



OTRS Configuration Options Reference

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本文档列出了 OTRS 的所有配置选项。

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1.1 *CloudServices::Disabled*

定义此系统与提供云服务的 OTRS 集团服务器之间是否可以通信。如果设置为“禁用云服务”，则某些功能将丢失，例如系统注册、支持数据发送、使用 OTRS Verify™、OTRS 新闻和产品新闻仪表盘小部件等。

这个设置默认没有激活。

默认值：

0

CloudService → Admin → ModuleRegistration

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

云服务的传输层管理模块注册。

默认值：

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


3.1 *ConfigImportAllowed*

控制系统管理员能否在系统配置中导入一个已保存的配置。

不能使这个设置失效。

默认值：

1

3.2 *DemoSystem*

以“演示”模式运行系统。如果启用了，服务人员能够修改首选项，如通过 **WEB** 界面选择语言和主题，这些变更内容只对当前会话有效。服务人员不能修改密码。

不能使这个设置失效。

默认值：

0

3.3 *FQDN*

定义本系统的正式域名。这个设置用于变量 `OTRS_CONFIG_FQDN`，在所有的消息表单中使用，以创建系统内部到工单的连接。

不能使这个设置失效。

默认值：

yourhost.example.com

3.4 Organization

单位名称将作为 X-Header 包括在外发邮件中。

不能使这个设置失效。

默认值：

Example Company

3.5 ProductName

定义本应用的名称，显示在 WEB 界面 WEB 浏览器的标签页和标题栏。

不能使这个设置失效。

默认值：

OTRS 9

3.6 Secure::DisableBanner

如果启用了此选项，将从 WEB 界面、HTTP 头信息和外发邮件的 X-Headers 头信息中移除 OTRS 版本标签。注意：如果你要修改这个选项，请确保清空缓存。

不能使这个设置失效。

默认值：

0

3.7 SystemID

定义本系统的标识符。每个工单编号和 HTTP 会话字符串均包含这个 ID。这确保只有属于本系统的工单才会被跟进处理（在两套 OTRS 实例间通信时有用）。

不能使这个设置失效。

默认值：

10

4.1 *FAQ::Default::State*

Default state for knowledge base article.

不能使这个设置失效。

默认值：

```
internal (agent)
```


5.1 *AppointmentCalendar::CalendarColors*

在创建日历时可用于选择的 16 进制 RGB 颜色列表。请使用足够深色的颜色，以确保能够显示上面白色的文本。

默认值：

```
---  
- '#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 不支持对没有结束日期或没有重复次数的预约做循环处理。在导入过程中，可能有 ICS 文件包含了此类预约。作为替代，系统将所有的此类预约创建为已过去的预约，然后加上接下来的 N 个月 (默认 120 个月或 10 年) 的重复预约。

不能使这个设置失效。

默认值：

```
120
```

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

定义一个图标，链接预约编辑屏幕中的当前位置到谷歌地图页面。

默认值：

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

(下页继续)

(续上页)

Text: Location

URL: <http://maps.google.com/maps?z=7&q=>

Core → AppointmentCalendar → Plugin

6.1 AppointmentCalendar::Plugin###Ticket

定义日历预约的工单插件。

默认值：

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

Core → AppointmentCalendar → TicketAppointments

7.1 *AppointmentCalendar::TicketAppointmentSearchParam*

定义能传递到工单搜索功能的参数清单。

默认值：

```
---
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*

定义工单预约类型后端，用于工单升级时间。

默认值：

```

---
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*

定义工单预约类型后端，用于工单升级时间。

默认值：

```

---
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*

定义工单预约类型后端，用于工单升级时间。

默认值：

```

---
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*

定义工单预约类型后端，用于工单挂起时间。

默认值：

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

7.6 *AppointmentCalendar::TicketAppointmentType###0500-DynamicField*

定义工单预约类型后端，用于工单动态字段日期时间。

默认值：

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


8.1 *AgentConfirmation*

Defines agent confirmation messages.

这个设置默认没有激活。

默认值：

```
---
- 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*

定义密码更改后的身份验证模块。

不能使这个设置失效。

默认值：

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

8.3 *AuthPostAuthModule###2000-TwoFactorSetup*

定义密码更改后的身份验证模块。

不能使这个设置失效。

默认值：

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

8.4 *AuthPostAuthModule###3000-AgentConfirmation*

Defines the agent confirmation post authentication module.

不能使这个设置失效。

默认值：

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

Core → Auth → Agent → TwoFactor

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

定义通过身份验证器 APP (TOTP 机制) 对服务人员进行身份验证的双因素模块。使用 “Prio” 键影响此机制相对于其它机制的优先级。“SecretPreferencesKey” 包含存储共享密钥的用户首选项的密钥。“AllowPreviousToken” 定义是否应接受以前有效的令牌进行身份验证，这虽然安全性稍差，但为用户提供了 30 秒的时间输入一次性密码。“GracePeriod” 是令牌被视为有效的时间段 (以秒为单位)，在更改令牌之前，请确保用户 APP 支持此值。

默认值：

```
---
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*

定义通过电子邮件 (HOTP 机制) 验证服务人员的双因素模块。使用 ‘Prio’ 键来影响该机制相对于其他机制的优先级。’SecretPreferencesKey’ 包含存储共享密钥的用户首选项的密钥。’CounterPreferencesKey’ 包含存储当前计数器值的用户首选项的键。“LookAheadWindowSize” 通过增加指定窗口大小的计数器值 (计数器重新同步) 来定义令牌无效时将使用的重试次数。

默认值：

```

---
CounterPreferencesKey: UserEmailHOTPCounterConfig
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

定义通过短信 (HOTP 机制) 验证服务人员的双因素模块。使用 ‘Prio’ 键来影响该机制相对于其他机制的优先级。 ‘SecretPreferencesKey’ 包含存储共享密钥的用户首选项的密钥。 ‘CounterPreferencesKey’ 包含存储当前计数器值的用户首选项的键。 “LookAheadWindowSize” 通过增加指定窗口大小的计数器值 (计数器重新同步) 来定义令牌无效时将使用的重试次数。

这个设置默认没有激活。

默认值：

```

---
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

定义是否要求服务人员设置至少一种双因素身份验证方法。

不能使这个设置失效。

默认值：

```
1
```

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

定义服务人员登录列表 (UserLogin)，该列表将不要求设置至少一种双因素身份验证方法。

不能使这个设置失效。

默认值：

--- []

10.1 *Customer::AuthModule*

定义客户身份验证的模块。

不能使这个设置失效。

默认值：

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

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

如果为 *Customer::AuthModule*（客户认证模块）选择了“DB（数据库）”，则必须指定密码的加密类型。

不能使这个设置失效。

默认值：

```
sha2
```

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

如果 *Customer::AuthModule*（客户认证模块）选择“数据库”，必须指定客户表中客户密钥的字段名称。

不能使这个设置失效。

默认值：

```
login
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择“数据库”，必须指定客户表中客户密码的字段名称。不能使这个设置失效。

默认值：

```
pw
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择“数据库”，必须指定连接到客户表的 DSN (数据源名称)。

这个设置默认没有激活。

默认值：

```
DBI:mysql:database=customerdb;host=customerdbhost
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择“数据库”，可以指定连接到客户表的密码。

这个设置默认没有激活。

默认值：

```
some_password
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择“数据库”，必须指定保存客户数据的表名。

不能使这个设置失效。

默认值：

```
customer_user
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择“数据库”，可以指定数据库驱动(一般使用自动检测)。

这个设置默认没有激活。

默认值：

```
mysql
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择“数据库”，可以指定连接到客户表的用户名。
这个设置默认没有激活。

默认值：

```
some_user
```

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

如果为 `CryptType`(加密类型) 选择了“bcrypt”，请使用此处指定的 `bcrypt` 哈希 `cost` 值。目前最大支持的 `cost` 值为 31。

不能使这个设置失效。

默认值：

```
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`).

这个设置默认没有激活。

默认值：

```
example_domain\\
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择“HTTPBasicAuth(HTTP 基本认证)”，您可以使用正则表达式剥去 `REMOTE_USER` 的部分内容(如剥去尾部的域名)。正则表达式注释：`$1` 将是新的登录名。

这个设置默认没有激活。

默认值：

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

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，可以在这里指定访问属性。

这个设置默认没有激活。

默认值：

```
memberUid
```

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

如果选用了 LDAP，您可以为每个 LDAP 查询添加一个过滤器，例如：`(mail=*)`、`(objectclass=user)` 或 `(objectclass=computer)`。

这个设置默认没有激活。

默认值：

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

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，必须指定 `BaseDN` (基础域名)。

这个设置默认没有激活。

默认值：

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

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，您可以指定系统是否要停止的条件 (例如由于网络问题无法建立到服务器的连接)。

默认值：

```
1
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，您可以检查在 `posixGroup` 组中的用户是否允许认证，例如：用户需要在组 `xyz` 才能使用 OTRS。指定这个有权访问系统的组名。

这个设置默认没有激活。

默认值：


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

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，可以指定 LDAP 主机。
这个设置默认没有激活。

默认值：

```
ldap.example.com
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，并且 perl 模块 `Net::LDAP` 需要一些特殊参数，您可以在这里指定它们。查阅 “`perldoc Net::LDAP`” 获取这些参数的更多信息。

这个设置默认没有激活。

默认值：

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

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，并且您的用户只能匿名访问 LDAP 树，但您想搜索整个 LDAP 数据，您可以使用一个有权限访问 LDAP 的用户来实现，在这里指定这个特殊用户的用户名。

这个设置默认没有激活。

默认值：

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

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，并且您的用户只能匿名访问 LDAP 树，但您想搜索整个 LDAP 数据，您可以使用一个有权限访问 LDAP 的用户来实现，在这里指定这个特殊用户的密码。

这个设置默认没有激活。

默认值：

```
some_password
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，必须指定用户标识。
这个设置默认没有激活。

默认值：

```
uid
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，可以指定用户属性。对 LDAP `posixGroups` 使用 UID，对非 LDAP `posixGroups` 使用用户 DN 全称。

这个设置默认没有激活。

默认值：

```
UID
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “LDAP”，并且如果您想给每个客户登录名添加一个前缀，则在这里指定，例如，你只想写入用户名 `user`，但在您的 LDAP 目录存在 `user@domain`。

这个设置默认没有激活。

默认值：

```
@domain.com
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “Radius”，您可以指定系统是否要停止的条件 (例如由于网络问题无法建立到服务器的连接)。

默认值：

```
1
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “Radius”，必须指定 Radius 主机。
这个设置默认没有激活。

默认值：

```
radiushost
```

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

如果 `Customer::AuthModule` (客户认证模块) 选择 “Radius”，必须指定验证 Radius 主机的密码。
这个设置默认没有激活。

默认值：

```
radiussecret
```

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

定义密码更改后的身份验证模块。

不能使这个设置失效。

默认值：

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

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

定义密码更改后的身份验证模块。

不能使这个设置失效。

默认值：

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

Core → Auth → Customer → TwoFactor

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

定义通过身份验证器 APP (TOTP 机制) 对客户用户进行身份验证的双因素模块。使用 “Prio” 键影响此机制相对于其它机制的优先级。“SecretPreferencesKey” 包含存储共享密钥的用户首选项的密钥。“AllowPreviousToken” 定义是否应接受以前有效的令牌进行身份验证，这虽然安全性稍差，但为用户提供了 30 秒的时间输入一次性密码。“GracePeriod” 是令牌被视为有效的时间段 (以秒为单位)，在更改令牌之前，请确保用户 APP 支持此值。

默认值：

```
---
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*

定义通过电子邮件 (HOTP 机制) 验证客户用户的双因素模块。使用 ‘Prio’ 键来影响该机制相对于其他机制的优先级。’SecretPreferencesKey’ 包含存储共享密钥的用户首选项的密钥。’CounterPreferencesKey’ 包含存储当前计数器值的用户首选项的键。“LookAheadWindowSize” 通过增加指定窗口大小的计数器值 (计数器重新同步) 来定义令牌无效时将使用的重试次数。

默认值：

```

---
CounterPreferencesKey: UserEmailHOTPCounterConfig
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*

定义通过短信 (HOTP 机制) 验证客户用户的双因素模块。使用 ‘Prio’ 键来影响该机制相对于其他机制的优先级。 ‘SecretPreferencesKey’ 包含存储共享密钥的用户首选项的密钥。 ‘CounterPreferencesKey’ 包含存储当前计数器值的用户首选项的键。 “LookAheadWindowSize” 通过增加指定窗口大小的计数器值 (计数器重新同步) 来定义令牌无效时将使用的重试次数。

这个设置默认没有激活。

默认值：

```

---
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*

定义是否要求客户用户设置至少一种双因素身份验证方法。

不能使这个设置失效。

默认值：

```
1
```

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

定义客户用户登录名列表 (UserLogin)，该列表将不要求设置至少一种双因素身份验证方法。

不能使这个设置失效。

默认值：

--- []

12.1 *AuthTwoFactor::BrowserTrust::Enabled*

定义是否启用了受信任的浏览器功能。如果启用，用户将能够在保存的浏览器中跳过双因素身份验证。不能使这个设置失效。

默认值：

1

12.2 *AuthTwoFactor::BrowserTrust::ExpirationPeriod*

定义可信任浏览器的有效期限（天）。在这段时间之后，将自动清除受信任的浏览器。为了无限期信任浏览器，请禁用此设置。

不能使这个设置失效。

默认值：

30

13.1 *AutoloadPerlPackages###1000-Test*

软件包自动加载配置示例。

这个设置默认没有激活。

默认值：

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


14.1 *ReferenceData::OwnCountryList*

这个设置允许您使用自己的国家列表覆盖内置的国家列表，如果您只想用到一小部分的国家时格外有用。这个设置默认没有激活。

默认值：

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


15.1 *Cache::InBackend*

如果启用了，缓存数据将会存储到缓存后端。

不能使这个设置失效。

默认值：

```
1
```

15.2 *Cache::InMemory*

如果启用了，缓存数据将会保留在内存中。

不能使这个设置失效。

默认值：

```
1
```

15.3 *Cache::Module*

选择使用的缓存后端。

不能使这个设置失效。

默认值：

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

15.4 *Cache::SubdirLevels*

指定在创建缓存文件时使用多少级子目录，这可以防止一个目录中有太多的缓存文件。
不能使这个设置失效。

默认值：

2

16.1 *ChatEngine::Active*

激活聊天支持。

不能使这个设置失效。

默认值：

1

16.2 *ChatEngine::ChatDecayTime*

聊天删除前保留的天数。

默认值：

365

16.3 *ChatEngine::ChatDirection::AgentToAgent*

从服务人员界面可以发起与一个服务人员的聊天。

不能使这个设置失效。

默认值：

1

16.4 *ChatEngine::ChatDirection::AgentToCustomer*

从服务人员界面可以发起与一个客户的聊天。

不能使这个设置失效。

默认值：

1

16.5 *ChatEngine::ChatDirection::CustomerToAgent*

作为授权用户，可以从外部人员界面发起与服务人员的聊天。

不能使这个设置失效。

默认值：

1

16.6 *ChatEngine::ChatDirection::PublicToAgent*

作为非授权用户，可以从外部人员界面发起与服务人员的聊天。

不能使这个设置失效。

默认值：

1

16.7 *ChatEngine::ChatOrder*

定义聊天窗口的顺序。

不能使这个设置失效。

默认值：

1

16.8 *ChatEngine::ChatTTL*

已关闭的聊天删除前保留的小时数。

默认值：

24

16.9 *ChatEngine::DefaultAgentName*

外部人员界面中的默认服务人员名字。如果启用，当聊天时，该服务人员的真实名字将不会对用户可见。这个设置默认没有激活。

默认值：

```
Support Agent
```

16.10 *ChatEngine::DefaultAgentNameNumbers*

定义是否在默认服务人员姓名后追加数字，如果启用，将在默认服务人员姓名后加上数字（如 1、2、3……）。

不能使这个设置失效。

默认值：

```
1
```

16.11 *ChatEngine::DefaultChatChannel*

默认的聊天频道名称。如果该频道不存在，将自动创建它。请不要创建一个与默认聊天频道相同名称的聊天频道。如果外部人员界面启用了聊天频道，默认频道不会显示出来。所有的服务人员之间的聊天都在默认频道中。

不能使这个设置失效。

默认值：

```
Default channel
```

16.12 *ChatEngine::ExternalFrontend::AllowChatChannels*

定义外部人员界面用户是否可以选聊天通道。如果不能，聊天将会被创建在默认聊天通道中。

不能使这个设置失效。

默认值：

```
1
```

16.13 *ChatEngine::ExternalFrontend::AvailabilityCheck*

允许用户在外部人员界面选择唯一有可用服务人员的通道。

不能使这个设置失效。

默认值：

1

16.14 *ChatEngine::ExternalFrontend::NoAnswerThreshold*

定义外部人员界面中，向用户显示无应答消息的等待时间（分钟）。

不能使这个设置失效。

默认值：

5

16.15 *ChatEngine::PermissionGroup::ChatReceivingAgents*

能够接受聊天请求和聊天的服务人员组。

不能使这个设置失效。

默认值：

users

16.16 *ChatEngine::PermissionGroup::ChatStartingAgents*

能够创建聊天请求的服务人员组。

不能使这个设置失效。

默认值：

users

17.1 *CommunicationChannel###Chat*

定义聊天通信渠道。

默认值：

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

17.2 *CommunicationChannel###Email*

定义电子邮件通信通道。

默认值：

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

17.3 *CommunicationChannel###Internal*

定义内部通信渠道。

默认值:

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

17.4 *CommunicationChannel###Phone*

定义电话通信渠道。

默认值:

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

17.5 *CommunicationChannel###SMS*

定义短信通信渠道。

默认值:

```
---
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*

如果为“ArticleStorage(信件存储)”选择了“FS(文件系统)”，指定存储数据的目录。

不能使这个设置失效。

默认值：

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

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

保存信件的附件。“数据库”在数据库中存储所有数据(不推荐在存储大容量附件时使用)。“文件系统”在文件系统中保存数据；这个选项更快但WEB服务器要以OTRS用户运行。即使是在生产环境您也可以在这两种模式间切换，而不会丢失数据。备注：使用“文件系统”时不能搜索附件名。

不能使这个设置失效。

默认值：

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

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

指定在搜索附件时是否检查所有的存储后端。这个选项只在安装时选择了一些附件保存在文件系统、一些附件保存到数据库中时才需要设置。

不能使这个设置失效。

默认值：

0

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

指定 (`MIMEBase`) 文章附件是否将被索引和可搜索。

不能使这个设置失效。

默认值：

1

19.1 *CommunicationLog::PurgeAfterHours::AllCommunications*

定义通信将被存储的小时数，无论其状态是什么。

不能使这个设置失效。

默认值：

744

19.2 *CommunicationLog::PurgeAfterHours::SuccessfulCommunications*

定义成功的通信将被存储的小时数。

不能使这个设置失效。

默认值：

168

19.3 *CommunicationLog::Transport###CloudService*

注册一个日志模块用于记录通信相关信息。

不能使这个设置失效。

默认值：

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

19.4 *CommunicationLog::Transport###Email*

注册一个日志模块用于记录通信相关信息。

不能使这个设置失效。

默认值：

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

20.1 PGP

为签名和加密邮件启用 PGP 支持。

不能使这个设置失效。

默认值：

```
0
```

20.2 PGP::Bin

定义 PGP 程序文件的路径。

这个设置默认没有激活。

默认值：

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

20.3 PGP::Key::Password

设置 PGP 私钥的密码。

不能使这个设置失效。

默认值：

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

20.4 PGP::Log

配置您自己的 PGP 日志文本。

不能使这个设置失效。

默认值：

```
---  
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

设置 PGP 用于使用和加密邮件的方法。注意 `Inline` (内联)方法与富文本 t 消息不兼容。

不能使这个设置失效。

默认值：

```
Detached
```

20.6 PGP::Options

设置 PGP 程序的选项。

不能使这个设置失效。

默认值：

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

20.7 *PGP::Options::DigestPreference*

设置要用于 PGP 二进制文件的首选摘要。

默认值：

```
sha256
```

20.8 *PGP::TrustedNetwork*

如果你信任所有的公共和私有 PGP 密钥（即使它们不是可信任签名认证的），则启用这个参数。

默认值：

```
0
```


21.1 SMIME

为签名和加密邮件启用 S/MIME 支持。

不能使这个设置失效。

默认值：

```
0
```

21.2 SMIME::Bin

Defines the path to OpenSSL binary. It may need a HOME environment variable (`$ENV{HOME} = '/var/lib/wwwrun' ;`).

这个设置默认没有激活。

默认值：

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

21.3 SMIME::CacheTTL

SSL 证书属性的缓存时间(秒)。

不能使这个设置失效。

默认值：

```
86400
```

21.4 *SMIME::CertPath*

指定存储 SSL 证书的目录。

这个设置默认没有激活。

默认值：

```
/etc/ssl/certs
```

21.5 *SMIME::FetchFromCustomer*

在客户用户后端支持模块启用收取 S/MIME (邮件)。

不能使这个设置失效。

默认值：

```
0
```

21.6 *SMIME::PrivatePath*

指定存储私有 SSL 证书的目录。

这个设置默认没有激活。

默认值：

```
/etc/ssl/private
```


22.1 *Customer::DefaultUserID*

为客户触发的动作定义(服务人员)用户标识符。

不能使这个设置失效。

默认值：

1

22.2 *CustomerDisableCompanyTicketAccess*

这个选项将拒绝客户用户访问不是由他本人创建的客户单位工单。

不能使这个设置失效。

默认值：

0

22.3 *CustomerGroupAlwaysGroups*

定义每个客户用户都会在其中的组(如果启用了 *CustomerGroupSupport*-客户组支持，并且你不想管理这些组的每个客户用户)。

不能使这个设置失效。

默认值：

```
---
- users
```

22.4 CustomerGroupCompanyAlwaysGroups

定义每个客户都会在其中的组（如果启用了 CustomerGroupSupport-客户组支持，并且你不想管理这些组的每个客户）。

不能使这个设置失效。

默认值：

```
---
- users
```

22.5 CustomerGroupPermissionContext###001-CustomerID-same

定义客户分按组分配的权限上下文。

不能使这个设置失效。

默认值：

```
---
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

定义客户分按组分配的权限上下文。

这个设置默认没有激活。

默认值：

```
---
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

激活对客户和客户用户组的支持。

不能使这个设置失效。

默认值：

```
0
```

22.8 CustomerPreferences

定义客户首选项表的参数。

不能使这个设置失效。

默认值：

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


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

配置任何您想要使用的额外只读镜像数据库。

这个设置默认没有激活。

默认值：

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

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

配置任何您想要使用的额外只读镜像数据库。

这个设置默认没有激活。

默认值：

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

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

配置任何您想要使用的额外只读镜像数据库。

这个设置默认没有激活。

默认值：

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

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

配置任何您想要使用的额外只读镜像数据库。

这个设置默认没有激活。

默认值：

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

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

配置任何您想要使用的额外只读镜像数据库。

这个设置默认没有激活。

默认值：

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

23.6 *Core::MirrorDB::DSN*

OTRS 能够使用一个或多个只读镜像数据库以扩展操作（如全文搜索或生成统计报表）。您可以在这里指定第一个镜像数据库的 DSN（数据源名称）。

这个设置默认没有激活。

默认值：

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

23.7 *Core::MirrorDB::Password*

指定第一个镜像数据库的认证密码。

这个设置默认没有激活。

默认值：

```
some_password
```

23.8 Core::MirrorDB::User

指定第一个镜像数据库的认证用户名。

这个设置默认没有激活。

默认值：

```
some_user
```


24.1 *DocumentSearch::Drivers::Appointment::Enabled*

它控制着约定事件搜索驱动的可用性。

不能使这个设置失效。

默认值：

1

24.2 *DocumentSearch::Drivers::ArticleChat::Enabled*

它控制着文章聊天搜索驱动的可用性。

不能使这个设置失效。

默认值：

1

24.3 *DocumentSearch::Drivers::ArticleMIME::Enabled*

它控制着文章 MIME 搜索驱动的可用性。

不能使这个设置失效。

默认值：

1

24.4 *DocumentSearch::Drivers::ArticleSMS::Enabled*

它控制着文章短信 SMS 搜索驱动的可用性。

不能使这个设置失效。

默认值：

1

24.5 *DocumentSearch::Drivers::CustomPageContent::Enabled*

它控制着定制化页面内容搜索驱动的可用性。

不能使这个设置失效。

默认值：

1

24.6 *DocumentSearch::Drivers::FAQ::Enabled*

Controls availability for knowledge base article search driver.

不能使这个设置失效。

默认值：

1

24.7 *DocumentSearch::Drivers::ServiceCatalogueContent::Enabled*

它控制客户服务目录内容搜索驱动程序的可用性。

不能使这个设置失效。

默认值：

1

24.8 *DocumentSearch::Drivers::Ticket::Enabled*

它控制工单搜索驱动的可用性。

不能使这个设置失效。

默认值：

1

Core → DynamicFields → DriverRegistration

25.1 *DynamicFields::Driver###ActivityID*

动态字段后端注册。

默认值：

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

25.2 *DynamicFields::Driver###Checkbox*

动态字段后端注册。

默认值：

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

25.3 *DynamicFields::Driver###ContactWithData*

动态字段后端注册。

默认值：

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

25.4 *DynamicFields::Driver###Date*

动态字段后端注册。

默认值：

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

25.5 *DynamicFields::Driver###DateTime*

动态字段后端注册。

默认值：

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

25.6 *DynamicFields::Driver###Dropdown*

动态字段后端注册。

默认值：

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

25.7 *DynamicFields::Driver###Multiselect*

动态字段后端注册。

默认值：

```

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

```

25.8 *DynamicFields::Driver###ProcessID*

动态字段后端注册。

默认值：

```

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

```

25.9 *DynamicFields::Driver###Text*

动态字段后端注册。

默认值：

```

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

```

25.10 *DynamicFields::Driver###TextArea*

动态字段后端注册。

默认值：

```

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

```

25.11 *DynamicFieldsLegacy::Driver###ActivityID*

动态字段后端注册。

默认值：

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

25.12 *DynamicFieldsLegacy::Driver###Checkbox*

动态字段后端注册。

默认值：

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

25.13 *DynamicFieldsLegacy::Driver###ContactWithData*

动态字段后端注册。

默认值：

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

25.14 *DynamicFieldsLegacy::Driver###Date*

动态字段后端注册。

默认值：

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

25.15 *DynamicFieldsLegacy::Driver###DateTime*

动态字段后端注册。

默认值：

```

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

```

25.16 *DynamicFieldsLegacy::Driver###Dropdown*

动态字段后端注册。

默认值：

```

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

```

25.17 *DynamicFieldsLegacy::Driver###Multiselect*

动态字段后端注册。

默认值：

```

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

```

25.18 *DynamicFieldsLegacy::Driver###ProcessID*

动态字段后端注册。

默认值：

```

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

```

25.19 *DynamicFieldsLegacy::Driver###Text*

动态字段后端注册。

默认值：

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

25.20 *DynamicFieldsLegacy::Driver###TextArea*

动态字段后端注册。

默认值：

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

Core → *DynamicFields* → *ObjectTypeRegistration*

26.1 *DynamicFields::ObjectType###Appointment*

动态字段对象注册。

默认值：

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

26.2 *DynamicFields::ObjectType###Article*

动态字段对象注册。

默认值：

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

26.3 *DynamicFields::ObjectType###CustomerCompany*

动态字段对象注册。

默认值：

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

26.4 *DynamicFields::ObjectType###CustomerUser*

动态字段对象注册。

默认值:

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

26.5 *DynamicFields::ObjectType###FAQ*

动态字段对象注册。

默认值:

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

26.6 *DynamicFields::ObjectType###Ticket*

动态字段对象注册。

默认值:

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

26.7 *DynamicFieldsLegacy::ObjectType###Appointment*

动态字段对象注册。

默认值:

```

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

```

26.8 *DynamicFieldsLegacy::ObjectType###Article*

动态字段对象注册。

默认值：

```

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

```

26.9 *DynamicFieldsLegacy::ObjectType###CustomerCompany*

动态字段对象注册。

默认值：

```

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

```

26.10 *DynamicFieldsLegacy::ObjectType###CustomerUser*

动态字段对象注册。

默认值：

```

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

```

26.11 *DynamicFieldsLegacy::ObjectType###FAQ*

动态字段对象注册。

默认值：

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

26.12 *DynamicFieldsLegacy::ObjectType###Ticket*

动态字段对象注册。

默认值:

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

27.1 AdminEmail

定义系统管理员的电子邮件地址。

不能使这个设置失效。

默认值：

```
support@<OTRS_CONFIG_FQDN>
```

27.2 CheckEmailAddresses

让系统检查邮件地址的语法。

不能使这个设置失效。

默认值：

```
1
```

27.3 CheckEmailInvalidAddress

定义一个正则表达式过滤不能在本系统中使用的所有邮件地址。

不能使这个设置失效。

默认值：

```
@(example)\.(...|...)$
```

27.4 *CheckEmailValidAddress*

定义一个执行语法检查以排除某些地址的正则表达式（如果参数“检查邮件地址”设置为“是”）。请在这里为语句构成上无效但系统需要的邮件地址输入一个正则表达式（如 `root@localhost`）。

不能使这个设置失效。

默认值：

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

27.5 *CheckMXRecord*

在发送邮件或提交电话工单/邮件工单前让系统检查邮件地址的 MX 记录。

不能使这个设置失效。

默认值：

```
1
```

27.6 *CheckMXRecord::Nameserver*

定义专用的 DNS 服务器地址，如果需要，用于“检查 MX 记录”时查找。

这个设置默认没有激活。

默认值：

```
ns.example.com
```

27.7 *Fetchmail::Bin*

定义打开 `fetchmail` 二进制文件的路径。请注意：二进制文件名必须为 `'fetchmail'`，如果不是，请使用符号链接。

这个设置默认没有激活。

默认值：

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

27.8 *NotificationSenderEmail*

指定发送通知时应用程序应使用的电子邮件地址。电子邮件地址用于构建通知主机的完整显示名称（如“OTRS 通知” `<otrs@your.example.com>`）。您可以使用配置中设置的 `OTRS_CONFIG_FQDN` 变量，或选择其它电子邮件地址。

不能使这个设置失效。

默认值：

```
otrs@<OTRS_CONFIG_FQDN>
```

27.9 NotificationSenderName

指定应用程序在发送通知时应使用的名称。发件人名称用于构建通知主机的完整显示名称（即“OTRS Notifications” <OTRS@your.example.com>）。

不能使这个设置失效。

默认值：

```
OTRS Notifications
```

27.10 Sendmail::DefaultHeaders

定义外发电子邮件的默认标头。

这个设置默认没有激活。

默认值：

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

27.11 SendmailBcc

通过 BCC（密件抄送）发送所有外发邮件到指定地址。请只在备份情况下使用这个选项。

默认值：

```
`SendmailEncodingForce`
```

外发邮件强制编码为（7bit|8bit|quoted-printable|base64）。

这个设置默认没有激活。

默认值：

```
base64
```

27.12 SendmailEnvelopeFrom

如果设置了此参数，这个地址将用于外发消息（不是通知-通知在下面查看）的信件发件人头。如果不指定地址，信件发件人头就为空。

这个设置默认没有激活。

默认值：

```
`SendmailModule`
```

定义发送电子邮件的模块。“DoNotSendEmail”根本不发送电子邮件。任何“SMTP”机制都使用指定的（外部）邮件服务器。“Sendmail”直接使用操作系统的 sendmail 二进制文件。“Test”不会发送电子邮件，而是将它们写入 \$OTRS_HOME/var/tmp/CacheFileStorable/EmailTest/ 以用于测试目的。

不能使这个设置失效。

默认值：

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

27.13 *SendmailModule::AuthPassword*

如果发送邮件模块选用了“SMTP”，并且邮件服务器需要认证，必须指定一个密码。

这个设置默认没有激活。

默认值：

```
MailserverPassword
```

27.14 *SendmailModule::AuthUser*

如果发送邮件模块选用了“SMTP”，并且邮件服务器需要认证，必须指定一个用户名。

这个设置默认没有激活。

默认值：

```
MailserverLogin
```

27.15 *SendmailModule::CMD*

如果发送邮件模块选用了“Sendmail”，必须指定 Sendmail 的位置和需要的配置。

不能使这个设置失效。

默认值：

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


27.16 *SendmailModule::Host*

如果发送邮件模块选用了“SMTP”，并且邮件服务器需要认证，必须指定发送邮件的服务器。不能使这个设置失效。

默认值：

```
mail.example.com
```

27.17 *SendmailModule::Port*

如果发送邮件模块选用了“SMTP”，并且邮件服务器需要认证，必须指定邮件服务器监听的端口。这个设置默认没有激活。

默认值：

```
25
```

27.18 *SendmailNotificationEnvelopeFrom*

如果设置了此参数，这个地址用于外发通知的信件发件人头信息。如果没有指定地址，则信件发件人头信息为空（除非设置了 `SendmailNotificationEnvelopeFrom::FallbackToEmailFrom` 参数）。

这个设置默认没有激活。

默认值：

```
`SendmailNotificationEnvelopeFrom::FallbackToEmailFrom`
```

如果没有指定 `SendmailNotificationEnvelopeFrom`，这个选项可确保使用邮件的发件人地址而不是空白的发件人（在某些邮件服务器的配置中需要此选项）。

这个设置默认没有激活。

默认值：

```
0
```


28.1 *AutoResponseForWebTickets*

如果启用该选项，通过 **web** 接口、外部或服务人员界面创建的工单将收到自动回复，如果配置了自动回复的话。如果不启用该选项，则不会发送自动回复。

不能使这个设置失效。

默认值：

```
1
```

28.2 *KeepStateHeader*

定义在过滤器中用来保持工单的当前状态的邮件标头。

默认值：

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

28.3 *LoopProtectionLog*

日志文件的路径（仅在邮件循环保护模块选择文件系统时适用且这是强制需要的）。

不能使这个设置失效。

默认值：

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

28.4 *LoopProtectionModule*

默认的邮件环路保护模块。

不能使这个设置失效。

默认值：

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

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

对 OTRS 头 'X-OTRS-Bounce' 执行后续检查。

默认值：

```
---  
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.

默认值：

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

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

为主题中没有工单编号的邮件执行回复或引用头的跟进检查。

默认值：

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

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

为主题中没有工单编号的邮件执行邮件正文内容的跟进检查。

这个设置默认没有激活。

默认值：

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

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

为主题中没有工单编号的邮件执行附件内容的跟进检查。

这个设置默认没有激活。

默认值：

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

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

为主题中没有工单编号的邮件执行未加工的源邮件的跟进检查。

这个设置默认没有激活。

默认值：

```
---
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.

这个设置默认没有激活。

默认值：

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

28.12 *PostMaster::NewTicket::AutoAssignCustomerIDForUnknownCustomers*

Controls if customer ID is automatically copied from the sender address for unknown customers. Please keep it in sync with WebApp::API::Agent::Ticket::Create::AutoAssignCustomerIDForUnknownCustomers.

不能使这个设置失效。

默认值：

```
1
```

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

用于解密加密的传入电子邮件并相应更新信件的模块。

默认值：

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

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

检查邮件是否应该被标记为内部（因为原始转发的内部电子邮件）的模块。IsVisibleForCustomer（是否对客户可见）和 SenderType（发件人类型）定义了到达电子邮件/信件的值。

默认值：

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

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

获取客户用户传入消息的 S/MIME 证书的模块。

默认值：

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

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

解密传入消息的加密主体的模块，以便可以过滤这些消息。

默认值：

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

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

用于检测是否存在附件的模块。

默认值：

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

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

检查传入的电子邮件是否退回的模块。

默认值：

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

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

通过外部工单编号识别一个工单是否为已有工单的跟进。注意：“NumberRegExp”表达式中的第一个捕获组将用作工单编号值。

这个设置默认没有激活。

默认值：

```
---
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*

通过外部工单编号识别一个工单是否为已有工单的跟进。注意：“NumberRegExp”表达式中的第一个捕获组将用作工单编号值。

这个设置默认没有激活。

默认值：

```
---
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*

通过外部工单编号识别一个工单是否为已有工单的跟进。注意：“NumberRegExp”表达式中的第一个捕获组将用作工单编号值。

这个设置默认没有激活。

默认值：

```
---
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*

通过外部工单编号识别一个工单是否为已有工单的跟进。注意：“NumberRegExp”表达式中的第一个捕获组将用作工单编号值。

这个设置默认没有激活。

默认值：

```
---
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*

使用数据库过滤器的模块。

不能使这个设置失效。

默认值：

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


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

过滤和处理进入消息的模块，阻止或忽略所有发件人为 `noreply@` 开头地址的垃圾邮件。

这个设置默认没有激活。

默认值：

```

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

```

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

处理进入消息的模块。工单自定义字段获取 4 个数字的号码，使用正则表达式匹配，如 `From => '(.+?)@.+?'`，且在 `Set =>` 中可像 `[**]` 一样使用 `()`。

这个设置默认没有激活。

默认值：

```

---
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*

阻止所有来自 `@example.com` 地址、主题中无有效工单号的进入邮件。

这个设置默认没有激活。

默认值：

```

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

```

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

命令行样例设置。忽略外部命令行返回在 STDOUT (标准输出) 上的一些输出的邮件 (邮件将用管道输入到 `some.bin` 的 STDIN 标准输入)。

这个设置默认没有激活。

默认值:

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

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

Spam Assassin (是一种安装在邮件服务器上的邮件过滤器) 样例设置, 忽略 SpamAssassin 标记的邮件。

这个设置默认没有激活。

默认值:

```
---
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 (是一种安装在邮件服务器上的邮件过滤器) 样例设置, 将标记的邮件移到垃圾队列。

这个设置默认没有激活。

默认值:

```
---
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*

定义拒绝邮件的正文文本。

不能使这个设置失效。

默认值:

```
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*

定义拒绝邮件的发件人。

这个设置默认没有激活。

默认值：

```
noreply@example.com
```

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

定义拒绝邮件的主题。

不能使这个设置失效。

默认值：

```
Email Rejected
```

28.33 *PostMasterMaxEmailSize*

通过 POP3/POP3S/IMAP/IMAPS 能够收取的邮件最大尺寸（单位：KB）。

不能使这个设置失效。

默认值：

```
16384
```

28.34 *PostMasterReconnectMessage*

重连到邮件服务器前一次能收取邮件的最大数。

不能使这个设置失效。

默认值：

20

28.35 *PostmasterAutoHTML2Text*

将 HTML 邮件转换为文本信息。

不能使这个设置失效。

默认值：

1

28.36 *PostmasterBounceEmailAsFollowUp*

表明是否应该将始终退回邮件视为正常的跟进处理。

不能使这个设置失效。

默认值：

1

28.37 *PostmasterDefaultPriority*

定义创建工单的默认优先级。

不能使这个设置失效。

默认值：

3 normal

28.38 *PostmasterDefaultQueue*

定义邮件管理员的默认队列。

不能使这个设置失效。

默认值：

Raw

28.39 *PostmasterDefaultState*

定义新建工单的默认状态。

不能使这个设置失效。

默认值：

new

28.40 *PostmasterFollowUpState*

定义一个工单被跟进时工单的状态。

不能使这个设置失效。

默认值：

open

28.41 *PostmasterFollowUpStateClosed*

定义一个工单被跟进但已经关闭时工单的状态。

这个设置默认没有激活。

默认值：

open

28.42 *PostmasterHeaderFieldCount*

定义前端模块添加和更新邮箱管理员过滤器的标题字段，最多 99 个字段。

不能使这个设置失效。

默认值：

12

28.43 *PostmasterMaxEmails*

一天中给自己的邮件地址发送自动邮件响应的最大数（邮件环路保护）。

不能使这个设置失效。

默认值：

40

28.44 *PostmasterMaxEmailsPerAddress*

一天中给自己的邮件地址发送自动邮件响应的最大数，可按电子邮件地址进行配置（邮件环路保护）。

默认值：

```
--- {}
```

28.45 *PostmasterUserID*

指定邮箱管理员数据库的用户 ID。

不能使这个设置失效。

默认值：

```
1
```

28.46 *PostmasterX-Header*

定义所有应被扫描的 X-header（信头）。

不能使这个设置失效。

默认值：

```
---  
- 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
```

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- X-No-Loop
- X-Priority
- Importance
- X-Mailer
- User-Agent
- Organization
- 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*

如果这个正则表达式匹配了，自动响应不会发送任何消息。
不能使这个设置失效。

默认值：

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

Core → Event → AppointmentCalendar

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

预约日历事件模块，准备预约的通知消息。

默认值：

```

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

```

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

预约日历事件模块，更新工单的预约数据。

默认值：

```

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

```

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

Appointment calendar event module that handles calendar push events.

不能使这个设置失效。

默认值：

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

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

Appointment calendar event module that handles calendar appointment push events.

不能使这个设置失效。

默认值：

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

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

记下和事件相关的客体。

不能使这个设置失效。

默认值：

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

Core → Event → CustomPage

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

记下和事件相关的客体。

默认值：

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

Core → Event → CustomerCompany

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

Event module that processes push events for customer companies.

默认值:

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

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

更新客户资料后更新客户用户的事件模块。

默认值:

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

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

更新客户单位动态字段的对象名称的事件模块。

默认值:

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

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

更新客户后更新工单的事件模块。

默认值:

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

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

对每个已配置的 Web 服务的每个事件(作为调用程序)执行配置的操作。

默认值:

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

Core → Event → CustomerUser

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

Event module that processes push events for customer users.

默认值:

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

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

更新客户用户动态字段的对象名称的事件模块。

默认值:

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

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

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

默认值:

```
---  
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.

