



OTRS Configuration Options Reference

Release 8.0

OTRS AG

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1.1 *CloudServices::Disabled*

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, .

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CloudService → Admin → ModuleRegistration

2.1 CloudService::Admin::Module###200-SMS

:

```
---  
ConfigDialog: AdminCloudServiceSMS  
Description: This will allow the system to send text messages via SMS.  
Icon: fa fa-mobile  
Name: SMS
```


3.1 *ConfigImportAllowed*

„SysConfig” .

:

1

3.2 *DemoSystem*

:

0

3.3 *FQDN*

OTRS_CONFIG_FQDN,

:

```
yourhost.example.com
```

3.4 Organization

Company name which will be included in outgoing emails as an X-Header.

```
.  
:
```

```
Example Company
```

3.5 ProductName

```
,  
.  
:
```

```
OTRS 8
```

3.6 Secure::DisableBanner

```
, OTRS , HTTP X-Headers . :  
,  
.  
:
```

```
0
```

3.7 SystemID

```
( OTRS ID.  
 ).  
.
```

```
10
```

Core → Agent → FAQ

4.1 *FAQ::Default::State*

·
·
:

internal (agent)

5.1 *AppointmentCalendar::CalendarColors*

RGB

.
:

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'  
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'
```

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```

- '#891648'
- '#FF2101'
- '#FF8802'
- '#FFFA03'
- '#83F902'
- '#05F802'
- '#03F987'
- '#00FDFD'
- '#008CFF'
- '#002EFF'
- '#8931FF'
- '#FF39FF'
- '#FF2987'
- '#FF726E'
- '#FFCE6E'
- '#FFFB6D'
- '#CEFA6E'
- '#68F96E'
- '#68FDFD'
- '#68FBD0'
- '#6ACFFF'
- '#6E76FF'
- '#D278FF'
- '#FF7AFF'
- '#FF7FD3'

```

5.2 AppointmentCalendar::Import::RecurringMonthsLimit

```

OTRS
    (
        n ( ICS 120 /10
    ).
:

```

```

120

```

5.3 AppointmentCalendar::Location::Link###1-GoogleMaps

```

Google
:

```

```

---
CSSClass: GoogleMaps
CommonIcon: regular,pin
IconName: fa-globe fa-lg
Target: _blank

```

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Text: Location URL: http://maps.google.com/maps?z=7&q=
--

Core → AppointmentCalendar → Plugin

6.1 AppointmentCalendar::Plugin###Ticket

:

```
---  
Module: Kernel::System::Calendar::Plugin::Ticket  
Name: Ticket  
URL: /agent/ticket/%s
```

Core → AppointmentCalendar → TicketAppointments

7.1 AppointmentCalendar::TicketAppointmentSearchParam

:

```
---
CustomerID: CustomerID
CustomerUserLogin: Customer user
Locks: Lock state
MIMEBase_AttachmentName: Attachment Name
MIMEBase_Body: Body
MIMEBase_Cc: Cc
MIMEBase_From: From
MIMEBase_Subject: Subject
MIMEBase_To: To
OwnerIDs: Owner
Priorities: Priority
ResponsibleIDs: Responsible
SLAs: SLA
Services: Service
StateType: State type
States: State
Title: Title
Types: Type
```

7.2 AppointmentCalendar::TicketAppointmentType###0100-FirstResponseTime

:

```
---
Event: ↵
↳TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|TicketCreate|ArticleCreate
Key: FirstResponseTime
Mark: E
Module: Kernel::System::Calendar::Ticket::EscalationTime
Name: First response time
```

7.3 *AppointmentCalendar::TicketAppointmentType###0200-UpdateTime*

:

```
---
Event: ↵
↳TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|TicketCreate|ArticleCreate
Key: UpdateTime
Mark: E
Module: Kernel::System::Calendar::Ticket::EscalationTime
Name: Update time
```

7.4 *AppointmentCalendar::TicketAppointmentType###0300-SolutionTime*

:

```
---
Event: ↵
↳TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|TicketCreate|ArticleCreate
Key: SolutionTime
Mark: E
Module: Kernel::System::Calendar::Ticket::EscalationTime
Name: Solution time
```

7.5 *AppointmentCalendar::TicketAppointmentType###0400-PendingTime*

:

```
---  
Event: TicketPendingTimeUpdate  
Key: PendingTime  
Mark: P  
Module: Kernel::System::Calendar::Ticket::PendingTime  
Name: Pending time
```

7.6 AppointmentCalendar::TicketAppointmentType###0500-DynamicField

:

```
---  
Event: TicketDynamicFieldUpdate_.*  
Key: DynamicField_%s  
Mark: D  
Module: Kernel::System::Calendar::Ticket::DynamicField  
Name: DynamicField_%s
```


8.1 AgentConfirmation

```
---
- ButtonText: I Acknowledge
  ID: '1'
  Link: ''
  LinkText: ''
  Text: This is an example message that must be acknowledged by the users by clicking
        the I Acknowledge button. Please change it to your personal needs.
  Title: Acknowledge
```

8.2 AuthPostAuthModule###1000-PasswordChange

```
Kernel::System::Auth::PostAuth::PasswordChange
```

8.3 *AuthPostAuthModule###2000-TwoFactorSetup*

.

.

:

```
Kernel::System::Auth::PostAuth::TwoFactorSetup
```

8.4 *AuthPostAuthModule###3000-AgentConfirmation*

.

.

:

```
Kernel::System::Auth::PostAuth::AgentConfirmation
```

Core → Auth → Agent → TwoFactor

9.1 *Agent::AuthTwoFactor::Module###AuthenticatorApp*

```

        . ' SecretPreferencesKey' (TOTP ). ' Prio'
ousToken' . ' AllowPrevi-
        . ' GracePeriod' , 30
        :
    
```

```

----
AllowPreviousToken: '1'
GracePeriod: '30'
Icon: regular,mobile-qr-code
Label: Authenticator App
Module: Kernel::System::TwoFactor::AuthenticatorApp
Prio: '1000'
SecretPreferencesKey: UserGoogleAuthenticatorSecretKey
    
```

9.2 *Agent::AuthTwoFactor::Module###Email*

```

        . ' SecretPreferencesKey' (HOTP ). ' Prio'
        . ' CounterPreferencesKey'
        . ' LookAheadWindowSize'
        ( ).
        :
    
```

```

----
CounterPreferencesKey: UserEmailHOTPCounterConfig
    
```

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```
EmailSecurityPreferencesKey: UserEmailHOTPSecurityConfig
Icon: regular,phone-action-email
Label: Email
LookAheadWindowSize: '5'
Module: Kernel::System::TwoFactor::Email
Prio: '3000'
SecretPreferencesKey: UserEmailHOTPSecretKey
```

9.3 Agent::AuthTwoFactor::Module###SMS

```

        SMS (HOTP      ).      ' Prio'
        . ' SecretPreferencesKey'      . ' CounterPreferencesKey'
        . ' LookAheadWindowSize'
        (      ).
    :

```

```

---
CounterPreferencesKey: UserSMSSHOTPCounterConfig
EmailSecurityPreferencesKey: UserSMSSHOTPSecurityConfig
Icon: regular,phone-type
Label: SMS
LookAheadWindowSize: '5'
Module: Kernel::System::TwoFactor::SMS
Prio: '2000'
SecretPreferencesKey: UserSMSSHOTPSecretKey

```

9.4 Agent::AuthTwoFactor::RequiredSetup

```
1
```

9.5 Agent::AuthTwoFactor::RequiredSetupException###001-Framework

```
(UserLogin)
```

--- []

Core → Auth → Customer

10.1 *Customer::AuthModule*

:

```
Kernel::System::CustomerAuth::DB
```

10.2 *Customer::AuthModule::DB::CryptType*

„DB” Customer::AuthModule,

:

```
sha2
```

10.3 *Customer::AuthModule::DB::CustomerKey*

„DB” Customer::AuthModule,

CustomerKey

:

```
login
```

10.4 *Customer::AuthModule::DB::CustomerPassword*

„DB” Customer::AuthModule, CustomerPassword .
:

pw

10.5 *Customer::AuthModule::DB::DSN*

„DB” Customer::AuthModule, DSN .
:

DBI:mysql:database=customerdb;host=customerdbhost

10.6 *Customer::AuthModule::DB::Password*

„DB” Customer::AuthModule, .
:

some_password

10.7 *Customer::AuthModule::DB::Table*

„DB” Customer::AuthModule, .
:

customer_user

10.8 *Customer::AuthModule::DB::Type*

„DB” Customer::AuthModule, ().
:

mysql

10.9 *Customer::AuthModule::DB::User*

```
„DB” Customer::AuthModule,
```

```
:
```

```
some_user
```

10.10 *Customer::AuthModule::DB::bcryptCost*

```
„bcrypt” CryptType, „cost” 31.
```

```
:
```

```
12
```

10.11 *Customer::AuthModule::HTTPBasicAuth::Replace*

If „HTTPBasicAuth” was selected for `Customer::AuthModule`, you can specify to strip leading parts of user names (e. g. for domains like `example_domainuser` to `user`).

```
:
```

```
example_domain\\
```

10.12 *Customer::AuthModule::HTTPBasicAuth::ReplaceRegExp*

```
HTTPBasicAuth Customer::AuthModule, ( RegExp) REMOTE_USER  
( . ). : $1 Login.
```

```
:
```

```
^(.+?)@.+?$
```

10.13 *Customer::AuthModule::LDAP::AccessAttr*

```
LDAP Customer::AuthModule,
```

```
:
```

```
memberUid
```

10.14 *Customer::AuthModule::LDAP::AlwaysFilter*

```
LDAP Customer::AuthModule, LDAP , . (mail=*), (objectclass=user)
(objectclass=computer).
```

:

```
(!objectclass=computer)
```

10.15 *Customer::AuthModule::LDAP::BaseDN*

```
LDAP Customer::AuthModule, BaseDN .
```

:

```
dc=example, dc=com
```

10.16 *Customer::AuthModule::LDAP::Die*

```
LDAP Customer::AuthModule, .
```

:

```
1
```

10.17 *Customer::AuthModule::LDAP::GroupDN*

```
LDAP Customer::AuthModule, posixGroup, .
xyz OTRS.
```

:

```
cn=otrsallow, ou=posixGroups, dc=example, dc=com
```


10.18 *Customer::AuthModule::LDAP::Host*

LDAP Customer::AuthModule, LDAP

:

```
ldap.example.com
```

10.19 *Customer::AuthModule::LDAP::Params*

„LDAP” Customer::AuthModule Net::LDAP perl
„perldoc Net::LDAP”

:

```
---
async: '0'
port: '389'
timeout: '120'
version: '3'
```

10.20 *Customer::AuthModule::LDAP::SearchUserDN*

LDAP Customer::AuthModule
LDAP

:

```
cn=binduser,ou=users,dc=example,dc=com
```

10.21 *Customer::AuthModule::LDAP::SearchUserPw*

LDAP Customer::AuthModule
LDAP

:

```
some_password
```

10.22 *Customer::AuthModule::LDAP::UID*

LDAP Customer::AuthModule,

:

uid

10.23 *Customer::AuthModule::LDAP::UserAttr*

LDAP Customer::AuthModule,
DN.

LDAP posixGroups UID,

:

UID

10.24 *Customer::AuthModule::LDAP::UserSuffix*

LDAP Customer::AuthModule
, LDAP user@domain.

user

:

@domain.com

10.25 *Customer::AuthModule::Radius::Die*

Radius Customer::AuthModule,

:

1

10.26 *Customer::AuthModule::Radius::Host*

Radius Customer::AuthModule, Radius

:

```
radiushost
```

10.27 *Customer::AuthModule::Radius::Password*

```
Radius Customer::AuthModule, Radius .  
:  
:
```

```
radiussecret
```

10.28 *Customer::AuthPostAuthModule###1000-PasswordChange*

```
:
```

```
Kernel::System::CustomerAuth::PostAuth::PasswordChange
```

10.29 *Customer::AuthPostAuthModule###2000-TwoFactorSetup*

```
:
```

```
Kernel::System::CustomerAuth::PostAuth::TwoFactorSetup
```

Core → Auth → Customer → TwoFactor

11.1 *Customer::AuthTwoFactor::Module###AuthenticatorApp*

```

        (TOTP ). ' Prio'
        . ' SecretPreferencesKey'
AllowPreviousToken'
30 . ' GracePeriod'
:

```

```

---
AllowPreviousToken: '1'
GracePeriod: '30'
Icon: regular,mobile-qr-code
Label: Authenticator App
Module: Kernel::System::TwoFactor::AuthenticatorApp
Prio: '1000'
SecretPreferencesKey: UserGoogleAuthenticatorSecretKey

```

11.2 *Customer::AuthTwoFactor::Module###Email*

```

        (HOTP ). ' Prio'
        . ' SecretPreferencesKey'
        . ' CounterPreferencesKey'
        . ' LookAheadWindowSize'
        ( ).
:

```

```

---
CounterPreferencesKey: UserEmailHOTPCounterConfig

```

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```
EmailSecurityPreferencesKey: UserEmailHOTPSecurityConfig
Icon: regular,phone-action-email
Label: Email
LookAheadWindowSize: '5'
Module: Kernel::System::TwoFactor::Email
Prio: '3000'
SecretPreferencesKey: UserEmailHOTPSecretKey
```

11.3 *Customer::AuthTwoFactor::Module###SMS*

```
        SMS (HOTP      ).      ' Prio'
        . ' SecretPreferencesKey'      . ' CounterPreferencesKey'
        . ' LookAheadWindowSize'
        (      ).
        .
        :
```

```
---
CounterPreferencesKey: UserSMSSHOTPCounterConfig
EmailSecurityPreferencesKey: UserSMSSHOTPSecurityConfig
Icon: regular,phone-type
Label: SMS
LookAheadWindowSize: '5'
Module: Kernel::System::TwoFactor::SMS
Prio: '2000'
SecretPreferencesKey: UserSMSSHOTPSecretKey
```

11.4 *Customer::AuthTwoFactor::RequiredSetup*

```
1
```

11.5 *Customer::AuthTwoFactor::RequiredSetupException###001-Framework*

(UserLogin)

--- []

Core → Auth → TwoFactor

12.1 *AuthTwoFactor::BrowserTrust::Enabled*

1

12.2 *AuthTwoFactor::BrowserTrust::ExpirationPeriod*

30

13.1 *AutoloadPerlPackages###1000-Test*

:

```
----  
- Kernel::Autoload::Test
```


14.1 *ReferenceData::OwnCountryList*

This setting allows you to override the built-in country list with your own list of countries. This is particularly handy if you just want to use a small select group of countries.

:

```
---  
AT: Austria  
CH: Switzerland  
DE: Germany
```


15.1 *Cache::InBackend*

```
    ,  
    .  
    :  
1
```

15.2 *Cache::InMemory*

```
    ,  
    .  
    :  
1
```

15.3 *Cache::Module*

```
    .  
    .  
    :  
Kernel::System::Cache::FileStorable
```

15.4 *Cache::SubdirLevels*

Specify how many sub directory levels to use when creating cache files. This should prevent too many cache files being in one directory.

.

:

2

16.1 *ChatEngine::Active*

Activates chat support.

:

1

16.2 *ChatEngine::ChatDecayTime*

:

365

16.3 *ChatEngine::ChatDirection::AgentToAgent*

:

1

16.4 *ChatEngine::ChatDirection::AgentToCustomer*

:

1

16.5 *ChatEngine::ChatDirection::CustomerToAgent*

:

1

16.6 *ChatEngine::ChatDirection::PublicToAgent*

:

1

16.7 *ChatEngine::ChatOrder*

:

1

16.8 *ChatEngine::ChatTTL*

:

24

16.9 *ChatEngine::DefaultAgentName*

Support Agent

16.10 *ChatEngine::DefaultAgentNameNumbers*

DefaultAgentName. , DefaultAgentName (. 1, 2, 3, ...).

1

16.11 *ChatEngine::DefaultChatChannel*

Default channel

16.12 *ChatEngine::ExternalFrontend::AllowChatChannels*

1

16.13 *ChatEngine::ExternalFrontend::AvailabilityCheck*

Allow users to select only channels that have available agent(s) in the external interface.

1

16.14 *ChatEngine::ExternalFrontend::NoAnswerThreshold*

()

:

5

16.15 *ChatEngine::PermissionGroup::ChatReceivingAgents*

Agent group that can accept chat requests and chat.

:

users

16.16 *ChatEngine::PermissionGroup::ChatStartingAgents*

:

users

17.1 CommunicationChannel###Chat

.

:

```
---  
CommonIcon: bold, messages-bubble  
Description: Chat communication channel.  
Icon: fa-comment  
Module: Kernel::System::CommunicationChannel::Chat  
Name: Chat
```

17.2 CommunicationChannel###Email

.

:

```
---  
CommonIcon: regular, envelope  
Description: Email communication channel.  
Icon: fa-envelope  
Module: Kernel::System::CommunicationChannel::Email  
Name: Email
```

17.3 CommunicationChannel###Internal

.

:

```
----  
CommonIcon: bold,professional-tool-otrs-custom  
Description: Internal communication channel.  
Icon: fa-cloud  
Module: Kernel::System::CommunicationChannel::Internal  
Name: OTRS
```

17.4 *CommunicationChannel###Phone*

:

```
----  
CommonIcon: regular,phone  
Description: Phone communication channel.  
Icon: fa-phone  
Module: Kernel::System::CommunicationChannel::Phone  
Name: Phone
```

17.5 *CommunicationChannel###SMS*

SMS

:

```
----  
CommonIcon: regular,phone-type  
Description: SMS communication channel.  
Icon: fa-mobile  
Module: Kernel::System::CommunicationChannel::SMS  
Name: SMS
```

Core → CommunicationChannel → MIMEBase

18.1 *Ticket::Article::Backend::MIMEBase::ArticleDataDir*

„FS” ArticleStorage.

:

```
<OTRS_CONFIG_Home>/var/article
```

18.2 *Ticket::Article::Backend::MIMEBase::ArticleStorage*

Saves the attachments of articles. „DB” stores all data in the database (not recommended for storing big attachments). „FS” stores the data on the filesystem; this is faster but the webserver should run under the OTRS user. You can switch between the modules even on a system that is already in production without any loss of data. Note: Searching for attachment names is not supported when „FS” is used.

:

```
Kernel::System::Ticket::Article::Backend::MIMEBase::ArticleStorageDB
```

18.3 *Ticket::Article::Backend::MIMEBase::CheckAllStorageBackends*

Specifies whether all storage backends should be checked when looking for attachments. This is only required for installations where some attachments are in the file system, and others in the database.

:

0

18.4 *Ticket::Article::Backend::MIMEBase::IndexAttachmentNames*

(MIMEBase)

:

1

Core → CommunicationLog

19.1 *CommunicationLog::PurgeAfterHours::AllCommunications*

744

19.2 *CommunicationLog::PurgeAfterHours::SuccessfulCommunications*

168

19.3 *CommunicationLog::Transport###CloudService*

```
---  
Module: Kernel::System::CommunicationLog::Transport::CloudService  
Name: CloudService
```

19.4 *CommunicationLog::Transport###Email*

:

```
---  
Module: Kernel::System::CommunicationLog::Transport::Email  
Name: Email
```

Core → Crypt → PGP

20.1 PGP

PGP .

:

```
0
```

20.2 PGP::Bin

PGP .

:

```
/usr/bin/gpg
```

20.3 PGP::Key::Password

PGP .

:

```
---
488A0B8F: SomePassword
D2DF79FA: SomePassword
```

20.4 PGP::Log

PGP.

.
:

```
---
BADSIG: The PGP signature with the key ID has not been successfully verified.
ERRSIG: It was not possible to check the PGP signature, this may be caused by
↳a missing
   public key or an unsupported algorithm.
EXPKEYSIG: The PGP signature was made by an expired key.
GOODSIG: Good PGP signature.
KEYREVOKED: The PGP signature was made by a revoked key, this could mean that
↳the
   signature is forged.
NODATA: No valid OpenPGP data found.
NO_PUBKEY: No public key found.
REVKEYSIG: The PGP signature was made by a revoked key, this could mean that
↳the signature
   is forged.
SIGEXPIRED: The PGP signature is expired.
SIG_ID: Signature data.
TRUST_UNDEFINED: This key is not certified with a trusted signature!
VALIDSIG: The PGP signature with the key ID is good.
```

20.5 PGP::Method

PGP . : " " .
. :
:

```
Detached
```

20.6 PGP::Options

PGP .
. :
:

```
--homedir /opt/otrs/.gnupg/ --batch --no-tty --yes
```

20.7 *PGP::Options::DigestPreference*

PGP .
:

```
sha256
```

20.8 *PGP::TrustedNetwork*

PGP , .
:

```
0
```

Core → Crypt → SMIME

21.1 SMIME

S/MIME

:

```
0
```

21.2 SMIME::Bin

OpenSSL

HOME (\$ENV{HOME} = ' /var/lib/wwrun');

:

```
/usr/bin/openssl
```

21.3 SMIME::CacheTTL

SSL

:

```
86400
```

21.4 *SMIME::CertPath*

SSL

:

/etc/ssl/certs

21.5 *SMIME::FetchFromCustomer*

S/MIME

:

0

21.6 *SMIME::PrivatePath*

SSL

:

/etc/ssl/private

22.1 *Customer::DefaultUserID*

()

:

1

22.2 *CustomerDisableCompanyTicketAccess*

This option will deny the access to customer company tickets, which are not created by the customer user.

:

0

22.3 *CustomerGroupAlwaysGroups*

(CustomerGroupSupport).

:

```

---
- users

```

22.4 CustomerGroupCompanyAlwaysGroups

```

( CustomerGroupSupport ).
.
:

```

```

---
- users

```

22.5 CustomerGroupPermissionContext###001-CustomerID-same

```

.
.
:

```

```

---
Description: Gives customer users group based access to tickets from customer_
↳users
  of the same customer (ticket CustomerID is a CustomerID of the customer_
↳user) .
Name: Same Customer
Value: Ticket::CustomerID::Same

```

22.6 CustomerGroupPermissionContext###100-CustomerID-other

```

.
.
:

```

```

---
Description: Provides customer users access to tickets even if the tickets_
↳are not
  assigned to a customer user of the same customer ID(s), based on permission_
↳groups.
Name: Other Customers
Value: Ticket::CustomerID::Other

```

22.7 CustomerGroupSupport

Activates support for customer and customer user groups.

.

:

0

22.8 *CustomerPreferences*

.

:

```
----  
Module: Kernel::System::CustomerUser::Preferences::DB  
Params:  
  Table: customer_preferences  
  TableKey: preferences_key  
  TableUserID: user_id  
  TableValue: preferences_value
```

Core → DB → Mirror

23.1 Core::MirrorDB::AdditionalMirrors###1

```
---  
DSN: DBI:mysql:database=mirrordb;host=mirrordbhost  
Password: some_password  
User: some_user
```

23.2 Core::MirrorDB::AdditionalMirrors###2

```
---  
DSN: DBI:mysql:database=mirrordb;host=mirrordbhost  
Password: some_password  
User: some_user
```

23.3 Core::MirrorDB::AdditionalMirrors###3

:

```
---  
DSN: DBI:mysql:database=mirrordb;host=mirrordbhost  
Password: some_password  
User: some_user
```

23.4 *Core::MirrorDB::AdditionalMirrors###4*

:

```
---  
DSN: DBI:mysql:database=mirrordb;host=mirrordbhost  
Password: some_password  
User: some_user
```

23.5 *Core::MirrorDB::AdditionalMirrors###5*

:

```
---  
DSN: DBI:mysql:database=mirrordb;host=mirrordbhost  
Password: some_password  
User: some_user
```

23.6 *Core::MirrorDB::DSN*

OTRS
DSN

:

```
DBI:mysql:database=mirrordb;host=mirrordbhost
```

23.7 *Core::MirrorDB::Password*

:

some_password

23.8 Core::MirrorDB::User

Specify the username to authenticate for the first mirror database.

:

some_user

Core → DocumentSearch → Driver

24.1 DocumentSearch::Drivers::Appointment::Enabled

1

24.2 DocumentSearch::Drivers::ArticleChat::Enabled

1

24.3 DocumentSearch::Drivers::ArticleMIME::Enabled

MIME

1

24.4 DocumentSearch::Drivers::ArticleSMS::Enabled

SMS

:

1

24.5 DocumentSearch::Drivers::CustomPageContent::Enabled

:

1

24.6 DocumentSearch::Drivers::FAQ::Enabled

:

1

24.7 DocumentSearch::Drivers::ServiceCatalogueContent::Enabled

:

1

24.8 DocumentSearch::Drivers::Ticket::Enabled

:

1

Core → DynamicFields → DriverRegistration

25.1 *DynamicFields::Driver###ActivityID*

Dynamic field back end registration.

:

```
---  
ConfigDialog: AdminDynamicFieldText  
DisabledAdd: '1'  
DisplayName: ActivityID  
Module: Kernel::System::DynamicField::Driver::ProcessManagement::ActivityID
```

25.2 *DynamicFields::Driver###Checkbox*

Dynamic field back end registration.

:

```
---  
ConfigDialog: AdminDynamicFieldCheckbox  
DisplayName: Checkbox  
Module: Kernel::System::DynamicField::Driver::Checkbox
```

25.3 *DynamicFields::Driver###ContactWithData*

Dynamic field back end registration.

:

```
---  
ConfigDialog: AdminDynamicFieldContactWithData  
DisplayName: Contact with data  
Module: Kernel::System::DynamicField::Driver::ContactWithData
```

25.4 *DynamicFields::Driver###Date*

Dynamic field back end registration.

:

```
---  
ConfigDialog: AdminDynamicFieldDateTime  
DisplayName: Date  
Module: Kernel::System::DynamicField::Driver::Date
```

25.5 *DynamicFields::Driver###DateTime*

Dynamic field back end registration.

:

```
---  
ConfigDialog: AdminDynamicFieldDateTime  
DisplayName: Date / Time  
Module: Kernel::System::DynamicField::Driver::DateTime
```

25.6 *DynamicFields::Driver###Dropdown*

Dynamic field back end registration.

:

```
---  
ConfigDialog: AdminDynamicFieldDropdown  
DisplayName: Dropdown  
Module: Kernel::System::DynamicField::Driver::Dropdown
```

25.7 *DynamicFields::Driver###Multiselect*

Dynamic field back end registration.

:

```

---
ConfigDialog: AdminDynamicFieldMultiselect
DisplayName: Multiselect
ItemSeparator: ', '
Module: Kernel::System::DynamicField::Driver::Multiselect

```

25.8 *DynamicFields::Driver###ProcessID*

Dynamic field back end registration.

:

```

---
ConfigDialog: AdminDynamicFieldText
DisabledAdd: '1'
DisplayName: ProcessID
Module: Kernel::System::DynamicField::Driver::ProcessManagement::ProcessID

```

25.9 *DynamicFields::Driver###Text*

Dynamic field back end registration.

:

```

---
ConfigDialog: AdminDynamicFieldText
DisplayName: Text
Module: Kernel::System::DynamicField::Driver::Text

```

25.10 *DynamicFields::Driver###TextArea*

Dynamic field back end registration.

:

```

---
ConfigDialog: AdminDynamicFieldText
DisplayName: Textarea
Module: Kernel::System::DynamicField::Driver::TextArea

```

25.11 *DynamicFieldsLegacy::Driver###ActivityID*

Dynamic field back end registration.

:

```
---
ConfigDialog: AdminDynamicFieldText
DisabledAdd: '1'
DisplayName: ActivityID
Module:↳
↳Kernel::System::DynamicFieldLegacy::Driver::ProcessManagement::ActivityID
```

25.12 *DynamicFieldsLegacy::Driver###Checkbox*

Dynamic field back end registration.

:

```
---
ConfigDialog: AdminDynamicFieldCheckbox
DisplayName: Checkbox
Module: Kernel::System::DynamicFieldLegacy::Driver::Checkbox
```

25.13 *DynamicFieldsLegacy::Driver###ContactWithData*

Dynamic field back end registration.

:

```
---
ConfigDialog: AdminDynamicFieldContactWithData
DisplayName: Contact with data
Module: Kernel::System::DynamicFieldLegacy::Driver::ContactWithData
```

25.14 *DynamicFieldsLegacy::Driver###Date*

Dynamic field back end registration.

:

```
---
ConfigDialog: AdminDynamicFieldDateTime
DisplayName: Date
Module: Kernel::System::DynamicFieldLegacy::Driver::Date
```

25.15 *DynamicFieldsLegacy::Driver###DateTime*

Dynamic field back end registration.

:

```

---
ConfigDialog: AdminDynamicFieldDateTime
DisplayName: Date / Time
Module: Kernel::System::DynamicFieldLegacy::Driver::DateTime

```

25.16 *DynamicFieldsLegacy::Driver###Dropdown*

Dynamic field back end registration.

:

```

---
ConfigDialog: AdminDynamicFieldDropdown
DisplayName: Dropdown
Module: Kernel::System::DynamicFieldLegacy::Driver::Dropdown

```

25.17 *DynamicFieldsLegacy::Driver###Multiselect*

Dynamic field back end registration.

:

```

---
ConfigDialog: AdminDynamicFieldMultiselect
DisplayName: Multiselect
ItemSeparator: ', '
Module: Kernel::System::DynamicFieldLegacy::Driver::Multiselect

```

25.18 *DynamicFieldsLegacy::Driver###ProcessID*

Dynamic field back end registration.

:

```

---
ConfigDialog: AdminDynamicFieldText
DisabledAdd: '1'
DisplayName: ProcessID
Module: ↵
↳Kernel::System::DynamicFieldLegacy::Driver::ProcessManagement::ProcessID

```

25.19 *DynamicFieldsLegacy::Driver###Text*

Dynamic field back end registration.

:

```
---  
ConfigDialog: AdminDynamicFieldText  
DisplayName: Text  
Module: Kernel::System::DynamicFieldLegacy::Driver::Text
```

25.20 *DynamicFieldsLegacy::Driver###TextArea*

Dynamic field back end registration.

:

```
---  
ConfigDialog: AdminDynamicFieldText  
DisplayName: Textarea  
Module: Kernel::System::DynamicFieldLegacy::Driver::TextArea
```

Core → DynamicFields → ObjectTypeRegistration

26.1 *DynamicFields::ObjectType###Appointment*

Dynamic field object registration.

:

```
---  
DisplayName: Appointment  
Module: Kernel::System::DynamicField::ObjectType::Appointment  
Prio: '140'  
UseObjectName: '1'
```

26.2 *DynamicFields::ObjectType###Article*

Dynamic field object registration.

:

```
---  
DisplayName: Article  
Module: Kernel::System::DynamicField::ObjectType::Article  
Prio: '110'
```

26.3 *DynamicFields::ObjectType###CustomerCompany*

Dynamic field object registration.

:

```
---
DisplayName: Customer
Module: Kernel::System::DynamicField::ObjectType::CustomerCompany
Prio: '120'
UseObjectName: '1'
```

26.4 *DynamicFields::ObjectType###CustomerUser*

Dynamic field object registration.

:

```
---
DisplayName: Customer User
Module: Kernel::System::DynamicField::ObjectType::CustomerUser
Prio: '130'
UseObjectName: '1'
```

26.5 *DynamicFields::ObjectType###FAQ*

Dynamic field object registration.

:

```
---
DisplayName: FAQ
Module: Kernel::System::DynamicField::ObjectType::FAQ
Prio: '200'
```

26.6 *DynamicFields::ObjectType###Ticket*

Dynamic field object registration.

:

```
---
DisplayName: Ticket
Module: Kernel::System::DynamicField::ObjectType::Ticket
Prio: '100'
```

26.7 *DynamicFieldsLegacy::ObjectType###Appointment*

Dynamic field object registration.

:

```

---
DisplayName: Appointment
Module: Kernel::System::DynamicFieldLegacy::ObjectType::Appointment
Prio: '140'
UseObjectName: '1'

```

26.8 *DynamicFieldsLegacy::ObjectType###Article*

Dynamic field object registration.

:

```

---
DisplayName: Article
Module: Kernel::System::DynamicFieldLegacy::ObjectType::Article
Prio: '110'

```

26.9 *DynamicFieldsLegacy::ObjectType###CustomerCompany*

Dynamic field object registration.

:

```

---
DisplayName: Customer
Module: Kernel::System::DynamicFieldLegacy::ObjectType::CustomerCompany
Prio: '120'
UseObjectName: '1'

```

26.10 *DynamicFieldsLegacy::ObjectType###CustomerUser*

Dynamic field object registration.

:

```

---
DisplayName: Customer User
Module: Kernel::System::DynamicFieldLegacy::ObjectType::CustomerUser
Prio: '130'
UseObjectName: '1'

```

26.11 *DynamicFieldsLegacy::ObjectType###FAQ*

Dynamic field object registration.

:

```
---  
DisplayName: FAQ  
Module: Kernel::System::DynamicFieldLegacy::ObjectType::FAQ  
Prio: '200'
```

26.12 *DynamicFieldsLegacy::ObjectType###Ticket*

Dynamic field object registration.

:

```
---  
DisplayName: Ticket  
Module: Kernel::System::DynamicFieldLegacy::ObjectType::Ticket  
Prio: '100'
```


27.4 CheckEmailValidAddress

```

    ( „CheckEmailAddresses” „” ).
    ( . „root@localhost” ).
    .
    :

```

```
^(root@localhost|admin@localhost)$
```

27.5 CheckMXRecord

```

    MX
    .
    :

```

```
1
```

27.6 CheckMXRecord::Nameserver

```

    DNS
    , „CheckMXRecord”
    .
    :

```

```
ns.example.com
```

27.7 Fetchmail::Bin

```

    fetchmail
    : ' fetchmail'
    .
    :

```

```
/usr/bin/fetchmail
```

27.8 NotificationSenderEmail

Specifies the email address that should be used by the application when sending notifications. The email address is used to build the complete display name for the notification master (i.e. „OTRS Notifications” <otrs@your.example.com>). You can use the OTRS_CONFIG_FQDN variable as set in your configuration, or choose another email address.

:

```
otrs@<OTRS_CONFIG_FQDN>
```

27.9 NotificationSenderName

Specifies the name that should be used by the application when sending notifications. The sender name is used to build the complete display name for the notification master (i.e. „OTRS Notifications” <otrs@your.example.com>).

:

```
OTRS Notifications
```

27.10 Sendmail::DefaultHeaders

:

```
-----
'Auto-Submitted:': auto-generated
'Precedence:': bulk
```

27.11 SendmailBcc

Sends all outgoing email via bcc to the specified address. Please use this only for backup reasons.

:

```
`SendmailEncodingForce`
```

(7bit|8bit|quoted-printable|base64).

:

```
base64
```

27.12 SendmailEnvelopeFrom

(-). ,

:

```
`SendmailModule`
```

```
        „DoNotSendEmail”      SMTP      ( )  
        „Sendmail”            sendmail  
$OTRS_HOME/var/tmp/CacheFileStorable/EmailTest/        „Test”      ,
```

:

```
Kernel::System::Email::Sendmail
```

27.13 *SendmailModule::AuthPassword*

```
        „SMTP”      ,      ,
```

:

```
MailserverPassword
```

27.14 *SendmailModule::AuthUser*

```
        „SMTP”      ,      ,
```

:

```
MailserverLogin
```

27.15 *SendmailModule::CMD*

```
Sendmail SendmailModule,      sendmail      .
```

:

```
/usr/sbin/sendmail -i -f
```


27.16 *SendmailModule::Host*

„SMTP”

:

mail.example.com

27.17 *SendmailModule::Port*

„SMTP”

:

25

27.18 *SendmailNotificationEnvelopeFrom*

SendmailNotificationEnvelopeFrom::FallbackToEmailFrom).

:

`SendmailNotificationEnvelopeFrom::FallbackToEmailFrom`

SendmailNotificationEnvelopeFrom ,
().

:

0

Core → Email → PostMaster

28.1 *AutoResponseForWebTickets*

```
1
```

28.2 *KeepStateHeader*

```
PostMaster
```

```
X-OTRS-FollowUp-State-Keep
```

28.3 *LoopProtectionLog*

```
( LoopProtectionModule „FS” ).
```

```
<OTRS_CONFIG_Home>/var/log/LoopProtection
```

28.4 *LoopProtectionModule*

.
.
:

```
Kernel::System::PostMaster::LoopProtection::DB
```

28.5 *PostMaster::CheckFollowUpModule###0000-BounceEmail*

OTRS ' X-OTRS-Bounce' .
:

```
---  
Module: Kernel::System::PostMaster::FollowUpCheck::BounceEmail
```

28.6 *PostMaster::CheckFollowUpModule###0100-Subject*

Checks if an email is a followup to an existing ticket by searching the subject for a valid ticket number.

:

```
---  
Module: Kernel::System::PostMaster::FollowUpCheck::Subject
```

28.7 *PostMaster::CheckFollowUpModule###0200-References*

In-Reply-To References .
:

```
---  
Module: Kernel::System::PostMaster::FollowUpCheck::References
```

28.8 *PostMaster::CheckFollowUpModule###0300-Body*

.
.
:

```
---  
Module: Kernel::System::PostMaster::FollowUpCheck::Body
```

28.9 *PostMaster::CheckFollowUpModule###0400-Attachments*

:

```
----
Module: Kernel::System::PostMaster::FollowUpCheck::Attachments
```

28.10 *PostMaster::CheckFollowUpModule###0500-RawEmail*

:

```
----
Module: Kernel::System::PostMaster::FollowUpCheck::RawEmail
```

28.11 *PostMaster::CheckFollowUpModule###0600-ExternalTicketNumberRecognition*

Checks if an email is a follow-up to an existing ticket with external ticket number which can be found by ExternalTicketNumberRecognition filter module.

:

```
----
Module: ↵
↳Kernel::System::PostMaster::FollowUpCheck::ExternalTicketNumberRecognition
```

28.12 *PostMaster::NewTicket::AutoAssignCustomerIDForUnknownCustomers*

ID We-
bApp::API::Agent::Ticket::Create::AutoAssignCustomerIDForUnknownCustomers.

:

```
1
```

28.13 *PostMaster::PostFilterModule###999-EmailSecurityContentUpdate*

:

```
---  
Module: Kernel::System::PostMaster::Filter::EmailSecurityContentUpdate
```

28.14 *PostMaster::PreCreateFilterModule###000-FollowUpArticleVisibilityCheck*

SenderType / (). isVisibleForCustomer

:

```
---  
isVisibleForCustomer: '0'  
Module: Kernel::System::PostMaster::Filter::FollowUpArticleVisibilityCheck  
SenderType: customer
```

28.15 *PostMaster::PreFilterModule###0-AAA-SMIMEFetchFromCustomer*

S/MIME

:

```
---  
Module: Kernel::System::PostMaster::Filter::SMIMEFetchFromCustomer
```

28.16 *PostMaster::PreFilterModule###0-AAB-EmailSecurityContentGet*

:

```
---  
Module: Kernel::System::PostMaster::Filter::EmailSecurityContentGet
```

28.17 *PostMaster::PreFilterModule###000-DetectAttachment*

:

```
---  
Module: Kernel::System::PostMaster::Filter::DetectAttachment
```

28.18 *PostMaster::PreFilterModule###000-DetectBounceEmail*

```

---
Module: Kernel::System::PostMaster::Filter::DetectBounceEmail

```

28.19 *PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition1*

```

: RegEx 'NumberRegExp'

```

```

---
DynamicFieldName: Name_X
FromAddressRegExp: \s*@example.com
IsVisibleForCustomer: '1'
Module: Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition
Name: Some Description
NumberRegExp: \s*Incident-(\d.*)\s*
SearchInBody: '1'
SearchInSubject: '1'
SenderType: system
TicketStateTypes: new;open

```

28.20 *PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition2*

```

: RegEx 'NumberRegExp'

```

```

---
DynamicFieldName: Name_X
FromAddressRegExp: \s*@example.com
IsVisibleForCustomer: '1'
Module: Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition
Name: Some Description
NumberRegExp: \s*Incident-(\d.*)\s*
SearchInBody: '1'
SearchInSubject: '1'
SenderType: system
TicketStateTypes: new;open

```

28.21 *PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition3*

```

      : RegEx      ' NumberRegExp'

```

```

:

```

```

---
DynamicFieldName: Name_X
FromAddressRegExp: \s*@example.com
IsVisibleForCustomer: '1'
Module: Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition
Name: Some Description
NumberRegExp: \s*Incident-(\d.*)\s*
SearchInBody: '1'
SearchInSubject: '1'
SenderType: system
TicketStateTypes: new;open

```

28.22 *PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition4*

```

      : RegEx      ' NumberRegExp'

```

```

:

```

```

---
DynamicFieldName: Name_X
FromAddressRegExp: \s*@example.com
IsVisibleForCustomer: '1'
Module: Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition
Name: Some Description
NumberRegExp: \s*Incident-(\d.*)\s*
SearchInBody: '1'
SearchInSubject: '1'
SenderType: system
TicketStateTypes: new;open

```

28.23 *PostMaster::PreFilterModule###000-MatchDBSource*

```

:

```

```

---
Module: Kernel::System::PostMaster::Filter::MatchDBSource

```


28.24 *PostMaster::PreFilterModule###1-Match*

```

: / From: noreply@
:
:

```

```

----
Match:
  From: noreply@
Module: Kernel::System::PostMaster::Filter::Match
Set:
  X-OTRS-Ignore: yes

```

28.25 *PostMaster::PreFilterModule###2-Match*

```

: 4 , :=> '(.+?)@.+?'
: () [***] =>.
:
:

```

```

----
Match:
  Subject: SomeNumber:(\d\d\d\d)
Module: Kernel::System::PostMaster::Filter::Match
Set:
  X-OTRS-DynamicField-TicketFreeKey1: SomeNumber
  X-OTRS-DynamicField-TicketFreeText1: '[***]'

```

28.26 *PostMaster::PreFilterModule###3-NewTicketReject*

Blocks all the incoming emails that do not have a valid ticket number in subject with From: @example.com address.

```

----
Match:
  From: '@example.com'
Module: Kernel::System::PostMaster::Filter::NewTicketReject
Set:
  X-OTRS-Ignore: yes

```

28.27 *PostMaster::PreFilterModule###4-CMD*

CMD example setup. Ignores emails where external CMD returns some output on STDOUT (email will be piped into STDIN of some.bin).

.

:

```
---
CMD: /usr/bin/some.bin
Module: Kernel::System::PostMaster::Filter::CMD
Set:
  X-OTRS-Ignore: yes
```

28.28 *PostMaster::PreFilterModule###5-SpamAssassin*

Spam Assassin example setup. Ignores emails that are marked with SpamAssassin.

.

:

```
---
CMD: '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"'
Module: Kernel::System::PostMaster::Filter::CMD
Set:
  X-OTRS-Ignore: yes
```

28.29 *PostMaster::PreFilterModule###6-SpamAssassin*

Spam Assassin example setup. Moves marked mails to spam queue.

.

:

```
---
CMD: '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"'
Module: Kernel::System::PostMaster::Filter::CMD
Set:
  X-OTRS-Queue: spam
```

28.30 *PostMaster::PreFilterModule::NewTicketReject::Body*

.

:

Dear Customer,

Unfortunately we could not detect a valid ticket number in your subject, so this email can't be processed.

Please create a new ticket via the customer panel.

Thanks for your help!

Your Helpdesk Team

28.31 *PostMaster::PreFilterModule::NewTicketReject::Sender*

noreply@example.com

28.32 *PostMaster::PreFilterModule::NewTicketReject::Subject*

Email Rejected

28.33 *PostMasterMaxEmailSize*

POP3/POP3S/IMAP/IMAPS (KBytes).

16384

28.34 *PostMasterReconnectMessage*

The maximum number of mails fetched at once before reconnecting to the server.

20

28.35 *PostmasterAutoHTML2Text*

HTML

1

28.36 *PostmasterBounceEmailAsFollowUp*

1

28.37 *PostmasterDefaultPriority*

3 normal

28.38 *PostmasterDefaultQueue*

Raw

28.39 *PostmasterDefaultState*

new

28.40 *PostmasterFollowUpState*

open

28.41 *PostmasterFollowUpStateClosed*

open

28.42 *PostmasterHeaderFieldCount*

99.

12

28.43 *PostmasterMaxEmails*

40

28.44 *PostmasterMaxEmailsPerAddress*

```
--- {}
```

28.45 *PostmasterUserID*

```
ID      postmaster .
      .
      :
```

```
1
```

28.46 *PostmasterX-Header*

```
---
- From
- To
- Cc
- Reply-To
- ReplyTo
- Subject
- Message-ID
- Message-Id
- Resent-To
- Resent-From
- Precedence
- Mailing-List
- List-Id
- List-Archive
- Errors-To
- References
- In-Reply-To
- Auto-Submitted
- X-Loop
- X-Spam
- X-Spam-Flag
- X-Spam-Level
- X-Spam-Score
- X-Spam-Status
- X-No-Loop
- X-Priority
- Importance
- X-Mailer
- User-Agent
- Organization
```

(continues on next page)

(continued from previous page)

- X-Original-To
- Delivered-To
- Envelope-To
- X-Envelope-To
- Return-Path
- X-OTRS-AttachmentExists
- X-OTRS-AttachmentCount
- X-OTRS-Owner
- X-OTRS-OwnerID
- X-OTRS-Responsible
- X-OTRS-ResponsibleID
- X-OTRS-Loop
- X-OTRS-Priority
- X-OTRS-Queue
- X-OTRS-Lock
- X-OTRS-Ignore
- X-OTRS-State
- X-OTRS-State-PendingTime
- X-OTRS-Type
- X-OTRS-Service
- X-OTRS-SLA
- X-OTRS-Title
- X-OTRS-CustomerNo
- X-OTRS-CustomerUser
- X-OTRS-SenderType
- X-OTRS-IsVisibleForCustomer
- X-OTRS-FollowUp-Owner
- X-OTRS-FollowUp-OwnerID
- X-OTRS-FollowUp-Responsible
- X-OTRS-FollowUp-ResponsibleID
- X-OTRS-FollowUp-Priority
- X-OTRS-FollowUp-Queue
- X-OTRS-FollowUp-Lock
- X-OTRS-FollowUp-State
- X-OTRS-FollowUp-State-PendingTime
- X-OTRS-FollowUp-Type
- X-OTRS-FollowUp-Service
- X-OTRS-FollowUp-SLA
- X-OTRS-FollowUp-SenderType
- X-OTRS-FollowUp-IsVisibleForCustomer
- X-OTRS-FollowUp-Title
- X-OTRS-FollowUp-State-Keep
- X-OTRS-BodyDecrypted

28.47 *SendNoAutoResponseRegExp*

`(MAILER-DAEMON|postmaster|abuse)@.+?\..+?`

Core → Event → AppointmentCalendar

29.1 *AppointmentCalendar::EventModulePost###100-Notification*

Appointment calendar event module that prepares notification entries for appointments.

:

```

---
Event:↳
↳ (AppointmentCreate | AppointmentUpdate | AppointmentDelete | AppointmentNotification | CalendarCre
Module: Kernel::System::Calendar::Event::Notification
Transaction: '1'

```

29.2 *AppointmentCalendar::EventModulePost###1000-IndexManagement*

:

```

---
Event: ''
Module: Kernel::System::Calendar::Event::IndexManagement

```

29.3 *AppointmentCalendar::EventModulePost###200-TicketAppointments*

Appointment calendar event module that updates the ticket with data from ticket appointment.

:

```
---  
Event: AppointmentUpdate  
Module: Kernel::System::Calendar::Event::TicketAppointments
```

29.4 *AppointmentCalendar::EventModulePost###300- CalendarPushEventQueue*

Appointment calendar event module that handles calendar push events.

:

```
---  
Event: ''  
Module: Kernel::System::Calendar::Event::CalendarPushEventQueue
```

29.5 *AppointmentCalendar::EventModulePost###400- AppointmentPushEventQueue*

Appointment calendar event module that handles calendar appointment push events.

:

```
---  
Event: ''  
Module: Kernel::System::Calendar::Event::AppointmentPushEventQueue
```

Core → Event → Chat

30.1 *Chat::EventModulePost###1100-PushEventQueue*

```
---  
Event: ''  
Module: Kernel::System::Chat::Event::PushEventQueue
```

Core → Event → CustomPage

31.1 *CustomPage::EventModulePost###1000-IndexManagement*

:

```
---  
Event: (CustomPageContentAdd|CustomPageContentUpdate|CustomPageContentDelete)  
Module: Kernel::System::CustomPage::Event::CustomPageContentIndexManagement  
Transaction: '0'
```

Core → Event → CustomerCompany

32.1 *CustomerCompany::EventModulePost###1000- PushEventQueue*

„push”
:

```
---  
Event: ''  
Module: Kernel::System::CustomerCompany::Event::PushEventQueue
```

32.2 *CustomerCompany::EventModulePost###2000- UpdateCustomerUsers*

:

```
---  
Event: CustomerCompanyUpdate  
Module: Kernel::System::CustomerCompany::Event::CustomerUserUpdate  
Transaction: '0'
```

32.3 *CustomerCompany::EventModulePost###2100- UpdateDynamicFieldName*

:

```
---  
Event: CustomerCompanyUpdate  
Module: Kernel::System::CustomerCompany::Event::DynamicFieldObjectNameUpdate  
Transaction: '0'
```

32.4 *CustomerCompany::EventModulePost###2300-UpdateTickets*

:

```
---  
Event: CustomerCompanyUpdate  
Module: Kernel::System::CustomerCompany::Event::TicketUpdate  
Transaction: '0'
```

32.5 *CustomerCompany::EventModulePost###9900- GenericInterface*

()

:

```
---  
Event: ''  
Module: Kernel::GenericInterface::Event::Handler  
Transaction: '1'
```

Core → Event → CustomerUser

33.1 *CustomerUser::EventModulePost###1000-PushEventQueue*

```

      „push”
      :

```

```

----
Event: ''
Module: Kernel::System::CustomerUser::Event::PushEventQueue

```

33.2 *CustomerUser::EventModulePost###2000-UpdateDynamicFieldName*

```

      :

```

```

----
Event: CustomerUserUpdate
Module: Kernel::System::CustomerUser::Event::DynamicFieldNameUpdate
Transaction: '0'

```

33.3 *CustomerUser::EventModulePost###2200-UpdateServiceMembership*

```

      :

```

```
---
Event: CustomerUserUpdate
Module: Kernel::System::CustomerUser::Event::ServiceMemberUpdate
Transaction: '0'
```

33.4 *CustomerUser::EventModulePost###2300-UpdateCustomerMembership*

Event module that updates customer user customer membership if the login name of the customer user is changed.

:

```
---
Event: CustomerUserUpdate
Module: Kernel::System::CustomerUser::Event::CustomerMemberUpdate
Transaction: '0'
```

33.5 *CustomerUser::EventModulePost###2300-UpdateTickets*

:

```
---
Event: CustomerUserUpdate
Module: Kernel::System::CustomerUser::Event::TicketUpdate
Transaction: '0'
```

33.6 *CustomerUser::EventModulePost###9900-GenericInterface*

()

:

```
---
Event: ''
Module: Kernel::GenericInterface::Event::Handler
Transaction: '1'
```

Core → Event → DynamicField

34.1 *DynamicFieldLegacy::EventModulePost###1000-TicketIndexManagement*

:

```
---  
Event: DynamicFieldDelete  
Module: Kernel::System::DynamicFieldLegacy::Event::IndexManagement  
Transaction: '0'
```

34.2 *DynamicFieldLegacy::EventModulePost###9900-GenericInterface*

()

:

```
---  
Event: ''  
Module: Kernel::GenericInterface::Event::Handler  
Transaction: '1'
```

Core → Event → FAQ

35.1 *FAQ::EventModulePost###1000-IndexManagement*

:

```
---  
Event: ''  
Module: Kernel::System::FAQ::Event::FAQIndexManagement
```

35.2 *FAQ::EventModulePost###1200-PushEventQueue*

:

```
---  
Event: FAQUpdate|FAQDelete|FAQVoteAdd  
Module: Kernel::System::FAQ::Event::FAQPushEventQueue
```

Core → Event → LinkObject

36.1 *LinkObject::EventModulePost###0100-PushEventQueue*

LinkObjectLinkUpdate

:

```
---  
Event: (LinkObjectLinkAdd|LinkObjectLinkDelete)  
Module: Kernel::System::LinkObject::Event::PushEventQueue  
Transaction: '0'
```

36.2 *LinkObject::EventModulePost###9900-GenericInterface*

()

:

```
---  
Event: ''  
Module: Kernel::GenericInterface::Event::Handler  
Transaction: '1'
```

Core → Event → Package

37.1 *Package::EventModulePost###9000-SupportDataSend*

:

```
---  
Event: (PackageInstall|PackageReinstall|PackageUpgrade|PackageUninstall)  
Module: Kernel::System::Package::Event::SupportDataSend  
Transaction: '1'
```

37.2 *Package::EventModulePost###9100-TriggerWebserverReload*

:

```
---  
Event: (PackageInstall|PackageReinstall|PackageUpgrade|PackageUninstall)  
Module: Kernel::System::Package::Event::TriggerWebserverReload  
Transaction: '1'
```

37.3 *Package::EventModulePost###9900-GenericInterface*

()

:

```
---  
Event: ''  
Module: Kernel::GenericInterface::Event::Handler  
Transaction: '1'
```

Core → Event → Queue

38.1 *Queue::EventModulePost###2400-TicketIndexManagement*

:

```
---  
Event: QueueUpdate  
Module: Kernel::System::Queue::Event::TicketIndexManagement  
Transaction: '0'
```

38.2 *Queue::EventModulePost###9900-GenericInterface*

()

:

```
---  
Event: ''  
Module: Kernel::GenericInterface::Event::Handler  
Transaction: '1'
```

Core → Event → ServiceCatalogueItem

39.1 ServiceCatalogueItem::EventModulePost###1000-ServiceCatalogueIndexManagement

:

```
---  
Event: (ItemContentAdd|ItemContentUpdate|ItemContentDelete)  
Module: ▣  
  →Kernel::System::ServiceCatalogue::Event::ServiceCatalogueContentIndexManagement  
Transaction: '0'
```

Core → Event → Ticket

40.1 *Ticket::EventModulePost###1000-IndexManagement*

:

```
---  
Event: ''  
Module: Kernel::System::Ticket::Event::IndexManagement
```

40.2 *Ticket::EventModulePost###1100-ArticlePushEventQueue*

:

```
---  
Event: ↵  
↵ArticleCreate|ArticleUpdate|ArticleFlagSet|ArticleFlagsSet|ArticleFlagDelete|ArticleEmail  
Module: Kernel::System::Ticket::Event::ArticlePushEventQueue
```

40.3 *Ticket::EventModulePost###1100-PushEventQueue*

:

```
---
Event: ''
Module: Kernel::System::Ticket::Event::PushEventQueue
```

40.4 *Ticket::EventModulePost###2300-ArchiveRestore*

```
(
:
)
```

```
---
Event: TicketStateUpdate
Module: Kernel::System::Ticket::Event::ArchiveRestore
```

40.5 *Ticket::EventModulePost###2700-ForceOwnerResetOnMove*

```
:
```

```
---
Event: TicketQueueUpdate
Module: Kernel::System::Ticket::Event::ForceOwnerReset
```

40.6 *Ticket::EventModulePost###2800-ForceStateChangeOnLock*

```
( )
```

```
:
```

```
---
Event: TicketLockUpdate
Module: Kernel::System::Ticket::Event::ForceState
new: open
```

40.7 *Ticket::EventModulePost###3000-ResponsibleAutoSet*

Automatically sets the responsible of a ticket (if it is not set yet) after the first owner update.

```
:
```

```
---
Event: TicketOwnerUpdate
Module: Kernel::System::Ticket::Event::ResponsibleAutoSet
```


40.8 *Ticket::EventModulePost###3100-LockAfterCreate*

When agent creates a ticket, whether or not the ticket is automatically locked to the agent.

:

```

---
EndpointContext:
  ↳AgentFrontend::TicketCreate::Phone|AgentFrontend::TicketCreate::Email
Event: TicketCreate
Module: Kernel::System::Ticket::Event::LockAfterCreate
Transaction: '1'

```

40.9 *Ticket::EventModulePost###3300-TicketPendingTimeReset*

0

:

```

---
Event: TicketStateUpdate
Module: Kernel::System::Ticket::Event::TicketPendingTimeReset

```

40.10 *Ticket::EventModulePost###3600-ForceUnlockOnMove*

:

```

---
Event: TicketQueueUpdate
Module: Kernel::System::Ticket::Event::ForceUnlock

```

40.11 *Ticket::EventModulePost###4000-TicketArticleNewMessageUpdate*

Update Ticket „Seen” flag if every article got seen or a new Article got created.

