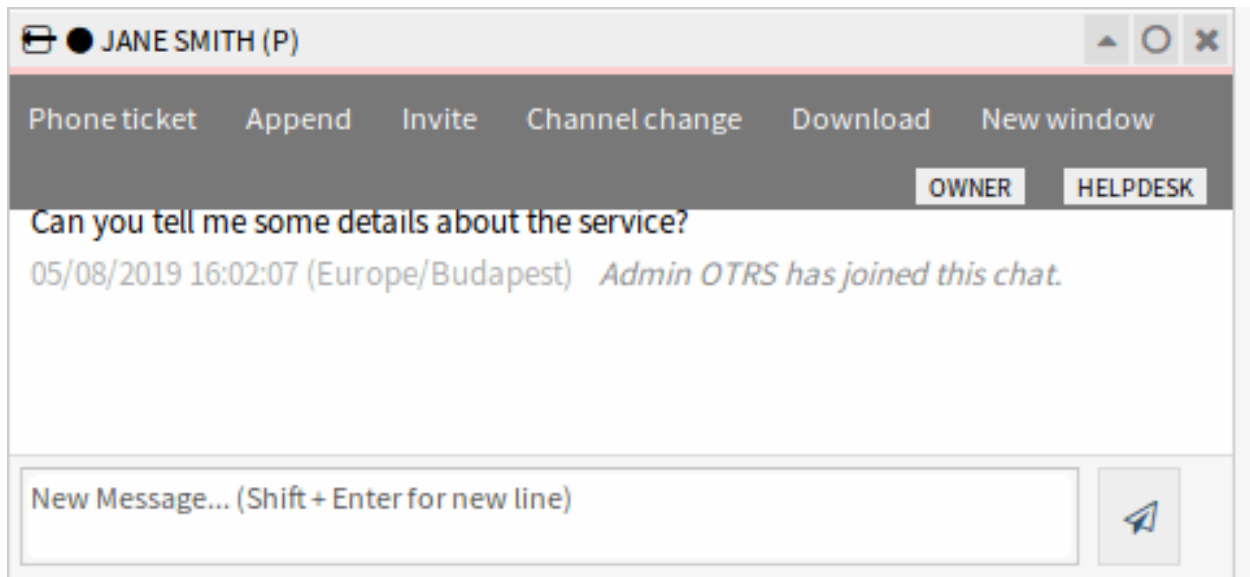


Figure 2.179: Chat widget

Chat widget actions

Send a message (text)

Send a message (text)

Allows you to invite another agent to this chat. You can select from a list of available agents whom you want to invite. Once the agent has invited, a new agent to agent chat request will be sent to this agent. After the request has been accepted, a new internal chat will be established between you and the invited agent. In this internal chat, the invited agent has two more actions available in the advanced actions toolbar: Observer and Participant.

Send a message (text)

Send PDF

Send a message (text)

Send a message (text)



Chat Integration ✕

You can easily integrate the public chat into a website. Just copy the code snippets from here. If you would like to make any adaptations, please switch to the configuration tab. All changes are applied immediately to the snippet, so you can make your changes and copy the snippet to your clip board afterwards. Please note that changes made on this page are not remembered.

Configuration **Integration Code** Preview

**Integration Code**


Integrate this into the bottom of your page:

```
<script type="text/javascript" src="http://yourhost.example.com/dist/chatintegration/main.js"></script>
```


Close this dialog

2.181: 11.0 - 11.0

Chat Integration ✕



**It looks like no one is available at the moment. Please try again later.**



Close this dialog

2.182: 11.0 - 11.0

Figure 2.8: Report Management Screenshot

If mixed content warning is displayed in the browser console, an administrator has to check that the system configuration setting `HttpType` is properly set. The website must run on the same protocol for the chat widget to work.

For example, if the website is running OTOBO on SSL, the system configuration option must be set to `https`.

## 2.8 Reports

Figure 2.8: Report Management Screenshot

### 2.8.1 Report Management

Use this screen to manage reports. A fresh OTOBO installation contains no reports by default. The reports management screen is available in the Reports menu item of the Reports menu.