默认值:

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

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

更新客户用户后更新工单的事件模块。

默认值:

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

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

对每个已配置的 Web 服务的每个事件(作为调用程序)执行配置的操作。

默认值:

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

Core → Event → DynamicField

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

对每个已配置的 **Web** 服务的每个事件（作为调用程序）执行配置的操作。

默认值：

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

Core → *Event* → *FAQ*

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

记下和事件相关的客体。

默认值：

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

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

记下和事件相关的客体。

不能使这个设置失效。

默认值：

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


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

侦听 `LinkObjectLinkAdd` 和 `LinkObjectLinkDelete`，并发出 `LinkObjectLinkUpdate` 事件以更新前端。

不能使这个设置失效。

默认值：

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

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

对每个已配置的 **Web** 服务的每个事件（作为调用程序）执行配置的操作。

默认值：

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


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

打包事件模块以记录日程机制任务，以实现更新注册。

默认值：

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

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

如果与配置不冲突，打包事件模块以触发生产环境 web 服务器重新加载。

默认值：

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

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

对每个已配置的 Web 服务的每个事件（作为调用程序）执行配置的操作。

默认值：

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

Core → Event → Queue

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

当一个动态字段被删除时，对文档搜索索引实施更新语句的事件模块。

默认值：

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

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

当群组更改时，对文档搜索工单索引实施更新语句的事件模块。

默认值：

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

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

对每个已配置的 Web 服务的每个事件（作为调用程序）执行配置的操作。

默认值：

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

Core → Event → ServiceCatalogueItem

39.1 *ServiceCatalogueItem::EventModulePost###1000-ServiceCatalogueIndexManagement*

记下和事件相关的客体。

默认值：

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


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

记下和事件相关的客体。

默认值：

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

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

记下和事件相关的客体。

默认值：

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

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

记下和事件相关的客体。

不能使这个设置失效。

默认值：

```

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

```

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

记下和事件相关的客体。

不能使这个设置失效。

默认值：

```

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

```

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

从归档中恢复一个工单（只针对工单状态变更为任何可处理的状态的事件）。

默认值：

```

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

```

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

如果工单转移到另一个队列，重置并解锁工单所有者。

这个设置默认没有激活。

默认值：

```

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

```

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

工单锁定后强制选择与当前不同的另一个工单状态，定义键为当前状态，值为锁定后的下一个工单状态。

这个设置默认没有激活。

默认值：


```

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

```

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

在第一次工单所有者更新后自动设置工单的负责人（如果还没有设置）。

默认值：

```

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

```

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

服务人员创建工单时，工单是否被自动锁定到该服务人员。

这个设置默认没有激活。

默认值：

```

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

```

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

如果工单状态变更到非挂起状态，设置挂起时间为 0。

默认值：

```

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

```

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

工单转移到另一队列后强制解锁。

默认值：

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

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

如果每个工单都已看过或创建了新的信件，更新工单“已看”标志。

默认值：

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

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

这个事件模块将客户用户的属性存储为工单动态字段，如何配置这个映射请查看 `DynamicFieldFromCustomerUser::Mapping` 设置。

这个设置默认没有激活。

默认值：

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

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

触发升级停止事件的工单事件模块。

默认值：

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

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

发送在系统管理界面“工单通知”中配置好的通知。

默认值：

```

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

```

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

基于某些工单时间添加或更新自动日历预约的触发器。

默认值：

```

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

```

40.17 *Ticket::EventModulePost###9600-TicketDynamicFieldDefault*

事件模块注册。为获得更好的性能你可以定义一个触发事件（例如：事件 => 工单创建），只有工单的所有动态字段需要同一事件时才可能。

这个设置默认没有激活。

默认值：

```

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

```

40.18 *Ticket::EventModulePost###9700-GenericAgent*

事件模块注册。为获得更好的性能你可以定义一个触发事件（例如：事件 => 工单创建）。

默认值：

```

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

```

40.19 *Ticket::EventModulePost###9800-TicketProcessSequenceFlows*

事件模块注册。为获得更好的性能你可以定义一个触发事件（例如：事件 => 工单创建）。

默认值：

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

40.20 *Ticket::EventModulePost###9900-GenericInterface*

对每个已配置的 Web 服务的每个事件（作为调用程序）执行配置的操作。

默认值：

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

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

在工单属性更新后更新工单升级指标。

默认值：

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

41.1 *FAQ::Customer::StateTypes*

在外部人员界面中能够使用的状态类型。

不能使这个设置失效。

默认值：

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

41.2 *FAQ::Public::StateTypes*

在公共界面中能够使用的状态类型列表。

不能使这个设置失效。

默认值：

```
---  
- public
```


42.1 *FAQ::CacheTTL*

Cache time to live for knowledge base articles.

不能使这个设置失效。

默认值：

172800

42.2 *FAQ::Default::Language*

Default language for knowledge base articles on single language mode.

这个设置默认没有激活。

默认值：

en

42.3 *FAQ::FAQHook*

The identifier for a knowledge base article, e.g. FAQ#, KB#, MyFAQ#.

不能使这个设置失效。

默认值：

FAQ#

42.4 *FAQ::MultiLanguage*

Enable multiple languages on knowledge base module.

不能使这个设置失效。

默认值：

1

42.5 *FAQ::TitleSize*

Default maximum size of the titles in a knowledge base article to be shown.

不能使这个设置失效。

默认值：

50

42.6 *FAQ::Voting*

Enable voting mechanism on knowledge base module.

不能使这个设置失效。

默认值：

1

Core → FAQ → Approval

43.1 *FAQ::ApprovalGroup*

Group for the approval of knowledge base articles.

不能使这个设置失效。

默认值：

```
users
```

43.2 *FAQ::ApprovalQueue*

Queue for the approval of knowledge base articles.

不能使这个设置失效。

默认值：

```
FAQ_Approval
```

43.3 *FAQ::ApprovalRequired*

New knowledge base articles need approval before they get published.

不能使这个设置失效。

默认值：

```
0
```

43.4 *FAQ::ApprovalTicketBody*

Ticket body for approval of knowledge base article.

不能使这个设置失效。

默认值：

```
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*

Default state of tickets for the approval of knowledge base articles.

不能使这个设置失效。

默认值：

```
new
```

43.6 *FAQ::ApprovalTicketPriority*

Default priority of tickets for the approval of knowledge base articles.

不能使这个设置失效。

默认值：

```
3 normal
```

43.7 *FAQ::ApprovalTicketSubject*

Ticket subject for approval of knowledge base article.

不能使这个设置失效。

默认值：

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

43.8 *FAQ::ApprovalTicketType*

Default type of tickets for the approval of knowledge base articles.

不能使这个设置失效。

默认值：

Unclassified

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

按 Top10 格式显示的条目数。

不能使这个设置失效。

默认值：

45.1 *FAQ::Item::Field1*

Definition of knowledge base article free text field.

不能使这个设置失效。

默认值：

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

45.2 *FAQ::Item::Field2*

Definition of knowledge base article free text field.

不能使这个设置失效。

默认值：

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

45.3 *FAQ::Item::Field3*

Definition of knowledge base article free text field.

不能使这个设置失效。

默认值：

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

45.4 *FAQ::Item::Field4*

Definition of knowledge base article free text field.

不能使这个设置失效。

默认值：

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

45.5 *FAQ::Item::Field5*

Definition of knowledge base article free text field.

不能使这个设置失效。

默认值：

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

45.6 *FAQ::Item::Field6*

Definition of knowledge base article free text field.

不能使这个设置失效。

默认值：

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


45.7 *FAQ::Item::HTML*

Show knowledge base article using HTML format.

不能使这个设置失效。

默认值：

1

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

在定义的界面上显示文章评分。

不能使这个设置失效。

默认值：

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

Core → FAQ → RelatedArticles

47.1 FAQ::KeywordArticeList::SearchLimit

Limit for the search to build the keyword knowledge base article list.

不能使这个设置失效。

默认值：

5000

48.1 *GoogleChrome::Bin*

定义指向谷歌 Chrome 浏览器或者 Chromium 浏览器程序文件的路径。

这个设置默认没有激活。

默认值：

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


49.1 *LinkObject::IgnoreLinkedTicketStateTypes*

定义在链接的工单列表中不出现的工单状态类型。

默认值：

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

49.2 *LinkObject::PossibleLink###0200*

将 2 个工单链接为“普通”。

默认值：

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

49.3 *LinkObject::PossibleLink###0201*

将 2 个工单链接为“父子”。

默认值：

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

49.4 *LinkObject::PossibleLink###1200*

将预约和工单链接为“普通”类型。

默认值：

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

49.5 *LinkObject::PossibleLink###1300*

将预约和工单链接为“普通”类型。

默认值：

```
---  
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.

默认值：

```
---  
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.

默认值：

```

---
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.

默认值：

```

---
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.

默认值：

```

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

```

49.10 *LinkObject::Type###Normal*

定义链接类型“普通”。如果源名称和目标名称相同，则结果链接是无方向链接，否则结果链接是方向性链接。

不能使这个设置失效。

默认值：

```

---
SourceName: Normal
TargetName: Normal

```

49.11 *LinkObject::Type###ParentChild*

定义链接类型“父子”。如果源名称和目标名称相同，则结果链接是无方向链接，否则结果链接是方向性链接。

不能使这个设置失效。

默认值：

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

49.12 *LinkObject::TypeGroup###0001*

定义链接类型组。同一组的链接类型废除另外一个，例如：如果工单 A 以“普通”链接到工单 B，则这些工单不能添加另外的“父子”链接。

默认值：

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

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

Specifies the directory where log files are stored.

不能使这个设置失效。

默认值：

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

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

Defines the log adapter for the default error log file.

不能使这个设置失效。

默认值：

```
---
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
```

50.3 Log::Adapters###0002-audit.log

Defines the log adapter for the default audit log file.

不能使这个设置失效。

默认值：

```

---
Active: '1'
Filename: audit.log
Filters: MaskPasswords,MaskIPAddresses,MaskCreditCardNumbers
Ignore[Message]: ^\[DEPRECATION\]
MinimumLogSeverity: info
MinimumStacktraceSeverity: error
Name: OTRS audit log file
Select[Severity]: ^(info|notice|warning)$
Template: "[%Time%][%Severity%][%AppSubsystem%    %AppSubsystemModule%]
→%Message%"
Type: File

```

50.4 Log::Adapters###0003-deprecation.log

Defines the log adapter for the default error log file.

不能使这个设置失效。

默认值：

```

---
Active: '1'
Filename: deprecation.log
Filters: MaskPasswords,MaskIPAddresses,MaskCreditCardNumbers
MinimumLogSeverity: info
MinimumStacktraceSeverity: error
Name: OTRS deprecation log file
Select[Message]: ^\[DEPRECATION\]
Template: "[%Time%][%Severity%][%AppSubsystem%    %AppSubsystemModule%]
→%Message%"
Type: File

```

50.5 Log::Adapters###0004-syslog

Defines the log adapter for the default syslog stream.

不能使这个设置失效。

默认值：

```

---
Active: '0'
Filters: MaskPasswords,MaskIPAddresses,MaskCreditCardNumbers

```

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```

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

```

50.6 Log::Adapters###0006-console

Defines the log adapter for the default console output.

不能使这个设置失效。

默认值:

```

---
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###0007-debug.log

Defines the log adapter for the default error log file.

不能使这个设置失效。

默认值:

```

---
Active: '0'
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::Custom

Defines custom log adapters.

不能使这个设置失效。

默认值：

--- []

51.1 *MailQueue*

邮件队列配置设置。

不能使这个设置失效。

默认值：

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


52.1 *Notification::Transport::NotificationView::DaysToKeep*

定义在通知网页视图显示一个通知的天数(设置为 0 意味着始终显示)。

默认值：

30

53.1 PDF::LogoFile

指定页面头部 LOGO 文件的路径(gif|jpg|png, 700 X 100 像素)。

不能使这个设置失效。

默认值:

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

53.2 PDF::MaxPages

定义每个 PDF 文件的最大页数。

不能使这个设置失效。

默认值:

```
100
```

53.3 PDF::PageSize

定义 PDF 页面的标准尺寸。

不能使这个设置失效。

默认值:

```
a4
```

53.4 *PDF::TTFontFile###Monospaced*

定义 PDF 文档中等宽字体的 TTF 字体文件的路径和文件名。

不能使这个设置失效。

默认值：

```
DejaVuSansMono.ttf
```

53.5 *PDF::TTFontFile###MonospacedBold*

定义 PDF 文档中粗体等宽字体的 TTF 字体文件的路径和文件名。

不能使这个设置失效。

默认值：

```
DejaVuSansMono-Bold.ttf
```

53.6 *PDF::TTFontFile###MonospacedBoldItalic*

定义 PDF 文档中粗斜体等宽字体的 TTF 字体文件的路径和文件名。

不能使这个设置失效。

默认值：

```
DejaVuSansMono-BoldOblique.ttf
```

53.7 *PDF::TTFontFile###MonospacedItalic*

定义 PDF 文档中斜体等宽字体的 TTF 字体文件的路径和文件名。

不能使这个设置失效。

默认值：

```
DejaVuSansMono-Oblique.ttf
```

53.8 *PDF::TTFontFile###Proportional*

定义 PDF 文档中比例字体的 TTF 字体文件的路径和文件名。

不能使这个设置失效。

默认值：

```
DejaVuSans.ttf
```

53.9 *PDF::TTFontFile###ProportionalBold*

定义 PDF 文档中粗体比例字体的 TTF 字体文件的路径和文件名。

不能使这个设置失效。

默认值：

```
DejaVuSans-Bold.ttf
```

53.10 *PDF::TTFontFile###ProportionalBoldItalic*

定义 PDF 文档中粗斜体比例字体的 TTF 字体文件的路径和文件名。

不能使这个设置失效。

默认值：

```
DejaVuSans-BoldOblique.ttf
```

53.11 *PDF::TTFontFile###ProportionalItalic*

定义 PDF 文档中斜体比例字体的 TTF 字体文件的路径和文件名。

不能使这个设置失效。

默认值：

```
DejaVuSans-Oblique.ttf
```


54.1 *Package::AllowLocalModifications*

如果启用这个设置，本地修改内容不会在软件包管理器和支持数据收集工具中高亮显示为错误。

这个设置默认没有激活。

默认值：

54.2 *Package::AllowNotVerifiedPackages*

如果启用了本设置，就可以安装未经 OTRS 集团验证的软件包。这些软件包可能会威胁到您的整个系统！

默认值：

54.3 *Package::FileUpload*

在软件包管理前端启用文件上传。

不能使这个设置失效。

默认值：

54.4 *Package::Proxy*

通过代理获取软件包，覆盖 “WebUserAgent::Proxy” 设置。

这个设置默认没有激活。

默认值：

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

54.5 *Package::RepositoryAccessRegExp*

定义用于访问本地软件仓库的 IP 正则表达式。您需要启用它才能访问本地软件仓库，并且远程主机上需要 *Package::RepositoryList*。

这个设置默认没有激活。

默认值：

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

54.6 *Package::RepositoryList*

定义在线软件仓库列表。另一个用于安装的软件仓库，例如：键 = “<http://example.com/otrs/public.pl?Action=PublicRepository;File=>”，值 = “Some Name”。

这个设置默认没有激活。

默认值：

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

54.7 *Package::RepositoryRoot*

定义为额外软件包获取在线软件仓库列表的地址，将使用第一个可用的结果。

这个设置默认没有激活。

默认值：

```
--- []
```

54.8 *Package::ShowFeatureAddons*

在软件包管理器中显示/不显示 OTRS 扩展功能。

默认值：

1

54.9 *Package::Timeout*

设置软件下载的超时时间(单位:秒),覆盖参数“WebUserAgent::Timeout”。

不能使这个设置失效。

默认值:

120

Core → *PasswordPolicy* → *Exceptions*

55.1 *PasswordPolicy::ExceptAgentPasswordChangeAfterFirstLogin###001-Framework*

Every listed agent login name will override password change requirement after first login.

不能使这个设置失效。

默认值：

```
--- []
```

55.2 *PasswordPolicy::ExceptAgentPasswordComplexity###001-Framework*

Every listed agent login name will override the enabled password complexity checks (“PasswordRegExp” , “PasswordMinSize” , “PasswordMin2Lower2UpperCharacters” , “PasswordMin2Characters” and “PasswordNeedDigit”).

不能使这个设置失效。

默认值：

```
--- []
```

55.3 *PasswordPolicy::ExceptAgentPasswordHistory###001-Framework*

Every listed agent login name will override password histories.

不能使这个设置失效。

默认值：

--- []

55.4 *PasswordPolicy::ExceptAgentPasswordTTL###001-Framework*

Every listed agent login name will override password expirations.

不能使这个设置失效。

默认值：

--- []

55.5 *PasswordPolicy::ExceptCustomerPasswordChangeAfterFirstLogin###001-Framework*

Every listed customer user login name will override password change requirement after first login.

不能使这个设置失效。

默认值：

--- []

55.6 *PasswordPolicy::ExceptCustomerPasswordComplexity###001-Framework*

Every listed customer user login name will override the enabled password complexity checks (“PasswordRegExp” , “PasswordMinSize” , “PasswordMin2Lower2UpperCharacters” , “PasswordMin2Characters” and “PasswordNeedDigit”).

不能使这个设置失效。

默认值：

--- []

55.7 *PasswordPolicy::ExceptCustomerPasswordHistory###001-Framework*

Every listed customer user login name will override password histories.

不能使这个设置失效。

默认值：

--- []

55.8 PasswordPolicy::ExceptCustomerPasswordTTL###001-Framework

Every listed customer user login name will override password expirations.

不能使这个设置失效。

默认值：

--- []

56.1 *PerformanceLog*

启用性能日志（记录页面响应时间）。这会影响系统性能。必须先启用参数 `Frontend::Module###AdminPerformanceLog`。

默认值：

```
0
```

56.2 *PerformanceLog::File*

指定性能日志文件的路径。

不能使这个设置失效。

默认值：

```
<OTRS_CONFIG_Home>/var/log/Performance.log
```

56.3 *PerformanceLog::FileMax*

定义日志文件的最大尺寸（单位：MB）。

不能使这个设置失效。

默认值：

```
25
```


57.1 *AdminInterfaceAccessGroup*

定义对管理员界面具有访问权限的服务人员组。

不能使这个设置失效。

默认值：

```
---  
- admin
```

57.2 *EditAnotherUsersPreferencesGroup*

指定用户需要 **rw** (读写) 权限的组，以便他们可以编辑其他用户的首选项。

不能使这个设置失效。

默认值：

```
admin
```

57.3 *SwitchToCustomer*

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

不能使这个设置失效。

默认值：

0

57.4 *SwitchToCustomer::PermissionGroup*

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

不能使这个设置失效。

默认值：

admin

57.5 *SwitchToUser*

允许管理员用户通过服务人员界面以其他用户身份登录。

不能使这个设置失效。

默认值：

0

57.6 *System::Customer::Permission*

定义本系统客户可用的标准权限。如果需要更多的权限，您可以在这里输入。权限必须确实硬编码以保证生效。请确保在添加前面任何提到的权限时，“rw(读写)” 权限保持为最后一个条目。

不能使这个设置失效。

默认值：

```
---  
- ro  
- rw
```

57.7 *System::Permission*

系统中服务人员可用的标准权限，如果需要更多的权限，可以在这里输入。权限必须已定义好且有效，一些好的权限已经内置：备注、关闭、挂起、客户、自定义字段、转移、撰写、负责人、转发和退回。请确保“rw(读写)”始终是注册权限的最后一条。

不能使这个设置失效。

默认值：

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


58.1 *AgentFrontend::SMS::MessageTextLimit*

定义每个消息可以通过短信发送的字符数的硬限制。

不能使这个设置失效。

默认值：

```
1600
```

58.2 *SMSTemplate::Types*

定义短信模板类型的列表。

不能使这个设置失效。

默认值：

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


59.1 *SOAP::Keep-Alive*

启用 SOAP 响应的持久连接头。

不能使这个设置失效。

默认值：

0

60.1 *AgentSessionLimit*

设置 `SessionMaxIdleTime` 中定义的时间范围内最大的活动服务人员数。

默认值：

100

60.2 *AgentSessionLimitPriorWarning*

Sets the maximum number of active agents within the timespan defined in `SessionMaxIdleTime` before a prior warning will be visible to the logged in agents.

这个设置默认没有激活。

默认值：

90

60.3 *AgentSessionPerUserLimit*

设置 `SessionMaxIdleTime` 中定义的时间范围内每个服务人员最大的活动会话数。

默认值：

20

60.4 *CustomerSessionLimit*

设置 `SessionMaxIdleTime` 中定义的时间范围内的最大的活动客户数。

默认值：

100

60.5 *CustomerSessionPerUserLimit*

设置 `SessionMaxIdleTime` 中定义的时间范围内每个客户最大的活动会话数。

默认值：

20

60.6 *SessionCSRFProtection*

针对 CSRF(跨站请求伪造) 漏洞利用的保护 (参阅 https://en.wikipedia.org/wiki/Cross-site_request_forgery 获取更多信息)。

不能使这个设置失效。

默认值：

1

60.7 *SessionCheckRemoteIP*

开启远程 IP 地址检查。如果通过代理或拨号连接访问系统，应该关闭，因为远程 IP 在每次请求时可能都不一样。

不能使这个设置失效。

默认值：

1

60.8 *SessionDeletelfNotRemoteID*

如果会话 ID 被无效的远程 IP 地址使用则删除该会话。

不能使这个设置失效。

默认值：

1

60.9 *SessionDeletelfTimeToOld*

删除超时的会话请求。

不能使这个设置失效。

默认值：

```
1
```

60.10 *SessionDir*

如果会话模块选择“文件系统”，必须指定保存会话数据的目录。

不能使这个设置失效。

默认值：

```
<OTRS_CONFIG_Home>/var/sessions
```

60.11 *SessionMaxIdleTime*

设置一个会话被终止且用户登出前的非活动时间(单位：秒)。

不能使这个设置失效。

默认值：

```
7200
```

60.12 *SessionMaxTime*

定义一个会话 ID 的最大有效时间(单位：秒)。

不能使这个设置失效。

默认值：

```
57600
```

60.13 *SessionModule*

定义存储会话数据的模块。使用“DB(数据库)”则前端服务器能从数据库服务器中拆分出来。“FS(文件系统)”更快一些。

不能使这个设置失效。

默认值：

```
Kernel::System::AuthSession::DB
```

60.14 *SessionName*

定义会话中关键词的名称，如 `Session`、`SessionID` 或 `OTRS`。不允许使用分号、逗号、等号、星号和空格。

不能使这个设置失效。

默认值：

```
OTRSAgentInterface
```

60.15 *SessionTable*

如果会话模块选择“数据库”，必须指定保存会话数据的数据库表名。

不能使这个设置失效。

默认值：

```
sessions
```

60.16 *SessionUseCookieAfterBrowserClose*

在浏览器关闭后保存 cookies。

不能使这个设置失效。

默认值：

```
0
```

61.1 *Stats::DynamicObjectRegistration###Ticket*

生成工单统计的模块。

默认值：

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

61.2 *Stats::DynamicObjectRegistration###TicketAccountedTime*

生成工单统计所用工时的模块。

默认值：

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

61.3 *Stats::DynamicObjectRegistration###TicketList*

确定统计模块是否可以生成工单清单。

默认值：

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

61.4 Stats::DynamicObjectRegistration###TicketSolutionResponseTime

生成工单解决时间和响应时间统计的模块。

默认值：

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

61.5 Stats::MaxResultCellsPreview

定义预览中的结果单元格的默认最大数量(此时仅与 X 轴和 Y 轴上的时间字段关系相关)。

这个设置默认没有激活。

默认值：

```
1000
```

61.6 Stats::MaxXaxisAttributes

定义 X 轴时间刻度属性的默认最大数。

这个设置默认没有激活。

默认值：

```
1000
```

61.7 Stats::StatsHook

设置统计 Hook。

不能使这个设置失效。

默认值：

```
Stat#
```

61.8 Stats::StatsStartNumber

统计计数的开始数，这个数字在每个新的统计后增加。

不能使这个设置失效。

默认值：

```
10000
```


62.1 StatsReportConfig::CacheTTL

报表后台的缓存时间，以秒计。

不能使这个设置失效。

默认值：

3600

63.1 *AdminTemplate::SubjectMethod###KeepTicketNumber*

定义了主题方法“改写”的行为。如果该选项被启用，该工单号将不会被改写。

默认值：

63.2 *AgentSelfNotifyOnAction*

设置服务人员是否收到自己的工单动作的邮件通知。

不能使这个设置失效。

默认值：

63.3 *CustomerNotifyJustToRealCustomer*

仅给映射的客户用户发送客户通知。

不能使这个设置失效。

默认值：

63.4 *DynamicFieldFromCustomerUser::Mapping*

定义客户用户数据（键）与工单动态字段（值）的映射。目的是在工单动态字段中存储客户用户数据。动态字段必须存在于系统中且启用了 `AgentTicketFreeText`（服务人员工单自由文本），这样才能由服务人员手动设置/更新。动态字段不能在服务人员电话工单、邮件工单和客户工单中启用，否则他们将优先于自动设置值。要使用这些映射，还要激活 `Ticket::EventModulePost###4100-DynamicFieldFromCustomerUser` 的设置。

这个设置默认没有激活。

默认值：

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

63.5 *FormDraftTTL###Ticket*

定义指定类型的草稿自最近修改之后到被认为已过期之前的分钟数。

默认值：

```
10080
```

63.6 *OTRSEscalationEvents::DecayTime*

发出事件后的持续时间，在这个时间段抑制新的升级通知和开始事件。

默认值：

```
1440
```

63.7 *StandardTemplate2QueueByCreating*

自动分配给新建队列的默认标准模板列表。

这个设置默认没有激活。

默认值：

```
--- []
```

63.8 *StandardTemplate::Types*

定义模板类型的列表。

默认值：

```

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

```

63.9 *Ticket::ArchiveSystem*

激活工单归档系统，将一些工单移出日常范围以便拥有更快速的系统响应。要搜索这些工单，需要在工单搜索时启用“归档搜索”。

不能使这个设置失效。

默认值：

0

63.10 *Ticket::ArchiveSystem::RemoveSeenFlags*

控制工单和信件归档后的可见标志是否被移除。

不能使这个设置失效。

默认值：

1

63.11 *Ticket::ArchiveSystem::RemoveTicketWatchers*

工单归档时移除该工单的关注人信息。

不能使这个设置失效。

默认值：

1

63.12 *Ticket::ChangeOwnerToEveryone*

变更工单所有者为所有人（ASP 有用），一般只显示这个工单队列中有读写权限的服务人员。

不能使这个设置失效。

默认值：

0

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

重载（重定义）Kernel::System::Ticket 中的函数，以便容易添加定制内容。

这个设置默认没有激活。

默认值：

Kernel::System::Ticket::Custom

63.14 ***Ticket::DefineEmailFrom***

定义邮件（来自于答复和邮件工单）发件人字段的显示样式。

不能使这个设置失效。

默认值：

SystemAddressName

63.15 ***Ticket::DefineEmailFromSeparator***

定义服务人员真实姓名和给定队列邮件地址之间的分隔符。

不能使这个设置失效。

默认值：

via

63.16 ***Ticket::Frontend::DefaultRecipientDisplayType***

Default display type for recipient (To,Cc) names in the ticket detail view of the agent interface.

默认值：

Realname

63.17 ***Ticket::Frontend::DefaultSenderDisplayType***

Default display type for sender (From) name in the ticket detail view of the agent interface.

默认值：

63.18 *Ticket::GenericAgentAllowCustomModuleExecution*

允许自动任务执行定制模块。

默认值：

63.19 *Ticket::GenericAgentAllowCustomScriptExecution*

允许自动任务执行定制的命令行脚本。

默认值：

63.20 *Ticket::GenericAgentRunLimit*

设置一个自动任务执行一次能处理的工单数限制。

默认值：

63.21 *Ticket::GenericAgentTicketSearch###ExtendedSearchCondition*

允许在自动任务界面搜索工单时扩展搜索条件，通过这个功能您可以按如下条件搜索：“(key1&&key2)”或“(key1||key2)”。

不能使这个设置失效。

默认值：

63.22 *Ticket::Hook*

工单的标识符，如 Ticket#、Call#、MyTicket#，默认为 Ticket#。

不能使这个设置失效。

默认值：

```
Ticket#
```

63.23 *Ticket::HookDivider*

TicketHook 和工单编号之间的分隔符，如“:”。

不能使这个设置失效。

默认值：

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

在工单过滤器中包括未知客户。

不能使这个设置失效。

默认值：

```
0
```

63.24 *Ticket::InvalidOwner::StateChange*

工单解锁后，自动更改所有者无效的工单的状态。从一个状态类型映射到一个新的工单状态。

默认值：

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

63.25 *Ticket::MergeDynamicFields*

在合并工单过程中合并到主工单的动态字段列表，只有主工单中为空的动态字段才会被设置。

不能使这个设置失效。

默认值：

```
--- []
```

63.26 *Ticket::NewArticleIgnoreSystemSender*

Ignore system sender article types (e. g. auto responses or email notifications) to be flagged as unread article in the ticket detail view and in the ticket lists.

不能使这个设置失效。

默认值：

0

63.27 *Ticket::NumberGenerator*

选择工单编号生成器模块。使用“AutoIncrement(自动增量)”，系统 ID 和计数器一起使用“系统 ID. 计数器”格式(例如 1010138,1010139)使用增加工单编号。使用“Date(日期)”，工单编号将由当前日期、系统 ID 和计数器生成。该格式看起来像“年. 月. 日. 系统 ID. 计数器”(例如 200206231010138,200206231010139)。使用“DateChecksum(日期校验和)”，计数器将作为校验和追加到日期和系统 ID 的字符串。校验和将每天轮换。该格式看起来像“年. 月. 日. 系统 ID. 计数器. 校验和”(例如 2002070110101520,2002070110101535)。

不能使这个设置失效。

默认值：

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

63.28 *Ticket::NumberGenerator::CheckSystemID*

在跟进工单的工单编号检测时检查系统 ID。如果不启用，系统 ID 将在使用系统后更改。

不能使这个设置失效。

默认值：

1

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

启用最小的工单计数器大小(如果 TicketNumberGenerator 工单编号生成器选择为“日期”)。

不能使这个设置失效。

默认值：

0

63.30 *Ticket::NumberGenerator::MinCounterSize*

设置最小的工单计数器大小(如果工单编号生成器选用“自动增量”)。默认是 5(位数)，意味着计数器从 10000 开始。

不能使这个设置失效。

默认值：

5

63.31 *Ticket::PendingAutoStateType*

Defines the state types of tickets pending for automatic action after the time limit is reached.

不能使这个设置失效。

默认值：

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

63.32 *Ticket::PendingReminderStateType*

Defines the state types of tickets pending for reminder after the time limit is reached.

不能使这个设置失效。

默认值：

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

63.33 *Ticket::Responsible*

启用工单负责人功能以跟踪特定工单。

默认值：

```
0
```

63.34 *Ticket::ResponsibleAutoSet*

如果启用了工单负责人功能，自动设置工单所有者为其负责人。这个选项只适用于登录用户的手动操作，不适用于自动操作如自动任务、邮箱管理员过滤和通用接口。

默认值：

```
1
```

63.35 *Ticket::Service*

允许定义工单的服务和 SLA（例如电子邮件、桌面、网络等）和 SLA 的升级属性（如果已启用工单服务/SLA 功能）。

不能使这个设置失效。

默认值：

0

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

允许未知客户选择默认服务。

不能使这个设置失效。

默认值：

0

63.37 *Ticket::Service::KeepChildren*

在列表中保留所有的服务，即使他们是无效的子元素。

不能使这个设置失效。

默认值：

0

63.38 *Ticket::StateAfterPending*

定义在工单状态（键）挂起时间到达后，哪个状态将被自动设置（值）。

不能使这个设置失效。

默认值：

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

63.39 *Ticket::SubjectFormat*

邮件主题的格式，“左”代表‘[TicketHook#:12345] Some Subject’，“右”代表‘Some Subject [TicketHook#:12345]’，“无”代表‘Some Subject’（没有工单编号）。如果设置为“无”，您应该验证设置 `PostMaster::CheckFollowUpModule###0200-References` 是激活的，以识别邮件标头的跟进。

不能使这个设置失效。

默认值：

Left

63.40 *Ticket::SubjectFwd*

转发邮件中加在主题前的文字，如 FW、Fwd 或 WG。

不能使这个设置失效。

默认值：

Fwd

63.41 *Ticket::SubjectRe*

回复邮件中加在主题前的文字，如 RE、AW 或 AS。

不能使这个设置失效。

默认值：

Re

63.42 *Ticket::SubjectSize*

在邮件回复和一些概览视图屏幕信件主题的最大尺寸。

不能使这个设置失效。

默认值：

100

63.43 *Ticket::Type*

启用工单类型功能。

不能使这个设置失效。

默认值：

0

63.44 *Ticket::Type::Default*

定义默认的工单类型。

不能使这个设置失效。

默认值：

Unclassified

63.45 *Ticket::UnlockOnAway*

每当添加备注或所有者外出时，解锁工单。

不能使这个设置失效。

默认值：

```
1
```

63.46 *Ticket::UnlockStateType*

Defines the state types of tickets to be unlocked after the time limit is reached. To unlock tickets the script “bin/otrs.Console.pl Maint::Ticket::UnlockTimeout” can be used.

不能使这个设置失效。

默认值：

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

63.47 *Ticket::ViewableLocks*

定义工单能看到的锁定状态。注意：修改这个设置后，请确保删除缓存以便使用新值。默认：未锁定，临时锁定。

不能使这个设置失效。

默认值：

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

63.48 *Ticket::ViewableStateType*

定义工单的有效状态类型。如果一个工单处于该设置的任何状态类型的状态，则此工单将被视为打开的，否则视为关闭的。

不能使这个设置失效。

默认值：

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

63.49 *Ticket::Watcher*

启用或禁用工单关注人功能，以便非所有者或负责人也能跟踪工单情况。
不能使这个设置失效。

默认值：

```
0
```

63.50 *Ticket::WatcherGroup*

仅对列表中的组启用工单关注人功能。
这个设置默认没有激活。

默认值：

```
---  
- admin  
- users
```

64.1 *ACL::CacheTTL*

数据库 ACL 后端的缓存时间(秒)。

不能使这个设置失效。

默认值：

```
3600
```

64.2 *ACLKeysLevel1Change*

定义 ACL 结构第一级的’动作’ 有哪些可用条目。

默认值：

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

64.3 *ACLKeysLevel1Match*

定义 ACL 结构第一级的’动作’ 有哪些可用条目。

默认值：

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

64.4 *ACLKeysLevel2::Possible*

定义 ACL 结构第二级的‘动作’有哪些可用条目。

默认值：

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

64.5 *ACLKeysLevel2::PossibleAdd*

定义 ACL 结构第二级的‘动作’有哪些可用条目。

默认值：

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

64.6 *ACLKeysLevel2::PossibleNot*

定义 ACL 结构第二级的‘动作’有哪些可用条目。

默认值：

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

64.7 *ACLKeysLevel2::Properties*

定义 ACL 结构第二级的‘动作’有哪些可用条目。

默认值:

```

---
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

定义 ACL 结构第二级的‘动作’有哪些可用条目。

默认值:

```

---
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

定义 ACL 结构第三级的‘动作’有哪些可用条目。

默认值:

```

--- []

```

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

ACL 模块仅在所有子工单都关闭后才允许关闭父工单（除非所有子工单都已经关闭，否则父工单显示的“状态”均不可用）。

这个设置默认没有激活。

默认值：

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

64.11 *TicketACL::Debug::Enabled*

如果启用了此选项，将记录 ACL 的调试信息。

不能使这个设置失效。

默认值：

```
0
```

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

调试 ACL 的过滤器。注意：可以按以下格式添加更多的工单属性 <OTRS_TICKET_ 属性 >，例如：<OTRS_TICKET_Priority>。

这个设置默认没有激活。

默认值：

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

64.13 *TicketACL::Debug::LogPriority*

定义信息被记录和呈现的优先级。

这个设置默认没有激活。

默认值：

```
debug
```

64.14 *TicketACL::Default::Action*

工单操作的默认 ACL 值。

不能使这个设置失效。

默认值：

```
--- {}
```


65.1 *Ticket::TicketDynamicFieldDefault###Element1*

配置默认的 `TicketDynamicField` (工单动态字段) 设置, “`Name` (名称)” 定义要使用的动态字段, “`Value` (值)” 是要设置的数值, “`Event` (事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “`Ticket Event Module` (工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

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

65.2 *Ticket::TicketDynamicFieldDefault###Element10*

配置默认的 `TicketDynamicField` (工单动态字段) 设置, “`Name` (名称)” 定义要使用的动态字段, “`Value` (值)” 是要设置的数值, “`Event` (事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “`Ticket Event Module` (工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

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

65.3 *Ticket::TicketDynamicFieldDefault###Element11*

配置默认的 `TicketDynamicField` (工单动态字段) 设置, “Name (名称)” 定义要使用的动态字段, “Value (值)” 是要设置的数值, “Event (事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module (工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

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

65.4 *Ticket::TicketDynamicFieldDefault###Element12*

配置默认的 `TicketDynamicField` (工单动态字段) 设置, “Name (名称)” 定义要使用的动态字段, “Value (值)” 是要设置的数值, “Event (事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module (工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

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

65.5 *Ticket::TicketDynamicFieldDefault###Element13*

配置默认的 `TicketDynamicField` (工单动态字段) 设置, “Name (名称)” 定义要使用的动态字段, “Value (值)” 是要设置的数值, “Event (事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module (工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

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

65.6 *Ticket::TicketDynamicFieldDefault###Element14*

配置默认的 `TicketDynamicField` (工单动态字段) 设置, “Name (名称)” 定义要使用的动态字段, “Value (值)” 是要设置的数值, “Event (事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module (工单事件模块)” 章节。

这个设置默认没有激活。

默认值：

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

65.7 *Ticket::TicketDynamicFieldDefault###Element15*

配置默认的 TicketDynamicField(工单动态字段) 设置, “Name(名称)” 定义要使用的动态字段, “Value(值)” 是要设置的数值, “Event(事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module(工单事件模块)” 章节。

这个设置默认没有激活。

默认值：

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

65.8 *Ticket::TicketDynamicFieldDefault###Element16*

配置默认的 TicketDynamicField(工单动态字段) 设置, “Name(名称)” 定义要使用的动态字段, “Value(值)” 是要设置的数值, “Event(事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module(工单事件模块)” 章节。

这个设置默认没有激活。

默认值：

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

65.9 *Ticket::TicketDynamicFieldDefault###Element2*

配置默认的 TicketDynamicField(工单动态字段) 设置, “Name(名称)” 定义要使用的动态字段, “Value(值)” 是要设置的数值, “Event(事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module(工单事件模块)” 章节。

这个设置默认没有激活。

默认值：

```

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

```

65.10 *Ticket::TicketDynamicFieldDefault###Element3*

配置默认的 `TicketDynamicField` (工单动态字段) 设置, “Name (名称)” 定义要使用的动态字段, “Value (值)” 是要设置的数值, “Event (事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module (工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

```

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

```

65.11 *Ticket::TicketDynamicFieldDefault###Element4*

配置默认的 `TicketDynamicField` (工单动态字段) 设置, “Name (名称)” 定义要使用的动态字段, “Value (值)” 是要设置的数值, “Event (事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module (工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

```

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

```

65.12 *Ticket::TicketDynamicFieldDefault###Element5*

配置默认的 `TicketDynamicField` (工单动态字段) 设置, “Name (名称)” 定义要使用的动态字段, “Value (值)” 是要设置的数值, “Event (事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module (工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

```

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

```


65.13 *Ticket::TicketDynamicFieldDefault###Element6*

配置默认的 TicketDynamicField(工单动态字段)设置, “Name(名称)” 定义要使用的动态字段, “Value(值)” 是要设置的数值, “Event(事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module(工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

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

65.14 *Ticket::TicketDynamicFieldDefault###Element7*

配置默认的 TicketDynamicField(工单动态字段)设置, “Name(名称)” 定义要使用的动态字段, “Value(值)” 是要设置的数值, “Event(事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module(工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