:

```

---
Event: ArticleCreate|ArticleFlagSet|ArticleFlagsSet|ArticleCustomerFlagSet
Module: Kernel::System::Ticket::Event::TicketNewMessageUpdate

```

40.12 *Ticket::EventModulePost###4100-DynamicFieldFromCustomerUser*

This event module stores attributes from CustomerUser as DynamicFields tickets. Please see DynamicFieldFromCustomerUser::Mapping setting for how to configure the mapping.

:

```
---
Event: (TicketCreate|TicketCustomerUpdate)
Module: Kernel::System::Ticket::Event::DynamicFieldFromCustomerUser
```

40.13 *Ticket::EventModulePost###4300-EscalationStopEvents*

Ticket event module that triggers the escalation stop events.

:

```
---
Event: TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|ArticleCreate
Module: Kernel::System::Ticket::Event::TriggerEscalationStopEvents
Transaction: '0'
```

40.14 *Ticket::EventModulePost###7000-NotificationEvent*

Sends the notifications which are configured in the admin interface under „Ticket Notifications” .

:

```
---
Event: ''
Module: Kernel::System::Ticket::Event::NotificationEvent
Transaction: '1'
```

40.15 *Ticket::EventModulePost###950-TicketAppointments*

Triggers add or update of automatic calendar appointments based on certain ticket times.

:

```
---
Event: ↵
↵ TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|TicketCreate|ArticleCreate|TicketPen
↵.*
Module: Kernel::System::Ticket::Event::TicketAppointments
Transaction: '1'
```

40.16 Ticket::EventModulePost###9600-TicketDynamicFieldDefault

```

        .
        (      =>      ).
    :

```

```

----
Module: Kernel::System::Ticket::Event::TicketDynamicFieldDefault
Transaction: '1'

```

40.17 Ticket::EventModulePost###9700-GenericAgent

```

        .
        (      =>      ).
    :

```

```

----
Event: ''
Module: Kernel::System::Ticket::Event::GenericAgent
Transaction: '1'

```

40.18 Ticket::EventModulePost###9800-TicketProcessSequenceFlows

```

        .
        (      =>      ).
    :

```

```

----
Event: ''
Module: Kernel::System::Ticket::Event::TicketProcessSequenceFlows
Transaction: '1'

```

40.19 Ticket::EventModulePost###9900-GenericInterface

```

        (      )
    :

```

```

----
Event: ''
Module: Kernel::GenericInterface::Event::Handler
Transaction: '1'

```

40.20 *Ticket::EventModulePost###9990-EscalationIndex*

Updates the ticket escalation index after a ticket attribute got updated.

:

```
---  
Event: ↵  
↳ TicketSLAUpdate | TicketQueueUpdate | TicketStateUpdate | TicketCreate | ArticleCreate | TicketDyn  
Module: Kernel::System::Ticket::Event::TicketEscalationIndex  
Transaction: '1'
```

Core → External → FAQ

41.1 *FAQ::Customer::StateTypes*

:

```
---  
- external  
- public
```

41.2 *FAQ::Public::StateTypes*

:

```
---  
- public
```


42.1 *FAQ::CacheTTL*

Cache time to live for knowledge base articles.

:

172800

42.2 *FAQ::Default::Language*

:

en

42.3 *FAQ::FAQHook*

, . FAQ#, KB#, MyFAQ#.

:

FAQ#

42.4 *FAQ::MultiLanguage*

.

:

1

42.5 *FAQ::TitleSize*

.

:

50

42.6 *FAQ::Voting*

.

:

1

Core → FAQ → Approval

43.1 *FAQ::ApprovalGroup*

.
.
:

users

43.2 *FAQ::ApprovalQueue*

.
.
:

FAQ_Approval

43.3 *FAQ::ApprovalRequired*

.
.
:

0

43.4 *FAQ::ApprovalTicketBody*

Hi,

a new knowledge base article needs your approval before it can be published.

FAQ# : <OTRS_FAQ_NUMBER>
Title : <OTRS_FAQ_TITLE>
Author : <OTRS_FAQ_AUTHOR>
State : <OTRS_FAQ_STATE>

If you want to do this, click on this link:

<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/agent/knowledge-base-article/
→<OTRS_FAQ_ITEMID>?TriggerAction=KnowledgeBaseArticle%3A%3AEdit

Your OTRS Notification Master

43.5 *FAQ::ApprovalTicketDefaultState*

new

43.6 *FAQ::ApprovalTicketPriority*

3 normal

43.7 *FAQ::ApprovalTicketSubject*

Ticket subject for approval of knowledge base article.

Knowledge base article approval required **for** FAQ# <OTRS_FAQ_NUMBER>

43.8 *FAQ::ApprovalTicketType*

:

Unclassified

44.1 *FAQ::Explorer::Top10::Limit*

„ 10” .
.
:

10

Core → FAQ → Item

45.1 *FAQ::Item::Field1*

.

:

```
----  
Caption: Symptom  
Prio: '100'  
Show: public
```

45.2 *FAQ::Item::Field2*

.

:

```
----  
Caption: Problem  
Prio: '200'  
Show: public
```

45.3 *FAQ::Item::Field3*

:

```
----  
Caption: Solution  
Prio: '300'  
Show: public
```

45.4 *FAQ::Item::Field4*

:

```
----  
Caption: Field4  
Prio: '400'  
Show: ''
```

45.5 *FAQ::Item::Field5*

:

```
----  
Caption: Field5  
Prio: '500'  
Show: ''
```

45.6 *FAQ::Item::Field6*

:

```
----  
Caption: Comment  
Prio: '600'  
Show: internal
```


45.7 *FAQ::Item::HTML*

HTML .

.

:

1

Core → FAQ → Item → Voting

46.1 *FAQ::Item::Voting::Show*

```
---  
external: external (customer)  
internal: internal (agent)  
public: public (public)
```

Core → FAQ → RelatedArticles

47.1 FAQ::KeywordArticeList::SearchLimit

5000

Core → *GoogleChrome*

48.1 *GoogleChrome::Bin*

Google Chrome Chromium .
:
:

```
/usr/bin/chromium
```


49.1 *LinkObject::IgnoreLinkedTicketStateTypes*

:

```
---  
- merged  
- removed
```

49.2 *LinkObject::PossibleLink###0200*

2 „Normal” .

:

```
---  
Object1: Ticket  
Object2: Ticket  
Type: Normal
```

49.3 *LinkObject::PossibleLink###0201*

2 „ParentChild” .

:

```
---  
Object1: Ticket  
Object2: Ticket  
Type: ParentChild
```

49.4 *LinkObject::PossibleLink###1200*

```
      "      "  
      .  
      :  
      :
```

```
---  
Object1: Appointment  
Object2: Ticket  
Type: Normal
```

49.5 *LinkObject::PossibleLink###1300*

```
      "      "  
      .  
      :  
      :
```

```
---  
Object1: Appointment  
Object2: FAQ  
Type: Normal
```

49.6 *LinkObject::PossibleLink###8301*

Defines that a “FAQ” object can be linked with other “FAQ” objects using the “Normal” link type.

```
      :  
      :
```

```
---  
Object1: FAQ  
Object2: FAQ  
Type: Normal
```

49.7 *LinkObject::PossibleLink###8302*

Defines that a “FAQ” object can be linked with other “FAQ” objects using the “ParentChild” link type.

```
      :  
      :
```

```

---
Object1: FAQ
Object2: FAQ
Type: ParentChild

```

49.8 *LinkObject::PossibleLink###8303*

Defines that a “FAQ” object can be linked with other “Ticket” objects using the “Normal” link type.

:

```

---
Object1: FAQ
Object2: Ticket
Type: Normal

```

49.9 *LinkObject::PossibleLink###8304*

Defines that a “FAQ” object can be linked with other “Ticket” objects using the “ParentChild” link type.

:

```

---
Object1: FAQ
Object2: Ticket
Type: ParentChild

```

49.10 *LinkObject::Type###Normal*

```

' Normal' . , ;

```

:

```

---
SourceName: Normal
TargetName: Normal

```

49.11 *LinkObject::Type###ParentChild*

```

' ParentChild' . , ;

```

:

```
---
SourceName: Parent
TargetName: Child
```

49.12 *LinkObject::TypeGroup###0001*

```
    . 'ParentChild' . : 'Normal' ,
    :
    :
```

```
---
- Normal
- ParentChild
```

50.1 *Log::AdapterType::File::LogDirectory*

Specifies the directory where log files are stored.

.

:

```
<OTRS_CONFIG_Home>/var/log
```

50.2 *Log::Adapters###0001-error.log*

Defines the log adapter for the default error log file.

.

:

```
---
Active: '1'
Filename: error.log
Filters: MaskPasswords,MaskIPAddresses,MaskCreditCardNumbers
MinimumLogSeverity: error
MinimumStackTraceSeverity: error
Name: OTRS error log file
Template: "[%Time%][%Severity%][%AppSubsystem%  %AppSubsystemModule%]
↳%Message%"
Type: File
```


(continued from previous page)

```

MinimumLogSeverity: notice
MinimumStacktraceSeverity: error
Name: OTRS syslog stream
SyslogFacility: local7
Template: "[%Severity%] [ID:%MessageID%] [%AppName% %AppSubsystem%
→%AppSubsystemModule%]
  %Message%"
Type: Syslog

```

50.6 Log::Adapters###0005-console

Defines the log adapter for the default console output.

.

```

---
Active: '1'
Filters: MaskPasswords,MaskIPAddresses,MaskCreditCardNumbers
MinimumLogSeverity: error
MinimumStacktraceSeverity: error
Name: Console output
Select [AppSubsystem]: ^(ConsoleCommand|UnitTest|DevelopmentWebserver)$
Template: "[%Severity%] [%AppSubsystem% %AppSubsystemModule%] %Message%"
Type: Console

```

50.7 Log::Adapters###0006-debug.log

Defines the log adapter for the default error log file. By default, this is inactive but can be activated by sending SIGUSR1 to any (misbehaving) process.

.

```

---
Active: '0'
CanActivateBySignal: '1'
Filename: debug.log
Filters: ''
MinimumLogSeverity: debug
MinimumStacktraceSeverity: error
Name: OTRS debug log file
Template: "[%Time%] [%Severity%] [%AppSubsystem% %AppSubsystemModule%]
→%Message%"
Type: File

```

50.8 *Log::Adapters###0007-communication.log*

Defines the log adapter for the default error log file. By default, this is inactive but can be activated by sending SIGUSR1 to any (misbehaving) process.

.

:

```

---
Active: '0'
CanActivateBySignal: '1'
Filename: communication.log
Filters: ''
MinimumLogSeverity: debug
MinimumStackTraceSeverity: error
Name: OTRS communication log file
Select[Origin]: ^Kernel::System::CommunicationLog.*
Template: "[%Time%][%Severity%][%AppSubsystem% %AppSubsystemModule%
↳%Message%]
Type: File

```

50.9 *Log::Adapters###0008-generic-interface.log*

Defines the log adapter for the default error log file. By default, this is inactive but can be activated by sending SIGUSR1 to any (misbehaving) process.

.

:

```

---
Active: '0'
CanActivateBySignal: '1'
Filename: generic-interface.log
Filters: ''
MinimumLogSeverity: debug
MinimumStackTraceSeverity: error
Name: OTRS generic interface log file
Select[AppSubsystemModule]: ^GenericInterface$
Template: "[%Time%][%Severity%][%AppSubsystem% %AppSubsystemModule%
↳%Message%]
Type: File

```

50.10 *Log::Adapters::Custom*

Defines custom log adapters.

.

:


```
--- []
```

50.11 *CGILogPrefix*

CGI .

:

```
OTRS-CGI
```

50.12 *LogModule*

. „File” , „SysLog” , . syslogd.

:

```
Kernel::System::Log::SysLog
```

50.13 *LogModule::LogFile*

File LogModule,

:

```
/tmp/otrs.log
```

50.14 *LogModule::LogFile::Date*

Adds a suffix with the actual year and month to the OTRS log file. A logfile for every month will be created.

:

```
0
```

50.15 *LogModule::SysLog::Charset*

SysLog LogModule,

:

utf-8

50.16 *LogModule::SysLog::Facility*

SysLog LogModule, .

:

user

50.17 *MinimumLogLevel*

: ' debug' , ' info' , ' notice' ' error' . ' debug' .

:

error

51.1 MailQueue

·
·
:

```
---  
IncrementAttemptDelayInMinutes: '2'  
ItemMaxAttempts: '3'
```

Core → NotificationView

52.1 Notification::Transport::NotificationView::DaysToKeep

(' 0').

:

30

Core → PDF

53.1 PDF::LogoFile

(gif|jpg|png, 700 x 100 pixel).

.
:

```
<OTRS_CONFIG_Home>/var/logo-otrs.png
```

53.2 PDF::MaxPages

PDF .

.
:

```
100
```

53.3 PDF::PageSize

PDF .

.
:

```
a4
```

53.4 *PDF::TTFontFile###Monospaced*

TTF PDF .
.
:

DejaVuSansMono.ttf

53.5 *PDF::TTFontFile###MonospacedBold*

TTF PDF .
.
:

DejaVuSansMono-Bold.ttf

53.6 *PDF::TTFontFile###MonospacedBoldItalic*

TTF PDF .
.
:

DejaVuSansMono-BoldOblique.ttf

53.7 *PDF::TTFontFile###MonospacedItalic*

TTF PDF .
.
:

DejaVuSansMono-Oblique.ttf

53.8 *PDF::TTFontFile###Proportional*

TTF PDF .
.
:

DejaVuSans.ttf

Core → Package

54.1 *Package::AllowLocalModifications*

0

54.2 *Package::AllowNotVerifiedPackages*

OTRS . !

0

54.3 *Package::FileUpload*

1

54.4 *Package::Proxy*

proxy . „WebUserAgent::Proxy” .
:

```
http://proxy.sn.no:8001/
```

54.5 *Package::RepositoryAccessRegExp*

IP . Package::RepositoryList
:
:

```
127\0\0\1
```

54.6 *Package::RepositoryList*

online . , : Key=” http://example.com/otrs/public.pl?
Action=PublicRepository;File=” Content=” Some Name” .
:
:

```
----  
ftp://ftp.example.com/pub/otrs/misc/packages/: '[Example] ftp://ftp.example.  
com/'
```

54.7 *Package::RepositoryRoot*

:

```
---- []
```

54.8 *Package::ShowFeatureAddons*

Toggles display of OTRS FeatureAddons list in PackageManager.

:

1

54.9 *Package::Timeout*

() . „WebUserAgent::Timeout” .
.
:

120

Core → PasswordPolicy → Exceptions

55.1 PasswordPolicy::ExceptAgentPasswordChangeAfterFirstLogin###001-Framework

[]

55.2 PasswordPolicy::ExceptAgentPasswordComplexity###001-Framework

(„PasswordRegExp” , „PasswordMinSize” , „PasswordMin2Lower2UpperCharacters” , „PasswordMin2Characters” „PasswordNeedDigit”).

[]

55.3 PasswordPolicy::ExceptAgentPasswordHistory###001-Framework

:

```
---- []
```

55.4 PasswordPolicy::ExceptAgentPasswordTTL###001-Framework

:

```
---- []
```

55.5 PasswordPolicy::ExceptCustomerPasswordChangeAfterFirstLogin###001-Framework

:

```
---- []
```

55.6 PasswordPolicy::ExceptCustomerPasswordComplexity###001-Framework

(„PasswordRegExp” , „PasswordMinSize” , „PasswordMin2Lower2UpperCharacters” , „PasswordMin2Characters” „PasswordNeedDigit”).

:

```
---- []
```

55.7 PasswordPolicy::ExceptCustomerPasswordHistory###001-Framework

:

--- []

55.8 PasswordPolicy::ExceptCustomerPasswordTTL###001-Framework

--- []

Core → *PerformanceLog*

56.1 *PerformanceLog*

(). Frontend::Module###AdminPerformanceLog

:

0

56.2 *PerformanceLog::File*

:

<OTRS_CONFIG_Home>/var/log/Performance.log

56.3 *PerformanceLog::FileMax*

().

:

25

57.1 AdminInterfaceAccessGroup

:

```
----  
- admin
```

57.2 EditAnotherUsersPreferencesGroup

Specifies the group where the user needs rw permissions so that they can edit other users preferences.

:

```
admin
```

57.3 SwitchToCustomer

Allows administrator users to login as a specific customer user via the agent interface.

:

```
0
```

57.4 *SwitchToCustomer::PermissionGroup*

Specifies the group where the user needs “rw” permissions so that he can access the “switch to customer” feature.

```
admin
```

57.5 *SwitchToUser*

Allows administrator users to login as an other user via the agent interface.

```
0
```

57.6 *System::Customer::Permission*

```
-----  
- rw  
- rw
```

57.7 *System::Permission*

Standard available permissions for agents within the application. If more permissions are needed, they can be entered here. Permissions must be defined to be effective. Some other good permissions have also been provided built-in: note, close, pending, customer, freetext, move, compose, responsible, forward, and bounce. Make sure that „rw” is always the last registered permission.

```
---  
- ro  
- move_into  
- create  
- note  
- owner  
- priority  
- chat_observer  
- chat_participant  
- chat_owner  
- rw
```


58.1 *AgentFrontend::SMS::MessageTextLimit*

SMS.

.
:

```
1600
```

58.2 *SMSTemplate::Types*

SMS .

.
:

```
---  
Answer: Answer  
Create: Create  
SMSOutbound: SMSOutbound
```


59.1 *SOAP::Keep-Alive*

SOAP .

:

0

60.1 *AgentSessionLimit*

SessionMaxIdleTime.

:

100

60.2 *AgentSessionLimitPriorWarning*

SessionMaxIdleTime

:

90

60.3 *AgentSessionPerUserLimit*

SessionMaxIdleTime.

:

20

60.4 *CustomerSessionLimit*

SessionMaxIdleTime.

:

100

60.5 *CustomerSessionPerUserLimit*

SessionMaxIdleTime.

:

20

60.6 *SessionCSRFProtection*

CSRF (Cross Site Request Forgery, Cross-site_request_forgery).

<https://en.wikipedia.org/wiki/>

.

:

1

60.7 *SessionCheckRemoteIP*

Turns on the remote ip address check. It should not be enabled if the application is used, for example, via a proxy farm or a dialup connection, because the remote ip address is mostly different for the requests.

.

:

1

60.8 *SessionDeletelfNotRemoteID*

ID

IP

.

:

1

60.9 *SessionDeletelfTimeToOld*

:

1

60.10 *SessionDir*

„FS” SessionModule,

:

<OTRS_CONFIG_Home>/var/sessions

60.11 *SessionMaxIdleTime*

()

:

7200

60.12 *SessionMaxTime*

() ID

:

57600

60.13 *SessionModule*

„DB”

„FS”

:

Kernel::System::AuthSession::DB

60.14 *SessionName*

. . Session, SessionID OTRS. - , , , .
.
:

```
OTRSAgentInterface
```

60.15 *SessionTable*

„DB” SessionModule, .
.
:

```
sessions
```

60.16 *SessionUseCookieAfterBrowserClose*

.
.
:

```
0
```


61.1 *Stats::DynamicObjectRegistration###Ticket*

:

```
---  
Module: Kernel::System::Stats::Dynamic::Ticket
```

61.2 *Stats::DynamicObjectRegistration###TicketAccountedTime*

:

```
---  
Module: Kernel::System::Stats::Dynamic::TicketAccountedTime
```

61.3 *Stats::DynamicObjectRegistration###TicketList*

:

```
---  
Module: Kernel::System::Stats::Dynamic::TicketList
```

61.4 *Stats::DynamicObjectRegistration###TicketSolutionResponseTime*

:

```
---  
Module: Kernel::System::Stats::Dynamic::TicketSolutionResponseTime
```

61.5 *Stats::MaxResultCellsPreview*

(X Y .

:

```
1000
```

61.6 *Stats::MaxXaxisAttributes*

:

```
1000
```

61.7 *Stats::StatsHook*

:

```
Stat#
```

61.8 *Stats::StatsStartNumber*

:

```
10000
```

62.1 StatsReportConfig::CacheTTL

Cache time in seconds for the statistics reports backend.

:

3600

63.1 *AdminTemplate::SubjectMethod###KeepTicketNumber*

.
:
.

0

63.2 *AgentSelfNotifyOnAction*

.
:
.

0

63.3 *CustomerNotifyJustToRealCustomer*

Sends customer notifications just to the mapped customer.

.
:
.

0

63.4 *DynamicFieldFromCustomerUser::Mapping*

() ().
AgentTicketFreeText,
AgentTicketPhone, AgentTicketEmail AgentTick-
etCustomer.
Ticket::EventModulePost###4100-DynamicFieldFromCustomerUser.

```
----  
UserFirstname: CustomerFirstname
```

63.5 *FormDraftTTL###Ticket*

```
10080
```

63.6 *OTRSEscalationEvents::DecayTime*

The duration in minutes after emitting an event, in which the new escalation notify and start events are suppressed.

```
1440
```

63.7 *StandardTemplate2QueueByCreating*

```
---- []
```

63.8 *StandardTemplate::Types*

```

---
Answer: Answer
Create: Create
Email: Email
Forward: Forward
Note: Note
PhoneCall: Phone call
ProcessDialog: Process dialog

```

63.9 *Ticket::ArchiveSystem*

Activates the ticket archive system to have a faster system by moving some tickets out of the daily scope. To search for these tickets, the archive flag has to be enabled in the ticket search.

```

:

```

```

0

```

63.10 *Ticket::ArchiveSystem::RemoveSeenFlags*

```

:

```

```

1

```

63.11 *Ticket::ArchiveSystem::RemoveTicketWatchers*

```

:

```

```

1

```

63.12 *Ticket::ChangeOwnerToEveryone*

Changes the owner of tickets to everyone (useful for ASP). Normally only agent with rw permissions in the queue of the ticket will be shown.

```

:

```

0

63.13 *Ticket::CustomModule###001-CustomModule*

() Kernel::System::Ticket.
:

Kernel::System::Ticket::Custom

63.14 *Ticket::DefineEmailFrom*

()
:

SystemAddressName

63.15 *Ticket::DefineEmailFromSeparator*

:
:

via

63.16 *Ticket::Frontend::DefaultRecipientDisplayType*

:
:

Realname

63.17 *Ticket::Frontend::DefaultSenderDisplayType*

:
:

Realname

63.18 *Ticket::GenericAgentAllowCustomModuleExecution*

:

1

63.19 *Ticket::GenericAgentAllowCustomScriptExecution*

:

1

63.20 *Ticket::GenericAgentRunLimit*

:

4000

63.21 *Ticket::GenericAgentTicketSearch###ExtendedSearchCondition*

Allows extended search conditions in ticket search of the generic agent interface. With this feature you can search e. g. ticket title with this kind of conditions like „(key1*&&*key2)” or „(key1*||*key2)” .

:

1

63.22 *Ticket::Hook*

, . Ticket#, Call#, MyTicket#. Ticket#.

:

Ticket #

63.23 *Ticket::HookDivider*

The divider between TicketHook and ticket number. E.g ' : ' .

.
:

```
`Ticket::IncludeUnknownTicketCustomers`
```

.
:

```
0
```

63.24 *Ticket::InvalidOwner::StateChange*

Automatically change the state of a ticket with an invalid owner once it is unlocked. Maps from a state type to a new ticket state.

:

```
---  
pending auto: open  
pending reminder: open
```

63.25 *Ticket::MergeDynamicFields*

A list of dynamic fields that are merged into the main ticket during a merge operation. Only dynamic fields that are empty in the main ticket will be set.

.
:

```
--- []
```

63.26 *Ticket::NewArticleIgnoreSystemSender*

(.)

.
:

```
0
```

63.27 *Ticket::NumberGenerator*

Selects the ticket number generator module. „AutoIncrement” increments the ticket number, the SystemID and the counter are used with SystemID.counter format (e.g. 1010138, 1010139). With „Date” the ticket numbers will be generated by the current date, the SystemID and the counter. The format looks like Year.Month.Day.SystemID.counter (e.g. 200206231010138, 200206231010139). With „DateChecksum” the counter will be appended as checksum to the string of date and SystemID. The checksum will be rotated on a daily basis. The format looks like Year.Month.Day.SystemID.Counter.CheckSum (e.g. 2002070110101520, 2002070110101535).

:

Kernel::System::Ticket::Number::DateChecksum

63.28 *Ticket::NumberGenerator::CheckSystemID*

Checks the SystemID in ticket number detection for follow-ups. If not enabled, SystemID will be changed after using the system.

:

1

63.29 *Ticket::NumberGenerator::Date::UseFormattedCounter*

(„ ”).

:

0

63.30 *Ticket::NumberGenerator::MinCounterSize*

10000. „AutoIncrement” TicketNumberGenerator. 5,

:

5

63.31 *Ticket::PendingAutoStateType*

:

```
----  
- pending auto
```

63.32 *Ticket::PendingReminderStateType*

:

```
----  
- pending reminder
```

63.33 *Ticket::Responsible*

:

```
0
```

63.34 *Ticket::ResponsibleAutoSet*

Automatically sets the owner of a ticket as the responsible for it (if ticket responsible feature is enabled). This will only work by manually actions of the logged in user. It does not work for automated actions e.g. GenericAgent, Postmaster and GenericInterface.

:

```
1
```

63.35 *Ticket::Service*

Allows the defining of services and SLAs for tickets (e. g. email, desktop, network, ...) and escalation attributes for SLAs (if ticket service/SLA feature is enabled).

:

0

63.36 *Ticket::Service::Default::UnknownCustomer*

Allows default services to be selected also for non existing customers.

:

0

63.37 *Ticket::Service::KeepChildren*

:

0

63.38 *Ticket::StateAfterPending*

(Content),

(Key).

:

```
---
pending auto close+: closed successful
pending auto close-: closed unsuccessful
```

63.39 *Ticket::SubjectFormat*

The format of the subject. ' Left' means ' [TicketHook#:12345] Some Subject' , ' Right' means ' Some Subject [TicketHook#:12345]' , ' None' means ' Some Subject' and no ticket number. In the latter case you should verify that the setting PostMaster::CheckFollowUpModule###0200-References is activated to recognize followups based on email headers.

:

Left

63.40 *Ticket::SubjectFwd*

The text at the beginning of the subject when an email is forwarded, e.g. FW, Fwd, or WG.

:

Fwd

63.41 *Ticket::SubjectRe*

The text at the beginning of the subject in an email reply, e.g. RE, AW, or AS.

:

Re

63.42 *Ticket::SubjectSize*

:

100

63.43 *Ticket::Type*

:

0

63.44 *Ticket::Type::Default*

:

Unclassified

63.45 *Ticket::UnlockOnAway*

Unlock tickets whenever a note is added and the owner is out of office.

```
.
:
```

```
1
```

63.46 *Ticket::UnlockStateType*

```
„bin/otrs.Console.pl Maint::Ticket::UnlockTimeout”
```

```
.
:
```

```
---
- new
- open
```

63.47 *Ticket::ViewableLocks*

```
tmp_lock. : unlock,
```

```
.
:
```

```
---
- 'unlock'
- 'tmp_lock'
```

63.48 *Ticket::ViewableStateType*

```
.
:
```

```
---
- new
- open
- pending reminder
- pending auto
```

Core → Ticket → ACL

64.1 *ACL::CacheTTL*

Cache time in seconds for the DB ACL backend.

:

```
3600
```

64.2 *ACLKeysLevel1Change*

ACL .

:

```
----  
Possible: Possible  
PossibleAdd: PossibleAdd  
PossibleNot: PossibleNot
```

64.3 *ACLKeysLevel1Match*

ACL .

:

```
----  
Properties: Properties  
PropertiesDatabase: PropertiesDatabase
```

64.4 *ACLKeysLevel2::Possible*

```
ACL .  
:
```

```
----  
Action: Action  
ActivityDialog: ActivityDialog  
Endpoint: Endpoint  
Process: Process  
Ticket: Ticket
```

64.5 *ACLKeysLevel2::PossibleAdd*

```
ACL .  
:
```

```
----  
Action: Action  
ActivityDialog: ActivityDialog  
Endpoint: Endpoint  
Process: Process  
Ticket: Ticket
```

64.6 *ACLKeysLevel2::PossibleNot*

```
ACL .  
:
```

```
----  
Action: Action  
ActivityDialog: ActivityDialog  
Endpoint: Endpoint  
Process: Process  
Ticket: Ticket
```

64.7 *ACLKeysLevel2::Properties*

```
ACL .
```

:

```

---
CustomerUser: CustomerUser
DynamicField: DynamicField
Frontend: Frontend
Owner: Owner
Priority: Priority
Process: Process
Queue: Queue
Responsible: Responsible
SLA: SLA
Service: Service
State: State
Ticket: Ticket
Type: Type
User: User

```

64.8 *ACLKeysLevel2::PropertiesDatabase*

ACL .

:

```

---
CustomerUser: CustomerUser
DynamicField: DynamicField
Owner: Owner
Priority: Priority
Process: Process
Queue: Queue
Responsible: Responsible
SLA: SLA
Service: Service
State: State
Ticket: Ticket
Type: Type
User: User

```

64.9 *ACLKeysLevel3::Actions###100-Default*

' Action' ACL .

:

```

--- []

```

64.10 *Ticket::Acl::Module###1-Ticket::Acl::Module*

ACL module that allows closing parent tickets only if all its children are already closed („State” shows which states are not available for the parent ticket until all child tickets are closed).

```

---
Module: Kernel::System::Ticket::Acl::CloseParentAfterClosedChilds
State:
- closed successful
- closed unsuccessful
    
```

64.11 *TicketACL::Debug::Enabled*

```

, ACL
:
0
    
```

64.12 *TicketACL::Debug::Filter###00-Default*

```

ACL : <OTRS_TICKET_Attribute>
<OTRS_TICKET_Priority>
:
    
```

```

---
<OTRS_TICKET_TicketNumber>: ''
ACLName: ''
    
```

64.13 *TicketACL::Debug::LogPriority*

```

debug
    
```

64.14 *TicketACL::Default::Action*

ACL

:

--- {}

Core → Ticket → DynamicFieldDefault

65.1 *Ticket::TicketDynamicFieldDefault###Element1*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---  
Event: TicketCreate  
Name: Field1  
Value: Default
```

65.2 *Ticket::TicketDynamicFieldDefault###Element10*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---  
Event: ''  
Name: ''  
Value: ''
```

65.3 *Ticket::TicketDynamicFieldDefault###Element11*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---  
Event: ''  
Name: ''  
Value: ''
```

65.4 *Ticket::TicketDynamicFieldDefault###Element12*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---  
Event: ''  
Name: ''  
Value: ''
```

65.5 *Ticket::TicketDynamicFieldDefault###Element13*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---  
Event: ''  
Name: ''  
Value: ''
```

65.6 *Ticket::TicketDynamicFieldDefault###Element14*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```

---
Event: ''
Name: ''
Value: ''

```

65.7 *Ticket::TicketDynamicFieldDefault###Element15*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```

---
Event: ''
Name: ''
Value: ''

```

65.8 *Ticket::TicketDynamicFieldDefault###Element16*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```

---
Event: ''
Name: ''
Value: ''

```

65.9 *Ticket::TicketDynamicFieldDefault###Element2*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---  
Event: ''  
Name: ''  
Value: ''
```

65.10 *Ticket::TicketDynamicFieldDefault###Element3*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---  
Event: ''  
Name: ''  
Value: ''
```

65.11 *Ticket::TicketDynamicFieldDefault###Element4*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---  
Event: ''  
Name: ''  
Value: ''
```

65.12 *Ticket::TicketDynamicFieldDefault###Element5*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---  
Event: ''  
Name: ''  
Value: ''
```

65.13 *Ticket::TicketDynamicFieldDefault###Element6*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---
Event: ''
Name: ''
Value: ''
```

65.14 *Ticket::TicketDynamicFieldDefault###Element7*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---
Event: ''
Name: ''
Value: ''
```

65.15 *Ticket::TicketDynamicFieldDefault###Element8*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---
Event: ''
Name: ''
Value: ''
```

65.16 *Ticket::TicketDynamicFieldDefault###Element9*

Configures a default ticket dynamic field setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the events section of the ticket notification management screen for the possible trigger events.

:

```
---  
Event: ''  
Name: ''  
Value: ''
```

Core → *Ticket* → *FulltextSearch*

66.1 *Ticket::SearchIndex::Attribute*

Basic fulltext index settings. Execute „bin/otrs.Console.pl Maint::Ticket::FulltextIndex –rebuild” in order to generate a new index.

```
.
:
```

```
----
WordCountMax: '1000'
WordLengthMax: '30'
WordLengthMin: '3'
```

66.2 *Ticket::SearchIndex::Filters*

```
(      )
.
:
```

```
----
- '[,\&\<\>\?\"!*\|;\[\]\(\)\+\$\%^=]'
- ^[':~]|[':~]$
- ^[^\w]+$
```

66.3 *Ticket::SearchIndex::ForceUnfilteredStorage*

:

```
0
```

66.4 *Ticket::SearchIndex::StopWords###Custom*

:

```
----  
- MyStopWord
```

66.5 *Ticket::SearchIndex::StopWords###de*

:

```
----  
- aber  
- als  
- am  
- an  
- auch  
- auf  
- aus  
- bei  
- bin  
- bis  
- bist  
- da  
- dadurch  
- daher  
- darum  
- das  
- daß  
- dass  
- dein  
- deine  
- dem  
- den
```

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- der
- des
- dessen
- deshalb
- die
- dies
- dieser
- dieses
- doch
- dort
- du
- durch
- ein
- eine
- einem
- einen
- einer
- eines
- er
- es
- euer
- eure
- für
- hatte
- hatten
- hattest
- hattet
- hier
- hinter
- ich
- ihr
- ihre
- im
- **in**
- ist
- ja
- jede
- jedem
- jeden
- jeder
- jedes
- jener
- jenes
- jetzt
- kann
- kannst
- können
- könnt
- machen
- mein
- meine
- mit

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- muß
- mußt
- musst
- müssen
- müßt
- nach
- nachdem
- nein
- nicht
- nun
- oder
- seid
- sein
- seine
- sich
- sie
- sind
- soll
- sollen
- sollst
- sollt
- sonst
- soweit
- sowie
- und
- unser
- unsere
- unter
- vom
- von
- vor
- wann
- warum
- was
- weiter
- weitere
- wenn
- wer
- werde
- werden
- werdet
- weshalb
- wie
- wieder
- wieso
- wir
- wird
- wirst
- wo
- woher
- wohin
- zu

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- zum
- zur
- über

66.6 Ticket::SearchIndex::StopWords####en

```
---  
- a  
- about  
- above  
- after  
- again  
- against  
- all  
- am  
- an  
- and  
- any  
- are  
- aren't  
- as  
- at  
- be  
- because  
- been  
- before  
- being  
- below  
- between  
- both  
- but  
- by  
- can't  
- cannot  
- could  
- couldn't  
- did  
- didn't  
- do  
- does  
- doesn't  
- doing  
- don't  
- down  
- during  
- each
```

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- few
- **for**
- **from**
- further
- had
- hadn't
- has
- hasn't
- have
- haven't
- having
- he
- he'd
- he'll
- he's
- her
- here
- here's
- hers
- herself
- him
- himself
- his
- how
- how's
- i
- i'd
- i'll
- i'm
- i've
- **if**
- **in**
- into
- **is**
- isn't
- it
- it's
- its
- itself
- let's
- me
- more
- most
- mustn't
- my
- myself
- no
- nor
- **not**
- of
- off
- on

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- once
- only
- **or**
- other
- ought
- our
- ours
- ourselves
- out
- over
- own
- same
- shan't
- she
- she'd
- she'll
- she's
- should
- shouldn't
- so
- some
- such
- than
- that
- that's
- the
- their
- theirs
- them
- themselves
- then
- there
- there's
- these
- they
- they'd
- they'll
- they're
- they've
- this
- those
- through
- to
- too
- under
- until
- up
- very
- was
- wasn't
- we
- we'd

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```
- we'll
- we're
- we've
- were
- weren't
- what
- what's
- when
- when's
- where
- where's
- which
- while
- who
- who's
- whom
- why
- why's
- with
- won't
- would
- wouldn't
- you
- you'd
- you'll
- you're
- you've
- your
- yours
- yourself
- yourselves
```

66.7 *Ticket::SearchIndex::StopWords###es*

:

```
---
- un
- una
- unas
- unos
- uno
- sobre
- todo
- también
- tras
- otro
- algún
```

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- alguno
- alguna
- algunos
- algunas
- ser
- es
- soy
- eres
- somos
- sois
- estoy
- esta
- estamos
- estais
- estan
- como
- en
- para
- atras
- porque
- por qué
- estado
- estaba
- ante
- antes
- siendo
- ambos
- pero
- por
- poder
- puede
- puedo
- podemos
- podeis
- pueden
- fui
- fue
- fuimos
- fueron
- hacer
- hago
- hace
- hacemos
- haceis
- hacen
- cada
- fin
- incluso
- primero
- desde
- conseguir
- consigo

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- consigue
- consigues
- conseguimos
- consiguen
- ir
- voy
- va
- vamos
- vais
- van
- vaya
- gueno
- ha
- tener
- tengo
- tiene
- tenemos
- teneis
- tienen
- el
- la
- lo
- las
- los
- su
- aqui
- mio
- tuyo
- ellos
- ellas
- nos
- nosotros
- vosotros
- vosotras
- si
- dentro
- solo
- solamente
- saber
- sabes
- sabe
- sabemos
- sabeis
- saben
- ultimo
- largo
- bastante
- haces
- muchos
- aquellos
- aquellas
- sus

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- entonces
- tiempo
- verdad
- verdadero
- verdadera
- cierto
- ciertos
- cierta
- ciertas
- intentar
- intento
- intenta
- intentas
- intentamos
- intentais
- intentan
- dos
- bajo
- arriba
- encima
- usar
- uso
- usas
- usa
- usamos
- usais
- usan
- emplear
- empleo
- empleas
- emplean
- empleamos
- empleais
- valor
- muy
- era
- eras
- eramos
- eran
- modo
- bien
- cual
- cuando
- donde
- mientras
- quien
- con
- entre
- sin
- trabajo
- trabajar
- trabajas

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```
- trabaja
- trabajamos
- trabajais
- trabajan
- podria
- podrias
- podriamos
- podrian
- podriais
- yo
- aquel
```

66.8 *Ticket::SearchIndex::StopWords###fr*

:

```
---
- alors
- au
- aucuns
- aussi
- autre
- avant
- avec
- avoir
- bon
- car
- ce
- cela
- ces
- ceux
- chaque
- ci
- comme
- comment
- dans
- des
- du
- dedans
- dehors
- depuis
- deux
- devrait
- doit
- donc
- dos
- droite
- début
```

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- elle
- elles
- en
- encore
- essai
- est
- et
- eu
- fait
- faites
- fois
- font
- force
- haut
- hors
- ici
- il
- ils
- je
- juste
- la
- le
- les
- leur
- là
- ma
- maintenant
- mais
- mes
- mine
- moins
- mon
- mot
- même
- ni
- nommés
- notre
- nous
- nouveaux
- ou
- où
- par
- parce
- parole
- pas
- personnes
- peut
- peu
- pièce
- plupart
- pour
- pourquoi

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- quand
- que
- quel
- quelle
- quelles
- quels
- qui
- sa
- sans
- ses
- seulement
- si
- sien
- son
- sont
- sous
- soyez
- sujet
- sur
- ta
- tandis
- tellement
- tels
- tes
- ton
- tous
- tout
- trop
- très
- tu
- valeur
- voie
- voient
- vont
- votre
- vous
- vu
- ça
- étaient
- état
- étions
- été
- être

66.9 *Ticket::SearchIndex::StopWords###it*

:

```
---  
- a  
- adesso  
- ai  
- al  
- alla  
- allo  
- allora  
- altre  
- altri  
- altro  
- anche  
- ancora  
- avere  
- aveva  
- avevano  
- ben  
- buono  
- che  
- chi  
- cinque  
- comprare  
- con  
- consecutivi  
- consecutivo  
- cosa  
- cui  
- da  
- del  
- della  
- dello  
- dentro  
- deve  
- devo  
- di  
- doppio  
- due  
- e  
- ecco  
- fare  
- fine  
- fino  
- fra  
- gente  
- giu  
- ha  
- hai  
- hanno  
- ho  
- il  
- indietro  
- invece
```

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- io
- la
- lavoro
- le
- lei
- lo
- loro
- lui
- lungo
- ma
- me
- meglio
- molta
- molti
- molto
- nei
- nella
- no
- noi
- nome
- nostro
- nove
- nuovi
- nuovo
- o
- oltre
- ora
- otto
- peggio
- pero
- persone
- piu
- poco
- primo
- promesso
- qua
- quarto
- quasi
- quattro
- quello
- questo
- qui
- quindi
- quinto
- rispetto
- sara
- secondo
- sei
- sembra
- sembrava
- senza
- sette

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```
- sia
- siamo
- siete
- solo
- sono
- sopra
- soprattutto
- sotto
- stati
- stato
- stesso
- su
- subito
- sul
- sulla
- tanto
- te
- tempo
- terzo
- tra
- tre
- triplo
- ultimo
- un
- una
- uno
- va
- vai
- voi
- volte
- vostro
```

66.10 *Ticket::SearchIndex::StopWords###nl*

:

```
---
- de
- zijn
- een
- en
- in
- je
- het
- van
- op
- ze
- hebben
```

(continues on next page)

(continued from previous page)

- het
- hij
- niet
- met
- er
- dat
- die
- te
- wat
- voor
- naar
- gaan
- kunnen
- zeggen
- dat
- maar
- aan
- veel
- zijn
- worden
- uit
- ook
- komen
- als
- om
- moeten
- we
- doen
- bij
- goed
- haar
- dan
- nog
- of
- maken
- zo
- wel
- mijn
- zien
- over
- willen
- staan
- door
- kijken
- zullen
- heel
- nu
- weten
- zitten
- hem
- schrijven
- vinden

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(continued from previous page)

- woord
- hoe
- geen
- dit
- mens
- al
- jij
- ander
- groot
- waar
- maar
- weer
- kind
- me
- vragen
- een
- denken
- twee
- horen
- iets
- deze
- krijgen
- ons
- zich
- lezen
- hun
- welk
- zin
- laten
- mogen
- hier
- jullie
- toch
- geven
- jaar
- tegen
- al
- eens
- echt
- houden
- alleen
- lopen
- mee
- ja
- roepen
- tijd
- dag
- elkaar
- even
- lang
- land
- liggen

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```

- waarom
- zetten
- vader
- laat
- beginnen
- blijven
- nee
- moeder
- huis
- nou
- na
- af
- keer
- dus
- tot
- vertellen
- wie
- net
- jou
- les
- want
- man
- nieuw
- elk
- tekst
- omdat
- gebruiken
- u

```

66.11 *Ticket::SearchIndex::WarnOnStopWordUsage*

:

```
0
```

66.12 *Ticket::SearchIndexModule*

```

( From, To, Cc, Subject Body).
50%. „bin/otrs.Console.pl
Maint::Ticket::FulltextIndexRebuild -rebuild” .

```

:

```
Kernel::System::Ticket::ArticleSearchIndex::DB
```

Core → Ticket → Permission

67.1 *CustomerTicket::Permission###1-GroupCheck*

:

```
---  
Granted: '0'  
Module: Kernel::System::Ticket::CustomerPermission::GroupCheck  
Required: '1'
```

67.2 *CustomerTicket::Permission###2-CustomerUserIDCheck*

ID

ID

:

```
---  
Granted: '1'  
Module: Kernel::System::Ticket::CustomerPermission::CustomerUserIDCheck  
Required: '0'
```

67.3 *CustomerTicket::Permission###3-CustomerIDCheck*

ID

ID

:

```
---
Granted: '1'
Module: Kernel::System::Ticket::CustomerPermission::CustomerIDCheck
Required: '0'
```

67.4 *CustomerTicket::Permission###4-CustomerGroupCheck*

ID
:

```
---
Granted: '1'
Module: Kernel::System::Ticket::CustomerPermission::CustomerGroupCheck
Required: '0'
```

67.5 *Ticket::Permission###1-OwnerCheck*

:

```
---
Granted: '1'
Module: Kernel::System::Ticket::Permission::OwnerCheck
Required: '0'
```

67.6 *Ticket::Permission###2-ResponsibleCheck*

:

```
---
Granted: '1'
Module: Kernel::System::Ticket::Permission::ResponsibleCheck
Required: '0'
```

67.7 *Ticket::Permission###3-GroupCheck*

:

```
---
Granted: '1'
Module: Kernel::System::Ticket::Permission::GroupCheck
Required: '0'
```

67.8 *Ticket::Permission###4-WatcherCheck*

```

---
Granted: '1'
Module: Kernel::System::Ticket::Permission::WatcherCheck
Required: '0'

```

67.9 *Ticket::Permission###5-CreatorCheck*

```

---
Granted: '1'
Module: Kernel::System::Ticket::Permission::CreatorCheck
Required: '0'

```

67.10 *Ticket::Permission###6-InvolvedCheck*

```

---
Granted: '1'
Module: Kernel::System::Ticket::Permission::InvolvedCheck
Required: '0'

```

67.11 *Ticket::Permission::CreatorCheck::Queues*

```

---
Misc: note
Postmaster: ro, move, note
Raw: rw

```

67.12 *Ticket::Permission::InvolvedCheck::Queues*

InvolvedCheck . , .

:

```
----  
Misc: note  
Postmaster: ro, move, note  
Raw: rw
```

67.13 *Ticket::Permission::OwnerCheck::Queues*

OwnerCheck . , .

:

```
----  
Misc: note  
Postmaster: ro, move, note  
Raw: rw
```

67.14 *Ticket::Permission::ResponsibleCheck::Queues*

ResponsibleCheck . , .

:

```
----  
Misc: note  
Postmaster: ro, move, note  
Raw: rw
```

Core → Ticket → ProcessManagement

68.1 *Process::ActivityTypes*

:

```
---  
ScriptTask: Script task activity  
ServiceTask: Service task activity  
UserTask: User task activity
```

68.2 *Process::CacheTTL*

Cache time in seconds for the DB process backend.

:

```
3600
```

68.3 *Process::DefaultLock*

This option defines the process tickets default lock.

:

```
unlock
```

68.4 *Process::DefaultPriority*

This option defines the process tickets default priority.

:

```
3 normal
```

68.5 *Process::DefaultQueue*

This option defines the process tickets default queue.

:

```
Raw
```

68.6 *Process::DefaultState*

This option defines the process tickets default state.

:

```
new
```

68.7 *Process::DynamicFieldProcessManagementActivityID*

This option defines the dynamic field in which a Process Management activity entity id is stored.

:

```
ProcessManagementActivityID
```

68.8 *Process::DynamicFieldProcessManagementActivityStatus*

This option defines the dynamic field in which the most recent Process Management activity status is stored.

:

:

```
ProcessManagementActivityStatus
```

68.9 *Process::DynamicFieldProcessManagementProcessID*

This option defines the dynamic field in which a Process Management process entity id is stored.

:

```
ProcessManagementProcessID
```

68.10 *ProcessManagement::ActivityDialog::CommunicationChannel###001-Ticket*

Allowed communication channels for Activity Dialogs (Internal and Phone as default).

:

```
---
Internal: '1'
Phone: '1'
```

68.11 *ProcessManagement::SequenceFlow::Debug::Enabled*

:

```
0
```

68.12 *ProcessManagement::SequenceFlow::Debug::Filter###00-Default*

```
<OTRS_TICKET_Priority> . . . . . <OTRS_TICKET_Attribute> . . . . .
```

:

```
---  
<OTRS_TICKET_TicketNumber>: ''  
SequenceFlowEntityID: ''
```

68.13 *ProcessManagement::SequenceFlow::Debug::LogPriority*

:

```
debug
```


69.1 *CalendarWeekDayStart*

.
.
:

1

69.2 *MaximumCalendarNumber*

.
.
:

50

69.3 *OTRSTimeZone*

OTRS . . . :
.
:

UTC

69.4 *ShowUserTimeZoneSelectionNotification*

Option (2) OTRSTimeZone UserDefaultTimeZone (3) UTC. (1)

1

69.5 *TimeInputFormat*

Option ()

Option

69.6 *TimeInputMinutesStep*

Option (" " 1-59. „30 ”)

1

69.7 *TimeShowAlwaysLong*

Shows time in long format (days, hours, minutes), if enabled; or in short format (days, hours), if not enabled.

0

69.8 *TimeShowCompleteDescription*

Shows time use complete description (days, hours, minutes), if enabled; or just first letter (d, h, m), if not enabled.

0

69.9 *TimeVacationDays*

Adds the permanent vacation days.

```

.
:

```

```

---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day

```

69.10 *TimeVacationDaysOneTime*

Adds the one time vacation days.

```

.
:

```

```

---
'2004':
  '1':
    '1': test

```

69.11 *TimeWorkingHours*

```

.
:

```

```

---
Fri:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'

```

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(continued from previous page)

```
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Mon:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Sat: []  
Sun: []  
Thu:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Tue:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Wed:
```

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- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'

69.12 *UserDefaultTimeZone*

OTRS

:

UTC

70.1 *CalendarWeekDayStart::Calendar1*

1

70.2 *TimeVacationDays::Calendar1*

Adds the permanent vacation days for the indicated calendar.

```
---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day
```

70.3 *TimeVacationDaysOneTime::Calendar1*

Adds the one time vacation days for the indicated calendar.

.

:

```
---
'2004':
  '1':
    '1': test
```

70.4 *TimeWorkingHours::Calendar1*

,

.

:

```
---
Fri:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Mon:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Sat: []
Sun: []
Thu:
```

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```
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Tue:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Wed:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

70.5 *TimeZone::Calendar1*

UTC

70.6 *TimeZone::Calendar1Name*

.

.

:

Calendar Name 1

71.1 *CalendarWeekDayStart::Calendar2*

1

71.2 *TimeVacationDays::Calendar2*

Adds the permanent vacation days for the indicated calendar.

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

71.3 *TimeVacationDaysOneTime::Calendar2*

Adds the one time vacation days for the indicated calendar.

.

:

```
---
'2004':
  '1':
    '1': test
```

71.4 *TimeWorkingHours::Calendar2*

,

.

:

```
---
Fri:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Mon:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Sat: []
Sun: []
Thu:
```

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```
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Tue:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Wed:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

71.5 *TimeZone::Calendar2*

UTC

71.6 *TimeZone::Calendar2Name*

.

.

:

Calendar Name 2

72.1 *CalendarWeekDayStart::Calendar3*

1

72.2 *TimeVacationDays::Calendar3*

Adds the permanent vacation days for the indicated calendar.

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

72.3 *TimeVacationDaysOneTime::Calendar3*

Adds the one time vacation days for the indicated calendar.

```
---
'2004':
  '1':
    '1': test
```

72.4 *TimeWorkingHours::Calendar3*

```
---
Fri:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Mon:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Sat: []
Sun: []
Thu:
```

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```
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Tue:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Wed:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

72.5 *TimeZone::Calendar3*

UTC

72.6 *TimeZone::Calendar3Name*

.

.

:

Calendar Name 3

73.1 *CalendarWeekDayStart::Calendar4*

1

73.2 *TimeVacationDays::Calendar4*

Adds the permanent vacation days for the indicated calendar.

```
---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day
```

73.3 *TimeVacationDaysOneTime::Calendar4*

Adds the one time vacation days for the indicated calendar.

```
.
:
```

```
---
'2004':
  '1':
    '1': test
```

73.4 *TimeWorkingHours::Calendar4*

```
.
:
```

```
---
Fri:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Mon:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Sat: []
Sun: []
Thu:
```

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```
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Tue:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Wed:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

73.5 *TimeZone::Calendar4*

UTC

73.6 *TimeZone::Calendar4Name*

.

.

:

Calendar Name 4

74.1 *CalendarWeekDayStart::Calendar5*

1

74.2 *TimeVacationDays::Calendar5*

Adds the permanent vacation days for the indicated calendar.

```
---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day
```


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```
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Tue:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Wed:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

74.5 *TimeZone::Calendar5*

UTC

74.6 *TimeZone::Calendar5Name*

.

.

:

Calendar Name 5

75.1 *CalendarWeekDayStart::Calendar6*

1

75.2 *TimeVacationDays::Calendar6*

Adds the permanent vacation days for the indicated calendar.

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

75.3 *TimeVacationDaysOneTime::Calendar6*

Adds the one time vacation days for the indicated calendar.

```

      .
      :

```

```

----
'2004':
  '1':
    '1': test

```

75.4 *TimeWorkingHours::Calendar6*

```

      ,
      .

```

```

      :

```

```

----
Fri:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Mon:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Sat: []
Sun: []
Thu:

```

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```
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Tue:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Wed:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

75.5 *TimeZone::Calendar6*

UTC

75.6 *TimeZone::Calendar6Name*

.

.

:

Calendar Name 6

76.1 *CalendarWeekDayStart::Calendar7*

:

```
1
```

76.2 *TimeVacationDays::Calendar7*

Adds the permanent vacation days for the indicated calendar.

:

```
---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day
```

76.3 *TimeVacationDaysOneTime::Calendar7*

Adds the one time vacation days for the indicated calendar.

```

      .
      :

```

```

----
'2004':
  '1':
    '1': test

```

76.4 *TimeWorkingHours::Calendar7*

```

      ,
      .
      :

```

```

----
Fri:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Mon:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Sat: []
Sun: []
Thu:

```

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```
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Tue:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Wed:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

76.5 *TimeZone::Calendar7*

UTC

76.6 *TimeZone::Calendar7Name*

.

.

:

Calendar Name 7

77.1 *CalendarWeekDayStart::Calendar8*

1

77.2 *TimeVacationDays::Calendar8*

Adds the permanent vacation days for the indicated calendar.

```
---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day
```

77.3 *TimeVacationDaysOneTime::Calendar8*

Adds the one time vacation days for the indicated calendar.

```

      .
      :

```

```

----
'2004':
  '1':
    '1': test

```

77.4 *TimeWorkingHours::Calendar8*

```

      ,
      .
      :

```

```

----
Fri:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Mon:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Sat: []
Sun: []
Thu:

```

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```
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Tue:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Wed:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

77.5 *TimeZone::Calendar8*

UTC

77.6 *TimeZone::Calendar8Name*

.

.

:

Calendar Name 8

78.1 *CalendarWeekDayStart::Calendar9*

1

78.2 *TimeVacationDays::Calendar9*

Adds the permanent vacation days for the indicated calendar.

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

78.3 *TimeVacationDaysOneTime::Calendar9*

Adds the one time vacation days for the indicated calendar.

.

:

```
---
'2004':
  '1':
    '1': test
```

78.4 *TimeWorkingHours::Calendar9*

,

.

:

```
---
Fri:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Mon:
- '8'
- '9'
- '10'
- '11'
- '12'
- '13'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
Sat: []
Sun: []
Thu:
```

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```
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Tue:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'  
Wed:  
- '8'  
- '9'  
- '10'  
- '11'  
- '12'  
- '13'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

78.5 *TimeZone::Calendar9*

UTC

78.6 *TimeZone::Calendar9Name*

.

.

:

Calendar Name 9

Core → *WebUserAgent*

79.1 *WebUserAgent::DisableSSLVerification*

Turns off SSL certificate validation, for example if you use a transparent HTTPS proxy. Use at your own risk!

```
    :
```

```
0
```

79.2 *WebUserAgent::Proxy*

```
    http/ftp proxy .
```

```
    :
```

```
http://proxy.sn.no:8001/
```

79.3 *WebUserAgent::Timeout*

```
    ( ) http/ftp .
```

```
    :
```

```
15
```

Daemon

80.1 *Daemon::PID::Path*

, (PID) . :
<\$OTRSHome>/var/run/ .
:

/opt/otrs/var/run/

Daemon → Log

81.1 *Daemon::Log::DaysToKeep*

:

.

:

1

81.2 *Daemon::Log::RotationType*

Type of daemon log rotation to use: Choose 'OTRS' to let OTRS system to handle the file rotation, or choose 'External' to use a 3rd party rotation mechanism (i.e. logrotate). Note: External rotation mechanism requires its own and independent configuration.

:

.

:

otrs

81.3 *Daemon::Log::STDERR*

:

.

:

1

81.4 *Daemon::Log::STDOUT*

, .
.
:

0

Daemon → ModuleRegistration

82.1 *DaemonModules###PushEventManager*

The daemon registration for the push event manager.

.
:

```
----  
Module: Kernel::System::Daemon::DaemonModules::PushEventManager
```

82.2 *DaemonModules###SchedulerCronTaskManager*

The daemon registration for the scheduler cron task manager.

.
:

```
----  
Module: Kernel::System::Daemon::DaemonModules::SchedulerCronTaskManager
```

82.3 *DaemonModules###SchedulerFutureTaskManager*

The daemon registration for the scheduler future task manager.

.
:

```
----  
Module: Kernel::System::Daemon::DaemonModules::SchedulerFutureTaskManager
```

82.4 *DaemonModules###SchedulerGenericAgentTaskManager*

The daemon registration for the scheduler generic agent task manager.

.

:

```
----  
Module: ↵  
↵Kernel::System::Daemon::DaemonModules::SchedulerGenericAgentTaskManager
```

82.5 *DaemonModules###SchedulerTaskWorker*

The daemon registration for the scheduler task worker.

.

:

```
----  
Module: Kernel::System::Daemon::DaemonModules::SchedulerTaskWorker
```

82.6 *DaemonModules###SystemConfigurationSyncManager*

The daemon registration for the configuration deployment sync manager.

.

:

```
----  
Module: Kernel::System::Daemon::DaemonModules::SystemConfigurationSyncManager
```

Daemon → *SchedulerCronTaskManager* → *Task*

83.1 *Daemon::SchedulerCronTaskManager::Task###AccessTokenDeleteExpired*

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::AccessToken
Params:
- --purge
Schedule: 00 01 * * *
TaskName: AccessTokenDeleteExpired

```

83.2 *Daemon::SchedulerCronTaskManager::Task###AccessTokenGenerateNew*

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::AccessToken::Keys
Params:
- --generate
- --keep
- '3'

```

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```
Schedule: 00 04 * * *
TaskName: AccessTokenGenerateNewKey
```

83.3 *Daemon::SchedulerCronTaskManager::Task###ArticleSearchIndexRebuild*

Checks for articles that needs to be updated in the article search index.

:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Ticket::FulltextIndexRebuildWorker
Params:
- --children
- '4'
- --limit
- '20000'
Schedule: '* * * * *'
TaskName: ArticleSearchIndexRebuild
```

83.4 *Daemon::SchedulerCronTaskManager::Task###BrowserTrustCleanupExpired*

Cleanup expired trusted browsers. Please check 'AuthTwoFactor::BrowserTrust::ExpirationPeriod' for the configured expiration period.

:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::BrowserTrust::CleanupExpired
Params: []
Schedule: 00 02 * * *
TaskName: BrowserTrustCleanupExpired
```

83.5 *Daemon::SchedulerCronTaskManager::Task###CachePurgeTrash*

:

```
---
Function: PurgeTrash
MaximumParallelInstances: '1'
```

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```

Module: Kernel::System::Cache
Params: []
Schedule: '* /10 * * * *'
TaskName: CachePurgeTrash

```

83.6 *Daemon::SchedulerCronTaskManager::Task###CommunicationLogDelete*

Checks for communication log entries to be deleted.

:

```

----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Log::CommunicationLog
Params:
- --purge
Schedule: 00 03 * * *
TaskName: CommunicationLogDelete

```

83.7 *Daemon::SchedulerCronTaskManager::Task###ConfigurationDeploymentC*

()).

:

```

----
Function: ConfigurationDeployCleanup
MaximumParallelInstances: '1'
Module: Kernel::System::SysConfig
Params: []
Schedule: 40 0 * * 0
TaskName: ConfigurationDeploymentCleanup

```

83.8 *Daemon::SchedulerCronTaskManager::Task###ContractCheck*

Checks the contract status of the system.

:

```

----
Function: Execute
MaximumParallelInstances: '1'
Module: ↵
↵Kernel::System::Console::Command::Maint::SystemContract::ContractStatusCheck

```

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```

Params: []
Schedule: '* /5 * * * *'
TaskName: ContractCheck

```

83.9 *Daemon::SchedulerCronTaskManager::Task###CoreCacheCleanup*

```

---
Function: CleanUp
MaximumParallelInstances: '1'
Module: Kernel::System::Cache
Params:
- Expired
- '1'
Schedule: 20 0 * * 0
TaskName: CoreCacheCleanup

```

83.10 *Daemon::SchedulerCronTaskManager::Task###Custom1*

```

---
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom1

```

83.11 *Daemon::SchedulerCronTaskManager::Task###Custom2*

```

---
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []

```

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```
Schedule: '* * * * *'
TaskName: Custom2
```

83.12 *Daemon::SchedulerCronTaskManager::Task###Custom3*

```
----
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom3
```

83.13 *Daemon::SchedulerCronTaskManager::Task###Custom4*

```
----
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom4
```

83.14 *Daemon::SchedulerCronTaskManager::Task###Custom5*

```
----
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom5
```

83.15 *Daemon::SchedulerCronTaskManager::Task###Custom6*

```

    . : , .
    .
    :

```

```

----
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom6

```

83.16 *Daemon::SchedulerCronTaskManager::Task###Custom7*

```

    . : , .
    .
    :

```

```

----
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom7

```

83.17 *Daemon::SchedulerCronTaskManager::Task###Custom8*

```

    . : , .
    .
    :

```

```

----
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom8

```

83.18 *Daemon::SchedulerCronTaskManager::Task###Custom9*

```

    . : , .

```


:

```

---
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom9

```

83.19 *Daemon::SchedulerCronTaskManager::Task###EscalationCheck*

Triggers ticket escalation events and notification events for escalation.

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Ticket::EscalationCheck
Params: []
Schedule: '* /5 * * * *'
TaskName: EscalationCheck

```

83.20 *Daemon::SchedulerCronTaskManager::Task###FetchMail*

```

fetchmail

```

:

```

---
Function: Fetch
MaximumParallelInstances: '1'
Module: Kernel::System::FetchMail
Params: []
Schedule: '* /5 * * * *'
TaskName: FetchMail

```

83.21 *Daemon::SchedulerCronTaskManager::Task###FetchMailSSL*

```

fetchmail ( SSL).

```

:

```

---
Function: Fetch
MaximumParallelInstances: '1'
Module: Kernel::System::FetchMail
Params:
- SSL
- '1'
Schedule: '*/5 * * * *'
TaskName: FetchMailSSL

```

83.22 *Daemon::SchedulerCronTaskManager::Task###GenerateDashboardStats*

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Stats::Dashboard::Generate
Params: []
Schedule: 5 * * * *
TaskName: GenerateDashboardStats

```

83.23 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile1*

```

( : , . „Kernel::System::GenericAgent” ).

```

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::GenericAgent::Run
Params:
- --configuration-module
- <ModuleName>
Schedule: '*/20 * * * *'
TaskName: GenericAgentFile1

```

83.24 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile2*

```

( : , . „Kernel::System::GenericAgent” ).

```

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::GenericAgent::Run
Params:
- --configuration-module
- <ModuleName>
Schedule: '*/*20 * * * *'
TaskName: GenericAgentFile2

```

83.25 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile3*

```

Kernel::System::GenericAgent" ). ( : , . „Ker-

```

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::GenericAgent::Run
Params:
- --configuration-module
- <ModuleName>
Schedule: '*/*20 * * * *'
TaskName: GenericAgentFile3

```

83.26 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile4*

```

Kernel::System::GenericAgent" ). ( : , . „Ker-

```

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::GenericAgent::Run
Params:
- --configuration-module
- <ModuleName>
Schedule: '*/*20 * * * *'
TaskName: GenericAgentFile4

```

83.27 Daemon::SchedulerCronTaskManager::Task###GenericAgentFile5

nel::System::GenericAgent”). (: , . „Ker-

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::GenericAgent::Run
Params:
- --configuration-module
- <ModuleName>
Schedule: '* /20 * * * *'
TaskName: GenericAgentFile5

```

83.28 Daemon::SchedulerCronTaskManager::Task###GenericInterfaceDebugLo

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: ↵
↳ Kernel::System::Console::Command::Maint::GenericInterface::DebugLog::Cleanup
Params:
- --created-before-days
- '14'
Schedule: '02 03 * * *'
TaskName: GenericInterfaceDebugLogCleanup

```

83.29 Daemon::SchedulerCronTaskManager::Task###IndexMaintenance

Verify indices structure and index missing documents.

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::DocumentSearch::IndexWorker
Params:
- --verify-index
Schedule: '* /1 * * * *'
TaskName: IndexMaintenance

```

83.30 Daemon::SchedulerCronTaskManager::Task###LoaderCacheDelete

().

:

```

---
Function: CacheDelete
MaximumParallelInstances: '1'
Module: Kernel::System::Loader
Params: []
Schedule: 30 0 * * 0
TaskName: LoaderCacheDelete

```

83.31 Daemon::SchedulerCronTaskManager::Task###MailAccountFetch

.

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::PostMaster::MailAccountFetch
Params: []
Schedule: */10 * * * *
TaskName: MailAccountFetch

```

83.32 Daemon::SchedulerCronTaskManager::Task###MailQueueSend

Checks for queued outgoing emails to be sent.

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Email::MailQueue
Params:
- --send
Schedule: * * * * *
TaskName: MailQueueSend

```

83.33 Daemon::SchedulerCronTaskManager::Task###NotificationViewDeleteExp

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module:↳
↳Kernel::System::Console::Command::Maint::NotificationView::DeleteExpired
Params:
- --user-type
- Customer
Schedule: 00 02 * * *
TaskName: NotificationViewDeleteExpired

```

83.34 *Daemon::SchedulerCronTaskManager::Task###RegistrationUpdateSend*

Sends registration information to OTRS group.

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Registration::UpdateSend
Params: []
Schedule: 30 * * * *
TaskName: RegistrationUpdateSend

```

83.35 *Daemon::SchedulerCronTaskManager::Task###RemoveClosedChats*

ChatEngine::ChatTTL.

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Chat::Cleanup::Closed
Params: []
Schedule: 7 23 * * *
TaskName: RemoveClosedChats

```

83.36 *Daemon::SchedulerCronTaskManager::Task###RemoveOldChats*

:

```

----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Chat::Cleanup::Old
Params: []
Schedule: 15 3 * * 0
TaskName: RemoveClosedChats

```

83.37 *Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIMECertificates*

```

S/MIME : SMIME SMIME::FetchFromCustomer
UserSMIMECertificate .
:

```

```

----
Function: Execute
MaximumParallelInstances: '1'
Module: ↵
↳Kernel::System::Console::Command::Maint::SMIME::CustomerCertificate::Renew
Params: []
Schedule: 02 02 * * *
TaskName: RenewCustomerSMIMECertificates

```

83.38 *Daemon::SchedulerCronTaskManager::Task###SessionDeleteExpired*

```

.
:

```

```

----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Session::DeleteExpired
Params: []
Schedule: 55 */2 * * *
TaskName: SessionDeleteExpired

```

83.39 *Daemon::SchedulerCronTaskManager::Task###SpoolMailsReprocess*

```

:

```

```

----
Function: Execute
MaximumParallelInstances: '1'
Module: ↵
↳Kernel::System::Console::Command::Maint::PostMaster::SpoolMailsReprocess

```

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```

Params: []
Schedule: 10 0 * * *
TaskName: SpoolMailsReprocess

```

83.40 *Daemon::SchedulerCronTaskManager::Task###StatsReportsGenerateCron*

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Stats::Reports::GenerateCron
Params: []
Schedule: '*/10 * * * *'
TaskName: StatsReportsGenerateCron

```

83.41 *Daemon::SchedulerCronTaskManager::Task###SupportDataCollectAsynch*

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: ↵
↳Kernel::System::Console::Command::Maint::SupportData::CollectAsynchronous
Params: []
Schedule: 1 * * * *
TaskName: SupportDataCollectAsynchronous

```

83.42 *Daemon::SchedulerCronTaskManager::Task###TemporaryLinkCleanup*

```

---
Function: LinkCleanup
MaximumParallelInstances: '1'
Module: Kernel::System::LinkObject
Params:
- State

```

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```

- Temporary
- Age
- '86400'
Schedule: 35 01 * * *
TaskName: TemporaryLinkCleanup

```

83.43 *Daemon::SchedulerCronTaskManager::Task###TicketDraftDeleteExpired*

.

:

```

----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::FormDraft::Delete
Params:
- --object-type
- Ticket
- --expired
Schedule: 55 * * * *
TaskName: TicketDraftDeleteExpired

```

83.44 *Daemon::SchedulerCronTaskManager::Task###TicketNumberCounterClean*

(10).

.

:

```

----
Function: TicketNumberCounterCleanup
MaximumParallelInstances: '1'
Module: Kernel::System::Ticket::Number::AutoIncrement
Params: []
Schedule: */10 * * * *
TaskName: TicketNumberCounterCleanup

```

83.45 *Daemon::SchedulerCronTaskManager::Task###TicketPendingCheck*

.

:

```

----
Function: Execute
MaximumParallelInstances: '1'

```

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```
Module: Kernel::System::Console::Command::Maint::Ticket::PendingCheck
Params: []
Schedule: 45 */2 * * *
TaskName: TicketPendingCheck
```

83.46 *Daemon::SchedulerCronTaskManager::Task###TicketUnlockTimeout*

:

```
----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Ticket::UnlockTimeout
Params: []
Schedule: 35 * * * *
TaskName: TicketUnlockTimeout
```

83.47 *Daemon::SchedulerCronTaskManager::Task###UserActivityCleanup*

:

```
----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::UserActivity::CleanupExpired
Params: []
Schedule: */1 * * * *
TaskName: UserActivityCleanup
```

83.48 *Daemon::SchedulerCronTaskManager::Task###WebUploadCacheCleanup*

:

```
----
Function: FormIDCleanup
MaximumParallelInstances: '1'
Module: Kernel::System::Web::UploadCache
Params: []
Schedule: 46 * * * *
TaskName: WebUploadCacheCleanup
```

Daemon → *SchedulerGenericAgentTaskManager*

84.1 *Daemon::SchedulerGenericAgentTaskManager::SleepTime*

:

0

84.2 *Daemon::SchedulerGenericAgentTaskManager::TicketLimit*

:

4000

Daemon → SchedulerGenericInterfaceTaskManager

85.1 *Daemon::SchedulerGenericInterfaceTaskManager::FutureTaskTimeDiff*

()

.

:

300

Daemon → *SchedulerTaskWorker*

86.1 *Daemon::SchedulerTaskWorker::MaximumWorkers*

5

```
5
```

86.2 *Daemon::SchedulerTaskWorker::NotificationRecipientEmail*

```
root@localhost
```


87.1 AgentLoginLogo

```
---  
StyleHeight: 70px  
URL: skins/Agent/default/img/loginlogo_default.png
```

87.2 AgentLogo

The logo shown in the header of the administrator interface. The URL to the image can be a relative URL to the skin image directory, or a full URL to a remote web server.

```
---  
StyleHeight: 50px  
StyleRight: 30px  
StyleTop: 20px  
StyleWidth: 120px  
URL: skins/Agent/default/img/loginlogo_default.png
```

87.3 *AgentLogoCustom###default*

The logo shown in the header of the administrator interface for the skin “OTRS” . See “AgentLogo” for further description.

:

```
---
StyleHeight: 50px
StyleRight: 30px
StyleTop: 20px
StyleWidth: 120px
URL: skins/Agent/default/img/loginlogo_default.png
```

87.4 *AgentLogoCustom###highcontrast*

The logo shown in the header of the administrator interface for the skin “High Contrast” . See “AgentLogo” for further description.

:

```
---
StyleHeight: 50px
StyleRight: 25px
StyleTop: 20px
StyleWidth: 50px
URL: skins/Agent/highcontrast/img/otrs-signet-white.png
```

87.5 *AgentLogoCustom###slim*

The logo shown in the header of the administrator interface for the skin “Slim” . See “AgentLogo” for further description.

:

```
---
StyleHeight: 30px
StyleRight: 15px
StyleTop: 13px
StyleWidth: 30px
URL: skins/Agent/default/img/otrs-signet.png
```

87.6 *AutoComplete::Agent###CustomerSearch*

:

```

---
AutoCompleteActive: '1'
ButtonText: Search Customer
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'

```

87.7 *AutoComplete::Agent###UserSearch*

:

```

---
AutoCompleteActive: '1'
ButtonText: Search User
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'

```

87.8 *Events###Appointment*

:

```

---
- AppointmentCreate
- AppointmentUpdate
- AppointmentDelete
- AppointmentNotification

```

87.9 *Events###Article*

:

```

---
- ArticleCreate
- ArticleUpdate
- ArticleSend
- ArticleBounce
- ArticleAgentNotification
- ArticleCustomerNotification

```

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- ArticleAutoResponse
- ArticleFlagSet
- ArticleFlagsSet
- ArticleFlagDelete
- ArticleCustomerFlagSet
- ArticleCustomerFlagDelete
- ArticleAgentNotification
- ArticleCustomerNotification
- ArticleEmailSendingQueued
- ArticleEmailSendingSent
- ArticleEmailSendingError
- ArticleDeleteAttachment

87.10 *Events###Calendar*

-
- CalendarCreate
 - CalendarUpdate

87.11 *Events###Chat*

-
- ChatAdd
 - ChatChannelUpdate
 - ChatMessageAdd
 - ChatRequestUpdate
 - ChatUpdate

87.12 *Events###CustomPage*

List of all custom page events to be displayed in the GUI.

```
---  
- CustomPageAdd  
- CustomPageUpdate  
- CustomPageDelete  
- CustomPageContentAdd  
- CustomPageContentUpdate  
- CustomPageContentDelete
```

87.13 Events###CustomerCompany

List of all customer company events to be displayed in the GUI.

:

```
---  
- CustomerCompanyAdd  
- CustomerCompanyUpdate
```

87.14 Events###CustomerUser

List of all customer user events to be displayed in the GUI.

:

```
---  
- CustomerUserAdd  
- CustomerUserUpdate
```

87.15 Events###DynamicField

List of all dynamic field events to be displayed in the GUI.

:

```
---  
- DynamicFieldAdd  
- DynamicFieldUpdate  
- DynamicFieldDelete
```

87.16 Events###FAQ

List of all knowledge base article events to be displayed in the GUI.

- FAQCreate
- FAQDelete
- FAQUpdate
- FAQVoteAdd
- FAQCategoryGroupUpdate

87.17 *Events###LinkObject*

List of all link object events to be displayed in the GUI.

- LinkObjectLinkAdd
- LinkObjectLinkDelete

87.18 *Events###Package*

List of all package events to be displayed in the GUI.

- PackageInstall
- PackageReinstall
- PackageUpgrade
- PackageUninstall

87.19 *Events###Queue*

- QueueCreate
- QueueUpdate

87.20 *Events###SLA*

List of all service level agreement events to be displayed in the GUI.

:

```

----
- SLACreate
- SLAPreferencesSet
- SLAUpdate

```

87.21 *Events###Service*

:

```

----
- ServiceCreate
- ServicePreferencesSet
- ServiceUpdate

```

87.22 *Events###ServiceCatalogItem*

List of all service catalog item events to be displayed in the GUI.

:

```

----
- ItemContentCategorySet
- ItemContentDelete
- ItemContentUpdate

```

87.23 *Events###Ticket*

:

```

----
- TicketCreate
- TicketDelete
- TicketTitleUpdate

```

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- TicketUnlockTimeoutUpdate
- TicketQueueUpdate
- TicketTypeUpdate
- TicketServiceUpdate
- TicketSLAUpdate
- TicketCustomerUpdate
- TicketPendingTimeUpdate
- TicketLockUpdate
- TicketArchiveFlagUpdate
- TicketStateUpdate
- TicketOwnerUpdate
- TicketResponsibleUpdate
- TicketPriorityUpdate
- HistoryAdd
- HistoryDelete
- TicketAccountTime
- TicketMerge
- TicketSubscribe
- TicketUnsubscribe
- TicketFlagSet
- TicketCustomerFlagSet
- TicketFlagDelete
- TicketCustomerFlagDelete
- EscalationResponseTimeNotifyBefore
- EscalationUpdateTimeNotifyBefore
- EscalationSolutionTimeNotifyBefore
- EscalationResponseTimeStart
- EscalationUpdateTimeStart
- EscalationSolutionTimeStart
- EscalationResponseTimeStop
- EscalationUpdateTimeStop
- EscalationSolutionTimeStop
- NotificationNewTicket
- NotificationFollowUp
- NotificationLockTimeout
- NotificationOwnerUpdate
- NotificationResponsibleUpdate
- NotificationAddNote
- NotificationMove
- NotificationPendingReminder
- NotificationEscalation
- NotificationEscalationNotifyBefore
- NotificationServiceUpdate

87.24 Frontend::CommonParam###Action

:

Admin

87.25 *Frontend::RichText::DefaultCSS*

CSS RTF .
:
:

font-family:Geneva, Helvetica, Arial, sans-serif; font-size: 12px;

87.26 *Frontend::RichText::EnhancedMode*

.
:
:

0

87.27 *Frontend::RichTextHeight*

RTF . () ().
:
:

320

87.28 *Frontend::RichTextPath*

URL RTF ().
:
:

<OTRS_CONFIG_Frontend::PrefixPath>/htdocs/js/thirdparty/ckeditor-4.7.0/

87.29 *Frontend::RichTextWidth*

RTF . () ().
:
:

620

87.30 *LoginURL*

URL

:

`http://host.example.com/login.html`

87.31 *ModernizeFormFields*

Use modern type of select and autocomplete fields in the administrator interface, where applicable (input fields).

:

1

87.32 *OpenMainMenuOnHover*

, ().

:

0

87.33 *PossibleNextActions*

:

```
---  
'[% Env('CGIHandle') %]?Action=Admin': Go to administrator interface.
```

Frontend → Admin → FrontendNotification

88.1 *Frontend::NotifyModule###1000-CloudServicesDisabled*

```
----  
Group: admin  
Module: Kernel::Output::HTML::Notification::AgentCloudServicesDisabled
```

88.2 *Frontend::NotifyModule###5000-SystemConfigurationIsDirty-Check*

```
----  
Group: admin  
Module: Kernel::Output::HTML::Notification::SystemConfigurationIsDirtyCheck
```

88.3 *Frontend::NotifyModule###5200-SystemConfigurationInvalid-Check*

```
----  
Group: admin  
Module: Kernel::Output::HTML::Notification::SystemConfigurationInvalidCheck
```

88.4 *Frontend::NotifyModule###6050-SystemConfiguration-OutOfSync-Check*

```
----  
AllowedDelayMinutes: '5'  
Module: Kernel::Output::HTML::Notification::SystemConfigurationOutOfSyncCheck
```

88.5 *Frontend::NotifyModule###8000-PackageManager-CheckNotVerifiedPackages*

```
----  
Module: □  
↳ Kernel::Output::HTML::Notification::PackageManagerCheckNotVerifiedPackages
```

88.6 *Frontend::NotifyModule###9000-Generic*

```
„Priority”      „Link”      „Text”      „File”      „Target”
```

```
----  
File: <OTRS_CONFIG_Home>/var/notify.txt  
Link: https://www.otrs.com  
Module: Kernel::Output::HTML::Notification::Generic  
Priority: Warning  
Target: _blank  
Text: The OTRS Website
```

Frontend → Admin → ModuleRegistration

89.1 *Frontend::Module###Admin*

Front end module registration for the administrator interface.

:

```
---
Description: Admin Area.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: ''
```

89.2 *Frontend::Module###AdminACL*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Access Control Lists (ACL)
```

89.3 *Frontend::Module###AdminAgentStyle*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Agent Interface Style
```

89.4 *Frontend::Module###AdminAppointmentCalendarManage*

Front end module registration for the administrator interface.

:

```
---
Description: Calendar manage screen.
Group:
- admin
GroupRo: []
NavBarName: Calendar
Title: Manage Calendars
```

89.5 *Frontend::Module###AdminAppointmentNotificationEvent*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Appointment Notifications
```

89.6 *Frontend::Module###AdminAttachment*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Attachments

```

89.7 *Frontend::Module###AdminAutoResponse*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Auto Responses

```

89.8 *Frontend::Module###AdminChatChannel*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Chat Channels

```

89.9 *Frontend::Module###AdminChatIntegration*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Chat Integration

```

89.10 *Frontend::Module###AdminCloudServiceSMS*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: SMS
```

89.11 *Frontend::Module###AdminCloudServices*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Cloud Services
```

89.12 *Frontend::Module###AdminCommunicationLog*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Communication Log GUI
```

89.13 *Frontend::Module###AdminContactWithData*

Front end module registration for the administrator interface.

:


```

---
Description: Admin contact with data.
Group:
- admin
GroupRo: []
NavBarName: Ticket
Title: Admin Contact With Data

```

89.14 *Frontend::Module###AdminCustomPage*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Custom Page

```

89.15 *Frontend::Module###AdminCustomerCompany*

Front end module registration for the administrator interface.

:

```

---
Description: Edit Customer Companies.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Companies

```

89.16 *Frontend::Module###AdminCustomerGroup*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []

```

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```
NavBarName: Admin
Title: Customers  Groups
```

89.17 *Frontend::Module###AdminCustomerUser*

Front end module registration for the administrator interface.

:

```
---
Description: Edit Customer Users.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Users
```

89.18 *Frontend::Module###AdminCustomerUserCustomer*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users  Customers
```

89.19 *Frontend::Module###AdminCustomerUserGroup*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users  Groups
```

89.20 *Frontend::Module###AdminCustomerUserService*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users  Services
```

89.21 *Frontend::Module###AdminDynamicField*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Dynamic Fields GUI
```

89.22 *Frontend::Module###AdminDynamicFieldCheckbox*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Checkbox Backend GUI
```

89.23 *Frontend::Module###AdminDynamicFieldContactWithData*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Contact Data Backend GUI
```

89.24 *Frontend::Module###AdminDynamicFieldDateTime*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Date Time Backend GUI
```

89.25 *Frontend::Module###AdminDynamicFieldDropdown*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Drop-down Backend GUI
```

89.26 *Frontend::Module###AdminDynamicFieldInvalid*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Invalid Backend GUI
```

89.27 *Frontend::Module###AdminDynamicFieldMultiselect*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Multiselect Backend GUI

```

89.28 *Frontend::Module###AdminDynamicFieldText*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Text Backend GUI

```

89.29 *Frontend::Module###AdminEmail*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Notification

```

89.30 *Frontend::Module###AdminExternalHomePage*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin External Home Page
```

89.31 *Frontend::Module###AdminExternalLayout*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin External Interface Layout
```

89.32 *Frontend::Module###AdminGenericAgent*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: GenericAgent
```

89.33 *Frontend::Module###AdminGenericInterfaceDebugger*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Debugger GUI
```

89.34 *Frontend::Module###AdminGenericInterfaceErrorHandlingDefault*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface ErrorHandling GUI

```

89.35 *Frontend::Module###AdminGenericInterfaceErrorHandlingRequestRetry*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface ErrorHandling GUI

```

89.36 *Frontend::Module###AdminGenericInterfaceInvokerDefault*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Invoker GUI

```

89.37 *Frontend::Module###AdminGenericInterfaceInvokerEvent*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Invoker Event GUI
```

89.38 *Frontend::Module###AdminGenericInterfaceMappingSimple*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Web Service Mapping GUI
```

89.39 *Frontend::Module###AdminGenericInterfaceMappingXSLT*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Web Service Mapping GUI
```

89.40 *Frontend::Module###AdminGenericInterfaceOperationDefault*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Operation GUI
```


89.41 *Frontend::Module###AdminGenericInterfaceOperationRPC*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface RPC Operation GUI

```

89.42 *Frontend::Module###AdminGenericInterfaceTransportHTTPREST*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface TransportHTTPREST GUI

```

89.43 *Frontend::Module###AdminGenericInterfaceTransportHTTPSOAP*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface TransportHTTPSOAP GUI

```

89.44 *Frontend::Module###AdminGenericInterfaceWebservice*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Generic Interface Web Service GUI
```

89.45 *Frontend::Module###AdminGenericInterfaceWebserviceHistory*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Web Service History GUI
```

89.46 *Frontend::Module###AdminGroup*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Groups
```

89.47 *Frontend::Module###AdminMailAccount*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Mail Accounts
```

89.48 *Frontend::Module###AdminNotificationEvent*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Ticket Notifications

```

89.49 *Frontend::Module###AdminPGP*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PGP Key Management

```

89.50 *Frontend::Module###AdminPackageManager*

Front end module registration for the administrator interface.

:

```

---
Description: Software Package Manager.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Package Manager

```

89.51 *Frontend::Module###AdminPerformanceLog*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Performance Log
```

89.52 *Frontend::Module###AdminPostMasterFilter*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PostMaster Filters
```

89.53 *Frontend::Module###AdminPriority*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Priorities
```

89.54 *Frontend::Module###AdminProcessManagement*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Process Management
```

89.55 *Frontend::Module###AdminProcessManagementActivity*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity GUI

```

89.56 *Frontend::Module###AdminProcessManagementActivityDialog*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity Dialog GUI

```

89.57 *Frontend::Module###AdminProcessManagementPath*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Path GUI

```

89.58 *Frontend::Module###AdminProcessManagementSequenceFlow*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Sequence Flow GUI
```

89.59 *Frontend::Module###AdminProcessManagementSequenceFlowAction*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Sequence Flow Action GUI
```

89.60 *Frontend::Module###AdminQueue*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Queues
```

89.61 *Frontend::Module###AdminQueueAutoResponse*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Queues Auto Responses
```

89.62 *Frontend::Module###AdminQueueSMSTemplates*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SMS Templates Queues
```

89.63 *Frontend::Module###AdminQueueTemplates*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates Queues
```

89.64 *Frontend::Module###AdminRegistration*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Registration
```

89.65 *Frontend::Module###AdminRole*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles
```

89.66 *Frontend::Module###AdminRoleGroup*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles Groups
```

89.67 *Frontend::Module###AdminRoleUser*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents Roles
```

89.68 *Frontend::Module###AdminSLA*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Service Level Agreements
```


89.69 *Frontend::Module###AdminSMIME*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: S/MIME Management

```

89.70 *Frontend::Module###AdminSMSTemplate*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SMS Templates

```

89.71 *Frontend::Module###AdminSalutation*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Salutations

```

89.72 *Frontend::Module###AdminSelectBox*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SQL Box
```

89.73 *Frontend::Module###AdminService*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Services
```

89.74 *Frontend::Module###AdminServiceCatalogue*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalog.
```

89.75 *Frontend::Module###AdminServiceCatalogueCategories*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalog Categories
```

89.76 *Frontend::Module###AdminServiceCatalogueItems*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalog Items

```

89.77 *Frontend::Module###AdminSession*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Session Management

```

89.78 *Frontend::Module###AdminSignature*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Signatures

```

89.79 *Frontend::Module###AdminState*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: States
```

89.80 *Frontend::Module###AdminSupportDataCollector*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Support Data Collector
```

89.81 *Frontend::Module###AdminSystemAddress*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Email Addresses
```

89.82 *Frontend::Module###AdminSystemConfiguration*

Front end module registration for the administrator interface.

:

```
---
Description: Admin.
Group:
- admin
```

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```
GroupRo: []
NavBarName: Admin
Title: System Configuration
```

89.83 *Frontend::Module###AdminSystemConfigurationDeployment*

Front end module registration for the administrator interface.

:

```
---
Description: Manage System Configuration Deployments.
Group:
- admin
- users
GroupRo: []
NavBarName: SystemConfiguration
Title: System Configuration Deployment
```

89.84 *Frontend::Module###AdminSystemConfigurationGroup*

Front end module registration for the administrator interface.

:

```
---
Description: Admin.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Configuration Group
```

89.85 *Frontend::Module###AdminTemplate*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates
```

89.86 *Frontend::Module###AdminTemplateAttachment*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates Attachments
```

89.87 *Frontend::Module###AdminType*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Types
```

89.88 *Frontend::Module###AdminUser*

Front end module registration for the administrator interface.

:

```
---
Description: Create and manage agents.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents
```

89.89 *Frontend::Module###AdminUserGroup*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents Groups

```

89.90 *Frontend::Module###AgentCustomerSearch*

Front end module registration for the administrator interface.

:

```

---
Description: Agent Customer Search.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent Customer Search

```

89.91 *Frontend::Module###AgentDaemonInfo*

Front end module registration for the administrator interface.

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Shows information on how to start OTRS Daemon

```

89.92 *Frontend::Module###AgentFAQCategory*

Front end module registration for the administrator interface.

:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: FAQ
Title: FAQ

```

89.93 *Frontend::Module###AgentFAQLanguage*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: FAQ
Title: FAQ
```

89.94 *Frontend::Module###AgentPreferences*

Front end module registration for the administrator interface.

:

```
---
Description: Agent preferences.
Group: []
GroupRo: []
NavBarName: Preferences
Title: Agent Preferences
```

89.95 *Frontend::Module###AgentSystemContract*

Front end module registration for the administrator interface.

:

```
---
Description: This module is part of the administrator interface.
Group: []
GroupRo: []
NavBarName: ''
Title: System Contract
```

89.96 *Frontend::Module###AjaxAttachment*

Front end module registration for the administrator interface.

:

```
---
Description: AJAX attachment.
Group: []
```

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```
GroupRo: []
NavBarName: ''
Title: AJAX Attachment
```

89.97 *Frontend::Module###Logout*

Front end module registration for the administrator interface.

:

```
---
Description: Logout module.
Group: []
GroupRo: []
NavBarName: ''
Title: Logout
```

89.98 *Frontend::Module###PictureUpload*

Front end module registration for the administrator interface.

:

```
---
Description: Picture upload module.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Picture Upload
```

89.99 *Frontend::NavBarModule###11-AdminContactWithData*

Front end module registration for the administrator interface. Disables “Edit contacts with data” link if there is no source field configured.

:

```
---
Module: Kernel::Output::HTML::NavBar::AdminContactWithData
```

89.100 *Frontend::NavBarModule###2-AdminFavourites*

Front end module registration for the administrator interface. Shows personal favorites as sub navigation items of the Admin menu.

:

```
---  
Module: Kernel::Output::HTML::NavBar::AdminFavourites
```

89.101 *Frontend::Module###AdminLog*

Front end module registration for the administrator interface.

:

```
---  
Description: This module is part of the administrator interface.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: System Log
```

Frontend → *Admin* → *ModuleRegistration* → *AdminOverview*

90.1 *Frontend::NavigationModule###Admin*

Navigation module for the administrator interface.

:

```
---
Block: ''
Description: Admin modules overview.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: ''
```

90.2 *Frontend::NavigationModule###AdminACL*

Navigation module for the administrator interface.

:

```
---
Block: Automation
Description: Configure and manage ACLs.
Group:
- admin
GroupRo: []
IconBig: fa-check-square-o
```

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```
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Access Control Lists (ACL)
```

90.3 *Frontend::NavigationModule###AdminAgentStyle*

Navigation module for the administrator interface.

:

```
---
Block: Agent
Description: Manage the Styles.
Group:
- admin
GroupRo: []
IconBig: fa-paint-brush
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Styles
```

90.4 *Frontend::NavigationModule###AdminAppointmentCalendarManage*

Navigation module for the administrator interface.

:

```
---
Block: Administration
Description: Create and manage calendars.
Group:
- admin
GroupRo: []
IconBig: fa-calendar
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Calendars
```

90.5 *Frontend::NavigationModule###AdminAppointmentNotificationEvent*

Navigation module for the administrator interface.

:

```
---
Block: Communication
Description: Create and manage appointment notifications.
```

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```

Group:
- admin
GroupRo: []
IconBig: fa-bell-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Appointment Notifications

```

90.6 *Frontend::NavigationModule###AdminAttachment*

Navigation module for the administrator interface.

:

```

---
Block: Ticket
Description: Create and manage attachments.
Group:
- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Attachments

```

90.7 *Frontend::NavigationModule###AdminAutoResponse*

Navigation module for the administrator interface.

:

```

---
Block: Ticket
Description: Create and manage responses that are automatically sent.
Group:
- admin
GroupRo: []
IconBig: fa-reply
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Auto Responses

```

90.8 *Frontend::NavigationModule###AdminChatChannel*

Navigation module for the administrator interface.

:

```
---
Block: Chat
Description: Create and manage chat channels.
Group:
- admin
GroupRo: []
IconBig: fa-comments-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Chat Channels
```

90.9 *Frontend::NavigationModule###AdminChatIntegration*

Navigation module for the administrator interface.

:

```
---
Block: Chat
Description: Integrate the public chat into a website.
Group:
- admin
GroupRo: []
IconBig: fa-commenting-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Chat Integration
```

90.10 *Frontend::NavigationModule###AdminCloudServices*

Navigation module for the administrator interface.

:

```
---
Block: OTRSGroup
Description: Manage OTRS Group cloud services.
Group:
- admin
GroupRo: []
IconBig: fa-cloud
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Cloud Services
```

90.11 *Frontend::NavigationModule###AdminCommunicationLog*

Navigation module for the administrator interface.

:

```

---
Block: Communication
Description: Display communication log entries.
Group:
- admin
GroupRo: []
IconBig: fa-table
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Communication Log

```

90.12 *Frontend::NavigationModule###AdminCustomPage*

Navigation module for the administrator interface.

:

```

---
Block: External
Description: Manage Custom Pages.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Custom Pages

```

90.13 *Frontend::NavigationModule###AdminCustomerCompany*

Navigation module for the administrator interface.

:

```

---
Block: Users
Description: Create and manage customers.
Group:
- admin
- users
GroupRo: []
IconBig: fa-building-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customers

```

90.14 *Frontend::NavigationModule###AdminCustomerGroup*

Navigation module for the administrator interface.

:

```
---
Block: Users
Description: Link customers to groups.
Group:
- admin
GroupRo: []
IconBig: fa-building-o
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customers Groups
```

90.15 *Frontend::NavigationModule###AdminCustomerUser*

Navigation module for the administrator interface.

:

```
---
Block: Users
Description: Create and manage customer users.
Group:
- admin
- users
GroupRo: []
IconBig: fa-male
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users
```

90.16 *Frontend::NavigationModule###AdminCustomerUserCustomer*

Navigation module for the administrator interface.

:

```
---
Block: Users
Description: Link customer users to customers.
Group:
- admin
GroupRo: []
IconBig: fa-male
IconSmall: fa-building-o
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users Customers
```


90.17 *Frontend::NavigationModule###AdminCustomerUserGroup*

Navigation module for the administrator interface.

:

```

---
Block: Users
Description: Link customer users to groups.
Group:
- admin
GroupRo: []
IconBig: fa-male
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users  Groups

```

90.18 *Frontend::NavigationModule###AdminCustomerUserService*

Navigation module for the administrator interface.

:

```

---
Block: Users
Description: Link customer users to services.
Group:
- admin
GroupRo: []
IconBig: fa-male
IconSmall: fa-wrench
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users  Services

```

90.19 *Frontend::NavigationModule###AdminDynamicField*

Navigation module for the administrator interface.

:

```

---
Block: Automation
Description: Create and manage dynamic fields.
Group:
- admin
GroupRo: []
IconBig: fa-align-left
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Dynamic Fields

```

90.20 *Frontend::NavigationModule###AdminEmail*

Navigation module for the administrator interface.

:

```
---
Block: Communication
Description: Send notifications to users.
Group:
- admin
GroupRo: []
IconBig: fa-quote-right
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Admin Notification
```

90.21 *Frontend::NavigationModule###AdminExternalHomePage*

Navigation module for the administrator interface.

:

```
---
Block: External
Description: Manage the Home Page.
Group:
- admin
GroupRo: []
IconBig: fa-home
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Home Page
```

90.22 *Frontend::NavigationModule###AdminExternalLayout*

Navigation module for the administrator interface.

:

```
---
Block: External
Description: Manage the Layout.
Group:
- admin
GroupRo: []
IconBig: fa-paint-brush
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Layout
```

90.23 *Frontend::NavigationModule###AdminGenericAgent*

Navigation module for the administrator interface.

:

```

---
Block: Automation
Description: Manage tasks triggered by event or time based execution.
Group:
- admin
GroupRo: []
IconBig: fa-database
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: GenericAgent

```

90.24 *Frontend::NavigationModule###AdminGenericInterfaceWebservice*

Navigation module for the administrator interface.

:

```

---
Block: Automation
Description: Create and manage web services.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Web Services

```

90.25 *Frontend::NavigationModule###AdminGroup*

Navigation module for the administrator interface.

:

```

---
Block: Users
Description: Create and manage groups.
Group:
- admin
GroupRo: []
IconBig: fa-users
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Groups

```

90.26 *Frontend::NavigationModule###AdminMailAccount*

Navigation module for the administrator interface.

:

```
---
Block: Communication
Description: Manage POP3 or IMAP accounts to fetch email from.
Group:
- admin
GroupRo: []
IconBig: fa-envelope-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PostMaster Mail Accounts
```

90.27 *Frontend::NavigationModule###AdminNotificationEvent*

Navigation module for the administrator interface.

:

```
---
Block: Communication
Description: Create and manage ticket notifications.
Group:
- admin
GroupRo: []
IconBig: fa-bell-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Ticket Notifications
```

90.28 *Frontend::NavigationModule###AdminPGP*

Navigation module for the administrator interface.

:

```
---
Block: Communication
Description: Manage PGP keys for email encryption.
Group:
- admin
GroupRo: []
IconBig: fa-user-secret
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PGP Keys
```

90.29 *Frontend::NavigationModule###AdminPackageManager*

Navigation module for the administrator interface.

:

```

---
Block: Administration
Description: Update and extend your system with software packages.
Group:
- admin
GroupRo: []
IconBig: fa-plug
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Package Manager

```

90.30 *Frontend::NavigationModule###AdminPerformanceLog*

Navigation module for the administrator interface.

:

```

---
Block: Administration
Description: View performance benchmark results.
Group:
- admin
GroupRo: []
IconBig: fa-bar-chart
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Performance Log

```

90.31 *Frontend::NavigationModule###AdminPostMasterFilter*

Navigation module for the administrator interface.

:

```

---
Block: Communication
Description: Filter incoming emails.
Group:
- admin
GroupRo: []
IconBig: fa-filter
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PostMaster Filters

```

90.32 *Frontend::NavigationModule###AdminPriority*

Navigation module for the administrator interface.

:

```
---
Block: Ticket
Description: Create and manage ticket priorities.
Group:
- admin
GroupRo: []
IconBig: fa-list-ol
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Priorities
```

90.33 *Frontend::NavigationModule###AdminProcessManagement*

Navigation module for the administrator interface.

:

```
---
Block: Automation
Description: Configure Processes.
Group:
- admin
GroupRo: []
IconBig: fa-sitemap
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Process Management
```

90.34 *Frontend::NavigationModule###AdminQueue*

Navigation module for the administrator interface.

:

```
---
Block: Ticket
Description: Create and manage queues.
Group:
- admin
GroupRo: []
IconBig: fa-folder
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Queues
```

90.35 *Frontend::NavigationModule###AdminQueueAutoResponse*

Navigation module for the administrator interface.

:

```

---
Block: Ticket
Description: Link queues to auto responses.
Group:
- admin
GroupRo: []
IconBig: fa-reply
IconSmall: fa-folder
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Queues  Auto Responses

```

90.36 *Frontend::NavigationModule###AdminQueueSMSTemplates*

Navigation module for the administrator interface.

:

```

---
Block: Ticket
Description: Link SMS templates to queues.
Group:
- admin
GroupRo: []
IconBig: fa-mobile
IconSmall: fa-folder
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SMS Templates  Queues

```

90.37 *Frontend::NavigationModule###AdminQueueTemplates*

Navigation module for the administrator interface.

:

```

---
Block: Ticket
Description: Link templates to queues.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: fa-folder
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates  Queues

```

90.38 *Frontend::NavigationModule###AdminRegistration*

Navigation module for the administrator interface.

:

```
---
Block: OTRSGroup
Description: Manage system registration.
Group:
- admin
GroupRo: []
IconBig: fa-edit
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Registration
```

90.39 *Frontend::NavigationModule###AdminRole*

Navigation module for the administrator interface.

:

```
---
Block: Users
Description: Create and manage roles.
Group:
- admin
GroupRo: []
IconBig: fa-circle-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Roles
```

90.40 *Frontend::NavigationModule###AdminRoleGroup*

Navigation module for the administrator interface.

:

```
---
Block: Users
Description: Link roles to groups.
Group:
- admin
GroupRo: []
IconBig: fa-circle-o
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Roles Groups
```


90.41 *Frontend::NavigationModule###AdminRoleUser*

Navigation module for the administrator interface.

:

```

---
Block: Users
Description: Link agents to roles.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: fa-circle-o
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents Roles

```

90.42 *Frontend::NavigationModule###AdminSLA*

Navigation module for the administrator interface.

:

```

---
Block: Ticket
Description: Create and manage Service Level Agreements (SLAs).
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Service Level Agreements

```

90.43 *Frontend::NavigationModule###AdminSMIME*

Navigation module for the administrator interface.

:

```

---
Block: Communication
Description: Manage S/MIME certificates for email encryption.
Group:
- admin
GroupRo: []
IconBig: fa-user-secret
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: S/MIME Certificates

```

90.44 *Frontend::NavigationModule###AdminSMSTemplate*

Navigation module for the administrator interface.

:

```
---
Block: Ticket
Description: Create and manage SMS templates.
Group:
- admin
GroupRo: []
IconBig: fa-mobile
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SMS Templates
```

90.45 *Frontend::NavigationModule###AdminSalutation*

Navigation module for the administrator interface.

:

```
---
Block: Ticket
Description: Create and manage salutations.
Group:
- admin
GroupRo: []
IconBig: fa-comment-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Salutations
```

90.46 *Frontend::NavigationModule###AdminSelectBox*

Navigation module for the administrator interface.

:

```
---
Block: Administration
Description: Execute SQL statements.
Group:
- admin
GroupRo: []
IconBig: fa-terminal
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SQL Box
```

90.47 *Frontend::NavigationModule###AdminService*

Navigation module for the administrator interface.

:

```

---
Block: Ticket
Description: Create and manage services.
Group:
- admin
GroupRo: []
IconBig: fa-wrench
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Services

```

90.48 *Frontend::NavigationModule###AdminServiceCatalogue*

Navigation module for the administrator interface.

:

```

---
Block: External
Description: Manage Customer Service Catalog.
Group:
- admin
GroupRo: []
IconBig: fa-sitemap
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Service Catalog

```

90.49 *Frontend::NavigationModule###AdminSession*

Navigation module for the administrator interface.

:

```

---
Block: Administration
Description: Manage existing sessions.
Group:
- admin
GroupRo: []
IconBig: fa-clock-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Session Management

```

90.50 *Frontend::NavigationModule###AdminSignature*

Navigation module for the administrator interface.

:

```
---
Block: Ticket
Description: Create and manage signatures.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Signatures
```

90.51 *Frontend::NavigationModule###AdminState*

Navigation module for the administrator interface.

:

```
---
Block: Ticket
Description: Create and manage ticket states.
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: States
```

90.52 *Frontend::NavigationModule###AdminSupportDataCollector*

Navigation module for the administrator interface.

:

```
---
Block: OTRSGroup
Description: Manage support data.
Group:
- admin
GroupRo: []
IconBig: fa-search
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Support Data Collector
```

90.53 *Frontend::NavigationModule###AdminSystemAddress*

Navigation module for the administrator interface.

:

```

---
Block: Communication
Description: Set sender email addresses for this system.
Group:
- admin
GroupRo: []
IconBig: fa-at
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Email Addresses

```

90.54 *Frontend::NavigationModule###AdminSystemConfiguration*

Navigation module for the administrator interface.

:

```

---
Block: Administration
Description: Edit the system configuration settings.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Configuration

```

90.55 *Frontend::NavigationModule###AdminTemplate*

Navigation module for the administrator interface.

:

```

---
Block: Ticket
Description: Create and manage templates.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''

```

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```
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates
```

90.56 *Frontend::NavigationModule###AdminTemplateAttachment*

Navigation module for the administrator interface.

:

```
---
Block: Ticket
Description: Link templates to attachments.
Group:
- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: fa-file-text-o
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates Attachments
```

90.57 *Frontend::NavigationModule###AdminType*

Navigation module for the administrator interface.

:

```
---
Block: Ticket
Description: Create and manage ticket types.
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Types
```

90.58 *Frontend::NavigationModule###AdminUser*

Navigation module for the administrator interface.

:

```
---
Block: Users
Description: Create and manage agents.
Group:
```

(continues on next page)

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```

- admin
GroupRo: []
IconBig: fa-user
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents

```

90.59 *Frontend::NavigationModule###AdminUserGroup*

Navigation module for the administrator interface.

:

```

---
Block: Users
Description: Link agents to groups.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents Groups

```

90.60 *Frontend::NavigationModule###AgentFAQCategory*

Navigation module for the administrator interface.

:

```

---
Block: Administration
Description: FAQ Category Management.
Group:
- admin
GroupRo: []
IconBig: fa-question
IconSmall: fa-list
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: FAQ Category

```

90.61 *Frontend::NavigationModule###AgentFAQLanguage*

Navigation module for the administrator interface.

:

```
---
Block: Administration
Description: FAQ Language Management.
Group:
- admin
GroupRo: []
IconBig: fa-question
IconSmall: fa-language
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: FAQ Language
```

90.62 *Frontend::NavigationModule###AdminLog*

Navigation module for the administrator interface.

:

```
---
Block: Administration
Description: View system log messages.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Log
```

Frontend → Admin → ModuleRegistration → Loader

91.1 Loader::Module::Admin###001-Framework

:

```
---  
CSS:  
- Core.Agent.Admin.css  
JavaScript:  
- Core.Agent.Admin.js  
- Core.UI.AllocationList.js  
- Core.Agent.TableFilters.js
```

91.2 Loader::Module::AdminACL###002-Ticket

:

```
---  
CSS:  
- Core.Agent.Admin.ACL.css  
JavaScript:  
- Core.Agent.Admin.ACL.js
```

91.3 Loader::Module::AdminAgentStyle###001-Framework

:

```
---
CSS:
- Core.Agent.Admin.AgentStyle.css
- thirdparty/spectrum-1.8.1/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.1/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.AgentStyle.js
```

91.4 *Loader::Module::AdminAppointmentCalendarManage###002-Calendar*

:

```
---
CSS:
- Core.AppointmentCalendar.Manage.css
- thirdparty/spectrum-1.8.1/spectrum.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- thirdparty/spectrum-1.8.1/spectrum.js
- Core.Agent.Admin.AppointmentCalendar.Manage.js
```

91.5 *Loader::Module::AdminAppointmentNotificationEvent###002-Calendar*

:

```
---
CSS:
- Core.Agent.Admin.NotificationEvent.css
JavaScript:
- Core.Agent.Admin.NotificationEvent.js
```

91.6 *Loader::Module::AdminAttachment###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.Attachment.js
```

91.7 *Loader::Module::AdminAutoResponse###002-Ticket*

:

```
---  
JavaScript:  
- Core.Agent.Admin.AutoResponse.js
```

91.8 *Loader::Module::AdminChatIntegration###002-Ticket*

:

```
---  
CSS:  
- thirdparty/spectrum-1.8.1/spectrum.css  
- Core.Agent.Admin.ChatIntegration.css  
JavaScript:  
- thirdparty/spectrum-1.8.1/spectrum.js  
- Core.Agent.Admin.ChatIntegration.js
```

91.9 *Loader::Module::AdminCloudServiceSMS###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.CloudService.SMS.css  
JavaScript:  
- Core.Agent.Admin.CloudServiceSMS.js
```

91.10 *Loader::Module::AdminCloudServices###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.CloudServices.css
```

91.11 *Loader::Module::AdminCommunicationLog###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.CommunicationLog.css
JavaScript:
- Core.Agent.Admin.CommunicationLog.js
- thirdparty/jquery-tablesorter-2.28.14/jquery.tablesorter.js
- Core.UI.Table.Sort.js
```

91.12 *Loader::Module::AdminCustomPage###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.CustomPage.js
- Core.UI.InputFields.js
```

91.13 *Loader::Module::AdminCustomerCompany###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.CustomerCompany.js
```

91.14 *Loader::Module::AdminCustomerGroup###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.CustomerGroup.js
```

91.15 *Loader::Module::AdminCustomerUser###001-Framework*

:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.Admin.CustomerUser.js
```

91.16 *Loader::Module::AdminCustomerUserCustomer###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.CustomerUserService.js
```

91.17 *Loader::Module::AdminCustomerUserGroup###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.CustomerGroup.js
```

91.18 *Loader::Module::AdminCustomerUserService###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.CustomerUserService.js
```

91.19 *Loader::Module::AdminDynamicField###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.20 *Loader::Module::AdminDynamicFieldCheckbox###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldCheckbox.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.21 *Loader::Module::AdminDynamicFieldContactWithData###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.22 *Loader::Module::AdminDynamicFieldDateTime###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDateTime.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.23 *Loader::Module::AdminDynamicFieldDropdown###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.24 *Loader::Module::AdminDynamicFieldInvalid###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.25 *Loader::Module::AdminDynamicFieldMultiselect###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldMultiselect.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.26 *Loader::Module::AdminDynamicFieldText###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldText.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.27 *Loader::Module::AdminExternalHomePage###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.ExternalHomePage.css
- thirdparty/spectrum-1.8.1/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.1/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalHomePage.js
```

91.28 *Loader::Module::AdminExternalLayout###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.ExternalHomePage.css
- Core.Agent.Admin.ExternalLayout.css
- thirdparty/spectrum-1.8.1/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.1/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalLayout.js
```

91.29 *Loader::Module::AdminGenericAgent###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.GenericAgent.js
```


91.30 *Loader::Module::AdminGenericInterfaceDebugger###002- GenericInterface*

:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceDebugger.js

```

91.31 *Loader::Module::AdminGenericInterfaceErrorHandlingDefault###002- GenericInterface*

:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js

```

91.32 *Loader::Module::AdminGenericInterfaceErrorHandlingRequestRetry###0 GenericInterface*

:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js
- Core.Agent.Admin.GenericInterfaceErrorHandlingRequestRetry.js

```

91.33 *Loader::Module::AdminGenericInterfaceInvokerDefault###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvoker.js
```

91.34 *Loader::Module::AdminGenericInterfaceInvokerEvent###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvokerEvent.js
```

91.35 *Loader::Module::AdminGenericInterfaceMappingSimple###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceMapping.js
```

91.36 *Loader::Module::AdminGenericInterfaceMappingXSLT###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceMappingXSLT.js
```

91.37 *Loader::Module::AdminGenericInterfaceOperationDefault###002- GenericInterface*

:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceOperation.js
```

91.38 *Loader::Module::AdminGenericInterfaceOperationRPC###001- GenericInterface*

:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceOperation.js
```

91.39 *Loader::Module::AdminGenericInterfaceTransportHTTPREST###002- GenericInterface*

:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceTransportHTTPREST.js
```

91.40 *Loader::Module::AdminGenericInterfaceTransportHTTPSOAP###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
- Core.Agent.SortedTree.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceTransportHTTPSOAP.js
- Core.Agent.SortedTree.js
```

91.41 *Loader::Module::AdminGenericInterfaceWebservice###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceWebservice.js
```

91.42 *Loader::Module::AdminGenericInterfaceWebserviceHistory###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceWebserviceHistory.js
```

91.43 *Loader::Module::AdminGroup###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.Group.js
```

91.44 *Loader::Module::AdminMailAccount###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.MailAccount.js
```

91.45 *Loader::Module::AdminNotificationEvent###002-Ticket*

:

```
---  
CSS:  
- Core.Agent.Admin.NotificationEvent.css  
JavaScript:  
- Core.Agent.Admin.NotificationEvent.js
```

91.46 *Loader::Module::AdminPGP###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.PGP.js
```

91.47 *Loader::Module::AdminPackageManager###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.PackageManager.css  
JavaScript:  
- Core.Agent.Admin.PackageManager.js
```

91.48 *Loader::Module::AdminPerformanceLog###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.PerformanceLog.css
```

91.49 *Loader::Module::AdminPostMasterFilter###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.PostMasterFilter.css
JavaScript:
- Core.Agent.Admin.PostMasterFilter.js
```

91.50 *Loader::Module::AdminPriority###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.Priority.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.51 *Loader::Module::AdminProcessManagement###002-ProcessManagement*

:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- thirdparty/jsplumb-1.6.4/jsplumb.js
- thirdparty/farahey-0.5/farahey.js
- thirdparty/jsplumb-labelspacer/label-spacer.js
- Core.Agent.Admin.ProcessManagement.js
- Core.Agent.Admin.ProcessManagement.Canvas.js
- Core.UI.AllocationList.js
```

91.52 *Loader::Module::AdminProcessManagementActivity###002-ProcessManagement*

:

```
---  
CSS:  
- Core.Agent.Admin.ProcessManagement.css  
- Core.AllocationList.css  
JavaScript:  
- Core.Agent.Admin.ProcessManagement.js  
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.  
  ↳js  
- Core.UI.AllocationList.js
```

91.53 *Loader::Module::AdminProcessManagementActivityDialog###002-ProcessManagement*

:

```
---  
CSS:  
- Core.Agent.Admin.ProcessManagement.css  
- Core.AllocationList.css  
JavaScript:  
- Core.Agent.Admin.ProcessManagement.js  
- Core.UI.AllocationList.js
```

91.54 *Loader::Module::AdminProcessManagementPath###002-ProcessManagement*

:

```
---  
CSS:  
- Core.Agent.Admin.ProcessManagement.css  
- Core.AllocationList.css  
JavaScript:  
- Core.Agent.Admin.ProcessManagement.js  
- Core.UI.AllocationList.js
```

91.55 *Loader::Module::AdminProcessManagementSequenceFlow###002-ProcessManagement*

:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
```

91.56 *Loader::Module::AdminProcessManagementSequenceFlowAction###002-ProcessManagement*

:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.
  ↪js
- Core.Agent.Admin.ProcessManagement.js
```

91.57 *Loader::Module::AdminQueue###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.Queue.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.58 *Loader::Module::AdminQueueAutoResponse###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.QueueAutoResponse.js
```

91.59 *Loader::Module::AdminQueueSMSTemplates###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.QueueSMSTemplates.js
```

91.60 *Loader::Module::AdminQueueTemplates###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.QueueTemplates.js
```

91.61 *Loader::Module::AdminRegistration###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.Registration.css
JavaScript:
- Core.Agent.Admin.Registration.js
```

91.62 *Loader::Module::AdminRole###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.Role.js
```

91.63 *Loader::Module::AdminRoleGroup###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.RoleGroup.js
```

91.64 *Loader::Module::AdminRoleUser###001-Framework*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.RoleUser.js
```

91.65 *Loader::Module::AdminSLA###002-Ticket*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.SLA.js
```

91.66 *Loader::Module::AdminSMIME###001-Framework*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.SMIME.js
```

91.67 *Loader::Module::AdminSMSTemplate###001-Framework*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.SMSTemplate.js
```

91.68 *Loader::Module::AdminSalutation###002-Ticket*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.Salutation.js
```

91.69 Loader::Module::AdminSelectBox###001-Framework

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.SelectBox.js
```

91.70 Loader::Module::AdminService###002-Ticket

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.Service.js
```

91.71 Loader::Module::AdminServiceCatalogue###001-Framework

.