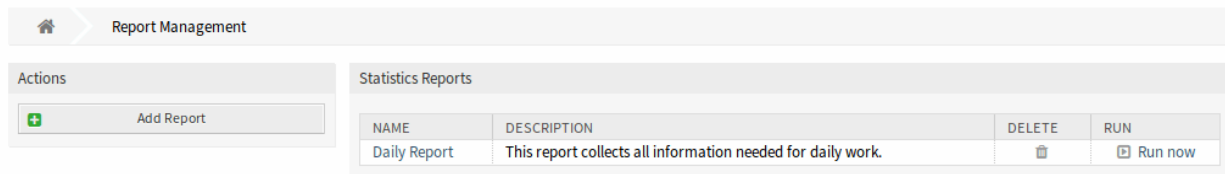


Figure 2.183: Report Management Screenshot

Figure 2.8: Report Management Screenshot

Figure 2.8: Report Management Screenshot

1. Add Report
2. Edit Report
3. Delete Report
4. Run Report

Figure 2.8: Report Management Screenshot

1. Add Report
2. Edit Report
3. Delete Report

Figure 2.8: Report Management Screenshot

1. Add Report
2. Edit Report

Figure 2.8: Report Management Screenshot

Add Report

★ Name:

★ Description:

★ Valid:

or

Figure 2.184: Add Report

1. Enter the name of the report.
2. Enter the description of the report.

#### Valid

The Valid field is used to indicate whether the resource is valid or not.

The Valid field is used to indicate whether the resource is valid or not.

The Valid field is used to indicate whether the resource is valid or not.

\* Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid or invalid-temporarily will disable the use of the resource.

#### Valid

The Valid field is used to indicate whether the resource is valid or not.

Valid:

The Valid field is used to indicate whether the resource is valid or not.

Valid:

The Valid field is used to indicate whether the resource is valid or not.

The Valid field is used to indicate whether the resource is valid or not.

The Valid field is used to indicate whether the resource is valid or not.

The Valid field is used to indicate whether the resource is valid or not.

#### Valid

The Valid field is used to indicate whether the resource is valid or not.

The Valid field is used to indicate whether the resource is valid or not.

The Valid field is used to indicate whether the resource is valid or not.



## Settings

**General settings**★ Name: ★ Description: ★ Valid: **Automatic generation settings**Automatic generation times (cron): 

Specify when the report should be automatically generated in cron format, e. g. "10 1 \* \* \*" for every day at 1:10 am.

Times are in the system timezone.

Automatic generation language: 

The language to be used when the report is automatically generated.

Email subject: 

Specify the subject for the automatically generated email.

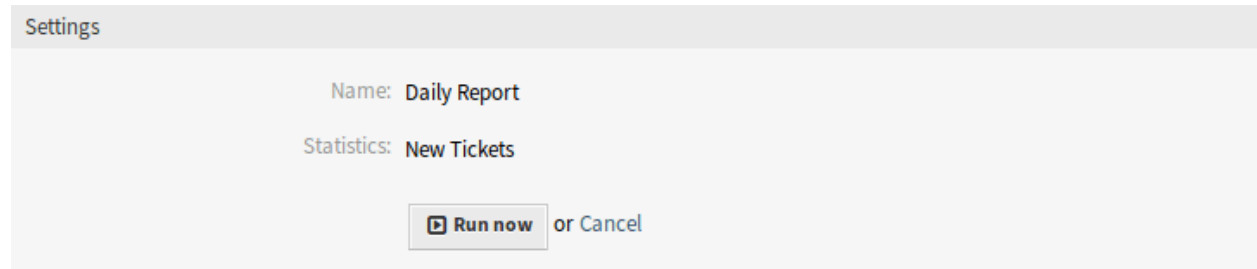
Email body: 

Specify the text for the automatically generated email.

Email recipients: 

Specify recipient email addresses (comma separated).

**Output settings**Headline: Title: Caption for preamble: Preamble: Caption for epilogue: Epilogue: Add statistic to report:



2.186: 设置

1. 名称

2. 统计项

3. 运行

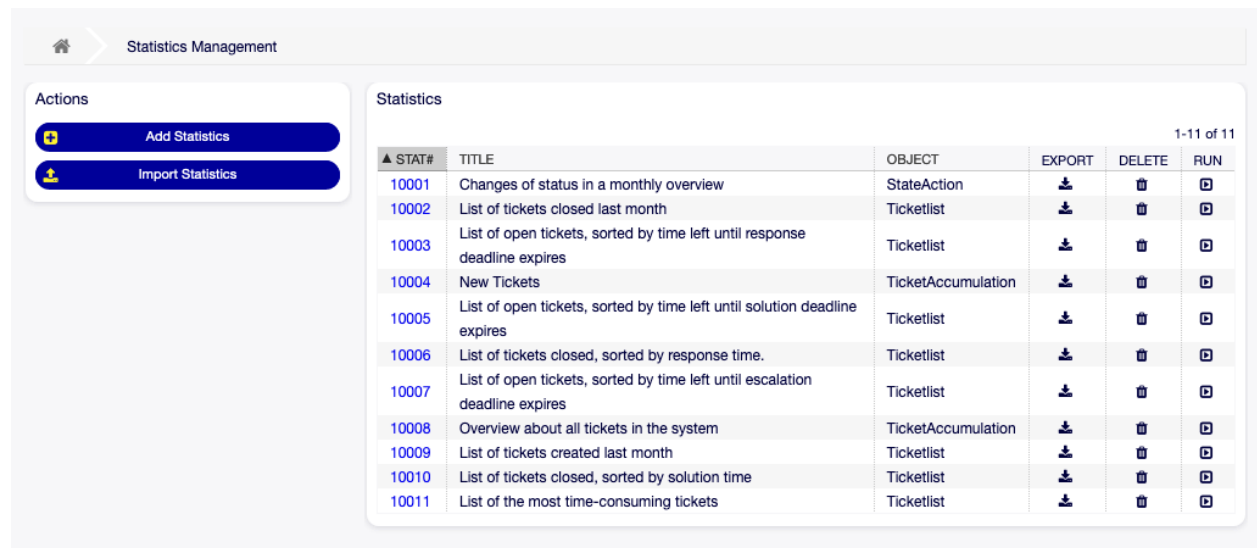
4.