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

65.15 *Ticket::TicketDynamicFieldDefault###Element8*

配置默认的 TicketDynamicField(工单动态字段)设置, “Name(名称)” 定义要使用的动态字段, “Value(值)” 是要设置的数值, “Event(事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module(工单事件模块)” 章节。

这个设置默认没有激活。

默认值:

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

65.16 *Ticket::TicketDynamicFieldDefault###Element9*

配置默认的 TicketDynamicField(工单动态字段)设置, “Name(名称)” 定义要使用的动态字段, “Value(值)” 是要设置的数值, “Event(事件)” 定义触发的事件。请检查开发手册 (<https://doc.otrs.com/doc/>) 的 “Ticket Event Module(工单事件模块)” 章节。

这个设置默认没有激活。

默认值：

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

66.1 *Ticket::SearchIndex::Attribute*

基本的全文索引设置。执行“bin/otrs.Console.pl Maint::Ticket::FulltextIndex -rebuild”以生成一个新索引。不能使这个设置失效。

默认值：

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

66.2 *Ticket::SearchIndex::Filters*

全文索引正则表达式过滤器用来删除部分文本。

不能使这个设置失效。

默认值：

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

66.3 *Ticket::SearchIndex::ForceUnfilteredStorage*

强制将原始信件文本存储在信件搜索索引中，而不执行过滤器或应用停用词列表。这将增加搜索索引的大小，从而可能减慢全文搜索。

不能使这个设置失效。

默认值：

```
0
```

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

全文索引可定制的停用词，这些词将从搜索索引中移除。

这个设置默认没有激活。

默认值：

```
---  
- MyStopWord
```

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

全文索引的德语停止词，这些词将从搜索索引中移除。

默认值：

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

(下页继续)

(续上页)

- 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

(下页继续)

(续上页)

- 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

(下页继续)

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```
- zum
- zur
- über
```

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

全文索引的英语停止词，这些词将从搜索索引中移除。

默认值：

```
---
- 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
```

(下页继续)

(续上页)

```
- 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
```

(下页继续)

(续上页)

```
- 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
```

(下页继续)

(续上页)

```
- 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*

全文索引的西班牙语停止词，这些词将从搜索索引中移除。

默认值：

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

(下页继续)

(续上页)

- 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*

全文索引的法语停止词，这些词将从搜索索引中移除。

默认值：

```
---
- 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

(下页继续)

- 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*

全文索引的意大利语停止词，这些词将从搜索索引中移除。

默认值：


```
---  
- 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*

全文索引的荷兰语停止词。这些词将从搜索索引中移除。

默认值：

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

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- 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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- 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*

在全文搜索使用了停止词时显示一个警告并阻止搜索。

不能使这个设置失效。

默认值：

```
0
```

66.12 *Ticket::SearchIndexModule*

帮助扩展信件全文搜索（发件人、收件人、抄送、主题和正文搜索）。它将在信件创建后条带化所有信件并建立索引，提升全文搜索 50% 的效率。可使用命令 “bin/otrs.Console.pl Maint::Ticket::FulltextIndex -rebuild” 来创建初始索引。

不能使这个设置失效。

默认值：

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


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

检查客户访问工单组权限的模块。

默认值：

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

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

如果工单的客户 ID 匹配客户的客户用户 ID，则授予访问权限的模块。

默认值：

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

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

如果工单的客户 ID 匹配客户的客户 ID，则授予访问权限的模块。

默认值：

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

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

如果客户的客户 ID 具有必要的组权限，则授予访问权限的模块。

默认值：

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

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

授予访问工单所有者权限的模块。

默认值：

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

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

授予到工单负责人访问权限的模块。

默认值：

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

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

检查访问工单组权限的模块。

默认值：

```

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

```

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

授予访问工单关注人服务人员人权限的模块。

默认值：

```

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

```

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

授予访问工单创建人权限的模块。

这个设置默认没有激活。

默认值：

```

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

```

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

授予访问曾经涉及一个工单的服务人员权限的模块（基于工单历史条目）。

这个设置默认没有激活。

默认值：

```

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

```

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

（可选）创建人检查权限模块的队列限制。如果设置了此参数，只有指定队列的工单才授予权限。

这个设置默认没有激活。

默认值：

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

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

(可选) 相关人检查权限模块的队列限制。如果设置了此参数，只有指定队列的工单才授予权限。
这个设置默认没有激活。

默认值：

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

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

(可选) 所有者检查权限模块的队列限制。如果设置了此参数，只有指定队列的工单才授予权限。
这个设置默认没有激活。

默认值：

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

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

(可选) 负责人检查权限模块的队列限制。如果设置了此参数，只有指定队列的工单才授予权限。
这个设置默认没有激活。

默认值：

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

68.1 *Process::ActivityTypes*

定义系统中可用的活动类型。

默认值：

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

68.2 *Process::CacheTTL*

数据库进程后端的缓存时间(秒)。

不能使这个设置失效。

默认值：

```
3600
```

68.3 *Process::DefaultLock*

这个选项定义流程工单的默认锁定。

不能使这个设置失效。

默认值：

```
unlock
```

68.4 *Process::DefaultPriority*

这个选项定义流程工单的默认优先级。

不能使这个设置失效。

默认值：

```
3 normal
```

68.5 *Process::DefaultQueue*

这个选项定义流程工单的默认队列。

不能使这个设置失效。

默认值：

```
Raw
```

68.6 *Process::DefaultState*

这个选项定义流程工单的默认状态。

不能使这个设置失效。

默认值：

```
new
```

68.7 *Process::DynamicFieldProcessManagementActivityID*

这个选项定义存储流程管理活动条目 ID 的动态字段。

不能使这个设置失效。

默认值：

```
ProcessManagementActivityID
```

68.8 *Process::DynamicFieldProcessManagementActivityStatus*

该选项定义了储存最新流程管理活动状态的动态字段。

不能使这个设置失效。

默认值：

```
ProcessManagementActivityStatus
```

68.9 *Process::DynamicFieldProcessManagementProcessID*

这个选项定义存储流程管理流程条目 ID 的动态字段。

不能使这个设置失效。

默认值：

```
ProcessManagementProcessID
```

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

活动对话框允许的通信通道（默认为内部和电话）。

不能使这个设置失效。

默认值：

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

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

序列流已启用的问题解决信息是否已记录。

不能使这个设置失效。

默认值：

```
0
```

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

序列流问题解决条件筛选筛选。注：更多筛选条件可以以 <OTRS_TICKET_Attribute> 的格式添加，比如 <OTRS_TICKET_Priority>。

这个设置默认没有激活。

默认值：

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

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

定义信息被记录和呈现的优先级。

这个设置默认没有激活。

默认值：

```
debug
```


69.1 *CalendarWeekDayStart*

定义日期选择器中一周的起始日。

不能使这个设置失效。

默认值：

69.2 *MaximumCalendarNumber*

一个日历显示在下拉选择框中的最大数字。

这个设置默认没有激活。

默认值：

69.3 *OTRSTimeZone*

将 OTRS 内部使用的时区设置如在数据库中存储日期和时间。警告：此设置一旦设置就不能更改，包含日期/时间的工单或其他数据已据此创建。

不能使这个设置失效。

默认值：

UTC

69.4 ShowUserTimeZoneSelectionNotification

如果启用，那么尚未选择时区的用户将被通知选择时区。注意：如果（1）用户尚未选择时区，并且（2）OTRSTimeZone 和 UserDefaultTimeZone 相同，（3）未设置为 UTC，则不会显示通知。

不能使这个设置失效。

默认值：

1

69.5 TimeInputFormat

定义表单中数据的输入格式（选项或输入字段）。

不能使这个设置失效。

默认值：

Option

69.6 TimeInputMinutesStep

在时间选择中定义可用时间单位。选择“1 分钟”为单位可以使得自由输入 1-59 来指示 1-59 分钟。选择“30 分钟”为单位则表示只可以输入整数个或半个小时。

不能使这个设置失效。

默认值：

1

69.7 TimeShowAlwaysLong

如果启用，则以长格式显示时间（天、小时、分钟）；如果不启用，则以短格式显示时间（天、小时）。

不能使这个设置失效。

默认值：

0

69.8 TimeShowCompleteDescription

如果启用，则显示时间的完整描述（天、小时、分钟）；如果不启用，则只显示时间的首字母（d-天，h-时,m-分）。

不能使这个设置失效。

默认值：

```
0
```

69.9 TimeVacationDays

添加永久假期。

不能使这个设置失效。

默认值：

```
---
'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

添加一次性假期。

不能使这个设置失效。

默认值：

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

69.11 TimeWorkingHours

定义每周天数和小时数，以便计算工作时间。

不能使这个设置失效。

默认值：

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

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

69.12 *UserDefaultTimeZone*

设置将分配给新创建的用户时区，并将用于尚未设置时区的用户。这是默认使用的时区，用于转换 OTRS 时区与用户时区之间的日期和时间。

不能使这个设置失效。

默认值：

```
UTC
```


70.1 *CalendarWeekDayStart::Calendar1*

为选定的日历定义日期选择器中一周的起始日。

不能使这个设置失效。

默认值：

```
1
```

70.2 *TimeVacationDays::Calendar1*

为指定日历添加永久假期。

不能使这个设置失效。

默认值：

```
---  
'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*

为指定日历添加一次假期。

不能使这个设置失效。

默认值：

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

70.4 *TimeWorkingHours::Calendar1*

定义指定日历每周天数和小时数，以便计算工作时间。

不能使这个设置失效。

默认值：

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

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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:

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

70.5 *TimeZone::Calendar1*

定义一个指定日历(可能在以后分配给一个指定的队列)的时区。

这个设置默认没有激活。

默认值:

UTC

70.6 *TimeZone::Calendar1Name*

定义指定的日历名称。

不能使这个设置失效。

默认值：

Calendar Name 1

71.1 *CalendarWeekDayStart::Calendar2*

为选定的日历定义日期选择器中一周的起始日。

不能使这个设置失效。

默认值：

```
1
```

71.2 *TimeVacationDays::Calendar2*

为指定日历添加永久假期。

不能使这个设置失效。

默认值：

```
---  
'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*

为指定日历添加一次假期。

不能使这个设置失效。

默认值：

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

71.4 *TimeWorkingHours::Calendar2*

定义指定日历每周天数和小时数，以便计算工作时间。

不能使这个设置失效。

默认值：

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

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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:

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

71.5 *TimeZone::Calendar2*

定义一个指定日历(可能在以后分配给一个指定的队列)的时区。

这个设置默认没有激活。

默认值:

UTC

71.6 *TimeZone::Calendar2Name*

定义指定的日历名称。

不能使这个设置失效。

默认值：

Calendar Name 2

72.1 *CalendarWeekDayStart::Calendar3*

为选定的日历定义日期选择器中一周的起始日。

不能使这个设置失效。

默认值：

```
1
```

72.2 *TimeVacationDays::Calendar3*

为指定日历添加永久假期。

不能使这个设置失效。

默认值：

```
---  
'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*

为指定日历添加一次假期。

不能使这个设置失效。

默认值：

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

72.4 *TimeWorkingHours::Calendar3*

定义指定日历每周天数和小时数，以便计算工作时间。

不能使这个设置失效。

默认值：

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

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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:

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

72.5 *TimeZone::Calendar3*

定义一个指定日历(可能在以后分配给一个指定的队列)的时区。

这个设置默认没有激活。

默认值:

UTC

72.6 *TimeZone::Calendar3Name*

定义指定的日历名称。

不能使这个设置失效。

默认值：

Calendar Name 3

73.1 *CalendarWeekDayStart::Calendar4*

为选定的日历定义日期选择器中一周的起始日。

不能使这个设置失效。

默认值：

```
1
```

73.2 *TimeVacationDays::Calendar4*

为指定日历添加永久假期。

不能使这个设置失效。

默认值：

```
---  
'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*

为指定日历添加一次假期。

不能使这个设置失效。

默认值：

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

73.4 *TimeWorkingHours::Calendar4*

定义指定日历每周天数和小时数，以便计算工作时间。

不能使这个设置失效。

默认值：

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

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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:

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

73.5 *TimeZone::Calendar4*

定义一个指定日历（可能在以后分配给一个指定的队列）的时区。

这个设置默认没有激活。

默认值：

UTC

73.6 *TimeZone::Calendar4Name*

定义指定的日历名称。

不能使这个设置失效。

默认值：

Calendar Name 4

74.1 *CalendarWeekDayStart::Calendar5*

为选定的日历定义日期选择器中一周的起始日。

不能使这个设置失效。

默认值：

```
1
```

74.2 *TimeVacationDays::Calendar5*

为指定日历添加永久假期。

不能使这个设置失效。

默认值：

```
---  
'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
```

74.3 *TimeVacationDaysOneTime::Calendar5*

为指定日历添加一次假期。

不能使这个设置失效。

默认值：

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

74.4 *TimeWorkingHours::Calendar5*

定义指定日历每周天数和小时数，以便计算工作时间。

不能使这个设置失效。

默认值：

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

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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:

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

74.5 *TimeZone::Calendar5*

定义一个指定日历(可能在以后分配给一个指定的队列)的时区。

这个设置默认没有激活。

默认值:

UTC

74.6 *TimeZone::Calendar5Name*

定义指定的日历名称。

不能使这个设置失效。

默认值：

Calendar Name 5

75.1 *CalendarWeekDayStart::Calendar6*

为选定的日历定义日期选择器中一周的起始日。

不能使这个设置失效。

默认值：

```
1
```

75.2 *TimeVacationDays::Calendar6*

为指定日历添加永久假期。

不能使这个设置失效。

默认值：

```
---  
'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*

为指定日历添加一次假期。

不能使这个设置失效。

默认值：

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

75.4 *TimeWorkingHours::Calendar6*

定义指定日历每周天数和小时数，以便计算工作时间。

不能使这个设置失效。

默认值：

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

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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:

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

75.5 *TimeZone::Calendar6*

定义一个指定日历(可能在以后分配给一个指定的队列)的时区。

这个设置默认没有激活。

默认值:

UTC

75.6 *TimeZone::Calendar6Name*

定义指定的日历名称。

不能使这个设置失效。

默认值：

Calendar Name 6

76.1 *CalendarWeekDayStart::Calendar7*

为选定的日历定义日期选择器中一周的起始日。

不能使这个设置失效。

默认值：

```
1
```

76.2 *TimeVacationDays::Calendar7*

为指定日历添加永久假期。

不能使这个设置失效。

默认值：

```
---  
'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*

为指定日历添加一次假期。

不能使这个设置失效。

默认值：

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

76.4 *TimeWorkingHours::Calendar7*

定义指定日历每周天数和小时数，以便计算工作时间。

不能使这个设置失效。

默认值：

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

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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:

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

76.5 *TimeZone::Calendar7*

定义一个指定日历(可能在以后分配给一个指定的队列)的时区。

这个设置默认没有激活。

默认值:

UTC

76.6 *TimeZone::Calendar7Name*

定义指定的日历名称。

不能使这个设置失效。

默认值：

Calendar Name 7

77.1 *CalendarWeekDayStart::Calendar8*

为选定的日历定义日期选择器中一周的起始日。

不能使这个设置失效。

默认值：

```
1
```

77.2 *TimeVacationDays::Calendar8*

为指定日历添加永久假期。

不能使这个设置失效。

默认值：

```
---  
'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*

为指定日历添加一次假期。

不能使这个设置失效。

默认值：

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

77.4 *TimeWorkingHours::Calendar8*

定义指定日历每周天数和小时数，以便计算工作时间。

不能使这个设置失效。

默认值：

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

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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:

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

77.5 TimeZone::Calendar8

定义一个指定日历(可能在以后分配给一个指定的队列)的时区。

这个设置默认没有激活。

默认值:

UTC

77.6 *TimeZone::Calendar8Name*

定义指定的日历名称。

不能使这个设置失效。

默认值：

Calendar Name 8

78.1 *CalendarWeekDayStart::Calendar9*

为选定的日历定义日期选择器中一周的起始日。

不能使这个设置失效。

默认值：

```
1
```

78.2 *TimeVacationDays::Calendar9*

为指定日历添加永久假期。

不能使这个设置失效。

默认值：

```
---  
'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*

为指定日历添加一次假期。

不能使这个设置失效。

默认值：

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

78.4 *TimeWorkingHours::Calendar9*

定义指定日历每周天数和小时数，以便计算工作时间。

不能使这个设置失效。

默认值：

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

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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:

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

78.5 *TimeZone::Calendar9*

定义一个指定日历（可能在以后分配给一个指定的队列）的时区。

这个设置默认没有激活。

默认值：

UTC

78.6 *TimeZone::Calendar9Name*

定义指定的日历名称。

不能使这个设置失效。

默认值：

Calendar Name [9](#)

79.1 *WebUserAgent::DisableSSLVerification*

关闭 SSL 证书验证，例如在使用 HTTPS 透明代理时。使用这个设置风险自负！
不能使这个设置失效。

默认值：

```
0
```

79.2 *WebUserAgent::Proxy*

通过代理定义 http/ftp 的连接。
这个设置默认没有激活。

默认值：

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

79.3 *WebUserAgent::Timeout*

设置 http/ftp 下载的超时时间（单位：秒）。
不能使这个设置失效。

默认值：

```
15
```


80.1 *Daemon::PID::Path*

如果启用，守护程序将使用此目录创建其 PID 文件。注意：请在任何更改之前停止守护程序，并且只有在不使用 `<$OTRSHome>/var/run/` 时才使用此设置。

这个设置默认没有激活。

默认值：

```
/opt/otrs/var/run/
```


81.1 *DaemonModules###PushEventManager*

推送事件管理器的守护进程注册。

不能使这个设置失效。

默认值：

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

81.2 *DaemonModules###SchedulerCronTaskManager*

`cron` 任务管理器调度程序的守护进程注册。

不能使这个设置失效。

默认值：

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

81.3 *DaemonModules###SchedulerFutureTaskManager*

未来任务管理器调度程序的守护进程注册。

不能使这个设置失效。

默认值：

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

81.4 *DaemonModules###SchedulerGenericAgentTaskManager*

自动任务管理器调度程序的守护进程注册。

不能使这个设置失效。

默认值：

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

81.5 *DaemonModules###SchedulerTaskWorker*

任务 worker 调度程序的守护进程注册。

不能使这个设置失效。

默认值：

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

81.6 *DaemonModules###SystemConfigurationSyncManager*

配置部署同步管理器的守护程序注册。

不能使这个设置失效。

默认值：

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

Daemon → *SchedulerCronTaskManager* → *Task*

82.1 *Daemon::SchedulerCronTaskManager::Task###AccessTokenDeleteExpired*

删除过期的接入令牌。

默认值：

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

82.2 *Daemon::SchedulerCronTaskManager::Task###AccessTokenGenerateNew*

生成新的接入令牌键，之后所有新的令牌将使用该键，并且清除旧键。

默认值：

```
---
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
```

82.3 Daemon::SchedulerCronTaskManager::Task###ArticleSearchIndexRebuild

检查信件搜索索引中需要更新的信件。

默认值：

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

82.4 Daemon::SchedulerCronTaskManager::Task###BrowserTrustCleanupExpired

清除过期的可信浏览器。请检查“AuthTwoFactor::BrowserTrust::ExpirationPeriod”以查看配置的过期时间。

不能使这个设置失效。

默认值：

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

82.5 Daemon::SchedulerCronTaskManager::Task###CachePurgeTrash

刷新缓存的垃圾目录。

默认值：

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

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

82.6 Daemon::SchedulerCronTaskManager::Task###CommunicationLogDelete

检查要删除的通信日志条目。

默认值：

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

82.7 Daemon::SchedulerCronTaskManager::Task###ConfigurationDeploymentCleanup

删除旧的系统配置部署（星期日上午）。

不能使这个设置失效。

默认值：

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

82.8 Daemon::SchedulerCronTaskManager::Task###ContractCheck

检查该系统的合约状态。

不能使这个设置失效。

默认值：

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

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

82.9 *Daemon::SchedulerCronTaskManager::Task###CoreCacheCleanup*

删除核心模块过期的缓存。

默认值：

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

82.10 *Daemon::SchedulerCronTaskManager::Task###Custom1*

执行定制的命令或模块。注意：如果使用模块，需要使用函数。

这个设置默认没有激活。

默认值：

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

82.11 *Daemon::SchedulerCronTaskManager::Task###Custom2*

执行定制的命令或模块。注意：如果使用模块，需要使用函数。

这个设置默认没有激活。

默认值：

```
---
Function: ''
MaximumParallelInstances: '1'
Module: ''
```

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```
Params: []
Schedule: '* * * * *'
TaskName: Custom2
```

82.12 *Daemon::SchedulerCronTaskManager::Task###Custom3*

执行定制的命令或模块。注意：如果使用模块，需要使用函数。

这个设置默认没有激活。

默认值：

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

82.13 *Daemon::SchedulerCronTaskManager::Task###Custom4*

执行定制的命令或模块。注意：如果使用模块，需要使用函数。

这个设置默认没有激活。

默认值：

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

82.14 *Daemon::SchedulerCronTaskManager::Task###Custom5*

执行定制的命令或模块。注意：如果使用模块，需要使用函数。

这个设置默认没有激活。

默认值：

```
---
Function: ''
MaximumParallelInstances: '1'
Module: ''
```

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```
Params: []
Schedule: '* * * * *'
TaskName: Custom5
```

82.15 *Daemon::SchedulerCronTaskManager::Task###Custom6*

执行定制的命令或模块。注意：如果使用模块，需要使用函数。

这个设置默认没有激活。

默认值：

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

82.16 *Daemon::SchedulerCronTaskManager::Task###Custom7*

执行定制的命令或模块。注意：如果使用模块，需要使用函数。

这个设置默认没有激活。

默认值：

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

82.17 *Daemon::SchedulerCronTaskManager::Task###Custom8*

执行定制的命令或模块。注意：如果使用模块，需要使用函数。

这个设置默认没有激活。

默认值：

```
---
Function: ''
MaximumParallelInstances: '1'
Module: ''
```

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```
Params: []
Schedule: '* * * * *'
TaskName: Custom8
```

82.18 *Daemon::SchedulerCronTaskManager::Task###Custom9*

执行定制的命令或模块。注意：如果使用模块，需要使用函数。

这个设置默认没有激活。

默认值：

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

82.19 *Daemon::SchedulerCronTaskManager::Task###EscalationCheck*

工单升级事件和工单升级通知事件的触发器。

默认值：

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

82.20 *Daemon::SchedulerCronTaskManager::Task###FetchMail*

通过 `fetchmail` 获取邮件。

这个设置默认没有激活。

默认值：

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

82.21 *Daemon::SchedulerCronTaskManager::Task###FetchMailSSL*

通过 `fetchmail` 获取邮件(使用 SSL)。

这个设置默认没有激活。

默认值:

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

82.22 *Daemon::SchedulerCronTaskManager::Task###GenerateDashboardStats*

生成仪表盘统计。

默认值:

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

82.23 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile1*

运行基于文件的自动任务(注意:需要在`-configuration-module`参数中指定模块名,如"Kernel::System::GenericAgent")。

这个设置默认没有激活。

默认值:

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


82.24 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile2*

运行基于文件的自动任务 (注意: 需要在`-configuration-module` 参数中指定模块名, 如”`Kernel::System::GenericAgent`”)。

这个设置默认没有激活。

默认值:

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

82.25 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile3*

运行基于文件的自动任务 (注意: 需要在`-configuration-module` 参数中指定模块名, 如”`Kernel::System::GenericAgent`”)。

这个设置默认没有激活。

默认值:

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

82.26 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile4*

运行基于文件的自动任务 (注意: 需要在`-configuration-module` 参数中指定模块名, 如”`Kernel::System::GenericAgent`”)。

这个设置默认没有激活。

默认值:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::GenericAgent::Run
```

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```

Params:
- --configuration-module
- <ModuleName>
Schedule: '* /20 * * * *'
TaskName: GenericAgentFile4

```

82.27 Daemon::SchedulerCronTaskManager::Task###GenericAgentFile5

运行基于文件的自动任务 (注意: 需要在 `-configuration-module` 参数中指定模块名, 如” `Kernel::System::GenericAgent`”)。

这个设置默认没有激活。

默认值:

```

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

```

82.28 Daemon::SchedulerCronTaskManager::Task###GenericInterfaceDebugLog

删除在指定天数之前创建的旧的通用接口调试日志条目。

默认值:

```

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

```

82.29 Daemon::SchedulerCronTaskManager::Task###IndexMaintenance

认证索引结构和无索引文档。

不能使这个设置失效。

默认值:

```

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

```

82.30 *Daemon::SchedulerCronTaskManager::Task###LoaderCacheDelete*

每周删除过期的加载器缓存(星期天早晨)。

默认值:

```

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

```

82.31 *Daemon::SchedulerCronTaskManager::Task###MailAccountFetch*

从配置的邮件帐户获取进入邮件。

默认值:

```

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

```

82.32 *Daemon::SchedulerCronTaskManager::Task###MailQueueSend*

检查要发送的排队外发邮件。

默认值:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Email::MailQueue
Params:

```

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```

--send
Schedule: '* * * * *'
TaskName: MailQueueSend

```

82.33 Daemon::SchedulerCronTaskManager::Task###NotificationViewDeleteExp

从通知视图页面中删除过期的通知。

默认值：

```

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

```

82.34 Daemon::SchedulerCronTaskManager::Task###RegistrationUpdateSend

发送注册信息到 OTRS 集团。

不能使这个设置失效。

默认值：

```

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

```

82.35 Daemon::SchedulerCronTaskManager::Task###RemoveClosedChats

移除超过 ChatEngine::ChatTTL 设置的已关闭聊天。

默认值：

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Chat::Cleanup::Closed

```

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```
Params: []
Schedule: 7 23 * * *
TaskName: RemoveClosedChats
```

82.36 *Daemon::SchedulerCronTaskManager::Task###RemoveOldChats*

移除旧的聊天。

这个设置默认没有激活。

默认值:

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

82.37 *Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIMECertificate*

从客户端更新现有的 S/MIME 证书。注意: 需要在系统配置中启用 SMIME 和 SMIME::FetchFromCustomer, 需要配置客户后端来获取 UserSMIMECertificate 属性。

默认值:

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

82.38 *Daemon::SchedulerCronTaskManager::Task###SessionDeleteExpired*

删除过期的会话。

默认值:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Session::DeleteExpired
Params: []
```

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```
Schedule: 55 */2 * * *
TaskName: SessionDeleteExpired
```

82.39 Daemon::SchedulerCronTaskManager::Task###SpoolMailsReprocess

从 spool 目录中重新处理的邮件不能被导入到第一的位置。

默认值:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::PostMaster::SpoolMailsReprocess
Params: []
Schedule: 10 0 * * *
TaskName: SpoolMailsReprocess
```

82.40 Daemon::SchedulerCronTaskManager::Task###StatsReportsGenerateCron

生成统计报表。

不能使这个设置失效。

默认值:

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

82.41 Daemon::SchedulerCronTaskManager::Task###SupportDataCollectAsynch

收集异步插件模块的支持数据。

不能使这个设置失效。

默认值:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::SupportData::CollectAsynchronous
Params: []
```

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```
Schedule: 1 * * * *
TaskName: SupportDataCollectAsynchronous
```

82.42 *Daemon::SchedulerCronTaskManager::Task###TemporaryLinkCleanup*

一天后删除临时链接。

默认值：

```
---
Function: LinkCleanup
MaximumParallelInstances: '1'
Module: Kernel::System::LinkObject
Params:
- State
- Temporary
- Age
- '86400'
Schedule: 35 01 * * *
TaskName: TemporaryLinkCleanup
```

82.43 *Daemon::SchedulerCronTaskManager::Task###TicketDraftDeleteExpired*

删除过期的工单草稿条目。

默认值：

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

82.44 *Daemon::SchedulerCronTaskManager::Task###TicketNumberCounterCle*

删除旧的工单编号计数器(每 10 分钟)。

不能使这个设置失效。

默认值：

```

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

```

82.45 *Daemon::SchedulerCronTaskManager::Task###TicketPendingCheck*

处理挂起的工单。

默认值：

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Ticket::PendingCheck
Params: []
Schedule: 45 */2 * * * *
TaskName: TicketPendingCheck

```

82.46 *Daemon::SchedulerCronTaskManager::Task###TicketUnlockTimeout*

过了解锁超时时间后解锁工单。

默认值：

```

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

```

82.47 *Daemon::SchedulerCronTaskManager::Task###UserActivityCleanup*

清除过期的用户活动。

不能使这个设置失效。

默认值：

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::UserActivity::CleanupExpired

```

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```
Params: []
Schedule: '* / 1 * * * *'
TaskName: UserActivityCleanup
```

82.48 *Daemon::SchedulerCronTaskManager::Task###WebUploadCacheCleanup*

每小时删除过期的上传缓存。

默认值：

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

Daemon → *SchedulerGenericAgentTaskManager*

83.1 *Daemon::SchedulerGenericAgentTaskManager::SleepTime*

在一个作业处理工单时，定义工单之间的睡眠时间（以微秒为单位）。

不能使这个设置失效。

默认值：

83.2 *Daemon::SchedulerGenericAgentTaskManager::TicketLimit*

定义每个任务影响的最大工单数。

不能使这个设置失效。

默认值：

Daemon → *SchedulerGenericInterfaceTaskManager*

84.1 *Daemon::SchedulerGenericInterfaceTaskManager::FutureTaskTimeDiff*

定义通用接口失败的任务重新安排的默认秒数(从当前时间开始)。

不能使这个设置失效。

默认值：

300

Daemon → *SchedulerTaskWorker*

85.1 *Daemon::SchedulerTaskWorker::MaximumWorkers*

定义一次可执行的最大任务数。注：5 之下的选项可能会导致任务执行速度缓慢，不推荐使用。
不能使这个设置失效。

默认值：

```
5
```

85.2 *Daemon::SchedulerTaskWorker::NotificationRecipientEmail*

指定从调度程序任务获取通知消息的邮件地址。

默认值：

```
root@localhost
```


86.1 *AgentLoginLogo*

The logo shown on top of the login box 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.

默认值：

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

86.2 *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.

默认值：

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

86.3 *AgentLogoCustom###default*

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

这个设置默认没有激活。

默认值：

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

86.4 *AgentLogoCustom###highcontrast*

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

默认值：

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

86.5 *AgentLogoCustom###slim*

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

默认值：

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

86.6 *AutoComplete::Agent###CustomerSearch*

Defines the configuration options for the autocompletion feature.

默认值：

```

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

```

86.7 *AutoComplete::Agent###UserSearch*

Defines the configuration options for the autocompletion feature.

默认值：

```

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

```

86.8 *Events###Appointment*

在图形用户界面中显示的所有预约事件列表。

不能使这个设置失效。

默认值：

```

---
- AppointmentCreate
- AppointmentUpdate
- AppointmentDelete
- AppointmentNotification

```

86.9 *Events###Article*

在图形用户界面中显示的信件事件列表。

不能使这个设置失效。

默认值：

```

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

```

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

86.10 *Events###Calendar*

在图形用户界面中显示的所有日历事件列表。

不能使这个设置失效。

默认值：

```
---
- CalendarCreate
- CalendarUpdate
```

86.11 *Events###Chat*

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

不能使这个设置失效。

默认值：

```
---
- ChatAdd
- ChatChannelUpdate
- ChatMessageAdd
- ChatRequestUpdate
- ChatUpdate
```

86.12 *Events###CustomPage*

要在图形用户界面中显示的所有 CustomPage(定制页面)事件的列表。

不能使这个设置失效。

默认值：

```

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

```

86.13 *Events###CustomerCompany*

在图形用户界面中显示的所有客户单位事件列表。

不能使这个设置失效。

默认值：

```

---
- CustomerCompanyAdd
- CustomerCompanyUpdate

```

86.14 *Events###CustomerUser*

在图形用户界面中显示的所有客户用户事件列表。

不能使这个设置失效。

默认值：

```

---
- CustomerUserAdd
- CustomerUserUpdate

```

86.15 *Events###DynamicField*

在图形用户界面中显示的所有动态字段事件列表。

不能使这个设置失效。

默认值：

```

---
- DynamicFieldAdd
- DynamicFieldUpdate
- DynamicFieldDelete

```

86.16 *Events###FAQ*

要在图形用户界面中显示的所有 FAQ 事件的列表。

不能使这个设置失效。

默认值：

```
---
- FAQCreate
- FAQDelete
- FAQUpdate
- FAQVoteAdd
- FAQCategoryGroupUpdate
```

86.17 *Events###LinkObject*

在图形用户界面中显示的所有链接对象列表。

不能使这个设置失效。

默认值：

```
---
- LinkObjectLinkAdd
- LinkObjectLinkDelete
```

86.18 *Events###Package*

在图形用户界面中显示的所有软件包事件列表。

不能使这个设置失效。

默认值：

```
---
- PackageInstall
- PackageReinstall
- PackageUpgrade
- PackageUninstall
```

86.19 *Events###Queue*

在图形用户界面中显示的队列事件列表。

不能使这个设置失效。

默认值：

```
---
- QueueCreate
- QueueUpdate
```

86.20 *Events###SLA*

要在图形用户界面中显示的所有 SLA 事件的列表。

不能使这个设置失效。

默认值：

```
---  
- SLACreate  
- SLAPreferencesSet  
- SLAUpdate
```

86.21 *Events###Service*

要在图形用户界面中显示的所有服务事件的列表。

不能使这个设置失效。

默认值：

```
---  
- ServiceCreate  
- ServicepreferencesSet  
- ServiceUpdate
```

86.22 *Events###ServiceCatalogueltem*

要在图形用户界面中显示的所有服务目录条目事件的列表。

不能使这个设置失效。

默认值：

```
---  
- ItemContentCategorySet  
- ItemContentDelete  
- ItemContentUpdate
```

86.23 *Events###Ticket*

在图形用户界面中显示的工单事件列表。

不能使这个设置失效。

默认值：

```
---  
- TicketCreate  
- TicketDelete
```

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- TicketTitleUpdate
- 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

86.24 *Frontend::CommonParam###Action*

定义操作参数的默认值。

默认值：


```
Admin
```

86.25 *Frontend::RichText::DefaultCSS*

定义用于富文本编辑器的默认 CSS 。

不能使这个设置失效 。

默认值：

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

86.26 *Frontend::RichText::EnhancedMode*

Enables the enhanced mode for the multi-line editor with more editing features.

不能使这个设置失效 。

默认值：

```
0
```

86.27 *Frontend::RichTextHeight*

定义富文本编辑器组件的高度。输入数值（像素值）或百分比值（相对值）。

不能使这个设置失效 。

默认值：

```
320
```

86.28 *Frontend::RichTextPath*

定义富文本编辑器的 URL 地址 。

不能使这个设置失效 。

默认值：

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

86.29 *Frontend::RichTextWidth*

定义富文本编辑器组件的宽度。输入数值（像素值）或百分比值（相对值）。

不能使这个设置失效 。

默认值：

620

86.30 *LoginURL*

为管理员界面定义备用登录 URL 。

这个设置默认没有激活 。

默认值：

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

86.31 *ModernizeFormFields*

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

不能使这个设置失效 。

默认值：

1

86.32 *OpenMainMenuOnHover*

如果启用了此选项，在鼠标移动到主菜单位置时打开一级子菜单（而不是需要点击后再打开）。

不能使这个设置失效 。

默认值：

0

86.33 *PossibleNextActions*

定义错误屏幕可用的下一步操作列表，可以根据需要添加外部链接（必须提供完整路径）。

默认值：

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

Frontend → *Admin* → *FrontendNotification*

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

定义云服务被禁用时显示一个通知消息的模块。

不能使这个设置失效。

默认值：

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

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

Defines the module to display a notification in the administrator interface, if there are modified system configuration settings that are not deployed yet.

不能使这个设置失效。

默认值：

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

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

Defines the module to display a notification in the administrator interface, if there are invalid system configuration settings deployed.

不能使这个设置失效。

默认值：

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

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

Defines the module to display a notification in the administrator interface if the system configuration is out of sync.

不能使这个设置失效。

默认值：

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

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

Defines the module to display a notification in the administrator interface, if the installation of not verified packages is activated.

不能使这个设置失效。

默认值：

```
---  
Module: ↵  
↵Kernel::Output::HTML::Notification::PackageManagerCheckNotVerifiedPackages
```

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

Defines the module to display a generic notification in the administrator interface. Either “Text” - if configured - or the contents of “File” will be displayed. Use “Priority” key to style the notification. If “Link” key is supplied, notification text will be wrapped in an anchor leading to specified address. You can use “Target” key to define a target attribute of the defined link.

这个设置默认没有激活。

默认值：

```
---  
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

88.1 *Frontend::Module###Admin*

Front end module registration for the administrator interface.

默认值:

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

88.2 *Frontend::Module###AdminACL*

Front end module registration for the administrator interface.

默认值:

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

88.3 *Frontend::Module###AdminAgentStyle*

Front end module registration for the administrator interface.

默认值:

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

88.4 *Frontend::Module###AdminAppointmentCalendarManage*

Front end module registration for the administrator interface.

默认值:

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

88.5 *Frontend::Module###AdminAppointmentNotificationEvent*

Front end module registration for the administrator interface.

默认值:

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

88.6 *Frontend::Module###AdminAttachment*

Front end module registration for the administrator interface.

默认值:


```

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

```

88.7 *Frontend::Module###AdminAutoResponse*

Front end module registration for the administrator interface.

默认值:

```

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

```

88.8 *Frontend::Module###AdminChatChannel*

Front end module registration for the administrator interface.

默认值:

```

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

```

88.9 *Frontend::Module###AdminChatIntegration*

Front end module registration for the administrator interface.

默认值:

```

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

```

88.10 *Frontend::Module###AdminCloudServiceSMS*

Front end module registration for the administrator interface.

默认值:

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

88.11 *Frontend::Module###AdminCloudServices*

Front end module registration for the administrator interface.

默认值:

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

88.12 *Frontend::Module###AdminCommunicationLog*

Front end module registration for the administrator interface.

默认值:

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

88.13 *Frontend::Module###AdminContactWithData*

Front end module registration for the administrator interface.

默认值:

```

---
Description: Admin contact with data.
Group:
- admin
GroupRo: []
NavBarName: Ticket
Title: Admin Contact With Data

```

88.14 *Frontend::Module###AdminCustomPage*

Front end module registration for the administrator interface.

默认值:

```

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

```

88.15 *Frontend::Module###AdminCustomerCompany*

Front end module registration for the administrator interface.

默认值:

```

---
Description: Edit Customer Companies.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Companies

```

88.16 *Frontend::Module###AdminCustomerGroup*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []

```

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```
NavBarName: Admin
Title: Customers Groups
```

88.17 *Frontend::Module###AdminCustomerUser*

Front end module registration for the administrator interface.

默认值:

```
---
Description: Edit Customer Users.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Users
```

88.18 *Frontend::Module###AdminCustomerUserCustomer*

Front end module registration for the administrator interface.

默认值:

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

88.19 *Frontend::Module###AdminCustomerUserGroup*

Front end module registration for the administrator interface.

默认值:

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

88.20 *Frontend::Module###AdminCustomerUserService*

Front end module registration for the administrator interface.

默认值:

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

88.21 *Frontend::Module###AdminDynamicField*

Front end module registration for the administrator interface.

默认值:

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

88.22 *Frontend::Module###AdminDynamicFieldCheckbox*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Checkbox Backend GUI
```

88.23 *Frontend::Module###AdminDynamicFieldContactWithData*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Contact Data Backend GUI
```

88.24 *Frontend::Module###AdminDynamicFieldDateTime*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Date Time Backend GUI
```

88.25 *Frontend::Module###AdminDynamicFieldDropdown*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Drop-down Backend GUI
```

88.26 *Frontend::Module###AdminDynamicFieldInvalid*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Invalid Backend GUI
```

88.27 *Frontend::Module###AdminDynamicFieldMultiselect*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Multiselect Backend GUI

```

88.28 *Frontend::Module###AdminDynamicFieldText*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Text Backend GUI

```

88.29 *Frontend::Module###AdminEmail*

Front end module registration for the administrator interface.

默认值:

```

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

```

88.30 *Frontend::Module###AdminExternalHomePage*

Front end module registration for the administrator interface.

默认值:

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

88.31 *Frontend::Module###AdminExternalLayout*

Front end module registration for the administrator interface.

默认值:

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

88.32 *Frontend::Module###AdminGenericAgent*

Front end module registration for the administrator interface.