:

```
----  
CSS:  
- Core.Agent.Admin.ServiceCatalogue.css
```

91.72 Loader::Module::AdminServiceCatalogueCategories###001-Framework

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Categories.js
```

91.73 *Loader::Module::AdminServiceCatalogueItems###001-Framework*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Items.js
```

91.74 *Loader::Module::AdminSession###001-Framework*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.Session.js
```

91.75 *Loader::Module::AdminSignature###002-Ticket*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.Signature.js
```

91.76 *Loader::Module::AdminState###002-Ticket*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.State.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

91.77 *Loader::Module::AdminSupportDataCollector###001-Framework*

.

:

```

---
CSS:
- Core.Agent.Admin.SupportDataCollector.css
JavaScript:
- Core.Agent.Admin.SupportDataCollector.js

```

91.78 *Loader::Module::AdminSystemAddress###002-Ticket*

:

```

---
JavaScript:
- Core.Agent.Admin.SystemAddress.js

```

91.79 *Loader::Module::AdminSystemConfiguration###001-Framework*

:

```

---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js
- Core.SystemConfiguration.DateTime.js
- Core.SystemConfiguration.VacationDays.js
- Core.SystemConfiguration.VacationDaysOneTime.js
- Core.SystemConfiguration.WorkingHours.js
- Core.Form.js
- Core.Agent.Admin.SystemConfiguration.js

```

91.80 *Loader::Module::AdminSystemConfigurationDeployment###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.Agent.Admin.SystemConfiguration.js
```

91.81 *Loader::Module::AdminSystemConfigurationGroup###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js
- Core.SystemConfiguration.DateTime.js
- Core.SystemConfiguration.VacationDays.js
- Core.SystemConfiguration.VacationDaysOneTime.js
- Core.SystemConfiguration.WorkingHours.js
- Core.Form.js
- Core.Agent.Admin.SystemConfiguration.js
```

91.82 *Loader::Module::AdminTemplate###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.Template.js
```

91.83 *Loader::Module::AdminTemplateAttachment###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.TemplateAttachment.js
```

91.84 *Loader::Module::AdminType###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.Type.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

91.85 *Loader::Module::AdminUser###001-Framework*

:

```
----  
JavaScript:  
- Core.Agent.Admin.Users.js
```

91.86 *Loader::Module::AdminUserGroup###001-Framework*

:

```
----  
JavaScript:  
- Core.Agent.Admin.UserGroup.js
```

91.87 *Loader::Module::AgentFAQCategory###002-FAQ*

:

```
----  
JavaScript:  
- Core.Agent.FAQ.ConfirmationDialog.js
```

91.88 *Loader::Module::AgentFAQLanguage###002-FAQ*

:

```
---
JavaScript:
- Core.Agent.FAQ.ConfirmationDialog.js
```

91.89 *Loader::Module::AgentPreferences###001-Framework*

:

```
---
CSS:
- Core.Agent.Preferences.css
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Preferences.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js
```

91.90 *Loader::Module::AgentSystemContract###001-Framework*

:

```
---
CSS:
- Core.Agent.SystemContract.css
```

91.91 *Loader::Module::Graph2PNG###001-Framework*

:

```
---
CSS:
- thirdparty/nvd3-1.7.1/nv.d3.css
JavaScript:
- thirdparty/d3-3.5.6/d3.min.js
- thirdparty/nvd3-1.7.1/nvd3.min.js
```

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```
- thirdparty/nvd3-1.7.1/models/OTRSLineChart.js
- thirdparty/nvd3-1.7.1/models/OTRSMultiBarChart.js
- thirdparty/nvd3-1.7.1/models/OTRSStackedAreaChart.js
- Core.UI.AdvancedChart.js
```

91.92 *Loader::Module::AdminLog###001-Framework*

:

```
----
JavaScript:
- Core.Agent.Admin.Log.js
```

Frontend → Admin → ModuleRegistration → MainMenu

92.1 *Frontend::Navigation###Admin###001-Framework*

.

:

```
---  
- AccessKey: a  
  Block: ItemArea  
  Description: Admin modules overview.  
  Group:  
  - admin  
  GroupRo: []  
  Link: Action=Admin  
  LinkOption: ''  
  Name: Admin  
  NavBar: Admin  
  Prio: '10000'  
  Type: Menu
```

92.2 *Frontend::Navigation###AdminACL###002-Ticket*

.

.

:

```
--- []
```

92.3 *Frontend::Navigation###AdminAppointmentNotificationEvent###002-Calendar*

[]

92.4 *Frontend::Navigation###AdminAttachment###002-Ticket*

[]

92.5 *Frontend::Navigation###AdminAutoResponse###002-Ticket*

[]

92.6 *Frontend::Navigation###AdminChatChannel###002-Ticket*

[]

92.7 *Frontend::Navigation###AdminChatIntegration###002-Ticket*

---- []

92.8 *Frontend::Navigation###AdminCloudServiceSMS###001-Framework*

:

---- []

92.9 *Frontend::Navigation###AdminCloudServices###001-Framework*

:

---- []

92.10 *Frontend::Navigation###AdminCommunicationLog###001-Framework*

:

---- []

92.11 *Frontend::Navigation###AdminContactWithData###002-Ticket*

:

```
----  
- AccessKey: ''  
  Block: ''  
  Description: Edit contacts with data.  
  Group:  
    - admin
```

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```

GroupRo: []
Link: Action=AdminContactWithData
LinkOption: ''
Name: Edit contacts with data
NavBar: Ticket
Prio: '900'
Type: ''

```

92.12 *Frontend::Navigation###AdminCustomPage###001-Framework*

```

--- []

```

92.13 *Frontend::Navigation###AdminCustomerCompany###001-Framework*

```

---
- AccessKey: ''
  Block: ItemArea
  Description: Create and manage customers.
  Group:
    - admin
    - users
  GroupRo: []
  Link: Action=AdminCustomerCompany;Nav=Agent
  LinkOption: ''
  Name: Customer Administration
  NavBar: Customers
  Prio: '9100'
  Type: ''

```

92.14 *Frontend::Navigation###AdminCustomerGroup###001-Framework*

:

--- []

92.15 *Frontend::Navigation###AdminCustomerUser###001-Framework*

:

```

---
- AccessKey: ''
  Block: ItemArea
  Description: Create and manage customer users.
  Group:
  - admin
  - users
  GroupRo: []
  Link: Action=AdminCustomerUser;Nav=Agent
  LinkOption: ''
  Name: Customer User Administration
  NavBar: Customers
  Prio: '9000'
  Type: ''

```

92.16 *Frontend::Navigation###AdminCustomerUserCustomer###001-Framework*

:

--- []

92.17 *Frontend::Navigation###AdminCustomerUserGroup###001-Framework*

:

--- []

92.18 *Frontend::Navigation###AdminCustomerUserService###001-Framework*

.
.
:

---- []

92.19 *Frontend::Navigation###AdminDynamicField###002-Ticket*

.
.
:

---- []

92.20 *Frontend::Navigation###AdminEmail###001-Framework*

.
.
:

---- []

92.21 *Frontend::Navigation###AdminExternalHomePage###001-Framework*

.
.
:

---- []

92.22 *Frontend::Navigation###AdminExternalLayout###001-Framework*

.
.
:

---- []

92.23 Frontend::Navigation###AdminGenericAgent###002-Ticket

:

---- []

92.24 Frontend::Navigation###AdminGenericInterfaceDebugger###002- GenericInterface

:

---- []

92.25 Frontend::Navigation###AdminGenericInterfaceWebservice###002- GenericInterface

:

---- []

92.26 Frontend::Navigation###AdminGroup###001-Framework

:

---- []

92.27 Frontend::Navigation###AdminMailAccount###001-Framework

92.28 Frontend::Navigation###AdminNotificationEvent###002-Ticket

92.29 Frontend::Navigation###AdminPGP###001-Framework

92.30 Frontend::Navigation###AdminPackageManager###001-Framework

92.31 Frontend::Navigation###AdminPerformanceLog###001-Framework

---- []

92.32 *Frontend::Navigation###AdminPostMasterFilter###001-Framework*

:

---- []

92.33 *Frontend::Navigation###AdminPriority###002-Ticket*

:

---- []

92.34 *Frontend::Navigation###AdminProcessManagement###002-ProcessManagement*

:

---- []

92.35 *Frontend::Navigation###AdminQueue###002-Ticket*

:

---- []

92.36 *Frontend::Navigation###AdminQueueAutoResponse###002-Ticket*

.
.
:

---- []

92.37 *Frontend::Navigation###AdminQueueSMSTemplates###001-Framework*

.
.
:

---- []

92.38 *Frontend::Navigation###AdminQueueTemplates###002-Ticket*

.
.
:

---- []

92.39 *Frontend::Navigation###AdminRegistration###001-Framework*

.
.
:

---- []

92.40 *Frontend::Navigation###AdminRole###001-Framework*

.
.
:

---- []

92.41 *Frontend::Navigation###AdminRoleGroup###001-Framework*

:

---- []

92.42 *Frontend::Navigation###AdminRoleUser###001-Framework*

:

---- []

92.43 *Frontend::Navigation###AdminSLA###002-Ticket*

:

---- []

92.44 *Frontend::Navigation###AdminSMIME###001-Framework*

:

---- []

92.45 *Frontend::Navigation###AdminSMSTemplate###001-Framework*

:

---- []

92.46 Frontend::Navigation###AdminSalutation###002-Ticket

:

---- []

92.47 Frontend::Navigation###AdminSelectBox###001-Framework

:

---- []

92.48 Frontend::Navigation###AdminService###002-Ticket

:

---- []

92.49 Frontend::Navigation###AdminServiceCatalogue###001-Framework

:

---- []

92.50 Frontend::Navigation###AdminServiceCatalogueCategories###001-Framework

.
.
:

---- []

92.51 Frontend::Navigation###AdminServiceCatalogueItems###001-Framework

.
.
:

---- []

92.52 Frontend::Navigation###AdminSession###001-Framework

.
.
:

---- []

92.53 Frontend::Navigation###AdminSignature###002-Ticket

.
.
:

---- []

92.54 Frontend::Navigation###AdminState###002-Ticket

.
.
:

---- []

92.55 Frontend::Navigation###AdminSupportDataCollector###001-Framework

:

---- []

92.56 Frontend::Navigation###AdminSystemAddress###002-Ticket

:

---- []

92.57 Frontend::Navigation###AdminSystemConfiguration###001-Framework

:

---- []

92.58 Frontend::Navigation###AdminSystemConfigurationDeployment###001-Framework

:

---- []

92.59 Frontend::Navigation###AdminSystemConfigurationGroup###001-Framework

92.60 Frontend::Navigation###AdminTemplate###002-Ticket

92.61 Frontend::Navigation###AdminTemplateAttachment###002-Ticket

92.62 Frontend::Navigation###AdminType###002-Ticket

92.63 Frontend::Navigation###AdminUser###001-Framework

```
--- []
```

92.64 *Frontend::Navigation###AdminUserGroup###001-Framework*

:

```
--- []
```

92.65 *Frontend::Navigation###AgentFAQCategory###002-FAQ*

:

```
---
- AccessKey: g
  Block: ''
  Description: Category Management.
  Group:
  - admin
  GroupRo: []
  Link: Action=AgentFAQCategory
  LinkOption: ''
  Name: Category Management
  NavBar: FAQ
  Prio: '950'
  Type: ''
```

92.66 *Frontend::Navigation###AgentFAQLanguage###002-FAQ*

:

```
---
- AccessKey: l
  Block: ''
  Description: Language Management.
  Group:
  - admin
  GroupRo: []
  Link: Action=AgentFAQLanguage
  LinkOption: ''
  Name: Language Management
  NavBar: FAQ
```

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```
Prio: '940'  
Type: ''
```

92.67 *Frontend::Navigation###AdminLog###001-Framework*

```
.  
.  
:
```

```
--- []
```

Frontend → Admin → NavBarModule

93.1 *Frontend::AdminModuleGroups###001-Framework*

```
---
Administration:
  Order: '6000'
  Title: Administration
Agent:
  Order: '4200'
  Title: Agent Interface
Automation:
  Order: '4000'
  Title: Processes & Automation
Chat:
  Order: '5500'
  Title: Chat
Communication:
  Order: '2000'
  Title: Communication & Notifications
External:
  Order: '4500'
  Title: External Interface
Miscellaneous:
  Order: '7000'
  Title: Miscellaneous
OTRSGroup:
  Order: '5000'
```

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<p>Title: OTRS Group Services</p> <p>Ticket:</p> <p>Order: '1000'</p> <p>Title: Ticket Settings</p> <p>Users:</p> <p>Order: '3000'</p> <p>Title: Users, Groups & Roles</p>
--

Frontend → Admin → View → ContactWithData

94.1 *AdminContactWithData::RunInitialWildcardSearch*

1

Frontend → Admin → View → CustomPage

95.1 *Frontend::Admin::AdminCustomPage###RichText*

Uses richtext for viewing and editing ticket notification.

:

1

95.2 *Frontend::Admin::AdminCustomPage###RichTextHeight*

RTF . () ().

:

320

95.3 *Frontend::Admin::AdminCustomPage###RichTextWidth*

RTF . () ().

:

620

Frontend → Admin → View → CustomerCompany

96.1 AdminCustomerCompany::RunInitialWildcardSearch

AdminCustomerCompany.

:

1

Frontend → Admin → View → CustomerUser

97.1 AdminCustomerUser::RunInitialWildcardSearch

AdminCustomerUser.

.

:

1

97.2 AdminCustomerUser::UseAutoComplete

ID AdminCustomerUser.

.

:

0

Frontend → Admin → View → DynamicFieldOverview

98.1 *Frontend::AdminDynamicField###DynamicFieldsOverviewPageShown*

() .
:

1000

Frontend → Admin → View → NotificationEvent

99.1 *AppointmentNotification::Transport###Email*

.

:

```
---
AgentEnabledByDefault: '1'
Class: Icon--Small
CommonIcon: regular, envelope
Icon: fa fa-envelope
Module: Kernel::System::Calendar::Event::Transport::Email
Name: Email
Prio: '100'
```

99.2 *AppointmentNotification::Transport###NotificationView*

.

:

```
---
AgentEnabledByDefault: '0'
CommonIcon: regular, network-browser
Icon: fa fa-th-list
Module: Kernel::System::Calendar::Event::Transport::NotificationView
Name: Web View
Prio: '110'
```

99.3 *AppointmentNotification::Transport###SMS*

:

```
---
AgentEnabledByDefault: '0'
CommonIcon: regular, mobile-phone
Icon: fa fa-mobile
Module: Kernel::System::Calendar::Event::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'
```

99.4 *Frontend::Admin::AdminAppointmentNotificationEvent###EventObjectType*

AdminAppointmentNotificationEvent.

:

```
---
- Calendar
- Appointment
```

99.5 *Frontend::Admin::AdminAppointmentNotificationEvent###RichText*

Uses richtext for viewing and editing ticket notification.

:

```
1
```

99.6 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextHeight*

RTF . () ().

:

```
320
```

99.7 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextWidth*

RTF . () ().

:

```
620
```

99.8 Frontend::Admin::AdminNotificationEvent###RichText

Uses richtext for viewing and editing ticket notification.

:

```
1
```

99.9 Frontend::Admin::AdminNotificationEvent###RichTextHeight

RTF . () ().

:

```
320
```

99.10 Frontend::Admin::AdminNotificationEvent###RichTextWidth

RTF . () ().

:

```
620
```

99.11 Notification::Transport###Email

:

```
---
AgentEnabledByDefault: '1'
CommonIcon: regular, envelope
Icon: fa fa-envelope
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::Email
Name: Email
Prio: '100'
```

99.12 Notification::Transport###NotificationView

:

```
---
AgentEnabledByDefault: '0'
CommonIcon: regular, network-browser
```

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```
Icon: fa fa-th-list
Module: 
↳Kernel::System::Ticket::Event::NotificationEvent::Transport::NotificationView
Name: Web View
Prio: '110'
```

99.13 Notification::Transport###SMS

:

```
----
AgentEnabledByDefault: '0'
CommonIcon: regular, mobile-phone
Icon: fa fa-mobile
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'
```

Frontend → Admin → View → Preferences

100.1 *AgentPersonalPreference###Skin*

```
        : „Active” 0  
        : „PreferenceGroup”  
:  
:
```

```
---  
Active: '0'  
AdminModule: Kernel::Output::HTML::Preferences::Skin  
Desc: Select your preferred layout for the administrator interface.  
Key: ''  
Label: Administrator Interface Skin  
Module: Kernel::WebApp::Util::UserPreferenceType::Dummy  
NeedsReload: '1'  
PrefKey: UserSkin  
PreferenceGroup: Miscellaneous  
Prio: '100'  
ShowInUserManagement: '1'
```

100.2 *AgentPersonalPreference###Theme*

```
        : „Active” 0  
        : „PreferenceGroup”  
:  
:
```

```

---
Active: '0'
AdminModule: Kernel::Output::HTML::Preferences::Theme
Desc: Select your preferred theme for the OTRS user interface.
Key: ''
Label: Theme
Module: Kernel::WebApp::Util::UserPreferenceType::Dummy
NeedsReload: '1'
PrefKey: UserTheme
PreferenceGroup: Miscellaneous
Prio: '3100'
ShowInUserManagement: '1'

```

100.3 PreferencesGroups###CommunicationLogPageShown

```

( )
:

```

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
  '50': '50'
DataSelected: '25'
Desc: Communication log limit per page for Communication Log Overview.
Key: ''
Label: CommunicationLog Overview Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: AdminCommunicationLogPageShown
PreferenceGroup: Miscellaneous
Prio: '8100'

```

100.4 PreferencesGroups###DynamicField

```

:
  'Active' 0
  'PreferenceGroup'
:

```

```

---
Active: '1'

```

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```
Block: Input
Data: '[% Env("UserDynamicField_NameX") %]'
Desc: This is a description for dynamic field on framework.
Label: Default value for NameX
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserDynamicField_NameX
PreferenceGroup: Miscellaneous
Prio: '7000'
```


CHAPTER 101

Frontend → Admin → View → Queue

101.1 *QueuePreferences###ChatChannel*

```
---
Block: Option
Cols: '50'
Desc: Chat channel that will be used for communication related to the tickets.
↳in this
  queue.
Label: Chat channel
Module: Kernel::Output::HTML::QueuePreferences::ChatChannel
PrefKey: ChatChannel
Rows: '5'
```

101.2 *QueuePreferences###Comment2*

```
---
Block: TextArea
Cols: '50'
Desc: Define the queue comment 2.
Label: Comment2
```

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```
Module: Kernel::Output::HTML::QueuePreferences::Generic  
PrefKey: Comment2  
Rows: '5'
```

Frontend → Admin → View → SLA

102.1 *SLAPreferences###Comment2*

SLA 2.

:

```
---
AgentModule: Kernel::WebApp::Util::Preferences::SLA::Generic
Block: TextArea
Cols: '50'
Desc: Define the SLA comment 2.
Label: Comment2
Module: Kernel::Output::HTML::SLAPreferences::Generic
PrefKey: Comment2
Rows: '5'
```

102.2 *SLAPreferences###FieldSelectionDialogText*

Text which is being displayed on selection of this SLA on the new ticket screen.

:

```
---
AgentModule: Kernel::WebApp::Util::Preferences::SLA::Generic
Block: TextArea
Cols: '51'
Desc: Is being displayed if a customer chooses this SLA on ticket creation.
Label: Dialog message
```

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```
Module: Kernel::Output::HTML::SLAPreferences::Generic
PrefKey: FieldSelectionDialogText
Rows: '5'
```

Frontend → Admin → View → SelectBox

103.1 AdminSelectBox::AllowDatabaseModification

0

Frontend → Admin → View → Service

104.1 *ServicePreferences###Comment2*

2.

:

```
---  
AgentModule: Kernel::WebApp::Util::Preferences::Service::Generic  
Block: TextArea  
Cols: '50'  
Desc: Define the service comment 2.  
Label: Comment2  
Module: Kernel::Output::HTML::ServicePreferences::Generic  
PrefKey: Comment2  
Rows: '5'
```

Frontend → Admin → View → SysConfig

105.1 *ConfigLevel*

, , . (), , . :

.

:

100

106.1 *AgentFrontend::Avatar::Fallback*

Defines which avatar engine should be used as the fallback for the agent avatars in the agent interface. If “None” is selected, initials will be displayed instead. Please note that selecting anything other than “None” will transfer the encrypted email address of the particular user to an external service.

Gravatar

106.2 *AgentFrontend::Breadcrumb::Home*

tend::Route” .

„AgentFron-

Dashboard

106.3 *AgentFrontend::CustomizationColors*

RGB

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'  
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'  
- '#891648'  
- '#FF2101'  
- '#FF8802'  
- '#FFFA03'  
- '#83F902'  
- '#05F802'  
- '#03F987'  
- '#00FDFD'  
- '#008CFF'  
- '#002EFF'  
- '#8931FF'  
- '#FF39FF'  
- '#FF2987'  
- '#FF726E'  
- '#FFCE6E'  
- '#FFFB6D'  
- '#CEFA6E'  
- '#68F96E'  
- '#68FDFD'  
- '#68FBD0'  
- '#6ACFFF'  
- '#6E76FF'  
- '#D278FF'  
- '#FF7AFF'  
- '#FF7FD3'
```

106.4 *AgentFrontend::ExternalScripts*

WebApp::Server::AdditionalOrigins
(bin/otrs.WebServer.pl --deploy-assets).

:

---- []

106.5 *AgentFrontend::Gravatar::DefaultImage*

implement/images/ gravatar https://gravatar.com/site/

:

mp

106.6 *AgentFrontend::InlineScripts*

WebApp::Server::AdditionalOrigins
(bin/otrs.WebServer.pl --deploy-assets).

:

---- []

106.7 *AgentFrontend::PendingDiffTime*

Time in seconds that gets added to the actual time if setting a pending-state (default: 86400 = 1 day).

:

86400

106.8 *AgentFrontend::RichText::EnhancedMode*

:

0

106.9 *AgentFrontend::Ticket::TextAreaEmail*

:

82

106.10 *AgentFrontend::TicketCreate::NewResponsibleSelection*

:

1

106.11 *AgentFrontend::UserIdleTime*

() " "

:

5

106.12 *AutoComplete::Agent###Default*

:

```
---
AutoCompleteActive: '1'
ButtonText: Search
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'
```

106.13 *AutoComplete::Agent###DynamicFieldContactWithData*

```

----
AutoCompleteActive: '1'
ButtonText: Search
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'

```

106.14 *Frontend::CommonParam###QueueID*

ID

0

106.15 *Frontend::CommonParam###TicketID*

ID

```

`NewTicketInNewWindow::Enabled`

```

0

106.16 *Ticket::Frontend::AccountTime*

Activates time accounting.

1

106.17 *Ticket::Frontend::CustomerInfoCompose*

Shows the customer user information (phone and email) in the compose screen.

1

106.18 *Ticket::Frontend::ListType*

tree

106.19 *Ticket::Frontend::MaxQueueLevel*

5

106.20 *Ticket::Frontend::TextAreaNote*

78

106.21 *Ticket::Frontend::TimeUnits*

(, ,).

(work units)

Frontend → Agent → Auth

107.1 AgentFrontend::Auth::LoginURL

URL

:

```
http://host.example.com/cgi-bin/login.pl
```

107.2 AgentFrontend::Auth::LogoutURL

URL

:

```
http://host.example.com/cgi-bin/logout.pl
```

Frontend → Agent → BusinessCard

108.1 *AgentFrontend::BusinessCard::User*

```
---
AdditionalProperties:
  IsActive: 1
Properties:
- DisplayName: Out of Office
  IsVisible: 1
  Name: OutOfOfficeMessage
- DisplayName: Email
  IsVisible: 0
  Name: UserEmail
- DisplayName: Mobile
  IsVisible: 0
  Name: UserMobile
Chat:
  IsActive: 1
Contact:
  IsActive: 1
Properties:
- Icon: envelope
  IsVisible: 1
  Name: UserEmail
- Icon: mobile-phone
  IsVisible: 1
  Name: UserMobile
```

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Header:

Properties:

- IsVisible: 1
Name: Avatar
- IsVisible: 1
Name: UserTitle
- IsVisible: 1
Name: UserTimeZone
- IsVisible: 1
Name: UserLanguage

Frontend → Agent → BusinessObject

109.1 *Agent::BusinessObject::Type###Calendar*

The business object type Calendar is for displaying calendars.

.
:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::Calendar
```

109.2 *Agent::BusinessObject::Type###CalendarAppointment*

The business object type Calendar Appointment is for displaying appointments.

.
:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::Calendar::Appointment
```

109.3 *Agent::BusinessObject::Type###ChatRequest*

.
:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::ChatRequest
```

109.4 *Agent::BusinessObject::Type###CustomerCompany*

The business object type Customer Company is used for displaying customers (e.g. customer companies).

.

:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::CustomerCompany
```

109.5 *Agent::BusinessObject::Type###CustomerUser*

The business object type Customer User is used for displaying customer users (e.g. customer user listings or the customer user address book).

.

:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::CustomerUser
```

109.6 *Agent::BusinessObject::Type###Dashboard*

The business object type Dashboard is for displaying widgets (e.g. ticket listings).

.

:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Dashboard
```

109.7 *Agent::BusinessObject::Type###FormDraft*

The business object type Form Draft is used for displaying drafts.

.

:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::FormDraft  
UpdateCheckInterval: '15'
```


109.8 *Agent::BusinessObject::Type###KnowledgeBaseArticle*

The business object type Knowledge Base Article is for displaying knowledge base article output (e.g. knowledge base article listings).

.

:

```
----
Module: Kernel::WebApp::Util::BusinessObject::KnowledgeBaseArticle
UpdateCheckInterval: '15'
```

109.9 *Agent::BusinessObject::Type###KnowledgeBaseArticleAttachment*

The business object type Knowledge Base Article Attachment is used for retrieving knowledge base articles attachments content.

.

:

```
----
Module: Kernel::WebApp::Util::BusinessObject::KnowledgeBaseArticleAttachment
UpdateCheckInterval: '15'
```

109.10 *Agent::BusinessObject::Type###LinkObject::CalendarAppointment*

The business object type Link Object is used for displaying linked objects. In this case it is the link object type Calendar Appointment with the default list configuration.

.

:

```
----
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::LinkObject::Calendar::Appointment
```

109.11 *Agent::BusinessObject::Type###LinkObject::KnowledgeBaseArticle*

The business object type Link Object is used for displaying linked objects. In this case it is the link object type Knowledge Base Article with the default list configuration.

.

:

```
----
Module: Kernel::WebApp::Util::BusinessObject::LinkObject::KnowledgeBaseArticle
```

109.12 *Agent::BusinessObject::Type###LinkObject::Ticket*

The business object type Link Object is used for displaying linked objects. In this case it is the link object type Ticket with the default list configuration.

.

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::LinkObject::Ticket
```

109.13 *Agent::BusinessObject::Type###Search*

The business object type Search is used for displaying search results.

.

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::Search
```

109.14 *Agent::BusinessObject::Type###Statistic*

.

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::Statistic
```

109.15 *Agent::BusinessObject::Type###StatisticReport*

The business object type Report is for displaying reports.

.

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::StatisticReport
```

109.16 *Agent::BusinessObject::Type###Ticket*

The business object type Ticket is used for displaying tickets (e.g. ticket listings).

.

:

:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Ticket  
UpdateCheckInterval: '15'
```

109.17 Agent::BusinessObject::Type###TicketArticle

The business object type Ticket Article is used for displaying ticket articles.

:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::TicketArticle
```

109.18 Agent::BusinessObject::Type###TicketAttachment

The business object type Ticket Attachment is used for displaying ticket attachments.

:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::TicketAttachment
```

109.19 Agent::BusinessObject::Type###WebNotification

The business object type Web Notification is used for displaying web notifications (e.g. ticket or appointment notifications).

:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::WebNotification  
UpdateCheckInterval: '15'
```

Frontend → Agent → Customer

110.1 *AgentFrontend::Customer::MapLink###0001-Framework*

:

```
---  
- Active: '1'  
  Attributes: CustomerCompanyStreet;CustomerCompanyCity;  
  Class: Google  
  CommonIcon: regular,maps-pin-1  
  Module: Kernel::WebApp::Util::Link  
  Name: GoogleMaps  
  Order: '2000'  
  Required: CustomerCompanyStreet;CustomerCompanyCity;  
  Target: _blank  
  Title: Customer - Google Maps  
  URL: http://maps.google.com/maps?z=7&q=
```

110.2 *AgentFrontend::Customer::MapLink###4001-Custom*

:

```
--- []
```

110.3 *AgentFrontend::Customer::SocialLinks###0001-Framework*

```

---
- Active: '1'
  Attributes: CustomerCompanyName;
  CommonIcon: bold,search-engine-google
  Module: Kernel::WebApp::Util::Link
  Name: Google
  Order: '1000'
  Required: CustomerCompanyName;
  Target: _blank
  Title: Customer Search - Google
  URL: http://google.com/search?q=
- Active: '1'
  Attributes: CustomerCompanyStreet;CustomerCompanyCity;
  CommonIcon: bold,professional-network-linkedin
  Module: Kernel::WebApp::Util::Link
  Name: LinkedIn
  Order: '3000'
  Required: CustomerCompanyStreet;CustomerCompanyCity;
  Target: _blank
  Title: Customer Search - LinkedIn
  URL: https://www.linkedin.com/search/results/all/?keywords=
- Active: '1'
  Attributes: CustomerCompanyStreet;CustomerCompanyCity;
  CommonIcon: bold,social-media-xing
  Module: Kernel::WebApp::Util::Link
  Name: Xing
  Order: '3000'
  Required: CustomerCompanyStreet;CustomerCompanyCity;
  Target: _blank
  Title: Customer Search - Xing
  URL: https://www.xing.com/search/?keywords=

```

110.4 *AgentFrontend::Customer::SocialLinks###4001-Custom*

```

--- []

```

110.5 *AgentFrontend::Customer::TicketKPI###0001-Framework*

:

```

---
- Active: '1'
  AriaLabel: Open tickets for customer
  Attributes: StateType=Open;
  Module: Kernel::WebApp::Util::KPI::Ticket
  Name: OpenTickets
  Title: Open Tickets
  TotalsActive: '1'
  TotalsAttributes: ''
  TotalsTitle: Total Tickets
  TotalsURLConfig: ''
  URL: /tickets/static
  URLConfig:
    FilterPresetSelected: Open Tickets
    FilterPresets:
      Open Tickets:
        StateType:
          Value: Open
- Active: '1'
  AriaLabel: Closed tickets for customer
  Attributes: StateType=Closed;
  Module: Kernel::WebApp::Util::KPI::Ticket
  Name: ClosedTickets
  Title: Closed Tickets
  TotalsActive: '1'
  TotalsAttributes: ''
  TotalsTitle: Total Tickets
  TotalsURLConfig: ''
  URL: /tickets/static
  URLConfig:
    FilterPresetSelected: Closed Tickets
    FilterPresets:
      Closed Tickets:
        StateType:
          Value: Closed

```

110.6 *AgentFrontend::Customer::TicketKPI###4001-Custom*

:

```

--- []

```

Frontend → Agent → CustomerUser

111.1 *AgentFrontend::CustomerUser::MapLink###0001-Framework*

:

```
---  
- Active: '1'  
  Attributes: UserStreet;UserCity;UserCountry;  
  Class: Google  
  CommonIcon: regular,maps-pin-1  
  Module: Kernel::WebApp::Util::Link  
  Name: GoogleMaps  
  Order: '2000'  
  Required: UserStreet;UserCity;  
  Target: _blank  
  Title: Customer User - Google Maps  
  URL: http://maps.google.com/maps?z=7&q=
```

111.2 *AgentFrontend::CustomerUser::MapLink###4001-Custom*

:

```
--- []
```

111.3 *AgentFrontend::CustomerUser::QuickCreateAction###0001-Framework*

Defines an action to create an email ticket in the customer user lists and business cards.

:

```

---
- AccessModule: ''
  Active: '1'
  CommonIcon: regular,email-action-add
  Component: TicketCreateEmail
  Label: Create email ticket
  Name: EmailTicket
  Params: {}
- AccessModule: ''
  Active: '1'
  CommonIcon: regular,phone-actions-add
  Component: TicketCreatePhone
  Label: Create phone ticket
  Name: PhoneTicket
  Params: {}
- AccessModule: Kernel::WebApp::Util::Menu::AccessSMSTicket
  Active: '1'
  CommonIcon: regular,phone-type
  Component: TicketCreateSMS
  Label: Create SMS ticket
  Name: SMSTicket
  Params: {}

```

111.4 *AgentFrontend::CustomerUser::SocialLinks###0001-Framework*

:

```

---
- Active: '1'
  Attributes: UserFirstname;UserLastname;
  CommonIcon: bold,search-engine-google
  Module: Kernel::WebApp::Util::Link
  Name: Google
  Order: '1000'
  Required: UserFirstname;UserLastname;
  Target: _blank
  Title: Customer User Search - Google
  URL: http://google.com/search?q=
- Active: '1'
  Attributes: UserFirstname;UserLastname;
  CommonIcon: bold,professional-network-linkedin

```

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```

Module: Kernel::WebApp::Util::Link
Name: LinkedIn
Order: '3000'
Required: UserFirstname;UserLastname;
Target: _blank
Title: Customer User Search - LinkedIn
URL: https://www.linkedin.com/search/results/all/?keywords=
- Active: '1'
Attributes: UserFirstname;UserLastname;
CommonIcon: bold,social-media-xing
Module: Kernel::WebApp::Util::Link
Name: Xing
Order: '3000'
Required: UserFirstname;UserLastname;
Target: _blank
Title: Customer User Search - Xing
URL: https://www.xing.com/search/?keywords=

```

111.5 AgentFrontend::CustomerUser::SocialLinks###4001-Custom

:

```

--- []

```

111.6 AgentFrontend::CustomerUser::TicketKPI###0001-Framework

:

```

---
- Active: '1'
Attributes: StateType=Open;
Module: Kernel::WebApp::Util::KPI::Ticket
Name: OpenTickets
Title: Open Tickets
TotalsActive: '1'
TotalsAttributes: ''
TotalsTitle: Total Tickets
TotalsURLConfig: ''
URL: /tickets/static
URLConfig:
  FilterPresetSelected: Open Tickets
  FilterPresets:
    Open Tickets:
      StateType:

```

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```
Value: Open
- Active: '1'
Attributes: StateType=Closed;
Module: Kernel::WebApp::Util::KPI::Ticket
Name: ClosedTickets
Title: Closed Tickets
TotalsActive: '1'
TotalsAttributes: ''
TotalsTitle: Total Tickets
TotalsURLConfig: ''
URL: /tickets/static
URLConfig:
  FilterPresetSelected: Closed Tickets
  FilterPresets:
    Closed Tickets:
      StateType:
        Value: Closed
```

111.7 *AgentFrontend::CustomerUser::TicketKPI###4001-Custom*

.

.

:

```
--- []
```

Frontend → Agent → DocumentSearch

112.1 *DocumentSearch::Agent::DynamicField*

Searchable and highlightable dynamic fields in the agent interface.

:

```
--- {}
```

Frontend → *Agent* → *FAQ*

113.1 *AgentFrontend::FAQ::RelatedArticles###Enabled*

:

```
1
```

113.2 *AgentFrontend::FAQ::RelatedArticles###QueuesEnabled*

:

```
----  
- Raw
```

113.3 *FAQ::Agent::StateTypes*

:

```
---  
- internal  
- external  
- public
```

Frontend → Agent → FAQ → RelatedArticles

114.1 *AgentFrontend::FAQ::RelatedArticles###DefaultLanguages*

The default languages for the related knowledge base articles.

:

```
----  
- en
```

114.2 *AgentFrontend::FAQ::RelatedArticles###ShowLimit*

:

```
10
```

Frontend → Agent → FrontendNotification

115.1 *Frontend::NotifyModule###523-ChatPreferredChannels-Check*

```
---  
Module: Kernel::Output::HTML::Notification::ChatPreferredChannelsCheck
```

115.2 *Frontend::NotifyModule###8000-Daemon-Check*

OTRS

```
---  
Module: Kernel::Output::HTML::Notification::DaemonCheck
```


116.1 *AgentFrontend::Menu::Groups###0001-Framework*

Defines groups for the main menu. Additional menu groups are defined by adding new items and specifying their parameters. The “Name” key is used as a group identifier, and must be unique. If changed it must be updated in the “MenuGroup” key for all affected menu items. You can use the “Label” key to change the user-facing text for the menu group. Via the “Icon” key you can influence the type of the common icon which is rendered in front of the label. The “Order” key can be used to change the sorting order of the group, menu groups with higher value will sink to the bottom.

:

```
---
- Icon: pie-line-graph-desktop
  Label: Dashboards
  Name: Dashboard
  Order: '1000'
- Icon: tags
  Label: Tickets (Case and Process Management)
  Name: Ticket
  Order: '2000'
- Icon: book-close-2
  Label: Knowledge Management
  Name: KBA
  Order: '3000'
- Icon: multiple-users-1
  Label: Customer Management
  Name: Customer
  Order: '4000'
- Icon: cog
  Label: Administration
```

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```
Name: Admin
Order: '5000'
```

116.2 AgentFrontend::Menu::Groups###0002-Custom

Defines custom groups for the main menu. Additional menu groups are defined by adding new items and specifying their parameters. The “Name” key is used as a group identifier, and must be unique. If changed it must be updated in the “MenuGroup” key for all affected menu items. You can use the “Label” key to change the user-facing text for the menu group. Via the “Icon” key you can influence the type of the common icon which is rendered in front of the label. The “Order” key can be used to change the sorting order of the group, menu groups with higher value will sink to the bottom.

:

```
--- []
```

116.3 AgentFrontend::Menu::Main::Items###0001-Framework

Defines menu items for the main menu. Additional menu items are defined by adding new items and specifying their parameters. The “Group” and “GroupRo” arrays can be used to limit access of the menu item to members of certain groups with RW and RO permissions respectively. You can use the “Name” and “Description” keys to change the user-facing text of the menu item. The “Link” key must contain either the path to the application route or an external URL. Each menu item must belong to an existing “MenuGroup” in order to get displayed. Using the “AccessModule” you can limit the display of the menu item based on more complex conditions, the value should be the package name of the relevant module. Via the “AccessKey” you can define a keyboard shortcut to activate the menu item, even if the menu is not expanded. The “Target” key influences how the menu item will be opened (you can use “_blank” value to open the menu item in new window). The “Prio” key can be used to change the sorting order of the item in respect to its siblings, menu items with higher value will sink to the bottom. The “Active” key determines if the menu item is considered by the configuration (value 1) or ignored (value 0).

:

```
---
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show your personal dashboard
  Group: []
  GroupRo: []
  Link: /dashboard
  MenuGroup: Dashboard
  Name: Personal Dashboard
  Prio: '100'
  Target: ''
- AccessKey: ''
```

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```

AccessModule: ''
Active: '1'
Description: Show statistics and reports overview page
Group: []
GroupRo: []
Link: /statistic-report
MenuGroup: Dashboard
Name: Statistics and Reports
Prio: '200'
Target: ''
- AccessKey: ''
AccessModule: ''
Active: '1'
Description: Show calendar overview page
Group: []
GroupRo: []
Link: /calendar
MenuGroup: Dashboard
Name: Calendar Overview
Prio: '300'
Target: ''
- AccessKey: ''
AccessModule: Kernel::WebApp::Util::Menu::AccessProcessTicket
Active: '1'
Description: Create a new process ticket
Group: []
GroupRo: []
Link: /ticket/create/process
MenuGroup: Ticket
Name: Start Processes
Prio: '100'
Target: ''
- AccessKey: ''
AccessModule: ''
Active: '1'
Description: Create a new phone ticket (inbound)
Group: []
GroupRo: []
Link: /ticket/create/phone
MenuGroup: Ticket
Name: Take Phone Calls
Prio: '200'
Target: ''
- AccessKey: ''
AccessModule: ''
Active: '1'
Description: Create a new email ticket (outbound)
Group: []
GroupRo: []
Link: /ticket/create/email
MenuGroup: Ticket
Name: Send Emails

```

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```
Prio: '300'  
Target: ''  
- AccessKey: ''  
AccessModule: Kernel::WebApp::Util::Menu::AccessSMSTicket  
Active: '1'  
Description: Create a new SMS ticket  
Group: []  
GroupRo: []  
Link: /ticket/create/sms  
MenuGroup: Ticket  
Name: Send SMS  
Prio: '400'  
Target: ''  
- AccessKey: ''  
AccessModule: ''  
Active: '1'  
Description: Show unresolved tickets  
Group: []  
GroupRo: []  
Link: /tickets/unresolved  
MenuGroup: Ticket  
Name: Show Unresolved  
Prio: '500'  
Target: ''  
- AccessKey: ''  
AccessModule: ''  
Active: '1'  
Description: Show unlocked tickets  
Group: []  
GroupRo: []  
Link: /tickets/unlocked  
MenuGroup: Ticket  
Name: Show Unlocked  
Prio: '600'  
Target: ''  
- AccessKey: ''  
AccessModule: ''  
Active: '1'  
Description: Show tickets with reached reminders  
Group: []  
GroupRo: []  
Link: /tickets/reminders  
MenuGroup: Ticket  
Name: Show Reached Reminders  
Prio: '700'  
Target: ''  
- AccessKey: ''  
AccessModule: ''  
Active: '1'  
Description: Show escalated tickets  
Group: []  
GroupRo: []
```

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```

Link: /tickets/escalations
MenuGroup: Ticket
Name: Show Escalations
Prio: '800'
Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show recently created tickets
  Group: []
  GroupRo: []
  Link: /tickets/created
  MenuGroup: Ticket
  Name: Show Recently Created
  Prio: '900'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show recently closed tickets
  Group: []
  GroupRo: []
  Link: /tickets/closed
  MenuGroup: Ticket
  Name: Show Recently Closed
  Prio: '1000'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create a new knowledge base article
  Group: []
  GroupRo: []
  Link: /knowledge-base/article/create
  MenuGroup: KBA
  Name: Add Knowledge
  Prio: '100'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show recently added knowledge base articles
  Group: []
  GroupRo: []
  Link: /knowledge-base-articles/added
  MenuGroup: KBA
  Name: Show Recently Added
  Prio: '200'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'

```

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```

Description: Show recently updated knowledge base articles
Group: []
GroupRo: []
Link: /knowledge-base-articles/updated
MenuGroup: KBA
Name: Show Recently Updated
Prio: '300'
Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show highest rated knowledge base articles
  Group: []
  GroupRo: []
  Link: /knowledge-base-articles/rated
  MenuGroup: KBA
  Name: Show Highest Rated
  Prio: '400'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create a new customer
  Group: []
  GroupRo: []
  Link: /customer/create
  MenuGroup: Customer
  Name: Create Customer
  Prio: '100'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create a new customer user
  Group: []
  GroupRo: []
  Link: /customer/user/create
  MenuGroup: Customer
  Name: Create Customer User
  Prio: '200'
  Target: ''
- AccessKey: a
  AccessModule: Kernel::WebApp::Util::Menu::AccessAdminInterface
  Active: '1'
  Description: Go to the administrator interface
  Group: []
  GroupRo: []
  Link: /otrs/index.pl
  MenuGroup: Admin
  Name: Open Administrator Dashboard
  Prio: '100'
  Target: _blank

```

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```

- AccessKey: ''
  AccessModule: Kernel::WebApp::Util::Menu::AccessAdminInterface
  Active: '1'
  Description: Go to the system configuration screen in the administrator_
  ↪interface
  Group: []
  GroupRo: []
  Link: /otrs/index.pl?Action=AdminSystemConfiguration
  MenuGroup: Admin
  Name: Open System Configuration
  Prio: '200'
  Target: _blank
- AccessKey: ''
  AccessModule: Kernel::WebApp::Util::Menu::AccessContactWithData
  Active: '1'
  Description: Go to the contact with data management screen in the_
  ↪administrator
    interface
  Group: []
  GroupRo: []
  Link: /otrs/index.pl?Action=AdminContactWithData
  MenuGroup: Admin
  Name: Manage Contacts with Data
  Prio: '300'
  Target: _blank
- AccessKey: ''
  AccessModule: Kernel::WebApp::Util::Menu::AccessAdminInterface
  Active: '1'
  Description: Go to the documentation of the administrator interface
  Group: []
  GroupRo: []
  Link: https://doc.otrs.com/doc/manual/admin/8.0/en/content/index.html
  MenuGroup: Admin
  Name: Show Administrator Manual
  Prio: '400'
  Target: _blank

```

116.4 AgentFrontend::Menu::Main::Items###0900-Custom

Defines custom menu items for the main menu. Additional menu items are defined by adding new items and specifying their parameters. The “Group” and “GroupRo” arrays can be used to limit access of the menu item to members of certain groups with RW and RO permissions respectively. You can use the “Name” and “Description” keys to change the user-facing text of the menu item. The “Link” key must contain either the path to the application route or an external URL. Each menu item must belong to an existing “MenuGroup” in order to get displayed. Using the “AccessModule” you can limit the display of the menu item based on more complex conditions, the value should be the package name of the relevant module. Via the “AccessKey” you can define a keyboard shortcut to activate the menu item, even if the menu is not expanded. The “Target” key influences how the menu item will be opened (you can use “_blank” value to open the menu item in new window). The “Prio” key can be used to change the sorting order of the item in respect to its siblings, menu items with higher value will sink to the bottom. The “Active” key determines

if the menu item is considered by the configuration (value 1) or ignored (value 0).

:

```
--- []
```

116.5 *AgentFrontend::Menu::NewAction::Groups###0001-Framework*

Defines groups for the new action menu. Additional menu groups are defined by adding new items and specifying their parameters. The “Name” key is used as a group identifier, and must be unique. If changed it must be updated in the “MenuGroup” key for all affected menu items. You can use the “Label” key to change the user-facing text for the menu group. The “Order” key can be used to change the sorting order of the group, menu groups with higher value will sink to the bottom.

:

```
---
- Label: Communication
  Name: Communication
  Order: '1000'
- Label: Processes
  Name: Processes
  Order: '2000'
- Label: Customer Relations
  Name: CustomerRelations
  Order: '3000'
- Label: Time & Resources
  Name: TimeAndResources
  Order: '4000'
- Label: Knowledge Base
  Name: KnowledgeBase
  Order: '5000'
```

116.6 *AgentFrontend::Menu::NewAction::Groups###0002-Custom*

Defines custom groups for the new action menu. Additional menu groups are defined by adding new items and specifying their parameters. The “Name” key is used as a group identifier, and must be unique. If changed it must be updated in the “MenuGroup” key for all affected menu items. You can use the “Label” key to change the user-facing text for the menu group. The “Order” key can be used to change the sorting order of the group, menu groups with higher value will sink to the bottom.

:

```
--- []
```


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```

AccessModule: Kernel::WebApp::Util::Menu::AccessProcessTicket
Active: '1'
Description: Create new process ticket
Group: []
GroupRo: []
Link: /ticket/create/process
MenuGroup: Processes
Name: Process Ticket
Prio: '100'
Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create new customer
  Group: []
  GroupRo: []
  Link: /customer/create
  MenuGroup: CustomerRelations
  Name: Add Customer
  Prio: '100'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create new customer user
  Group: []
  GroupRo: []
  Link: /customer/user/create
  MenuGroup: CustomerRelations
  Name: Add Customer User
  Prio: '200'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create new appointment
  Group: []
  GroupRo: []
  Link: /calendar?TriggerAction=Calendar%3A%3AAddAppointment
  MenuGroup: TimeAndResources
  Name: Add Appointment
  Prio: '100'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create new knowledge base article
  Group: []
  GroupRo: []
  Link: /knowledge-base/article/create
  MenuGroup: KnowledgeBase
  Name: Add Article

```

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```
Prio: '100'
Target: ''
```

116.8 *AgentFrontend::Menu::NewAction::Items###0900-Custom*

Defines custom menu items for the new action menu. Additional menu items are defined by adding new items and specifying their parameters. The “Group” and “GroupRo” arrays can be used to limit access of the menu item to members of certain groups with RW and RO permissions respectively. You can use the “Name” and “Description” keys to change the user-facing text of the menu item. The “Link” key must contain either the path to the application route or an external URL. Each menu item must belong to an existing “MenuGroup” in order to get displayed. Using the “AccessModule” you can limit the display of the menu item based on more complex conditions, the value should be the package name of the relevant module. Via the “AccessKey” you can define a keyboard shortcut to activate the menu item, even if the menu is not expanded. The “Target” key influences how the menu item will be opened (you can use “_blank” value to open the menu item in new window). The “Prio” key can be used to change the sorting order of the item in respect to its siblings, menu items with higher value will sink to the bottom. The “Active” key determines if the menu item is considered by the configuration (value 1) or ignored (value 0).

:

```
--- []
```

116.9 *AgentFrontend::Menu::QuickAccess::Items###0001-Framework*

Defines optional quick access menu items to be shown in the top bar menu. Additional menu items are defined by adding new items and specifying their parameters. The “Group” and “GroupRo” arrays can be used to limit access of the menu item to members of certain groups with RW and RO permissions respectively. The “Name” key is used as an identifier for the menu item, and must be unique. You can use the “Description” key to change the user-facing text of the menu item. The “Link” key must contain either the path to the application route or an external URL. Each menu item must have the “Icon” key defined, which refers to the type of the common icon which is rendered for it. Using the “AccessModule” you can limit the display of the menu item based on more complex conditions, the value should be the package name of the relevant module. Via the “AccessKey” you can define a keyboard shortcut to activate the menu item. The “Target” key influences how the menu item will be opened (you can use “_blank” value to open the menu item in new window). The “Prio” key can be used to change the sorting order of the item in respect to its siblings, menu items with higher value will sink to the bottom. The “Active” key determines if the menu item is considered by the configuration (value 1) or ignored (value 0).

:

```
--- []
```

116.10 *AgentFrontend::Menu::QuickAccess::Items###0099-Custom*

Defines custom quick access menu items to be shown in the top bar menu. Additional menu items are defined by adding new items and specifying their parameters. The “Group” and “GroupRo” arrays can be used to limit access of the menu item to members of certain groups with RW and RO permissions respectively. The “Name” key is used as an identifier for the menu item, and must be unique. You can use the “Description” key to change the user-facing text of the menu item. The “Link” key must contain either the path to the application route or an external URL. Each menu item must have the “Icon” key defined, which refers to the type of the common icon which is rendered for it. Using the “AccessModule” you can limit the display of the menu item based on more complex conditions, the value should be the package name of the relevant module. Via the “AccessKey” you can define a keyboard shortcut to activate the menu item. The “Target” key influences how the menu item will be opened (you can use “_blank” value to open the menu item in new window). The “Prio” key can be used to change the sorting order of the item in respect to its siblings, menu items with higher value will sink to the bottom. The “Active” key determines if the menu item is considered by the configuration (value 1) or ignored (value 0).

:

--- []

Frontend → Agent → ModuleRegistration

117.1 *Frontend::NavBarModule###6-CustomerCompany*

Front end module registration (disable company link if no company feature is used).

:

```
----  
Module: Kernel::Output::HTML::NavBar::CustomerCompany
```

Frontend → Agent → ModuleRegistration → MainMenu

118.1 *Frontend::Navigation###AgentPreferences###001-Framework*

.
.
:

--- []

Frontend → Agent → NotifyModule

119.1 AgentFrontend::GenericNotifyModule::Notifications

```

        . „Phases”      „AppLoad” , „Polling”      „PostAuth” (      . „Active”      ,
        „Toast”      „Alert” . „Dismissible”      0 (      ) 1 (      ). „NotifyType”
„Priority”      „Info” , „Warning” , „Error”      „Success” .      „Text”
        „File” .      „Title”      ,      „Link”
        „LinkTarget”      „_blank”      „_self” .
    :

```

```

----
- Active: '0'
  Dismissible: '0'
  File: <OTRS_CONFIG_Home>/var/notify.txt
  Link: https://www.otrs.com
  LinkTarget: _blank
  Name: MyNotification
  NotifyType: Toast
  Phases: AppLoad|Polling
  Priority: Warning
  Text: The OTRS Website
  Title: OTRS

```

119.2 AgentFrontend::NotifyModule###2000-UID-Check

().

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::Agent::UIDCheck  
Name: UIDCheck
```

119.3 *AgentFrontend::NotifyModule###5500-OutofOffice-Check*

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::Agent::OutofOfficeCheck  
Name: OutofOffice-Check
```

119.4 *AgentFrontend::NotifyModule###7000-AgentTimeZone-Check*

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::Agent::UserTimeZoneCheck  
Name: AgentTimeZone-Check
```

119.5 *AgentFrontend::NotifyModule###9000-Generic*

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::Agent::Generic
```

119.6 *AgentFrontend::NotifyModule::PollingInterval*

The polling interval for the notify modules in seconds.