5. 运行按钮

6. 取消按钮

## 2.8.2 管理

Use this screen to manage statistics. A fresh OTOBO installation already contains some statistics by default. The statistics management screen is available in the Statistics menu item of the Reports menu.




2.187: 统计管理

1. 添加


Three type of statistics are available in OTOBO.

2. 导入


**Add Statistics**



**Dynamic Matrix**  
Each cell contains a singular dat...



**Dynamic List**  
Each row contains data of one e...



**Static**  
Non-configurable complex statis...

2.188: 2.188

2.188 2.188

2.188 2.188

To create new statistics:

1. 2.188 2.188
2. 2.188 2.188
3. 2.188 2.188
4. 2.188 2.188

**General Specification**

**\* Title:**

**\* Description:**

**\* Object type:**

**\* Permissions:**   
You can select one or more groups to define access for different agents.

**\* Result formats:**

**\* Time Zone:**   
The selected time periods in the statistic are time zone neutral.

**Create summation row:**   
Generate an additional row containing sums for all data rows.

**Create summation column:**   
Generate an additional column containing sums for all data columns.

**Validity:**   
If set to invalid end users can not generate the stat.

2.189: 2.189

To edit statistics:

1. 2.188 2.188

2. 
3. 

**▼ General Specification**

**\* Title:**

**\* Description:**

**\* Permissions:**   
 You can select one or more groups to define access for different agents.

**\* Result formats:**

**\* Time Zone:**   
 The selected time periods in the statistic are time zone neutral.

**Create summation row:**   
 Generate an additional row containing sums for all data rows.

**Create summation column:**   
 Generate an additional column containing sums for all data columns.







**Cache results:**   
 Stores statistics result data in a cache to be used in subsequent views with the same configuration (requires at least one selected time field).

**Show as dashboard widget:**   
 Provide the statistic as a widget that agents can activate in their dashboard. Please note that enabling the dashboard widget will activate caching for this statistic in the dashboard.



**Validity:**   
 If set to invalid end users can not generate the stat.

2.190: 

To import statistics:

1. 
2.  .xml 
3. 
4. 
5. 

To export statistics:

1. Click on the download icon in the list of statistics.
2.  .xml 

To delete statistics:

1. 

**Import Statistics Configuration**

File:  Keine Datei ausgewählt.

or

2.191: Import Statistics Configuration

2. Import Statistics Configuration

To run statistics:

1. Click on the play icon in the list of statistics.
2. Import Statistics Configuration
3. Run Statistics Configuration

**Settings**

Object: TicketAccumulation

Description: Total number of new tickets per day and queue which have been created during the last month.

Format:

Time Zone:

The selected time periods in the statistic are time zone neutral.

---

**X-axis**

Create Time: The past complete 1 and the current+upcoming complete 0 month(s)

Scale: 1 day(s)

**Y-axis**

---

Queue: Junk, Misc, Postmaster, Raw

**Filter**

No element selected.

or

2.192: Settings

To preview statistics:

1. Import Statistics Configuration
2. Run Statistics Configuration
3. Import Statistics Configuration
4. Import Statistics Configuration X-axis Y-axis Z-axis W-axis



2.193: 11.0

Field: [Placeholder]

Field

[Placeholder]

\* [Placeholder]

[Placeholder]

\* [Placeholder]

[Placeholder] \* [Placeholder]

[Placeholder] \* [Placeholder]

[Placeholder] [Placeholder]

[Placeholder] [Placeholder]

[Placeholder] [Placeholder]

[Placeholder] [Placeholder]

Field: [Placeholder]

\* Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid will disable the use of the resource.