默认值:

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

88.33 *Frontend::Module###AdminGenericInterfaceDebugger*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Debugger GUI
```


88.34 *Frontend::Module###AdminGenericInterfaceErrorHandlingDefault*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface ErrorHandling GUI
```

88.35 *Frontend::Module###AdminGenericInterfaceErrorHandlingRequestRetry*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface ErrorHandling GUI
```

88.36 *Frontend::Module###AdminGenericInterfaceInvokerDefault*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Invoker GUI
```

88.37 *Frontend::Module###AdminGenericInterfaceInvokerEvent*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Invoker Event GUI
```

88.38 *Frontend::Module###AdminGenericInterfaceMappingSimple*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Web Service Mapping GUI
```

88.39 *Frontend::Module###AdminGenericInterfaceMappingXSLT*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Web Service Mapping GUI
```

88.40 *Frontend::Module###AdminGenericInterfaceOperationDefault*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Operation GUI
```

88.41 *Frontend::Module###AdminGenericInterfaceOperationRPC*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface RPC Operation GUI

```

88.42 *Frontend::Module###AdminGenericInterfaceTransportHTTPREST*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface TransportHTTPREST GUI

```

88.43 *Frontend::Module###AdminGenericInterfaceTransportHTTPSOAP*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface TransportHTTPSOAP GUI

```

88.44 *Frontend::Module###AdminGenericInterfaceWebservice*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Generic Interface Web Service GUI
```

88.45 *Frontend::Module###AdminGenericInterfaceWebserviceHistory*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Generic Interface Web Service History GUI
```

88.46 *Frontend::Module###AdminGroup*

Front end module registration for the administrator interface.

默认值:

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

88.47 *Frontend::Module###AdminMailAccount*

Front end module registration for the administrator interface.

默认值:

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

88.48 *Frontend::Module###AdminNotificationEvent*

Front end module registration for the administrator interface.

默认值:

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

88.49 *Frontend::Module###AdminPGP*

Front end module registration for the administrator interface.

默认值:

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

88.50 *Frontend::Module###AdminPackageManager*

Front end module registration for the administrator interface.

默认值:

```
---
Description: Software Package Manager.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Package Manager
```

88.51 *Frontend::Module###AdminPerformanceLog*

Front end module registration for the administrator interface.

默认值:

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

88.52 *Frontend::Module###AdminPostMasterFilter*

Front end module registration for the administrator interface.

默认值:

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

88.53 *Frontend::Module###AdminPriority*

Front end module registration for the administrator interface.

默认值:

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

88.54 *Frontend::Module###AdminProcessManagement*

Front end module registration for the administrator interface.

默认值:

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

88.55 *Frontend::Module###AdminProcessManagementActivity*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity GUI

```

88.56 *Frontend::Module###AdminProcessManagementActivityDialog*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity Dialog GUI

```

88.57 *Frontend::Module###AdminProcessManagementPath*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Path GUI

```

88.58 *Frontend::Module###AdminProcessManagementSequenceFlow*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Sequence Flow GUI
```

88.59 *Frontend::Module###AdminProcessManagementSequenceFlowAction*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Sequence Flow Action GUI
```

88.60 *Frontend::Module###AdminQueue*

Front end module registration for the administrator interface.

默认值:

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

88.61 *Frontend::Module###AdminQueueAutoResponse*

Front end module registration for the administrator interface.

默认值:

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


88.62 *Frontend::Module###AdminQueueSMSTemplates*

Front end module registration for the administrator interface.

默认值:

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

88.63 *Frontend::Module###AdminQueueTemplates*

Front end module registration for the administrator interface.

默认值:

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

88.64 *Frontend::Module###AdminRegistration*

Front end module registration for the administrator interface.

默认值:

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

88.65 *Frontend::Module###AdminRole*

Front end module registration for the administrator interface.

默认值:

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

88.66 *Frontend::Module###AdminRoleGroup*

Front end module registration for the administrator interface.

默认值:

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

88.67 *Frontend::Module###AdminRoleUser*

Front end module registration for the administrator interface.

默认值:

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

88.68 *Frontend::Module###AdminSLA*

Front end module registration for the administrator interface.

默认值:

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

88.69 *Frontend::Module###AdminSMIME*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: S/MIME Management

```

88.70 *Frontend::Module###AdminSMSTemplate*

Front end module registration for the administrator interface.

默认值:

```

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

```

88.71 *Frontend::Module###AdminSalutation*

Front end module registration for the administrator interface.

默认值:

```

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

```

88.72 *Frontend::Module###AdminSelectBox*

Front end module registration for the administrator interface.

这个设置默认没有激活。

默认值:

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

88.73 *Frontend::Module###AdminService*

Front end module registration for the administrator interface.

默认值:

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

88.74 *Frontend::Module###AdminServiceCatalogue*

Front end module registration for the administrator interface.

默认值:

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

88.75 *Frontend::Module###AdminServiceCatalogueCategories*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalog Categories
```

88.76 *Frontend::Module###AdminServiceCatalogueItems*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalog Items
```

88.77 *Frontend::Module###AdminSession*

Front end module registration for the administrator interface.

默认值:

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

88.78 *Frontend::Module###AdminSignature*

Front end module registration for the administrator interface.

默认值:

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

88.79 *Frontend::Module###AdminState*

Front end module registration for the administrator interface.

默认值:

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

88.80 *Frontend::Module###AdminSupportDataCollector*

Front end module registration for the administrator interface.

默认值:

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

88.81 *Frontend::Module###AdminSystemAddress*

Front end module registration for the administrator interface.

默认值:

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

88.82 *Frontend::Module###AdminSystemConfiguration*

Front end module registration for the administrator interface.

不能使这个设置失效。

默认值:

```
---
Description: Admin.
Group:
- admin
```

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```
GroupRo: []
NavBarName: Admin
Title: System Configuration
```

88.83 *Frontend::Module###AdminSystemConfigurationDeployment*

Front end module registration for the administrator interface.

默认值:

```
---
Description: Manage System Configuration Deployments.
Group:
- admin
- users
GroupRo: []
NavBarName: SystemConfiguration
Title: System Configuration Deployment
```

88.84 *Frontend::Module###AdminSystemConfigurationGroup*

Front end module registration for the administrator interface.

不能使这个设置失效。

默认值:

```
---
Description: Admin.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Configuration Group
```

88.85 *Frontend::Module###AdminTemplate*

Front end module registration for the administrator interface.

默认值:

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

88.86 *Frontend::Module###AdminTemplateAttachment*

Front end module registration for the administrator interface.

默认值:

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

88.87 *Frontend::Module###AdminType*

Front end module registration for the administrator interface.

默认值:

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

88.88 *Frontend::Module###AdminUser*

Front end module registration for the administrator interface.

默认值:

```
---
Description: Create and manage agents.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents
```

88.89 *Frontend::Module###AdminUserGroup*

Front end module registration for the administrator interface.

默认值:


```

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

```

88.90 *Frontend::Module###AgentCustomerSearch*

Front end module registration for the administrator interface.

默认值:

```

---
Description: Agent Customer Search.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent Customer Search

```

88.91 *Frontend::Module###AgentDaemonInfo*

Front end module registration for the administrator interface.

默认值:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Shows information on how to start OTRS Daemon

```

88.92 *Frontend::Module###AgentFAQCategory*

Front end module registration for the administrator interface.

默认值:

```

---
Description: This module is part of the administrator interface.
Group:
- admin
GroupRo: []
NavBarName: FAQ
Title: FAQ

```

88.93 *Frontend::Module###AgentFAQLanguage*

Front end module registration for the administrator interface.

默认值:

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

88.94 *Frontend::Module###AgentPreferences*

Front end module registration for the administrator interface.

默认值:

```
---
Description: Agent preferences.
Group: []
GroupRo: []
NavBarName: Preferences
Title: Agent Preferences
```

88.95 *Frontend::Module###AgentSystemContract*

Front end module registration for the administrator interface.

默认值:

```
---
Description: This module is part of the administrator interface.
Group: []
GroupRo: []
NavBarName: ''
Title: System Contract
```

88.96 *Frontend::Module###AjaxAttachment*

Front end module registration for the administrator interface.

默认值:

```
---
Description: AJAX attachment.
```

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```
Group: []
GroupRo: []
NavBarName: ''
Title: AJAX Attachment
```

88.97 *Frontend::Module###Logout*

Front end module registration for the administrator interface.

默认值:

```
---
Description: Logout module.
Group: []
GroupRo: []
NavBarName: ''
Title: Logout
```

88.98 *Frontend::Module###PictureUpload*

Front end module registration for the administrator interface.

不能使这个设置失效。

默认值:

```
---
Description: Picture upload module.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Picture Upload
```

88.99 *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.

默认值:

```
---
Module: Kernel::Output::HTML::NavBar::AdminContactWithData
```

88.100 *Frontend::NavBarModule###2-AdminFavourites*

Front end module registration for the administrator interface. Shows personal favorites as sub navigation items of the Admin menu.

默认值:

```
---  
Module: Kernel::Output::HTML::NavBar::AdminFavourites
```

Frontend → *Admin* → *ModuleRegistration* → *AdminOverview*

89.1 *Frontend::NavigationModule###Admin*

Navigation module for the administrator interface.

默认值:

```
---
Block: ''
Description: Admin modules overview.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: ''
```

89.2 *Frontend::NavigationModule###AdminACL*

Navigation module for the administrator interface.

默认值:

```
---
Block: Automation
Description: Configure and manage ACLs.
Group:
- admin
GroupRo: []
```

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```

IconBig: fa-check-square-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Access Control Lists (ACL)

```

89.3 *Frontend::NavigationModule###AdminAgentStyle*

Navigation module for the administrator interface.

默认值:

```

---
Block: Agent
Description: Manage the Styles.
Group:
- admin
GroupRo: []
IconBig: fa-paint-brush
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Styles

```

89.4 *Frontend::NavigationModule###AdminAppointmentCalendarManage*

Navigation module for the administrator interface.

默认值:

```

---
Block: Administration
Description: Create and manage calendars.
Group:
- admin
GroupRo: []
IconBig: fa-calendar
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Calendars

```

89.5 *Frontend::NavigationModule###AdminAppointmentNotificationEvent*

Navigation module for the administrator interface.

默认值:

```

---
Block: Communication

```

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```

Description: Create and manage appointment notifications.
Group:
- admin
GroupRo: []
IconBig: fa-bell-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Appointment Notifications

```

89.6 *Frontend::NavigationModule###AdminAttachment*

Navigation module for the administrator interface.

默认值:

```

---
Block: Ticket
Description: Create and manage attachments.
Group:
- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Attachments

```

89.7 *Frontend::NavigationModule###AdminAutoResponse*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.8 *Frontend::NavigationModule###AdminChatChannel*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.9 *Frontend::NavigationModule###AdminChatIntegration*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.10 *Frontend::NavigationModule###AdminCloudServices*

Navigation module for the administrator interface.

默认值:

```
---
Block: OTRSGroup
Description: Manage OTRS Group cloud services.
Group:
- admin
GroupRo: []
IconBig: fa-cloud
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Cloud Services
```

89.11 *Frontend::NavigationModule###AdminCommunicationLog*

Navigation module for the administrator interface.

默认值:

```

---
Block: Communication
Description: Display communication log entries.
Group:
- admin
GroupRo: []
IconBig: fa-table
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Communication Log

```

89.12 *Frontend::NavigationModule###AdminCustomPage*

Navigation module for the administrator interface.

默认值:

```

---
Block: External
Description: Manage Custom Pages.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Custom Pages

```

89.13 *Frontend::NavigationModule###AdminCustomerCompany*

Navigation module for the administrator interface.

默认值:

```

---
Block: Users
Description: Create and manage customers.
Group:
- admin
- users
GroupRo: []
IconBig: fa-building-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customers

```

89.14 *Frontend::NavigationModule###AdminCustomerGroup*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.15 *Frontend::NavigationModule###AdminCustomerUser*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.16 *Frontend::NavigationModule###AdminCustomerUserCustomer*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.17 *Frontend::NavigationModule###AdminCustomerUserGroup*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.18 *Frontend::NavigationModule###AdminCustomerUserService*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.19 *Frontend::NavigationModule###AdminDynamicField*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.20 *Frontend::NavigationModule###AdminEmail*

Navigation module for the administrator interface.

默认值:

```
---
Block: Communication
Description: Send notifications to users.
Group:
- admin
GroupRo: []
IconBig: fa-quote-right
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Admin Notification
```

89.21 *Frontend::NavigationModule###AdminExternalHomePage*

Navigation module for the administrator interface.

默认值:

```
---
Block: External
Description: Manage the Home Page.
Group:
- admin
GroupRo: []
IconBig: fa-home
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Home Page
```

89.22 *Frontend::NavigationModule###AdminExternalLayout*

Navigation module for the administrator interface.

默认值:

```
---
Block: External
Description: Manage the Layout.
Group:
- admin
GroupRo: []
IconBig: fa-paint-brush
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Layout
```

89.23 *Frontend::NavigationModule###AdminGenericAgent*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.24 *Frontend::NavigationModule###AdminGenericInterfaceWebservice*

Navigation module for the administrator interface.

默认值:

```

---
Block: Automation
Description: Create and manage web services.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Web Services

```

89.25 *Frontend::NavigationModule###AdminGroup*

Navigation module for the administrator interface.

默认值:

```

---
Block: Users
Description: Create and manage groups.
Group:
- admin
GroupRo: []
IconBig: fa-users
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Groups

```

89.26 *Frontend::NavigationModule###AdminMailAccount*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.27 *Frontend::NavigationModule###AdminNotificationEvent*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.28 *Frontend::NavigationModule###AdminPGP*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.29 *Frontend::NavigationModule###AdminPackageManager*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.30 *Frontend::NavigationModule###AdminPerformanceLog*

Navigation module for the administrator interface.

默认值:

```

---
Block: Administration
Description: View performance benchmark results.
Group:
- admin
GroupRo: []
IconBig: fa-bar-chart
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Performance Log

```

89.31 *Frontend::NavigationModule###AdminPostMasterFilter*

Navigation module for the administrator interface.

默认值:

```

---
Block: Communication
Description: Filter incoming emails.
Group:
- admin
GroupRo: []
IconBig: fa-filter
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PostMaster Filters

```

89.32 *Frontend::NavigationModule###AdminPriority*

Navigation module for the administrator interface.

默认值:

```
---
Block: Ticket
Description: Create and manage ticket priorities.
Group:
- admin
GroupRo: []
IconBig: fa-list-ol
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Priorities
```

89.33 *Frontend::NavigationModule###AdminProcessManagement*

Navigation module for the administrator interface.

默认值:

```
---
Block: Automation
Description: Configure Processes.
Group:
- admin
GroupRo: []
IconBig: fa-sitemap
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Process Management
```

89.34 *Frontend::NavigationModule###AdminQueue*

Navigation module for the administrator interface.

默认值:

```
---
Block: Ticket
Description: Create and manage queues.
Group:
- admin
GroupRo: []
IconBig: fa-folder
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Queues
```


89.35 *Frontend::NavigationModule###AdminQueueAutoResponse*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.36 *Frontend::NavigationModule###AdminQueueSMSTemplates*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.37 *Frontend::NavigationModule###AdminQueueTemplates*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.38 *Frontend::NavigationModule###AdminRegistration*

Navigation module for the administrator interface.

默认值:

```
---
Block: OTRSGroup
Description: Manage system registration.
Group:
- admin
GroupRo: []
IconBig: fa-edit
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Registration
```

89.39 *Frontend::NavigationModule###AdminRole*

Navigation module for the administrator interface.

默认值:

```
---
Block: Users
Description: Create and manage roles.
Group:
- admin
GroupRo: []
IconBig: fa-circle-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Roles
```

89.40 *Frontend::NavigationModule###AdminRoleGroup*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.41 *Frontend::NavigationModule###AdminRoleUser*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.42 *Frontend::NavigationModule###AdminSLA*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.43 *Frontend::NavigationModule###AdminSMIME*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.44 *Frontend::NavigationModule###AdminSMSTemplate*

Navigation module for the administrator interface.

默认值:

```
---
Block: Ticket
Description: Create and manage SMS templates.
Group:
- admin
GroupRo: []
IconBig: fa-mobile
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SMS Templates
```

89.45 *Frontend::NavigationModule###AdminSalutation*

Navigation module for the administrator interface.

默认值:

```
---
Block: Ticket
Description: Create and manage salutations.
Group:
- admin
GroupRo: []
IconBig: fa-comment-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Salutations
```

89.46 *Frontend::NavigationModule###AdminSelectBox*

Navigation module for the administrator interface.

默认值:

```
---
Block: Administration
Description: Execute SQL statements.
Group:
- admin
GroupRo: []
IconBig: fa-terminal
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SQL Box
```

89.47 *Frontend::NavigationModule###AdminService*

Navigation module for the administrator interface.

默认值:

```

---
Block: Ticket
Description: Create and manage services.
Group:
- admin
GroupRo: []
IconBig: fa-wrench
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Services

```

89.48 *Frontend::NavigationModule###AdminServiceCatalogue*

Navigation module for the administrator interface.

默认值:

```

---
Block: External
Description: Manage Customer Service Catalog.
Group:
- admin
GroupRo: []
IconBig: fa-sitemap
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Service Catalog

```

89.49 *Frontend::NavigationModule###AdminSession*

Navigation module for the administrator interface.

默认值:

```

---
Block: Administration
Description: Manage existing sessions.
Group:
- admin
GroupRo: []
IconBig: fa-clock-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Session Management

```

89.50 *Frontend::NavigationModule###AdminSignature*

Navigation module for the administrator interface.

默认值:

```
---
Block: Ticket
Description: Create and manage signatures.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Signatures
```

89.51 *Frontend::NavigationModule###AdminState*

Navigation module for the administrator interface.

默认值:

```
---
Block: Ticket
Description: Create and manage ticket states.
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: States
```

89.52 *Frontend::NavigationModule###AdminSupportDataCollector*

Navigation module for the administrator interface.

默认值:

```
---
Block: OTRSGroup
Description: Manage support data.
Group:
- admin
GroupRo: []
IconBig: fa-search
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Support Data Collector
```

89.53 *Frontend::NavigationModule###AdminSystemAddress*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.54 *Frontend::NavigationModule###AdminSystemConfiguration*

Navigation module for the administrator interface.

不能使这个设置失效。

默认值:

```

---
Block: Administration
Description: Edit the system configuration settings.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Configuration

```

89.55 *Frontend::NavigationModule###AdminTemplate*

Navigation module for the administrator interface.

默认值:

```

---
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
```

89.56 *Frontend::NavigationModule###AdminTemplateAttachment*

Navigation module for the administrator interface.

默认值:

```
---
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
```

89.57 *Frontend::NavigationModule###AdminType*

Navigation module for the administrator interface.

默认值:

```
---
Block: Ticket
Description: Create and manage ticket types.
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Types
```

89.58 *Frontend::NavigationModule###AdminUser*

Navigation module for the administrator interface.

默认值:

```
---
Block: Users
Description: Create and manage agents.
Group:
```

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```

- admin
GroupRo: []
IconBig: fa-user
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents

```

89.59 *Frontend::NavigationModule###AdminUserGroup*

Navigation module for the administrator interface.

默认值:

```

---
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

```

89.60 *Frontend::NavigationModule###AgentFAQCategory*

Navigation module for the administrator interface.

默认值:

```

---
Block: Administration
Description: FAQ Category Management.
Group:
- admin
GroupRo: []
IconBig: fa-question
IconSmall: fa-list
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: FAQ Category

```

89.61 *Frontend::NavigationModule###AgentFAQLanguage*

Navigation module for the administrator interface.

默认值:

```
---  
Block: Administration  
Description: FAQ Language Management.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-question  
IconSmall: fa-language  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: FAQ Language
```

Frontend → Admin → ModuleRegistration → Loader

90.1 *Loader::Module::Admin###001-Framework*

Loader module registration for the administrator interface.

默认值：

```
---  
CSS:  
- Core.Agent.Admin.css  
JavaScript:  
- Core.Agent.Admin.js  
- Core.UI.AllocationList.js  
- Core.Agent.TableFilters.js
```

90.2 *Loader::Module::AdminACL###002-Ticket*

Loader module registration for the administrator interface.

默认值：

```
---  
CSS:  
- Core.Agent.Admin.ACL.css  
JavaScript:  
- Core.Agent.Admin.ACL.js
```

90.3 *Loader::Module::AdminAgentStyle###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
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
```

90.4 *Loader::Module::AdminAppointmentCalendarManage###002-Calendar*

Loader module registration for the administrator interface.

默认值:

```
---
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
```

90.5 *Loader::Module::AdminAppointmentNotificationEvent###002-Calendar*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.NotificationEvent.css
JavaScript:
- Core.Agent.Admin.NotificationEvent.js
```

90.6 *Loader::Module::AdminAttachment###002-Ticket*

Loader module registration for the administrator interface.

默认值：

```
---
JavaScript:
- Core.Agent.Admin.Attachment.js
```

90.7 *Loader::Module::AdminAutoResponse###002-Ticket*

Loader module registration for the administrator interface.

默认值：

```
---
JavaScript:
- Core.Agent.Admin.AutoResponse.js
```

90.8 *Loader::Module::AdminChatIntegration###002-Ticket*

Loader module registration for the administrator interface.

默认值：

```
---
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
```

90.9 *Loader::Module::AdminCloudServiceSMS###001-Framework*

Loader module registration for the administrator interface.

默认值：

```
---
CSS:
- Core.Agent.Admin.CloudService.SMS.css
JavaScript:
- Core.Agent.Admin.CloudServiceSMS.js
```

90.10 *Loader::Module::AdminCloudServices###001-Framework*

Loader module registration for the administrator interface.

默认值：

```
---
CSS:
- Core.Agent.Admin.CloudServices.css
```

90.11 *Loader::Module::AdminCommunicationLog###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
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
```

90.12 *Loader::Module::AdminCustomPage###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.CustomPage.js
- Core.UI.InputFields.js
```

90.13 *Loader::Module::AdminCustomerCompany###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.CustomerCompany.js
```

90.14 *Loader::Module::AdminCustomerGroup###001-Framework*

Loader module registration for the administrator interface.

默认值:

```

---
JavaScript:
- Core.Agent.Admin.CustomerGroup.js

```

90.15 *Loader::Module::AdminCustomerUser###001-Framework*

Loader module registration for the administrator interface.

默认值:

```

---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.Admin.CustomerUser.js

```

90.16 *Loader::Module::AdminCustomerUserCustomer###001-Framework*

Loader module registration for the administrator interface.

默认值:

```

---
JavaScript:
- Core.Agent.Admin.CustomerUserService.js

```

90.17 *Loader::Module::AdminCustomerUserGroup###001-Framework*

Loader module registration for the administrator interface.

默认值:

```

---
JavaScript:
- Core.Agent.Admin.CustomerGroup.js

```

90.18 *Loader::Module::AdminCustomerUserService###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.CustomerUserService.js
```

90.19 *Loader::Module::AdminDynamicField###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.SysConfig.Entity.js
```

90.20 *Loader::Module::AdminDynamicFieldCheckbox###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldCheckbox.js
- Core.Agent.Admin.SysConfig.Entity.js
```

90.21 *Loader::Module::AdminDynamicFieldContactWithData###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```


90.22 *Loader::Module::AdminDynamicFieldDateTime###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDateTime.js
- Core.Agent.Admin.SysConfig.Entity.js
```

90.23 *Loader::Module::AdminDynamicFieldDropdown###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```

90.24 *Loader::Module::AdminDynamicFieldInvalid###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.SysConfig.Entity.js
```

90.25 *Loader::Module::AdminDynamicFieldMultiselect###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldMultiselect.js
- Core.Agent.Admin.SysConfig.Entity.js
```

90.26 *Loader::Module::AdminDynamicFieldText###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldText.js
- Core.Agent.Admin.SysConfig.Entity.js
```

90.27 *Loader::Module::AdminExternalHomePage###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
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
```

90.28 *Loader::Module::AdminExternalLayout###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
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
```

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```
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalLayout.js
```

90.29 *Loader::Module::AdminGenericAgent###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.GenericAgent.js
```

90.30 *Loader::Module::AdminGenericInterfaceDebugger###002-GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceDebugger.js
```

90.31 *Loader::Module::AdminGenericInterfaceErrorHandlingDefault###002-GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js
```

90.32 *Loader::Module::AdminGenericInterfaceErrorHandlingRequestRetry###002-GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js
- Core.Agent.Admin.GenericInterfaceErrorHandlingRequestRetry.js
```

90.33 *Loader::Module::AdminGenericInterfaceInvokerDefault###002-GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvoker.js
```

90.34 *Loader::Module::AdminGenericInterfaceInvokerEvent###002-GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvokerEvent.js
```

90.35 *Loader::Module::AdminGenericInterfaceMappingSimple###002-GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceMapping.js
```

90.36 *Loader::Module::AdminGenericInterfaceMappingXSLT###002- GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceMappingXSLT.js
```

90.37 *Loader::Module::AdminGenericInterfaceOperationDefault###002- GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceOperation.js
```

90.38 *Loader::Module::AdminGenericInterfaceOperationRPC###001- GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceOperation.js
```

90.39 *Loader::Module::AdminGenericInterfaceTransportHTTPREST###002- GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceTransportHTTPREST.js
```

90.40 *Loader::Module::AdminGenericInterfaceTransportHTTPSOAP###002- GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
- Core.Agent.SortedTree.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceTransportHTTPSOAP.js
- Core.Agent.SortedTree.js
```

90.41 *Loader::Module::AdminGenericInterfaceWebservice###002- GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceWebservice.js
```

90.42 *Loader::Module::AdminGenericInterfaceWebserviceHistory###002- GenericInterface*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceWebserviceHistory.js
```

90.43 *Loader::Module::AdminGroup###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.Group.js
```

90.44 *Loader::Module::AdminMailAccount###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.MailAccount.js
```

90.45 *Loader::Module::AdminNotificationEvent###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.NotificationEvent.css
JavaScript:
- Core.Agent.Admin.NotificationEvent.js
```

90.46 *Loader::Module::AdminPGP###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.PGP.js
```

90.47 *Loader::Module::AdminPackageManager###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
CSS:  
- Core.Agent.Admin.PackageManager.css  
JavaScript:  
- Core.Agent.Admin.PackageManager.js
```

90.48 *Loader::Module::AdminPerformanceLog###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
CSS:  
- Core.Agent.Admin.PerformanceLog.css
```

90.49 *Loader::Module::AdminPostMasterFilter###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
CSS:  
- Core.Agent.Admin.PostMasterFilter.css  
JavaScript:  
- Core.Agent.Admin.PostMasterFilter.js
```

90.50 *Loader::Module::AdminPriority###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.Priority.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

90.51 *Loader::Module::AdminProcessManagement###002-ProcessManagement*

Loader module registration for the administrator interface.

默认值:


```

---
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

```

90.52 *Loader::Module::AdminProcessManagementActivity###002-ProcessManagement*

Loader module registration for the administrator interface.

默认值:

```

---
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

```

90.53 *Loader::Module::AdminProcessManagementActivityDialog###002-ProcessManagement*

Loader module registration for the administrator interface.

默认值:

```

---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js

```

90.54 *Loader::Module::AdminProcessManagementPath###002-ProcessManagement*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js
```

90.55 *Loader::Module::AdminProcessManagementSequenceFlow###002-ProcessManagement*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
```

90.56 *Loader::Module::AdminProcessManagementSequenceFlowAction###002-ProcessManagement*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.
  ↪ js
- Core.Agent.Admin.ProcessManagement.js
```

90.57 *Loader::Module::AdminQueue###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```

---
JavaScript:
- Core.Agent.Admin.Queue.js
- Core.Agent.Admin.SysConfig.Entity.js

```

90.58 *Loader::Module::AdminQueueAutoResponse###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```

---
JavaScript:
- Core.Agent.Admin.QueueAutoResponse.js

```

90.59 *Loader::Module::AdminQueueSMSTemplates###001-Framework*

Loader module registration for the administrator interface.

默认值:

```

---
JavaScript:
- Core.Agent.Admin.QueueSMSTemplates.js

```

90.60 *Loader::Module::AdminQueueTemplates###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```

---
JavaScript:
- Core.Agent.Admin.QueueTemplates.js

```

90.61 *Loader::Module::AdminRegistration###001-Framework*

Loader module registration for the administrator interface.

默认值:

```

---
CSS:
- Core.Agent.Admin.Registration.css
JavaScript:
- Core.Agent.Admin.Registration.js

```

90.62 *Loader::Module::AdminRole###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.Role.js
```

90.63 *Loader::Module::AdminRoleGroup###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.RoleGroup.js
```

90.64 *Loader::Module::AdminRoleUser###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.RoleUser.js
```

90.65 *Loader::Module::AdminSLA###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.SLA.js
```

90.66 *Loader::Module::AdminSMIME###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.SMIME.js
```

90.67 *Loader::Module::AdminSMSTemplate###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.SMSTemplate.js
```

90.68 *Loader::Module::AdminSalutation###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.Salutation.js
```

90.69 *Loader::Module::AdminSelectBox###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.SelectBox.js
```

90.70 *Loader::Module::AdminService###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.Service.js
```

90.71 *Loader::Module::AdminServiceCatalogue###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
CSS:  
- Core.Agent.Admin.ServiceCatalogue.css
```

90.72 *Loader::Module::AdminServiceCatalogueCategories###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Categories.js
```

90.73 *Loader::Module::AdminServiceCatalogueItems###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Items.js
```

90.74 *Loader::Module::AdminSession###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.Session.js
```

90.75 *Loader::Module::AdminSignature###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.Signature.js
```

90.76 *Loader::Module::AdminState###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.State.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

90.77 *Loader::Module::AdminSupportDataCollector###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
CSS:  
- Core.Agent.Admin.SupportDataCollector.css  
JavaScript:  
- Core.Agent.Admin.SupportDataCollector.js
```

90.78 *Loader::Module::AdminSystemAddress###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---  
JavaScript:  
- Core.Agent.Admin.SystemAddress.js
```

90.79 *Loader::Module::AdminSystemConfiguration###001-Framework*

Loader module registration for the administrator interface.

不能使这个设置失效。

默认值:

```
---
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
```

90.80 *Loader::Module::AdminSystemConfigurationDeployment###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.Agent.Admin.SystemConfiguration.js
```

90.81 *Loader::Module::AdminSystemConfigurationGroup###001-Framework*

Loader module registration for the administrator interface.

不能使这个设置失效。

默认值:

```
---
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
```

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```
- Core.Form.js
- Core.Agent.Admin.SystemConfiguration.js
```

90.82 *Loader::Module::AdminTemplate###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.Template.js
```

90.83 *Loader::Module::AdminTemplateAttachment###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.TemplateAttachment.js
```

90.84 *Loader::Module::AdminType###002-Ticket*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.Type.js
- Core.Agent.Admin.SysConfig.Entity.js
```

90.85 *Loader::Module::AdminUser###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.Users.js
```

90.86 *Loader::Module::AdminUserGroup###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.Admin.UserGroup.js
```

90.87 *Loader::Module::AgentFAQCategory###002-FAQ*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.FAQ.ConfirmationDialog.js
```

90.88 *Loader::Module::AgentFAQLanguage###002-FAQ*

Loader module registration for the administrator interface.

默认值:

```
---
JavaScript:
- Core.Agent.FAQ.ConfirmationDialog.js
```

90.89 *Loader::Module::AgentPreferences###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---
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
```

90.90 *Loader::Module::AgentSystemContract###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
CSS:  
- Core.Agent.SystemContract.css
```

90.91 *Loader::Module::Graph2PNG###001-Framework*

Loader module registration for the administrator interface.

默认值:

```
---  
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  
- 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
```

Frontend → *Admin* → *ModuleRegistration* → *MainMenu*

91.1 *Frontend::Navigation###Admin###001-Framework*

注册主菜单条目。

默认值：

```
---
- AccessKey: a
  Block: ItemArea
  Description: Admin modules overview.
  Group:
  - admin
  GroupRo: []
  Link: Action=Admin
  LinkOption: ''
  Name: Admin
  NavBar: Admin
  Prio: '10000'
  Type: Menu
```

91.2 *Frontend::Navigation###AdminACL###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

```
--- []
```

91.3 *Frontend::Navigation###AdminAppointmentNotificationEvent###002-Calendar*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.4 *Frontend::Navigation###AdminAttachment###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.5 *Frontend::Navigation###AdminAutoResponse###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.6 *Frontend::Navigation###AdminChatChannel###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.7 *Frontend::Navigation###AdminChatIntegration###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

```
--- []
```

91.8 *Frontend::Navigation###AdminCloudServiceSMS###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

```
--- []
```

91.9 *Frontend::Navigation###AdminCloudServices###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

```
--- []
```

91.10 *Frontend::Navigation###AdminCommunicationLog###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

```
--- []
```

91.11 *Frontend::Navigation###AdminContactWithData###002-Ticket*

注册主菜单条目。

默认值：

```
---
- AccessKey: ''
  Block: ''
  Description: Edit contacts with data.
  Group:
```

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```

- admin
GroupRo: []
Link: Action=AdminContactWithData
LinkOption: ''
Name: Edit contacts with data
NavBar: Ticket
Prio: '900'
Type: ''

```

91.12 *Frontend::Navigation###AdminCustomPage###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

```
--- []
```

91.13 *Frontend::Navigation###AdminCustomerCompany###001-Framework*

注册主菜单条目。

默认值：

```

---
- 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: ''

```

91.14 *Frontend::Navigation###AdminCustomerGroup###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

```
--- []
```

91.15 *Frontend::Navigation###AdminCustomerUser###001-Framework*

注册主菜单条目。

默认值：

```
---
- 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: ''
```

91.16 *Frontend::Navigation###AdminCustomerUserCustomer###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

```
--- []
```

91.17 *Frontend::Navigation###AdminCustomerUserGroup###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.18 *Frontend::Navigation###AdminCustomerUserService###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.19 *Frontend::Navigation###AdminDynamicField###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.20 *Frontend::Navigation###AdminEmail###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.21 *Frontend::Navigation###AdminExternalHomePage###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.22 *Frontend::Navigation###AdminExternalLayout###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.23 *Frontend::Navigation###AdminGenericAgent###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.24 *Frontend::Navigation###AdminGenericInterfaceDebugger###002-GenericInterface*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.25 *Frontend::Navigation###AdminGenericInterfaceWebservice###002-GenericInterface*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.26 *Frontend::Navigation###AdminGroup###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.27 *Frontend::Navigation###AdminMailAccount###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.28 *Frontend::Navigation###AdminNotificationEvent###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.29 *Frontend::Navigation###AdminPGP###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.30 *Frontend::Navigation###AdminPackageManager###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.31 *Frontend::Navigation###AdminPerformanceLog###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.32 *Frontend::Navigation###AdminPostMasterFilter###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.33 *Frontend::Navigation###AdminPriority###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.34 *Frontend::Navigation###AdminProcessManagement###002-ProcessManagement*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.35 *Frontend::Navigation###AdminQueue###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.36 *Frontend::Navigation###AdminQueueAutoResponse###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.37 *Frontend::Navigation###AdminQueueSMSTemplates###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.38 *Frontend::Navigation###AdminQueueTemplates###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.39 *Frontend::Navigation###AdminRegistration###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.40 *Frontend::Navigation###AdminRole###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.41 *Frontend::Navigation###AdminRoleGroup###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.42 *Frontend::Navigation###AdminRoleUser###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.43 *Frontend::Navigation###AdminSLA###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.44 *Frontend::Navigation###AdminSMIME###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.45 *Frontend::Navigation###AdminSMSTemplate###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.46 *Frontend::Navigation###AdminSalutation###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.47 *Frontend::Navigation###AdminSelectBox###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.48 *Frontend::Navigation###AdminService###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.49 *Frontend::Navigation###AdminServiceCatalogue###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.50 *Frontend::Navigation###AdminServiceCatalogueCategories###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.51 *Frontend::Navigation###AdminServiceCatalogueItems###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.52 *Frontend::Navigation###AdminSession###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.53 *Frontend::Navigation###AdminSignature###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.54 *Frontend::Navigation###AdminState###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.55 *Frontend::Navigation###AdminSupportDataCollector###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.56 *Frontend::Navigation###AdminSystemAddress###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.57 *Frontend::Navigation###AdminSystemConfiguration###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.58 *Frontend::Navigation###AdminSystemConfigurationDeployment###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.59 *Frontend::Navigation###AdminSystemConfigurationGroup###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.60 *Frontend::Navigation###AdminTemplate###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.61 *Frontend::Navigation###AdminTemplateAttachment###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.62 *Frontend::Navigation###AdminType###002-Ticket*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

91.63 *Frontend::Navigation###AdminUser###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

```
--- []
```

91.64 *Frontend::Navigation###AdminUserGroup###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

```
--- []
```

91.65 *Frontend::Navigation###AgentFAQCategory###002-FAQ*

注册主菜单条目。

默认值：

```
---
- AccessKey: g
  Block: ''
  Description: Category Management.
  Group:
  - admin
  GroupRo: []
  Link: Action=AgentFAQCategory
  LinkOption: ''
  Name: Category Management
  NavBar: FAQ
  Prio: '950'
  Type: ''
```

91.66 *Frontend::Navigation###AgentFAQLanguage###002-FAQ*

注册主菜单条目。

默认值：

```
---
- AccessKey: l
  Block: ''
```

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```
Description: Language Management.  
Group:  
- admin  
GroupRo: []  
Link: Action=AgentFAQLanguage  
LinkOption: ''  
Name: Language Management  
NavBar: FAQ  
Prio: '940'  
Type: ''
```


92.1 *Frontend::AdminModuleGroups###001-Framework*

为管理员概览屏幕定义可用组。

不能使这个设置失效。

默认值：

```
---
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:
```

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```
Order: '5000'  
Title: OTRS Group Services  
Ticket:  
Order: '1000'  
Title: Ticket Settings  
Users:  
Order: '3000'  
Title: Users, Groups & Roles
```

Frontend → Admin → View → ContactWithData

93.1 *AdminContactWithData::RunInitialWildcardSearch*

Runs an initial wildcard search of the existing contacts with data when accessing the contact with data module of the administrator interface.