:

180

120.1 Agent::Organizer###0001-Framework

```

„Visible” . „Order” . „ItemType” . „Label”
           . „Changeable” . „Available”
           . „Group”
:

```

```

---
ChatRequestList::AllChatRequests:
  Available: '1'
  Changeable: '1'
  Config:
    CountPolling: ShowNumberFoundItems
  Description: List of all chat requests.
  Groups: []
  Icon: conversation-chat-1
  ItemType: ChatRequestList
  Label: All Chat Requests
  Order: '1000'
  Visible: '1'
CustomerCompanyList::ValidCustomers:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      ValidID:
        Value:

```

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```

    - 1
    FilterPresets: {}
    ItemsPerPage: 25
    SortBy:
      - Column: CustomerCompanyName
        Direction: Up
    Description: List of valid customers.
    Groups: []
    Icon: water-dam
    ItemType: CustomerCompanyList
    Label: Valid Customers
    Order: '13000'
    Visible: '0'
CustomerUserList::ValidCustomerUsers:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      ValidID:
        Value:
          - 1
    FilterPresets: {}
    ItemsPerPage: 25
    SortBy:
      - Column: UserLastname
        Direction: Up
  Description: List of valid customer users.
  Groups: []
  Icon: multiple-users-1
  ItemType: CustomerUserList
  Label: Valid Customer Users
  Order: '14000'
  Visible: '0'
KnowledgeBaseArticleList::HighestRatedKBAs:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      ValidIDs:
        Value:
          - 1
    ItemsPerPage: 25
    SortBy:
      - Column: Votes
        Direction: Down
      - Column: Result
        Direction: Down
  VisibleColumns:
    - Column: Number
      IsVisible: 1
    - Column: Title
      IsVisible: 1

```

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```

- Column: Category
  IsVisible: 1
- Column: Language
  IsVisible: 1
- Column: State
  IsVisible: 1
- Column: Valid
  IsVisible: 1
- Column: Created
  IsVisible: 1
- Column: Changed
  IsVisible: 0
Description: List of highest rated knowledge base articles.
Groups: []
Icon: book-star
ItemType: KnowledgeBaseArticleList
Label: Highest Rated Knowledge Base Articles
Order: '12000'
Visible: '0'
KnowledgeBaseArticleList::RecentlyAddedKBAs:
Available: '1'
Changeable: '1'
Config:
  ActiveFilters:
    ValidIDs:
      Value:
        - 1
  ItemsPerPage: 25
  SortBy:
    - Column: Created
      Direction: Up
  VisibleColumns:
    - Column: Number
      IsVisible: 1
    - Column: Title
      IsVisible: 1
    - Column: Category
      IsVisible: 1
    - Column: Language
      IsVisible: 1
    - Column: State
      IsVisible: 1
    - Column: Valid
      IsVisible: 1
    - Column: Created
      IsVisible: 1
    - Column: Changed
      IsVisible: 0
Description: List of recently added knowledge base articles.
Groups: []
Icon: book-upload
ItemType: KnowledgeBaseArticleList

```

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```
Label: Recently Added Knowledge Base Articles
Order: '10000'
Visible: '0'
KnowledgeBaseArticleList::RecentlyUpdatedKBAs:
Available: '1'
Changeable: '1'
Config:
  ActiveFilters:
    ValidIDs:
      Value:
        - 1
  ItemsPerPage: 25
  SortBy:
    - Column: Changed
      Direction: Up
Description: List of recently updated knowledge base articles.
Groups: []
Icon: book-edit
ItemType: KnowledgeBaseArticleList
Label: Recently Updated Knowledge Base Articles
Order: '11000'
Visible: '0'
Separator:
Available: '1'
Changeable: '1'
Config: ~
Description: Use separators to group your items.
Groups: []
Icon: desktop-monitor-approve
ItemType: Separator
Label: Separator
Order: '15000'
Visible: '0'
TicketList::InMyQueues:
Available: '1'
Changeable: '1'
Config:
  ActiveFilters:
    AgentQueues:
      Value: 1
  CountPolling: ShowNumberFoundItems
  FilterPresets:
    Closed:
      StateType:
        Value: Closed
    Locked:
      LockIDs:
        Value:
          - 2
    Open:
      StateType:
        Value: Open
```

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```
Reminder Reached:
  TicketPending_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
Unlocked:
  LockIDs:
    Value:
      - 1
Unread:
  AgentTicketFlagSeen:
    Value: Unread
ItemsPerPage: 25
LastUsedFilterPreset: Open
SortBy:
- Column: Changed
  Direction: Down
VisibleColumns:
- Column: LivePeople
  IsVisible: 1
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 0
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 1
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 0
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
- Column: Lock
  IsVisible: 1
- Column: Queue
```

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```

    IsVisible: 1
  - Column: Owner
    IsVisible: 1
  - Column: Responsible
    IsVisible: 0
  - Column: CustomerID
    IsVisible: 1
  - Column: CustomerName
    IsVisible: 0
  - Column: CustomerUserID
    IsVisible: 0
  - Column: Type
    IsVisible: 0
  - Column: Service
    IsVisible: 0
  - Column: SLA
    IsVisible: 0
  - Column: Watch
    IsVisible: 1
Description: List of tickets in your queues.
Groups: []
Icon: hierarchy-5
ItemType: TicketList
Label: In My Queues
Order: '3000'
Visible: '1'
TicketList::InvolvingMe:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentInvolved:
        Value: 1
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Locked:
        LockIDs:
          Value:
            - 2
      Open:
        StateType:
          Value: Open
    Reminder Reached:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    Unlocked:

```

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```
LockIDs:
  Value:
    - 1
Unread:
  AgentTicketFlagSeen:
    Value: Unread
ItemsPerPage: 25
LastUsedFilterPreset: Open
SortBy:
- Column: Changed
  Direction: Down
VisibleColumns:
- Column: LivePeople
  IsVisible: 1
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 0
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 1
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 0
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
- Column: Lock
  IsVisible: 1
- Column: Queue
  IsVisible: 1
- Column: Owner
  IsVisible: 1
- Column: Responsible
  IsVisible: 0
- Column: CustomerID
  IsVisible: 1
```

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```
- Column: CustomerName
  IsVisible: 0
- Column: CustomerUserID
  IsVisible: 0
- Column: Type
  IsVisible: 0
- Column: Service
  IsVisible: 0
- Column: SLA
  IsVisible: 0
- Column: Watch
  IsVisible: 1
Description: List of tickets where you are involved.
Groups: []
Icon: tags-favorite
ItemType: TicketList
Label: Tickets Where I Am Involved
Order: '9000'
Visible: '0'
TicketList::MyEscalations:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentOwner:
        Value: 1
      TicketEscalation_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Locked:
        LockIDs:
          Value:
            - 2
      Open:
        StateType:
          Value: Open
      Reminder Reached:
        TicketPending_DateTimeRelative:
          Value:
            Format: minute
            Point: 1
            Start: Before
      Unlocked:
        LockIDs:
          Value:
```

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```
- 1
Unread:
  AgentTicketFlagSeen:
    Value: Unread
ItemsPerPage: 25
LastUsedFilterPreset: Locked
SortBy:
- Column: EscalationTime
  Direction: Down
VisibleColumns:
- Column: LivePeople
  IsVisible: 1
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 1
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 0
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 1
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
- Column: Lock
  IsVisible: 1
- Column: Queue
  IsVisible: 1
- Column: Owner
  IsVisible: 1
- Column: Responsible
  IsVisible: 0
- Column: CustomerID
  IsVisible: 1
- Column: CustomerName
  IsVisible: 0
```

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```
- Column: CustomerUserID
  IsVisible: 0
- Column: Type
  IsVisible: 0
- Column: Service
  IsVisible: 0
- Column: SLA
  IsVisible: 0
- Column: Watch
  IsVisible: 1
Description: List of your escalated tickets.
Groups: []
Icon: tags-alert
ItemType: TicketList
Label: My Escalations
Order: '7000'
Visible: '0'
TicketList::MyReachedReminders:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentOwner:
        Value: 1
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Locked:
        LockIDs:
          Value:
            - 2
      Unlocked:
        LockIDs:
          Value:
            - 1
    Unread:
      AgentTicketFlagSeen:
        Value: Unread
    ItemsPerPage: 25
    LastUsedFilterPreset: Locked
    SortBy:
      - Column: PendingTime
        Direction: Down
    VisibleColumns:
      - Column: LivePeople
        IsVisible: 1
      - Column: TicketNumber
        IsVisible: 1
```

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```
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 1
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 0
- Column: PendingTime
  IsVisible: 1
- Column: EscalationTime
  IsVisible: 0
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
- Column: Lock
  IsVisible: 1
- Column: Queue
  IsVisible: 1
- Column: Owner
  IsVisible: 1
- Column: Responsible
  IsVisible: 0
- Column: CustomerID
  IsVisible: 1
- Column: CustomerName
  IsVisible: 0
- Column: CustomerUserID
  IsVisible: 0
- Column: Type
  IsVisible: 0
- Column: Service
  IsVisible: 0
- Column: SLA
  IsVisible: 0
- Column: Watch
  IsVisible: 1
```

Description: List of your tickets **with** reached reminders.

Groups: []

Icon: tags-check

ItemType: TicketList

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```
Label: My Reached Reminders
Order: '6000'
Visible: '0'
TicketList::MyRecentlyCreated:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentCreator:
        Value: 1
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Locked:
        LockIDs:
          Value:
            - 2
      Open:
        StateType:
          Value: Open
    Reminder Reached:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
      Unlocked:
        LockIDs:
          Value:
            - 1
      Unread:
        AgentTicketFlagSeen:
          Value: Unread
    ItemsPerPage: 25
    LastUsedFilterPreset: Open
    SortBy:
      - Column: Created
        Direction: Down
    VisibleColumns:
      - Column: LivePeople
        IsVisible: 1
      - Column: TicketNumber
        IsVisible: 1
      - Column: Title
        IsVisible: 1
      - Column: Priority
        IsVisible: 1
      - Column: Created
        IsVisible: 1
      - Column: Age
```

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```

    IsVisible: 0
  - Column: Changed
    IsVisible: 0
  - Column: PendingTime
    IsVisible: 0
  - Column: EscalationTime
    IsVisible: 0
  - Column: EscalationUpdateTime
    IsVisible: 0
  - Column: EscalationResponseTime
    IsVisible: 0
  - Column: EscalationSolutionTime
    IsVisible: 0
  - Column: Sender
    IsVisible: 1
  - Column: Subject
    IsVisible: 0
  - Column: State
    IsVisible: 1
  - Column: Lock
    IsVisible: 1
  - Column: Queue
    IsVisible: 1
  - Column: Owner
    IsVisible: 1
  - Column: Responsible
    IsVisible: 0
  - Column: CustomerID
    IsVisible: 1
  - Column: CustomerName
    IsVisible: 0
  - Column: CustomerUserID
    IsVisible: 0
  - Column: Type
    IsVisible: 0
  - Column: Service
    IsVisible: 0
  - Column: SLA
    IsVisible: 0
  - Column: Watch
    IsVisible: 1
  Description: List of your recently created tickets.
  Groups: []
  Icon: tags-add
  ItemType: TicketList
  Label: My Recently Created
  Order: '8000'
  Visible: '0'
TicketList::MyResponsibilities:
  Available: '1'
  Changeable: '1'
  Config:

```

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```
ActiveFilters:
  AgentResponsible:
    Value: 1
CountPolling: ShowNumberFoundItems
FilterPresets:
  Closed:
    StateType:
      Value: Closed
  Locked:
    LockIDs:
      Value:
        - 2
  Open:
    StateType:
      Value: Open
Reminder Reached:
  TicketPending_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
ItemsPerPage: 25
LastUsedFilterPreset: Open
SortBy:
- Column: Changed
  Direction: Down
VisibleColumns:
- Column: LivePeople
  IsVisible: 1
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 0
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 1
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 0
```

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```

- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
- Column: Lock
  IsVisible: 1
- Column: Queue
  IsVisible: 1
- Column: Owner
  IsVisible: 1
- Column: Responsible
  IsVisible: 0
- Column: CustomerID
  IsVisible: 1
- Column: CustomerName
  IsVisible: 0
- Column: CustomerUserID
  IsVisible: 0
- Column: Type
  IsVisible: 0
- Column: Service
  IsVisible: 0
- Column: SLA
  IsVisible: 0
- Column: Watch
  IsVisible: 1

```

Description: List of tickets where you are responsible.

Groups: []

Icon: tags-edit

ItemType: TicketList

Label: I Am Responsible

Order: '5000'

Visible: '1'

TicketList::MyUnresolved:

Available: '1'

Changeable: '1'

Config:

ActiveFilters:

AgentOwner:

Value: 1

StateType:

Value: Open

CountPolling: ShowNumberFoundItems

FilterPresets:

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```
Locked:
  LockIDs:
    Value:
      - 2
Reminder Reached:
  TicketPending_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
Unlocked:
  LockIDs:
    Value:
      - 1
Unread:
  AgentTicketFlagSeen:
    Value: Unread
ItemsPerPage: 25
LastUsedFilterPreset: Locked
SortBy:
- Column: Created
  Direction: Down
VisibleColumns:
- Column: LivePeople
  IsVisible: 1
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 1
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 0
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 0
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
```

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```

    IsVisible: 1
  - Column: Lock
    IsVisible: 1
  - Column: Queue
    IsVisible: 1
  - Column: Owner
    IsVisible: 1
  - Column: Responsible
    IsVisible: 0
  - Column: CustomerID
    IsVisible: 1
  - Column: CustomerName
    IsVisible: 0
  - Column: CustomerUserID
    IsVisible: 0
  - Column: Type
    IsVisible: 0
  - Column: Service
    IsVisible: 0
  - Column: SLA
    IsVisible: 0
  - Column: Watch
    IsVisible: 1
Description: List of your unresolved tickets.
Groups: []
Icon: tags-search
ItemType: TicketList
Label: My Unresolved
Order: '4000'
Visible: '1'
TicketList::WatchedByMe:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentWatcher:
        Value: 1
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Locked:
        LockIDs:
          Value:
            - 2
      Open:
        StateType:
          Value: Open
    Reminder Reached:
      TicketPending_DateTimeRelative:
        Value:

```

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```
    Format: minute
    Point: 1
    Start: Before
Unlocked:
  LockIDs:
    Value:
      - 1
Unread:
  AgentTicketFlagSeen:
    Value: Unread
ItemsPerPage: 25
LastUsedFilterPreset: Open
SortBy:
- Column: Changed
  Direction: Down
VisibleColumns:
- Column: LivePeople
  IsVisible: 1
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 0
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 1
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 0
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
- Column: Lock
  IsVisible: 1
- Column: Queue
  IsVisible: 1
- Column: Owner
  IsVisible: 1
```

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```

- Column: Responsible
  IsVisible: 0
- Column: CustomerID
  IsVisible: 1
- Column: CustomerName
  IsVisible: 0
- Column: CustomerUserID
  IsVisible: 0
- Column: Type
  IsVisible: 0
- Column: Service
  IsVisible: 0
- Column: SLA
  IsVisible: 0
- Column: Watch
  IsVisible: 1
Description: List of tickets you are watching.
Groups: []
Icon: tags-favorite-star
ItemType: TicketList
Label: I Am Watching
Order: '2000'
Visible: '1'

```

120.2 Agent::Organizer###4001-Custom

```

„Visible” . „Order” . „ItemType” . „Label”
. „Changeable” . „Available” . „Group”
:

```

```

--- {}

```

120.3 Agent::Organizer::ItemType###ChatRequestList

The organizer item type Chat Request List is used to create a list of chat requests.

```

:

```

```

---
Config:
  ActiveFilters: {}
  Columns:
  Action:

```

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```

    IsVisible: 2
  Channel:
    IsVisible: 2
  CreateTime:
    IsVisible: 2
  Description:
    IsVisible: 2
  RequesterName:
    IsVisible: 2
  RequesterType:
    IsVisible: 2
  Type:
    IsVisible: 2
  DefaultColumnOrder:
  - CreateTime
  - Type
  - RequesterType
  - RequesterName
  - Channel
  - Description
  - Action
  FilterPresets: {}
  HideAvailableFilters: []
  ItemsPerPage: 25
  Limit: 1000
  SortBy:
  - Column: CreateTime
    Direction: Up
  Label: Chat Request List
  Module: Kernel::WebApp::Util::Organizer::ItemType::ChatRequestList

```

120.4 *Agent::Organizer::ItemType###CustomerCompanyList*

The organizer item type Customer Company List is used to create customer list organizer items.

```

---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  Columns:
    ClosedTickets:
      IsVisible: 2
    CustomerCompanyCity:
      IsVisible: 2
    CustomerCompanyCountry:
      IsVisible: 1
    CustomerCompanyName:

```

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```

    IsVisible: 2
CustomerCompanyStreet:
    IsVisible: 1
CustomerCompanyURL:
    IsVisible: 1
CustomerCompanyZIP:
    IsVisible: 1
CustomerID:
    IsVisible: 2
Edit:
    IsVisible: 2
OpenTickets:
    IsVisible: 2
ValidID:
    IsVisible: 2
DefaultColumnOrder:
- CustomerID
- CustomerCompanyName
- CustomerCompanyStreet
- CustomerCompanyZIP
- CustomerCompanyCity
- CustomerCompanyCountry
- CustomerCompanyURL
- ValidID
- OpenTickets
- ClosedTickets
- Edit
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: CustomerID
  Direction: Up
Label: Customer List
Module: Kernel::WebApp::Util::Organizer::ItemType::CustomerCompanyList

```

120.5 Agent::Organizer::ItemType###CustomerUserList

The organizer item type Customer User List is used to create customer user list organizer items.

```

.
:

```

```

---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  Columns:
    Chat:

```

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```
    IsVisible: 2
ClosedTickets:
    IsVisible: 2
CreateTicket:
    IsVisible: 2
Edit:
    IsVisible: 2
OpenTickets:
    IsVisible: 2
SwitchToCustomer:
    IsVisible: 2
UserCity:
    IsVisible: 1
UserCountry:
    IsVisible: 1
UserCustomerID:
    IsVisible: 2
UserEmail:
    IsVisible: 2
UserFirstname:
    IsVisible: 2
UserLastname:
    IsVisible: 2
UserLogin:
    IsVisible: 2
UserMobile:
    IsVisible: 1
UserStreet:
    IsVisible: 1
UserZip:
    IsVisible: 1
ValidID:
    IsVisible: 2
DefaultColumnOrder:
- UserFirstname
- UserLastname
- UserLogin
- UserEmail
- UserMobile
- UserCustomerID
- UserStreet
- UserZip
- UserCity
- UserCountry
- ValidID
- OpenTickets
- ClosedTickets
- Chat
- CreateTicket
- SwitchToCustomer
- Edit
FilterPresets: {}
```

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```

HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
  - Column: UserLogin
    Direction: Up
Label: Customer User List
Module: Kernel::WebApp::Util::Organizer::ItemType::CustomerUserList

```

120.6 Agent::Organizer::ItemType###KnowledgeBaseArticleList

The organizer item type Knowledge Base Article List is used to create a list of knowledge base articles.

```

----
Config:
  ActiveFilters: {}
  AdditionalExportColumns: {}
  AvailableDynamicFieldFilters: []
  Columns:
    Category:
      isVisible: 2
    Changed:
      isVisible: 2
    Created:
      isVisible: 1
    Language:
      isVisible: 2
    Number:
      isVisible: 2
    State:
      isVisible: 2
    Title:
      isVisible: 2
    Valid:
      isVisible: 2
  DefaultColumnOrder:
  - Number
  - Title
  - Category
  - Language
  - State
  - Valid
  - Created
  - Changed
  FilterPresets:
    For Everyone (public):
      StateIDs:

```

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```

    Value:
      - 3
  Only for Agents (internal):
    StateIDs:
      Value:
        - 1
  Only for Customer Users (external):
    StateIDs:
      Value:
        - 2
  HideAvailableFilters: []
  ItemsPerPage: 25
  Limit: 1000
  SortBy:
    - Column: ItemID
      Direction: Up
  Label: Knowledge Base Article List
  Module: Kernel::WebApp::Util::Organizer::ItemType::KnowledgeBaseArticleList

```

120.7 *Agent::Organizer::ItemType###Separator*

The organizer item type Separator is used to separate and/or create groups of certain organizer items that are somehow related.

:

```

----
Label: Miscellaneous
Module: Kernel::WebApp::Util::Organizer::ItemType::Separator

```

120.8 *Agent::Organizer::ItemType###TicketList*

The organizer item type Ticket List is used to create different ticket list organizer items.

:

```

----
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  Columns:
    Age:
      IsVisible: 1
  Changed:

```

(continues on next page)

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```
    IsVisible: 1
Created:
    IsVisible: 2
CustomerCompanyName:
    IsVisible: 1
CustomerID:
    IsVisible: 2
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
```

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```
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Label: Ticket List
Module: Kernel::WebApp::Util::Organizer::ItemType::TicketList
```

120.9 *Agent::Organizer::ReadonlyGroups*

```

:
--- []

```

120.10 *AgentFrontend::CustomerCompanyDetailView::WidgetType###Customer*

```

---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  BusinessObjectType: CustomerUser
  Collapsed: 0
  Columns:
    Chat:
      IsVisible: 2
    ClosedTickets:
      IsVisible: 2
    CreateTicket:
      IsVisible: 2
    Edit:
      IsVisible: 2
    OpenTickets:
      IsVisible: 2
    SwitchToCustomer:
      IsVisible: 2
    UserCity:
      IsVisible: 1
    UserCountry:
      IsVisible: 1
    UserCustomerID:
      IsVisible: 2
    UserEmail:
      IsVisible: 2
    UserFirstname:
      IsVisible: 2
    UserLastname:
      IsVisible: 2
    UserLogin:
      IsVisible: 2
    UserMobile:
      IsVisible: 1
    UserStreet:
      IsVisible: 1
    UserZip:
      IsVisible: 1

```

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```
ValidID:
  IsVisible: 2
DefaultColumnOrder:
- UserFirstname
- UserLastname
- UserLogin
- UserEmail
- UserMobile
- UserCustomerID
- UserStreet
- UserZip
- UserCity
- UserCountry
- ValidID
- OpenTickets
- ClosedTickets
- Chat
- CreateTicket
- SwitchToCustomer
- Edit
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: UserLastname
  Direction: Up
  Type: BusinessObject
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::CustomerCompany::CustomerUserList
```

Frontend → *Agent* → *Route*

121.1 *AgentFrontend::Route###001-Framework*

Defines the application routes for the agent interface. Additional routes are defined by adding new items and specifying their parameters. “Group” and “GroupRo” arrays can be used to limit access of the route to members of certain groups with RW and RO permissions respectively. “Path” defines the relative path of the route. And “Alias” can be used for specifying an alternative path. “Component” is the path of the Vue component responsible for displaying the route content, relative to the Components/Route folder in the app. “Props” can be used to signal that the path contain dynamic segments, and that their values should be bound to the component as props (use “1” to turn on this feature).

:

```
---
- Alias: /dashboard
  Component: Dashboard
  Group: []
  GroupRo: []
  Path: /
  Props: '1'
- Alias: ''
  Component: Search
  Group: []
  GroupRo: []
  Path: /search/:searchQuery
  Props: '1'
- Alias: ''
  Component: StatisticReportOverview
  Group: []
  GroupRo: []
  Path: /statistic-report
  Props: '1'
```

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```
- Alias: /statistic/update/:itemId
  Component: StatisticCreateUpdateView
  Group: []
  GroupRo: []
  Path: /statistic/create/:itemId?
  Props: '1'
- Alias: /statistic-report/update/:itemId
  Component: StatisticReportCreateUpdateView
  Group: []
  GroupRo: []
  Path: /statistic-report/create/:itemId?
  Props: '1'
- Alias: ''
  Component: TicketDetailView
  Group: []
  GroupRo: []
  Path: /ticket/:itemId
  Props: '1'
- Alias: ''
  Component: TicketListView
  Group: []
  GroupRo: []
  Path: /tickets/:type/:name?
  Props: '1'
- Alias: ''
  Component: TicketCreateEmail
  Group: []
  GroupRo: []
  Path: /ticket/create/email
  Props: '1'
- Alias: ''
  Component: TicketCreatePhone
  Group: []
  GroupRo: []
  Path: /ticket/create/phone
  Props: '1'
- Alias: ''
  Component: TicketCreateSMS
  Group: []
  GroupRo: []
  Path: /ticket/create/sms
  Props: '1'
- Alias: ''
  Component: TicketCreateProcess
  Group: []
  GroupRo: []
  Path: /ticket/create/process
  Props: '1'
- Alias: ''
  Component: KnowledgeBaseArticleDetailView
  Group: []
  GroupRo: []
```

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```

Path: /knowledge-base-article/:itemId
Props: '1'
- Alias: ''
Component: KnowledgeBaseArticleCreate
Group: []
GroupRo: []
Path: /knowledge-base/article/create
Props: '1'
- Alias: ''
Component: KnowledgeBaseArticleListView
Group: []
GroupRo: []
Path: /knowledge-base-articles/:type/:name?
Props: '1'
- Alias: ''
Component: WebNotificationListView
Group: []
GroupRo: []
Path: /notifications/:notificationId?
Props: '1'
- Alias: ''
Component: CustomerUserCreate
Group: []
GroupRo: []
Path: /customer/user/create
Props: '1'
- Alias: ''
Component: CustomerUserDetailView
Group: []
GroupRo: []
Path: /customer/user/:itemId
Props: '1'
- Alias: ''
Component: CustomerUserListView
Group: []
GroupRo: []
Path: /customers/user/:type/:name?
Props: '1'
- Alias: ''
Component: CustomerCompanyListView
Group: []
GroupRo: []
Path: /customers/:type/:name?
Props: '1'
- Alias: ''
Component: CustomerCompanyCreate
Group: []
GroupRo: []
Path: /customer/create
Props: '1'
- Alias: ''
Component: CustomerCompanyDetailView

```

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```
Group: []
GroupRo: []
Path: /customer/:itemId
Props: '1'
- Alias: ''
  Component: CalendarOverview
  Group: []
  GroupRo: []
  Path: /calendar
  Props: '1'
```


122.1 *AgentFrontend::Search###DefaultConfig*

```
---
ActiveFilters: {}
AllowGETConfig:
- SortBy
- FilterPresets
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Search
Changeable: 1
Columns:
  Result:
    IsVisible: 2
  Source:
    IsVisible: 2
  Type:
    IsVisible: 2
DefaultColumnOrder:
- Type
- Result
- Source
DefaultFilterPresetFields:
  DocumentType:
    Value: ''
FilterPresets: {}
```

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```
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Relevance
  Direction: Down
Type: BusinessObject
```

Frontend → *Agent* → *Ticket*

123.1 *AgentFrontend::Ticket::AccountedTime*

Activates the time accounting.

.
:

1

123.2 *AgentFrontend::Ticket::IncludeUnknownTicketCustomers*

.
:

0

123.3 *AgentFrontend::Ticket::NeedAccountedTime*

. , ()
:

```
0
```

123.4 *AgentFrontend::Ticket::TimeUnits*

```
( . , , ).
```

```
.  
:
```

```
(work units)
```

123.5 *AgentFrontend::TicketDetailView::Property###StateType*

```
.  
:
```

```
----  
- new  
- open  
- closed  
- pending reminder  
- pending auto
```

Frontend → Agent → View → Calendar → AppointmentCreate

124.1 Forms###AgentFrontend::Calendar::AppointmentCreate::Properties

Configurable form for the Add Appointment action.

:

```
---
- Collapsible: 1
  Fields:
  - Name: CalendarID
  - Name: Title
  - Name: Description
  - Name: Location
  Label: Basic Information
- Collapsible: 1
  Fields:
  - Name: TeamID
  - Name: ResourceID
  Label: Resource
- Collapsible: 1
  Fields:
  - Name: AllDay
  - Name: StartTime
  - Name: EndTime
  - Name: Recurrence
  Label: Date & Time
- Collapsible: 1
  Fields:
  - Name: Notification
  Label: Notification
```

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<ul style="list-style-type: none">- Collapsible: 1Fields:<ul style="list-style-type: none">- Name: TicketPluginLabel: Linked Tickets
--

Frontend → *Agent* → *View* → *Calendar* → *AppointmentUpdate*

125.1 Forms###AgentFrontend::Calendar::AppointmentUpdate::Properties

Configurable form for the Edit Appointment action.

:

```
---
- Collapsible: 1
  Fields:
  - Name: CalendarID
  - Name: Title
  - Name: Description
  - Name: Location
  Label: Basic Information
- Collapsible: 1
  Fields:
  - Name: TeamID
  - Name: ResourceID
  Label: Resource
- Collapsible: 1
  Fields:
  - Name: AllDay
  - Name: StartTime
  - Name: EndTime
  - Name: Recurrence
  Label: Date & Time
- Collapsible: 1
  Fields:
  - Name: Notification
  Label: Notification
```

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<ul style="list-style-type: none">- Collapsible: 1Fields:<ul style="list-style-type: none">- Name: TicketPluginLabel: Linked Tickets
--

Frontend → Agent → View → CalendarOverview

126.1 AgentFrontend::CalendarOverview###001-Framework

The default column layout configuration for the Calendar Overview.

```
---
BusinessObjectType: Calendar
ColumnLayout:
  OneColumn:
    '1':
      - Name: AppointmentsToday
      - Name: AppointmentsThisWeek
      - Name: AppointmentsThisMonth
  ThreeColumns:
    '1':
      - Name: AppointmentsToday
    '2':
      - Name: AppointmentsThisWeek
    '3':
      - Name: AppointmentsThisMonth
  TwoColumns:
    '1':
      - Name: AppointmentsToday
    '2':
      - Name: AppointmentsThisWeek
Type: BusinessObjectOverview
```

126.2 *AgentFrontend::CalendarOverview###100-Custom*

User-defined configuration extensions for the column layouts of the Calendar Overview. The individual keys overwrite existing keys.

:

```
--- {}
```

126.3 *AgentFrontend::CalendarOverview::Widget###AppointmentsThisMonth*

:

```
---
Config:
  Active: 1
  Config:
    AgendaView: Month
    DefaultView: Timeline
    GridView: Month
    TimelineView: Month
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Appointments This Month
Group: []
Type: CalendarView
```

126.4 *AgentFrontend::CalendarOverview::Widget###AppointmentsThisWeek*

:

```
---
Config:
  Active: 1
  Config:
    AgendaView: Week
    DefaultView: Grid
    GridView: Week
    TimelineView: Week
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
```

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```
Title: Appointments This Week
Group: []
Type: CalendarView
```

126.5 AgentFrontend::CalendarOverview::Widget###AppointmentsToday

:

```
----
Config:
  Active: 1
  Config:
    AgendaView: Day
    DefaultView: Agenda
    GridView: Day
    TimelineView: Day
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Appointments Today
Group: []
Type: CalendarView
```

126.6 AgentFrontend::Dashboard::Widget###CalendarView

:

```
----
Config:
  Active: 1
  Config:
    DefaultView: Grid
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Appointments
Group: []
Type: CalendarView
```

126.7 *AgentFrontend::WidgetType###CalendarView*

```
---  
Config:  
  ActiveCalendarLimit: 10  
  AgendaView: Day  
  Collapsed: 0  
  GridView: Week  
  Hidden: 0  
  TimelineView: Month  
Module: Kernel::WebApp::Util::BusinessObject::Widget::CalendarView
```

Frontend → Agent → View → CalendarOverview → Action

127.1 AgentFrontend::Calendar::Action###AddAppointment

.
.
:

```
---  
ClusterName: Organization  
ClusterPriority: '100'  
Component: AddAppointment  
Description: Add an appointment  
Group: []  
GroupRo: []  
Module: Kernel::WebApp::Util::BusinessObject::Action::Calendar::AddAppointment  
Name: Add Appointment
```

127.2 AgentFrontend::Calendar::Action###EditAppointment

.
.
:

```
---  
Component: EditAppointment  
Description: Edit an appointment  
Group: []  
GroupRo: []
```

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```
Module: ↳
↳Kernel::WebApp::Util::BusinessObject::Action::Calendar::EditAppointment
Name: Edit Appointment
```

Frontend → Agent → View → CustomerAddressBookList

128.1 *AgentFrontend::CustomerCompanyAddressBookList###DefaultConfig*

```
---
ActiveFilters:
  Valid:
    Value: 1
AvailableDynamicFieldFilters: []
BusinessObjectType: CustomerCompany
Columns:
  CustomerCompanyCity:
    IsVisible: 2
  CustomerCompanyCountry:
    IsVisible: 1
  CustomerCompanyName:
    IsVisible: 2
  CustomerCompanyStreet:
    IsVisible: 1
  CustomerCompanyURL:
    IsVisible: 1
  CustomerCompanyZIP:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
DefaultColumnOrder:
- CustomerID
- CustomerCompanyName
```

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```
- CustomerCompanyStreet
- CustomerCompanyZIP
- CustomerCompanyCity
- CustomerCompanyCountry
- CustomerCompanyURL
DefaultFilterPresetFields:
  CustomerCompanyName:
    Value: ''
  CustomerID:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: CustomerID
  Direction: Up
Type: BusinessObject
```

Frontend → Agent → View → CustomerCompanyDetailView

129.1 *AgentFrontend::CustomerCompanyDetailView###001-Framework*

The default column layout configuration for the customer detail view.

:

```
---
BusinessObjectType: CustomerCompany
ColumnLayout:
  OneColumn:
    '1':
      - Name: CustomerInformation
      - Name: EscalatedTickets
      - Name: ReminderTickets
      - Name: OpenTickets
      - Name: CustomerUserList
  ThreeColumns:
    '1':
      - Name: CustomerInformation
    '2':
      - Name: CustomerUserList
    '3':
      - Name: EscalatedTickets
      - Name: ReminderTickets
      - Name: OpenTickets
  TwoColumns:
    '1':
      - Name: CustomerInformation
```

(continues on next page)

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```

- Name: CustomerUserList
  '2':
- Name: EscalatedTickets
- Name: ReminderTickets
- Name: OpenTickets
Type: BusinessObjectDetailView

```

129.2 *AgentFrontend::CustomerCompanyDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the customer detail view. The individual keys overwrite existing keys.

:

```

--- {}

```

129.3 *AgentFrontend::CustomerCompanyDetailView::Widget###CustomerInform*

:

```

---
Config:
  Active: 1
  Config:
    Properties:
      - CustomerID
      ShowPropertyOnEmpty: 0
  IsAlwaysPresent: 0
  IsDuplicatable: 0
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation

```

129.4 *AgentFrontend::CustomerCompanyDetailView::Widget###CustomerUser*

:

```

---
Config:
  Active: 1

```

(continues on next page)

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```

Config: {}
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Customer Users
Group: []
Type: CustomerUserList

```

129.5 AgentFrontend::CustomerCompanyDetailView::Widget###EscalatedTicke

```

---
Config:
Active: 1
Config:
ActiveFilters:
TicketEscalation_DateTimeRelative:
Value:
Format: minute
Point: 1
Start: Before
Columns:
Age:
IsVisible: 1
Changed:
IsVisible: 1
Created:
IsVisible: 2
CustomerCompanyName:
IsVisible: 1
CustomerID:
IsVisible: 1
CustomerName:
IsVisible: 1
CustomerUserID:
IsVisible: 1
EscalationResponseTime:
IsVisible: 1
EscalationSolutionTime:
IsVisible: 1
EscalationTime:
IsVisible: 2
EscalationUpdateTime:
IsVisible: 1
Lock:
IsVisible: 1

```

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```
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 1
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
SortBy:
  - Column: EscalationTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Escalations
Group: []
Type: TicketList
```

129.6 *AgentFrontend::CustomerCompanyDetailView::Widget###OpenTickets*

(continued from previous page)

```

TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Open Tickets
Group: []
Type: TicketList

```

129.7 AgentFrontend::CustomerCompanyDetailView::Widget###ReminderTicke

:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:

```

(continues on next page)

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```
    IsVisible: 2
CustomerCompanyName:
    IsVisible: 1
CustomerID:
    IsVisible: 1
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
Lock:
    IsVisible: 1
Owner:
    IsVisible: 1
PendingTime:
    IsVisible: 2
Priority:
    IsVisible: 2
Queue:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
```

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```

    Value:
      - 1
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
  SortBy:
    - Column: PendingTime
      Direction: Down
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Reminders
Group: []
Type: TicketList

```

129.8 *AgentFrontend::CustomerCompanyDetailView::Widget###TicketList*

:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Ticket List
Group: []
Type: TicketList

```

129.9 *AgentFrontend::CustomerCompanyDetailView::WidgetType###TicketList*

:

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0

```

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```
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  Lock:
    IsVisible: 2
  Owner:
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsVisible: 2
  Queue:
    IsVisible: 2
  Responsible:
    IsVisible: 1
  SLA:
    IsVisible: 1
  Sender:
    IsVisible: 2
  Service:
    IsVisible: 1
  State:
    IsVisible: 2
  Subject:
    IsVisible: 1
  TicketNumber:
    IsVisible: 1
  Title:
    IsVisible: 2
  Type:
    IsVisible: 1
  Watch:
```

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```
    IsVisible: 2
DefaultColumnOrder:
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::CustomerCompany::TicketList
```

Frontend → Agent → View → CustomerCompanyDetailView → Action

130.1 *AgentFrontend::CustomerCompany::Action###AddCustomerUser*

Registration of the Add Customer User action.

:

```
----
ClusterName: People
ClusterPriority: '300'
Component: AddCustomerUser
Description: Add customer user
Group: []
GroupRo: []
Module:␣
  ↪Kernel::WebApp::Util::BusinessObject::Action::CustomerCompany::AddCustomerUser
Name: Add Customer User
```

130.2 *AgentFrontend::CustomerCompany::Action###Edit*

:

```
----
ClusterName: Organization
ClusterPriority: '200'
Component: Edit
```

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Description: Edit this customer Group: [] GroupRo: [] Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerCompany::Edit Name: Edit Customer

Frontend → Agent → View → CustomerCompanyList

131.1 *AgentFrontend::CustomerCompanyList::Legacylist###DefaultConfig*

Default customer list configuration for the Valid Customers static type.

:

```
---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: CustomerCompany
Columns:
  ClosedTickets:
    IsVisible: 2
  CustomerCompanyCity:
    IsVisible: 2
  CustomerCompanyCountry:
    IsVisible: 1
  CustomerCompanyName:
    IsVisible: 2
  CustomerCompanyStreet:
    IsVisible: 1
  CustomerCompanyURL:
    IsVisible: 1
  CustomerCompanyZIP:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  Edit:
    IsVisible: 2
  OpenTickets:
    IsVisible: 2
```

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```
ValidID:
  IsVisible: 2
DefaultColumnOrder:
- CustomerID
- CustomerCompanyName
- CustomerCompanyStreet
- CustomerCompanyZIP
- CustomerCompanyCity
- CustomerCompanyCountry
- CustomerCompanyURL
- ValidID
- OpenTickets
- ClosedTickets
- Edit
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: CustomerID
  Direction: Up
Type: BusinessObject
```

Frontend → *Agent* → *View* → *CustomerCreate*

132.1 *AgentFrontend::CustomerCompanyCreate###001-Framework*

The default column layout configuration for the Create Customer screen.

:

```
---
BusinessObjectType: CustomerCompany
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

132.2 *AgentFrontend::CustomerCompanyCreate###100-Custom*

User-defined configuration extensions for the column layouts of the Create Customer screen. The individual keys overwrite existing keys.

:

```
--- {}
```

132.3 *AgentFrontend::CustomerCompanyCreate::Widget###CreateProperties*

:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

132.4 *AgentFrontend::CustomerCompanyCreate::WidgetType###CreatePropert*

:

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::CreateProperties
```

132.5 *Forms###AgentFrontend::CustomerCompanyCreate::Properties*

:

```
---
- ColumnLayout: 2
  Fields:
  - Collapsible: 1
    Fields:
    - Name: DataSource
      Label: Data Source
```

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- Collapsible: 1
Fields:
 - Name: CustomerCompanyName
 - Name: CustomerID
 - Name: ValidIDLabel: Customer Information
- Collapsible: 1
Fields:
 - Name: CustomerCompanyStreet
 - Name: CustomerCompanyZIP
 - Name: CustomerCompanyCity
 - Name: CustomerCompanyCountryLabel: Address
- ColumnLayout: 2
Fields:
 - Collapsible: 1
Fields:
 - Name: CustomerCompanyURL
 - Name: CustomerCompanyCommentLabel: Miscellaneous

Frontend → Agent → View → CustomerUpdate

133.1 Forms###AgentFrontend::CustomerCompanyUpdate::Properties

```
---
- Collapsible: 1
  Fields:
  - Name: CustomerCompanyName
  - Name: CustomerID
  - Name: ValidID
  Label: Customer Information
- Collapsible: 1
  Fields:
  - Name: CustomerCompanyStreet
  - Name: CustomerCompanyZIP
  - Name: CustomerCompanyCity
  - Name: CustomerCompanyCountry
  Label: Address
- Collapsible: 1
  Fields:
  - Name: CustomerCompanyURL
  - Name: CustomerCompanyComment
  Label: Miscellaneous
```

Frontend → Agent → View → CustomerUserAddressBookList

134.1 AgentFrontend::CustomerUserAddressBookList::Email###DefaultConfig

```
---
ActiveFilters:
  Valid:
    Value: 1
AvailableDynamicFieldFilters: []
BusinessObjectType: CustomerUser
Columns:
  UserCustomerID:
    IsVisible: 2
  UserEmail:
    IsVisible: 2
  UserFirstname:
    IsVisible: 2
  UserLastname:
    IsVisible: 2
  UserLogin:
    IsVisible: 2
DefaultColumnOrder:
- UserFirstname
- UserLastname
- UserLogin
- UserEmail
- UserCustomerID
DefaultFilterPresetFields:
```

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```

UserCustomerID:
  Value: ''
UserEmail:
  Value: ''
UserFirstname:
  Value: ''
UserLastname:
  Value: ''
UserLogin:
  Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: UserLogin
  Direction: Up
Type: BusinessObject

```

134.2 AgentFrontend::CustomerUserAddressBookList::SMS###DefaultConfig

SMS

:

```

---
ActiveFilters:
  Valid:
    Value: 1
AvailableDynamicFieldFilters: []
BusinessObjectType: CustomerUser
Columns:
  UserCustomerID:
    IsVisible: 2
  UserFirstname:
    IsVisible: 2
  UserLastname:
    IsVisible: 2
  UserLogin:
    IsVisible: 2
  UserMobile:
    IsVisible: 2
DefaultColumnOrder:
- UserFirstname
- UserLastname
- UserLogin
- UserMobile
- UserCustomerID
DefaultFilterPresetFields:

```

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```
UserCustomerID:
  Value: ''
UserFirstname:
  Value: ''
UserLastname:
  Value: ''
UserLogin:
  Value: ''
UserMobile:
  Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: UserLogin
  Direction: Up
Type: BusinessObject
```

Frontend → Agent → View → CustomerUserCreate

135.1 *AgentFrontend::CustomerUserCreate###001-Framework*

:

```

---
BusinessObjectType: CustomerUser
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate

```

135.2 *AgentFrontend::CustomerUserCreate###100-Custom*

User-defined configuration extensions for the column layouts of the Create Customer User screen. The individual keys overwrite existing keys.

:

```
--- {}
```

135.3 *AgentFrontend::CustomerUserCreate::Widget###CreateProperties*

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

135.4 *AgentFrontend::CustomerUserCreate::WidgetType###CreateProperties*

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::CreateProperties
```

135.5 *Forms###AgentFrontend::CustomerUserCreate::Properties*

Configurable form for the Properties widget of the Create Customer User screen.

```
---
- ColumnLayout: 2
  Fields:
  - Collapsible: 1
    Fields:
    - Name: DataSource
      Label: Data Source
```

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```
- Collapsible: 1
  Fields:
  - Name: UserTitle
  - Name: UserFirstname
  - Name: UserLastname
  - Name: UserEmail
  - Name: UserCustomerID
  - Name: UserPhone
  - Name: UserFax
  - Name: UserMobile
  Label: Personal Information
- Collapsible: 1
  Fields:
  - Name: UserStreet
  - Name: UserZip
  - Name: UserCity
  - Name: UserCountry
  Label: Address
- Collapsible: 1
  Fields:
  - Name: UserLogin
  - Name: UserPassword
  - Name: ValidID
  Label: Login Credentials
- ColumnLayout: 2
  Fields:
  - Collapsible: 1
    Fields:
    - Name: Preference_LoginForbidden
    - Fields:
      - ColumnLayout: 2
        Name: Preference_PGP
      - ColumnLayout: 2
        Name: Preference_SMIME
    - Name: Preference_TwoFactor
  Label: Security
- Collapsible: 1
  Fields:
  - Name: UserComment
  Label: Miscellaneous
```

Frontend → Agent → View → CustomerUserDetailView

136.1 *AgentFrontend::CustomerUserDetailView###001-Framework*

The default column layout configuration for the customer user detail view.

:

```
---
BusinessObjectType: CustomerUser
ColumnLayout:
  OneColumn:
    '1':
      - Name: CustomerInformation
      - Name: EscalatedTickets
      - Name: ReminderTickets
      - Name: OpenTickets
  ThreeColumns:
    '1':
      - Name: CustomerInformation
    '2':
      - Name: EscalatedTickets
    '3':
      - Name: ReminderTickets
      - Name: OpenTickets
  TwoColumns:
    '1':
      - Name: CustomerInformation
    '2':
      - Name: EscalatedTickets
      - Name: ReminderTickets
```

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```

- Name: OpenTickets
Type: BusinessObjectDetailView

```

136.2 *AgentFrontend::CustomerUserDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the customer user detail view. The individual keys overwrite existing keys.

:

```

--- {}

```

136.3 *AgentFrontend::CustomerUserDetailView::Widget###CustomerInformation*

:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 0
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation

```

136.4 *AgentFrontend::CustomerUserDetailView::Widget###EscalatedTickets*

:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketEscalation_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before

```

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```
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 1
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 2
  EscalationUpdateTime:
    IsVisible: 1
  Lock:
    IsVisible: 1
  Owner:
    IsVisible: 1
  PendingTime:
    IsVisible: 1
  Priority:
    IsVisible: 2
  Queue:
    IsVisible: 1
  SLA:
    IsVisible: 1
  Sender:
    IsVisible: 1
  Service:
    IsVisible: 1
  State:
    IsVisible: 1
  Subject:
    IsVisible: 1
  TicketNumber:
    IsVisible: 2
  Title:
    IsVisible: 2
  Type:
    IsVisible: 1
  Watch:
    IsVisible: 1
  FilterPresets:
```

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```

Locked:
  LockIDs:
    Value:
      - 2
Unlocked:
  LockIDs:
    Value:
      - 1
Unread:
  AgentTicketFlagSeen:
    Value: Unread
SortBy:
  - Column: EscalationTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Escalations
Group: []
Type: TicketList

```

136.5 *AgentFrontend::CustomerUserDetailView::Widget###OpenTickets*

:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      StateType:
        Value: Open
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1
      CustomerName:
        IsVisible: 1
      CustomerUserID:
        IsVisible: 1

```

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```

EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
Lock:
  IsVisible: 1
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Open Tickets

```

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```
Group: []
Type: TicketList
```

136.6 AgentFrontend::CustomerUserDetailView::Widget###ReminderTickets

```
----
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1
      CustomerName:
        IsVisible: 1
      CustomerUserID:
        IsVisible: 1
      EscalationResponseTime:
        IsVisible: 1
      EscalationSolutionTime:
        IsVisible: 1
      EscalationTime:
        IsVisible: 1
      EscalationUpdateTime:
        IsVisible: 1
      Lock:
        IsVisible: 1
      Owner:
        IsVisible: 1
      PendingTime:
        IsVisible: 2
      Priority:
```

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```

    IsVisible: 2
Queue:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
SortBy:
  - Column: PendingTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Reminders
Group: []
Type: TicketList

```

136.7 *AgentFrontend::CustomerUserDetailView::Widget###TicketList*

:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Ticket List
Group: []
Type: TicketList
```

136.8 *AgentFrontend::CustomerUserDetailView::WidgetType###TicketList*

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 2
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 2
```

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```
Owner:
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 2
Responsible:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsVisible: 1
State:
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
```

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```
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::CustomerUser::TicketList
```

Frontend → Agent → View → CustomerUserDetailView → Action

137.1 AgentFrontend::CustomerUser::Action###Chat

```
---
ClusterName: Communication
ClusterPriority: '400'
Component: Chat
Description: Start chat
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::Chat
Name: Start Chat
```

137.2 AgentFrontend::CustomerUser::Action###Edit

```
---
ClusterName: Organization
ClusterPriority: '100'
Component: Edit
Description: Edit customer user
```

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```

Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::Edit
Name: Edit Customer User

```

137.3 AgentFrontend::CustomerUser::Action###EmailTicket

```

---
ClusterName: Communication
ClusterPriority: '200'
Component: EmailTicket
Description: Create email ticket
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::EmailTicket
Name: Create Email Ticket

```

137.4 AgentFrontend::CustomerUser::Action###PhoneTicket

```

---
ClusterName: Communication
ClusterPriority: '100'
Component: PhoneTicket
Description: Create phone ticket
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::PhoneTicket
Name: Create Phone Ticket

```

137.5 AgentFrontend::CustomerUser::Action###SMSTicket

SMS


```

---
ClusterName: Communication
ClusterPriority: '300'
Component: SMSTicket
Description: Create SMS ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::SMSTicket
Name: Create SMS Ticket

```

137.6 *AgentFrontend::CustomerUser::Action###SwitchToCustomerUser*

Registration of the Login as Customer User action.

```

.
:

```

```

---
ClusterName: Views
ClusterPriority: '100'
Component: SwitchToCustomerUser
Description: Login as customer user
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::SwitchToCustomerUser
Name: Login as Customer User

```

Frontend → Agent → View → CustomerUserList

138.1 *AgentFrontend::CustomerUserList::Legacylist###DefaultConfig*

Default customer user list configuration for the Valid Customer Users static type.

:

```
---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: CustomerUser
Collapsed: 0
Columns:
  Chat:
    IsVisible: 2
  ClosedTickets:
    IsVisible: 2
  CreateTicket:
    IsVisible: 2
  Edit:
    IsVisible: 2
  OpenTickets:
    IsVisible: 2
  SwitchToCustomer:
    IsVisible: 2
  UserCity:
    IsVisible: 1
  UserCountry:
    IsVisible: 1
  UserCustomerID:
    IsVisible: 2
  UserEmail:
```

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```
    IsVisible: 2
  UserFirstname:
    IsVisible: 2
  UserLastname:
    IsVisible: 2
  UserLogin:
    IsVisible: 2
  UserMobile:
    IsVisible: 1
  UserStreet:
    IsVisible: 1
  UserZip:
    IsVisible: 1
  ValidID:
    IsVisible: 2
DefaultColumnOrder:
- UserFirstname
- UserLastname
- UserLogin
- UserEmail
- UserMobile
- UserCustomerID
- UserStreet
- UserZip
- UserCity
- UserCountry
- ValidID
- OpenTickets
- ClosedTickets
- Chat
- CreateTicket
- SwitchToCustomer
- Edit
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: UserLogin
  Direction: Up
Type: BusinessObject
```

Frontend → Agent → View → CustomerUserUpdate

139.1 Forms###AgentFrontend::CustomerUserUpdate::Properties

```
---
- Collapsible: 1
  Fields:
  - Name: UserTitle
  - Name: UserFirstname
  - Name: UserLastname
  - Name: UserEmail
  - Name: UserCustomerID
  - Name: UserPhone
  - Name: UserFax
  - Name: UserMobile
  Label: Personal Information
- Collapsible: 1
  Fields:
  - Name: UserStreet
  - Name: UserZip
  - Name: UserCity
  - Name: UserCountry
  Label: Address
- Collapsible: 1
  Fields:
  - Name: UserLogin
  - Name: UserPassword
  - Name: ValidID
```

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```
Label: Login Credentials
- Collapsible: 1
Fields:
- Name: Preference_LoginForbidden
- Fields:
  - ColumnLayout: 2
    Fields:
    - Name: Preference_PGP
  - ColumnLayout: 2
    Fields:
    - Name: Preference_SMIME
- Name: Preference_TwoFactor
Label: Security
- Collapsible: 1
Fields:
- Name: UserComment
Label: Miscellaneous
```

Frontend → Agent → View → Dashboard

140.1 *AgentFrontend::Dashboard###001-Framework*

The default column layout configuration for the Dashboard.

```
---
BusinessObjectType: Dashboard
ColumnLayout:
  OneColumn:
    '1':
      - Name: QueueOverview
      - Name: EscalatedTickets
      - Name: ReminderTickets
      - Name: UnlockedTickets
      - Name: CalendarView
      - Name: DashboardPeople
      - Name: RecentlyUpdatedKnowledgeBaseArticles
      - Name: News
  ThreeColumns:
    '1':
      - Name: EscalatedTickets
      - Name: ReminderTickets
      - Name: OpenTickets
    '2':
      - Name: CalendarView
      - Name: DashboardPeople
      - Name: RecentlyUpdatedKnowledgeBaseArticles
    '3':
      - Name: QueueOverview
```

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```

- Name: News
TwoColumns:
  '1':
- Name: EscalatedTickets
- Name: ReminderTickets
- Name: OpenTickets
  '2':
- Name: QueueOverview
- Name: CalendarView
- Name: DashboardPeople
- Name: RecentlyUpdatedKnowledgeBaseArticles
- Name: News
Type: BusinessObjectOverview

```

140.2 *AgentFrontend::Dashboard###100-Custom*

User-defined configuration extensions for the column layouts of the Dashboard. The individual keys overwrite existing keys.

:

```
--- {}
```

140.3 *AgentFrontend::Dashboard::Widget###CustomerList*

:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer List
Group: []
Type: CustomerCompanyList

```

140.4 *AgentFrontend::Dashboard::Widget###CustomerUserList*

:


```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User List
Group: []
Type: CustomerUserList

```

140.5 *AgentFrontend::Dashboard::Widget###DashboardIframe*

IFRAME.

:

```

---
Config:
  Active: 1
  Config: {}
  IsVisible: 1
  Title: A Website
Group: []
Type: DashboardIframe

```

140.6 *AgentFrontend::Dashboard::Widget###DashboardImage*

:

```

---
Config:
  Active: 1
  Config: {}
  IsVisible: 1
  Title: A Picture
Group: []
Type: DashboardImage

```

140.7 *AgentFrontend::Dashboard::Widget###DashboardPeople*

:

```
---
Config:
  Active: 1
  Config:
    ShowLists:
      - Agents
      - Customers
      - OutOfOffice
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: People
Group: []
Type: DashboardPeople
```

140.8 *AgentFrontend::Dashboard::Widget###EscalatedTickets*

:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketEscalation_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1
      CustomerName:
        IsVisible: 1
      CustomerUserID:
        IsVisible: 1
      EscalationResponseTime:
        IsVisible: 1
```

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```

EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 2
EscalationUpdateTime:
  IsVisible: 1
Lock:
  IsVisible: 1
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 1
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
SortBy:
  - Column: EscalationTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Escalations
Group: []
Type: TicketList

```

140.9 AgentFrontend::Dashboard::Widget###KnowledgeBaseArticleList

:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Knowledge Base Article List
Group: []
Type: KnowledgeBaseArticleList
```

140.10 *AgentFrontend::Dashboard::Widget###News*

:

```
---
Config:
  Active: 1
  Config: {}
  IsVisible: 1
  Title: News
Group: []
Type: News
```

140.11 *AgentFrontend::Dashboard::Widget###OpenTickets*

:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
      StateType:
        Value: Open
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
```

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```
    IsVisible: 1
CustomerID:
    IsVisible: 1
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
Lock:
    IsVisible: 1
Owner:
    IsVisible: 1
PendingTime:
    IsVisible: 1
Priority:
    IsVisible: 2
Queue:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 1
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - '2'
  Unlocked:
    LockIDs:
      Value:
        - '1'
```

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```

Unread:
  AgentTicketFlagSeen:
    Value: Unread
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Open Tickets
Group: []
Type: TicketList

```

140.12 *AgentFrontend::Dashboard::Widget###QueueOverview*

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Queue Metric
Group: []
Type: QueueOverview

```

140.13 *AgentFrontend::Dashboard::Widget###RecentlyUpdatedKnowledgeBas*

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ValidIDs:
        Value:
          - 1
    Columns:
      Category:
        IsVisible: 1
      Changed:
        IsVisible: 2

```

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```

Created:
  IsVisible: 2
Language:
  IsVisible: 1
Number:
  IsVisible: 2
State:
  IsVisible: 2
Title:
  IsVisible: 2
Valid:
  IsVisible: 1
SortBy:
  - Column: Changed
    Direction: Up
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Recently Updated Knowledge
Group: []
Type: KnowledgeBaseArticleList

```

140.14 *AgentFrontend::Dashboard::Widget###ReminderTickets*

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1

```

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```
CustomerName:
  IsVisible: 1
CustomerUserID:
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
Lock:
  IsVisible: 1
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 2
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
SortBy:
  - Column: PendingTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Reminders
Group: []
Type: TicketList
```


140.15 AgentFrontend::Dashboard::Widget###RunningProcesses

Default configuration for the Running Processes widget of the Dashboard.

:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      DynamicField_ProcessManagementProcessID:
        Value: '*'
    StateTypeIDs:
      Value:
        - '1'
        - '2'
        - '4'
        - '5'
  AvailableDynamicFieldFilters:
    - ProcessManagementProcessID
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 1
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    DynamicField_ProcessManagementActivityID:
      IsVisible: 2
    DynamicField_ProcessManagementProcessID:
      IsVisible: 2
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 1
    Owner:
      IsVisible: 1

```

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```
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 1
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - '2'
  Unlocked:
    LockIDs:
      Value:
        - '1'
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 0
Title: Running Processes
Group: []
Type: TicketList
```

140.16 *AgentFrontend::Dashboard::Widget###TicketList*

:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Ticket List
Group: []
Type: TicketList

```

140.17 AgentFrontend::Dashboard::Widget###UnlockedTickets

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      LockIDs:
        Value:
          - 1
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1
      CustomerName:
        IsVisible: 1
      CustomerUserID:
        IsVisible: 1
      EscalationResponseTime:
        IsVisible: 1
      EscalationSolutionTime:
        IsVisible: 1
      EscalationTime:
        IsVisible: 1
      EscalationUpdateTime:
        IsVisible: 1
      Lock:
        IsVisible: 1

```

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```

Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 2
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 1
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
FilterPresets:
  Closed:
    StateType:
      Value: Closed
  Open:
    StateType:
      Value: Open
LastUsedFilterPreset: Open
SortBy:
  - Column: CreateTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Unlocked
Group: []
Type: TicketList

```

140.18 *AgentFrontend::Dashboard::WidgetType###DashboardIframe*

IFRAME.

.

