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OTOBO TimeAccounting Manual

Release 11.0

Rother OSS GmbH

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CHAPTER 1

Description

A Time Registration Module.

2.1 Framework

OTOBO 11.0.x

2.2 Packages

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2.3 Third-party software

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3.1 Setup

3.2 Configuration Reference

3.2.1 Core::Stats

Stats::DynamicObjectRegistration###TimeAccounting

Determines if the statistics module may generate time accounting information.

3.2.2 Core::Ticket

Ticket::EventModulePost###999-TimeAccountingTicketTimeUnitsSync

Every time a agent add TimeUnits to a ticket, we sync the information to the timeaccounting module.

TimeAccounting::TicketSync::ServiceToAction

Use Service as Action. Please add as key the timeaccounting action and the service as value. RegEx are allowed.

3.2.3 Core::TimeAccounting

TimeAccounting::MaxIntervalOfIncompleteDaysBeforeWarning

Maximum number of working days without working units entry after which a warning will be shown.

TimeAccounting::MaxAllowedInsertDays

For how many days ago you can insert working units.

TimeAccounting::MaxIntervalOfIncompleteDays

Maximum number of working days after which the working units have to be inserted.

3.2.4 Core::TimeAccounting::TicketSync

TimeAccounting::TicketSync::Enable

Activate the synchronisation of Ticket-TimeUnits into the TimeAccounting module.

TimeAccounting::TicketSync::SetEntryReadOnly

As soon as the synchronisation of ticket TimeUnits is activated, it is possible to set the entries ReadOnly.

TimeAccounting::TicketSync::CreateProjectFromCustomerID

Synchronise customers as a new project if they exists in the customer database.

TimeAccounting::TicketSync::CreateProjectFromTMPCustomerID

Also synchronise customers as a new project if they have not yet been created in the customer database.

TimeAccounting::TicketSync::SaveTimeUnitToArticleField

We save the Article TimeUnit to a DynamicField from type "Article". Please add here the name of the field if the initial name is changed.

3.2.5 Core::TimeAccounting::ViewReportingProject

TimeAccounting::Frontend::ReportingProject###ShowOnlyActiveUsers

If enabled, only users that has added working time to the selected project are shown.

3.2.6 Frontend::Agent::FrontendNotification

Frontend::NotifyModule###888-TimeAccounting

This notification module gives a warning if there are too many incomplete working days.

3.2.7 Frontend::Agent::ModuleRegistration

Frontend::Module###AgentTimeAccountingView

Frontend module registration for the agent interface.

Frontend::Module###AgentTimeAccountingOverview

Frontend module registration for the agent interface.

Frontend::Module###AgentTimeAccountingSetting

Frontend module registration for the agent interface.

Frontend::Module###AgentTimeAccountingEdit

Frontend module registration for the agent interface.

Frontend::Module###AgentTimeAccountingReporting

Frontend module registration for the agent interface.

3.2.8 Frontend::Agent::ModuleRegistration::Loader

Loader::Module::AgentTimeAccountingReporting###002-TimeAccounting

Loader module registration for the agent interface.

Loader::Module::AgentTimeAccountingSetting###002-TimeAccounting

Loader module registration for the agent interface.

Loader::Module::AgentTimeAccountingView###002-TimeAccounting

Loader module registration for the agent interface.

Loader::Module::AgentTimeAccountingOverview###002-TimeAccounting

Loader module registration for the agent interface.

Loader::Module::AgentTimeAccountingEdit###002-TimeAccounting

Loader module registration for the agent interface.

3.2.9 Frontend::Agent::ModuleRegistration::MainMenu

Frontend::Navigation###AgentTimeAccountingSetting###002-TimeAccounting

Main menu item registration.

Frontend::Navigation###AgentTimeAccountingEdit###002-TimeAccounting

Main menu item registration.

Frontend::Navigation###AgentTimeAccountingOverview###002-TimeAccounting

Main menu item registration.

Frontend::Navigation###AgentTimeAccountingReporting###002-TimeAccounting

Main menu item registration.

Frontend::Navigation###AgentTimeAccountingView###002-TimeAccounting

Main menu item registration.

3.2.10 Frontend::Agent::Ticket::ViewActivityRecording

TimeAccounting::TicketSync::DefaultProjectID

We need to set a default project id when we sync TimeUnits to the TimeAccounting module.

TimeAccounting::TicketSync::DefaultActionID

We need to set a default action id when we sync TimeUnits to the TimeAccounting module.

3.2.11 Frontend::Agent::ToolBar

Frontend::ToolBarModule###201-TimeAccounting::IncompleteWorkingDays

Agent interface notification module to see the number of incomplete working days for the user.

3.2.12 Frontend::Agent::View::TimeAccountingEdit

TimeAccounting::ReduceTime

To use if some actions reduced the working hours (for example, if only half of the traveling time is paid Key => traveling; Content => 50).

TimeAccounting::InputHoursWithoutStartTime

Specifies if working hours can be inserted without start and end times.

TimeAccounting::Project2RemarkRegExp

Defines the projects for which a remark is required. If the RegExp matches on the project, you have to insert a remark too. The RegExp use the smx parameter.

TimeAccounting::ProjectListConstraints

Regular expressions for constraining project list according to user groups. Key contains regular expression for project(s), content contains comma separated list of groups.

TimeAccounting::ActionListConstraints

Regular expressions for constraining action list according to selected project. Key contains regular expression for project(s), content contains regular expressions for action(s).

TimeAccounting::EnableAutoCompletion

If enabled, the dropdown elements in the edit screen are changed to modernized autocompletion fields.

TimeAccounting::UseFilter

If enabled, the filter for the previous projects can be used instead two list of projects (last and all ones). It could be used only if TimeAccounting::EnableAutoCompletion is enabled.

TimeAccounting::ActiveFilter

If enabled, the filter for the previous projects is active by default if there are the previous projects. It could be used only if EnableAutoCompletion and TimeAccounting::UseFilter are enabled.

TimeAccounting::AllowMassEntryForUser

If enabled, the user is allowed to enter “on vacation leave”, “on sick leave” and “on overtime leave” to multiple dates at once.

3.2.13 Frontend::Agent::View::TimeAccountingSetting

TimeAccounting::DefaultProjectStatus

Default status for new projects.

TimeAccounting::DefaultProjectName

Default name for new projects.

TimeAccounting::DefaultActionName

Default name for new actions.

TimeAccounting::DefaultUserWeeklyHours

Default setting for the standard weekly hours.

TimeAccounting::DefaultUserOvertime

Default setting for overtime.

TimeAccounting::DefaultUserDateEnd

Default setting for date end.

TimeAccounting::DefaultUserStatus

Default status for new users.

TimeAccounting::DefaultActionStatus

Default status for new actions.

TimeAccounting::DefaultUserDateStart

Default setting for date start.

TimeAccounting::DefaultUserLeaveDays

Default setting for leave days.

TimeAccounting::DefaultUserDescription

Default setting for description.

3.2.14 Frontend::Base::PreApplicationModule

PreApplicationModule###AgentTimeAccounting

This module forces inserts in TimeAccounting.

4.1 Contact

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4.2 Version

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