不能使这个设置失效。

默认值：

1

Frontend → *Admin* → *View* → *CustomPage*

94.1 *Frontend::Admin::AdminCustomPage###RichText*

查看和编辑工单通知时使用富文本。

默认值：

94.2 *Frontend::Admin::AdminCustomPage###RichTextHeight*

定义本屏幕富文本编辑器组件的高度。输入数值（像素值）或百分比值（相对值）。

默认值：

94.3 *Frontend::Admin::AdminCustomPage###RichTextWidth*

定义本屏幕中富文本编辑器组件的宽度。输入数值（像素值）或百分比值（相对值）。

默认值：

Frontend → Admin → View → CustomerCompany

95.1 AdminCustomerCompany::RunInitialWildcardSearch

访问管理客户单位模块时执行一个初始的已有全部客户单位的搜索。

不能使这个设置失效。

默认值：

1

Frontend → Admin → View → CustomerUser

96.1 *AdminCustomerUser::RunInitialWildcardSearch*

访问管理客户用户模块时执行一个初始的已有全部客户用户的搜索。

不能使这个设置失效。

默认值：

96.2 *AdminCustomerUser::UseAutoComplete*

控制自动填充字段是否用于管理客户用户界面中的客户 ID 选择。

不能使这个设置失效。

默认值：

Frontend → Admin → View → DynamicFieldOverview

97.1 *Frontend::AdminDynamicField###DynamicFieldsOverviewPageShown*

动态字段概览的页面（在其中显示动态字段）的参数。

默认值：

1000

Frontend → Admin → View → NotificationEvent

98.1 *AppointmentNotification::Transport###Email*

为这个通知传输定义所有的参数。

默认值：

```
---  
AgentEnabledByDefault: '1'  
Class: Icon--Small  
CommonIcon: regular, envelope  
Icon: fa fa-envelope  
Module: Kernel::System::Calendar::Event::Transport::Email  
Name: Email  
Prio: '100'
```

98.2 *AppointmentNotification::Transport###NotificationView*

为这个通知传输定义所有的参数。

默认值：

```
---  
AgentEnabledByDefault: '0'  
CommonIcon: regular, network-browser  
Icon: fa fa-th-list  
Module: Kernel::System::Calendar::Event::Transport::NotificationView  
Name: Web View  
Prio: '110'
```

98.3 *AppointmentNotification::Transport###SMS*

为这个通知传输定义所有的参数。

默认值：

```
---
AgentEnabledByDefault: '0'
CommonIcon: regular, mobile-phone
Icon: fa fa-mobile
Module: Kernel::System::Calendar::Event::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'
```

98.4 *Frontend::Admin::AdminAppointmentNotificationEvent###EventObjectType*

定义事件对象类型，以便通过 `AdminAppointmentNotificationEvent`（管理预约通知事件）处理。

默认值：

```
---
- Calendar
- Appointment
```

98.5 *Frontend::Admin::AdminAppointmentNotificationEvent###RichText*

查看和编辑工单通知时使用富文本。

默认值：

```
1
```

98.6 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextHeight*

定义本屏幕富文本编辑器组件的高度。输入数值（像素值）或百分比值（相对值）。

默认值：

```
320
```

98.7 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextWidth*

定义本屏幕中富文本编辑器组件的宽度。输入数值（像素值）或百分比值（相对值）。

默认值：

620

98.8 *Frontend::Admin::AdminNotificationEvent###RichText*

查看和编辑工单通知时使用富文本。

默认值：

1

98.9 *Frontend::Admin::AdminNotificationEvent###RichTextHeight*

定义本屏幕富文本编辑器组件的高度。输入数值（像素值）或百分比值（相对值）。

默认值：

320

98.10 *Frontend::Admin::AdminNotificationEvent###RichTextWidth*

定义本屏幕中富文本编辑器组件的宽度。输入数值（像素值）或百分比值（相对值）。

默认值：

620

98.11 *Notification::Transport###Email*

为这个通知传输定义所有的参数。

默认值：

```

---
AgentEnabledByDefault: '1'
CommonIcon: regular, envelope
Icon: fa fa-envelope
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::Email
Name: Email
Prio: '100'

```

98.12 *Notification::Transport###NotificationView*

为这个通知传输定义所有的参数。

默认值：

```
---
AgentEnabledByDefault: '0'
CommonIcon: regular,network-browser
Icon: fa fa-th-list
Module:↳
↳Kernel::System::Ticket::Event::NotificationEvent::Transport::NotificationView
Name: Web View
Prio: '110'
```

98.13 Notification::Transport###SMS

为这个通知传输定义所有的参数。

默认值:

```
---
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

99.1 *AgentPersonalPreference###Skin*

Parameters for the skin setting in the personal preferences of the agent. 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.

默认值：

```
---
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'
```

99.2 *AgentPersonalPreference###Theme*

Parameters for the theme setting in the personal preferences of the agent. 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.

默认值：

```

---
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'

```

99.3 PreferencesGroups###CommunicationLogPageShown

通信日志概览页面(用于显示通信日志条目)的参数。

默认值:

```

---
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'

```

99.4 PreferencesGroups###DynamicField

定义要在首选项视图中显示的此条目的配置参数。请注意：将“Active”设置为 0 仅会阻止服务人员在其个人首选项中编辑此组的设置，但仍允许管理员代表其他用户编辑设置。使用“PreferenceGroup”控制这些设置应显示在用户界面的哪个区域。

这个设置默认没有激活。

默认值:

```

---
Active: '1'

```

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```
Block: Input
Data: "[% Env("UserDynamicField_NameX") %]"
Desc: This is a Description for DynamicField on Framework.
Label: Default value for NameX
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserDynamicField_NameX
PreferenceGroup: Miscellaneous
Prio: '7000'
```


100.1 *QueuePreferences###ChatChannel*

聊天频道到队列的映射。

默认值：

```
---  
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'
```

100.2 *QueuePreferences###Comment2*

队列样例属性 `Comment2` (注释 2) 的参数。

这个设置默认没有激活。

默认值：

```
---  
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'
```

101.1 *SLAPreferences###Comment2*

SLA 样例属性 `Comment2`(注释 2)的参数。

这个设置默认没有激活。

默认值：

```
---
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'
```

101.2 *SLAPreferences###FieldSelectionDialogText*

新工单页面上选定该 SLA 时显示的文本。

默认值：

```
---
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

102.1 AdminSelectBox::AllowDatabaseModification

控制系统管理员能否通过 SQL 查询屏幕修改数据库。

不能使这个设置失效。

默认值：

103.1 *ServicePreferences###Comment2*

服务样例属性 `Comment2` (注释 2) 的参数。

这个设置默认没有激活。

默认值：

```
---
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

104.1 *ConfigLevel*

设置系统管理员的配置级别。取决于配置级别，一些系统配置选项不会显示。配置级别递升序次为：专家、高级、新手。更高的配置级别是（例如新手是最高级别），更低级别是管理员在某种程度上只是偶尔配置一下就不再使用了。

不能使这个设置失效。

默认值：

100

105.1 *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.

不能使这个设置失效。

默认值：

Gravatar

105.2 *AgentFrontend::Breadcrumb::Home*

Defines which route component should be used for the home icon of the breadcrumb. The route components are defined in settings where the name of the setting starts with “AgentFrontend::Route” .

不能使这个设置失效。

默认值：

Dashboard

105.3 *AgentFrontend::CustomizationColors*

十六进制 RGB 格式的颜色列表，在自定义服务人员界面期间可供选择。确保颜色足够深，以便可以在上面覆盖白色文本。

默认值：

```
---  
- '#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'
```

105.4 *AgentFrontend::ExternalScripts*

定义将包含在服务人员界面应用程序中的外部脚本资源列表。您仍然需要在 `WebApp::Server::AdditionalOrigins` 设置中打开这些脚本使用的任何域。请注意，对该设置的更改需要重新启动 web 服务器 (`bin/otrs.WebServer.pl --deploy-assets`)。

不能使这个设置失效。

默认值：

```
--- []
```

105.5 *AgentFrontend::Gravatar::DefaultImage*

定义如果没有为服务人员的电子邮件地址分配头像，则应为当前服务人员使用哪个头像默认图片。查看 <https://gravatar.com/site/implement/images/> 了解更多信息。

不能使这个设置失效。

默认值：

```
mp
```

105.6 *AgentFrontend::InlineScripts*

定义将包含在服务人员界面应用程序中的内联脚本列表。您仍然需要在 `WebApp::Server::AdditionalOrigins` 设置中解锁这些脚本使用的任何域。请注意，对该设置的更改需要重新启动 web 服务器 (`bin/otrs.WebServer.pl --deploy-assets`)。

不能使这个设置失效。

默认值：

```
--- []
```

105.7 *AgentFrontend::PendingDiffTime*

如果设置一个挂起状态，添加到实际时间的秒数（默认：86400 = 1 天）。

不能使这个设置失效。

默认值：

```
86400
```

105.8 *AgentFrontend::RichText::EnhancedMode*

Enables the enhanced mode for the multi-line editor with more editing features.

不能使这个设置失效。

默认值：

0

105.9 *AgentFrontend::Ticket::TextAreaEmail*

Defines the allowed width for the email text area.

不能使这个设置失效。

默认值：

82

105.10 *AgentFrontend::TicketCreate::NewResponsibleSelection*

Shows a selection for the responsible agent in phone and email tickets in the ticket create screens.

不能使这个设置失效。

默认值：

1

105.11 *AgentFrontend::UserIdleTime*

定义服务人员由于不活动而被视为空闲的时间段（以分钟为单位）。在此时间之后发出的任何请求都不会扩展相应的会话。

不能使这个设置失效。

默认值：

5

105.12 *AutoComplete::Agent###Default*

Defines the configuration options for the autocompletion feature.

默认值：

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


105.13 *AutoComplete::Agent###DynamicFieldContactWithData*

定义自动完成功能的配置选项。

不能使这个设置失效。

默认值：

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

105.14 *Frontend::CommonParam###QueueID*

在服务人员界面中系统使用的默认队列 ID。

不能使这个设置失效。

默认值：

```
0
```

105.15 *Frontend::CommonParam###TicketID*

在服务人员界面中系统使用的默认工单 ID。

不能使这个设置失效。

默认值：

```
`NewTicketInNewWindow::Enabled`
```

如果启用了此选项，电话工单和邮件工单将在新窗口中打开。

不能使这个设置失效。

默认值：

```
0
```

105.16 *Ticket::Frontend::AccountTime*

激活工时管理。

不能使这个设置失效。

默认值：

1

105.17 *Ticket::Frontend::CustomerInfoCompose*

在工单撰写屏幕显示客户用户信息(电话和邮件)。

不能使这个设置失效。

默认值：

1

105.18 *Ticket::Frontend::ListType*

以树形或列表形式显示系统中存在的父/子队列的清单。

不能使这个设置失效。

默认值：

tree

105.19 *Ticket::Frontend::MaxQueueLevel*

定义队列的最大深度。

不能使这个设置失效。

默认值：

5

105.20 *Ticket::Frontend::TextAreaNote*

撰写备注屏幕允许的宽度。

不能使这个设置失效。

默认值：

78

105.21 *Ticket::Frontend::TimeUnits*

设置首选的时间单位(如：工作单元、小时、分钟)。

不能使这个设置失效。

默认值:

(work units)

106.1 *AgentFrontend::Auth::LoginURL*

为服务人员界面定义一个备用登入 URL。

这个设置默认没有激活。

默认值：

```
http://host.example.com/cgi-bin/login.pl
```

106.2 *AgentFrontend::Auth::LogoutURL*

为服务人员界面定义一个备用登出 URL。

这个设置默认没有激活。

默认值：

```
http://host.example.com/cgi-bin/logout.pl
```


107.1 *AgentFrontend::BusinessCard::User*

Default configuration for the user business card.

不能使这个设置失效。

默认值：

```
---
AdditionalProperties:
  IsActive: 1
  Properties:
    - DisplayName: Out of Office
      IsActive: 1
      Name: OutOfOfficeMessage
    - DisplayName: Email
      IsActive: 0
      Name: UserEmail
    - DisplayName: Mobile
      IsActive: 0
      Name: UserMobile
Chat:
  IsActive: 1
Contact:
  IsActive: 1
  Properties:
    - Icon: envelope
      IsActive: 1
      Name: UserEmail
    - Icon: mobile-phone
      IsActive: 1
```

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```
Name: UserMobile
Header:
Properties:
- IsVisible: 1
  Name: Avatar
- IsVisible: 1
  Name: UserTitle
- IsVisible: 1
  Name: UserTimeZone
- IsVisible: 1
  Name: UserLanguage
```

Frontend → Agent → BusinessObject

108.1 *Agent::BusinessObject::Type###Calendar*

The business object type Calendar is for displaying calendars.

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Calendar
```

108.2 *Agent::BusinessObject::Type###CalendarAppointment*

The business object type Calendar Appointment is for displaying appointments.

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Calendar::Appointment
```

108.3 *Agent::BusinessObject::Type###ChatRequest*

The business object type Chat Request is used for displaying chat requests.

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::BusinessObject::ChatRequest
```

108.4 *Agent::BusinessObject::Type###CustomerCompany*

业务对象类型“客户公司”用于显示客户(例如客户公司)。

不能使这个设置失效。

默认值:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::CustomerCompany
```

108.5 *Agent::BusinessObject::Type###CustomerUser*

业务对象类型“客户用户”用于显示客户用户(例如,客户用户列表或客户用户通讯录)。

不能使这个设置失效。

默认值:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::CustomerUser
```

108.6 *Agent::BusinessObject::Type###Dashboard*

业务对象类型“仪表盘”用于显示小部件(例如工单清单)。

不能使这个设置失效。

默认值:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Dashboard
```

108.7 *Agent::BusinessObject::Type###FormDraft*

业务对象类型“表单草稿”用于显示草稿。

不能使这个设置失效。

默认值:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::FormDraft  
UpdateCheckInterval: '15'
```

108.8 *Agent::BusinessObject::Type###KnowledgeBaseArticle*

The business object type Knowledge Base Article is for displaying knowledge base article output (e.g. knowledge base article listings).

不能使这个设置失效。

默认值：

```
---
Module: Kernel::WebApp::Util::BusinessObject::KnowledgeBaseArticle
UpdateCheckInterval: '15'
```

108.9 *Agent::BusinessObject::Type###KnowledgeBaseArticleAttachment*

业务对象类型“知识库文章附件”用于检索知识库文章附件的内容。

不能使这个设置失效。

默认值：

```
---
Module: Kernel::WebApp::Util::BusinessObject::KnowledgeBaseArticleAttachment
UpdateCheckInterval: '15'
```

108.10 *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.

不能使这个设置失效。

默认值：

```
---
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::LinkObject::Calendar::Appointment
```

108.11 *Agent::BusinessObject::Type###LinkObject::KnowledgeBaseArticle*

业务对象类型“链接对象”用于显示链接的对象。在此处，它是具有默认列表配置的连接对象类型“知识库文章”。

不能使这个设置失效。

默认值：

```
---
Module: Kernel::WebApp::Util::BusinessObject::LinkObject::KnowledgeBaseArticle
```

108.12 *Agent::BusinessObject::Type###LinkObject::Ticket*

业务对象类型“链接对象”用于显示链接的对象。在此处，它是具有默认列表配置的连接对象类型“工单”。不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::BusinessObject::LinkObject::Ticket
```

108.13 *Agent::BusinessObject::Type###Search*

The business object type Search is used for displaying search results.

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Search
```

108.14 *Agent::BusinessObject::Type###Statistic*

业务对象类型“统计”用于显示统计信息。

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Statistic
```

108.15 *Agent::BusinessObject::Type###StatisticReport*

业务对象类型“报表”用于显示报表。

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::BusinessObject::StatisticReport
```

108.16 *Agent::BusinessObject::Type###Ticket*

业务对象类型“工单”用于显示工单（例如工单列表）。

不能使这个设置失效。

默认值:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Ticket  
UpdateCheckInterval: '15'
```

108.17 *Agent::BusinessObject::Type###TicketArticle*

业务对象类型“工单信件”用于显示工单信件。

不能使这个设置失效。

默认值:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::TicketArticle
```

108.18 *Agent::BusinessObject::Type###TicketAttachment*

业务对象类型“工单附件”用于显示工单附件。

不能使这个设置失效。

默认值:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::TicketAttachment
```

108.19 *Agent::BusinessObject::Type###WebNotification*

业务对象类型“网页通知”用于显示网页通知(例如工单或预约通知)。

不能使这个设置失效。

默认值:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::WebNotification  
UpdateCheckInterval: '15'
```


109.1 *AgentFrontend::Customer::MapLink###0001-Framework*

为客户公司定义地图链接。

默认值：

```
---
- 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=
```

109.2 *AgentFrontend::Customer::MapLink###4001-Custom*

为客户公司定义地图链接。

这个设置默认没有激活。

默认值：

```
--- []
```

109.3 *AgentFrontend::Customer::SocialLinks###0001-Framework*

为客户公司定义社交链接。

默认值：

```

---
- 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=

```

109.4 *AgentFrontend::Customer::SocialLinks###4001-Custom*

为客户公司定义社交链接。

这个设置默认没有激活。

默认值：

```

--- []

```

109.5 *AgentFrontend::Customer::TicketKPI###0001-Framework*

为客户公司定义的 KPI。

默认值:

```

---
- Active: '1'
  AriaLabel: Open Tickets 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 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

```

109.6 *AgentFrontend::Customer::TicketKPI###4001-Custom*

为客户公司定义的 KPI。

这个设置默认没有激活。

默认值:

```

--- []

```

Frontend → Agent → CustomerUser

110.1 *AgentFrontend::CustomerUser::MapLink###0001-Framework*

为客户用户定义地图链接。

默认值：

```
---  
- 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=
```

110.2 *AgentFrontend::CustomerUser::MapLink###4001-Custom*

为客户用户定义地图链接。

这个设置默认没有激活。

默认值：

```
--- []
```

110.3 *AgentFrontend::CustomerUser::QuickCreateAction###0001-Framework*

Defines an action to create an email ticket in the customer user lists and business cards.

默认值:

```

---
- 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: {}

```

110.4 *AgentFrontend::CustomerUser::SocialLinks###0001-Framework*

为客户用户定义社交链接。

默认值:

```

---
- 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;

```

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```

CommonIcon: bold,professional-network-linkedin
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=

```

110.5 AgentFrontend::CustomerUser::SocialLinks###4001-Custom

为客户用户定义社交链接。

这个设置默认没有激活。

默认值：

```
--- []
```

110.6 AgentFrontend::CustomerUser::TicketKPI###0001-Framework

为客户用户定义的 KPI。

默认值：

```

---
- 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:

```

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```
Open Tickets:
  StateType:
    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
```

110.7 *AgentFrontend::CustomerUser::TicketKPI###4001-Custom*

为客户用户定义的 KPI。

这个设置默认没有激活。

默认值：

```
--- []
```

Frontend → Agent → DocumentSearch

111.1 *DocumentSearch::Agent::DynamicField*

服务人员界面中可搜索且可突出显示的动态字段。

默认值：

--- {}

112.1 *AgentFrontend::FAQ::RelatedArticles###Enabled*

Enables the related knowledge base article feature.

不能使这个设置失效。

默认值：

```
1
```

112.2 *AgentFrontend::FAQ::RelatedArticles###QueuesEnabled*

已启用相关知识库文章功能的队列名称列表。

这个设置默认没有激活。

默认值：

```
---  
- Raw
```

112.3 *FAQ::Agent::StateTypes*

在服务人员界面中能够使用的状态类型列表。

不能使这个设置失效。

默认值：

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

Frontend → *Agent* → *FAQ* → *RelatedArticles*

113.1 *AgentFrontend::FAQ::RelatedArticles###DefaultLanguages*

相关知识库文章的默认语言。

默认值：

```
---  
- en
```

113.2 *AgentFrontend::FAQ::RelatedArticles###ShowLimit*

相关知识库文章的数量输出限制。

不能使这个设置失效。

默认值：

```
10
```

Frontend → *Agent* → *FrontendNotification*

114.1 *Frontend::NotifyModule###523-ChatPreferredChannels-Check*

定义在服务人员界面显示一个通知的模块，用于服务人员能够使用外部人员聊天，但是忘记设置优先频道的时候。

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::Output::HTML::Notification::ChatPreferredChannelsCheck
```

114.2 *Frontend::NotifyModule###8000-Daemon-Check*

定义服务人员界面如果 OTRS 守护进程没有运行就显示一个通知的模块。

默认值：

```
---  
Module: Kernel::Output::HTML::Notification::DaemonCheck
```


115.1 *AgentFrontend::Menu::Groups###0001-Framework*

定义主菜单的组。

不能使这个设置失效。

默认值：

```
---
- Description: Access dashboard related screens.
  Icon: pie-line-graph-desktop
  Label: Dashboards
  Name: Dashboard
  Order: '1000'
- Description: Access ticket related screens.
  Icon: tags
  Label: Tickets (Case and Process Management)
  Name: Ticket
  Order: '2000'
- Description: Access knowledge related screens.
  Icon: book-close-2
  Label: Knowledge Management
  Name: KBA
  Order: '3000'
- Description: Access customer related screens.
  Icon: multiple-users-1
  Label: Customer Management
  Name: Customer
  Order: '4000'
- Description: Access administrator interface.
  Icon: cog
```

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```
Label: Administration
Name: Admin
Order: '5000'
```

115.2 AgentFrontend::Menu::Groups###0002-Custom

定义主菜单的组。

这个设置默认没有激活。

默认值：

```
--- []
```

115.3 AgentFrontend::Menu::Main::Items###0001-Framework

定义主菜单的菜单项。

不能使这个设置失效。

默认值：

```
---
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show your personal dashboard
  Group: []
  GroupRo: []
  Link: /dashboard
  MenuGroup: Dashboard
  Name: Personal Dashboard
  Prio: '100'
  Target: ''
- AccessKey: ''
  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: []
```

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```

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
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: ''

```

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```
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: []
  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'
```

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```

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'
  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

```

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```

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
- 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'

```

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```

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

```

115.4 AgentFrontend::Menu::Main::Items###0900-Custom

定义主菜单的菜单项。

这个设置默认没有激活。

默认值：

```
--- []
```

115.5 AgentFrontend::Menu::NewAction::Groups###0001-Framework

Defines groups for the new action menu.

不能使这个设置失效。

默认值：

```

---
- Description: Access communication related screens.
  Label: Communication
  Name: Communication
  Order: '1000'
  Title: ''
- Description: Access process related screens.
  Label: Processes

```

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```

Name: Processes
Order: '2000'
Title: ''
- Description: Access customer relations related screens.
  Label: Customer Relations
  Name: CustomerRelations
  Order: '3000'
  Title: ''
- Description: Access time and resources related screens.
  Label: Time & Resources
  Name: TimeAndResources
  Order: '4000'
  Title: ''
- Description: Access knowledge base related screens.
  Label: Knowledge Base
  Name: KnowledgeBase
  Order: '5000'
  Title: ''

```

115.6 *AgentFrontend::Menu::NewAction::Groups###0002-Custom*

Defines custom groups for the new action menu.

这个设置默认没有激活。

默认值:

```
--- []
```

115.7 *AgentFrontend::Menu::NewAction::Items###0001-Framework*

Defines menu items for the new action menu.

不能使这个设置失效。

默认值:

```

---
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create new phone ticket (inbound)
  Group: []
  GroupRo: []
  Link: /ticket/create/phone
  MenuGroup: Communication
  Name: Take Phone Call
  Prio: '100'
  Target: ''
- AccessKey: ''

```

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```

AccessModule: ''
Active: '1'
Description: Create new email ticket (outbound)
Group: []
GroupRo: []
Link: /ticket/create/email
MenuGroup: Communication
Name: Send Email
Prio: '200'
Target: ''
- AccessKey: ''
AccessModule: Kernel::WebApp::Util::Menu::AccessSMSTicket
Active: '1'
Description: Create new SMS ticket
Group: []
GroupRo: []
Link: /ticket/create/sms
MenuGroup: Communication
Name: Send SMS
Prio: '300'
Target: ''
- AccessKey: ''
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

```

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```

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
  Prio: '100'
  Target: ''

```

115.8 *AgentFrontend::Menu::NewAction::Items###0900-Custom*

Defines custom menu items for the new action menu.

这个设置默认没有激活。

默认值:

```
--- []
```

115.9 *AgentFrontend::Menu::QuickAccess::Items###0001-Framework*

定义要显示在顶部栏菜单中的可选快速访问菜单项。

默认值:

```
--- []
```

115.10 *AgentFrontend::Menu::QuickAccess::Items###0099-Custom*

定义要显示在顶部栏菜单中的可选快速访问菜单项。

默认值:

--- []

Frontend → Agent → ModuleRegistration

116.1 *Frontend::NavBarModule###6-CustomerCompany*

Front end module registration (disable company link if no company feature is used).

默认值:

```
---  
Module: Kernel::Output::HTML::NavBar::CustomerCompany
```

Frontend → Agent → ModuleRegistration → MainMenu

117.1 *Frontend::Navigation###AgentPreferences###001-Framework*

注册主菜单条目。

这个设置默认没有激活。

默认值：

--- []

118.1 *AgentFrontend::GenericNotifyModule::Notifications*

定义服务人员界面中的通用通知模块显示的通知。“名称”定义了通知的名称。通过“活动”标志，可以禁用通知。“阶段”可以是“AppLoad(APP 加载)”、“Polling(轮询)”或“PostAuth(认证后)”(可以通过 | 组合阶段)。“通知类型”只能是“Toast”或“Alert”。可以将“可拒绝”设置为 0(不可拒绝通知)或 1(可拒绝通知)。“优先级”的可能值为“信息”、“警告”、“错误”或“成功”。通知的内容可以在“文本”中输入，也可以在“文件”键中定义文本文件。“标题”将用作所显示通知的标题。此外，可以通过键“链接”结合链接目标来指定一个链接。“链接目标”的可能值是“_blank”或“_self”。

不能使这个设置失效。

默认值：

```
----
- 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
```

118.2 *AgentFrontend::NotifyModule###2000-UID-Check*

Defines the module to display a notification in the agent interface, if the system is used by the admin user (normally you should not work as admin).

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::NotifyModule::Agent::UIDCheck  
Name: UIDCheck
```

118.3 *AgentFrontend::NotifyModule###5500-OutofOffice-Check*

定义服务人员界面如果服务人员在“外出”期间登录系统就显示一个通知的模块。

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::NotifyModule::Agent::OutofOfficeCheck  
Name: OutofOffice-Check
```

118.4 *AgentFrontend::NotifyModule###7000-AgentTimeZone-Check*

Defines the module to display a notification in the agent interface, if the agent has not selected a time zone yet.

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::NotifyModule::Agent::UserTimeZoneCheck  
Name: AgentTimeZone-Check
```

118.5 *AgentFrontend::NotifyModule###9000-Generic*

Defines the module that shows a generic notification in the agent interface.

不能使这个设置失效。

默认值：

```
---  
Module: Kernel::WebApp::Util::NotifyModule::Agent::Generic
```

118.6 *AgentFrontend::NotifyModule::PollingInterval*

通知模块的轮询间隔(秒)。

不能使这个设置失效。

默认值：

180

119.1 *Agent::Organizer###0001-Framework*

Defines the configuration parameters for organizer items predefined by the system. “ItemType” defines the module that is associated with the item, “Label” defines what is shown as tooltip. With “Order” you can influence the ordering of the items in the organizer, “Available” defines if the user can use it or not, with “Visible” you can define if it will be included in the organizer by default. “Changeable” defines if the user can customize this item. “Groups” defines which groups of agents will this item be available, empty value means for any group.

不能使这个设置失效。

默认值：

```
---
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:
```

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```

ValidID:
  Value:
    - 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

```

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```

- 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 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: []

```

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```

Icon: book-upload
ItemType: KnowledgeBaseArticleList
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:

```

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```

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
- 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

```

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```

    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 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

```

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```
    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
- Column: Responsible
  IsVisible: 0
```

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```

- 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 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:

```

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```
LockIDs:
  Value:
    - 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
```

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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 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

```

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- 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: 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: []

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```
Icon: tags-check
ItemType: TicketList
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
```

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```

    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
    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'

```

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```
Changeable: '1'
Config:
  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
```

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- 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 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

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```
CountPolling: ShowNumberFoundItems
FilterPresets:
  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
```

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```

    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 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:

```

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```
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
  IsVisible: 1
```

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```

- 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 you are watching.
Groups: []
Icon: tags-favorite-star
ItemType: TicketList
Label: I Am Watching
Order: '2000'
Visible: '1'

```

119.2 Agent::Organizer###4001-Custom

Defines the configuration parameters for organizer items predefined by the system. “ItemType” defines the module that is associated with the item, “Label” defines what is shown as tooltip. With “Order” you can influence the ordering of the items in the organizer, “Available” defines if the user can use it or not, with “Visible” you can define if it will be included in the organizer by default. “Changeable” defines if the user can customize this item. “Groups” defines which groups of agents will this item be available, empty value means for any group.

这个设置默认没有激活。

默认值：

```
--- {}
```

119.3 Agent::Organizer::ItemType###ChatRequestList

管理器条目类型聊天请求列表用于创建聊天请求列表。

不能使这个设置失效。

默认值：

```

---
Config:
  ActiveFilters: {}
  Columns:
    Action:
      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

```

119.4 *Agent::Organizer::ItemType###CustomerCompanyList*

管理器条目类型客户单位列表用于创建客户列表管理器条目。

不能使这个设置失效。

默认值：

```

---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  Columns:
    ClosedTickets:
      isVisible: 2

```

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```

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
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

```

119.5 *Agent::Organizer::ItemType###CustomerUserList*

管理器条目类型客户用户列表用于创建客户用户列表管理器条目。

不能使这个设置失效。

默认值：

```
---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  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: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
  - Column: UserLogin
    Direction: Up
Label: Customer User List
Module: Kernel::WebApp::Util::Organizer::ItemType::CustomerUserList

```

119.6 Agent::Organizer::ItemType###KnowledgeBaseArticleList

The organizer item type Knowledge Base Article List is used to create a list of knowledge base articles.

不能使这个设置失效。

默认值:

```

---
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

```

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```

- Valid
- Created
- Changed
FilterPresets:
  For Everyone (public):
    StateIDs:
      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

```

119.7 *Agent::Organizer::ItemType###Separator*

管理器条目类型分隔符用于用于分隔和/或创建某些管理器条目的组，这些组以某种方式相关。

不能使这个设置失效。

默认值：

```

---
Label: Miscellaneous
Module: Kernel::WebApp::Util::Organizer::ItemType::Separator

```

119.8 *Agent::Organizer::ItemType###TicketList*

The organizer item type Ticket List is used to create different ticket list organizer items.

不能使这个设置失效。

默认值：

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0

```

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```
AvailableDynamicFieldFilters: []
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
    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: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Label: Ticket List
Module: Kernel::WebApp::Util::Organizer::ItemType::TicketList
```

119.9 *Agent::Organizer::ReadonlyGroups*

Defines groups in which users cannot customize their organizer.

这个设置默认没有激活。

默认值：

```
--- []
```

119.10 *AgentFrontend::CustomerCompanyDetailView::WidgetType###Customer*

Default configuration for the Customer User List widget type of the customer detail view.

不能使这个设置失效。

默认值：

```
---
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
```

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```
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: UserLastname
  Direction: Up
Type: BusinessObject
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::CustomerCompany::CustomerUserList
```

Frontend → *Agent* → *Route*

120.1 *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).

默认值:

```
---
- 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'
```

121.1 *AgentFrontend::Search###DefaultConfig*

默认搜索结果列表配置。

不能使这个设置失效。

默认值：

```
---
ActiveFilters: {}
AllowGETConfig:
- SortBy
- FilterPresets
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Search
Changeable: 1
Columns:
  Result:
    IsVisible: 2
  Source:
    IsVisible: 2
  Type:
    IsVisible: 2
DefaultColumnOrder:
- Type
- Result
- Source
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
```

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```
Limit: 1000
SortBy:
- Column: Relevance
  Direction: Down
Type: BusinessObject
```

122.1 *AgentFrontend::Ticket::AccountedTime*

激活时间计费。

不能使这个设置失效。

默认值：

1

122.2 *AgentFrontend::Ticket::IncludeUnknownTicketCustomers*

在工单过滤器中包括未知客户。

不能使这个设置失效。

默认值：

0

122.3 *AgentFrontend::Ticket::NeedAccountedTime*

定义在服务人员界面工时管理是否是必填的。如果启用了，所有工单操作必须输入一个备注（不管是否启用了工单备注，也不管各个工单操作屏幕本来就是必填的）。

不能使这个设置失效。

默认值：

```
0
```

122.4 *AgentFrontend::Ticket::TimeUnits*

设置首选时间单位(如:工作单元、小时、分钟)。

不能使这个设置失效。

默认值:

```
(work units)
```

122.5 *AgentFrontend::TicketDetailView::Property###StateType*

定义服务人员界面工单下一个可能的状态。

不能使这个设置失效。

默认值:

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

Frontend → Agent → View → Calendar → AppointmentCreate

123.1 *Forms###AgentFrontend::Calendar::AppointmentCreate::Properties*

Configurable form for the Add Appointment action.

不能使这个设置失效。

默认值：

```
---
- 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
```

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```
Label: Notification
- Collapsible: 1
Fields:
- Name: TicketPlugin
Label: Linked Tickets
```

Frontend → *Agent* → *View* → *Calendar* → *AppointmentUpdate*

124.1 *Forms###AgentFrontend::Calendar::AppointmentUpdate::Properties*

Configurable form for the Edit Appointment action.

不能使这个设置失效。

默认值：

```
---
- 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
```

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```
Label: Notification
- Collapsible: 1
Fields:
- Name: TicketPlugin
Label: Linked Tickets
```

125.1 *AgentFrontend::CalendarOverview###001-Framework*

The default column layout configuration for the Calendar Overview.

不能使这个设置失效。

默认值：

```
---
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
```

125.2 *AgentFrontend::CalendarOverview###100-Custom*

User-defined configuration extensions for the column layouts of the Calendar Overview. The individual keys overwrite existing keys.

默认值：

```
--- {}
```

125.3 *AgentFrontend::CalendarOverview::Widget###AppointmentsThisMonth*

Default configuration for the Appointments This Month widget of the Calendar Overview.

不能使这个设置失效。

默认值：

```
---
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
```

125.4 *AgentFrontend::CalendarOverview::Widget###AppointmentsThisWeek*

Default configuration for the Appointments This Week widget of the Calendar Overview.

不能使这个设置失效。

默认值：

```
---
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
```

125.5 AgentFrontend::CalendarOverview::Widget###AppointmentsToday

Default configuration for the Appointments Today widget of the Calendar Overview.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config:
    AgendaView: Day
    DefaultView: Agenda
    GridView: Day
    TimelineView: Day
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Appointments Today
Group: []
Type: CalendarView
```

125.6 AgentFrontend::Dashboard::Widget###CalendarView

Default configuration for the Appointments widget of the Dashboard.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config:
    DefaultView: Grid
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Appointments
Group: []
Type: CalendarView
```

125.7 *AgentFrontend::WidgetType###CalendarView*

Default configuration for the Calendar View widget type of the Calendar Overview.

不能使这个设置失效。

默认值：

```
---
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

126.1 *AgentFrontend::Calendar::Action###AddAppointment*

Registration of the Add Appointment action.

不能使这个设置失效。

默认值：

```
---  
ClusterName: Organization  
ClusterPriority: '100'  
Component: AddAppointment  
Description: Add an appointment  
Group: []  
GroupRo: []  
Module: Kernel::WebApp::Util::BusinessObject::Action::Calendar::AddAppointment  
Name: Add Appointment
```

126.2 *AgentFrontend::Calendar::Action###EditAppointment*

Registration of the Edit Appointment action.

不能使这个设置失效。

默认值：

```
---  
Component: EditAppointment  
Description: Edit an appointment  
Group: []
```

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```
GroupRo: []  
Module:   
  ↳Kernel::WebApp::Util::BusinessObject::Action::Calendar::EditAppointment  
Name: Edit Appointment
```

Frontend → Agent → View → CustomerAddressBookList

127.1 AgentFrontend::CustomerCompanyAddressBookList###DefaultConfig

客户通讯录列表的默认配置。

不能使这个设置失效。

默认值：

```
---
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
```

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```
- CustomerCompanyName
- 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

128.1 *AgentFrontend::CustomerCompanyDetailView###001-Framework*

The default column layout configuration for the customer detail view.

不能使这个设置失效。

默认值：

```
---
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
```

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```

- Name: CustomerUserList
'2':
- Name: EscalatedTickets
- Name: ReminderTickets
- Name: OpenTickets
Type: BusinessObjectDetailView

```

128.2 *AgentFrontend::CustomerCompanyDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the customer detail view. The individual keys overwrite existing keys.

默认值：

```
--- {}
```

128.3 *AgentFrontend::CustomerCompanyDetailView::Widget###CustomerInform*

Default configuration for the Customer Information widget of the customer detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:
    Properties:
      - CustomerID
    ShowPropertyOnEmpty: 0
  IsAlwaysPresent: 0
  IsDuplicatable: 0
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation

```

128.4 *AgentFrontend::CustomerCompanyDetailView::Widget###CustomerUser*

Default configuration for the Customer Users widget of the customer detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Users
Group: []
Type: CustomerUserList

```

128.5 AgentFrontend::CustomerCompanyDetailView::Widget###EscalatedTicke

Default configuration for the Escalations widget of the customer detail view.

不能使这个设置失效。

默认值：

```

---
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:

```

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```
    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
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
SortBy:
  - Column: EscalationTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Escalations
Group: []
Type: TicketList
```

128.6 AgentFrontend::CustomerCompanyDetailView::Widget###OpenTickets

Default configuration for the Open Tickets widget of the customer detail view.

不能使这个设置失效。

默认值：

```

---
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
      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

```

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```

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
Group: []
Type: TicketList

```

128.7 AgentFrontend::CustomerCompanyDetailView::Widget###ReminderTicke

Default configuration for the Reminders widget of the customer detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    Columns:
      Age:

```

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```
    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:
    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:
```

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```

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

```

128.8 *AgentFrontend::CustomerCompanyDetailView::Widget###TicketList*

Default configuration for the Ticket List widget of the customer detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Ticket List
Group: []
Type: TicketList

```

128.9 *AgentFrontend::CustomerCompanyDetailView::WidgetType###TicketList*

Default configuration for the Ticket List widget type of the customer detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:

```

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```
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: 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:
```

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```
    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
- 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

129.1 *AgentFrontend::CustomerCompany::Action###AddCustomerUser*

Registration of the Add Customer User action.

不能使这个设置失效。

默认值：

```
---
ClusterName: People
ClusterPriority: '300'
Component: AddCustomerUser
Description: Add customer user
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::CustomerCompany::AddCustomerUser
Name: Add Customer User
```

129.2 *AgentFrontend::CustomerCompany::Action###Edit*

Registration of the Edit Customer action.

不能使这个设置失效。

默认值：

```
---
ClusterName: Organization
ClusterPriority: '200'
```

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```
Component: Edit
Description: Edit this customer
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerCompany::Edit
Name: Edit Customer
```

Frontend → Agent → View → CustomerCreate

130.1 *AgentFrontend::CustomerCompanyCreate###001-Framework*

The default column layout configuration for the Create Customer screen.

不能使这个设置失效。

默认值：

```
---
BusinessObjectType: CustomerCompany
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

130.2 *AgentFrontend::CustomerCompanyCreate###100-Custom*

User-defined configuration extensions for the column layouts of the Create Customer screen. The individual keys overwrite existing keys.

默认值：

```
--- {}
```

130.3 *AgentFrontend::CustomerCompanyCreate::Widget###CreateProperties*

Default configuration for the Properties widget of the Create Customer screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

130.4 *AgentFrontend::CustomerCompanyCreate::WidgetType###CreatePropert*

Default configuration for the Properties widget type of the Create Customer screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::CreateProperties
```

130.5 *Forms###AgentFrontend::CustomerCompanyCreate::Properties*

Configurable form for the Properties widget of the Create Customer screen.

不能使这个设置失效。

默认值：

```
---
- ColumnLayout: 2
  Fields:
  - Collapsible: 1
    Fields:
    - Name: DataSource
```

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```
Label: Data Source
- 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
- ColumnLayout: 2
Fields:
  - Collapsible: 1
  Fields:
    - Name: CustomerCompanyURL
    - Name: CustomerCompanyComment
Label: Miscellaneous
```

Frontend → Agent → View → CustomerUpdate

131.1 *Forms###AgentFrontend::CustomerCompanyUpdate::Properties*

Configurable form for the Properties widget of the Edit Customer screen.

不能使这个设置失效。

默认值：

```
---
- 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

132.1 AgentFrontend::CustomerUserAddressBookList::Email###DefaultConfig

Default configuration for the customer user address book list with type email.

不能使这个设置失效。

默认值：

```
---
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
```

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```

DefaultFilterPresetFields:
  UserCustomerID:
    Value: ''
  UserEmail:
    Value: ''
  UserFirstname:
    Value: ''
  UserLastname:
    Value: ''
  UserLogin:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: UserLogin
  Direction: Up
Type: BusinessObject

```

132.2 AgentFrontend::CustomerUserAddressBookList::SMS###DefaultConfig

Default configuration for the customer user address book list with type SMS.

不能使这个设置失效。

默认值:

```

---
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

```

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```
DefaultFilterPresetFields:
  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

133.1 *AgentFrontend::CustomerUserCreate###001-Framework*

The default column layout configuration for the Create Customer User screen.

不能使这个设置失效。

默认值：

```
---
BusinessObjectType: CustomerUser
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

133.2 *AgentFrontend::CustomerUserCreate###100-Custom*

User-defined configuration extensions for the column layouts of the Create Customer User screen. The individual keys overwrite existing keys.

默认值：

```
--- {}
```

133.3 *AgentFrontend::CustomerUserCreate::Widget###CreateProperties*

Default configuration for the Properties widget of the Create Customer User screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

133.4 *AgentFrontend::CustomerUserCreate::WidgetType###CreateProperties*

Default configuration for the Properties widget type of the Create Customer User screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::CreateProperties
```

133.5 *Forms###AgentFrontend::CustomerUserCreate::Properties*

Configurable form for the Properties widget of the Create Customer User screen.

不能使这个设置失效。

默认值：

```
---
- ColumnLayout: 2
  Fields:
  - Collapsible: 1
    Fields:
    - Name: DataSource
```

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```

Label: Data Source
- 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

134.1 *AgentFrontend::CustomerUserDetailView###001-Framework*

The default column layout configuration for the customer user detail view.

不能使这个设置失效。

默认值：

```
---
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
```

134.2 *AgentFrontend::CustomerUserDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the customer user detail view. The individual keys overwrite existing keys.

默认值:

```
--- {}
```

134.3 *AgentFrontend::CustomerUserDetailView::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the customer user detail view.

不能使这个设置失效。

默认值:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 0
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation
```

134.4 *AgentFrontend::CustomerUserDetailView::Widget###EscalatedTickets*

Default configuration for the Escalations widget of the customer user detail view.

不能使这个设置失效。

默认值:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketEscalation_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
```

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```
    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
  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
```

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```

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

```

134.5 AgentFrontend::CustomerUserDetailView::Widget###OpenTickets

Default configuration for the Open Tickets widget of the customer user detail view.

不能使这个设置失效。

默认值:

```

---
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:

```

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```

    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: 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

```

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```
Title: Open Tickets
Group: []
Type: TicketList
```

134.6 AgentFrontend::CustomerUserDetailView::Widget###ReminderTickets

Default configuration for the Reminders widget of the customer user detail view.

不能使这个设置失效。

默认值：

```
---
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
```

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```

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
SortBy:
  - Column: PendingTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Reminders
Group: []
Type: TicketList

```

134.7 AgentFrontend::CustomerUserDetailView::Widget###TicketList

Default configuration for the Ticket List widget of the customer user detail view.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Ticket List
Group: []
Type: TicketList
```

134.8 *AgentFrontend::CustomerUserDetailView::WidgetType###TicketList*

Default configuration for the Ticket List widget type of the customer user detail view.