:

```

---
Config:
  Align: left
  Collapsed: 0
  Description: Some description
  Frameborder: 0
  Height: 800
  Hidden: 0
  Link: https://www.example.com
  LinkTitle: Example Site
  MarginHeight: 5
  MarginWidth: 5
  Scrolling: auto
  URL: https://www.example.com
  Width: 100%
Module: Kernel::WebApp::Util::BusinessObject::Widget::DashboardIframe

```

140.19 *AgentFrontend::Dashboard::WidgetType###DashboardImage*

```

---
Config:
  Collapsed: 0
  Description: Some description
  Height: 575
  Hidden: 0
  Link: https://otrs.com/
  LinkTitle: https://otrs.com/
  URL: https://corporate.otrs.com/wp-content/uploads/2019/03/OTRS-Logo.jpg
  Width: 862
Module: Kernel::WebApp::Util::BusinessObject::Widget::DashboardImage

```

140.20 *AgentFrontend::Dashboard::WidgetType###DashboardPeople*

```

---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::DashboardPeople

```

140.21 *AgentFrontend::Dashboard::WidgetType###KnowledgeBaseArticleList*

```
---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  BusinessObjectType: KnowledgeBaseArticle
  Collapsed: 0
  Columns:
    Category:
      isVisible: 1
    Changed:
      isVisible: 1
    Created:
      isVisible: 2
    Language:
      isVisible: 1
    Number:
      isVisible: 2
    State:
      isVisible: 2
    Title:
      isVisible: 2
    Valid:
      isVisible: 1
  DefaultColumnOrder:
  - Number
  - Title
  - Category
  - Language
  - State
  - Valid
  - Created
  - Changed
  FilterPresets: {}
  Hidden: 0
  HideAvailableFilters: []
  ItemsPerPage: 10
  Limit: 1000
  SortBy:
  - Column: Created
    Direction: Down
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticleList
```

140.22 *AgentFrontend::Dashboard::WidgetType###News*

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Sections:
  - CacheTTL: 1440
    Group: admin
    IsVisible: 1
    Title: Release Updates
    Type: ProductNews
  - CacheTTL: 360
    Group: ''
    IsVisible: 1
    Limit: 6
    Title: Internal News
    Type: OTRSNews
  - CacheTTL: 360
    Feeds:
      de: https://www.otrs.com/de/rss.xml
      default: https://www.otrs.com/en/rss.xml
      es: https://www.otrs.com/es/rss.xml
      nl: https://www.otrs.com/nl/rss.xml
      ru: https://www.otrs.com/ru/rss.xml
      zh: https://www.otrs.com/cn/rss.xml
    Group: ''
    IsVisible: 0
    Limit: 6
    Title: Custom RSS Feed
    Type: RSS
Module: Kernel::WebApp::Util::BusinessObject::Widget::Dashboard::News

```

140.23 *AgentFrontend::Dashboard::WidgetType###QueueOverview*

```

    „States”
    „QueuePermissionGroup”
    „CacheTTL”
    „PoolInterval”
    „CacheTTL”

```

```

---
Config:
  CacheTTL: 2
  Collapsed: 0

```

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```

Hidden: 0
PoolInterval: 30
QueuePermissionGroup: ''
SortBy:
- Column: Created
  Direction: Up
States:
- new
- open
- pending reminder
Module: Kernel::WebApp::Util::BusinessObject::Widget::Dashboard::QueueOverview

```

140.24 *AgentFrontend::Dashboard::WidgetType###Statistic*

```

---
Config:
  Collapsed: 0
  Hidden: 0
IsDynamic: '1'
Module: Kernel::WebApp::Util::BusinessObject::Widget::Statistic

```

140.25 *AgentFrontend::Dashboard::WidgetType###TicketList*

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2

```

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```
CustomerCompanyName:
  IsVisible: 1
CustomerID:
  IsVisible: 2
CustomerName:
  IsVisible: 1
CustomerUserID:
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
Lock:
  IsVisible: 2
Owner:
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 2
Responsible:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsVisible: 1
State:
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- TicketNumber
- Title
- Priority
- Created
- Age
```

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```

- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
  - Column: Created
    Direction: Down
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::TicketList

```

140.26 *AgentFrontend::WidgetType###CustomerCompanyList*

```

---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  BusinessObjectType: CustomerCompany
  Collapsed: 0
  Columns:
    ClosedTickets:
      isVisible: 2
    CustomerCompanyCity:
      isVisible: 2

```

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```

CustomerCompanyCountry:
  IsVisible: 1
CustomerCompanyName:
  IsVisible: 2
CustomerCompanyStreet:
  IsVisible: 1
CustomerCompanyURL:
  IsVisible: 1
CustomerCompanyZIP:
  IsVisible: 1
CustomerID:
  IsVisible: 2
Edit:
  IsVisible: 2
OpenTickets:
  IsVisible: 2
ValidID:
  IsVisible: 2
DefaultColumnOrder:
- CustomerID
- CustomerCompanyName
- CustomerCompanyStreet
- CustomerCompanyZIP
- CustomerCompanyCity
- CustomerCompanyCountry
- CustomerCompanyURL
- ValidID
- OpenTickets
- ClosedTickets
- Edit
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: CustomerID
  Direction: Up
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::CustomerCompanyList

```

140.27 *AgentFrontend::WidgetType###CustomerUserList*

```

---
Config:

```

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```
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: CustomerUser
Collapsed: 0
Columns:
  Chat:
    IsVisible: 2
  ClosedTickets:
    IsVisible: 2
  CreateTicket:
    IsVisible: 2
  Edit:
    IsVisible: 2
  OpenTickets:
    IsVisible: 2
  SwitchToCustomer:
    IsVisible: 2
  UserCity:
    IsVisible: 1
  UserCountry:
    IsVisible: 1
  UserCustomerID:
    IsVisible: 2
  UserEmail:
    IsVisible: 2
  UserFirstname:
    IsVisible: 2
  UserLastname:
    IsVisible: 2
  UserLogin:
    IsVisible: 2
  UserMobile:
    IsVisible: 1
  UserStreet:
    IsVisible: 1
  UserZip:
    IsVisible: 1
  ValidID:
    IsVisible: 2
DefaultColumnOrder:
- UserFirstname
- UserLastname
- UserLogin
- UserEmail
- UserMobile
- UserCustomerID
- UserStreet
- UserZip
- UserCity
- UserCountry
- ValidID
- OpenTickets
```

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```
- ClosedTickets
- Chat
- CreateTicket
- SwitchToCustomer
- Edit
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: UserLogin
  Direction: Up
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::CustomerUserList
```

Frontend → Agent → View → KnowledgeBaseArticleCreate

141.1 *AgentFrontend::KnowledgeBaseArticleCreate###001-Framework*

The default column layout configuration for the Create Knowledge Base Article screen.

:

```

---
BusinessObjectType: KnowledgeBaseArticle
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate

```

141.2 *AgentFrontend::KnowledgeBaseArticleCreate###100-Custom*

User-defined configuration extensions for the column layouts of the Create Knowledge Base Article screen. The individual keys overwrite existing keys.

:

```
--- {}
```

141.3 *AgentFrontend::KnowledgeBaseArticleCreate::Widget###CreateProperties*

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

141.4 *AgentFrontend::KnowledgeBaseArticleCreate::WidgetType###CreateProperties*

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module:
  ↪Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::CreateProperties
```

141.5 *Forms###AgentFrontend::KnowledgeBaseArticleCreate::Properties*

```
---
- Collapsible: 1
  Fields:
  - ColumnLayout: 2
    Fields:
    - Name: Title
```

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- Name: Keywords
- Name: CategoryID
- Name: Approved
- ColumnLayout: 2
- Fields:
 - Name: StateID
 - Name: ValidID
 - Name: LanguageID
- Fields:
 - Name: Attachments
- Label: Properties
- Collapsible: 1
- Name: Field1Group
- Collapsible: 1
- Name: Field2Group
- Collapsible: 1
- Name: Field3Group
- Collapsible: 1
- Name: Field4Group
- Collapsible: 1
- Name: Field5Group
- Collapsible: 1
- Name: Field6Group

Frontend → Agent → View → KnowledgeBaseArticleDetailView

142.1 AgentFrontend::FAQ::Print###DynamicField

:

```
--- {}
```

142.2 AgentFrontend::KnowledgeBaseArticleDetailView###001-Framework

The default column layout configuration for the knowledge base article detail view.

:

```
---
BusinessObjectType: KnowledgeBaseArticle
ColumnLayout:
  OneColumn:
    '1':
      - Name: KBAItemField1
      - Name: KBAItemField2
      - Name: KBAItemField3
      - Name: KBAProperties
      - Name: KBALinkedObjects::Ticket
      - Name: KBALinkedObjects::KnowledgeBaseArticle
      - Name: KBALinkedObjects::CalendarAppointment
      - Name: KBAAttachments
```

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```

- Name: KBARating
- Name: KBAItemField6
ThreeColumns:
  '1':
- Name: KBAItemField1
- Name: KBAItemField2
  '2':
- Name: KBAItemField3
- Name: KBAAttachments
- Name: KBAProperties
  '3':
- Name: KBARating
- Name: KBALinkedObjects::Ticket
- Name: KBALinkedObjects::KnowledgeBaseArticle
- Name: KBALinkedObjects::CalendarAppointment
TwoColumns:
  '1':
- Name: KBAItemField1
- Name: KBAItemField2
- Name: KBAItemField3
- Name: KBAItemField6
- Name: KBAAttachments
  '2':
- Name: KBAProperties
- Name: KBARating
- Name: KBALinkedObjects::Ticket
- Name: KBALinkedObjects::KnowledgeBaseArticle
- Name: KBALinkedObjects::CalendarAppointment
Type: BusinessObjectDetailView

```

142.3 *AgentFrontend::KnowledgeBaseArticleDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the knowledge base article detail view. The individual keys overwrite existing keys.

:

```
--- {}
```

142.4 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAAttach*

:

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Attachments
Group: []
Type: KBAAttachments
```

142.5 AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField

:

```
---
Config:
  Active: 1
  Config:
    Field: Field1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field1
Group: []
Type: KBAItemField
```

142.6 AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField

:

```
---
Config:
  Active: 1
  Config:
    Field: Field2
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field2
Group: []
Type: KBAItemField
```

142.7 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField*

```
---
Config:
  Active: 1
  Config:
    Field: Field3
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field3
Group: []
Type: KBAItemField
```

142.8 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField*

```
---
Config:
  Active: 1
  Config:
    Field: Field4
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field4
Group: []
Type: KBAItemField
```

142.9 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField*

```
---
Config:
  Active: 1
  Config:
```

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```

Field: Field5
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Field5
Group: []
Type: KBAItemField

```

142.10 AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField

:

```

---
Config:
  Active: 1
  Config:
    Field: Field6
    IsAlwaysPresent: 0
    IsDuplicatable: 1
    IsVisible: 1
    Title: Field6
  Group: []
  Type: KBAItemField

```

142.11 AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBALinked

:

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::CalendarAppointment
    Columns:
      Age:
        IsVisible: 1
      AllDay:
        IsVisible: 1
      ChangeBy:
        IsVisible: 1
      ChangeTime:
        IsVisible: 1

```

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```

CreateBy:
  IsVisible: 1
CreateTime:
  IsVisible: 2
Description:
  IsVisible: 1
EndTime:
  IsVisible: 2
Location:
  IsVisible: 2
StartTime:
  IsVisible: 2
Title:
  IsVisible: 2
SortBy:
  - Column: CreateTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Linked Appointments
Group: []
Type: KBALinkedObjects

```

142.12 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBALinke*

:

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::KnowledgeBaseArticle
    SortBy:
      - Column: Created
        Direction: Down
    IsAlwaysPresent: 0
    IsDuplicatable: 1
    IsVisible: 1
    Title: Linked Knowledge Base Articles
  Group: []
  Type: KBALinkedObjects

```

142.13 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBALinke*

:

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::Ticket
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Open:
        StateType:
          Value: Open
    LastUsedFilterPreset: Open
    SortBy:
      - Column: Created
        Direction: Down
    IsAlwaysPresent: 0
    IsDuplicatable: 1
    IsVisible: 1
    Title: Linked Tickets
  Group: []
  Type: KBALinkedObjects

```

142.14 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAPrope*

:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Properties
  Group: []
  Type: KBAProperties

```

142.15 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBARating*

:

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Rating
Group: []
Type: KBARating
```

142.16 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###People*

```
---
Config:
  Active: 1
  Config:
    Collapsed: 0
    Hidden: 0
    Identifier:
      IsVisible: 0
      Name: KnowledgeBaseArticleNumber
    Properties:
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Category
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Keywords
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Validity
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Language
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Approval
      - IsVisible: 1
        Name: State
      - IsVisible: 1
        Name: Rating
      - IsVisible: 1
        Name: Created
      - IsVisible: 2
        Name: CreateBy
```

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```

- IsVisible: 1
  Name: Changed
- IsVisible: 2
  Name: ChangeBy
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: People
Group: []
Type: KBAProperties

```

142.17 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAL*

```

.
.
:

```

```

---
Config:
  BusinessObjectType: KnowledgeBaseArticle
  Collapsed: 0
  Hidden: 0
  Type: BusinessObject
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::ItemField

```

142.18 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAL*

```

.
.
:

```

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::LinkedObjects

```

142.19 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAL*

```

.
.
:

```

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Identifier:
    IsVisible: 1
    Name: KnowledgeBaseArticleNumber
  Properties:
    - IsInlineEditable: 0
      IsVisible: 2
      Name: Category
    - IsInlineEditable: 0
      IsVisible: 2
      Name: Keywords
    - IsInlineEditable: 0
      IsVisible: 2
      Name: Validity
    - IsInlineEditable: 0
      IsVisible: 2
      Name: Language
    - IsInlineEditable: 0
      IsVisible: 1
      Name: Approval
    - IsInlineEditable: 0
      IsVisible: 2
      Name: State
    - IsVisible: 2
      Name: Rating
    - IsVisible: 2
      Name: Created
    - IsVisible: 1
      Name: CreateBy
    - IsVisible: 2
      Name: Changed
    - IsVisible: 1
      Name: ChangeBy
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::Properties

```

142.20 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAF*

```

---
Config:
  BusinessObjectType: KnowledgeBaseArticle
  Collapsed: 0
  Hidden: 0

```

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```
Type: BusinessObject
Module: 
↔Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::Rating
```

Frontend → *Agent* → *View* → *KnowledgeBaseArticleDetailView* → *Action*

143.1 *AgentFrontend::KnowledgeBaseArticle::Action###Delete*

:

```
---
ClusterName: Organization
ClusterPriority: '300'
Component: Delete
Description: Delete this knowledge base article
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::Delete
Name: Delete Knowledge Base Article
```

143.2 *AgentFrontend::KnowledgeBaseArticle::Action###Edit*

:

```
---
ClusterName: Organization
ClusterPriority: '100'
Component: Edit
Description: Edit this knowledge base article
Group: []
GroupRo: []
```

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```
Module:␣
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::Edit
Name: Edit Knowledge Base Article
```

143.3 *AgentFrontend::KnowledgeBaseArticle::Action###History*

Registration of the View History action.

:

```
---
ClusterName: Views
ClusterPriority: '100'
Component: History
Description: Show the history for this knowledge base article
Group: []
GroupRo: []
Module:␣
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::History
Name: View History
```

143.4 *AgentFrontend::KnowledgeBaseArticle::Action###Link*

Registration of the Link Objects action.

:

```
---
ClusterName: Organization
ClusterPriority: '200'
Component: Link
Description: Link this knowledge base article
Group: []
GroupRo: []
Module:␣
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::Link
Name: Link Objects
```

143.5 *AgentFrontend::KnowledgeBaseArticle::Action###Print*

:

```
---
ClusterName: Views
ClusterPriority: '200'
```

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```
Component: Print
Description: Print this knowledge base article
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::Print
Name: Print Knowledge Base Article
```

143.6 *AgentFrontend::KnowledgeBaseArticle::Action::Custom*

:

```
--- {}
```

Frontend → Agent → View → KnowledgeBaseArticleList

144.1 *AgentFrontend::KnowledgeBaseArticleList::Added###DefaultConfig*

```
---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
```

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```

Title:
  IsVisible: 2
Valid:
  IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets:
  External:
    StateIDs:
      Value:
        - 2
  Internal:
    StateIDs:
      Value:
        - 1
  Public:
    StateIDs:
      Value:
        - 3
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Recently Added Knowledge Base Articles
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

144.2 AgentFrontend::KnowledgeBaseArticleList::Custom1###DefaultConfig

:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage

```

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```

- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

144.3 *AgentFrontend::KnowledgeBaseArticleList::Custom2###DefaultConfig*

:

```

---
ActiveFilters: {}
AllowGETConfig:

```

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```
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

144.4 *AgentFrontend::KnowledgeBaseArticleList::Custom3###DefaultConfig*

:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    isVisible: 2
  Changed:
    isVisible: 1
  Created:
    isVisible: 2
  Language:
    isVisible: 2
  Number:
    isVisible: 2
  State:
    isVisible: 2
  Title:
    isVisible: 2
  Valid:
    isVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

144.5 AgentFrontend::KnowledgeBaseArticleList::Custom4###DefaultConfig

:

```
---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```


144.6 AgentFrontend::KnowledgeBaseArticleList::Custom5###DefaultConfig

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down

```

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Type: BusinessObject

144.7 AgentFrontend::KnowledgeBaseArticleList::Rated###DefaultConfig

```

---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets:
  External:
    StateIDs:
      Value:

```

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```

    - 2
  Internal:
    StateIDs:
      Value:
        - 1
  Public:
    StateIDs:
      Value:
        - 3
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Highest Rated Knowledge Base Articles
SortBy:
- Column: Result
  Direction: Down
Type: BusinessObject

```

144.8 AgentFrontend::KnowledgeBaseArticleList::Static###DefaultConfig

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 0
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 1
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2

```

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```

Title:
  IsVisible: 2
Valid:
  IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

144.9 AgentFrontend::KnowledgeBaseArticleList::Updated###DefaultConfig

```

---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 1
  Language:
    IsVisible: 2
  Number:

```

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```

    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets:
  External:
    StateIDs:
      Value:
        - 2
  Internal:
    StateIDs:
      Value:
        - 1
  Public:
    StateIDs:
      Value:
        - 3
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Recently Updated Knowledge Base Articles
SortBy:
- Column: Changed
  Direction: Down
Type: BusinessObject

```

144.10 AgentFrontend::KnowledgeBaseArticleList::Legacyexplorer###DefaultC

Default knowledge base article list configuration for the legacy explorer.

:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy

```

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```
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 0
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 1
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

144.11 *AgentFrontend::KnowledgeBaseArticleList::LegacyJournal###DefaultCo*

Default knowledge base article list configuration for the legacy journal.

:

```
---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 0
Columns:
  Category:
    isVisible: 2
  Changed:
    isVisible: 2
  Created:
    isVisible: 1
  Language:
    isVisible: 2
  Number:
    isVisible: 2
  State:
    isVisible: 2
  Title:
    isVisible: 2
  Valid:
    isVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

Frontend → Agent → View → KnowledgeBaseArticleUpdate

145.1 Forms###AgentFrontend::KnowledgeBaseArticleUpdate::Properties

```
---
- Collapsible: 1
  Fields:
  - ColumnLayout: 2
    Fields:
    - Name: Title
    - Name: Keywords
    - Name: CategoryID
    - Name: Approved
  - ColumnLayout: 2
    Fields:
    - Name: StateID
    - Name: ValidID
    - Name: LanguageID
  - Fields:
    - Name: Attachments
  Label: Properties
- Collapsible: 1
  Name: Field1Group
- Collapsible: 1
  Name: Field2Group
- Collapsible: 1
  Name: Field3Group
- Collapsible: 1
```

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Name: Field4Group
- Collapsible: 1
Name: Field5Group
- Collapsible: 1
Name: Field6Group

Frontend → Agent → View → LinkObject

146.1 AgentFrontend::LinkObject::CalendarAppointment###DefaultConfig

```
---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: CalendarAppointment
Columns:
  Age:
    IsVisible: 1
  AllDay:
    IsVisible: 1
  ChangeBy:
    IsVisible: 1
  ChangeTime:
    IsVisible: 1
  CreateBy:
    IsVisible: 1
  CreateTime:
    IsVisible: 1
  Description:
    IsVisible: 1
  EndTime:
    IsVisible: 2
  Location:
    IsVisible: 2
  StartTime:
```

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```

    IsVisible: 2
    Title:
      IsVisible: 2
DefaultColumnOrder:
- Title
- Description
- Location
- StartTime
- EndTime
- AllDay
- Age
- CreateTime
- CreateBy
- ChangeTime
- ChangeBy
DefaultFilterPresetFields:
  Location:
    Value: ''
  Title:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
Type: BusinessObject

```

146.2 AgentFrontend::LinkObject::KnowledgeBaseArticle###DefaultConfig

:

```

---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Columns:
  Age:
    IsVisible: 1
  Category:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:

```

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```

    IsVisible: 1
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 1
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Age
- Changed
DefaultFilterPresetFields:
  CategoryIDs:
    Value: []
  Number:
    Value: ''
  Title:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

146.3 AgentFrontend::LinkObject::Ticket###DefaultConfig

```

---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Columns:
  Age:
    IsVisible: 1
  Changed:

```

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```
    IsVisible: 1
Created:
    IsVisible: 2
CustomerCompanyName:
    IsVisible: 1
CustomerID:
    IsVisible: 1
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
Lock:
    IsVisible: 1
Owner:
    IsVisible: 1
PendingTime:
    IsVisible: 1
Priority:
    IsVisible: 2
Queue:
    IsVisible: 2
Responsible:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- Title
```

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```
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
DefaultFilterPresetFields:
  TicketNumber:
    Value: ''
  Title:
    Value: ''
FilterPresets:
  Closed:
    StateType:
      Value: Closed
  Open:
    StateType:
      Value: Open
HideAvailableFilters: []
ItemsPerPage: 10
LastUsedFilterPreset: Open
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

Frontend → Agent → View → Merge

147.1 *AgentFrontend::Chat::AppendToTicket###DefaultConfig*

```
---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 0
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 1
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
```

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```
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
Lock:
  IsVisible: 1
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 1
Queue:
  IsVisible: 2
Responsible:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
```

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```

- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
DefaultFilterPresetFields:
  TicketNumber:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

147.2 AgentFrontend::Merge::Ticket###DefaultConfig

```

---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 1
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:

```

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```
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
Lock:
    IsVisible: 1
Owner:
    IsVisible: 1
PendingTime:
    IsVisible: 1
Priority:
    IsVisible: 1
Queue:
    IsVisible: 2
Responsible:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
```

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```
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
DefaultFilterPresetFields:
  TicketNumber:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```



```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Avatar
Block: Avatar
Desc: Upload your avatar image.
Key: Avatar
Label: Avatar
Module: Kernel::WebApp::Util::UserPreferenceType::Avatar
PrefKey: UserAvatar
PreferenceGroup: UserProfile
Prio: '1000'
ShowInUserManagement: '1'

```

148.3 AgentPersonalPreference###CSVSeparator

```

---
Active: '0'
AdminModule: Kernel::Output::HTML::Preferences::Generic
Block: CSV Separator
Desc: Select the separator character used in CSV files (statistics and searches).
      If you do not select a separator here, the default separator for your language will be used.
Key: CSV Separator
Label: CSV Separator
Module: Kernel::WebApp::Util::UserPreferenceType::Select
Options:
  ': '
  ',': ','
  ';': ';'
  \t: tab
  '|': '|'
PrefKey: UserCSVSeparator
PreferenceGroup: Miscellaneous
Prio: '4000'
ShowInUserManagement: '1'

```

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Generic
AllowUndefinedValue: '1'
DataSelected: '0'
Desc: Select the separator character used in CSV files (statistics and searches).
      If you do not select a separator here, the default separator for your language will be used.
Key: CSV Separator
Label: CSV Separator
Module: Kernel::WebApp::Util::UserPreferenceType::Select
Options:
  ': '
  ',': ','
  ';': ';'
  \t: tab
  '|': '|'
PrefKey: UserCSVSeparator
PreferenceGroup: Miscellaneous
Prio: '4000'
ShowInUserManagement: '1'

```


148.4 AgentPersonalPreference###ChatChannels

```

:      'Active' 0
:      „PreferenceGroup”
:
:

```

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::CustomChatChannel
Desc: Your selection of your preferred external chat channels. You will be
↳ notified
  about external chat requests in these chat channels.
Key: My Chat Channels
Label: My Chat Channels
Module: Kernel::WebApp::Util::UserPreferenceType::Select::ChatChannels
PrefKey: ExternalChannels
PreferenceGroup: NotificationSettings
Prio: '4000'
ShowInUserManagement: '1'

```

148.5 AgentPersonalPreference###Comment

```

:      'Active' 0
:      „PreferenceGroup”
:
:

```

```

---
Active: '0'
AdminModule: Kernel::Output::HTML::Preferences::Generic
Block: Input
Data:
  Value: "[% Env("UserComment") %]"
Desc: This is a description for a comment on framework.
Key: Comment
Label: Comment
Module: Kernel::WebApp::Util::UserPreferenceType::Dummy
PrefKey: UserComment
PreferenceGroup: Miscellaneous
Prio: '6000'
ShowInUserManagement: '1'

```

148.6 AgentPersonalPreference###DateTimeFormat

```

:      'Active' 0
:      „PreferenceGroup”
:
:

```

:

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Generic
DataSelected: relative
Desc: Configure which date time format should be used for the date time_
↳display.
Key: Date Time Format
Label: Date Time Format
Module: Kernel::WebApp::Util::UserPreferenceType::Select
Options:
  absolute: Absolute
  combined: Combined
  relative: Human readable (e.g. 12 minutes ago)
PrefKey: UserDateTimeFormat
PreferenceGroup: UserProfile
Prio: '3600'
ShowInUserManagement: '1'
TranslateOptions: '1'

```

148.7 AgentPersonalPreference###Language

```

:
  'Active' 0
  „PreferenceGroup”

```

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Language
Desc: Select the main interface language.
Key: Language
Label: Language
Module: Kernel::WebApp::Util::UserPreferenceType::Select::Language
NeedsReload: '1'
PrefKey: UserLanguage
PreferenceGroup: UserProfile
Prio: '1000'
ShowInUserManagement: '1'

```

148.8 AgentPersonalPreference###MyQueues

```

:
  „Active” 0
  „PreferenceGroup”

```

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::CustomQueue
Desc: Your queue selection of your preferred queues. You also get notified
↳about those
   queues via email if enabled.
Key: My Queues
Label: My Queues
Module: Kernel::WebApp::Util::UserPreferenceType::Select::MyQueues
Permission: ro
PreferenceGroup: NotificationSettings
Prio: '1000'
ShowInUserManagement: '1'

```

148.9 AgentPersonalPreference###MyServices

```

:      „Active” 0
      „PreferenceGroup”
:

```

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::CustomService
Desc: Your service selection of your preferred services. You also get notified
↳about
   those services via email if enabled.
Key: My Services
Label: My Services
Module: Kernel::WebApp::Util::UserPreferenceType::Select::MyServices
PreferenceGroup: NotificationSettings
Prio: '2000'
ShowInUserManagement: '1'

```

148.10 AgentPersonalPreference###OutOfOffice

```

:      „Active” 0
      „PreferenceGroup”
:

```

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::OutOfOffice
Block: OutOfOffice
Desc: If you are going to be out of office, you may wish to let other users
↳know by

```

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```

    setting the exact dates of your absence.
Key: Out of Office Time
Label: Out of Office Time
Module: Kernel::WebApp::Util::UserPreferenceType::OutOfOffice
PrefKey: UserOutOfOffice
PreferenceGroup: UserProfile
Prio: '4000'
ShowInUserManagement: '1'

```

148.11 *AgentPersonalPreference###Password*

Parameters for the password setting in the personal preferences of the agent. “PasswordRegExp” allows to match passwords against a regular expression. “PasswordMinSize” defines the minimum number of used characters. „PasswordMin2Lower2UpperCharacters” defines if at least 2 lowercase and 2 uppercase letter characters are needed by setting the appropriate option to “1”. “PasswordMin2Characters” defines if the password needs to contain at least 2 letter characters (set to 0 or 1). “PasswordNeedDigit” defines the need of at least 1 digit (set to 0 or 1 to control). “PasswordMaxLoginFailed” allows to set an agent to invalid-temporarily if max failed logins reached. “PasswordHistory” is the amount of how many old passwords are stored which can not be used as new password. “PasswordTTL” is the time in days how long passwords are valid. “PasswordWarnBeforeExpiry” is the time in days which is used to display a warning before passwords expires. With “PasswordChangeAfterFirstLogin” the user must change the password after the first login. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

:

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Password
Area: Agent
Desc: Set a new password by filling in your current password and a new one.
Label: Change Password
Module: Kernel::WebApp::Util::UserPreferenceType::Password
PasswordChangeAfterFirstLogin: '1'
PasswordHistory: '3'
PasswordMaxLoginFailed: '5'
PasswordMin2Characters: '0'
PasswordMin2Lower2UpperCharacters: '0'
PasswordMinSize: '12'
PasswordNeedDigit: '0'
PasswordRegExp: ''
PasswordTTL: '90'
PasswordWarnBeforeExpiry: '5'
PreferenceGroup: Security
Prio: '0500'
ShowInUserManagement: '1'

```

148.12 AgentPersonalPreference###Style

```

: „Active” 0
: „PreferenceGroup”
:
:

```

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Style
Desc: Select your preferred style for the OTRS user interface.
Key: Style
Label: Style
Module: Kernel::WebApp::Util::UserPreferenceType::AgentStyle
PreferenceGroup: UserProfile
Prio: '3000'
ShowInUserManagement: '1'

```

148.13 AgentPersonalPreference###TicketNotificationEvents

```

: „Active” 0
: „PreferenceGroup”
:
:

```

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::NotificationEvent
Desc: Choose for which kind of ticket changes you want to receive
↳notifications. Please
note that you can not completely disable notifications marked as mandatory.
Key: Ticket Notifications
Label: Ticket Notifications
Module: Kernel::WebApp::Util::UserPreferenceType::NotificationEvents::Ticket
PrefKey: NotificationTransport
PreferenceGroup: NotificationSettings
Prio: '8000'
ShowInUserManagement: '1'

```

148.14 AgentPersonalPreference###TimeZone

```

: „Active” 0
: „PreferenceGroup”
:
:

```

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::TimeZone
Desc: Select your personal time zone. All times will be displayed relative to
↳this
   time zone.
Key: Time Zone
Label: Time Zone
Module: Kernel::WebApp::Util::UserPreferenceType::Select::TimeZone
PrefKey: UserTimeZone
PreferenceGroup: UserProfile
Prio: '3500'
ShowInUserManagement: '1'

```

148.15 AgentPersonalPreference###TwoFactor

```

:           „Active” 0
           „PreferenceGroup”
:

```

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::TwoFactor
Desc: Manage your two-factor authentication settings.
Key: Two-factor
Label: Two-factor Authentication
Module: Kernel::WebApp::Util::UserPreferenceType::TwoFactor
NeedsReload: '1'
PrefKey: TwoFactor
PreferenceGroup: Security
Prio: '0800'
ShowInUserManagement: '1'

```

148.16 AgentPersonalPreference::Groups###0001-Framework

```

:
:
:

```

```

---
- CommonIcon: regular, single-neutral-actions-edit-1
  Description: Change your personal information and more.
  Icon: user
  Label: User Profile
  Name: UserProfile
  Order: '1000'

```

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```

Title: ''
- CommonIcon: regular,monitor-lock
Description: Change your security settings.
Icon: lock
Label: Security
Name: Security
Order: '1500'
Title: ''
- CommonIcon: bold,cog
Description: Change the system appearance and more.
Icon: cog
Label: Miscellaneous
Name: Miscellaneous
Order: '2000'
Title: ''
- CommonIcon: regular,monitor-settings
Description: Choose which notifications you would like to receive.
Icon: envelope
Label: Notification Settings
Name: NotificationSettings
Order: '3000'
Title: ''

```

148.17 *AgentPersonalPreference::Groups###0002-Custom*

```

--- []

```

148.18 *CustomAgentPersonalPreferences*

```

--- {}

```

148.19 *PreferencesGroups###RefreshTime*

```

RefreshTime      : 'Active' 0
                  'PreferenceGroup'

```

:

```
---
Active: '1'
Data:
  '0': off
  '10': 10 minutes
  '15': 15 minutes
  '2': ' 2 minutes'
  '5': ' 5 minutes'
  '7': ' 7 minutes'
DataSelected: '0'
Desc: If enabled, the different overviews (Dashboard, LockedView, QueueView)
↳will
  automatically refresh after the specified time.
Key: ''
Label: Overview Refresh Time
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserRefreshTime
PreferenceGroup: Miscellaneous
Prio: '2000'
```

148.20 *PreferencesTable*

:

```
user_preferences
```

148.21 *PreferencesTableKey*

:

```
preferences_key
```

148.22 *PreferencesTableUserID*

:

user_id

148.23 *PreferencesTableValue*

:

preferences_value

Frontend → Agent → View → StatisticCreateUpdateView

149.1 *AgentFrontend::StatisticCreateUpdateView###001-Framework*

The default column layout configuration for the Create Statistic and Update Statistic screens.

:

```

---
BusinessObjectType: Statistic
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateUpdateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate

```

149.2 *AgentFrontend::StatisticCreateUpdateView###100-Custom*

User-defined configuration extensions for the column layouts of the Create Statistic and Update Statistic screens. The individual keys overwrite existing keys.

:

```
--- {}
```

149.3 *AgentFrontend::StatisticCreateUpdateView::Widget###CreateUpdateProp*

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateUpdateProperties
```

149.4 *AgentFrontend::StatisticCreateUpdateView::WidgetType###CreateUpdate*

```
---
Config:
  Hidden: 0
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::Statistic::CreateUpdatePr
```

Frontend → Agent → View → StatisticReportCreateUpdateView

150.1 *AgentFrontend::StatisticReportCreateUpdateView###001-Framework*

The default column layout configuration for the Create Report and Update Report screens.

:

```
---
BusinessObjectType: StatisticReport
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateUpdateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

150.2 *AgentFrontend::StatisticReportCreateUpdateView###100-Custom*

User-defined configuration extensions for the column layouts of the Create Report and Update Report screens. The individual keys overwrite existing keys.

:

```
--- {}
```

150.3 *AgentFrontend::StatisticReportCreateUpdateView::Widget###CreateUpdate*

:

```
---  
Config:  
  Active: 1  
  Config: {}  
  IsAlwaysPresent: 1  
  IsDuplicatable: 0  
  IsVisible: 1  
  Title: Properties  
Group: []  
Type: CreateUpdateProperties
```

150.4 *AgentFrontend::StatisticReportCreateUpdateView::WidgetType###Create*

:

```
---  
Config:  
  Hidden: 0  
Module: ↵  
↵Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::Report::CreateUpdatePrope
```

Frontend → Agent → View → StatisticReportOverview

151.1 *AgentFrontend::StatisticReportOverview###001-Framework*

The default column layout configuration for the Statistics and Reports overview.

:

```
---
BusinessObjectType: StatisticReport
ColumnLayout:
  OneColumn:
    '1':
      - Name: StatisticReportList
      - Name: StatisticMetrics
      - Name: StatisticLists
      - Name: StatisticStatic
  ThreeColumns:
    '1':
      - Name: StatisticReportList
      - Name: StatisticStatic
    '2':
      - Name: StatisticMetrics
    '3':
      - Name: StatisticLists
  TwoColumns:
    '1':
      - Name: StatisticReportList
      - Name: StatisticStatic
    '2':
      - Name: StatisticMetrics
```

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```

- Name: StatisticLists
Type: BusinessObjectOverview

```

151.2 *AgentFrontend::StatisticReportOverview###100-Custom*

User-defined configuration extensions for the column layouts of the Statistics and Reports overview. The individual keys overwrite existing keys.

:

```

--- {}

```

151.3 *AgentFrontend::StatisticReportOverview::Widget###StatisticLists*

:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ObjectType:
        Value:
          - DynamicList
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Lists
Group: []
Type: StatisticList

```

151.4 *AgentFrontend::StatisticReportOverview::Widget###StatisticMetrics*

:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ObjectType:

```

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```

Value:
  - DynamicMatrix
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Metrics
Group: []
Type: StatisticList

```

151.5 AgentFrontend::StatisticReportOverview::Widget###StatisticReportList

:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Report List
Group: []
Type: StatisticReportList

```

151.6 AgentFrontend::StatisticReportOverview::Widget###StatisticStatic

:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ObjectType:
        Value:
          - Static
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Static
Group: []
Type: StatisticList

```

151.7 *AgentFrontend::StatisticReportOverview::WidgetType###StatisticList*

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Statistic
  Collapsed: 0
  Columns:
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 1
    ObjectName:
      IsVisible: 2
    ObjectType:
      IsVisible: 1
    StatNumber:
      IsVisible: 2
    StatType:
      IsVisible: 1
    Title:
      IsVisible: 2
    Valid:
      IsVisible: 1
  DefaultColumnOrder:
  - StatNumber
  - Title
  - ObjectName
  - ObjectType
  - StatType
  - Valid
  - Created
  - Age
  - Changed
  FilterPresets: {}
  Hidden: 0
  HideAvailableFilters: []
  ItemsPerPage: 10
  Limit: 1000
  SortBy:
  - Column: StatNumber
    Direction: Up
    Type: BusinessObject
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::StatisticList
```

151.8 AgentFrontend::StatisticReportOverview::WidgetType###StatisticReportList

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: StatisticReport
  Collapsed: 0
  Columns:
    ChangeTime:
      IsVisible: 1
    CreateTime:
      IsVisible: 1
    CronDefinition:
      IsVisible: 1
    Description:
      IsVisible: 2
    Language:
      IsVisible: 1
    Name:
      IsVisible: 2
    Valid:
      IsVisible: 1
  DefaultColumnOrder:
  - Name
  - Description
  - Language
  - CronDefinition
  - Valid
  - CreateTime
  - ChangeTime
  FilterPresets: {}
  Hidden: 0
  HideAvailableFilters: []
  ItemsPerPage: 10
  Limit: 1000
  SortBy:
  - Column: Name
    Direction: Up
  Type: BusinessObject
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::StatisticReportList

```

*Frontend → Agent → View → StatisticReportOverview →
StatisticReportAction*

152.1 AgentFrontend::StatisticReport::Action###ReportAdd

```
---  
ClusterName: Organization  
ClusterPriority: '800'  
Component: ReportAdd  
Description: Shows the report add screen  
Module:↳  
↳Kernel::WebApp::Util::BusinessObject::Action::StatisticReport::ReportAdd  
Name: Add Report
```

152.2 AgentFrontend::StatisticReport::Action###StatisticAdd

```
---  
ClusterName: Organization  
ClusterPriority: '800'  
Component: StatisticAdd
```

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```
Description: Shows the Add Statistic screen
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::StatisticReport::StatisticAdd
Name: Add Statistic
```

152.3 *AgentFrontend::StatisticReport::Action###StatisticImport*

```
.
.
:
```

```
----
ClusterName: Organization
ClusterPriority: '800'
Component: StatisticImport
Description: Import a new statistic
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::StatisticReport::StatisticImport
Name: Import Statistic
```

Frontend → *Agent* → *View* → *Stats*

153.1 *Stats::CustomerIDAsMultiSelect*

().

.

:

1

153.2 *Stats::CustomerUserLoginsAsMultiSelect*

().

.

:

0

153.3 *Stats::DefaultSelectedFormat*

(Form: Common Specification). (

Stats::Format).

.

:

```
---  
- Print  
- CSV  
- Excel  
- D3::BarChart  
- D3::LineChart  
- D3::StackedAreaChart
```

153.4 *Stats::DefaultSelectedPermissions*

(Form: Common Specification).

:

```
---  
- stats
```

153.5 *Stats::ExchangeAxis*

Allows agents to exchange the axis of a stat if they generate one.

:

```
0
```

153.6 *Stats::Format*

:

```
---  
CSV: CSV  
D3::BarChart: 'Graph: Bar Chart'  
D3::LineChart: 'Graph: Line Chart'  
D3::StackedAreaChart: 'Graph: Stacked Area Chart'  
Excel: Excel  
Print: Print
```

153.7 *Stats::UseAgentElementInStats*

Allows agents to generate individual-related stats.

.

:

0

153.8 *Stats::UseInvalidAgentInStats*

Allows invalid agents to generate individual-related stats.

.

:

1

Frontend → Agent → View → Ticket → Action → Customer

154.1 Forms###AgentFrontend::Ticket::Action::Customer

Configurable form for the Change Customer action.

:

```
---  
- Collapsible: 1  
  Fields:  
  - Name: CustomerUserID  
  - Disabled: 1  
    Name: CustomerID  
    Label: Change Customer
```

Frontend → Agent → View → TicketArticleReply

155.1 *AgentFrontend::TicketArticle::Action::Forward###FormDraft*

Allows to save the current work in the Forward via Email action as draft.

:

1

155.2 *AgentFrontend::TicketArticle::Action::Reply###FormDraft*

Allows to save the current work in the Reply via Email action as draft.

:

1

155.3 *AgentFrontend::TicketArticle::Action::ReplyAll###FormDraft*

Allows to save the current work in the Reply to All via Email action as draft.

:

1

155.4 *AgentFrontend::TicketArticle::Action::ReplyViaSms###FormDraft*

Allows to save the current work in the Reply via SMS action as draft.

:

1

Frontend → Agent → View → TicketArticleReplyToNote

156.1 AgentFrontend::TicketArticle::Action::ReplyToNote###FormDraft

Allows to save the current work in the Reply via Note action as draft.

:

1

Frontend → Agent → View → TicketCompose

157.1 *AgentFrontend::Ticket::ComposeAddCustomerAddress*

Adds the customer user's email address to recipients in the ticket compose screen of the agent interface. The customer user's email address will not be added if the article is not visible to customer.

:

1

157.2 *AgentFrontend::Ticket::ComposeReplaceSenderAddress*

Replaces the original sender with current customer's email address on compose answer in the ticket compose screen of the agent interface.

:

0

157.3 *AgentFrontend::Ticket::Quote*

:

```
>
```

157.4 *AgentFrontend::Ticket::ResponseFormat*

```
Data.OrigFromName | html %] ([% Data.OrigFrom | html %] , [%
```

```
:
```

```
[% Data.Salutation | html %]  
[% Data.StdResponse | html %]  
[% Data.Signature | html %]  
  
[% Data.CreateTime | Localize("TimeShort") %] - [% Data.OrigFromName | html  
→%] [% Translate("wrote") | html %]:  
[% Data.Body | html %]
```

157.5 *AgentFrontend::Ticket::ResponseQuoteMaxLines*

```
:
```

```
99
```

157.6 *Ticket::Frontend::Quote*

```
plaintext
```

```
:
```

```
>
```

Frontend → Agent → View → TicketCreate

158.1 *AgentFrontend::TicketCreate::NewOwnerSelection*

```
1
```

158.2 *AgentFrontend::TicketCreate::NewQueueOwnSelection*

```
---  
'1': First Queue  
'2': Second Queue
```

158.3 *AgentFrontend::TicketCreate::NewQueueSelectionString*

```
Type „<Queue>” ( :) (From:) NewQueueSelection-  
SystemAddress „<Realname> <<Email>>”
```

<Queue>

158.4 *AgentFrontend::TicketCreate::NewQueueSelectionType*

(" " , " ").

.

:

Queue

158.5 *AgentFrontend::TicketCreate::UserDefaultQueue*

.

:

Postmaster

Frontend → Agent → View → TicketCreate → Email

159.1 *AgentFrontend::TicketCreate::Email###001-Framework*

The default column layout configuration for the New Email Ticket screen.

:

```
---
BusinessObjectType: Ticket
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
      - Name: CustomerInformation
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  ThreeColumns:
    '1':
      - Name: CreateProperties
    '2':
      - Name: CustomerInformation
    '3':
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  TwoColumns:
    '1':
      - Name: CreateProperties
    '2':
      - Name: CustomerInformation
      - Name: CustomerUserHistory
```

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```
- Name: CustomerHistory
Type: BusinessObjectCreate
```

159.2 *AgentFrontend::TicketCreate::Email###100-Custom*

User-defined configuration extensions for the column layouts of the New Email Ticket screen. The individual keys overwrite existing keys.

:

```
--- {}
```

159.3 *AgentFrontend::TicketCreate::Email::Widget###CreateProperties*

:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

159.4 *AgentFrontend::TicketCreate::Email::Widget###CustomerHistory*

:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer History
Group: []
Type: CustomerHistory
```

159.5 AgentFrontend::TicketCreate::Email::Widget###CustomerInformation

```

---
Config:
  Active: 1
  Config:
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation

```

159.6 AgentFrontend::TicketCreate::Email::Widget###CustomerUserHistory

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User History
Group: []
Type: CustomerUserHistory

```

159.7 AgentFrontend::TicketCreate::Email::WidgetType###CreateProperties

```

---
Config:
  Collapsed: 0
  Hidden: 0
  SubmitButtonText: Send mail
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreateProperties

```

159.8 *AgentFrontend::TicketCreate::Email::WidgetType###CustomerHistory*

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 2
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 2
    Owner:
      IsVisible: 2
    PendingTime:
      IsVisible: 1
    Priority:
      IsVisible: 1
    Queue:
      IsVisible: 2
    Responsible:
      IsVisible: 1
    SLA:
      IsVisible: 1
    Sender:
```

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```

    IsVisible: 2
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerHistory

```

159.9 AgentFrontend::TicketCreate::Email::WidgetType###CustomerUserHistor

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 2
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 2
    Owner:
      IsVisible: 2
    PendingTime:
      IsVisible: 1
    Priority:
      IsVisible: 1
    Queue:
      IsVisible: 2
    Responsible:
      IsVisible: 1
    SLA:
      IsVisible: 1
    Sender:
```

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```

    IsVisible: 2
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerUserHistory

```

159.10 Forms###AgentFrontend::TicketCreate::Email::CreateProperties

```

---
- Collapsible: 1
  Fields:
  - Name: TypeID
    Label: Classification
- Collapsible: 1
  Fields:
  - Name: CustomerUserID
    Disabled: 1
    Name: CustomerID
    Label: Customer
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
    Fields:
    - Name: QueueID
  - ColumnLayout: 3
    Fields:
    - Name: OwnerID
  - ColumnLayout: 3
    Fields:
    - Name: ResponsibleID
  Label: Assignment
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
    Fields:
    - Name: ServiceID
      Required: 0
  - ColumnLayout: 3
    Fields:
    - Name: SLAID
      Required: 0
  - ColumnLayout: 3
    Fields:
    - Default: 3
      Name: PriorityID
      Required: 1
  - ColumnLayout: 3
    Fields:
    - Config:
      StateType:
      - open
      - pending auto
      - pending reminder
      - closed

```

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```
    Default: 4
    Name: StateID
    Required: 1
- ColumnLayout: 3
  Fields:
  - Name: PendingDate
Label: Service Level Management
- Collapsible: 1
Fields:
- Name: To
- Name: Cc
- Name: Bcc
- Name: StandardTemplateID
- Name: Subject
  Required: 1
- Name: Body
  Required: 1
- Name: RelevantKnowledge
- Name: EmailSecurity
- Name: Signature
- Name: Attachments
- Name: AccountedTime
Label: Communication
- Default: EmailAgent
Hidden: 1
Name: HistoryType
- Default: ''
Hidden: 1
Name: HistoryComment
- Default: agent
Hidden: 1
Name: SenderType
- Default: 1
Hidden: 1
Name: IsVisibleForCustomer
- Hidden: 1
Name: LinkTicketID
- Hidden: 1
Name: LinkType
- Hidden: 1
Name: EndpointContext
```

Frontend → Agent → View → TicketCreate → Phone

160.1 *AgentFrontend::TicketCreate::Phone###001-Framework*

The default column layout configuration for the New Phone Ticket screen.

:

```

---
BusinessObjectType: Ticket
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
      - Name: ChatProtocol
      - Name: CustomerInformation
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  ThreeColumns:
    '1':
      - Name: CreateProperties
    '2':
      - Name: ChatProtocol
      - Name: CustomerInformation
    '3':
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  TwoColumns:
    '1':
      - Name: CreateProperties
      - Name: ChatProtocol
    '2':

```

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```

- Name: CustomerInformation
- Name: CustomerUserHistory
- Name: CustomerHistory
Type: BusinessObjectCreate

```

160.2 *AgentFrontend::TicketCreate::Phone###100-Custom*

User-defined configuration extensions for the column layouts of the New Phone Ticket screen. The individual keys overwrite existing keys.

:

```

--- {}

```

160.3 *AgentFrontend::TicketCreate::Phone::Widget###ChatProtocol*

:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Chat Protocol
Group: []
Type: ChatProtocol

```

160.4 *AgentFrontend::TicketCreate::Phone::Widget###CreateProperties*

:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties

```

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```
Group: []
Type: CreateProperties
```

160.5 *AgentFrontend::TicketCreate::Phone::Widget###CustomerHistory*

:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer History
Group: []
Type: CustomerHistory
```

160.6 *AgentFrontend::TicketCreate::Phone::Widget###CustomerInformation*

:

```
---
Config:
  Active: 1
  Config:
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation
```

160.7 *AgentFrontend::TicketCreate::Phone::Widget###CustomerUserHistory*

:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User History
Group: []
Type: CustomerUserHistory
```

160.8 *AgentFrontend::TicketCreate::Phone::WidgetType###ChatProtocol*

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::ChatProtocol
```

160.9 *AgentFrontend::TicketCreate::Phone::WidgetType###CreateProperties*

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreateProperties
```

160.10 *AgentFrontend::TicketCreate::Phone::WidgetType###CustomerHistory*

```
---
Config:
  ActiveFilters: {}
```

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```
AdditionalExportColumns:
  ArticleTree: 0
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Collapsed: 0
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 1
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  Lock:
    IsVisible: 1
  Owner:
    IsVisible: 1
  PendingTime:
    IsVisible: 1
  Priority:
    IsVisible: 2
  Queue:
    IsVisible: 1
  Responsible:
    IsVisible: 1
  SLA:
    IsVisible: 1
  Sender:
    IsVisible: 1
  Service:
    IsVisible: 1
  State:
    IsVisible: 1
  Subject:
    IsVisible: 1
  TicketNumber:
    IsVisible: 2
```

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```
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerHistory
```

160.11 *AgentFrontend::TicketCreate::Phone::WidgetType###CustomerUserHist*

:

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 1
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 1
    Owner:
      IsVisible: 1
    PendingTime:
      IsVisible: 1
    Priority:
      IsVisible: 2
    Queue:
      IsVisible: 1
    Responsible:
      IsVisible: 1
    SLA:
      IsVisible: 1
    Sender:
      IsVisible: 1
    Service:
      IsVisible: 1
    State:
      IsVisible: 1
    Subject:
```

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```
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerUserHistory
```

160.12 Forms###AgentFrontend::TicketCreate::Phone::CreateProperties

:

```

---
- Collapsible: 1
  Fields:
  - Name: TypeID
    Label: Classification
- Collapsible: 1
  Fields:
  - Name: CustomerUserID
  - Disabled: 1
    Name: CustomerID
  Label: Customer
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
    Fields:
    - Name: QueueID
  - ColumnLayout: 3
    Fields:
    - Name: OwnerID
  - ColumnLayout: 3
    Fields:
    - Name: ResponsibleID
  Label: Assignment
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
    Fields:
    - Name: ServiceID
  - ColumnLayout: 3
    Fields:
    - Name: SLAID
  - ColumnLayout: 3
    Fields:
    - Default: 3
      Name: PriorityID
      Required: 1
  - ColumnLayout: 3
    Fields:
    - Config:
      StateType:
      - open
      - pending auto
      - pending reminder
      - closed
      Default: 4
      Name: StateID
      Required: 1
  - ColumnLayout: 3
    Fields:
    - Name: PendingDate

```

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```
Label: Service Level Management
- Collapsible: 1
Fields:
- Multiple: 1
  Name: From
- Name: To
- Name: StandardTemplateID
- Name: Subject
  Required: 1
- Name: Body
  Required: 1
- Name: RelevantKnowledge
- Name: Attachments
- Name: AccountedTime
Label: Communication
- Default: PhoneCallCustomer
Hidden: 1
Name: HistoryType
- Default: ''
Hidden: 1
Name: HistoryComment
- Default: customer
Hidden: 1
Name: SenderType
- Default: 1
Hidden: 1
Name: IsVisibleForCustomer
- Hidden: 1
Name: LinkTicketID
- Hidden: 1
Name: LinkType
- Hidden: 1
Name: EndpointContext
```

Frontend → Agent → View → TicketCreate → Process

161.1 *AgentFrontend::TicketCreate::Process###001-Framework*

The default column layout configuration for the New Process Ticket screen.

:

```
---
BusinessObjectType: Ticket
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreatePropertiesProcess
      - Name: ProcessInformation
  ThreeColumns:
    '1':
      - Name: CreatePropertiesProcess
    '2':
      - Name: ProcessInformation
    '3': []
  TwoColumns:
    '1':
      - Name: CreatePropertiesProcess
    '2':
      - Name: ProcessInformation
Type: BusinessObjectCreate
```

161.2 *AgentFrontend::TicketCreate::Process###100-Custom*

User-defined configuration extensions for the column layouts of the New Process Ticket screen. The individual keys overwrite existing keys.

:

```
--- {}
```

161.3 *AgentFrontend::TicketCreate::Process::CustomerIDReadOnly*

ID

:

```
1
```

161.4 *AgentFrontend::TicketCreate::Process::Widget###CreatePropertiesProcess*

:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreatePropertiesProcess
```

161.5 *AgentFrontend::TicketCreate::Process::Widget###ProcessInformation*

:

```
---
Config:
  Active: 1
  Config: {}
```

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```

IsAlwaysPresent: 1
IsDuplicatable: 0
IsVisible: 1
Title: Process Information
Group: []
Type: ProcessInformation

```

161.6 AgentFrontend::TicketCreate::Process::WidgetType###CreatePropertiesProcess

```

---
Config:
  Collapsed: 0
  Hidden: 0
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreatePropertiesProcess

```

161.7 AgentFrontend::TicketCreate::Process::WidgetType###ProcessInformation

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Properties:
    - IsVisible: 2
      Name: Process
    - IsVisible: 2
      Name: ProcessActivity
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Widget::Ticket::ProcessInformation

```

161.8 AgentFrontend::TicketCreateProcess###StateType

```
----  
- new  
- open  
- closed  
- pending reminder  
- pending auto
```

Frontend → Agent → View → TicketCreate → SMS

162.1 *AgentFrontend::TicketCreate::SMS###001-Framework*

The default column layout configuration for the New SMS Ticket screen.

:

```
---
BusinessObjectType: Ticket
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
      - Name: CustomerInformation
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  ThreeColumns:
    '1':
      - Name: CreateProperties
    '2':
      - Name: CustomerInformation
    '3':
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  TwoColumns:
    '1':
      - Name: CreateProperties
    '2':
      - Name: CustomerInformation
      - Name: CustomerUserHistory
```

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```
- Name: CustomerHistory
Type: BusinessObjectCreate
```

162.2 *AgentFrontend::TicketCreate::SMS###100-Custom*

User-defined configuration extensions for the column layouts of the New SMS Ticket screen. The individual keys overwrite existing keys.