Field

[Placeholder] [Placeholder] X [Placeholder]

[Placeholder]

**Ticket#** [Placeholder]

[Placeholder]

[Placeholder]

[Placeholder] [Placeholder]

[Placeholder] [Placeholder]

[Placeholder] [Placeholder]

[Placeholder]

[Placeholder]

[Placeholder]

[Placeholder] [Placeholder]

[Placeholder] ID [Placeholder]

[Placeholder] [Placeholder]

**SLA** [Placeholder] SLA [Placeholder]

EscalationDestinationIn

EscalationDestinationDate

EscalationTimeWorkingTime

EscalationDestinationIn

EscalationDestinationDate

EscalationTimeWorkingTime

EscalationDestinationIn

EscalationDestinationDate

EscalationTimeWorkingTime

EscalationDestinationIn

EscalationDestinationDate

EscalationTimeWorkingTime

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EscalationDestinationIn

EscalationDestinationDate

EscalationTimeWorkingTime

EscalationDestinationIn

EscalationDestinationDate

EscalationTimeWorkingTime

EscalationDestinationIn

EscalationDestinationDate

EscalationTimeWorkingTime



EscalationSolutionTime Unix

EscalationUpdateTime Unix

RealTillTimeNotUsed Unix

Unix

Unix

Unix

Unix

DynamicField\_NameX

## 2.9

This menu item opens the administrator interface, which is described very detailed in the [Administration Manual](#).

---

Unix

---

## 2.10

Search function can be used to search everything inside OTOBO. This function looks for the search term in tickets, articles and FAQ articles, as well as in attached documents.

### 2.10.1

Unix

Search
x

---

**Templates**

Search template:

[Create New](#)

---

**Filters in use**

Fulltext:

---

**Additional filters**

Add another attribute:

Output:

[Run search](#)

2.194: Unix



quick fox ^ quick^2 fox) (quick fox)  
quick^2 fox

"quick fox"^2 (brown lazy)^4

quick brown fox

+ -

quick brown +fox -news

- fox
- news
- quick brown

AND OR NOT ` ` & | | ! ((quick AND fox) OR (brown AND fox) OR fox) AND NOT news

(quick OR brown) AND fox

+ - = && | | > < ! ( ) { } [ ] ^ " ~ \* ? : \ /

(1+1)=2  
\ (1\+1)\ =2

:

Elasticsearch

## 2.11 Accessibility

OTOBO offers a high contrast skin for better accessibility. You can activate it in your .



In this section you can find information if you are working as a customer user in OTOBO.

### 3.1 Avatar actions

By hovering over the Avatar you can either `../avatar/logout` or change your `../avatar/personal-preferences`.


#### 3.1.1

Use this screen to set personal preferences in OTOBO. All settings changed on this site affect only your profile, and does not affect the behavior of OTOBO for other users.



Here you can change the skin of your OTOBO interface.



 3.1: Skin selection





Here you can change your current password. To change the password, all fields must be filled.

**Change password**  
Set a new password by filling in your current password and a new one.

Current password

New password

Verify password

Update

3.2: Change Password

11.0 11.0

11.0 11.0

11.0 11.0

### Interface language

Here you can change the language of your OTOBO interface.

**Interface language**  
Select the main interface language.

Language

English (United Kingdom)

Update

3.3: Language selection

Only those languages are listed by default, in which OTOBO is translated more than 95%.



Here you can change the timezone to match your current location to get proper date and time calculation in OTOBO.

11.0 11.0

### Ticket overview

11.0 11.0

11.0 11.0

**Time Zone**  
 Select your personal time zone. All times will be displayed relative to this time zone.

Time Zone  
 Europe/Berlin

Update

3.4: Time Zone selection

**Ticket overview**  
 Select after which period ticket overviews should refresh automatically.

Refresh interval  
 15 minutes

Update

3.5: Refresh interval

⚠: Refreshing the overview screens too often can cause performance issues on large systems with many users.

### Number of displayed tickets

Here you can select how many tickets should be shown by default.

**Number of displayed tickets**  
 Select how many tickets should be shown in overviews by default.

Tickets per page  
 25

Update

3.6: Number of displayed tickets

XXXXXXXXXXXXXXXXXX

### 3.1.2 Logout

Use the logout icon to leave OTOBO and go to the login screen.

⚠: Clicking on logout icon will logout the user without confirmation.



3.7:

## 3.2 Accessibility

OTOBO offers a high contrast skin for better accessibility. You can activate it in your [settings](#).



---

Documentation History

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1. 2019 - OTRS User Manual - OTRS AG (<https://otrs.com>)
2. 2020 - OTOBO User Tutorial - Rother OSS GmbH (<https://otobo.de>)

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