不能使这个设置失效。

默认值:

```
---
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:
```

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```

    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
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID

```

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```
- 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::CustomerUser::TicketList
```

Frontend → Agent → View → CustomerUserDetailView → Action

135.1 *AgentFrontend::CustomerUser::Action###Chat*

Registration of the Start Chat action.

不能使这个设置失效。

默认值：

```
---
ClusterName: Communication
ClusterPriority: '400'
Component: Chat
Description: Start chat
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::Chat
Name: Start Chat
```

135.2 *AgentFrontend::CustomerUser::Action###Edit*

Registration of the Edit Customer User action.

不能使这个设置失效。

默认值：

```
---
ClusterName: Organization
ClusterPriority: '100'
Component: Edit
```

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```

Description: Edit customer user
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::Edit
Name: Edit Customer User

```

135.3 *AgentFrontend::CustomerUser::Action###EmailTicket*

Registration of the Create Email Ticket action.

不能使这个设置失效。

默认值:

```

---
ClusterName: Communication
ClusterPriority: '200'
Component: EmailTicket
Description: Create email ticket
Group: []
GroupRo: []
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::EmailTicket
Name: Create Email Ticket

```

135.4 *AgentFrontend::CustomerUser::Action###PhoneTicket*

Registration of the Create Phone Ticket action.

不能使这个设置失效。

默认值:

```

---
ClusterName: Communication
ClusterPriority: '100'
Component: PhoneTicket
Description: Create phone ticket
Group: []
GroupRo: []
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::PhoneTicket
Name: Create Phone Ticket

```

135.5 *AgentFrontend::CustomerUser::Action###SMSTicket*

Registration of the Create SMS Ticket action.

不能使这个设置失效。

默认值:

```

---
ClusterName: Communication
ClusterPriority: '300'
Component: SMSTicket
Description: Create SMS ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::SMSTicket
Name: Create SMS Ticket

```

135.6 AgentFrontend::CustomerUser::Action###SwitchToCustomerUser

Registration of the Login as Customer User action.

不能使这个设置失效。

默认值:

```

---
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 → CustomerUserUpdate

136.1 Forms###AgentFrontend::CustomerUserUpdate::Properties

Configurable form for the Properties widget of the Edit Customer User screen.

不能使这个设置失效。

默认值：

```
---
- 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
```

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```
- Name: ValidID
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

137.1 AgentFrontend::Dashboard###001-Framework

The default column layout configuration for the Dashboard.

不能使这个设置失效。

默认值：

```
---
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':
```

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```

- Name: QueueOverview
- Name: News
TwoColumns:
  '1':
- Name: EscalatedTickets
- Name: ReminderTickets
- Name: OpenTickets
  '2':
- Name: QueueOverview
- Name: CalendarView
- Name: DashboardPeople
- Name: RecentlyUpdatedKnowledgeBaseArticles
- Name: News
Type: BusinessObjectOverview

```

137.2 AgentFrontend::Dashboard###100-Custom

User-defined configuration extensions for the column layouts of the Dashboard. The individual keys overwrite existing keys.

默认值：

```
--- {}
```

137.3 AgentFrontend::Dashboard::Widget###CustomerList

Default configuration for the Customer List widget of the Dashboard.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer List
Group: []
Type: CustomerCompanyList

```

137.4 AgentFrontend::Dashboard::Widget###CustomerUserList

Default configuration for the Customer User List widget of the Dashboard.

不能使这个设置失效。

默认值:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User List
Group: []
Type: CustomerUserList

```

137.5 *AgentFrontend::Dashboard::Widget###DashboardIframe*

Default configuration for the Iframe widget of the Dashboard.

这个设置默认没有激活。

默认值:

```

---
Config:
  Active: 1
  Config: {}
  IsVisible: 1
  Title: A Website
Group: []
Type: DashboardIframe

```

137.6 *AgentFrontend::Dashboard::Widget###DashboardImage*

Default configuration for Image widget of the Dashboard.

这个设置默认没有激活。

默认值:

```

---
Config:
  Active: 1
  Config: {}
  IsVisible: 1
  Title: A Picture
Group: []
Type: DashboardImage

```

137.7 *AgentFrontend::Dashboard::Widget###DashboardPeople*

Default configuration for the People widget of the Dashboard.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config:
    ShowLists:
      - Agents
      - Customers
      - OutOfOffice
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: People
Group: []
Type: DashboardPeople
```

137.8 AgentFrontend::Dashboard::Widget###EscalatedTickets

Default configuration for the Escalations widget of the Dashboard.

不能使这个设置失效。

默认值：

```
---
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:
```

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```

    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
  SortBy:
    - Column: EscalationTime
      Direction: Down
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Escalations
Group: []
Type: TicketList

```

137.9 *AgentFrontend::Dashboard::Widget###KnowledgeBaseArticleList*

Default configuration for the Knowledge Base Article List widget of the Dashboard.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Knowledge Base Article List
Group: []
Type: KnowledgeBaseArticleList
```

137.10 *AgentFrontend::Dashboard::Widget###News*

Default configuration for the News widget of the Dashboard.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsVisible: 1
  Title: News
Group: []
Type: News
```

137.11 *AgentFrontend::Dashboard::Widget###OpenTickets*

Default configuration for the Open Tickets widget of the Dashboard.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
      StateType:
        Value: Open
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
```

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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: 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:

```

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```

    Value:
      - '1'
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Open Tickets
Group: []
Type: TicketList

```

137.12 *AgentFrontend::Dashboard::Widget###QueueOverview*

Default configuration for Queue Metric widget of the Dashboard.

不能使这个设置失效。

默认值:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Queue Metric
Group: []
Type: QueueOverview

```

137.13 *AgentFrontend::Dashboard::Widget###RecentlyUpdatedKnowledgeBas*

Default configuration for the Recently Updated Knowledge widget of the Dashboard.

不能使这个设置失效。

默认值:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ValidIDs:
        Value:
          - 1
    Columns:
      Category:
        IsVisible: 1

```

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```

Changed:
  IsVisible: 2
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

```

137.14 *AgentFrontend::Dashboard::Widget###ReminderTickets*

Default configuration for the Reminders widget of the Dashboard.

不能使这个设置失效。

默认值:

```

---
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

```

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```
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
SortBy:
  - Column: PendingTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Reminders
Group: []
Type: TicketList
```

137.15 AgentFrontend::Dashboard::Widget###RunningProcesses

Default configuration for the Running Processes widget of the Dashboard.

不能使这个设置失效。

默认值：

```

---
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
```

137.16 *AgentFrontend::Dashboard::Widget###TicketList*

Default configuration for the Ticket List widget of the Dashboard.

不能使这个设置失效。

默认值：


```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Ticket List
Group: []
Type: TicketList

```

137.17 AgentFrontend::Dashboard::Widget###UnlockedTickets

Default configuration for the Unlocked widget of the Dashboard.

不能使这个设置失效。

默认值：

```

---
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:

```

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```

    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: 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

```

137.18 *AgentFrontend::Dashboard::WidgetType###DashboardIframe*

Default configuration for the Iframe widget type of the Dashboard.

不能使这个设置失效。

默认值：

```

---
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

```

137.19 *AgentFrontend::Dashboard::WidgetType###DashboardImage*

Default configuration for the Image widget type of the Dashboard.

不能使这个设置失效。

默认值：

```

---
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

```

137.20 *AgentFrontend::Dashboard::WidgetType###DashboardPeople*

Default configuration for the People widget type of the Dashboard.

不能使这个设置失效。

默认值：

```

---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::DashboardPeople

```

137.21 *AgentFrontend::Dashboard::WidgetType###KnowledgeBaseArticleList*

Default configuration for the Knowledge Base Article List widget type of the Dashboard.

不能使这个设置失效。

默认值：

```
---
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
```

137.22 *AgentFrontend::Dashboard::WidgetType###News*

Default configuration for the News widget type of the Dashboard.

不能使这个设置失效。

默认值：

```

---
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

```

137.23 *AgentFrontend::Dashboard::WidgetType###QueueOverview*

Default configuration for the Queue Overview widget type of the Dashboard. “QueuePermissionGroup” is not mandatory. Queues are only listed if they belong to this permission group. “States” is a list of states that represent the columns to be displayed. The order determines the sort order of the columns in the widget. “CacheTTL” is the cache time in minutes for the plugin. The “PoolInterval” will only be used, if no “CacheTTL” is used.

不能使这个设置失效。

默认值：

```

---
Config:

```

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```

CacheTTL: 2
Collapsed: 0
Hidden: 0
PoolInterval: 30
QueuePermissionGroup: ''
SortBy:
- Column: Created
  Direction: Up
States:
- new
- open
- pending reminder
Module: Kernel::WebApp::Util::BusinessObject::Widget::Dashboard::QueueOverview

```

137.24 AgentFrontend::Dashboard::WidgetType###Statistic

Default configuration for the Statistic widget type of the Dashboard.

不能使这个设置失效。

默认值:

```

---
Config:
  Collapsed: 0
  Hidden: 0
IsDynamic: '1'
Module: Kernel::WebApp::Util::BusinessObject::Widget::Statistic

```

137.25 AgentFrontend::Dashboard::WidgetType###TicketList

Default configuration for the Ticket List widget type of the Dashboard.

不能使这个设置失效。

默认值:

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1

```

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```
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:
  IsVisible: 2
DefaultColumnOrder:
- 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: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
  - Column: Created
    Direction: Down
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::TicketList

```

137.26 AgentFrontend::WidgetType###CustomerCompanyList

Default configuration for the Customer Company List widget type.

不能使这个设置失效。

默认值:

```

---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  BusinessObjectType: CustomerCompany
  Collapsed: 0
  Columns:
    ClosedTickets:
      IsVisible: 2

```

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```

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
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

```

137.27 *AgentFrontend::WidgetType###CustomerUserList*

客户用户列表小部件类型的默认配置。

不能使这个设置失效。

默认值：

```
---
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
    ValidID:
      IsVisible: 2
  DefaultColumnOrder:
  - UserFirstname
  - UserLastname
  - UserLogin
  - UserEmail
  - UserMobile
  - UserCustomerID
  - UserStreet
  - UserZip
  - UserCity
  - UserCountry
```

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```
- ValidID
- OpenTickets
- 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

138.1 *AgentFrontend::KnowledgeBaseArticleCreate###001-Framework*

“创建知识库文章”屏幕的默认列布局配置。

不能使这个设置失效。

默认值：

```
---
BusinessObjectType: KnowledgeBaseArticle
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

138.2 *AgentFrontend::KnowledgeBaseArticleCreate###100-Custom*

创建知识库文章屏幕的列布局的用户定义的配置扩展。各个键覆盖现有键。

默认值：

```
--- {}
```

138.3 *AgentFrontend::KnowledgeBaseArticleCreate::Widget###CreateProperties*

Default configuration for the Properties widget of the Create Knowledge Base Article screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

138.4 *AgentFrontend::KnowledgeBaseArticleCreate::WidgetType###CreateProperties*

Default configuration for the Properties widget type of the Create Knowledge Base Article screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: ↪
↪Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::CreateProperties
```

138.5 *Forms###AgentFrontend::KnowledgeBaseArticleCreate::Properties*

Configurable form for the Properties widget of the Create Knowledge Base Article screen.

不能使这个设置失效。

默认值：

```
---
- Collapsible: 1
  Fields:
  - ColumnLayout: 2
    Fields:
```

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```
- 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
  Name: Field4Group
- Collapsible: 1
  Name: Field5Group
- Collapsible: 1
  Name: Field6Group
```

Frontend → Agent → View → KnowledgeBaseArticleDetailView

139.1 *AgentFrontend::FAQ::Print###DynamicField*

Dynamic fields displayed in the printed knowledge base article from the knowledge base article detail view.

默认值：

```
--- {}
```

139.2 *AgentFrontend::KnowledgeBaseArticleDetailView###001-Framework*

The default column layout configuration for the knowledge base article detail view.

不能使这个设置失效。

默认值：

```
---
BusinessObjectType: KnowledgeBaseArticle
ColumnLayout:
  OneColumn:
    '1':
      - Name: KBAItemField1
      - Name: KBAItemField2
      - Name: KBAItemField3
      - Name: KBAProperties
      - Name: KBALinkedObjects::Ticket
      - Name: KBALinkedObjects::KnowledgeBaseArticle
      - Name: KBALinkedObjects::CalendarAppointment
```

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```

- Name: KBAAttachments
- 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

```

139.3 *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.

默认值:

```
--- {}
```

139.4 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAAttach*

Default configuration for the Attachments widget of the knowledge base article detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Attachments
Group: []
Type: KBAAttachments

```

139.5 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField1*

Default configuration for the Field1 widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:
    Field: Field1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field1
Group: []
Type: KBAItemField

```

139.6 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField2*

Default configuration for the Field2 widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:
    Field: Field2
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field2
Group: []
Type: KBAItemField

```

139.7 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField3*

Default configuration for the Field3 widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:
    Field: Field3
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field3
Group: []
Type: KBAItemField

```

139.8 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField4*

Default configuration for the Field4 widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:
    Field: Field4
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field4
Group: []
Type: KBAItemField

```

139.9 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField5*

Default configuration for the Field5 widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:

```

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```

Field: Field5
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Field5
Group: []
Type: KBAItemField

```

139.10 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField6*

Default configuration for the Field6 widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:
    Field: Field6
    IsAlwaysPresent: 0
    IsDuplicatable: 1
    IsVisible: 1
    Title: Field6
  Group: []
  Type: KBAItemField

```

139.11 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBALinkedAppointments*

Default configuration for the Linked Appointments widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
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

```

139.12 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBALinke*

Default configuration for the Linked Knowledge Base Articles widget of the knowledge base article detail view.

不能使这个设置失效。

默认值:

```

---
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

```

139.13 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBALinke*

Default configuration for the Linked Tickets widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
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

```

139.14 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAPrope*

Default configuration for the Properties widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Properties
  Group: []
  Type: KBAProperties

```

139.15 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBARating*

Default configuration for the Rating widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Rating
Group: []
Type: KBARating

```

139.16 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###People*

Default configuration for the People widget of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
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

```

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```

Name: State
- IsVisible: 1
Name: Rating
- IsVisible: 1
Name: Created
- IsVisible: 2
Name: CreateBy
- IsVisible: 1
Name: Changed
- IsVisible: 2
Name: ChangeBy
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: People
Group: []
Type: KBAProperties

```

139.17 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAL*

Default configuration for the Field widget type of the knowledge base article detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  BusinessObjectType: KnowledgeBaseArticle
  Collapsed: 0
  Hidden: 0
  Type: BusinessObject
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::ItemField

```

139.18 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAL*

Default configuration for the Linked Objects widget type of the knowledge base article detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::LinkedObjects

```

139.19 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAF*

Default configuration for the Properties widget type of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```

---
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

```

139.20 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAF*

Default configuration for the Rating widget type of the knowledge base article detail view.

不能使这个设置失效。

默认值:

```
---  
Config:  
  BusinessObjectType: KnowledgeBaseArticle  
  Collapsed: 0  
  Hidden: 0  
  Type: BusinessObject  
Module:   
↔Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::Rating
```

Frontend → *Agent* → *View* → *KnowledgeBaseArticleDetailView* → *Action*

140.1 *AgentFrontend::KnowledgeBaseArticle::Action###Delete*

删除知识库文章操作注册。

默认值：

```
---
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
```

140.2 *AgentFrontend::KnowledgeBaseArticle::Action###Edit*

编辑知识库文章操作注册。

默认值：

```
---
ClusterName: Organization
ClusterPriority: '100'
Component: Edit
Description: Edit this knowledge base article
Group: []
```

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```
GroupRo: []
Module:␣
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::Edit
Name: Edit Knowledge Base Article
```

140.3 AgentFrontend::KnowledgeBaseArticle::Action###History

Registration of the View History action.

默认值:

```
---
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
```

140.4 AgentFrontend::KnowledgeBaseArticle::Action###Link

Registration of the Link Objects action.

默认值:

```
---
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
```

140.5 AgentFrontend::KnowledgeBaseArticle::Action###Print

打印知识库文章操作注册。

默认值:

```
---
ClusterName: Views
```

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```
ClusterPriority: '200'  
Component: Print  
Description: Print this knowledge base article  
Group: []  
GroupRo: []  
Module:▣  
  ↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::Print  
Name: Print Knowledge Base Article
```

Frontend → Agent → View → KnowledgeBaseArticleList

141.1 *AgentFrontend::KnowledgeBaseArticleList::Added###DefaultConfig*

最近添加的静态类型的知识库文章列表的默认配置。

不能使这个设置失效。

默认值：

```
---
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:
```

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```

    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 Added Knowledge Base Articles
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

141.2 AgentFrontend::KnowledgeBaseArticleList::Custom1###DefaultConfig

自定义静态类型的知识库文章列表的默认配置。

这个设置默认没有激活。

默认值：

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets

```

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```

- 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

```

141.3 AgentFrontend::KnowledgeBaseArticleList::Custom2###DefaultConfig

自定义静态类型的知识库文章列表的默认配置。

这个设置默认没有激活。

默认值：

```

---
ActiveFilters: {}

```

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```
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
```

141.4 AgentFrontend::KnowledgeBaseArticleList::Custom3###DefaultConfig

自定义静态类型的知识库文章列表的默认配置。

这个设置默认没有激活。

默认值:

```
---
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
```

141.5 AgentFrontend::KnowledgeBaseArticleList::Custom4###DefaultConfig

自定义静态类型的知识库文章列表的默认配置。

这个设置默认没有激活。

默认值：

```
---
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
```

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```
Direction: Down
Type: BusinessObject
```

141.6 AgentFrontend::KnowledgeBaseArticleList::Custom5###DefaultConfig

自定义静态类型的知识库文章列表的默认配置。

这个设置默认没有激活。

默认值：

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

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```
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

141.7 AgentFrontend::KnowledgeBaseArticleList::Rated###DefaultConfig

最高评级静态类型的知识库文章列表的默认配置。

不能使这个设置失效。

默认值：

```
---
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
```

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```

- Created
- Changed
FilterPresets:
  External:
    StateIDs:
      Value:
        - 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

```

141.8 AgentFrontend::KnowledgeBaseArticleList::Static###DefaultConfig

默认静态类型的默认识识库文章列表配置。

不能使这个设置失效。

默认值：

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 0
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 1

```

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```

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

```

141.9 AgentFrontend::KnowledgeBaseArticleList::Updated###DefaultConfig

最近更新的静态类型的知识库文章列表的默认配置。

不能使这个设置失效。

默认值：

```

---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    isVisible: 2
  Changed:

```

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```
    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:
  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
```

Frontend → Agent → View → KnowledgeBaseArticleUpdate

142.1 Forms###AgentFrontend::KnowledgeBaseArticleUpdate::Properties

Configurable form for the Properties widget of the Edit Knowledge Base Article screen.

不能使这个设置失效。

默认值：

```
---
- 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
```

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```
- Collapsible: 1
  Name: Field4Group
- Collapsible: 1
  Name: Field5Group
- Collapsible: 1
  Name: Field6Group
```

Frontend → *Agent* → *View* → *LinkObject*

143.1 *AgentFrontend::LinkObject::CalendarAppointment###DefaultConfig*

Default configuration for the Add Links action for type appointment.

不能使这个设置失效。

默认值：

```
---
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
```

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```

StartTime:
  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

```

143.2 AgentFrontend::LinkObject::KnowledgeBaseArticle###DefaultConfig

Default configuration for the Add Links action for type knowledge base article.

不能使这个设置失效。

默认值:

```

---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Columns:
  Age:
    IsVisible: 1
  Category:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2

```

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```

Language:
  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

```

143.3 AgentFrontend::LinkObject::Ticket###DefaultConfig

Default configuration for the Add Links action for type ticket.

不能使这个设置失效。

默认值:

```

---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Columns:
  Age:
    isVisible: 1

```

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```
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: 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
```

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```
- 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
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

144.1 *AgentFrontend::Chat::AppendToTicket###DefaultConfig*

聊天附加到工单操作的默认工单列表配置。

不能使这个设置失效。

默认值：

```
---
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:
```

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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

```

144.2 AgentFrontend::Merge::Ticket###DefaultConfig

Default configuration for the link object add list from type “Ticket” .

不能使这个设置失效。

默认值:

```

---
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

```

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```
EscalationSolutionTime:
  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
```

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```
- Queue
- 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
```

Frontend → Agent → View → Preferences

145.1 *AgentPersonalPreference###AppointmentNotificationEvents*

Parameters for the transport selection for appointment notifications in the personal preferences of the agent. 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.

默认值:

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::AppointmentNotificationEvent
Desc: Choose for which kind of appointment changes you want to receive
↳notifications.
Key: Appointment Notifications
Label: Appointment Notifications
Module:↳
↳Kernel::WebApp::Util::UserPreferenceType::NotificationEvents::Appointment
PrefKey: AppointmentNotificationTransport
PreferenceGroup: NotificationSettings
Prio: '8001'
ShowInUserManagement: '1'

```

145.2 *AgentPersonalPreference###Avatar*

Parameters for the avatar setting in the personal preferences of the agent. 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.

默认值:

```

---
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'

```

145.3 AgentPersonalPreference###CSVSeparator

Gives end users the possibility to override the separator character for CSV files, defined in the translation files. 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.

这个设置默认没有激活。

默认值:

```

---
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'

```

145.4 AgentPersonalPreference###ChatChannels

Parameters for the preferred chat channels setting in the personal preferences of the agent. 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.

默认值:

```

---
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'

```

145.5 AgentPersonalPreference###Comment

Parameters for the comment setting in the personal preferences of the agent. 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.

默认值:

```

---
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'

```

145.6 AgentPersonalPreference###DateTimeFormat

Parameters for the date and time format setting in the personal preferences of the agent. 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.

默认值:

```

---
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'

```

145.7 AgentPersonalPreference###Language

Parameters for the language setting in the personal preferences of the agent. 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.

默认值:

```

---
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'

```

145.8 AgentPersonalPreference###MyQueues

Parameters for the preferred queues setting in the personal preferences of the agent. 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.

默认值:

```

---
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'

```

145.9 AgentPersonalPreference###MyServices

Parameters for the preferred services setting in the personal preferences of the agent. 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.

默认值:

```

---
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'

```

145.10 AgentPersonalPreference###OutOfOffice

Parameters for the out of office setting in the personal preferences of the agent. 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.

默认值:

```
---
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
   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'
```

145.11 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.

默认值:

```
---
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'
```

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```

PasswordRegExp: ''
PasswordTTL: '90'
PasswordWarnBeforeExpiry: '5'
PreferenceGroup: Security
Prio: '0500'
ShowInUserManagement: '1'

```

145.12 AgentPersonalPreference###Style

Parameters for the style setting in the personal preferences of the agent. 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.

默认值:

```

---
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'

```

145.13 AgentPersonalPreference###TicketNotificationEvents

Parameters for the transport selection for ticket notifications in the personal preferences of the agent. 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.

默认值:

```

---
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'

```

145.14 *AgentPersonalPreference###TimeZone*

Parameters for the time zone setting in the personal preferences of the agent. 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.

默认值:

```
---
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'
```

145.15 *AgentPersonalPreference###TwoFactor*

Parameters for the two-factor setting in the personal preferences of the agent. 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.

默认值:

```
---
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'
```

145.16 *AgentPersonalPreference::Groups###0001-Framework*

为首选项条目定义分组。

不能使这个设置失效。

默认值：

```

---
- CommonIcon: regular,single-neutral-actions-edit-1
  Description: Change your personal information and more.
  Icon: user
  Label: User Profile
  Name: UserProfile
  Order: '1000'
  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: ''

```

145.17 *AgentPersonalPreference::Groups###0002-Custom*

为首选项条目定义分组。

这个设置默认没有激活。

默认值：

```
--- []
```

145.18 *CustomAgentPersonalPreferences*

Defines the configuration parameters for custom modules to be shown in the agent preferences view. Each registration item corresponds to one legacy agent preference found during the update of the system.

这个设置默认没有激活。

默认值：

```
--- {}
```

145.19 *PreferencesGroups###RefreshTime*

服务人员界面的首选项视图中 **RefreshTime**（刷新时间）对象的参数。请注意：将 **Active**（激活）设置为 **0** 只会阻止服务人员在个人首选项中编辑此组的设置，但仍然允许管理员以其他用户的名义编辑这些设置。使用 **PreferenceGroup** 来控制这些设置应该显示在用户界面的哪个区域。

默认值：

```
---
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'
```

145.20 *PreferencesTable*

定义存储用户首选项的表的名称。

不能使这个设置失效。

默认值：

```
user_preferences
```

145.21 *PreferencesTableKey*

定义在首选项表中存储密钥的字段。

不能使这个设置失效。

默认值：

```
preferences_key
```

145.22 *PreferencesTableUserID*

定义在首选项表中存储用户标识符的列名称。

不能使这个设置失效。

默认值：

```
user_id
```

145.23 *PreferencesTableValue*

定义在首选项表中存储数据的列名称。

不能使这个设置失效。

默认值：

```
preferences_value
```

Frontend → Agent → View → StatisticCreateUpdateView

146.1 *AgentFrontend::StatisticCreateUpdateView###001-Framework*

The default column layout configuration for the Create Statistic and Update Statistic screens.

不能使这个设置失效。

默认值：

```
---
BusinessObjectType: Statistic
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateUpdateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

146.2 *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.

默认值：

```
--- {}
```

146.3 *AgentFrontend::StatisticCreateUpdateView::Widget###CreateUpdateProp*

Default configuration for the Properties widget of the Create Statistic and Update Statistic screens.

不能使这个设置失效。

默认值：

```
---  
Config:  
  Active: 1  
  Config: {}  
  IsAlwaysPresent: 1  
  IsDuplicatable: 0  
  IsVisible: 1  
  Title: Properties  
Group: []  
Type: CreateUpdateProperties
```

146.4 *AgentFrontend::StatisticCreateUpdateView::WidgetType###CreateUpdate*

Default configuration for the Properties widget type of the Create Statistic and Update Statistic screens.

不能使这个设置失效。

默认值：

```
---  
Config:  
  Hidden: 0  
Module: ↵  
↵Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::Statistic::CreateUpdatePr
```

Frontend → *Agent* → *View* → *StatisticReportCreateUpdateView*

147.1 *AgentFrontend::StatisticReportCreateUpdateView###001-Framework*

The default column layout configuration for the Create Report and Update Report screens.

不能使这个设置失效。

默认值：

```
---
BusinessObjectType: StatisticReport
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateUpdateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

147.2 *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.

默认值：

```
--- {}
```

147.3 *AgentFrontend::StatisticReportCreateUpdateView::Widget###CreateUpdate*

Default configuration for the Properties widget of the Create Report and Update Report screens.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateUpdateProperties
```

147.4 *AgentFrontend::StatisticReportCreateUpdateView::WidgetType###Create*

Default configuration for the Properties widget type of the Create Report and Update Report screens.

不能使这个设置失效。

默认值：

```
---
Config:
  Hidden: 0
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::Report::CreateUpdatePrope
```

Frontend → *Agent* → *View* → *StatisticReportOverview*

148.1 *AgentFrontend::StatisticReportOverview###001-Framework*

The default column layout configuration for the Statistics and Reports overview.

不能使这个设置失效。

默认值：

```
---
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
```

148.2 *AgentFrontend::StatisticReportOverview###100-Custom*

User-defined configuration extensions for the column layouts of the Statistics and Reports overview. The individual keys overwrite existing keys.

默认值:

```
--- {}
```

148.3 *AgentFrontend::StatisticReportOverview::Widget###StatisticLists*

Default configuration for the Lists widget of the Statistics and Reports overview.

不能使这个设置失效。

默认值:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ObjectType:
        Value:
          - DynamicList
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Lists
Group: []
Type: StatisticList
```

148.4 *AgentFrontend::StatisticReportOverview::Widget###StatisticMetrics*

Default configuration for the Metrics widget of the Statistics and Reports overview.

不能使这个设置失效。

默认值:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
```

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```

    ObjectType:
      Value:
        - DynamicMatrix
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Metrics
Group: []
Type: StatisticList

```

148.5 AgentFrontend::StatisticReportOverview::Widget###StatisticReportList

Default configuration for the Report List widget of the Statistics and Reports overview.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Report List
Group: []
Type: StatisticReportList

```

148.6 AgentFrontend::StatisticReportOverview::Widget###StatisticStatic

Default configuration for the Static widget of the Statistics and Reports overview.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ObjectType:
        Value:
          - Static
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Static

```

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```
Group: []  
Type: StatisticList
```

148.7 AgentFrontend::StatisticReportOverview::WidgetType###StatisticList

Default configuration for the Statistic List widget type of the Statistics and Reports overview.

不能使这个设置失效。

默认值：

```
---  
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
```

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```

SortBy:
- Column: StatNumber
  Direction: Up
  Type: BusinessObject
Module:
↳Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::StatisticList

```

148.8 AgentFrontend::StatisticReportOverview::WidgetType###StatisticReportList

Default configuration for the Report List widget type of the Statistics and Reports overview.

不能使这个设置失效。

默认值：

```

---
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

```

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```
SortBy:  
- Column: Name  
  Direction: Up  
  Type: BusinessObject  
Module:   
↔Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::StatisticReportList
```

Frontend → *Agent* → *View* → *StatisticReportOverview* →
StatisticReportAction

149.1 *AgentFrontend::StatisticReport::Action###ReportAdd*

添加报表操作的注册。

不能使这个设置失效。

默认值：

```
---  
ClusterName: Organization  
ClusterPriority: '800'  
Component: ReportAdd  
Description: Shows the report add screen  
Module:↳  
↳Kernel::WebApp::Util::BusinessObject::Action::StatisticReport::ReportAdd  
Name: Add Report
```

149.2 *AgentFrontend::StatisticReport::Action###StatisticAdd*

添加统计操作的注册。

不能使这个设置失效。

默认值：

```
---  
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
```

149.3 *AgentFrontend::StatisticReport::Action###StatisticImport*

导入统计操作的注册。

不能使这个设置失效。

默认值:

```
---
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*

150.1 *Stats::CustomerIDAsMultiSelect*

在多选框字段中显示所有的客户 ID（如果客户 ID 过多则不可用）。

不能使这个设置失效。

默认值：

150.2 *Stats::CustomerUserLoginsAsMultiSelect*

在一个多选框字段中显示所有的客户用户（如果客户用户过多则不好用）。

不能使这个设置失效。

默认值：

150.3 *Stats::DefaultSelectedFormat*

定义统计格式下拉菜单的默认选择项（表单：一般设定）。请插入格式键（参考 *Stats::Format*）。

不能使这个设置失效。

默认值：

```
---  
- Print  
- CSV  
- Excel  
- D3::BarChart  
- D3::LineChart  
- D3::StackedAreaChart
```

150.4 *Stats::DefaultSelectedPermissions*

定义权限下拉菜单的默认选择项(表单：一般设定)。

不能使这个设置失效。

默认值：

```
---  
- stats
```

150.5 *Stats::ExchangeAxis*

允许服务人员交换生成的统计的 X 轴和 Y 轴。

不能使这个设置失效。

默认值：

```
0
```

150.6 *Stats::Format*

定义所有可能的统计输出格式。

不能使这个设置失效。

默认值：

```
---  
CSV: CSV  
D3::BarChart: 'Graph: Bar Chart'  
D3::LineChart: 'Graph: Line Chart'  
D3::StackedAreaChart: 'Graph: Stacked Area Chart'  
Excel: Excel  
Print: Print
```

150.7 *Stats::UseAgentElementInStats*

允许服务人员生成其个人相关的统计。

不能使这个设置失效。

默认值：

0

150.8 *Stats::UseInvalidAgentInStats*

允许失效的服务人员生成个人相关的统计。

不能使这个设置失效。

默认值：

1

Frontend → Agent → View → Ticket → Action → Customer

151.1 Forms###AgentFrontend::Ticket::Action::Customer

Configurable form for the Change Customer action.

不能使这个设置失效。

默认值：

```
---  
- Collapsible: 1  
  Fields:  
  - Name: CustomerUserID  
  - Disabled: 1  
    Name: CustomerID  
    Label: Change Customer
```

Frontend → Agent → View → TicketArticleReply

152.1 AgentFrontend::TicketArticle::Action::Forward###FormDraft

Allows to save the current work in the Forward via Email action as draft.

默认值：

152.2 AgentFrontend::TicketArticle::Action::Reply###FormDraft

Allows to save the current work in the Reply via Email action as draft.

默认值：

152.3 AgentFrontend::TicketArticle::Action::ReplyAll###FormDraft

Allows to save the current work in the Reply to All via Email action as draft.

默认值：

152.4 AgentFrontend::TicketArticle::Action::ReplyViaSms###FormDraft

Allows to save the current work in the Reply via SMS action as draft.

默认值：

1

Frontend → Agent → View → TicketArticleReplyToNote

153.1 AgentFrontend::TicketArticle::Action::ReplyToNote###FormDraft

Allows to save the current work in the Reply via Note action as draft.

默认值：

1

Frontend → Agent → View → TicketCompose

154.1 *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.

不能使这个设置失效。

默认值：

1

154.2 *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.

不能使这个设置失效。

默认值：

0

154.3 *AgentFrontend::Ticket::Quote*

Defines the used character for plain text email quotes in the ticket actions. If this is empty or inactive, original emails will not be quoted but appended to the response.

默认值：

```
>
```

154.4 *AgentFrontend::Ticket::ResponseFormat*

定义服务人员界面工单撰写屏幕响应的发件人格式（ [% Data.OrigFrom | html %] 是发件人， [% Data.OrigFromName |html %] 是仅有发件人真实姓名。

不能使这个设置失效。

默认值：

```
[% Data.Salutation | html %]  
[% Data.StdResponse | html %]  
[% Data.Signature | html %]  
  
[% Data.CreateTime | Localize("TimeShort") %] - [% Data.OrigFromName | html  
↪%] [% Translate("wrote") | html %]:  
[% Data.Body | html %]
```

154.5 *AgentFrontend::Ticket::ResponseQuoteMaxLines*

定义添加到响应中引用的最大行数。

这个设置默认没有激活。

默认值：

```
99
```

154.6 *Ticket::Frontend::Quote*

定义服务人员界面工单撰写屏幕使用的普通文本邮件引用字符。如果这个设置为空或不激活，原始邮件将不会被引用而是追加到回复内容中。

默认值：

```
>
```

Frontend → *Agent* → *View* → *TicketCreate*

155.1 *AgentFrontend::TicketCreate::NewOwnerSelection*

Shows a selection for the owner in phone and email tickets in the ticket create screens.

不能使这个设置失效。

默认值：

```
1
```

155.2 *AgentFrontend::TicketCreate::NewQueueOwnSelection*

定义服务人员界面中收件人(电话工单)和发件人(电子邮件工单)的哪些选项有效。

这个设置默认没有激活。

默认值：

```
---  
'1': First Queue  
'2': Second Queue
```

155.3 *AgentFrontend::TicketCreate::NewQueueSelectionString*

定义将在服务人员界面中显示为电话工单的收件人(To :) 和电子邮件工单的发件人(From :) 的字符串。对于像 `NewQueueSelectionType` 的队列，“<Queue>”显示队列的名称，对于系统地址，“<Realname> <<Email >>”显示收件人的名称和电子邮件。

不能使这个设置失效。

默认值：

<Queue>

155.4 *AgentFrontend::TicketCreate::NewQueueSelectionType*

Defines the recipient target of the phone ticket and the sender of the email ticket (Queue shows all queues, System address displays all system addresses).

不能使这个设置失效。

默认值：

Queue

155.5 *AgentFrontend::TicketCreate::UserDefaultQueue*

为在服务人员界面中创建的新电子邮件工单定义默认队列。

这个设置默认没有激活。

默认值：

Postmaster

Frontend → Agent → View → TicketCreate → Email

156.1 AgentFrontend::TicketCreate::Email###001-Framework

“新建电子邮件工单”屏幕的默认列布局配置。

不能使这个设置失效。

默认值：

```
---
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
```

156.2 AgentFrontend::TicketCreate::Email###100-Custom

新建电子邮件工单屏幕列布局的用户定义的配置扩展。各个键覆盖现有键。

默认值：

```
--- {}
```

156.3 AgentFrontend::TicketCreate::Email::Widget###CreateProperties

Default configuration for the Properties widget of the New Email Ticket screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

156.4 AgentFrontend::TicketCreate::Email::Widget###CustomerHistory

Default configuration for the Customer History widget of the New Email Ticket screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer History
Group: []
Type: CustomerHistory
```

156.5 *AgentFrontend::TicketCreate::Email::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the New Email Ticket screen.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation

```

156.6 *AgentFrontend::TicketCreate::Email::Widget###CustomerUserHistory*

Default configuration for the Customer User History widget of the New Email Ticket screen.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User History
Group: []
Type: CustomerUserHistory

```

156.7 *AgentFrontend::TicketCreate::Email::WidgetType###CreateProperties*

Default configuration for the Properties widget type of the New Email Ticket screen.

不能使这个设置失效。

默认值：

```

---
Config:
  Collapsed: 0
  Hidden: 0

```

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```
SubmitButtonText: Send mail
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreateProperties
```

156.8 AgentFrontend::TicketCreate::Email::WidgetType###CustomerHistory

Default configuration for the Customer History widget type of the New Email Ticket screen.

不能使这个设置失效。

默认值：

```
---
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:
```

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```

    IsVisible: 2
Responsible:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    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

```

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```

Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerHistory

```

156.9 AgentFrontend::TicketCreate::Email::WidgetType###CustomerUserHistory

Default configuration for the Customer User History widget type of the New Email Ticket screen.

不能使这个设置失效。

默认值:

```

---
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:

```

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```
    IsVisible: 1
Priority:
    IsVisible: 1
Queue:
    IsVisible: 2
Responsible:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    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
```

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```

FilterPresets: {}
Hidden: 0
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
  Type: BusinessObject
Module: 
↪Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerUserHistory

```

156.10 Forms###AgentFrontend::TicketCreate::Email::CreateProperties

Configurable form for the Properties widget of the New Email Ticket screen.

不能使这个设置失效。

默认值:

```

---
- 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

```

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```

    Required: 0
  - 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
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

```

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```
Name: LinkType
- Hidden: 1
Name: EndpointContext
```

Frontend → Agent → View → TicketCreate → Phone

157.1 AgentFrontend::TicketCreate::Phone###001-Framework

“新建电话工单”屏幕的默认列布局配置。

不能使这个设置失效。

默认值：

```
---
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
```

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```
'2':
  - Name: CustomerInformation
  - Name: CustomerUserHistory
  - Name: CustomerHistory
Type: BusinessObjectCreate
```

157.2 AgentFrontend::TicketCreate::Phone###100-Custom

新建电话工单屏幕列布局的用户定义的配置扩展。各个键覆盖现有键。

默认值：

```
--- {}
```

157.3 AgentFrontend::TicketCreate::Phone::Widget###ChatProtocol

Default configuration for the Chat Protocol widget of the New Phone Ticket screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Chat Protocol
Group: []
Type: ChatProtocol
```

157.4 AgentFrontend::TicketCreate::Phone::Widget###CreateProperties

Default configuration for the Properties widget of the New Phone Ticket screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
```

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```
Title: Properties
Group: []
Type: CreateProperties
```

157.5 *AgentFrontend::TicketCreate::Phone::Widget###CustomerHistory*

Default configuration for the Customer History widget of the New Phone Ticket screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer History
Group: []
Type: CustomerHistory
```

157.6 *AgentFrontend::TicketCreate::Phone::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the New Phone Ticket screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config:
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation
```

157.7 *AgentFrontend::TicketCreate::Phone::Widget###CustomerUserHistory*

Default configuration for the Customer User History widget of the New Phone Ticket screen.

不能使这个设置失效。

默认值：

```
---  
Config:  
  Active: 1  
  Config: {}  
  IsAlwaysPresent: 0  
  IsDuplicatable: 1  
  IsVisible: 1  
  Title: Customer User History  
Group: []  
Type: CustomerUserHistory
```

157.8 *AgentFrontend::TicketCreate::Phone::WidgetType###ChatProtocol*

Default configuration for the Chat Protocol widget type of the New Phone Ticket screen.

不能使这个设置失效。

默认值:

```
---  
Config:  
  Collapsed: 0  
  Hidden: 0  
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::ChatProtocol
```

157.9 *AgentFrontend::TicketCreate::Phone::WidgetType###CreateProperties*

Default configuration for the Properties widget type of the New Phone Ticket screen.

不能使这个设置失效。

默认值:

```
---  
Config:  
  Collapsed: 0  
  Hidden: 0  
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreateProperties
```

157.10 *AgentFrontend::TicketCreate::Phone::WidgetType###CustomerHistory*

Default configuration for the Customer History widget type of the New Phone Ticket screen.

不能使这个设置失效。

默认值:

```
---  
Config:
```

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```
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:
    IsVisible: 1
  TicketNumber:
```

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```

    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

```

157.11 *AgentFrontend::TicketCreate::Phone::WidgetType###CustomerUserHist*

Default configuration for the Customer User History widget type of the New Phone Ticket screen.

不能使这个设置失效。

默认值:

```
---
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
```

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```
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::CustomerUserHistory
```

157.12 *Forms###AgentFrontend::TicketCreate::Phone::CreateProperties*

Configurable form for the Properties widget of the New Phone Ticket screen.