:

```
--- {}
```

162.3 *AgentFrontend::TicketCreate::SMS::Widget###CreateProperties*

:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

162.4 *AgentFrontend::TicketCreate::SMS::Widget###CustomerHistory*

:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer History
Group: []
Type: CustomerHistory
```

162.5 AgentFrontend::TicketCreate::SMS::Widget###CustomerInformation

:

```

---
Config:
  Active: 1
  Config:
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation

```

162.6 AgentFrontend::TicketCreate::SMS::Widget###CustomerUserHistory

:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User History
Group: []
Type: CustomerUserHistory

```

162.7 AgentFrontend::TicketCreate::SMS::WidgetType###CreateProperties

:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  SubmitButtonText: Send SMS
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreateProperties

```

162.8 *AgentFrontend::TicketCreate::SMS::WidgetType###CustomerHistory*

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 1
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 1
    Owner:
      IsVisible: 1
    PendingTime:
      IsVisible: 1
    Priority:
      IsVisible: 2
    Queue:
      IsVisible: 1
    Responsible:
      IsVisible: 1
    SLA:
      IsVisible: 1
    Sender:
```

(continues on next page)

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```

    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 1
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerHistory

```

162.9 AgentFrontend::TicketCreate::SMS::WidgetType###CustomerUserHistory

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 1
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 1
    Owner:
      IsVisible: 1
    PendingTime:
      IsVisible: 1
    Priority:
      IsVisible: 2
    Queue:
      IsVisible: 1
    Responsible:
      IsVisible: 1
    SLA:
      IsVisible: 1
    Sender:
```

(continues on next page)

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```

    IsVisible: 1
  Service:
    IsVisible: 1
  State:
    IsVisible: 1
  Subject:
    IsVisible: 1
  TicketNumber:
    IsVisible: 2
  Title:
    IsVisible: 2
  Type:
    IsVisible: 1
  Watch:
    IsVisible: 1
  DefaultColumnOrder:
  - TicketNumber
  - State
  - Title
  - Priority
  - Created
  - Age
  - Changed
  - PendingTime
  - EscalationTime
  - EscalationUpdateTime
  - EscalationResponseTime
  - EscalationSolutionTime
  - Sender
  - Subject
  - Lock
  - Queue
  - Owner
  - Responsible
  - CustomerID
  - CustomerCompanyName
  - CustomerName
  - CustomerUserID
  - Type
  - Service
  - SLA
  - Watch
  FilterPresets: {}
  Hidden: 0
  HideAvailableFilters: []
  ItemsPerPage: 10
  Limit: 1000
  SortBy:
  - Column: Created
    Direction: Down
  Type: BusinessObject
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::Ticket::Customer(continues on next page)

```

162.10 Forms###AgentFrontend::TicketCreate::SMS::CreateProperties

SMS

```

---
- Collapsible: 1
  Fields:
  - Name:TypeID
  Label: Classification
- Collapsible: 1
  Fields:
  - Name: Sender
  - Name: CustomerUserID
  - Disabled: 1
    Name: CustomerID
  Label: Customer
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
    Fields:
    - Name: QueueID
  - ColumnLayout: 3
    Fields:
    - Name: OwnerID
  - ColumnLayout: 3
    Fields:
    - Name: ResponsibleID
  Label: Assignment
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
    Fields:
    - Name: ServiceID
  - ColumnLayout: 3
    Fields:
    - Name: SLAID
  - ColumnLayout: 3
    Fields:
    - Default: 3
      Name: PriorityID
      Required: 1
  - ColumnLayout: 3
    Fields:
    - Config:
      StateType:

```

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```
- open
- pending auto
- pending reminder
- closed
Default: 4
Name: StateID
Required: 1
- ColumnLayout: 3
Fields:
- Name: PendingDate
Label: Service Level Management
- Collapsible: 1
Fields:
- Name: To
- Name: StandardTemplateID
- Name: Subject
  Required: 1
- Name: Body
  Required: 1
- Name: RelevantKnowledge
- Name: FlashMessage
- Name: AccountedTime
Label: Communication
- Default: AddSMS
Hidden: 1
Name: HistoryType
- Default: ''
Hidden: 1
Name: HistoryComment
- Default: agent
Hidden: 1
Name: SenderType
- Default: 1
Hidden: 1
Name: IsVisibleForCustomer
- Hidden: 1
Name: EndpointContext
```

Frontend → *Agent* → *View* → *TicketDetailView*

163.1 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAAt*

```
---
Config:
  ActiveFilters: {}
  BusinessObjectType: KnowledgeBaseArticleAttachment
  Collapsed: 0
  Columns:
    ContentType:
      IsVisible: 2
    CreateTime:
      IsVisible: 2
    Download:
      IsVisible: 2
    Filename:
      IsVisible: 2
    Filesize:
      IsVisible: 2
    Preview:
      IsVisible: 2
  DefaultColumnOrder:
  - ContentType
  - Filename
  - Filesize
  - CreateTime
  - Preview
```

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```
- Download
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
  Type: BusinessObject
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::Attachments
```

163.2 *AgentFrontend::Ticket::Article::Color###AgentOnlyLabel*

:

```
#DAECEF
```

163.3 *AgentFrontend::Ticket::Article::Color###SystemLabel*

:

```
#F9DE87
```

163.4 *AgentFrontend::Ticket::Article::HeaderMode*

:

```
normal
```

163.5 *AgentFrontend::Ticket::ArticleAccountedTimeDisplay*

:

0

163.6 *AgentFrontend::Ticket::CustomerTickets*

ID

:

0

163.7 *AgentFrontend::Ticket::InlineEditing::Property###CustomerUserID*

Defines inline editing configuration for the customer user ticket property.

:

```

---
PermissionType: customer
RequiredLock: '1'

```

163.8 *AgentFrontend::Ticket::InlineEditing::Property###DynamicField*

Defines inline editing configuration for the dynamic field ticket properties. Please provide a separate configuration item in the array for each dynamic field you would like to configure. In case the specific dynamic field is missing from the configuration, inline editing feature will ultimately not be available for it. “DynamicFieldName” key must be used to specify the dynamic field in question. “PermissionType” key defines the necessary permission level user must have for the ticket in order to edit the property (i.e. “ro” or “rw”). “RequiredLock” can be used for specifying the ticket lock requirement for the inline editing (if checked, the ticket must be locked, otherwise ticket does not have to be locked).

:

```

--- []

```

163.9 *AgentFrontend::Ticket::InlineEditing::Property###Lock*

Defines inline editing configuration for the lock ticket property.

:

```

---
PermissionType: rw

```

163.10 *AgentFrontend::Ticket::InlineEditing::Property###Owner*

Defines inline editing configuration for the owner ticket property.

:

```
---  
PermissionType: owner  
RequiredLock: '0'
```

163.11 *AgentFrontend::Ticket::InlineEditing::Property###Priority*

Defines inline editing configuration for the priority ticket property.

:

```
---  
PermissionType: priority  
RequiredLock: '1'
```

163.12 *AgentFrontend::Ticket::InlineEditing::Property###Queue*

Defines inline editing configuration for the queue ticket property.

:

```
---  
PermissionType: queue  
RequiredLock: '1'
```

163.13 *AgentFrontend::Ticket::InlineEditing::Property###Responsible*

Defines inline editing configuration for the responsible ticket property.

:

```
---  
PermissionType: responsible  
RequiredLock: '0'
```

163.14 *AgentFrontend::Ticket::InlineEditing::Property###Service*

Defines inline editing configuration for the service/SLA ticket properties.

:

```

---
PermissionType: service
RequiredLock: '1'

```

163.15 *AgentFrontend::Ticket::InlineEditing::Property###State*

Defines inline editing configuration for the state ticket property.

:

```

---
PermissionType: state
RequiredLock: '1'

```

163.16 *AgentFrontend::Ticket::InlineEditing::Property###Type*

Defines inline editing configuration for the type ticket property.

:

```

---
PermissionType: type
RequiredLock: '1'

```

163.17 *AgentFrontend::Ticket::InlineEditing::Property###Watch*

Defines inline editing configuration for the watch ticket property.

:

```

---
PermissionType: ro
RequiredLock: '0'

```

163.18 *AgentFrontend::Ticket::PlainView*

:

```
0
```

163.19 *AgentFrontend::Ticket::Print###DynamicField*

```
---
```

163.20 *AgentFrontend::Ticket::Print###ExpandSort*

```
reverse
```

163.21 *AgentFrontend::TicketDetailView###001-Framework*

The default column layout configuration for the ticket detail view.

```
---
BusinessObjectType: Ticket
ColumnLayout:
  OneColumn:
    '1':
      - Name: BusinessProcessInformation
      - Name: FormDrafts
      - Name: CommunicationStream
      - Name: Properties
      - Name: People
      - Name: CustomerInformation
      - Name: LinkedObjects::Ticket
      - Name: LinkedObjects::KnowledgeBaseArticle
      - Name: LinkedObjects::CalendarAppointment
      - Name: Attachments
  StripeSidebar:
    - Name: StripePeople
  ThreeColumns:
    '1':
      - Name: CommunicationStream
      - Name: Attachments
    '2':
      - Name: BusinessProcessInformation
      - Name: CustomerInformation
```

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```

- Name: LinkedObjects::KnowledgeBaseArticle
- Name: LinkedObjects::CalendarAppointment
'3':
- Name: FormDrafts
- Name: Properties
- Name: People
- Name: LinkedObjects::Ticket
TwoColumns:
'1':
- Name: BusinessProcessInformation
- Name: CommunicationStream
- Name: Attachments
'2':
- Name: FormDrafts
- Name: Properties
- Name: People
- Name: CustomerInformation
- Name: LinkedObjects::Ticket
- Name: LinkedObjects::KnowledgeBaseArticle
- Name: LinkedObjects::CalendarAppointment
Type: BusinessObjectDetailView

```

163.22 *AgentFrontend::TicketDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the ticket detail view. The individual keys overwrite existing keys.

:

```
--- {}
```

163.23 *AgentFrontend::TicketDetailView::ArticleMeta*

Whether or not to collect meta information from articles using filters configured in `AgentFrontend::TicketDetailView::ArticleMetaFilters`.

:

```
0
```

163.24 *AgentFrontend::TicketDetailView::ArticleMetaFilters###0001-Framework*

```

CVE . „URLPreview”
IFRAME ( . Google) . URL, .
:

```



```

---
Config:
  Active: 1
  IsVisible: 1
Group: []
Type: StripePeople

```

163.27 *AgentFrontend::TicketDetailView::StripeSidebarWidgetType###StripePe*

```

---
Config:
  Hidden: 0
  InitialLimit: 10
Module: Kernel::WebApp::Util::BusinessObject::Widget::StripePeople

```

163.28 *AgentFrontend::TicketDetailView::TextAutoLink###001-Framework*

Defines the filters to add auto links behind the defined strings.

```

---
- Active: 0
  Label: CVE
  Name: CVE
  RegExp:
    - (CVE|CAN)\-(\d{3,4})\-(\d{2,})
  URL1:
    Description: Mitre
    Image: https://cve.mitre.org/favicon.ico
    Target: _blank
    URL: https://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-<MATCH3>
  URL2:
    Description: Google
    Image: https://www.google.de/favicon.ico
    Target: _blank
    URL: https://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>
  URL3:
    Description: US-CERT NVD
    Image: https://nvd.nist.gov/NVD/Media/images/favicons/favicon-16x16.png
    Target: _blank
    URL: https://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>-<MATCH2>-<MATCH3>

```

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```

- Active: 0
  Label: Bugtraq
  Name: Bugtraq
  RegExp:
  - Bugtraq[\s\w\t]*?ID[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
  - Bugtraq[\s\w\t]*?ID[\s\w\t]*?(\\d{2,8})
  - Bugtraq[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
  - Bugtraq[\s\w\t]*?(\\d{2,8})
  - BID[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
  - BID[\s\w\t]*?(\\d{2,8})
  URL1:
    Description: Security Focus
    Image: https://www.securityfocus.com/favicon.ico
    Target: _blank
    URL: https://www.securityfocus.com/bid/<MATCH1>/info
  URL2:
    Description: Google
    Image: https://www.google.de/favicon.ico
    Target: _blank
    URL: https://google.com/search?q=<MATCH>;
- Active: 0
  Label: MSBulletins
  Name: MSBulletins
  RegExp:
  - MS[^A-Za-z]{0,5}(\\d\\d)?.?(\\d{2,4})
  URL1:
    Description: Microsoft Technet
    Image: https://www.microsoft.com/favicon.ico
    Target: _blank
    URL: https://www.microsoft.com/technet/security/bulletin/MS<MATCH1>-
    ↪<MATCH2>.mspx
  URL2:
    Description: Google
    Image: https://www.google.de/favicon.ico
    Target: _blank
    URL: https://google.com/search?q=MS<MATCH1>-<MATCH2>
- Active: 0
  Label: Setting 1
  Name: Setting 1
  RegExp:
  - RegExp
  URL1:
    Description: Description
    Image: right-small.png
    Target: _blank
    URL: URL
  URL2:
    Description: Description
    Image: Image
    Target: _blank
    URL: URL
- Active: 0

```

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```

Label: Setting 2
Name: Setting 2
RegExp:
- RegExp
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL
URL3:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL

```

163.29 *AgentFrontend::TicketDetailView::Widget###Attachments*

:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Attachments
Group: []
Type: Attachments

```

163.30 *AgentFrontend::TicketDetailView::Widget###BusinessProcessInformatio*

:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0

```

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```
IsDuplicatable: 1
IsVisible: 1
Title: Business Process Information
Group: []
Type: BusinessProcessInformation
```

163.31 *AgentFrontend::TicketDetailView::Widget###CommunicationCompact*

:

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Communication Compact
Group: []
Type: CommunicationCompact
```

163.32 *AgentFrontend::TicketDetailView::Widget###CommunicationStream*

:

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Communication Stream
Group: []
Type: CommunicationStream
```

163.33 *AgentFrontend::TicketDetailView::Widget###CustomerInformation*

:

```

---
Config:
  Active: 1
  Config:
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation

```

163.34 *AgentFrontend::TicketDetailView::Widget###FormDrafts*

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Drafts
Group: []
Type: FormDrafts

```

163.35 *AgentFrontend::TicketDetailView::Widget###LinkedObjects::CalendarAp*

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::CalendarAppointment
  Columns:
    Age:
      IsVisible: 1
    AllDay:
      IsVisible: 1
    ChangeBy:
      IsVisible: 1
    ChangeTime:

```

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```

    IsVisible: 1
  CreateBy:
    IsVisible: 1
  CreateTime:
    IsVisible: 2
  Description:
    IsVisible: 1
  EndTime:
    IsVisible: 2
  Location:
    IsVisible: 2
  StartTime:
    IsVisible: 2
  Title:
    IsVisible: 2
  SortBy:
    - Column: CreateTime
      Direction: Down
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Linked Appointments
Group: []
Type: LinkedObjects

```

163.36 *AgentFrontend::TicketDetailView::Widget###LinkedObjects::Knowledge*

:

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::KnowledgeBaseArticle
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Linked Knowledge Base Articles
Group: []
Type: LinkedObjects

```

163.37 *AgentFrontend::TicketDetailView::Widget###LinkedObjects::Ticket*

:

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::Ticket
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Linked Tickets
Group: []
Type: LinkedObjects

```

163.38 *AgentFrontend::TicketDetailView::Widget###People*

```

.
.
:

```

```

---
Config:
  Active: 1
  Config:
    Collapsed: 0
    Hidden: 0
    Identifier:
      IsVisible: 0
      Name: TicketNumber
    Properties:
      - IsVisible: 1
        Name: ArchiveFlag
      - IsVisible: 1
        Name: Created
      - IsVisible: 1
        Name: CustomerTickets
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Lock
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Watch
      - IsVisible: 1
        Name: EscalationTime
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Priority
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Queue

```

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```

- IsInlineEditable: 0
  IsVisible: 1
  Name: State
- IsInlineEditable: 0
  IsVisible: 1
  Name: Service
- IsVisible: 2
  Name: CreateBy
- IsInlineEditable: 0
  IsVisible: 2
  Name: Owner
- IsVisible: 1
  Name: Process
- IsVisible: 1
  Name: ProcessActivity
- IsInlineEditable: 0
  IsVisible: 2
  Name: Responsible
- IsInlineEditable: 0
  IsVisible: 1
  Name: Type
- IsVisible: 1
  Name: AccountedTime
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: People
Group: []
Type: Properties

```

163.39 *AgentFrontend::TicketDetailView::Widget###Properties*

:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Properties
Group: []
Type: Properties

```

163.40 *AgentFrontend::TicketDetailView::Widget::BusinessProcessInformation*

```
--- {}
```

163.41 *AgentFrontend::TicketDetailView::Widget::BusinessProcessInformation*

My Group” , „Content: NameX, NameY” . „Key” . „Value” a a a. : „Key =>

```
--- {}
```

163.42 *AgentFrontend::TicketDetailView::WidgetType###Attachments*

```
---
Config:
  ActiveFilters: {}
  BusinessObjectType: TicketAttachment
  Collapsed: 0
  Columns:
    Article:
      isVisible: 2
    ContentType:
      isVisible: 2
    CreateTime:
      isVisible: 2
    Direction:
      isVisible: 2
    Download:
      isVisible: 2
    Filename:
      isVisible: 2
    Filesize:
      isVisible: 2
    Preview:
      isVisible: 2
  DefaultColumnOrder:
```

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```

- ContentType
- Filename
- Filesize
- CreateTime
- Direction
- Article
- Preview
- Download
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
  - Column: CreateTime
    Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::Attachments

```

163.43 *AgentFrontend::TicketDetailView::WidgetType###BusinessProcessInfor*

:

```

---
Config:
  Collapsed: 0
  Hidden: 0
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::Widget::Ticket::BusinessProcessInformation

```

163.44 *AgentFrontend::TicketDetailView::WidgetType###CommunicationCompa*

:

```

---
Config:
  ActiveFilters: {}
  ArticleDynamicFields: []
  ArticleViewType: collapsed
  BusinessObjectType: TicketArticle
  Collapsed: 0
  Columns:

```

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```

ArticleProperties:
  IsVisible: 2
Attachment:
  IsVisible: 2
Channel:
  IsVisible: 2
CreateTime:
  IsVisible: 2
Direction:
  IsVisible: 2
Sender:
  IsVisible: 2
Subject:
  IsVisible: 2
DefaultColumnOrder:
- Direction
- Channel
- Sender
- Subject
- CreateTime
- ArticleProperties
- Attachment
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
Type: BusinessObject
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CommunicationCompact

```

163.45 *AgentFrontend::TicketDetailView::WidgetType###CommunicationStream*

:

```

---
Config:
  ActiveFilters: {}
  ArticleDynamicFields: []
  ArticleViewType: collapsed
  BusinessObjectType: TicketArticle
  Collapsed: 0
  FilterPresets:
    Internal Notes:

```

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```

    CommunicationChannelID:
      Value: 3
    IsVisibleForCustomer:
      Value: '0'
  Hidden: 0
  HideAvailableFilters: []
  ItemsPerPage: 25
  Limit: 1000
  SortBy:
  - Column: CreateTime
    Direction: Down
  Type: BusinessObject
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CommunicationStream

```

163.46 *AgentFrontend::TicketDetailView::WidgetType###FormDrafts*

```

---
Config:
  ActiveFilters: {}
  BusinessObjectType: FormDraft
  Collapsed: 0
  Columns:
    Delete:
      IsVisible: 2
    Saved:
      IsVisible: 2
    Title:
      IsVisible: 2
    Type:
      IsVisible: 2
  DefaultColumnOrder:
  - Title
  - Saved
  - Type
  - Delete
  FilterPresets: {}
  Hidden: 0
  HideAvailableFilters: []
  ItemsPerPage: 25
  Limit: 1000
  SortBy:
  - Column: Title
    Direction: Up

```

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```
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::FormDrafts
```

163.47 *AgentFrontend::TicketDetailView::WidgetType###LinkedObjects*

```
----
Config:
  Collapsed: 0
  Hidden: 0
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::LinkedObjects
```

163.48 *AgentFrontend::TicketDetailView::WidgetType###Properties*

```
----
Config:
  Collapsed: 0
  Hidden: 0
  Identifier:
    IsVisible: 1
    Name: TicketNumber
  Properties:
  - IsVisible: 1
    Name: ArchiveFlag
  - IsVisible: 2
    Name: Created
  - IsVisible: 1
    Name: CustomerTickets
  - IsInlineEditable: 0
    IsVisible: 2
    Name: Lock
  - IsInlineEditable: 0
    IsVisible: 2
    Name: Watch
  - IsVisible: 2
    Name: EscalationTime
  - IsInlineEditable: 0
    IsVisible: 2
```

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```
Name: Priority
- IsInlineEditable: 0
  isVisible: 2
Name: Queue
- IsInlineEditable: 0
  isVisible: 2
Name: State
- IsInlineEditable: 0
  isVisible: 1
Name: Service
- IsInlineEditable: 0
  isVisible: 1
Name: Owner
- isVisible: 1
Name: CreateBy
- isVisible: 2
Name: Process
- isVisible: 2
Name: ProcessActivity
- IsInlineEditable: 0
  isVisible: 1
Name: Responsible
- IsInlineEditable: 0
  isVisible: 1
Name: Type
- isVisible: 2
Name: AccountedTime
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::Properties
```

Frontend → Agent → View → TicketDetailView → ArticleAction

164.1 *AgentFrontend::TicketArticle::Action###CopyLink*

Registration of the Copy Article Link action.

.

:

```
----
ClusterName: Views
ClusterPriority: '802'
Component: ArticleCopyLink
Description: Copy direct article link to the clipboard
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::CopyLink
Name: Copy Article Link
Permission: ro
```

164.2 *AgentFrontend::TicketArticle::Action###Forward*

Registration of the Forward via Email action.

.

:

```
----
ClusterName: Communication
ClusterPriority: '803'
```

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```

Component: ArticleForward
Description: Forward this article
Group: []
GroupRo: []
Icon: email-action-send-1
IconPriority: '120'
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Forward
Name: Forward via Email
Permission: forward
RequiredLock: '1'
ShowIcon: '1'

```

164.3 AgentFrontend::TicketArticle::Action###MarkAsImportant

Registration of the Mark as Important action.

:

```

---
ClusterName: Organization
ClusterPriority: '803'
Component: ArticleMarkAsImportant
Description: Mark this article as important
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::MarkAsImportant
Name: Mark as Important

```

164.4 AgentFrontend::TicketArticle::Action###Plain

Registration of the Plain View action.

:

```

---
ClusterName: Views
ClusterPriority: '803'
Component: ArticlePlain
Description: View this article as plain text
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Plain
Name: Plain View
Permission: ro

```

164.5 *AgentFrontend::TicketArticle::Action###Print*

Registration of the Print Article action.

:

```

---
ClusterName: Views
ClusterPriority: '805'
Component: ArticlePrint
Description: Print this article
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Print
Name: Print Article

```

164.6 *AgentFrontend::TicketArticle::Action###Redirect*

Registration of the Redirect via Email action.

:

```

---
ClusterName: Communication
ClusterPriority: '802'
Component: ArticleRedirect
Description: Redirect this article
Group: []
GroupRo: []
Icon: ''
IconPriority: ''
Module: ↪
↪Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Redirect
Name: Redirect via Email
Permission: redirect
RequiredLock: '1'
ShowIcon: '0'

```

164.7 *AgentFrontend::TicketArticle::Action###Reply*

Registration of the Reply via Email action.

:

```

---
ClusterName: Communication
ClusterPriority: '801'
Component: ArticleReply
Description: Reply this article
Group: []
GroupRo: []
Icon: email-action-reply-1
IconPriority: '100'
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Reply
Name: Reply via Email
Permission: compose
RequiredLock: '1'
ShowIcon: '1'

```

164.8 *AgentFrontend::TicketArticle::Action###ReplyAll*

Registration of the Reply to All via Email action.

:

```

---
ClusterName: Communication
ClusterPriority: '802'
Component: ArticleReplyAll
Description: Reply this article to all recipients
Group: []
GroupRo: []
Icon: email-action-reply-all-1
IconPriority: '110'
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::ReplyAll
Name: Reply to All via Email
Permission: compose
RequiredLock: '1'
ShowIcon: '1'

```

164.9 *AgentFrontend::TicketArticle::Action###ReplyToNote*

Registration of the Reply via Note action.

:

```

---
ClusterName: Communication
ClusterPriority: '800'

```

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```

Component: ArticleReplyToNote
Description: Reply to this note
Group: []
GroupRo: []
Icon: email-action-reply
IconPriority: '100'
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::ReplyToNote
Name: Reply via Note
Permission: note
RequiredLock: '0'
ShowIcon: '1'

```

164.10 *AgentFrontend::TicketArticle::Action###ReplyViaSms*

Registration of the Reply via SMS action.

.

```

----
ClusterName: Communication
ClusterPriority: '803'
Component: ArticleReplyViaSMS
Description: Reply this article via SMS
Group: []
GroupRo: []
Icon: ''
IconPriority: ''
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::ReplyViaSms
Name: Reply via SMS
Permission: compose
RequiredLock: '1'
ShowIcon: '0'

```

164.11 *AgentFrontend::TicketArticle::Action###Split*

Registration of the Split Article action.

.

```

----
ClusterName: Organization
ClusterPriority: '804'
Component: ArticleSplit
Description: Split this article

```

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```

Group: []
GroupRo: []
Icon: ''
IconPriority: ''
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Split
Name: Split Article
Permission: compose
RequiredLock: '0'
ShowIcon: '0'

```

164.12 *AgentFrontend::TicketArticle::Action###UnmarkAsImportant*

Registration of the Unmark as Important action.

```

.
:

```

```

---
ClusterName: Organization
ClusterPriority: '804'
Component: ArticleUnmarkAsImportant
Description: Unmark this article as important
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::UnmarkAsImportant
Name: Unmark as Important

```

164.13 *AgentFrontend::TicketArticle::Action::Custom*

```

.
.
:

```

```

--- {}

```

Frontend → Agent → View → TicketDetailView → TicketAction

165.1 *AgentFrontend::Ticket::Action###Appointment*

Registration of the New Appointment action.

:

```

---
ClusterName: Organization
ClusterPriority: '800'
Component: TicketCustomURL
Description: Create a new calendar appointment linked to this ticket
Group: []
GroupRo: []
Link: /calendar?TriggerAction=Calendar::AddAppointment&JSON_TicketPlugin=[[%L
↳Data.TicketID
%]]
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::CustomURL
Name: New Appointment
Permission: ''
RequiredLock: '0'
Target: ''

```

165.2 *AgentFrontend::Ticket::Action###Close*

Registration of the Close Ticket action.

:

```

---
ClusterName: Organization
ClusterPriority: '900'
Component: TicketClose
Description: Close this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Close
Name: Close Ticket
Permission: close
RequiredLock: '1'

```

165.3 *AgentFrontend::Ticket::Action###Customer*

Registration of the Change Customer action.

:

```

---
ClusterName: People
ClusterPriority: '200'
Component: TicketCustomer
Description: Change the customer for this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Customer
Name: Change Customer
Permission: customer
RequiredLock: '0'

```

165.4 *AgentFrontend::Ticket::Action###Delete*

(„QueueID” „Link”).

:

```

---
ClusterName: Organization
ClusterPriority: '900'
Component: TicketCustomURL
Description: Delete this ticket
Group: []
GroupRo: []
Link: /ticket/[% Data.TicketID %]?TriggerAction=Ticket::TicketMove&
↳QueueID=9999&SubmitForm=1
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::CustomURL
Name: Delete Ticket
Permission: ''

```

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```
RequiredLock: '1'
Target: ''
```

165.5 AgentFrontend::Ticket::Action###EmailOutbound

Registration of the Send Email Outbound action.

:

```
---
ClusterName: Communication
ClusterPriority: '400'
Component: TicketEmailOutbound
Description: Send new outgoing mail from this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::EmailOutbound
Name: Send Email Outbound
Permission: compose
RequiredLock: '1'
```

165.6 AgentFrontend::Ticket::Action###ExternalLink

:

```
---
ClusterName: Organization
ClusterPriority: '920'
Component: TicketCustomURL
Description: Open an external link
Group: []
GroupRo: []
Link: http://external-application.test/app/index.php?TicketID=[% Data.
↳TicketID %]&QueueID=[%
  Data.QueueID %]
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::CustomURL
Name: External Link
Permission: ''
RequiredLock: '0'
Target: _blank
```

165.7 AgentFrontend::Ticket::Action###FreeText

Registration of the Change Free Fields action.

:

```

---
ClusterName: Organization
ClusterPriority: '400'
Component: TicketFreeText
Description: Change free fields of a ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::FreeText
Name: Change Free Fields
Permission: rw
RequiredLock: '0'

```

165.8 AgentFrontend::Ticket::Action###Junk

Registration of the Mark as Junk action (replace “QueueID” parameter in “Link” with the desired queue).

:

```

---
ClusterName: Organization
ClusterPriority: '910'
Component: TicketCustomURL
Description: Mark this ticket as junk
Group: []
GroupRo: []
Link: /ticket/[% Data.TicketID %]?TriggerAction=Ticket::TicketMove&
↳QueueID=9999&SubmitForm=1
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::CustomURL
Name: Mark as Junk
Permission: ''
RequiredLock: '1'
Target: ''

```

165.9 AgentFrontend::Ticket::Action###Link

Registration of the Link Objects action.

:

```

---
ClusterName: Organization
ClusterPriority: '900'
Component: TicketLink
Description: Shows the link action for this ticket
Group: []

```

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```

GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Link
Name: Link Objects
Permission: ''
RequiredLock: ''

```

165.10 *AgentFrontend::Ticket::Action###Lock*

Registration of the Lock Ticket action.

:

```

---
ClusterName: Organization
ClusterPriority: '100'
Component: TicketLock
Description: Lock it to work on it
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Lock
Name: Lock Ticket
Permission: ''
RequiredLock: '0'

```

165.11 *AgentFrontend::Ticket::Action###Merge*

Registration of the Merge Ticket action.

:

```

---
ClusterName: Organization
ClusterPriority: '400'
Component: TicketMerge
Description: Merge this ticket and all articles into another ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Merge
Name: Merge Ticket
Permission: rw
RequiredLock: '1'

```

165.12 *AgentFrontend::Ticket::Action###Move*

Registration of the Move Ticket action.

:

```
---
ClusterName: Organization
ClusterPriority: '900'
Component: TicketMove
Description: Change the queue for this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Move
Name: Move Ticket
Permission: move_into
RequiredLock: '1'
```

165.13 *AgentFrontend::Ticket::Action###Note*

Registration of the Add Note action.

:

```
---
ClusterName: Communication
ClusterPriority: '100'
Component: TicketNote
Description: Add a note to this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Note
Name: Add Note
Permission: note
RequiredLock: '0'
```

165.14 *AgentFrontend::Ticket::Action###Owner*

Registration of the Change Owner action.

:

```
---
ClusterName: People
ClusterPriority: '100'
Component: TicketOwner
Description: Change the owner of a ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Owner
Name: Change Owner
Permission: owner
RequiredLock: '0'
```


165.15 *AgentFrontend::Ticket::Action###Pending*

Registration of the Set Pending Time action.

:

```

---
ClusterName: Organization
ClusterPriority: '900'
Component: TicketPending
Description: Change the ticket to a pending state
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Pending
Name: Set Pending Time
Permission: pending
RequiredLock: '1'

```

165.16 *AgentFrontend::Ticket::Action###PhoneCallInbound*

Registration of the Add Phone Call Inbound action.

:

```

---
ClusterName: Communication
ClusterPriority: '300'
Component: TicketPhoneCallInbound
Description: Add an inbound phone call to this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::PhoneCallInbound
Name: Add Phone Call Inbound
Permission: phone
RequiredLock: '0'

```

165.17 *AgentFrontend::Ticket::Action###PhoneCallOutbound*

Registration of the Add Phone Call Outbound action.

:

```

---
ClusterName: Communication
ClusterPriority: '200'
Component: TicketPhoneCallOutbound
Description: Add an outbound phone call to this ticket
Group: []
GroupRo: []

```

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```

Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::PhoneCallOutbound
Name: Add Phone Call Outbound
Permission: phone
RequiredLock: '1'

```

165.18 *AgentFrontend::Ticket::Action###Print*

Registration of the Print Ticket action.

:

```

---
ClusterName: Views
ClusterPriority: '400'
Component: TicketPrint
Description: Print this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Print
Name: Print Ticket
Permission: ''
RequiredLock: '0'

```

165.19 *AgentFrontend::Ticket::Action###Priority*

Registration of the Change Priority action.

:

```

---
ClusterName: Organization
ClusterPriority: '900'
Component: TicketPriority
Description: Change the priority for this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Priority
Name: Change Priority
Permission: priority
RequiredLock: '1'

```

165.20 *AgentFrontend::Ticket::Action###Responsible*

Registration of the Change Responsible action.

:

```

---
ClusterName: People
ClusterPriority: '100'
Component: TicketResponsible
Description: Change the responsible of a ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Responsible
Name: Change Responsible
Permission: responsible
RequiredLock: '0'

```

165.21 *AgentFrontend::Ticket::Action###SmsOutbound*

Registration of the Send SMS Outbound action.

:

```

---
ClusterName: Communication
ClusterPriority: '400'
Component: TicketSmsOutbound
Description: Create new outbound SMS from this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::SmsOutbound
Name: Send SMS Outbound
Permission: compose
RequiredLock: '1'

```

165.22 *AgentFrontend::Ticket::Action###TicketHistory*

Registration of the View History action.

:

```

---
ClusterName: Views
ClusterPriority: '800'
Component: TicketHistory
Description: Shows the history for this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::History
Name: View History
Permission: ''
RequiredLock: ''

```

165.23 *AgentFrontend::Ticket::Action###Unlock*

Registration of the Unlock Ticket action.

:

```
---
ClusterName: Organization
ClusterPriority: '101'
Component: TicketUnlock
Description: Unlock to give it back to the queue
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Unlock
Name: Unlock Ticket
Permission: ''
RequiredLock: '1'
```

165.24 *AgentFrontend::Ticket::Action###Unwatch*

Registration of the Unwatch Ticket action.

:

```
---
ClusterName: Organization
ClusterPriority: '400'
Component: TicketUnwatch
Description: Unwatch this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Unwatch
Name: Unwatch Ticket
Permission: ''
RequiredLock: '0'
```

165.25 *AgentFrontend::Ticket::Action###Watch*

Registration of the Watch Ticket action.

:

```
---
ClusterName: Organization
ClusterPriority: '400'
Component: TicketWatch
Description: Watch this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Watch
```

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```
Name: Watch Ticket
Permission: ''
RequiredLock: '0'
```

165.26 *AgentFrontend::Ticket::Action::Pending###FormDraft*

Allows to save the current work in the Set Pending Time action as draft.

:

1

165.27 *Forms###AgentFrontend::Ticket::Action::Close*

:

```
----
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - closed
    Default: 2
    Name: StateID
  - Default: 1
    Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:
    - Default: 0
      Name: IsVisibleForCustomer
  - ColumnLayout: 2
    Fields:
    - Name: MarkAsImportant
```

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```

Label: Write Message
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%%Close'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

165.28 Forms###AgentFrontend::Ticket::Action::EmailOutbound

Configurable form for the Send Email Outbound action.

:

```

----
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - pending auto
    - pending reminder
    - closed
    Default: 4
    Name: StateID
  - Name: PendingDate
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: From
  - Name: To
    Required: 1
  - Name: Cc
  - Name: Bcc
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: EmailSecurity
  - Name: AccountedTime
  - ColumnLayout: 2
  Fields:

```

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```

- Default: 0
  Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
  Label: Write Article
- Default: EmailAgent
  Hidden: 1
  Name: HistoryType
- Default: agent
  Hidden: 1
  Name: SenderType

```

165.29 Forms###AgentFrontend::Ticket::Action::FreeText

Configurable form for the Change Free Fields action.

:

```

----
- Name: Messages
- Collapsible: 1
  Fields:
  - Name: Title
  - Name: TypeID
  - Name: ServiceID
  - Name: SLAID
  - Default: 0
  Hidden: 1
  Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: Subject
  - Name: StandardTemplateID
  - Name: Body
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
  Fields:
  - Default: 0
    Name: IsVisibleForCustomer
  - ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
  Hidden: 1

```

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```

Name: HistoryType
- Default: '%%FreeText'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

165.30 Forms###AgentFrontend::Ticket::Action::Merge

```

---
- Name: Messages
- Default: 0
  Name: AddMessage
- Collapsible: 1
  Fields:
  - Name: From
  - Name: To
    Required: 1
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:
    - Default: 0
      Name: isVisibleForCustomer
  - ColumnLayout: 2
    Fields:
    - Name: MarkAsImportant
  Label: Write Article
- Default: Merged
  Hidden: 1
  Name: HistoryType
- Default: '%%Merge'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```


165.31 *Forms###AgentFrontend::Ticket::Action::Move*

Configurable form for the Move Ticket action.

:

```

----
- Name: Messages
- Collapsible: 1
  Fields:
    - Name: QueueID
      Required: 1
    - Name: OwnerID
    - Config:
      StateType:
        - open
        - closed
      Name: StateID
    - Name: PendingDate
    - Default: 0
      Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
    - Name: StandardTemplateID
    - Name: Subject
      Required: 1
    - Name: Body
      Required: 1
    - Name: Attachments
    - Name: RelevantKnowledge
    - Name: AccountedTime
    - ColumnLayout: 2
      Fields:
        - Default: 0
          Name: IsVisibleForCustomerer
    - ColumnLayout: 2
      Fields:
        - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%Note'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

165.32 *Forms###AgentFrontend::Ticket::Action::Note*

```

---
- Name: Messages
- Collapsible: 1
  Fields: []
  Label: Properties
- Collapsible: 1
  Fields:
    - Name: StandardTemplateID
    - Name: Subject
      Required: 1
    - Name: Body
      Required: 1
    - Name: Attachments
    - Name: RelevantKnowledge
    - Name: AccountedTime
    - ColumnLayout: 2
      Fields:
        - Default: 0
          Name: IsVisibleForCustomer
    - ColumnLayout: 2
      Fields:
        - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%Note'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

165.33 *Forms###AgentFrontend::Ticket::Action::Owner*

```

---
- Name: Messages
- Collapsible: 1
  Fields:

```

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```

- Name: OwnerID
  Required: 1
- Default: 1
  Name: AddMessage
Label: Properties
- Collapsible: 1
Fields:
- Name: StandardTemplateID
- Name: Subject
  Required: 1
- Name: Body
  Required: 1
- Name: Attachments
- Name: RelevantKnowledge
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Default: 0
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Article
- Default: AddNote
Hidden: 1
Name: HistoryType
- Default: '%Owner'
Hidden: 1
Name: HistoryComment
- Default: agent
Hidden: 1
Name: SenderType

```

165.34 Forms###AgentFrontend::Ticket::Action::Pending

:

```

---
- Name: Messages
- Collapsible: 1
Fields:
- Config:
  StateType:
  - pending reminder
  - pending auto
Default: 6
Name: StateID

```

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```

    Required: 1
  - Name: PendingDate
  - Default: 1
    Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:
    - Default: 0
      Name: IsVisibleForCustomer
  - ColumnLayout: 2
    Fields:
    - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%Pending'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

165.35 Forms###AgentFrontend::Ticket::Action::PhoneCallInbound

Configurable form for the Add Phone Call Inbound action.

:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - pending auto
    - pending reminder
    - closed

```

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```

Default: 4
Name: StateID
- Name: PendingDate
Label: Properties
- Collapsible: 1
Fields:
- Name: StandardTemplateID
- Name: Subject
  Required: 1
- Name: Body
  Required: 1
- Name: Attachments
- Name: RelevantKnowledge
- Name: AccountedTime
- Default: 1
  Hidden: 1
  Name: IsVisibleForCustomer
- Name: MarkAsImportant
Label: Write Article
- Default: PhoneCallCustomer
  Hidden: 1
  Name: HistoryType
- Default: '%%%'
  Hidden: 1
  Name: HistoryComment
- Default: customer
  Hidden: 1
  Name: SenderType

```

165.36 *Forms###AgentFrontend::Ticket::Action::PhoneCallOutbound*

Configurable form for the Add Phone Call Outbound action.

:

```

---
- Name: Messages
- Collapsible: 1
Fields:
- Config:
  StateType:
  - open
  - pending auto
  - pending reminder
  - closed
  Default: 2
  Name: StateID
- Name: PendingDate
Label: Properties

```

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```

- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - Default: 1
    Hidden: 1
    Name: IsVisibleForCustomer
  - Name: MarkAsImportant
  Label: Write Article
- Default: PhoneCallAgent
  Hidden: 1
  Name: HistoryType
- Default: '%%'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

165.37 Forms###AgentFrontend::Ticket::Action::Priority

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Default: 3
    Name: PriorityID
    Required: 1
  - Default: 1
    Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments

```

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```

- Name: RelevantKnowledge
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Default: 0
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Article
- Default: AddNote
Hidden: 1
Name: HistoryType
- Default: '%Priority'
Hidden: 1
Name: HistoryComment
- Default: agent
Hidden: 1
Name: SenderType

```

165.38 *Forms###AgentFrontend::Ticket::Action::Responsible*

:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Name: Title
    Required: 1
  - Name: ResponsibleID
    Required: 1
  - Default: 1
    Name: AddMessage
Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:

```

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```

- Default: 0
  Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%Responsible'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

165.39 Forms###AgentFrontend::Ticket::Action::SmsOutbound

Configurable form for the Send SMS Outbound action.

:

```

----
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - pending auto
    - pending reminder
    - closed
    Default: 4
    Name: StateID
  - Name: PendingDate
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: Sender
  - Name: To
    Required: 1
  - Name: StandardTemplateID
  - Name: Body
  - Name: FlashMessage
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
  Fields:
  - Default: 1

```

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```

    Name: IsVisibleForCustomer
  - ColumnLayout: 2
    Fields:
      - Name: MarkAsImportant
    Label: Write Article
  - Default: AddSMS
    Hidden: 1
    Name: HistoryType
  - Default: agent
    Hidden: 1
    Name: SenderType

```

165.40 Forms###AgentFrontend::TicketArticle::Action::Forward

Configurable form for the Forward via Email action.

:

```

----
- Name: Messages
- Collapsible: 1
  Fields:
    - Config:
      StateType:
        - open
        - closed
        - pending auto
        - pending reminder
      Default: 2
      Name: StateID
      Required: 1
    - Name: PendingDate
    Label: Properties
  - Collapsible: 1
    Fields:
      - Name: From
        Required: 1
      - Name: To
        Required: 1
      - Name: Cc
      - Name: Bcc
      - Name: StandardTemplateID
      - Name: Subject
        Required: 1
      - Name: Body
        Required: 1
      - Name: Attachments
      - Name: RelevantKnowledge
      - Name: EmailSecurity

```

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```

- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Disabled: 1
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Message
- Default: Forward
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

165.41 *Forms###AgentFrontend::TicketArticle::Action::Redirect*

Configurable form for the Redirect via Email action.

:

```

----
- Name: Messages
- Collapsible: 1
  Fields:
  - Label: Redirect to
    Name: RedirectTo
    Required: 1
  - Config:
    StateType:
    - open
    - closed
    Default: 2
    Name: StateID
    Required: 1
  - Default: 1
    Label: Inform Original Sender
    Name: AddMessage
Label: Properties
- Collapsible: 1
  Fields:
  - Name: From
    Required: 1
  - Name: To
    Required: 1
  - Name: Subject
    Required: 1
  - Default: Your email with ticket number "<OTRS_TICKET>" was
↳redirected to

```

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```

"&lt;OTRS_REDIRECT_TO&gt;". Contact this address for further
↪information.
  Name: Body
  Required: 1
- ColumnLayout: 2
  Fields:
  - Disabled: 1
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Message
- Default: Bounce
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

165.42 Forms###AgentFrontend::TicketArticle::Action::Reply

Configurable form for the Reply via Email action.

```

----
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - closed
    - pending auto
    - pending reminder
    Default: 4
    Name: StateID
    Required: 1
  - Name: PendingDate
Label: Properties
- Collapsible: 1
  Fields:
  - Name: From
    Required: 1
  - Name: To
    Required: 1
  - Name: Cc
  - Name: Bcc
  - Name: StandardTemplateID

```

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```

- Name: Subject
  Required: 1
- Name: Body
  Required: 1
- Name: Attachments
- Name: RelevantKnowledge
- Name: EmailSecurity
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Disabled: 1
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Message
- Default: SendAnswer
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

165.43 Forms###AgentFrontend::TicketArticle::Action::ReplyAll

Configurable form for the Reply to All via Email action.

.

:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - closed
    - pending auto
    - pending reminder
    Default: 4
    Name: StateID
    Required: 1
  - Name: PendingDate
Label: Properties
- Collapsible: 1
  Fields:
  - Name: From
    Required: 1
  - Name: To

```

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```

Required: 1
- Name: Cc
- Name: Bcc
- Name: StandardTemplateID
- Name: Subject
  Required: 1
- Name: Body
  Required: 1
- Name: Attachments
- Name: RelevantKnowledge
- Name: EmailSecurity
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Disabled: 1
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Message
- Default: SendAnswer
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

165.44 *Forms###AgentFrontend::TicketArticle::Action::ReplyToNote*

Configurable form for the Reply via Note action.

:

```

---
- Name: Messages
- Name: AutoInformedAgents
- Collapsible: 1
  Fields: []
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime

```

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```

- ColumnLayout: 2
  Fields:
  - Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Article
- Default: AddNote
Hidden: 1
Name: HistoryType
- Default: '%Note'
Hidden: 1
Name: HistoryComment
- Default: agent
Hidden: 1
Name: SenderType

```

165.45 Forms###AgentFrontend::TicketArticle::Action::ReplyViaSms

SMS

:

```

---
- Name: Messages
- Collapsible: 1
Fields:
- Config:
  StateType:
  - open
  - closed
  - pending auto
  - pending reminder
  Default: 4
  Name: StateID
  Required: 1
- Name: PendingDate
Label: Properties
- Collapsible: 1
Fields:
- Name: Sender
- Name: To
  Required: 1
- Name: StandardTemplateID
- Name: Body
  Required: 1
- Name: FlashMessage
- Name: RelevantKnowledge
- Name: AccountedTime

```

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```

- ColumnLayout: 2
  Fields:
  - Disabled: 1
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Message
- Default: AddSMS
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

165.46 *Forms###AgentFrontend::TicketArticle::Action::Split*

:

```

----
- Name: Messages
- Collapsible: 1
Fields:
- Name: Target
  Required: 1
- Name: LinkAs
  Required: 1
- Name: ProcessID
  Required: 1
Label: Properties

```

165.47 *AgentFrontend::Ticket::Action::Custom*

:

```

---- {}

```

Frontend → Agent → View → TicketDetailView → TicketAction → Close

166.1 AgentFrontend::Ticket::Action::Close###FormDraft

Allows to save the current work in the Close Ticket action as draft.

:

1

Frontend → *Agent* → *View* → *TicketDetailView* → *TicketAction* → *Move*

167.1 *AgentFrontend::Ticket::Action::Move###FormDraft*

Allows to save the current work in the Move Ticket action as draft.

:

1

167.2 *AgentFrontend::Ticket::RedirectAfterMove*

, , . , , .
:
:

0

Frontend → *Agent* → *View* → *TicketDetailView* → *TicketAction* → *Priority*

168.1 *AgentFrontend::Ticket::Action::Priority###FormDraft*

Allows to save the current work in the Change Priority action as draft.

:

1

Frontend → Agent → View → TicketEmailNew

169.1 *AgentFrontend::SelectFromAllCustomerIDs*

ID ().

:

0

Frontend → Agent → View → TicketEmailOutbound

170.1 AgentFrontend::Ticket::Action::EmailOutbound###FormDraft

Allows to save the current work in the Send Email Outbound action as draft.

:

1

Frontend → Agent → View → TicketFreeText

171.1 *AgentFrontend::Ticket::Action::FreeText###FormDraft*

Allows to save the current work in the Change Free Fields action as draft.

:

1

Frontend → Agent → View → TicketHistory

172.1 *AgentFrontend::Ticket::HistoryOrder*

Shows the ticket history (reverse ordered) in the agent interface.

:

```
normal
```

172.2 *AgentFrontend::Ticket::HistoryTypes###000-Framework*

:

```
----  
AddNote: Added note (%s).  
ArchiveFlagUpdate: Changed archive state to "%s".  
Bounce: Bounced to "%s".  
CustomerUpdate: Changed customer to "%s".  
EmailAgent: Sent email to customer.  
EmailCustomer: Added email. %s  
EmailResend: Resent email to "%s".  
EscalationResponseTimeNotifyBefore: Notified about response time escalation.  
EscalationResponseTimeStart: Started response time escalation.  
EscalationResponseTimeStop: Stopped response time escalation.  
EscalationSolutionTimeNotifyBefore: Notified about solution time escalation.  
EscalationSolutionTimeStart: Started solution time escalation.
```

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```

EscalationSolutionTimeStop: Stopped solution time escalation.
EscalationUpdateTimeNotifyBefore: Notified about update time escalation.
EscalationUpdateTimeStart: Started update time escalation.
EscalationUpdateTimeStop: Stopped update time escalation.
FollowUp: Added follow-up to ticket [%s]. %s
Forward: Forwarded to "%s".
Lock: Locked ticket.
LoopProtection: 'Loop protection: no auto-response sent to "%s".'
Merged: Merged Ticket (%s/%s) to (%s/%s).
Misc: '%s'
Move: Changed queue to "%s" (%s) from "%s" (%s).
NewTicket: Created ticket [%s] in "%s" with priority "%s" and state "%s".
OwnerUpdate: Changed owner to "%s" (%s).
PhoneCallAgent: Added phone call to customer.
PhoneCallCustomer: Added phone call from customer.
PriorityUpdate: Changed priority from "%s" (%s) to "%s" (%s).
Remove: '%s'
ResponsibleUpdate: Changed responsible to "%s" (%s).
SLAUpdate: Changed SLA to "%s" (%s).
SendAgentNotification: Sent "%s" notification to "%s" via "%s".
SendAnswer: Sent email to "%s".
SendAutoFollowUp: Sent auto follow-up to "%s".
SendAutoReject: Sent auto reject to "%s".
SendAutoReply: Sent auto reply to "%s".
SendCustomerNotification: Sent notification to "%s".
ServiceUpdate: Changed service to "%s" (%s).
SetPendingTime: Changed pending time to "%s".
StateUpdate: Changed state from "%s" to "%s".
Subscribe: Added subscription for user "%s".
SystemRequest: Added system request (%s).
TicketDynamicFieldUpdate: Changed dynamic field %s from "%s" to "%s".
TicketLinkAdd: Added link to ticket "%s".
TicketLinkDelete: Deleted link to ticket "%s".
TimeAccounting: Added %s time unit(s), for a total of %s time unit(s).
TitleUpdate: Changed title from "%s" to "%s".
TypeUpdate: Changed type from "%s" (%s) to "%s" (%s).
Unlock: Unlocked ticket.
Unsubscribe: Removed subscription for user "%s".
WebRequestCustomer: Added web request from customer.

```

172.3 AgentFrontend::Ticket::HistoryTypes###001-Framework

```

----
AddSMS: Added SMS for "%s".

```

Frontend → Agent → View → TicketList

173.1 AgentFrontend::TicketList::ArticlePreview###DefaultConfig

```
---
ActiveFilters: {}
ArticleDynamicFields: []
ArticleViewType: collapsed
BusinessObjectType: TicketArticle
HideAvailableFilters: []
ItemsPerPage: 5
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
Type: BusinessObject
```

173.2 AgentFrontend::TicketList::Closed###DefaultConfig

```
---
ActiveFilters:
```

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```
StateType:
  Value: Closed
TicketClose_DateTimeRelative:
  Value:
    Format: minute
    Point: 1
    Start: Before
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
```

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```
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
```

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```

- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Recently Closed Tickets
SortBy:
- Column: Changed
  Direction: Down
Type: BusinessObject

```

173.3 AgentFrontend::TicketList::Created###DefaultConfig

```

---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    isVisible: 1
  Changed:
    isVisible: 1
  Created:
    isVisible: 2

```

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```
CustomerCompanyName:
  IsVisible: 1
CustomerID:
  IsVisible: 2
CustomerName:
  IsVisible: 1
CustomerUserID:
  IsInlineEditable: 0
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
```

(continues on next page)

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```
    IsVisible: 2
  Type:
    IsInlineEditable: 0
    IsVisible: 1
  Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Closed:
    StateType:
      Value: Closed
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unresolved:
    StateType:
      Value: Open
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unresolved
```

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```

Limit: 1000
ScreenTitle: Recently Created Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

173.4 AgentFrontend::TicketList::Custom1###DefaultConfig

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1

```

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```
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
```

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```

- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

173.5 AgentFrontend::TicketList::Custom2###DefaultConfig

:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:

```

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```
    IsVisible: 1
Created:
    IsVisible: 2
CustomerCompanyName:
    IsVisible: 1
CustomerID:
    IsVisible: 2
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
```

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```

TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

173.6 AgentFrontend::TicketList::Custom3###DefaultConfig

```

:
---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
```

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```

    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type

```

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```

- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

173.7 AgentFrontend::TicketList::Custom4###DefaultConfig

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1

```

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```
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
```

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```

- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

173.8 *AgentFrontend::TicketList::Custom5###DefaultConfig*

:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []

```

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```
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
    IsVisible: 1
  SLA:
    IsInlineEditable: 0
    IsVisible: 1
  Sender:
    IsVisible: 2
  Service:
    IsInlineEditable: 0
```

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```
    IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```


173.9 AgentFrontend::TicketList::Escalations###DefaultConfig

```

---
ActiveFilters:
  TicketEscalation_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 2
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2

```

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Owner:	
IsInlineEditable:	0
IsVisible:	2
PendingTime:	
IsVisible:	1
Priority:	
IsInlineEditable:	0
IsVisible:	2
Queue:	
IsInlineEditable:	0
IsVisible:	2
Responsible:	
IsInlineEditable:	0
IsVisible:	1
SLA:	
IsInlineEditable:	0
IsVisible:	1
Sender:	
IsVisible:	2
Service:	
IsInlineEditable:	0
IsVisible:	1
State:	
IsInlineEditable:	0
IsVisible:	2
Subject:	
IsVisible:	1
TicketNumber:	
IsVisible:	1
Title:	
IsVisible:	2
Type:	
IsInlineEditable:	0
IsVisible:	1
Watch:	
IsVisible:	2
DefaultColumnOrder:	
- LivePeople	
- TicketNumber	
- Title	
- Priority	
- Created	
- Age	
- Changed	
- State	
- PendingTime	
- EscalationTime	
- EscalationUpdateTime	
- EscalationResponseTime	
- EscalationSolutionTime	
- Sender	
- Subject	

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```

- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Escalated Tickets
SortBy:
- Column: EscalationTime
  Direction: Down
Type: BusinessObject

```

173.10 AgentFrontend::TicketList::Legacyescalations###DefaultConfig

```

---
ActiveFilters:
  StateType:
    Value: Open
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []

```

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```
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 2
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
    IsVisible: 1
  SLA:
    IsInlineEditable: 0
    IsVisible: 1
  Sender:
    IsVisible: 2
  Service:
    IsInlineEditable: 0
```

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```

    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Escalated:
    TicketEscalation_DateTimeRelative:
      Value:
        Format: minute
        Point: 1
        Start: Before
  Escalates within the next day:
    TicketEscalation_DateTimeRelative:

```

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```

Value:
  Format: day
  Point: 1
  Start: Next
Escalates within the next month:
TicketEscalation_DateTimeRelative:
  Value:
    Format: month
    Point: 1
    Start: Next
Escalates within the next week:
TicketEscalation_DateTimeRelative:
  Value:
    Format: week
    Point: 1
    Start: Next
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Escalated
Limit: 1000
ScreenTitle: Escalated Tickets
SortBy:
- Column: EscalationTime
  Direction: Down
Type: BusinessObject

```

173.11 *AgentFrontend::TicketList::Legacylocked###DefaultConfig*

:

```

---
ActiveFilters:
  AgentOwner:
    Value: 1
  LockIDs:
    Value:
      - 2
      - 3
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket

```

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```
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 2
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
    IsVisible: 1
  SLA:
    IsInlineEditable: 0
    IsVisible: 1
  Sender:
    IsVisible: 2
  Service:
    IsInlineEditable: 0
    IsVisible: 1
```

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```
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  New:
    AgentTicketFlagSeen:
      Value: 1
  Reached:
    StateType:
      Value:
        - pending reminder
    TicketPending_DateTimeRelative:
      Value:
```

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```

    Format: minute
    Point: 1
    Start: After
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: New
Limit: 1000
ScreenTitle: My Locked Tickets
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

173.12 AgentFrontend::TicketList::Legacyqueues###DefaultConfig

```

---
ActiveFilters:
  AgentQueues:
    Value: 1
  StateType:
    Value: Open
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:

```

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```
    IsVisible: 1
CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
```

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```
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Tickets in My Queues
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject
```

173.13 *AgentFrontend::TicketList::Legacyresponsible###DefaultConfig*

```
---
ActiveFilters:
  AgentResponsible:
    Value: 1
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 2
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
```

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```
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
```

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```

- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  New:
    AgentTicketFlagSeen:
      Value: 1
  Reached:
    StateType:
      Value:
        - pending reminder
    TicketPending_DateTimeRelative:
      Value:
        Format: minute
        Point: 1
        Start: After
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: New
Limit: 1000
ScreenTitle: My Responsible Tickets
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

173.14 *AgentFrontend::TicketList::LegacyService###DefaultConfig*

:

```

---
ActiveFilters:
  AgentServices:
    Value: 1
  StateType:
    Value: Open
AllowGETConfig:
- VisibleColumns
- SortBy

```

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```
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
    IsVisible: 1
  SLA:
    IsInlineEditable: 0
```

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```
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
```

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```

    - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  HideAvailableFilters: []
  ItemsPerPage: 25
  LastUsedFilterPreset: Unlocked
  Limit: 1000
  ScreenTitle: Tickets in My Services
  SortBy:
  - Column: Priority
    Direction: Down
  - Column: Created
    Direction: Down
  Type: BusinessObject

```

173.15 *AgentFrontend::TicketList::Legacystatus###DefaultConfig*

:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:

```

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```
  IsInlineEditable: 0
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
```

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```
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Closed and Locked:
    LockIDs:
      Value:
        - 2
    StateType:
      Value: Closed
  Closed and Unlocked:
    LockIDs:
      Value:
        - 1
    StateType:
      Value: Closed
  Open and Locked:
    LockIDs:
      Value:
        - 2
    StateType:
      Value: Open
  Open and Unlocked:
    LockIDs:
      Value:
        - 1
    StateType:
      Value: Open
```

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```

HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Open and Unlocked
Limit: 1000
ScreenTitle: Tickets Status View
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

173.16 *AgentFrontend::TicketList::Legacywatcher###DefaultConfig*

```

---
ActiveFilters:
  AgentWatcher:
    Value: 1
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:

```

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```
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 2
EscalationUpdateTime:
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
```

(continues on next page)

(continued from previous page)

```
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  New:
    AgentTicketFlagSeen:
      Value: 1
  Reached:
    StateType:
      Value:
        - pending reminder
    TicketPending_DateTimeRelative:
      Value:
        Format: minute
        Point: 1
        Start: After
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: New
Limit: 1000
ScreenTitle: My Watched Tickets
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject
```

173.17 AgentFrontend::TicketList::Queues###DefaultConfig

```
---
ActiveFilters:
  AgentQueues:
    Value: 1
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
```

(continues on next page)

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```
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
```

(continues on next page)

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```

- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Tickets in My Queues
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

173.18 AgentFrontend::TicketList::Reminders###DefaultConfig

:

```

---
ActiveFilters:
  TicketPending_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage

```

(continues on next page)

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```
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 2
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
    IsVisible: 1
  SLA:
    IsInlineEditable: 0
    IsVisible: 1
  Sender:
    IsVisible: 2
```

(continues on next page)

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```
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
```

(continues on next page)

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```

Value:
  - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Tickets with Reached Reminders
SortBy:
  - Column: PendingTime
    Direction: Down
Type: BusinessObject

```

173.19 *AgentFrontend::TicketList::Static###DefaultConfig*

```

---
ActiveFilters: {}
AllowGETConfig:
  - VisibleColumns
  - SortBy
  - ActiveFilters
  - FilterPresets
  - ItemsPerPage
  - FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 0
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:

```

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```
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
```

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(continued from previous page)

```
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

173.20 AgentFrontend::TicketList::Unlocked###DefaultConfig

```
---
ActiveFilters:
  LockIDs:
    Value:
      - 1
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
```

(continues on next page)

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```
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
    IsVisible: 1
  SLA:
    IsInlineEditable: 0
    IsVisible: 1
  Sender:
    IsVisible: 2
  Service:
```

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```
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Closed:
    StateType:
      Value: Closed
  Unresolved:
    StateType:
      Value: Open
HideAvailableFilters: []
```

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```

ItemsPerPage: 25
LastUsedFilterPreset: Unresolved
Limit: 1000
ScreenTitle: Unlocked Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

173.21 AgentFrontend::TicketList::Unresolved###DefaultConfig

```

---
ActiveFilters:
  StateType:
    Value: Open
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1

```

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```
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
```

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```
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Unresolved Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

Frontend → Agent → View → TicketList → Bulk

174.1 AgentFrontend::Ticket::BulkFeature::Attributes###DynamicField

:

```
--- {}
```

174.2 AgentFrontend::Ticket::BulkFeature::Attributes###IsVisibleForCustomerL

:

```
0
```

174.3 AgentFrontend::Ticket::BulkFeature::Attributes###Owner

:

```
1
```

174.4 AgentFrontend::Ticket::BulkFeature::Attributes###Priority

:

1

174.5 *AgentFrontend::Ticket::BulkFeature::Attributes###PriorityDefault*

:

3 normal

174.6 *AgentFrontend::Ticket::BulkFeature::Attributes###Responsible*

:

1

174.7 *AgentFrontend::Ticket::BulkFeature::Attributes###State*

:

1

174.8 *AgentFrontend::Ticket::BulkFeature::Attributes###StateDefault*

:

open

174.9 *AgentFrontend::Ticket::BulkFeature::Attributes###TicketType*

:

1

174.10 *AgentFrontend::TicketList::Bulk###StateType*

:

```
----  
- open  
- closed  
- pending reminder  
- pending auto
```

174.11 *WebApp::API::Agent::Ticket::BulkFeature###Active*

Activates ticket bulk action feature for the agent interface in order to execute actions to multiple tickets at the same time.

:

```
1
```

174.12 *WebApp::API::Agent::Ticket::BulkFeature###Groups*

:

```
----  
- admin  
- users
```

174.13 *WebApp::API::Agent::Ticket::BulkFeature###RequiredLock*

:

```
1
```

Frontend → Agent → View → TicketMerge

175.1 *AgentFrontend::Ticket::MergeText*

When tickets are merged, the customer user can be informed per email by setting the check box „Inform Sender” . In this text area, you can define a pre-formatted text which can later be modified by the agents.

:

```
Your email with ticket number "<OTRS_TICKET>" is merged to "<OTRS_MERGE_TO_↵TICKET>".
```

175.2 *Ticket::Frontend::AutomaticMergeSubject*

When tickets are merged, a note will be added automatically to the ticket which is no longer active. Here you can define the subject of this note (this subject cannot be changed by the agent).

:

```
Ticket Merged
```

175.3 *Ticket::Frontend::AutomaticMergeText*

When tickets are merged, a note will be added automatically to the ticket which is no longer active. Here you can define the body of this note (this text cannot be changed by the agent).

:

Merged Ticket <OTRS_TICKET> to <OTRS_MERGE_TO_TICKET>.

Frontend → Agent → View → TicketNote

176.1 AgentFrontend::Ticket::Action::Note###FormDraft

Allows to save the current work in the Add Note action as draft.

:

1

Frontend → Agent → View → TicketOwner

177.1 AgentFrontend::Ticket::Action::Owner###FormDraft

Allows to save the current work in the Change Owner action as draft.

:

1

Frontend → Agent → View → TicketPhoneInbound

178.1 AgentFrontend::Ticket::Action::PhoneCallInbound###FormDraft

Allows to save the current work in the Add Phone Call Inbound action as draft.

:

1

Frontend → Agent → View → TicketPhoneOutbound

179.1 AgentFrontend::Ticket::Action::PhoneCallOutbound###FormDraft

Allows to save the current work in the Add Phone Call Outbound action as draft.

:

1

Frontend → Agent → View → TicketResponsible

180.1 AgentFrontend::Ticket::Action::Responsible###FormDraft

Allows to save the current work in the Change Responsible action as draft.

:

1

Frontend → Agent → View → TicketSmsOutbound

181.1 AgentFrontend::Ticket::Action::SmsOutbound###FormDraft

Allows to save the current work in the Send SMS Outbound action as draft.

:

1

Frontend → Agent → View → WebNotificationView

182.1 AgentFrontend::WebNotificationList###DefaultConfig

```
---
ActiveFilters: {}
BusinessObjectType: WebNotification
Columns:
  CreateTime:
    IsVisible: 2
  Name:
    IsVisible: 2
  ObjectReference:
    IsVisible: 2
  ObjectType:
    IsVisible: 2
  Subject:
    IsVisible: 2
DefaultColumnOrder:
- Name
- CreateTime
- Subject
- ObjectType
- ObjectReference
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
```

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```
SortBy:  
- Column: CreateTime  
  Direction: Up  
Type: BusinessObject
```

182.2 *NotificationView::ObjectTypes*

```
----  
Appointment: Appointment  
Calendar: Calendar  
Ticket: Ticket
```

Frontend → Agent → WidgetTypes

183.1 AgentFrontend::WidgetType###CustomerInformation

```
---  
Config:  
  Collapsed: 0  
  Hidden: 0  
  Properties:  
    - CustomerUserID  
    - CustomerID  
  ShowPropertyOnEmpty: 0  
Module: Kernel::WebApp::Util::BusinessObject::Widget::CustomerInformation
```

Frontend → Base

184.1 *AgentFrontend::Ticket::BlockLoadingRemoteContent*

:

0

184.2 *AttachmentDownloadType*

Allows choosing between showing the attachments of a ticket in the browser (inline) or just make them downloadable (attachment).