不能使这个设置失效。

默认值：

```

---
- 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

```

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```
    Required: 1
  - ColumnLayout: 3
    Fields:
      - Name: PendingDate
    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

158.1 *AgentFrontend::TicketCreate::Process###001-Framework*

The default column layout configuration for the New Process Ticket screen.

不能使这个设置失效。

默认值：

```
---
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
```

158.2 *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.

默认值：

```
--- {}
```

158.3 *AgentFrontend::TicketCreate::Process::CustomerIDReadOnly*

Controls if the customer ID is read-only in the agent interface.

不能使这个设置失效。

默认值：

```
1
```

158.4 *AgentFrontend::TicketCreate::Process::Widget###CreatePropertiesProcess*

Default configuration for the Properties widget of the New Process Ticket screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreatePropertiesProcess
```

158.5 *AgentFrontend::TicketCreate::Process::Widget###ProcessInformation*

Default configuration for the Process Information widget of the New Process Ticket screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
```

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```

IsAlwaysPresent: 1
IsDuplicatable: 0
IsVisible: 1
Title: Process Information
Group: []
Type: ProcessInformation

```

158.6 AgentFrontend::TicketCreate::Process::WidgetType###CreatePropertiesProcess

Default configuration for the Properties widget type of the New Process Ticket screen.

不能使这个设置失效。

默认值:

```

---
Config:
  Collapsed: 0
  Hidden: 0
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreatePropertiesProcess

```

158.7 AgentFrontend::TicketCreate::Process::WidgetType###ProcessInformation

Default configuration for the Process Information widget type of the New Process Ticket screen.

不能使这个设置失效。

默认值:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Properties:
    - IsVisible: 2
      Name: Process
    - IsVisible: 2
      Name: ProcessActivity
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::Ticket::ProcessInformation

```

158.8 AgentFrontend::TicketCreateProcess###StateType

定义服务人员界面工单下一个可能的状态。

不能使这个设置失效。

默认值:

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

Frontend → *Agent* → *View* → *TicketCreate* → *SMS*

159.1 *AgentFrontend::TicketCreate::SMS###001-Framework*

“新建短信工单”屏幕的默认列布局配置。

不能使这个设置失效。

默认值：

```
---
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::SMS###100-Custom

新建短信工单屏幕列布局的用户定义的配置扩展。各个键覆盖现有键。

默认值：

```
--- {}
```

159.3 AgentFrontend::TicketCreate::SMS::Widget###CreateProperties

Default configuration for the Properties widget of the New SMS Ticket screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

159.4 AgentFrontend::TicketCreate::SMS::Widget###CustomerHistory

Default configuration for the Customer History widget of the New SMS Ticket screen.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer History
Group: []
Type: CustomerHistory
```

159.5 *AgentFrontend::TicketCreate::SMS::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the New SMS Ticket screen.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation

```

159.6 *AgentFrontend::TicketCreate::SMS::Widget###CustomerUserHistory*

Default configuration for the Customer User History widget of the New SMS Ticket screen.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User History
Group: []
Type: CustomerUserHistory

```

159.7 *AgentFrontend::TicketCreate::SMS::WidgetType###CreateProperties*

Default configuration for the Properties widget type of the New SMS Ticket screen.

不能使这个设置失效。

默认值：

```

---
Config:
  Collapsed: 0
  Hidden: 0

```

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```
SubmitButtonText: Send SMS
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreateProperties
```

159.8 AgentFrontend::TicketCreate::SMS::WidgetType###CustomerHistory

Default configuration for the Customer History widget type of the New SMS Ticket screen.

不能使这个设置失效。

默认值：

```
---
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:
```

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```

    IsVisible: 1
Responsible:
    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
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

```

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```

Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerHistory

```

159.9 AgentFrontend::TicketCreate::SMS::WidgetType###CustomerUserHistory

Default configuration for the Customer User History widget type of the New SMS Ticket screen.

不能使这个设置失效。

默认值:

```

---
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:

```

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```
    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
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
```

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```

FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
  Type: BusinessObject
Module: 
↔Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerUserHistory

```

159.10 Forms###AgentFrontend::TicketCreate::SMS::CreateProperties

Configurable form for the Properties widget of the New SMS Ticket screen.

不能使这个设置失效。

默认值:

```

---
- 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:

```

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```

- 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
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*

160.1 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAAt*

Default configuration for the Attachments widget type of the knowledge base article detail view.

不能使这个设置失效。

默认值：

```
---
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
```

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```

- Preview
- Download
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
  Type: BusinessObject
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::Attachments

```

160.2 *AgentFrontend::Ticket::Article::Color###AgentOnlyLabel*

为客户不可见的文章定义主题标签的颜色。

这个设置默认没有激活。

默认值：

```
#DAECEF
```

160.3 *AgentFrontend::Ticket::Article::Color###SystemLabel*

定义系统信件的发件人标签的颜色。

这个设置默认没有激活。

默认值：

```
#F9DE87
```

160.4 *AgentFrontend::Ticket::Article::HeaderMode*

Defines whether articles are opened in normal or copy mode by default. In copy mode the article headers are expanded to view and copy the email addresses or SMS transaction numbers.

不能使这个设置失效。

默认值：

```
normal
```

160.5 *AgentFrontend::Ticket::ArticleAccountedTimeDisplay*

在工单详情视图中显示信件的记帐时间。

不能使这个设置失效。

默认值：

```
0
```

160.6 *AgentFrontend::Ticket::CustomerTickets*

Displays the ticket property card that holds number of all tickets with the same customer ID as current ticket in the ticket detail view.

默认值：

```
0
```

160.7 *AgentFrontend::Ticket::InlineEditing::Property###CustomerUserID*

Defines inline editing configuration for the customer user ticket property.

默认值：

```
---
PermissionType: customer
RequiredLock: '1'
```

160.8 *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).

默认值：

```
--- []
```

160.9 *AgentFrontend::Ticket::InlineEditing::Property###Lock*

Defines inline editing configuration for the lock ticket property.

默认值：

```
---  
PermissionType: rw
```

160.10 *AgentFrontend::Ticket::InlineEditing::Property###Owner*

Defines inline editing configuration for the owner ticket property.

默认值:

```
---  
PermissionType: owner  
RequiredLock: '0'
```

160.11 *AgentFrontend::Ticket::InlineEditing::Property###Priority*

Defines inline editing configuration for the priority ticket property.

默认值:

```
---  
PermissionType: priority  
RequiredLock: '1'
```

160.12 *AgentFrontend::Ticket::InlineEditing::Property###Queue*

Defines inline editing configuration for the queue ticket property.

默认值:

```
---  
PermissionType: queue  
RequiredLock: '1'
```

160.13 *AgentFrontend::Ticket::InlineEditing::Property###Responsible*

Defines inline editing configuration for the responsible ticket property.

默认值:

```
---  
PermissionType: responsible  
RequiredLock: '0'
```

160.14 *AgentFrontend::Ticket::InlineEditing::Property###Service*

Defines inline editing configuration for the service/SLA ticket properties.

默认值:

```
---  
PermissionType: service  
RequiredLock: '1'
```

160.15 *AgentFrontend::Ticket::InlineEditing::Property###State*

Defines inline editing configuration for the state ticket property.

默认值:

```
---  
PermissionType: state  
RequiredLock: '1'
```

160.16 *AgentFrontend::Ticket::InlineEditing::Property###Type*

Defines inline editing configuration for the type ticket property.

默认值:

```
---  
PermissionType: type  
RequiredLock: '1'
```

160.17 *AgentFrontend::Ticket::InlineEditing::Property###Watch*

Defines inline editing configuration for the watch ticket property.

默认值:

```
---  
PermissionType: ro  
RequiredLock: '0'
```

160.18 *AgentFrontend::Ticket::PlainView*

Shows a link to see the raw source of an email ticket in plain text.

不能使这个设置失效。

默认值:

0

160.19 *AgentFrontend::Ticket::Print###DynamicField*

Dynamic fields displayed in the printed ticket from the ticket detail view.

不能使这个设置失效。

默认值：

```
--- {}
```

160.20 *AgentFrontend::Ticket::Print###ExpandSort*

Shows the articles sorted normally or in reverse in the printed ticket from the ticket detail view.

不能使这个设置失效。

默认值：

```
reverse
```

160.21 *AgentFrontend::TicketDetailView###001-Framework*

The default column layout configuration for the ticket detail view.

不能使这个设置失效。

默认值：

```
---
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':
```

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```

- Name: CommunicationStream
- Name: Attachments
'2':
- Name: BusinessProcessInformation
- Name: CustomerInformation
- 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

```

160.22 *AgentFrontend::TicketDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the ticket detail view. The individual keys overwrite existing keys.

默认值:

```
--- {}
```

160.23 *AgentFrontend::TicketDetailView::ArticleMeta*

Whether or not to collect meta information from articles using filters configured in `AgentFrontend::TicketDetailView::ArticleMetaFilters`.

默认值:

```
0
```

160.24 *AgentFrontend::TicketDetailView::ArticleMetaFilters###0001-Framework*

Defines a filter to collect CVE numbers from article texts in ticket detail view. The results will be displayed in a meta box next to the article. Fill in “URLPreview” if you would like to see a preview when moving your mouse cursor above the link element. This could be the same URL as in URL, but also an alternate one. Please note that some websites deny being displayed within an iframe (e.g. Google) and thus will not work with the preview mode.

默认值：

```

---
- Active: 0
  Label: CVE Mitre Codes
  Name: CVE Mitre
  RegExp:
  - (CVE|CAN)\-(\d{3,4})\-(\d{2,})
  Target: _blank
  URL: http://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>--<MATCH2>--
  ↳<MATCH3>
  URLPreview: http://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>--<MATCH2>--
  ↳<MATCH3>
- Active: 0
  Label: CVE Google Codes
  Name: CVE Google Search
  RegExp:
  - (CVE|CAN)\-(\d{3,4})\-(\d{2,})
  Target: _blank
  URL: http://google.com/search?q=<MATCH1>--<MATCH2>--<MATCH3>
  URLPreview: ~

```

160.25 *AgentFrontend::TicketDetailView::ArticleMetaFilters###0002-Custom*

Defines a filter to collect data from article texts in ticket detail view. The results will be displayed in a meta box next to the article. Fill in “URLPreview” if you would like to see a preview when moving your mouse cursor above the link element. This could be the same URL as in URL, but also an alternate one. Please note that some websites deny being displayed within an iframe (e.g. Google) and thus will not work with the preview mode.

这个设置默认没有激活。

默认值：

```
`AgentFrontend::TicketDetailView::AutoLink`
```

Defines whether or not to collect auto links using filters configured in AgentFrontend::TicketDetailView::TextAutoLink.

默认值：

0

160.26 *AgentFrontend::TicketDetailView::StripeSidebarWidget###StripePeople*

Default configuration for the Involved People sidebar widget of the ticket detail view.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  IsVisible: 1
Group: []
Type: StripePeople
```

160.27 *AgentFrontend::TicketDetailView::StripeSidebarWidgetType###StripePe*

Default configuration for the Involved People sidebar widget type of the ticket detail view.

不能使这个设置失效。

默认值：

```
---
Config:
  Hidden: 0
  InitialLimit: 10
Module: Kernel::WebApp::Util::BusinessObject::Widget::StripePeople
```

160.28 *AgentFrontend::TicketDetailView::TextAutoLink###001-Framework*

Defines the filters to add auto links behind the defined strings.

默认值：

```
---
- 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
```

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```

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>
- 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:

```

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```

- RegExp
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL
- Active: 0
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

```

160.29 *AgentFrontend::TicketDetailView::Widget###Attachments*

Default configuration for the Attachments widget of the ticket detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Attachments
Group: []
Type: Attachments

```

160.30 *AgentFrontend::TicketDetailView::Widget###BusinessProcessInformation*

Default configuration for the Business Process Information widget of the ticket detail view.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Business Process Information
Group: []
Type: BusinessProcessInformation
```

160.31 *AgentFrontend::TicketDetailView::Widget###CommunicationCompact*

Default configuration for the Communication Compact widget of the ticket detail view.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Communication Compact
Group: []
Type: CommunicationCompact
```

160.32 *AgentFrontend::TicketDetailView::Widget###CommunicationStream*

Default configuration for the Communication Stream widget of the ticket detail view.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Communication Stream
```

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```
Group: []
Type: CommunicationStream
```

160.33 *AgentFrontend::TicketDetailView::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the ticket detail view.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  Config:
    Properties:
      - CustomerUserID
      - CustomerID
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation
```

160.34 *AgentFrontend::TicketDetailView::Widget###FormDrafts*

Default configuration for the Drafts widget of the ticket detail view.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Drafts
Group: []
Type: FormDrafts
```

160.35 *AgentFrontend::TicketDetailView::Widget###LinkedObjects::CalendarAp*

Default configuration for the Linked Appointments widget of the ticket detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::CalendarAppointment
    Columns:
      Age:
        IsVisible: 1
      AllDay:
        IsVisible: 1
      ChangeBy:
        IsVisible: 1
      ChangeTime:
        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

```

160.36 *AgentFrontend::TicketDetailView::Widget###LinkedObjects::Knowledge*

Default configuration for the Linked Knowledge Base Articles widget of the ticket detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  Active: 1
  Config:

```

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```

    BusinessObjectType: LinkObject::KnowledgeBaseArticle
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Linked Knowledge Base Articles
Group: []
Type: LinkedObjects

```

160.37 *AgentFrontend::TicketDetailView::Widget###LinkedObjects::Ticket*

Default configuration for the Linked Tickets widget of the ticket detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::Ticket
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Linked Tickets
Group: []
Type: LinkedObjects

```

160.38 *AgentFrontend::TicketDetailView::Widget###People*

Default configuration for the People widget of the ticket detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  Active: 1
  Config:
    Collapsed: 0
    Hidden: 0
    Identifier:
      IsVisible: 0
      Name: TicketNumber
    Properties:
      - IsVisible: 1
        Name: ArchiveFlag
      - IsVisible: 1
        Name: Created

```

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```
- 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
- 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
```

160.39 *AgentFrontend::TicketDetailView::Widget###Properties*

Default configuration for the Properties widget of the ticket detail view.

不能使这个设置失效。

默认值：

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Properties
Group: []
Type: Properties
```

160.40 *AgentFrontend::TicketDetailView::Widget::BusinessProcessInformation*

Defines the displayed dynamic fields for the ticket detail view in the agent interface.

不能使这个设置失效。

默认值：

```
--- {}
```

160.41 *AgentFrontend::TicketDetailView::Widget::BusinessProcessInformation*

Defines dynamic fields groups for the Process widget. “Key” defines the name of the group. “Value” defines the fields to be displayed. Example: “Key => My Group”, “Content: NameX, NameY” .

不能使这个设置失效。

默认值：

```
--- {}
```

160.42 *AgentFrontend::TicketDetailView::WidgetType###Attachments*

Default configuration for the Attachments widget type of the ticket detail view.

不能使这个设置失效。

默认值：

```
---
Config:
  ActiveFilters: {}
  BusinessObjectType: TicketAttachment
  Collapsed: 0
  Columns:
    Article:
      IsVisible: 2
    ContentType:
```

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```

    IsVisible: 2
  CreateTime:
    IsVisible: 2
  Direction:
    IsVisible: 2
  Download:
    IsVisible: 2
  Filename:
    IsVisible: 2
  Filesize:
    IsVisible: 2
  Preview:
    IsVisible: 2
  DefaultColumnOrder:
  - 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

```

160.43 *AgentFrontend::TicketDetailView::WidgetType###BusinessProcessInformation*

Default configuration for the Business Process Information widget type of the ticket detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  Collapsed: 0
  Hidden: 0
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::Ticket::BusinessProcessInformation

```

160.44 AgentFrontend::TicketDetailView::WidgetType###CommunicationCompact

Default configuration for the Communication Compact widget type of the ticket detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  ActiveFilters: {}
  ArticleDynamicFields: []
  ArticleViewType: collapsed
  BusinessObjectType: TicketArticle
  Collapsed: 0
  Columns:
    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

```

160.45 *AgentFrontend::TicketDetailView::WidgetType###CommunicationStream*

Default configuration for the Communication Stream widget type of the ticket detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  ActiveFilters: {}
  ArticleDynamicFields: []
  ArticleViewType: collapsed
  BusinessObjectType: TicketArticle
  Collapsed: 0
  FilterPresets:
    Internal Notes:
      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

```

160.46 *AgentFrontend::TicketDetailView::WidgetType###FormDrafts*

Default configuration for the Form Drafts widget type of the ticket detail view.

不能使这个设置失效。

默认值：

```

---
Config:
  ActiveFilters: {}
  BusinessObjectType: FormDraft
  Collapsed: 0
  Columns:
    Delete:
      IsVisible: 2
    Saved:
      IsVisible: 2
    Title:
      IsVisible: 2
  Type:

```

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```

    IsVisible: 2
DefaultColumnOrder:
- Title
- Saved
- Type
- Delete
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Title
  Direction: Up
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::FormDrafts

```

160.47 *AgentFrontend::TicketDetailView::WidgetType###LinkedObjects*

Default configuration for the Linked Objects widget type of the ticket detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::LinkedObjects

```

160.48 *AgentFrontend::TicketDetailView::WidgetType###Properties*

Default configuration for the Properties widget type of the ticket detail view.

不能使这个设置失效。

默认值:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Identifier:
    IsVisible: 1
    Name: TicketNumber
  Properties:
  - IsVisible: 1
    Name: ArchiveFlag

```

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```
- 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
  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*

161.1 *AgentFrontend::TicketArticle::Action###CopyLink*

Registration of the Copy Article Link action.

不能使这个设置失效。

默认值：

```
---
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
```

161.2 *AgentFrontend::TicketArticle::Action###Forward*

Registration of the Forward via Email action.

不能使这个设置失效。

默认值：

```
---
ClusterName: Communication
```

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```

ClusterPriority: '803'
Component: ArticleForward
Description: Forward this article
Group: []
GroupRo: []
Icon: email-action-send
IconPriority: '120'
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Forward
Name: Forward via Email
Permission: forward
RequiredLock: '1'
ShowIcon: '1'

```

161.3 AgentFrontend::TicketArticle::Action###MarkAsImportant

Registration of the Mark as Important action.

不能使这个设置失效。

默认值:

```

---
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

```

161.4 AgentFrontend::TicketArticle::Action###Plain

Registration of the Plain View action.

不能使这个设置失效。

默认值:

```

---
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

```

161.5 *AgentFrontend::TicketArticle::Action###Print*

Registration of the Print Article action.

不能使这个设置失效。

默认值：

```

---
ClusterName: Views
ClusterPriority: '805'
Component: ArticlePrint
Description: Print this article
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Print
Name: Print Article

```

161.6 *AgentFrontend::TicketArticle::Action###Redirect*

Registration of the Redirect via Email action.

不能使这个设置失效。

默认值：

```

---
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'

```

161.7 *AgentFrontend::TicketArticle::Action###Reply*

Registration of the Reply via Email action.

不能使这个设置失效。

默认值：

```

---
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'

```

161.8 AgentFrontend::TicketArticle::Action###ReplyAll

Registration of the Reply to All via Email action.

不能使这个设置失效。

默认值：

```

---
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'

```

161.9 AgentFrontend::TicketArticle::Action###ReplyToNote

Registration of the Reply via Note action.

不能使这个设置失效。

默认值：

```

---
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'

```

161.10 *AgentFrontend::TicketArticle::Action###ReplyViaSms*

Registration of the Reply via SMS action.

不能使这个设置失效。

默认值:

```

---
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'

```

161.11 *AgentFrontend::TicketArticle::Action###Split*

Registration of the Split Article action.

不能使这个设置失效。

默认值:

```

---
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'

```

161.12 *AgentFrontend::TicketArticle::Action###UnmarkAsImportant*

Registration of the Unmark as Important action.

不能使这个设置失效。

默认值:

```

---
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

```

Frontend → Agent → View → TicketDetailView → TicketAction

162.1 *AgentFrontend::Ticket::Action###Appointment*

Registration of the New Appointment action.

默认值：

```
---
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: ''
```

162.2 *AgentFrontend::Ticket::Action###Close*

Registration of the Close Ticket action.

不能使这个设置失效。

默认值：

```

---
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'

```

162.3 AgentFrontend::Ticket::Action###Customer

Registration of the Change Customer action.

默认值:

```

---
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'

```

162.4 AgentFrontend::Ticket::Action###Delete

Registration of the Delete Ticket action (replace “QueueID” parameter in “Link” with the desired queue).

这个设置默认没有激活。

默认值:

```

---
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: ''
```

162.5 AgentFrontend::Ticket::Action###EmailOutbound

Registration of the Send Email Outbound action.

默认值:

```
---
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'
```

162.6 AgentFrontend::Ticket::Action###ExternalLink

Registration of the External Link action.

这个设置默认没有激活。

默认值:

```
---
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
```

162.7 AgentFrontend::Ticket::Action###FreeText

Registration of the Change Free Fields action.

默认值：

```

---
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'

```

162.8 AgentFrontend::Ticket::Action###Junk

Registration of the Mark as Junk action (replace “QueueID” parameter in “Link” with the desired queue).

这个设置默认没有激活。

默认值：

```

---
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: ''

```

162.9 AgentFrontend::Ticket::Action###Link

Registration of the Link Objects action.

不能使这个设置失效。

默认值：

```

---
ClusterName: Organization
ClusterPriority: '900'
Component: Link
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: ''

```

162.10 *AgentFrontend::Ticket::Action###Lock*

Registration of the Lock Ticket action.

默认值:

```

---
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'

```

162.11 *AgentFrontend::Ticket::Action###Merge*

Registration of the Merge Ticket action.

默认值:

```

---
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'

```

162.12 *AgentFrontend::Ticket::Action###Move*

Registration of the Move Ticket action.

不能使这个设置失效。

默认值:

```
---
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'
```

162.13 *AgentFrontend::Ticket::Action###Note*

Registration of the Add Note action.

默认值:

```
---
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'
```

162.14 *AgentFrontend::Ticket::Action###Owner*

Registration of the Change Owner action.

默认值:

```
---
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'
```

162.15 *AgentFrontend::Ticket::Action###Pending*

Registration of the Set Pending Time action.

不能使这个设置失效。

默认值:

```

---
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'

```

162.16 *AgentFrontend::Ticket::Action###PhoneCallInbound*

Registration of the Add Phone Call Inbound action.

默认值:

```

---
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'

```

162.17 *AgentFrontend::Ticket::Action###PhoneCallOutbound*

Registration of the Add Phone Call Outbound action.

默认值:

```

---
ClusterName: Communication
ClusterPriority: '200'
Component: TicketPhoneCallOutbound
Description: Add an outbound phone call to this ticket
Group: []

```

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```

GroupRo: []
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::PhoneCallOutbound
Name: Add Phone Call Outbound
Permission: phone
RequiredLock: '1'

```

162.18 *AgentFrontend::Ticket::Action###Print*

Registration of the Print Ticket action.

默认值:

```

---
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'

```

162.19 *AgentFrontend::Ticket::Action###Priority*

Registration of the Change Priority action.

不能使这个设置失效。

默认值:

```

---
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'

```

162.20 *AgentFrontend::Ticket::Action###Responsible*

Registration of the Change Responsible action.

默认值:

```

---
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'

```

162.21 *AgentFrontend::Ticket::Action###SmsOutbound*

Registration of the Send SMS Outbound action.

默认值:

```

---
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'

```

162.22 *AgentFrontend::Ticket::Action###TicketHistory*

Registration of the View History action.

不能使这个设置失效。

默认值:

```

---
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: ''

```

162.23 *AgentFrontend::Ticket::Action###Unlock*

Registration of the Unlock Ticket action.

默认值:

```
---
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'
```

162.24 *AgentFrontend::Ticket::Action###Unwatch*

Registration of the Unwatch Ticket action.

默认值:

```
---
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'
```

162.25 *AgentFrontend::Ticket::Action###Watch*

Registration of the Watch Ticket action.

默认值:

```
---
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'
```

162.26 *AgentFrontend::Ticket::Action::Pending###FormDraft*

Allows to save the current work in the Set Pending Time action as draft.

默认值:

```
1
```

162.27 *Forms###AgentFrontend::Ticket::Action::Close*

Configurable form for the Close Ticket action.

不能使这个设置失效。

默认值:

```
---
- 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

```

162.28 Forms###AgentFrontend::Ticket::Action::EmailOutbound

Configurable form for the Send Email Outbound action.

不能使这个设置失效。

默认值:

```

---
- 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

```

162.29 *Forms###AgentFrontend::Ticket::Action::FreeText*

Configurable form for the Change Free Fields action.

不能使这个设置失效。

默认值:

```

---
- 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

```

162.30 Forms###AgentFrontend::Ticket::Action::Merge

Configurable form for the Merge Ticket action.

不能使这个设置失效。

默认值：

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Default: 0
    Name: AddMessage
    Label: Properties
- Collapsible: 1
  Fields:
  - Name: From
  - Name: To
  - 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

```

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```
Hidden: 1
Name: SenderType
```

162.31 *Forms###AgentFrontend::Ticket::Action::Move*

Configurable form for the Move Ticket action.

不能使这个设置失效。

默认值：

```
---
- 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: IsVisibleForCustomer
  - ColumnLayout: 2
    Fields:
    - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%Note'
  Hidden: 1
  Name: HistoryComment
```

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```

- Default: agent
  Hidden: 1
  Name: SenderType

```

162.32 *Forms###AgentFrontend::Ticket::Action::Note*

Configurable form for the Add Note action.

不能使这个设置失效。

默认值：

```

---
- 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

```

162.33 *Forms###AgentFrontend::Ticket::Action::Owner*

Configurable form for the Change Owner action.

不能使这个设置失效。

默认值:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - 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

```

162.34 *Forms###AgentFrontend::Ticket::Action::Pending*

Configurable form for the Set Pending Time action.

不能使这个设置失效。

默认值:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:

```

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```

    StateType:
      - pending reminder
      - pending auto
    Default: 6
    Name: StateID
    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

```

162.35 *Forms###AgentFrontend::Ticket::Action::PhoneCallInbound*

Configurable form for the Add Phone Call Inbound action.

不能使这个设置失效。

默认值:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
    - Config:

```

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```

StateType:
- open
- pending auto
- pending reminder
- closed
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

```

162.36 Forms###AgentFrontend::Ticket::Action::PhoneCallOutbound

Configurable form for the Add Phone Call Outbound action.

不能使这个设置失效。

默认值:

```

---
- Name: Messages
- Collapsible: 1
Fields:
- Config:
  StateType:
  - open
  - pending auto
  - pending reminder

```

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```

    - closed
      Default: 2
      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: PhoneCallAgent
  Hidden: 1
  Name: HistoryType
- Default: '%%'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

162.37 Forms###AgentFrontend::Ticket::Action::Priority

Configurable form for the Change Priority action.

不能使这个设置失效。

默认值:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Default: 3
    Name: PriorityID
    Required: 1
  - Default: 1
    Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID

```

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```

- 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: '%%Priority'
Hidden: 1
Name: HistoryComment
- Default: agent
Hidden: 1
Name: SenderType

```

162.38 *Forms###AgentFrontend::Ticket::Action::Responsible*

Configurable form for the Change Responsible action.

不能使这个设置失效。

默认值:

```

---
- 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

```

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```

- 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: '%Responsible'
Hidden: 1
Name: HistoryComment
- Default: agent
Hidden: 1
Name: SenderType

```

162.39 Forms###AgentFrontend::Ticket::Action::SmsOutbound

Configurable form for the Send SMS Outbound action.

不能使这个设置失效。

默认值:

```

----
- 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

```

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```

- Name: RelevantKnowledge
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Default: 1
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Article
- Default: AddSMS
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

162.40 Forms###AgentFrontend::TicketArticle::Action::Forward

Configurable form for the Forward via Email action.

不能使这个设置失效。

默认值:

```

---
- 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

```

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```

- 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: Forward
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

162.41 *Forms###AgentFrontend::TicketArticle::Action::Redirect*

Configurable form for the Redirect via Email action.

不能使这个设置失效。

默认值:

```

----
- 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

```

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```

- Name: To
  Required: 1
- Name: Subject
  Required: 1
- Default: Your email with ticket number "<OTRS_TICKET>" was
↳ redirected to
  "<OTRS_REDIRECT_TO>". 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

```

162.42 Forms###AgentFrontend::TicketArticle::Action::Reply

Configurable form for the Reply via Email action.

不能使这个设置失效。

默认值:

```

---
- 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

```

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```

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
- 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

```

162.43 Forms###AgentFrontend::TicketArticle::Action::ReplyAll

Configurable form for the Reply to All via Email action.

不能使这个设置失效。

默认值:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - closed
    - pending auto
    - pending reminder
  Default: 4
  Name: StateID
  Required: 1
- Name: PendingDate

```

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```

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
- 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

```

162.44 Forms###AgentFrontend::TicketArticle::Action::ReplyToNote

Configurable form for the Reply via Note action.

不能使这个设置失效。

默认值:

```

---
- Name: Messages
- Name: AutoInformedAgents
- Collapsible: 1
  Fields: []
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject

```

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```

Required: 1
- Name: Body
  Required: 1
- Name: Attachments
- Name: RelevantKnowledge
- Name: AccountedTime
- 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

```

162.45 Forms###AgentFrontend::TicketArticle::Action::ReplyViaSms

Configurable form for the Reply via SMS action.

不能使这个设置失效。

默认值:

```

---
- 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

```

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```

- Name: StandardTemplateID
- Name: Body
  Required: 1
- Name: FlashMessage
- Name: RelevantKnowledge
- Name: AccountedTime
- 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

```

162.46 *Forms###AgentFrontend::TicketArticle::Action::Split*

Configurable form for the Split Article action.

不能使这个设置失效。

默认值:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Name: Target
    Required: 1
  - Name: LinkAs
    Required: 1
  - Name: ProcessID
    Required: 1
Label: Properties

```

Frontend → Agent → View → TicketDetailView → TicketAction → Close

163.1 AgentFrontend::Ticket::Action::Close###FormDraft

Allows to save the current work in the Close Ticket action as draft.

默认值：

1

Frontend → *Agent* → *View* → *TicketDetailView* → *TicketAction* → *Move*

164.1 *AgentFrontend::Ticket::Action::Move###FormDraft*

Allows to save the current work in the Move Ticket action as draft.

默认值：

164.2 *AgentFrontend::Ticket::RedirectAfterMove*

如果此设置处于活动状态，则会发生重定向。如果导航上下文可用，则重定向指向源业务对象列表。如果没有导航上下文，它将首先尝试重定向到“主页”组件，并转到仪表板。

不能使这个设置失效。

默认值：

Frontend → *Agent* → *View* → *TicketDetailView* → *TicketAction* → *Priority*

165.1 AgentFrontend::Ticket::Action::Priority###FormDraft

Allows to save the current work in the Change Priority action as draft.

默认值：

1

Frontend → Agent → View → TicketEmailNew

166.1 AgentFrontend::SelectFromAllCustomerIDs

在客户 ID 字段可更改的情况下 (在表单配置中是可配置的) 控制服务人员是否可以从所有客户 ID 中进行选择。

不能使这个设置失效。

默认值：

CHAPTER 167

Frontend → Agent → View → TicketEmailOutbound

167.1 AgentFrontend::Ticket::Action::EmailOutbound###FormDraft

Allows to save the current work in the Send Email Outbound action as draft.

默认值:

1

Frontend → Agent → View → TicketFreeText

168.1 AgentFrontend::Ticket::Action::FreeText###FormDraft

Allows to save the current work in the Change Free Fields action as draft.

默认值:

Frontend → Agent → View → TicketHistory

169.1 *AgentFrontend::Ticket::HistoryOrder*

在服务人员界面显示工单历史(倒序)。

不能使这个设置失效。

默认值:

```
normal
```

169.2 *AgentFrontend::Ticket::HistoryTypes###000-Framework*

控制如何显示工单历史条目为可读值。

不能使这个设置失效。

默认值:

```
---
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.
```

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```

EscalationSolutionTimeStart: Started solution time escalation.
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.

```

169.3 AgentFrontend::Ticket::HistoryTypes###001-Framework

控制如何显示工单历史条目为可读值。

不能使这个设置失效。

默认值：

```

---
AddSMS: Added SMS for "%s".

```

Frontend → Agent → View → TicketList

170.1 *AgentFrontend::TicketList::ArticlePreview###DefaultConfig*

工单列表信件预览的默认配置。

不能使这个设置失效。

默认值：

```
---
ActiveFilters: {}
ArticleDynamicFields: []
ArticleViewType: collapsed
BusinessObjectType: TicketArticle
HideAvailableFilters: []
ItemsPerPage: 5
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
Type: BusinessObject
```

170.2 *AgentFrontend::TicketList::Closed###DefaultConfig*

最近关闭的工单静态类型的默认工单列表配置。

不能使这个设置失效。

默认值：

```
---
ActiveFilters:
  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:
```

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```
    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
- Responsible
```

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```

- 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: Recently Closed Tickets
SortBy:
- Column: Changed
  Direction: Down
Type: BusinessObject

```

170.3 AgentFrontend::TicketList::Created###DefaultConfig

最近创建的工单静态类型的默认工单列表配置。

不能使这个设置失效。

默认值：

```

---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1

```

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```
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
TicketNumber:
```

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```
    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
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unresolved:
    StateType:
      Value: Open
HideAvailableFilters: []
```

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```

ItemsPerPage: 25
LastUsedFilterPreset: Unresolved
Limit: 1000
ScreenTitle: Recently Created Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

170.4 AgentFrontend::TicketList::Custom1###DefaultConfig

自定义静态类型的默认工单列表配置。

这个设置默认没有激活。

默认值：

```

---
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

```

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```
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
- Changed
- State
```

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```

- 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

```

170.5 AgentFrontend::TicketList::Custom2###DefaultConfig

自定义静态类型的默认工单列表配置。

这个设置默认没有激活。

默认值：

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:

```

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```
    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
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
```

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```
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
```

170.6 AgentFrontend::TicketList::Custom3###DefaultConfig

自定义静态类型的默认工单列表配置。

这个设置默认没有激活。

默认值：

```
---
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:
```

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```

    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
- Responsible

```

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```

- 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

```

170.7 AgentFrontend::TicketList::Custom4###DefaultConfig

自定义静态类型的默认工单列表配置。

这个设置默认没有激活。

默认值：

```

---
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

```

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```
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:
  IsVisible: 2
```

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```

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

```

170.8 AgentFrontend::TicketList::Custom5###DefaultConfig

自定义静态类型的默认工单列表配置。

这个设置默认没有激活。

默认值：

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy

```

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```
- 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:
    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: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
```

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```

ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

170.9 AgentFrontend::TicketList::Escalations###DefaultConfig

升级的工单静态类型的默认工单列表配置。

不能使这个设置失效。

默认值：

```

---
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

```

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```
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
- 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: Escalated Tickets
SortBy:
- Column: EscalationTime
  Direction: Down
Type: BusinessObject

```

170.10 AgentFrontend::TicketList::Legacyescalations###DefaultConfig

升级的工单静态类型的默认工单列表配置。

这个设置默认没有激活。

默认值：

```

---
ActiveFilters:
  StateType:

```

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```
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
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:
```

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```

    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
- Service
- SLA
- Watch

```

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```

FilterPresets:
  Escalated:
    TicketEscalation_DateTimeRelative:
      Value:
        Format: minute
        Point: 1
        Start: Before
    Escalates within the next day:
      TicketEscalation_DateTimeRelative:
        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

```

170.11 *AgentFrontend::TicketList::Legacylocked###DefaultConfig*

Default ticket list configuration for the My Locked Tickets static type.

这个设置默认没有激活。

默认值:

```

---
ActiveFilters:
  AgentOwner:
    Value: 1
  LockIDs:
    Value:
      - 2
      - 3

```

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```
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
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
```

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```
    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
- Service
- SLA
- Watch
FilterPresets:
```

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```

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 Locked Tickets
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

170.12 AgentFrontend::TicketList::Legacyqueues###DefaultConfig

Default ticket list configuration for the Tickets in My Queues static type.

这个设置默认没有激活。

默认值:

```

---
ActiveFilters:
  AgentQueues:
    Value: 1
  StateType:
    Value: Open
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1

```

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```
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
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
```

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```

    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:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Tickets in My Queues

```

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```
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject
```

170.13 *AgentFrontend::TicketList::Legacyresponsible###DefaultConfig*

Default ticket list configuration for the My Responsible Tickets static type.

这个设置默认没有激活。

默认值：

```
---
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
```

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```
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
- Changed
- State
```

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```

- 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 Responsible Tickets
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

170.14 *AgentFrontend::TicketList::LegacyService###DefaultConfig*

Default ticket list configuration for the Tickets in My Services static type.

这个设置默认没有激活。

默认值：

```

---
ActiveFilters:
  AgentServices:
    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:
    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

```

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```
    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
- CustomerName
```

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```

- 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 Services
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

170.15 AgentFrontend::TicketList::Legacystatus###DefaultConfig

Default ticket list configuration for the Tickets Status View static type.

这个设置默认没有激活。

默认值:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 2

```

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```
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
TicketNumber:
```

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```

    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 and Locked:
    LockIDs:
      Value:
        - 2
    StateType:
      Value: Closed
  Closed and Unlocked:
    LockIDs:
      Value:
        - 1
    StateType:
      Value: Closed
  Open and Locked:
    LockIDs:
      Value:

```

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```

    - 2
    StateType:
      Value: Open
  Open and Unlocked:
    LockIDs:
      Value:
        - 1
    StateType:
      Value: Open
  HideAvailableFilters: []
  ItemsPerPage: 25
  LastUsedFilterPreset: Open and Unlocked
  Limit: 1000
  ScreenTitle: Tickets Status View
  SortBy:
  - Column: Priority
    Direction: Down
  - Column: Created
    Direction: Down
  Type: BusinessObject

```

170.16 *AgentFrontend::TicketList::Legacywatcher###DefaultConfig*

Default ticket list configuration for the My Watched Tickets static type.

这个设置默认没有激活。

默认值：

```

---
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:

```

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```
    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
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
```

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```
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:
        Format: minute
        Point: 1
        Start: After
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: New
Limit: 1000
ScreenTitle: My Watched Tickets
SortBy:
```

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```

- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

170.17 AgentFrontend::TicketList::Queues###DefaultConfig

Default ticket list configuration for the Tickets in My Queues static type.

不能使这个设置失效。

默认值：

```

---
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:

```

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```
    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
- Changed
- State
- PendingTime
```

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```

- 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

```

170.18 AgentFrontend::TicketList::Reminders###DefaultConfig

已到达提醒的工单静态类型的默认工单列表配置。

不能使这个设置失效。

默认值：

```

---
ActiveFilters:
  TicketPending_DateTimeRelative:
    Value:

```

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```
    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: 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
```

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```
    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
- Service
```

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```

- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Tickets with Reached Reminders
SortBy:
- Column: PendingTime
  Direction: Down
Type: BusinessObject

```

170.19 AgentFrontend::TicketList::Static###DefaultConfig

默认静态类型的默认工单列表配置。

不能使这个设置失效。

默认值：

```

---
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:

```

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```
    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:
    IsVisible: 2
Type:
    IsInlineEditable: 0
```

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```

    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
Type: BusinessObject

```

170.20 AgentFrontend::TicketList::Unlocked###DefaultConfig

已解锁工单静态类型的默认工单列表配置。

不能使这个设置失效。

默认值：

```

---
ActiveFilters:
  LockIDs:

```

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```

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: 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

```

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```
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
- Service
- SLA
```

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```

- Watch
FilterPresets:
  Closed:
    StateType:
      Value: Closed
  Unresolved:
    StateType:
      Value: Open
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unresolved
Limit: 1000
ScreenTitle: Unlocked Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

170.21 *AgentFrontend::TicketList::Unresolved###DefaultConfig*

未解决工单静态类型的默认工单列表配置。

不能使这个设置失效。

默认值：

```

---
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

```

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```
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:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
```

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```
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:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Unresolved Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

Frontend → Agent → View → TicketList → Bulk

171.1 *AgentFrontend::Ticket::BulkFeature::Attributes###DynamicField*

Dynamic fields displayed in the bulk action of the ticket list.

默认值：

171.2 *AgentFrontend::Ticket::BulkFeature::Attributes###IsVisibleForCustomer*

Defines whether the note in the bulk action of the ticket list is visible to the customer user by default.