:

attachment

184.3 *DefaultLanguage*

().

:

```
en
```

184.4 *DefaultTheme*

(HTML) . , .
<https://doc.otrs.com/doc/>.

:

```
Standard
```

184.5 *DefaultTheme::HostBased*

„Key” , „Content” (regex), /

:

```
----  
host1\.example\.com: SomeTheme1  
host2\.example\.com: SomeTheme2
```

184.6 *DefaultUsedLanguages*

:

```
----  
ar_SA: Arabic (Saudi Arabia)  
bg: Bulgarian  
ca: Catalan  
cs: Czech  
da: Danish  
de: German  
el: Greek  
en: English (United States)  
en_CA: English (Canada)  
en_GB: English (United Kingdom)  
es: Spanish  
es_CO: Spanish (Colombia)  
es_MX: Spanish (Mexico)  
et: Estonian
```

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```
fa: Persian
fi: Finnish
fr: French
fr_CA: French (Canada)
gl: Galician
he: Hebrew
hi: Hindi
hr: Croatian
hu: Hungarian
id: Indonesian
it: Italian
ja: Japanese
ko: Korean
lt: Lithuanian
lv: Latvian
mk: Macedonian
ms: Malay
nb_NO: Norwegian
nl: Dutch
pl: Polish
pt: Portuguese
pt_BR: Portuguese (Brasil)
ro: Romanian
ru: Russian
sk_SK: Slovak
sl: Slovenian
sr_Cyrl: Serbian Cyrillic
sr_Latn: Serbian Latin
sv: Swedish
sw: Swahili
th_TH: Thai
tr: Turkish
uk: Ukrainian
vi_VN: Vietnam
zh_CN: Chinese (Simplified)
zh_TW: Chinese (Traditional)
```

184.7 *DefaultUsedLanguagesNative*

:

```
---
ar_SA:
bg:
ca: Català
cs: Český
da: Dansk
```

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```
de: Deutsch
el: Ελληνικά
en: English (United States)
en_CA: English (Canada)
en_GB: English (United Kingdom)
es: Español
es_CO: Español (Colombia)
es_MX: Español (México)
et: Eesti
fa:
fi: Suomi
fr: Français
fr_CA: Français (Canada)
gl: Galego
he:
hi:
hr: Hrvatski
hu: Magyar
id: Bahasa Indonesia
it: Italiano
ja: 日本語
ko: □□□
lt: Lietuvių kalba
lv: Latvijās
mk: M
ms: Melayu
nb_NO: Norsk bokmål
nl: Nederlandse
pl: Polski
pt: Português
pt_BR: Português Brasileiro
ro: Română
ru:
sk_SK: Slovenčina
sl: Slovenščina
sr_Cyrl:
sr_Latn: Srpski
sv: Svenska
sw: Kiswahili
th_TH:
tr: Türkçe
uk:
vi_VN: Việt Nam
zh_CN: 简体中文
zh_TW: 正體中文
```

184.8 *DefaultViewLines*

()

:

6000

184.9 *DefaultViewNewLine*

Automated line break in text messages after x number of chars.

:

90

184.10 *DisableContentSecurityPolicy*

HTTP „Content-Security-Policy” HTTP !
!

:

0

184.11 *DisableIFrameOriginRestricted*

HTTP „X-Frame-Options: SAMEORIGIN” OTRS IFRAME .
HTTP ! !

:

0

184.12 *DisableLoginAutocomplete*

:

0

184.13 *FirstnameLastnameOrder*

:

0

184.14 *Frontend::DebugMode*

:

0

184.15 *Frontend::MenuDragDropEnabled*

:

1

184.16 *Frontend::PrefixPath*

proxy . , (. ' /prefix/path').

:

``Frontend::RichText``

Uses richtext for viewing and editing: articles, salutations, signatures, standard templates, auto responses and notifications.

:

1

184.17 *Frontend::TemplateCache*

:

1

184.18 *Frontend::Themes*

```

- . 1 ,0 .
:

```

```

---
Lite: '0'
Standard: '1'

```

184.19 *HTTPSForceRedirect*

Whether to force redirect all requests from http to https protocol. Please check that your web server is configured correctly for https protocol before enable this option.

```

.
:

```

0

184.20 *HttpType*

```

, . https plain http, .
, OTRS_CONFIG_HttpType , , .
.
:

```

http

184.21 *OutOfOfficeMessageTemplate*

```

. (%s) : .
:

```

```

*** out of office until %s (%s d left) ***

```

184.22 *WebUploadCacheModule*

Selects the module to handle uploads via the web interface. „DB” stores all uploads in the database, „FS” uses the file system.

.

:

```
Kernel::System::Web::UploadCache::DB
```

Frontend → Base → Loader

185.1 Loader::Agent::CommonCSS###000-Framework

CSS

:

```
---  
- Core.Reset.css  
- Core.Default.css  
- Core.Header.css  
- Core.Footer.css  
- Core.PageLayout.css  
- Core.Form.css  
- Core.Table.css  
- Core.Login.css  
- Core.Widget.css  
- Core.WidgetMenu.css  
- Core.Tooltip.css  
- Core.Dialog.css  
- Core.InputFields.css  
- Core.Print.css  
- Core.Animations.css  
- Core.DocumentSearch.css  
- Core.AgentSearch.css
```

185.2 Loader::Agent::CommonCSS###001-Daemon

CSS

```
---
- Core.Agent.Daemon.css
```

185.3 Loader::Agent::CommonJS###000-Framework

JS

```
---
- thirdparty/jquery-3.5.1/jquery.js
- thirdparty/jquery-browser-detection/jquery-browser-detection.js
- thirdparty/jquery-ui-1.12.1/jquery-ui.js
- thirdparty/jquery-ui-touch-punch-0.2.3/jquery.ui.touch-punch.js
- thirdparty/jquery-validate-1.16.0/jquery.validate.js
- thirdparty/jquery-pubsub/pubsub.js
- thirdparty/jquery-jstree-3.3.7/jquery.jstree.js
- thirdparty/nunjucks-3.0.1/nunjucks.js
- Core.Init.js
- Core.JavaScriptEnhancements.js
- Core.Debug.js
- Core.Exception.js
- Core.Data.js
- Core.Config.js
- Core.Language.js
- Core.Template.js
- Core.JSON.js
- Core.App.js
- Core.App.Responsive.js
- Core.AJAX.js
- Core.UI.js
- Core.UI.InputFields.js
- Core.UI.Accordion.js
- Core.UI.Datepicker.js
- Core.UI.DnD.js
- Core.UI.Floater.js
- Core.UI.Resizable.js
- Core.UI.Table.js
- Core.UI.Accessibility.js
- Core.UI.RichTextEditor.js
- Core.UI.Dialog.js
- Core.UI.ActionRow.js
- Core.UI.Popup.js
- Core.UI.TreeSelection.js
- Core.UI.Autocomplete.js
- Core.Form.js
- Core.Form.ErrorTooltips.js
```

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```

- Core.Form.Validate.js
- Core.Agent.js
- Core.Agent.CustomerSearch.js
- Core.UI.Notification.js
- Core.Agent.Responsive.js

```

185.4 *Loader::Agent::CommonJS###001-Daemon*

```

JS

```

```

:

```

```

----
- Core.Agent.Daemon.js

```

185.5 *Loader::Agent::CommonJS###001-JQueryMigrate*

```

JS

```

```

:

```

```

----
- thirdparty/jquery-migrate-3.0.0/jquery-migrate.js

```

185.6 *Loader::Agent::CommonJS###002-Ticket*

```

JS

```

```

:

```

```

---- []

```

185.7 *Loader::Agent::CommonJS###100-CKEditor*

```

JS

```

```

:

```

```

----
- thirdparty/ckeditor-4.7.0/ckeditor.js

```

185.8 *Loader::Agent::DefaultSelectedSkin*

The agent skin's InternalName which should be used in the agent interface. Please check the available skins in Frontend::Agent::Skins.

```
default
```

185.9 *Loader::Agent::DefaultSelectedSkin::HostBased*

```

/
Key
Content (regex),

```

```

---
host1\example.com: SomeSkin1
host2\example.com: SomeSkin2

```

185.10 *Loader::Agent::ResponsiveCSS###000-Framework*

```
CSS
```

```

---
- Core.Responsive.css

```

185.11 *Loader::Agent::Skin###000-default*

```

---
Description: The Default skin of OTRS.
HomePage: www.otrs.org
InternalName: default
VisibleName: OTRS

```

185.12 *Loader::Agent::Skin###001-slim*

().

:

```

---
Description: A more compact version of the OTRS skin which tries to save
↳screen space
  for power users.
HomePage: www.otrs.org
InternalName: slim
VisibleName: Slim

```

185.13 *Loader::Agent::Skin###002-high-contrast*

:

```

---
Description: High contrast skin for visually impaired users.
HomePage: www.otrs.com
InternalName: highcontrast
VisibleName: High Contrast

```

185.14 *Loader::Enabled::CSS*

, OTRS CSS .

:

1

185.15 *Loader::Enabled::JS*

, OTRS JavaScript .

:

1

Frontend → *Base* → *OutputFilter*

186.1 *Frontend::Output::FilterText###AAAURL*

, URL .
:

```
---  
Module: Kernel::Output::HTML::FilterText::URL  
Templates:  
  AgentTicketZoom: '1'
```

186.2 *Frontend::Output::FilterText###OutputFilterTextAutoLink*

, .
.
:

```
---  
Module: Kernel::Output::HTML::FilterText::AutoLink  
Templates:  
  AgentTicketZoom: '1'
```

186.3 *Frontend::Output::OutputFilterTextAutoLink###Bugtraq*

HTML OTRS . bugtraq . Image . (. faq.png).

```

---
RegExp:
- Bugtraq[\s\w\t]*?ID[\s\w\t]*?:[\s\w\t]*?(\d{2,8})
- Bugtraq[\s\w\t]*?ID[\s\w\t]*?(\d{2,8})
- Bugtraq[\s\w\t]*?:[\s\w\t]*?(\d{2,8})
- Bugtraq[\s\w\t]*?(\d{2,8})
- BID[\s\w\t]*?:[\s\w\t]*?(\d{2,8})
- BID[\s\w\t]*?(\d{2,8})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Security Focus
  Image: https://www.securityfocus.com/favicon.ico
  Target: _blank
  URL: https://www.securityfocus.com/bid/<MATCH1>/info
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=<MATCH>

```

186.4 Frontend::Output::OutputFilterTextAutoLink###CVE

html OTRS CVE Image (. faq.png).

```

---
RegExp:
- (CVE|CAN)\-(\d{3,4})\-(\d{2,})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Mitre
  Image: https://cve.mitre.org/favicon.ico
  Target: _blank
  URL: https://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-<MATCH3>
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>
URL3:
  Description: US-CERT NVD
  Image: https://nvd.nist.gov/site-media/images/favicons/favicon-16x16.png

```

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```
Target: _blank
URL: https://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>--<MATCH2>--<MATCH3>
```

186.5 Frontend::Output::OutputFilterTextAutoLink###FAQ

A filter for HTML output to add links behind a defined string. The element Image allows two input kinds. First the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

```
---
RegExp:
- (FAQ) [#\s]*?1(\d{4})
URL1:
  Description: FAQ
  Image: /otrs-web/skins/Agent/default/img/help-small.png
  Target: _blank
  URL: /otrs/index.pl?Action=AgentFAQZoom;ItemID=<MATCH2>
```

186.6 Frontend::Output::OutputFilterTextAutoLink###MSBulletins

```
html      MSBulletin      Image      (
faq.png). OTRS
```

```
---
RegExp:
- MS[^A-Za-z]{0,5}(\d\d)?.?(\d{2,4})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Microsoft Technet
  Image: https://www.microsoft.com/favicon.ico
  Target: _blank
  URL: https://www.microsoft.com/technet/security/bulletin/MS<MATCH1>--<MATCH2>
  →.mspx
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=MS<MATCH1>--<MATCH2>
```

186.7 *Frontend::Output::OutputFilterTextAutoLink###Setting1*

```

html
OTRS
Image
(faq.png).
:

```

```

---
RegExp:
- RegExp
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL

```

186.8 *Frontend::Output::OutputFilterTextAutoLink###Setting2*

```

html
OTRS
Image
(faq.png).
:

```

```

---
RegExp:
- RegExp
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL
URL3:
  Description: Description
  Image: Image

```

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Target: _blank URL: URL

CHAPTER 187

Frontend → External

187.1 *ChatEngine::ExternalFrontend::NoAvailableAgentsButtonLink*

:

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsButtonText`
```

:

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsDescription`
```

:

```
`ChatFrontend::ExternalScripts`
```

bApp::Server::AdditionalOrigins
-deploy-assets).

We-
(bin/otrs.WebServer.pl

:

```
--- []
```

187.2 *ChatFrontend::InlineScripts*

bApp::Server::AdditionalOrigins (bin/otrs.WebServer.pl
–deploy-assets). We-

:

```
--- []
```

187.3 *ExternalFrontend::CustomizationColors*

RGB

:

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'  
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'  
- '#891648'  
- '#FF2101'  
- '#FF8802'  
- '#FFFA03'  
- '#83F902'
```

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```

- '#05F802'
- '#03F987'
- '#00FDFD'
- '#008CFF'
- '#002EFF'
- '#8931FF'
- '#FF39FF'
- '#FF2987'
- '#FF726E'
- '#FFCE6E'
- '#FFFB6D'
- '#CEFA6E'
- '#68F96E'
- '#68FDFD'
- '#68FBD0'
- '#6ACFFF'
- '#6E76FF'
- '#D278FF'
- '#FF7AFF'
- '#FF7FD3'

```

187.4 *ExternalFrontend::DefaultLanguage*

Defines the method for determining the default language in the external interface. “Auto-detect” will set language based on the user browser configuration. “System default” will use configured value of the DefaultLanguage setting. Please note that once a user overrides the default language, their choice will be honored in the future.

:

```
Browser
```

187.5 *ExternalFrontend::ExternalScripts*

```
bApp::Server::AdditionalOrigins
--deploy-assets).
```

```
We-
(bin/otrs.WebServer.pl
```

:

```
--- []
```

187.6 *ExternalFrontend::InlineScripts*

bApp::Server::AdditionalOrigins
-deploy-assets).

We-
(bin/otrs.WebServer.pl

:

```
---- []
```

187.7 *ExternalFrontend::LanguageFallback*

:

```
en
```

187.8 *ExternalFrontend::Languages*

ExternalFrontend::LanguageFallback.

:

```
----  
- en  
- en_CA  
- en_GB  
- de  
- es  
- es_MX  
- hu  
- zh_CN  
- pt_BR  
- fr
```

187.9 *ExternalFrontend::QueueMap*

:

```
---- {}
```

187.10 *ExternalFrontend::StateMap*

:

```
--- {}
```

187.11 *ExternalFrontend::UserIdleTime*

()

” ”

:

```
5
```

Frontend → External → Auth

188.1 *ExternalFrontend::Auth::LoginURL*

URL

:

```
http://host.example.com/cgi-bin/login.pl
```

188.2 *ExternalFrontend::Auth::LogoutURL*

URL

:

```
http://host.example.com/cgi-bin/logout.pl
```

Frontend → External → DocumentSearch

189.1 *DocumentSearch::External::DynamicField*

Searchable and highlightable dynamic fields in the external interface.

:

```
--- {}
```


190.1 ExternalFrontend::Menu###Bottom

Bottom menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. “Group” and “GroupRo” arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. “Name” defines the displayed link text and “Description” will be shown in a tooltip on hover. “Link” is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. “IsPublic” defines if the link will be shown to unauthenticated users and in case this is set to “1”, “Group” and “GroupRo” parameters will be ignored. “Target” will define link’s target attribute, please use “_blank” for opening in a new tab. “Prio” determines the order of the links, with smaller numbers displayed first.

:

```

---
- Description: Knowledge base.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /knowledge-base
  Name: Knowledge Base
  Prio: '100'
  Target: ''
- Description: Service catalog.
  Group: []
  GroupRo: []
  IsPublic: '0'
  Link: /service-catalogue
  Name: Service Catalog
  Prio: '200'
  Target: ''
- Description: Privacy policy example.

```

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```

Group: []
GroupRo: []
IsPublic: '1'
Link: /c/privacy-policy-example
Name: Privacy Policy Example
Prio: '300'
Target: ''
- Description: Imprint example.
Group: []
GroupRo: []
IsPublic: ''
Link: /c/imprint-example
Name: Imprint Example
Prio: '400'
Target: ''
- Description: Copyright notice.
Group: []
GroupRo: []
IsPublic: '1'
Link: https://otrs.com
Name: Copyright (C) 2001-2020 OTRS AG
Prio: '500'
Target: ''

```

190.2 ExternalFrontend::Menu###Main

Main menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. “Group” and “GroupRo” arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. “Name” defines the displayed link text and “Description” will be shown in a tooltip on hover. “Link” is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. “IsPublic” defines if the link will be shown to unauthenticated users and in case this is set to “1”, “Group” and “GroupRo” parameters will be ignored. “Target” will define link’s target attribute, please use “_blank” for opening in a new tab. “Prio” determines the order of the links, with smaller numbers displayed first.

:

```

---
- Description: Knowledge base.
Group: []
GroupRo: []
IsPublic: '1'
Link: /knowledge-base
Name: Knowledge Base
Prio: '100'
Target: ''
- Description: Service catalog.
Group: []
GroupRo: []
IsPublic: '0'

```

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```

Link: /service-catalogue
Name: Service Catalog
Prio: '200'
Target: ''
- Description: Custom link 2.
Group: []
GroupRo: []
IsPublic: '1'
Link: /error
Name: Custom Link 2
Prio: '300'
Target: ''
- Description: Custom link 3.
Group: []
GroupRo: []
IsPublic: ''
Link: /ticket/overview
Name: Custom Link 3
Prio: '400'
Target: ''

```

190.3 *ExternalFrontend::Menu###Top*

Top menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. “Group” and “GroupRo” arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. “Name” defines the displayed link text and “Description” will be shown in a tooltip on hover. “Link” is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. “IsPublic” defines if the link will be shown to unauthenticated users and in case this is set to “1”, “Group” and “GroupRo” parameters will be ignored. “Target” will define link’s target attribute, please use “_blank” for opening in a new tab. “Prio” determines the order of the links, with smaller numbers displayed first.

:

```

----
- Description: Custom link 1.
Group: []
GroupRo: []
IsPublic: '1'
Link: /home
Name: Custom Link 1
Prio: '100'
Target: ''

```


Frontend → External → NotifyModule

191.1 ExternalFrontend::GenericNotifyModule::Notifications

```

        . „Phases”      „AppLoad” , „Polling” . „Name”      . „Active” ,
        „Toast”      „Alert” . „Dismissible”      0 (      ) 1 (      ). „NotifyType”
„Priority” „Info” , „Warning” , „Error” „Success” . „Public”      0,
        ,      1 .      „Text”      „File” . „Title”
        „_blank” „_self” .      „Link”      „LinkTarget”
    :

```

```

----
- Active: '0'
  Dismissible: '0'
  File: <OTRS_CONFIG_Home>/var/notify.txt
  Link: https://www.otrs.com
  LinkTarget: _blank
  Name: MyNotification
  Phases: AppLoad|Polling
  Priority: Warning
  Public: '1'
  Text: The OTRS Website
  Title: OTRS

```

191.2 ExternalFrontend::NotifyModule###1000-UserTimeZoneCheck

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::External::UserTimeZoneCheck  
Name: UserTimeZoneCheck
```

191.3 *ExternalFrontend::NotifyModule###9000-Generic*

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::External::Generic
```

191.4 *ExternalFrontend::NotifyModule::PollingInterval*

The polling interval for the notify modules in seconds.

:

```
180
```

192.1 *ExternalFrontend::PrivacyNotice*

```
---
de:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: Datenschutz-Vereinbarung
  Text: Diese Website verwendet Cookies. Mit der Nutzung dieser Website
  ↳akzeptieren
  Sie unsere %s.
en:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: data protection
  Text: This site uses cookies. By using this site you accept our %s
  ↳agreement.
en_CA:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: data protection
  Text: This site uses cookies. By using this site you accept our %s
  ↳agreement.
en_GB:
```

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```
ButtonText: Ok
Link: https://www.example.com/your-cookie-consent
LinkTarget: _blank
LinkText: data protection
Text: This site uses cookies. By using this site you accept our %s
→agreement.
es:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: protección de datos
  Text: Este sitio utiliza cookies. Al continuar navegando, usted acepta
→nuestro acuerdo
  de %s.
es_MX:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: protección de datos
  Text: Este sitio utiliza cookies. Al continuar navegando, usted acepta
→nuestro acuerdo
  de %s.
fr:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: de protection des données
  Text: Ce site utilise des cookies. En utilisant ce site, vous acceptez
→notre accord
  %s.
hu:
  ButtonText: Rendben
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: adatvédelmi
  Text: Ez az oldal sütiket használ. Az oldal használatával elfogadja az %s
→irányelveinket.
pt_BR:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: proteção de dados
  Text: Este site utiliza cookies. Ao usar este site, aceita o nosso acordo
→de %s.
zh_CN:
  ButtonText: 好的
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: 数据保护
  Text: 该网站使用 cookies。使用本网站表示您接受我们的%s 条款。
```

Frontend → External → Route

193.1 *ExternalFrontend::Route###001-Framework*

Defines the application routes for the external interface. Additional routes are defined by adding new items and specifying their parameters. “Group” and “GroupRo” arrays can be used to limit access of the route to members of certain groups with RW and RO permissions respectively. “Path” defines the relative path of the route, and “Alias” can be used for specifying an alternative path. “Component” is the path of the Vue component responsible for displaying the route content, relative to the Components/Route folder in the app. “IsPublic” defines if the route will be accessible for unauthenticated users and in case this is set to “1”, “Group” and “GroupRo” parameters will be ignored. “Props” can be used to signal that the path contain dynamic segments, and that their values should be bound to the component as props (use “1” to turn on this feature).

:

```
---
- Alias: /home
  Component: HomePage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /
  Props: ''
- Alias: /c/:slug
  Component: CustomPage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /content/:slug
  Props: '1'
- Alias: '*'
  Component: ErrorPage
```

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```
Group: []
GroupRo: []
IsPublic: '1'
Path: /error
Props: '1'
- Alias: ''
  Component: TicketOverview
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/overview/:filter?
  Props: '1'
- Alias: ''
  Component: Search
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /search/:searchQuery?
  Props: '1'
- Alias: ''
  Component: PersonalPreferences
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /account/personal-preferences/:category?
  Props: '1'
- Alias: ''
  Component: TicketCreate
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/create/:mode?
  Props: '1'
- Alias: ''
  Component: TicketDetailView
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/number/:ticketNumber
  Props: '1'
- Alias: ''
  Component: ServiceCatalogue
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /service-catalogue/:categoryId?
  Props: '1'
- Alias: /knowledge-base/
  Component: KnowledgeBaseOverview
  Group: []
  GroupRo: []
  IsPublic: '1'
```

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```
Path: /knowledge-base/category/:categoryId?
Props: '1'
- Alias: ''
  Component: KnowledgeBaseDetailView
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /knowledge-base/article/:articleId
  Props: '1'
- Alias: ''
  Component: PersonalNotifications
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /personal-notifications
  Props: '1'
```

Frontend → External → View → KnowledgeBaseDetail

194.1 ExternalFrontend::KnowledgeBaseDetailView###DynamicField

:

```
--- {}
```

Frontend → External → View → Preferences

195.1 *CustomerPersonalPreference###Avatar*

```
        :      „Active” 0  
        :      „PreferenceGroup”  
:  
:
```

```
---  
Active: '1'  
Desc: Upload your avatar image.  
Key: Avatar  
Label: Avatar  
Module: Kernel::WebApp::Util::UserPreferenceType::Avatar  
PrefKey: UserAvatar  
PreferenceGroup: General  
Prio: '0100'
```

195.2 *CustomerPersonalPreference###Language*

```
        :      „Active” 0  
        :      „PreferenceGroup”  
:  
:
```

```
---  
Active: '1'  
Desc: Select the main interface language.
```

(continues on next page)

195.5 *CustomerPersonalPreference###Password*

Parameters for the password setting in the personal preferences of the customer user. “PasswordRegExp” allows to match passwords against a regular expression. “PasswordMinSize” defines the minimum number of used characters. „PasswordMin2Lower2UpperCharacters” defines if at least 2 lowercase and 2 uppercase letter characters are needed by setting the appropriate option to “1”. “PasswordMin2Characters” defines if the password needs to contain at least 2 letter characters (set to 0 or 1). “PasswordNeedDigit” defines the need of at least 1 digit (set to 0 or 1 to control). “PasswordMaxLoginFailed” allows to set a customer user to invalid-temporarily if max failed logins reached. “PasswordHistory” is the amount of how many old passwords are stored which can not be used as new password. “PasswordTTL” is the time in days how long passwords are valid. “PasswordWarnBeforeExpiry” is the time in days which is used to display a warning before passwords expires. With “PasswordChangeAfterFirstLogin” the user must change the password after the first login. Please note: setting “Active” to 0 will only prevent customer users from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

:

```

---
Active: '1'
Area: Customer
Desc: Set a new password by filling in your current password and a new one.
Label: Change Password
Module: Kernel::WebApp::Util::UserPreferenceType::Password
PasswordChangeAfterFirstLogin: '1'
PasswordHistory: '3'
PasswordMaxLoginFailed: '5'
PasswordMin2Characters: '0'
PasswordMin2Lower2UpperCharacters: '0'
PasswordMinSize: '12'
PasswordNeedDigit: '0'
PasswordRegExp: ''
PasswordTTL: '90'
PasswordWarnBeforeExpiry: '5'
PreferenceGroup: Security
Prio: '1000'

```

195.6 *CustomerPersonalPreference###SMIME*

```

S/MIME
:
„Active” 0
„PreferenceGroup”

```

:

```

---
Active: '1'
Desc: Upload your S/MIME certificate.
Key: S/MIME Certificate
Label: S/MIME Certificate

```

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(continued from previous page)

```

Module: Kernel::WebApp::Util::UserPreferenceType::File::SMIME
PrefKey: UserSMIMEKey
PreferenceGroup: Security
Prio: '11000'
ShowInUserManagement: '1'

```

195.7 CustomerPersonalPreference###TimeZone

```

: „Active” 0
: „PreferenceGroup”
:

```

```

---
Active: '1'
Desc: Select your personal time zone. All times will be displayed relative to
→this
time zone.
Key: Time Zone
Label: Time Zone
Module: Kernel::WebApp::Util::UserPreferenceType::Select::TimeZone
PrefKey: UserTimeZone
PreferenceGroup: General
Prio: '2500'

```

195.8 CustomerPersonalPreference###TwoFactor

```

: „Active” 0
: „PreferenceGroup”
:

```

```

---
Active: '1'
Desc: Manage two-factor authentication settings.
Key: Two-factor
Label: Two-factor Authentication
Module: Kernel::WebApp::Util::UserPreferenceType::TwoFactor
PrefKey: TwoFactor
PreferenceGroup: Security
Prio: '1200'
ShowInUserManagement: '1'

```

195.9 CustomerPersonalPreference::Groups###0001-Framework

:

```
---  
- Description: ''  
  Label: General  
  Name: General  
  Order: '1000'  
  Title: ''  
- Description: ''  
  Label: Security  
  Name: Security  
  Order: '2000'  
  Title: ''
```

195.10 *CustomerPersonalPreference::OldModuleMapping###0001-Framework*

:

```
---  
LoginForbidden: Kernel::Output::HTML::Preferences::Generic  
PGP: Kernel::Output::HTML::Preferences::PGP  
SMIME: Kernel::Output::HTML::Preferences::SMIME  
TwoFactor: Kernel::Output::HTML::Preferences::TwoFactor
```

Frontend → External → View → TicketCreate

196.1 *ExternalFrontend::TicketCreate###DynamicField*

```

        .
        :
        ExternalFrontend::TicketDetailView###DynamicField.
    ,
    :

```

```
--- {}
```

196.2 *ExternalFrontend::TicketCreate###HistoryComment*

Comment for new history entries in the external interface.

```

        .
        :

```

```
`ExternalFrontend::TicketCreate###HistoryType`
```

```

        .
        :

```

```
WebRequestCustomer
```

196.3 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::DefaultLanguages*

The default languages for the related knowledge base articles.

:

```
----  
- en
```

196.4 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::EnabledLanguages*

:

```
1
```

196.5 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Queue*

:

```
----  
- Raw
```

196.6 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::ShowRelatedArticles*

:

```
5
```

196.7 *ExternalFrontend::TicketCreate###NextScreenAfterNewTicket*

:

```
TicketOverview
```

196.8 *ExternalFrontend::TicketCreate###Priority*

Allows customers to set the ticket priority in the external interface.

:

196.9 *ExternalFrontend::TicketCreate###PriorityDefault*

:

196.10 *ExternalFrontend::TicketCreate###Queue*

Allows customers to set the ticket queue in the external interface. If this is not enabled, QueueDefault should be configured.

:

196.11 *ExternalFrontend::TicketCreate###QueueDefault*

:

196.12 *ExternalFrontend::TicketCreate###SLA*

Allows customers to set the ticket SLA in the external interface.

:

196.13 *ExternalFrontend::TicketCreate###SLAMandatory*

SLA

:

196.14 *ExternalFrontend::TicketCreate###SenderType*

:

196.15 *ExternalFrontend::TicketCreate###Service*

Allows customers to set the ticket service in the external interface.

:

196.16 *ExternalFrontend::TicketCreate###ServiceMandatory*

:

196.17 *ExternalFrontend::TicketCreate###StateDefault*

:

196.18 *ExternalFrontend::TicketCreate###TicketType*

Allows customers to set the ticket type in the external interface. If this is not enabled, TicketTypeDefault should be configured.

:

0

196.19 *ExternalFrontend::TicketCreate###TicketTypeDefault*

:

Unclassified

Frontend → External → View → TicketDetail

197.1 ExternalFrontend::TicketDetailView###AccountedTimeDisplay

.

:

```
0
```

197.2 ExternalFrontend::TicketDetailView###AttributesView

Shows the enabled ticket attributes in the external interface (0 = Disabled and 1 = Enabled).

.

:

```
---  
Owner: '0'  
Priority: '1'  
Queue: '1'  
Responsible: '0'  
SLA: '0'  
Service: '0'  
State: '1'  
Type: '0'
```

197.3 *ExternalFrontend::TicketDetailView###DynamicField*

:

```
--- {}
```

197.4 *ExternalFrontend::TicketDetailView###FollowUpDynamicField*

:

```
--- {}
```

197.5 *ExternalFrontend::TicketDetailView###HistoryComment*

:

```
`ExternalFrontend::TicketDetailView###HistoryType`
```

:

```
FollowUp
```

197.6 *ExternalFrontend::TicketDetailView###NextScreenAfterFollowUp*

:

```
TicketOverview
```

197.7 *ExternalFrontend::TicketDetailView###Priority*

Allows customers to change the ticket priority in the external interface.

:

0

197.8 *ExternalFrontend::TicketDetailView###PriorityDefault*

:

3 normal

197.9 *ExternalFrontend::TicketDetailView###SenderType*

:

customer

197.10 *ExternalFrontend::TicketDetailView###State*

:

0

197.11 *ExternalFrontend::TicketDetailView###StateDefault*

:

open

197.12 *ExternalFrontend::TicketDetailView###StateType*

:

```
---  
- open  
- closed
```

Frontend → *External* → *View* → *TicketOverview*

198.1 *ExternalFrontend::TicketOverview###ColumnHeader*

Shows either the last customer article's subject or the ticket title in the external interface.

:

```
TicketTitle
```

198.2 *ExternalFrontend::TicketOverview###DynamicField*

:

```
--- {}
```

198.3 *ExternalFrontend::TicketOverview###Owner*

:

```
0
```

198.4 *ExternalFrontend::TicketOverview###Queue*

:

```
0
```

198.5 *ExternalFrontend::TicketOverview###State*

:

```
1
```

198.6 *ExternalFrontend::TicketOverview###TicketListColumns*

Shows the enabled columns for export ticket list in the external interface (0 = disabled and 1 = enabled). Ticket queue and state are supported.

:

```
----  
Queue: '0'  
State: '0'
```


199.1 *GenericInterface::WebserviceConfig::CacheTTL*

Cache time in seconds for the web service config backend.

:

86400

GenericInterface → *ErrorHandling* → *ModuleRegistration*

200.1 *GenericInterface::ErrorHandling::Module###RequestRetry*

Generic interface module registration for an error handling module.

:

```
---  
CommunicationTypeFilter: Requester  
ConfigDialog: AdminGenericInterfaceErrorHandlingRequestRetry  
Name: RequestRetry
```

GenericInterface → *Invoker* → *ModuleRegistration*

201.1 *GenericInterface::Invoker::Module###Test::Test*

Generic interface module registration for the invoker layer.

.

:

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: Test
```

201.2 *GenericInterface::Invoker::Module###Test::TestSimple*

Generic interface module registration for the invoker layer.

.

:

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: TestSimple
```

GenericInterface → *Mapping* → *ModuleRegistration*

202.1 *GenericInterface::Mapping::Module###Simple*

Generic interface module registration for the mapping layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceMappingSimple
```

202.2 *GenericInterface::Mapping::Module###Test*

Generic interface module registration for the mapping layer.

:

```
---  
ConfigDialog: ''
```

202.3 *GenericInterface::Mapping::Module###XSLT*

Generic interface module registration for the mapping layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceMappingXSLT
```

GenericInterface → *Operation*

203.1 *GenericInterface::Operation::ResponseLoggingMaxSize*

„gi_debugger_entry_content” .

:

200

GenericInterface → *Operation* → *Generic* → *RPC*

204.1 *GenericInterface::Operation::Generic::RPC*

Generic::RPC .
.
:

0

204.2 *GenericInterface::Operation::Generic::RPC::Modules###001-Default*

Generic::RPC . Kernel::System, Custom::Kernel::System Kernel::Config.
:

--- []

GenericInterface → *Operation* → *ModuleRegistration*

205.1 *GenericInterface::Operation::Module###AccessToken::Create*

Generic interface module registration for the operation layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: AccessToken  
Name: Create
```

205.2 *GenericInterface::Operation::Module###AccessToken::Get*

Generic interface module registration for the operation layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: AccessToken  
Name: Get
```

205.3 *GenericInterface::Operation::Module###FAQ::LanguageList*

Generic interface module registration for the operation layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: LanguageList
```

205.4 *GenericInterface::Operation::Module###FAQ::PublicCategoryList*

Generic interface module registration for the operation layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicCategoryList
```

205.5 *GenericInterface::Operation::Module###FAQ::PublicFAQGet*

Generic interface module registration for the operation layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQGet
```

205.6 *GenericInterface::Operation::Module###FAQ::PublicFAQSearch*

Generic interface module registration for the operation layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQSearch
```

205.7 *GenericInterface::Operation::Module###Generic::RPC*

Generic interface module registration for the operation layer.

:

```

---
ConfigDialog: AdminGenericInterfaceOperationRPC
Controller: Generic
Name: RPC

```

205.8 *GenericInterface::Operation::Module###Test::Test*

Generic interface module registration for the operation layer.

:

```

---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Test
Name: Test

```

205.9 *GenericInterface::Operation::Module###Ticket::TicketCreate*

Generic interface module registration for the operation layer.

:

```

---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Ticket
Name: TicketCreate

```

205.10 *GenericInterface::Operation::Module###Ticket::TicketGet*

Generic interface module registration for the operation layer.

:

```

---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Ticket
Name: TicketGet

```

205.11 *GenericInterface::Operation::Module###Ticket::TicketHistoryGet*

Generic interface module registration for the operation layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketHistoryGet
```

205.12 *GenericInterface::Operation::Module###Ticket::TicketSearch*

Generic interface module registration for the operation layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

205.13 *GenericInterface::Operation::Module###Ticket::TicketUpdate*

Generic interface module registration for the operation layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketUpdate
```

GenericInterface → *Operation* → *TicketCreate*

206.1 *GenericInterface::Operation::TicketCreate###AutoResponseType*

:

auto reply

206.2 *GenericInterface::Operation::TicketCreate###HistoryComment*

:

%%GenericInterface Create

206.3 *GenericInterface::Operation::TicketCreate###HistoryType*

:

NewTicket

206.4 *GenericInterface::Operation::TicketCreate###IsVisibleForCustomer*

:

1

GenericInterface → *Operation* → *TicketSearch*

207.1 *GenericInterface::Operation::TicketSearch###ExtendedSearchCondition*

Allows extended search conditions in this operation. With this feature you can search e.g. ticket title with this kind of conditions like „(key1*&&*key2)” or „(key1*||*key2)” .

:

0

207.2 *GenericInterface::Operation::TicketSearch###Order::Default*

:

Down

207.3 *GenericInterface::Operation::TicketSearch###SearchLimit*

:

500

207.4 *GenericInterface::Operation::TicketSearch###SortBy::Default*

:

Age

GenericInterface → *Operation* → *TicketUpdate*

208.1 *GenericInterface::Operation::TicketUpdate###AutoResponseType*

:

auto follow up

208.2 *GenericInterface::Operation::TicketUpdate###HistoryComment*

:

%%GenericInterface Note

208.3 *GenericInterface::Operation::TicketUpdate###HistoryType*

:

AddNote

208.4 *GenericInterface::Operation::TicketUpdate###IsVisibleForCustomer*

:

1

GenericInterface → *Transport* → *ModuleRegistration*

209.1 *GenericInterface::Transport::Module###HTTP::REST*

Generic interface module registration for the transport layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPREST  
Name: REST  
Protocol: HTTP
```

209.2 *GenericInterface::Transport::Module###HTTP::SOAP*

Generic interface module registration for the transport layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPSOAP  
Name: SOAP  
Protocol: HTTP
```

209.3 *GenericInterface::Transport::Module###HTTP::Test*

Generic interface module registration for the transport layer.

:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPTest  
Name: Test  
Protocol: HTTP
```


210.1 *WebApp::DefaultRedirect*

```
.    „/external”    „/agent”    ,    URL  
.  
:  
:
```

```
/external
```

210.2 *WebApp::SSO::RemoteUserSecret*

```
SSO.    proxy    REMOTE_USER    REMOTE_USER_SECRET  
,    REMOTE_USER    HTTPBasicAuth.  
.  
:  
:
```

```
`WebApp::Server::AdditionalOrigins`
```

(CSP)

```
---
connect-src:
- ''
font-src:
- ''
frame-src:
- ''
img-src:
- ''
script-src:
- ''
style-src:
- ''
```

210.3 *WebApp::Server::AutomaticReloadFile*

```
( . - ; ).
:
:
```

```
<OTRS_CONFIG_Home>/var/run/otrs.WebServer.pid.needs-reload
```

210.4 *WebApp::Server::TriggerAutomaticReloads*

```
, .
:
:
```

```
1
```

CHAPTER 211

WebApp → API → Agent → Account

211.1 *WebApp::API::Agent::Account::Recover*

1

211.2 *WebApp::API::Agent::Account::RecoverBody*

Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has requested to change your OTRS password.

If you want to do this, click on the one-time login link below within the [next 5 minutes](#).

<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
[agent/one-time-login?tokenBase64=<OTRS_AUTHTOKEN>](#)

If you did not request a password change, please ignore this email.

211.3 *WebApp::API::Agent::Account::RecoverEmailSecurity*

:

0

211.4 *WebApp::API::Agent::Account::RecoverSubject*

:

New OTRS password request

CHAPTER 212

WebApp → API → Agent → CustomerCompany

212.1 *WebApp::API::Agent::CustomerCompany::Management::PermissionGroup*

```
----  
- admin  
- users
```


CHAPTER 213

WebApp → API → Agent → CustomerUser

213.1 *WebApp::API::Agent::CustomerUser::Management::PermissionGroups*

```
----  
- admin  
- users
```

WebApp → API → Agent → Statistic

214.1 *WebApp::API::Agent::AllowStatisticCacheComputation*

Allows the asynchronous computation of statistics for the agent dashboard.

:

```
1
```

214.2 *WebApp::API::Agent::Statistic::FullPermissionGroups*

:

```
---  
- stats
```

WebApp → API → Agent → StatisticReport

215.1 *WebApp::API::Agent::StatisticReport::FullPermissionGroups*

:

```
----  
- stats
```

215.2 *WebApp::API::Agent::StatisticReport::ReadOnlyPermissionGroups*

Specifies the groups which have read only permissions to the reports (e.g. to run a report).

:

```
----  
- stats
```

WebApp → API → Agent → Ticket → Create

216.1 *WebApp::API::Agent::Ticket::Create::AutoAssignCustomerIDForUnknown*

ID PostMas-
ter::NewTicket::AutoAssignCustomerIDForUnknownCustomers.

:

1

WebApp → API → Agent → TicketList

217.1 *WebApp::API::Agent::TicketList::ExtendedSearchCondition*

Allows extended search conditions in the ticket list filters. With this feature you can search e. g. ticket title with this kind of conditions like „(key1*&&*key2)” or „(key1*||*key2)” .

:

1

WebApp → API → Agent → TwoFactor

218.1 *WebApp::API::Agent::TwoFactor::EmailBody*

```
Hi <OTRS_USERFIRSTNAME>,  
  
You or someone impersonating you has tried to log in into OTRS using your  
→password.  
  
In order to complete the authentication challenge, please use the following  
→one-time code:  
  
<OTRS_OTPTOKEN>  
  
Otherwise, click on the one-time login link below within the next 3 minutes:  
  
<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/  
→agent/one-time-login?tokenBase64=<OTRS_AUTHTOKEN>  
  
If you did not request a login, please report this incident to your  
→administrator, and change your password immediately.
```

218.2 *WebApp::API::Agent::TwoFactor::EmailSubject*

:

New OTRS login request

218.3 *WebApp::API::Agent::TwoFactor::SMSBody*

SMS

:

Your OTRS login code **is:** <OTRS_OTPTOKEN>

218.4 *WebApp::API::Agent::TwoFactorSetup::EmailBody*

:

Hi <OTRS_USERFIRSTNAME>,

You **or** someone impersonating you requested the two-factor setup **for** your OTRS_
→account.

In order to complete the authentication setup, please use the following one-
→time code:

<OTRS_OTPTOKEN>

218.5 *WebApp::API::Agent::TwoFactorSetup::EmailSubject*

:

New OTRS two-factor setup request

218.6 *WebApp::API::Agent::TwoFactorSetup::SMSBody*

SMS

:

Your OTRS two-factor setup code **is:** <OTRS_OTPTOKEN>

WebApp → API → Customer

219.1 *WebApp::API::Customer::DefaultAgentName*

:

Support Agent

219.2 *WebApp::API::Customer::DisplayAgentCustomAvatar*

(,).

:

1

219.3 *WebApp::API::Customer::DisplayNoteFrom*

bApp::API::Customer::DefaultAgentName

We-

:

FromField

WebApp → API → Customer → Account

220.1 *WebApp::API::Customer::Account::EmailBlacklist*

, se .
.
:

```
----  
- \@your\.domain\.example$
```

220.2 *WebApp::API::Customer::Account::EmailWhitelist*

, se .
.
:

```
----  
- \@your\.domain\.example$
```

220.3 *WebApp::API::Customer::Account::Recover*

.
.
:

1

220.4 *WebApp::API::Customer::Account::RecoverBody*

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has requested to change your OTRS password.

If you want to do this, click on the one-time login link below within the
↳next 5 minutes.

<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
↳external/one-time-login?tokenBase64=<OTRS_AUTHTOKEN>

If you did not request a password change, please ignore this email.
```

220.5 *WebApp::API::Customer::Account::RecoverEmailSecurity*

0

220.6 *WebApp::API::Customer::Account::RecoverSubject*

```
New OTRS password request
```

220.7 *WebApp::API::Customer::Account::Register*

1

220.8 *WebApp::API::Customer::Account::RegisterBody*

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has created a new OTRS account for you.

Full name: <OTRS_USERFIRSTNAME> <OTRS_USERLASTNAME>
User name: <OTRS_USERLOGIN>
Password: <OTRS_USERPASSWORD>

You can log in via the following URL. We encourage you to change your
↳password in the user preferences after logging in.

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
↳external
```

220.9 *WebApp::API::Customer::Account::RegisterSubject*

```
New OTRS Account!
```

WebApp → API → Customer → TwoFactor

221.1 *WebApp::API::Customer::TwoFactor::EmailBody*

```
Hi <OTRS_USERFIRSTNAME>,  
  
You or someone impersonating you has tried to log in into OTRS using your  
→password.  
  
In order to complete the authentication challenge, please use the following  
→one-time code:  
  
<OTRS_OTPTOKEN>  
  
Otherwise, click on the one-time login link below within the next 3 minutes:  
  
<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/  
→external/one-time-login?tokenBase64=<OTRS_AUTHTOKEN>  
  
If you did not request a login, please report this incident to your  
→administrator, and change your password immediately.
```

221.2 *WebApp::API::Customer::TwoFactor::EmailSubject*

:

New OTRS login request

221.3 *WebApp::API::Customer::TwoFactor::SMSBody*

SMS

:

Your OTRS login code **is:** <OTRS_OTPTOKEN>

221.4 *WebApp::API::Customer::TwoFactorSetup::EmailBody*

:

Hi <OTRS_USERFIRSTNAME>,

You **or** someone impersonating you requested the two-factor setup **for** your OTRS_
→account.

In order to complete the authentication setup, please use the following one-
→time code:

<OTRS_OTPTOKEN>

221.5 *WebApp::API::Customer::TwoFactorSetup::EmailSubject*

:

New OTRS two-factor setup request

221.6 *WebApp::API::Customer::TwoFactorSetup::SMSBody*

SMS

:

Your OTRS two-factor setup code **is:** <OTRS_OTPTOKEN>

WebApp → *APIClient*

222.1 *WebApp::APIClient###CloseTimeout*

WebSocket . ' 0' .

:

0

222.2 *WebApp::APIClient###MaxReconnectionAttempts*

WebSocket .

:

10

222.3 *WebApp::APIClient###MaxReconnectionDelay*

WebSocket .

:

10000

222.4 *WebApp::APIClient###OpenTimeout*

WebSocket . ' 0' .

:

0

222.5 *WebApp::APIClient###ReconnectionDelayIncrement*

WebSocket .

:

1000

222.6 *WebApp::APIClient###ResponseTimeout*

' inactivity_timeout' WebSocket . ' 0' .
WebApp.conf.

:

30000

222.7 *WebApp::APIClient###WebSocketRequiresAuthentication*

Defines if the WebSocket communication protocol is used for public users. It will only be considered if the “WebSocketUpgrade” is active.

:

1

222.8 *WebApp::APIClient###WebSocketUpgrade*

API WebSocket, .

:

1

223.1 Common Icon Reference























































OTRS provides an icon library for display of pictograms within user interfaces. Common icons can be used in many places, one of which are configuration options. For a full reference of available icon names, please see the reference below.























































Note: Icons come in two weights or styles, `regular` and `bold`, however they do not contain the same set of glyphs, nor they can be used in an interchangeable way. Please check the target setting for more information on which weights you can use for them.

In case a weight can be specified as part of the setting, you will see it prepended to the value, i.e. `bold, cog`.

223.1.1 Regular Weight

223.1.2 Bold Weight

 arrow-down-1	 arrow-left-1	 arrow-right-1	 arrow-up-1	 building-modern-2	 buildings-2
 analytics-bars	 analytics-graph-bar	 analytics-pie-2	 business-contract-approve	 business-deal-handshake	 business-paper-boat
 network-user	 data-file-bars-download	 data-file-bars-upload	 performance-decrease	 performance-increase-1	 performance-increase
 launch-go-flag	 seo-eye	 business-climb-top-1	 strategy-chess	 clothes-design-pin	 footwear-flip-flops
 glasses-retro	 shirt-plain	 monitor-lock	 monitor-question	 monitor-settings	 monitor-share
 desktop-monitor-approve	 desktop-monitor-clock	 floppy-disk	 keyboard	 laptop-approve	 laptop-clock
 laptop-lock-2	 flash-drive-lock	 sd-card-download	 sd-card-upload	 smart-watch-square-graph	 webcam-2
 book-close-2	 book-edit	 book-flip-page	 book-star	 book-upload	 content-pen-3
 newspaper	 notes-flip	 police-badge	 protection-shield-4	 color-brush-3	 design-tool-magic-wand

 envelope	 send-email	 ticket-1	 common-file-empty-alternate	 common-file-empty	 common-file-text
 folder	 zip-file	 image-file-landscape	 alarm-bell	 alert-circle	 alert-diamond
 information-circle	 question-circle	 flash	 bin-1	 expand-1	 shrink-1
 check-1	 check-shield	 check	 close	 remove-shield	 keyboard-arrow-down
 keyboard-arrow-up	 layout-module	 attachment	 hyperlink-2	 list-bullets-1	 list-numbers
 lock-2	 navigation-menu-horizontal	 navigation-menu	 add-square	 add	 expand-vertical-1
 search-alternate	 cog	 tags-double	 time-clock-file-1	 binocular	 view-1
 view-off	 cloud	 social-instagram-1	 social-pinterest	 professional-network-linkedin	 professional-tool-otrs-custom
 search-engine-google	 social-media-facebook	 social-media-twitter	 social-media-xing	 earth-3	 sign-badge-circle