默认值：

171.3 *AgentFrontend::Ticket::BulkFeature::Attributes###Owner*

Defines whether the ticket owner can be selected in the bulk action of the ticket list.

默认值：

171.4 *AgentFrontend::Ticket::BulkFeature::Attributes###Priority*

Defines whether the ticket priority can be selected in the bulk action of the ticket list.

默认值：

1

171.5 *AgentFrontend::Ticket::BulkFeature::Attributes###PriorityDefault*

Defines the default ticket priority in the bulk action of the ticket list.

这个设置默认没有激活。

默认值：

3 normal

171.6 *AgentFrontend::Ticket::BulkFeature::Attributes###Responsible*

Defines whether the responsible agent can be selected in the bulk action of the ticket list.

默认值：

1

171.7 *AgentFrontend::Ticket::BulkFeature::Attributes###State*

Defines whether the ticket state can be selected in the bulk action of the ticket list.

默认值：

1

171.8 *AgentFrontend::Ticket::BulkFeature::Attributes###StateDefault*

Defines the default ticket state in the bulk action of the ticket list.

这个设置默认没有激活。

默认值：

open

171.9 *AgentFrontend::Ticket::BulkFeature::Attributes###TicketType*

Defines whether the ticket type can be selected in the bulk action of the ticket list.

默认值：

1

171.10 *AgentFrontend::TicketList::Bulk###StateType*

Defines the possible ticket state types in the bulk action of the ticket list.

不能使这个设置失效。

默认值：

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```

171.11 *WebApp::API::Agent::Ticket::BulkFeature###Active*

激活服务人员界面的工单批量操作功能，以便同时对多个工单执行操作。

不能使这个设置失效。

默认值：

1

171.12 *WebApp::API::Agent::Ticket::BulkFeature###Groups*

仅对列表中的组启用批量操作功能。

不能使这个设置失效。

默认值：

```
---  
- admin  
- users
```

171.13 *WebApp::API::Agent::Ticket::BulkFeature###RequiredLock*

定义执行工单批量操作是否需要锁定工单。

不能使这个设置失效。

默认值：

1

Frontend → Agent → View → TicketMerge

172.1 *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.

不能使这个设置失效。

默认值：

```
Your email with ticket number "<OTRS_TICKET>" is merged to "<OTRS_MERGE_TO_
↳TICKET>".
```

172.2 *Ticket::Frontend::AutomaticMergeSubject*

工单被合并时，自动添加一个备注到不再活动的工单，您可以在这里定义这个备注的主题（这个主题不能被服务人员修改）。

不能使这个设置失效。

默认值：

```
Ticket Merged
```

172.3 *Ticket::Frontend::AutomaticMergeText*

工单被合并时，自动添加一个备注到不再活动的工单，您可以在这里定义这个备注的正文（这个文本不能被服务人员修改）。

不能使这个设置失效。

默认值:

Merged Ticket <OTRS_TICKET> to <OTRS_MERGE_TO_TICKET>.

Frontend → Agent → View → TicketNote

173.1 AgentFrontend::Ticket::Action::Note###FormDraft

Allows to save the current work in the Add Note action as draft.

默认值：

Frontend → Agent → View → TicketOwner

174.1 AgentFrontend::Ticket::Action::Owner###FormDraft

Allows to save the current work in the Change Owner action as draft.

默认值:

1

Frontend → Agent → View → TicketPhoneInbound

175.1 AgentFrontend::Ticket::Action::PhoneCallInbound###FormDraft

Allows to save the current work in the Add Phone Call Inbound action as draft.

默认值:

Frontend → Agent → View → TicketPhoneOutbound

176.1 AgentFrontend::Ticket::Action::PhoneCallOutbound###FormDraft

Allows to save the current work in the Add Phone Call Outbound action as draft.

默认值:

1

Frontend → Agent → View → TicketResponsible

177.1 AgentFrontend::Ticket::Action::Responsible###FormDraft

Allows to save the current work in the Change Responsible action as draft.

默认值:

1

Frontend → Agent → View → TicketSmsOutbound

178.1 AgentFrontend::Ticket::Action::SmsOutbound###FormDraft

Allows to save the current work in the Send SMS Outbound action as draft.

默认值:

1

Frontend → Agent → View → WebNotificationView

179.1 AgentFrontend::WebNotificationList###DefaultConfig

网页通知列表的默认配置。

不能使这个设置失效。

默认值：

```
---
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
```

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```
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Up
Type: BusinessObject
```

179.2 *NotificationView::ObjectTypes*

通知视图的对象类型列表。

不能使这个设置失效。

默认值：

```
---
Appointment: Appointment
Calendar: Calendar
Ticket: Ticket
```

180.1 *AgentFrontend::WidgetType###CustomerInformation*

客户信息小部件类型的默认配置。

不能使这个设置失效。

默认值：

```
---  
Config:  
  Collapsed: 0  
  Hidden: 0  
  Properties:  
    - CustomerUserID  
    - CustomerID  
  ShowPropertyOnEmpty: 0  
Module: Kernel::WebApp::Util::BusinessObject::Widget::CustomerInformation
```


181.1 *AgentFrontend::Ticket::BlockLoadingRemoteContent*

使应用程序阻止外部内容加载。

不能使这个设置失效。

默认值：

181.2 *AttachmentDownloadType*

允许选择是在浏览器中显示工单附件（内联）或只是将它们设置为可下载（附件）。

不能使这个设置失效。

默认值：

181.3 *DefaultLanguage*

定义默认的前端语言。所有可能的值由系统中可用的语言文件确定（查看下一个设置）。

不能使这个设置失效。

默认值：

181.4 *DefaultTheme*

定义服务人员应用的默认前端(HTML)主题。如果需要,您可以自行添加自定义主题。请参考位于链接 <https://doc.otrs.com/doc/> 的 管理员手册。

不能使这个设置失效。

默认值:

```
Standard
```

181.5 *DefaultTheme::HostBased*

可以在应用程序中配置基于每个域的不同主题。使用正则表达式(regex),您可以配置一个“键/内容”对来匹配一个域。“键”中的值应与域匹配,“内容”中的值应该是系统上一个有效的主题。请参阅示例条目以获取正确的正则表达式格式。

这个设置默认没有激活。

默认值:

```
---
host1\.example\.com: SomeTheme1
host2\.example\.com: SomeTheme2
```

181.6 *DefaultUsedLanguages*

定义本系统可用的所有语言。在这里只指定语言的英文名称。

不能使这个设置失效。

默认值:

```
---
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
fa: Persian
fi: Finnish
fr: French
```

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```

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)

```

181.7 *DefaultUsedLanguagesNative*

定义本系统可用的所有语言。在这里只指定语言的本地化名称。

不能使这个设置失效。

默认值：

```

---
ar_SA:
bg:
ca: Català
cs: Český
da: Dansk
de: Deutsch
el: Ελληνικά
en: English (United States)

```

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```
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
```

181.8 *DefaultViewLines*

设置文本消息显示的行数(例如:队列视图中工单的行)。

不能使这个设置失效。

默认值:

181.9 *DefaultViewNewLine*

文本消息中在 X 个字符后自动换行。

不能使这个设置失效。

默认值：

181.10 *DisableContentSecurityPolicy*

禁用 HTTP 头” Content-Security-Policy” 以便允许载入扩展的脚本内容。禁用这个 HTTP 头可能引起安全问题！仅在您知道您在干什么时才禁用它！

默认值：

181.11 *DisableIFrameOriginRestricted*

禁用 HTTP 头” X-Frame-Options: SAMEORIGIN” 以便允许 OTRS 可以包含在其它网址的 IFrame 框架中。禁用这个 HTTP 头可能有安全问题！仅在您知道您在干什么时才禁用它！

默认值：

181.12 *DisableLoginAutocomplete*

在登录屏幕中禁用自动完成功能。

默认值：

181.13 *FirstnameLastnameOrder*

指定服务人员显示姓和名的先后顺序。

不能使这个设置失效。

默认值：

0

181.14 *Frontend::DebugMode*

启用或禁用前端界面的调试模式。

默认值：

0

181.15 *Frontend::MenuDragDropEnabled*

开启主菜单的拖放功能。

不能使这个设置失效。

默认值：

1

181.16 *Frontend::PrefixPath*

用于反向协议之后的前缀路径操作。包含起始斜线，但是不包含终结斜线（比如/prefix/path）。

不能使这个设置失效。

默认值：

``Frontend::RichText``

查看和编辑以下内容时使用富文本：信件、问候语、签名、标准模板、自动响应和通知。

不能使这个设置失效。

默认值：

1

181.17 *Frontend::TemplateCache*

启用或禁用模板缓存。警告：不要在生产环境禁用模板缓存，因为这会引起巨大的性能下降！这个设置只在调试时才禁用！

不能使这个设置失效。

默认值：

```
1
```

181.18 *Frontend::Themes*

激活系统中的可用主题。值 1-代表激活，0-代表不激活。

默认值：

```
----  
Lite: '0'  
Standard: '1'
```

181.19 *HTTPSForceRedirect*

是否强制将所有请求从 http 重定向到 https 协议。启用此选项之前，请检查 Web 服务器是否正确配置了 https 协议。

不能使这个设置失效。

默认值：

```
0
```

181.20 *HttpType*

定义本系统的 WEB 服务器使用的协议类型。如果要用 HTTPS 协议代替明文的 HTTP 协议，就在这里指定。因为这个设置并不影响 WEB 服务器的设置或行为，所以不会改变访问本系统的方式。如果设置错误，也不会阻止您登录系统。这个设置只是作为一个变量 OTRS_CONFIG_HttpType 使用，可以在系统使用的所有消息的表单中找到，用来创建在系统内到工单的链接。

不能使这个设置失效。

默认值：

```
http
```

181.21 *OutOfOfficeMessageTemplate*

定义外出的消息模板。有两个字符串参数(%s): 结束日期和剩余天数。

默认值：

```
*** out of office until %s (%s d left) ***
```

181.22 *WebUploadCacheModule*

选择处理 WEB 界面上传文件的模块。“数据库”存储所有上传文件到数据库中，“文件系统”存储所有上传文件到文件系统中。

不能使这个设置失效。

默认值：

```
Kernel::System::Web::UploadCache::DB
```

182.1 Loader::Agent::CommonCSS###000-Framework

服务人员界面始终载入的 CSS 文件列表。

不能使这个设置失效。

默认值：

```
---  
- 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
```

182.2 Loader::Agent::CommonCSS###001-Daemon

服务人员界面始终载入的 CSS 文件列表。

不能使这个设置失效。

默认值：

```
---  
- Core.Agent.Daemon.css
```

182.3 Loader::Agent::CommonJS###000-Framework

服务人员界面始终载入的 JS 文件列表。

不能使这个设置失效。

默认值：

```
---  
- 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

```

182.4 *Loader::Agent::CommonJS###001-Daemon*

服务人员界面始终载入的 JS 文件列表。

不能使这个设置失效。

默认值：

```

----
- Core.Agent.Daemon.js

```

182.5 *Loader::Agent::CommonJS###001-JQueryMigrate*

服务人员界面始终载入的 JS 文件列表。

这个设置默认没有激活。

默认值：

```

----
- thirdparty/jquery-migrate-3.0.0/jquery-migrate.js

```

182.6 *Loader::Agent::CommonJS###002-Ticket*

服务人员界面始终载入的 JS 文件列表。

不能使这个设置失效。

默认值：

```

--- []

```

182.7 *Loader::Agent::CommonJS###100-CKEditor*

服务人员界面始终载入的 JS 文件列表。

不能使这个设置失效。

默认值：

```

----
- thirdparty/ckeditor-4.7.0/ckeditor.js

```

182.8 *Loader::Agent::DefaultSelectedSkin*

服务人员界面皮肤的内部名称，请在 `Frontend::Agent::Loader::Agent::Skin` 中检查可用的皮肤。
不能使这个设置失效。

默认值：

```
default
```

182.9 *Loader::Agent::DefaultSelectedSkin::HostBased*

配置不同皮肤是可能的，例如：区分系统中基于域名的不同服务人员。您可以使用一个正则表达式配置一个键/内容组合来匹配一个域名。“键”应该匹配域名，“值”是一个系统中有效的皮肤。请参照样例条目修改正则表达式的合适格式。

这个设置默认没有激活。

默认值：

```
---  
host1\.example\.com: SomeSkin1  
host2\.example\.com: SomeSkin2
```

182.10 *Loader::Agent::ResponsiveCSS###000-Framework*

服务人员界面始终载入的响应 CSS 文件列表。

不能使这个设置失效。

默认值：

```
---  
- Core.Responsive.css
```

182.11 *Loader::Agent::Skin###000-default*

服务人员界面的默认皮肤。

默认值：

```
---  
Description: The Default skin of OTRS.  
HomePage: www.otrs.org  
InternalName: default  
VisibleName: OTRS
```

182.12 *Loader::Agent::Skin###001-slim*

服务人员界面的默认皮肤(修身版)。

默认值:

```

---
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

```

182.13 *Loader::Agent::Skin###002-high-contrast*

用于视力受损用户的高对比度皮肤。

默认值:

```

---
Description: High contrast skin for visually impaired users.
HomePage: www.otrs.com
InternalName: highcontrast
VisibleName: High Contrast

```

182.14 *Loader::Enabled::CSS*

如果启用，OTRS 将以最小化的形式提供所有 CSS 文件。

不能使这个设置失效。

默认值:

```
1
```

182.15 *Loader::Enabled::JS*

如果启用了此选项，OTRS 将用压缩格式传送所有的 JavaScript 文件。

不能使这个设置失效。

默认值:

```
1
```

Frontend → *Base* → *OutputFilter*

183.1 *Frontend::Output::FilterText###AAAURL*

定义信件中处理文本的过滤器，以便高亮 URL 地址。

默认值：

```
---  
Module: Kernel::Output::HTML::FilterText::URL  
Templates:  
  AgentTicketZoom: '1'
```

183.2 *Frontend::Output::FilterText###OutputFilterTextAutoLink*

定义信件中处理文本的过滤器，以便高亮预定义的关键词。

这个设置默认没有激活。

默认值：

```
---  
Module: Kernel::Output::HTML::FilterText::AutoLink  
Templates:  
  AgentTicketZoom: '1'
```

183.3 *Frontend::Output::OutputFilterTextAutoLink###Bugtraq*

定义 HTML 输出结果中在 BUG 追踪号码后面添加链接的过滤器。图像元素允许两种输入方式：第一种是用图像的名称（如 `faq.png`），在这种情况下会使用 OTRS 的图像路径；第二种是插入图像的链接。

这个设置默认没有激活。

默认值：

```

---
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>

```

183.4 Frontend::Output::OutputFilterTextAutoLink###CVE

定义 HTML 输出结果中在 CVE 号码后面添加链接的过滤器。图像元素允许两种输入方式：第一种是用图像的名称（如 `faq.png`），在这种情况下会使用 OTRS 的图像路径；第二种是插入图像的链接。

这个设置默认没有激活。

默认值：

```

---
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/NVD/Media/images/favicons/favicon-16x16.png

```

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```
Target: _blank
URL: https://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>--<MATCH2>--<MATCH3>
```

183.5 Frontend::Output::OutputFilterTextAutoLink###FAQ

在 HTML 输出结果中为预定义字符串添加链接的过滤器。图像元素允许两种输入方式：第一种是用图像的名称（如 `faq.png`），在这种情况下会使用 OTRS 的图像路径；第二种是插入图像的链接。

这个设置默认没有激活。

默认值：

```
---
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>
```

183.6 Frontend::Output::OutputFilterTextAutoLink###MSBulletins

定义 HTML 输出结果中在微软公告号码后面添加链接的过滤器。图像元素允许两种输入方式：第一种是用图像的名称（如 `faq.png`），在这种情况下会使用 OTRS 的图像路径；第二种是插入图像的链接。

这个设置默认没有激活。

默认值：

```
---
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>
```

183.7 Frontend::Output::OutputFilterTextAutoLink###Setting1

在 HTML 输出结果中为预定义字符串添加链接的过滤器。图像元素允许两种输入方式：第一种是用图像的名称（例如：`faq.png`），在这种情况下会使用 OTRS 的图像路径；第二种是插入图像的链接。

这个设置默认没有激活。

默认值：

```
---
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
```

183.8 Frontend::Output::OutputFilterTextAutoLink###Setting2

在 HTML 输出结果中为预定义字符串添加链接的过滤器。图像元素允许两种输入方式：第一种是用图像的名称（如 `faq.png`），在这种情况下会使用 OTRS 的图像路径；第二种是插入图像的链接。

这个设置默认没有激活。

默认值：

```
---
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

184.1 *ChatEngine::ExternalFrontend::NoAvailableAgentsButtonLink*

如果没有可用于聊天的服务人员，该按钮的链接。

不能使这个设置失效。

默认值：

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsButtonText`
```

如果没有可用于聊天的服务人员，该按钮将显示的文本。

不能使这个设置失效。

默认值：

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsDescription`
```

定义按钮的参考消息。

不能使这个设置失效。

默认值：

```
`ChatFrontend::ExternalScripts`
```

定义聊天应用程序中包含的外部脚本资源列表。您仍然需要在 `WebApp::Server::AdditionalOrigins` 设置中解除这些脚本使用的任何域的阻塞。请注意，对该设置的更改需要重新启动 Web 服务器 (`bin/otrs.WebServer.pl -deploy-assets`)。

不能使这个设置失效。

默认值：

```
--- []
```

184.2 *ChatFrontend::InlineScripts*

定义聊天应用程序中包含的内联脚本列表。您仍然需要在 `WebApp::Server::AdditionalOrigins` 设置中解除这些脚本使用的任何域的阻塞。请注意，对该设置的更改需要重新启动 Web 服务器 (`bin/otrs.WebServer.pl --deploy-assets`)。

不能使这个设置失效。

默认值：

```
--- []
```

184.3 *ExternalFrontend::CustomizationColors*

定制外部人员界面时可选择的十六进制 RGB 下的颜色列表。使用白色文本时，请确保背景颜色足够深。

默认值：

```
---  
- '#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'

```

184.4 *ExternalFrontend::DefaultLanguage*

定义决定外部人员界面默认语言的方法。“自动检测”会按照用户的浏览器配置来设置语言。“系统默认”会使用默认语言设置中配置好的值。请注意，一旦用户覆盖默认语言，他们的选择将被视为之后的默认设置。

不能使这个设置失效。

默认值：

```
Browser
```

184.5 *ExternalFrontend::ExternalScripts*

定义外部人员界面应用中包含的外部脚本资源列表。您仍然需要在 `WebApp::Server::AdditionalOrigins` 设置中解除这些脚本使用的任何域的阻塞。请注意，对该设置的更改需要重新启动 Web 服务器 (`bin/otrs.WebServer.pl -deploy-assets`)。

不能使这个设置失效。

默认值：

```
--- []
```

184.6 *ExternalFrontend::InlineScripts*

定义外部人员界面应用中包含的内联脚本列表。您仍然需要在 `WebApp::Server::AdditionalOrigins` 设置中解除这些脚本使用的任何域的阻塞。请注意，对该设置的更改需要重新启动 Web 服务器

(bin/otrs.WebServer.pl --deploy-assets)。

不能使这个设置失效。

默认值：

```
--- []
```

184.7 ExternalFrontend::LanguageFallback

定义外部人员界面的后备语言。

不能使这个设置失效。

默认值：

```
en
```

184.8 ExternalFrontend::Languages

外部人员前端中可用的语言列表。请确保其包含 ExternalFrontend::LanguageFallback 中选定的值。

不能使这个设置失效。

默认值：

```
---  
- en  
- en_CA  
- en_GB  
- de  
- es  
- es_MX  
- hu  
- zh_CN  
- pt_BR  
- fr
```

184.9 ExternalFrontend::QueueMap

定义外部人员界面的队列名称映射。

默认值：

```
--- {}
```

184.10 ExternalFrontend::StateMap

定义外部人员界面中的状态名称关系图。

默认值：

```
--- {}
```

184.11 *ExternalFrontend::UserIdleTime*

定义客户用户由于不活动而被视为空闲的时间段(以分钟为单位)。在此时间之后发出的任何请求都不会扩展相应的会话。

不能使这个设置失效。

默认值：

```
5
```

Frontend → *External* → *Auth*

185.1 *ExternalFrontend::Auth::LoginURL*

为外部人员界面定义一个备用登入 URL。

这个设置默认没有激活。

默认值：

```
http://host.example.com/cgi-bin/login.pl
```

185.2 *ExternalFrontend::Auth::LogoutURL*

为外部人员界面定义一个备用登出 URL。

这个设置默认没有激活。

默认值：

```
http://host.example.com/cgi-bin/logout.pl
```

Frontend → External → DocumentSearch

186.1 *DocumentSearch::External::DynamicField*

外部人员界面中可搜索且可突出显示的动态字段。

默认值：

--- {}

187.1 ExternalFrontend::Menu###Bottom

外部人员界面中的底部菜单项注册。可以通过添加新项和指明参数来新建菜单链接。“群组”和“群组只读”数组可以分别用来限制特定群组有读写和只读权限的成员对连接显示的可见情况。“名称”定义并显示连接文本，“描述”会被显示在鼠标放在上面时出现的小工具框中。“链接”表示一个应用路线路径或者链去一个外部网站的链接。请注意，您一次只可以定义一条。“是否公开”的定义是，如果链接对被未经授权的用户可见，那么这里设置为“1”，“群组”和“群组只读”参数会被忽略。“目标路径”会定义链接的目标属性，请使用“_blank”来指示在新标签页中打开。“优先级”决定了链接的顺序，数字小的显示在前面。

默认值：

```
---
- 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.
  Group: []
  GroupRo: []
```

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```

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: ''

```

187.2 ExternalFrontend::Menu###Main

外部人员界面中的主菜单项注册。可以通过添加新项和指明参数来新建菜单链接。“群组”和“只读群组”数组可以分别用来限制特定群组有读写和只读权限的成员对连接显示的可见情况。“名称”定义并显示连接文本，“描述”会被显示在鼠标放在上面时出现的小工具框中。“链接”表示一个应用路线路径或者链去一个外部网站的链接。请注意，您一次只可以定义一条。“是否公开”的定义是，如果链接对被未经授权的用户可见，那么这里设置为“1”，“群组”和“群组只读”参数会被忽略。“目标路径”会定义链接的目标属性，请使用“_blank”来指示在新标签页中打开。“优先级”决定了链接的顺序，数字小的显示在前面。

默认值：

```

---
- 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: ''

```

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```

- 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: ''

```

187.3 ExternalFrontend::Menu###Top

外部人员界面中的顶部菜单项注册。可以通过添加新项和指明参数来新建菜单链接。“群组”和“群组只读”数组可以分别用来限制特定群组有读写和只读权限的成员对连接显示的可见情况。“名称”定义并显示连接文本，“描述”会被显示在鼠标放在上面时出现的小工具框中。“链接”表示一个应用路线路径或者链去一个外部网站的链接。请注意，您一次只可以定义一条。“是否公开”的定义是，如果链接对被未经授权的用户可见，那么这里设置为“1”，“群组”和“群组只读”参数会被忽略。“目标路径”会定义链接的目标属性，请使用“_blank”来指示在新标签页中打开。“优先级”决定了链接的顺序，数字小的显示在前面。

默认值：

```

---
- Description: Custom link 1.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /home
  Name: Custom Link 1
  Prio: '100'
  Target: ''

```


188.1 ExternalFrontend::GenericNotifyModule::Notifications

定义外部人员界面中的通用通知模块显示的通知。“名称”定义了通知的名称。通过“活动”标志，可以禁用通知。“阶段”可以是“AppLoad(APP 加载)”、“Polling(轮询)”或“PostAuth(认证后)”(可以通过 | 组合阶段)。“通知类型”只能是“Toast”或“Alert”。可以将“可拒绝”设置为 0(不可拒绝通知)或 1(可拒绝通知)。“优先级”的可能值为“信息”、“警告”、“错误”或“成功”。通知的内容可以在“文本”中输入，也可以在“文件”键中定义文本文件。“标题”将用作所显示通知的标题。此外，可以通过键“链接”结合链接目标来指定一个链接。“链接目标”的可能值是“_blank”或“_self”。

不能使这个设置失效。

默认值：

```

----
- 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

```

188.2 ExternalFrontend::NotifyModule###1000-UserTimeZoneCheck

Defines the module to display a notification in the external interface, if the user has not set a time zone.

不能使这个设置失效。

默认值:

```
---  
Module: Kernel::WebApp::Util::NotifyModule::External::UserTimeZoneCheck  
Name: UserTimeZoneCheck
```

188.3 *ExternalFrontend::NotifyModule###9000-Generic*

Defines the module that shows generic notifications in the external interface.

不能使这个设置失效。

默认值:

```
---  
Module: Kernel::WebApp::Util::NotifyModule::External::Generic
```

188.4 *ExternalFrontend::NotifyModule::PollingInterval*

通知模块的轮询间隔(秒)。

不能使这个设置失效。

默认值:

```
180
```

189.1 *ExternalFrontend::PrivacyNotice*

定义外部人员界面的隐私声明配置。在他们接受隐私政策之前，通知将向所有用户显示。要完全停用通知，只需禁用此设置即可。

默认值：

```
---
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。
```

190.1 *ExternalFrontend::Route###001-Framework*

定义外部人员界面中的应用路由。可以通过添加新项和指明参数来定义额外的路由。“组”和“只读组”数组可以分别用来限制特定组有读写和只读权限的成员对路由的接入。“路径”定义了路由的相对路径，同时“别名”可以用来指明备用路径。“组件”是负责显示路由内容的 **Vue** 组件的路径，这里是指对于应用文件夹“组件/路由”而言的相对路径。“是否公开”的定义是，如果路由可以被未经授权的用户接入，那么这里设置为“1”，“组”和“只读组”参数会被忽略。“属性”可以用来指示包含动态部分的路径，并且它们的值会作为属性返回给该组件（用“1”来开启这个功能）。

默认值：

```
---
- 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
  Group: []
  GroupRo: []
  IsPublic: '1'
```

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```
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'
  Path: /knowledge-base/category/:categoryId?
  Props: '1'
- Alias: ''
```

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```
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

191.1 *ExternalFrontend::KnowledgeBaseDetailView###DynamicField*

Dynamic fields shown in the knowledge base detail view of the external interface.

默认值：

--- {}

Frontend → External → View → Preferences

192.1 *CustomerPersonalPreference###Avatar*

Parameters for the avatar setting in the personal preferences of the customer user. 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.

默认值:

```
---
Active: '1'
Desc: Upload your avatar image.
Key: Avatar
Label: Avatar
Module: Kernel::WebApp::Util::UserPreferenceType::Avatar
PrefKey: UserAvatar
PreferenceGroup: General
Prio: '0100'
```

192.2 *CustomerPersonalPreference###Language*

Parameters for the language setting in the personal preferences of the customer user. 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.

默认值:

```

---
Active: '1'
Desc: Select the main interface language.
Key: Language
Label: Language
Module: Kernel::WebApp::Util::UserPreferenceType::Select::Language
PrefKey: UserLanguage
PreferenceGroup: General
Prio: '2000'

```

192.3 CustomerPersonalPreference###LoginForbidden

Parameters for the login forbidden setting in the personal preferences of the customer user. 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.

默认值:

```

---
Active: '0'
DataSelected: '0'
Desc: The login is forbidden if the customer user reached the max failed
↳logins.
Key: Login Forbidden
Label: Login Forbidden
Module: Kernel::WebApp::Util::UserPreferenceType::Select
Options:
  '0': No
  '1': Yes
PrefKey: UserLoginForbidden
PreferenceGroup: General
Prio: '1000'
ShowInUserManagement: '1'

```

192.4 CustomerPersonalPreference###PGP

Parameters for the PGP key setting in the personal preferences of the customer user. 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.

默认值:

```

---
Active: '1'
Desc: Upload your PGP key.
Key: PGP Key
Label: PGP Key

```

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```

Module: Kernel::WebApp::Util::UserPreferenceType::File::PGP
PrefKey: UserPGPKey
PreferenceGroup: Security
Prio: '10000'
ShowInUserManagement: '1'

```

192.5 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.

默认值:

```

---
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'

```

192.6 CustomerPersonalPreference###SMIME

Parameters for the S/MIME certificate setting in the personal preferences of the customer user. 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.

默认值:

```
---
Active: '1'
Desc: Upload your S/MIME certificate.
Key: S/MIME Certificate
Label: S/MIME Certificate
Module: Kernel::WebApp::Util::UserPreferenceType::File::SMIME
PrefKey: UserSMIMEKey
PreferenceGroup: Security
Prio: '11000'
ShowInUserManagement: '1'
```

192.7 CustomerPersonalPreference###TimeZone

Parameters for the time zone setting in the personal preferences of the customer user. 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.

默认值:

```
---
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'
```

192.8 CustomerPersonalPreference###TwoFactor

Parameters for the two-factor setting in the personal preferences of the customer user. 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.

默认值:

```
---
Active: '1'
Desc: Manage two-factor authentication settings.
Key: Two-factor
Label: Two-factor Authentication
```

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```
Module: Kernel::WebApp::Util::UserPreferenceType::TwoFactor
PrefKey: TwoFactor
PreferenceGroup: Security
Prio: '1200'
ShowInUserManagement: '1'
```

192.9 *CustomerPersonalPreference::Groups###0001-Framework*

为首选项条目定义分组。

不能使这个设置失效。

默认值:

```
---
- Description: ''
  Label: General
  Name: General
  Order: '1000'
  Title: ''
- Description: ''
  Label: Security
  Name: Security
  Order: '2000'
  Title: ''
```

192.10 *CustomerPersonalPreference::OldModuleMapping###0001-Framework*

Preference module mapping for preferences which should be shown in the customer user add and edit screens of the administrator interface.

默认值:

```
---
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

193.1 *ExternalFrontend::TicketCreate###DynamicField*

在外部人员界面的工单消息屏幕中显示的动态字段选项。注意：如果要在外部人员界面的工单详情视图中显示这些字段，则必须在 `ExternalFrontend::TicketDetailView###DynamicField` 中启用它们。

默认值：

```
--- {}
```

193.2 *ExternalFrontend::TicketCreate###HistoryComment*

在外部人员界面中新的历史条目的注释。

不能使这个设置失效。

默认值：

```
`ExternalFrontend::TicketCreate###HistoryType`
```

定义外部人员界面中的默认历史类型。

不能使这个设置失效。

默认值：

```
WebRequestCustomer
```

193.3 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::DefaultLanguage*

相关知识库文章的默认语言。

默认值：

```
---  
- en
```

193.4 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Enabled*

启用外部人员界面的相关知识库文章功能。

不能使这个设置失效。

默认值：

```
1
```

193.5 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Queue*

已启用相关知识库文章功能的队列名称列表。

这个设置默认没有激活。

默认值：

```
---  
- Raw
```

193.6 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::ShowLimit*

相关知识库文章的数量输出限制。

不能使这个设置失效。

默认值：

```
5
```

193.7 *ExternalFrontend::TicketCreate###NextScreenAfterNewTicket*

确定在外部人员界面创建客户工单后的下一个屏幕。

不能使这个设置失效。

默认值：

```
TicketOverview
```

193.8 *ExternalFrontend::TicketCreate###Priority*

允许客户在外部人员界面更改工单优先级。

不能使这个设置失效。

默认值：

```
0
```

193.9 *ExternalFrontend::TicketCreate###PriorityDefault*

定义外部人员界面中创建客户工单的默认优先级。

默认值：

```
3 normal
```

193.10 *ExternalFrontend::TicketCreate###Queue*

允许在外部人员界面设置工单的队列，如果此处未启用，则需要配置 `QueueDefault`（默认队列）。

不能使这个设置失效。

默认值：

```
0
```

193.11 *ExternalFrontend::TicketCreate###QueueDefault*

定义外部人员界面中创建客户工单的默认队列。

默认值：

```
Postmaster
```

193.12 *ExternalFrontend::TicketCreate###SLA*

在外部人员界面允许设置工单的 SLA。

不能使这个设置失效。

默认值：

0

193.13 *ExternalFrontend::TicketCreate###SLAMandatory*

设置是否必须由客户选择 SLA 。

默认值：

0

193.14 *ExternalFrontend::TicketCreate###SenderType*

外部人员界面新工单的发件人类型。

不能使这个设置失效。

默认值：

customer

193.15 *ExternalFrontend::TicketCreate###Service*

允许客户在外部人员界面设置工单服务。

不能使这个设置失效。

默认值：

0

193.16 *ExternalFrontend::TicketCreate###ServiceMandatory*

设置是否必须由客户选择服务。

默认值：

0

193.17 *ExternalFrontend::TicketCreate###StateDefault*

定义外部人员界面中创建客户工单的默认状态。

不能使这个设置失效。

默认值：

new

193.18 *ExternalFrontend::TicketCreate###TicketType*

允许在外部人员界面设置工单类型，如果此处未启用，则需要配置 `TicketTypeDefault`（默认工单类型）。不能使这个设置失效。

默认值：

0

193.19 *ExternalFrontend::TicketCreate###TicketTypeDefault*

定义客户界面创建客户工单屏幕默认的工单类型。

默认值：

Unclassified

Frontend → External → View → TicketDetail

194.1 ExternalFrontend::TicketDetailView###AccountedTimeDisplay

在外部人员界面的工单详情视图显示文章的计数时间。

不能使这个设置失效。

默认值：

```
0
```

194.2 ExternalFrontend::TicketDetailView###AttributesView

在外部人员界面显示启用的工单属性（0= 已禁用，1= 已启用）。

不能使这个设置失效。

默认值：

```
---  
Owner: '0'  
Priority: '1'  
Queue: '1'  
Responsible: '0'  
SLA: '0'  
Service: '0'  
State: '1'  
Type: '0'
```

194.3 *ExternalFrontend::TicketDetailView###DynamicField*

显示在外部人员界面工单详情视图的动态字段。

默认值：

```
--- {}
```

194.4 *ExternalFrontend::TicketDetailView###FollowUpDynamicField*

显示在外部人员界面工单详情视图的工单回复区域的动态字段选项。

默认值：

```
--- {}
```

194.5 *ExternalFrontend::TicketDetailView###HistoryComment*

定义工单详情视图的历史记录评注，该评注用于显示在外部人员界面的工单历史中。

不能使这个设置失效。

默认值：

```
`ExternalFrontend::TicketDetailView###HistoryType`
```

定义工单详情视图中的历史记录类型，该类型用于显示在外部人员界面的工单历史中。

不能使这个设置失效。

默认值：

```
FollowUp
```

194.6 *ExternalFrontend::TicketDetailView###NextScreenAfterFollowUp*

定义外部人员界面中，工单详情视图在跟进之后的下一页面。

不能使这个设置失效。

默认值：

```
TicketOverview
```


194.7 *ExternalFrontend::TicketDetailView###Priority*

允许客户在外部人员界面更改工单优先级。

默认值：

```
0
```

194.8 *ExternalFrontend::TicketDetailView###PriorityDefault*

Defines the default priority of follow-up customer tickets in the ticket detail view in the external interface. To show the current ticket priority, simply disable this setting.

默认值：

```
3 normal
```

194.9 *ExternalFrontend::TicketDetailView###SenderType*

在外部人员界面中，定义工单详情视图上的工单默认发送者类型。

不能使这个设置失效。

默认值：

```
customer
```

194.10 *ExternalFrontend::TicketDetailView###State*

允许在外部人员界面的客户工单中选取下一个撰写状态。

默认值：

```
0
```

194.11 *ExternalFrontend::TicketDetailView###StateDefault*

Defines the default next state for a ticket after customer follow-up in the external interface. To show the current ticket state, simply disable this setting.

默认值：

```
open
```

194.12 *ExternalFrontend::TicketDetailView###StateType*

在外部人员界面定义客户工单的下一可能状态。

不能使这个设置失效。

默认值：

```
---  
- open  
- closed
```

Frontend → External → View → TicketOverview

195.1 *ExternalFrontend::TicketOverview###ColumnHeader*

在外部人员界面显示最近的客户文章主题或者工单的标题。

默认值：

```
TicketTitle
```

195.2 *ExternalFrontend::TicketOverview###DynamicField*

显示在外部人员界面工单总览页面的动态字段。

默认值：

```
--- {}
```

195.3 *ExternalFrontend::TicketOverview###Owner*

在外部人员界面显示当前工单所有者。

不能使这个设置失效。

默认值：

```
0
```

195.4 *ExternalFrontend::TicketOverview###Queue*

在外部人员界面显示当前工单队列。

不能使这个设置失效。

默认值：

0

195.5 *ExternalFrontend::TicketOverview###State*

在外部人员界面显示当前工单状态。

不能使这个设置失效。

默认值：

1

196.1 *GenericInterface::WebserviceConfig::CacheTTL*

WEB 服务配置后端的缓存时间(秒)。

不能使这个设置失效。

默认值：

86400

GenericInterface → *ErrorHandling* → *ModuleRegistration*

197.1 *GenericInterface::ErrorHandling::Module###RequestRetry*

Generic interface module registration for an error handling module.

默认值:

```
---  
CommunicationTypeFilter: Requester  
ConfigDialog: AdminGenericInterfaceErrorHandlingRequestRetry  
Name: RequestRetry
```

GenericInterface → *Invoker* → *ModuleRegistration*

198.1 *GenericInterface::Invoker::Module###Test::Test*

Generic interface module registration for the invoker layer.

这个设置默认没有激活。

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: Test
```

198.2 *GenericInterface::Invoker::Module###Test::TestSimple*

Generic interface module registration for the invoker layer.

这个设置默认没有激活。

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: TestSimple
```

GenericInterface → *Mapping* → *ModuleRegistration*

199.1 *GenericInterface::Mapping::Module###Simple*

Generic interface module registration for the mapping layer.

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceMappingSimple
```

199.2 *GenericInterface::Mapping::Module###Test*

Generic interface module registration for the mapping layer.

这个设置默认没有激活。

默认值：

```
---  
ConfigDialog: ''
```

199.3 *GenericInterface::Mapping::Module###XSLT*

Generic interface module registration for the mapping layer.

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceMappingXSLT
```


200.1 *GenericInterface::Operation::ResponseLoggingMaxSize*

Defines the maximum size in kilobyte of generic interface responses that get logged to the “gi_debugger_entry_content” table.

不能使这个设置失效。

默认值：

200

GenericInterface → *Operation* → *Generic* → *RPC*

201.1 *GenericInterface::Operation::Generic::RPC*

开启 *Generic::RPC* 操作的使用。

不能使这个设置失效。

默认值：

0

201.2 *GenericInterface::Operation::Generic::RPC::Modules###001-Default*

Generic::RPC 操作使用的可执行模块的注册。只有 *Kernel::System* 和 *Custom::Kernel::System* (以及 *Kernel::Config*) 下面的模块才能够被执行。

默认值：

--- []

GenericInterface → *Operation* → *ModuleRegistration*

202.1 *GenericInterface::Operation::Module###AccessToken::Create*

Generic interface module registration for the operation layer.

默认值:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: AccessToken  
Name: Create
```

202.2 *GenericInterface::Operation::Module###AccessToken::Get*

Generic interface module registration for the operation layer.

默认值:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: AccessToken  
Name: Get
```

202.3 *GenericInterface::Operation::Module###FAQ::LanguageList*

Generic interface module registration for the operation layer.

默认值:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: LanguageList
```

202.4 *GenericInterface::Operation::Module###FAQ::PublicCategoryList*

Generic interface module registration for the operation layer.

默认值:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicCategoryList
```

202.5 *GenericInterface::Operation::Module###FAQ::PublicFAQGet*

Generic interface module registration for the operation layer.

默认值:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQGet
```

202.6 *GenericInterface::Operation::Module###FAQ::PublicFAQSearch*

Generic interface module registration for the operation layer.

默认值:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQSearch
```

202.7 *GenericInterface::Operation::Module###Generic::RPC*

Generic interface module registration for the operation layer.

默认值:

```
---  
ConfigDialog: AdminGenericInterfaceOperationRPC  
Controller: Generic  
Name: RPC
```

202.8 *GenericInterface::Operation::Module###Test::Test*

Generic interface module registration for the operation layer.

这个设置默认没有激活。

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Test  
Name: Test
```

202.9 *GenericInterface::Operation::Module###Ticket::TicketCreate*

Generic interface module registration for the operation layer.

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketCreate
```

202.10 *GenericInterface::Operation::Module###Ticket::TicketGet*

Generic interface module registration for the operation layer.

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

202.11 *GenericInterface::Operation::Module###Ticket::TicketHistoryGet*

Generic interface module registration for the operation layer.

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketHistoryGet
```

202.12 *GenericInterface::Operation::Module###Ticket::TicketSearch*

Generic interface module registration for the operation layer.

默认值:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

202.13 *GenericInterface::Operation::Module###Ticket::TicketUpdate*

Generic interface module registration for the operation layer.

默认值:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketUpdate
```

GenericInterface → *Operation* → *TicketCreate*

203.1 *GenericInterface::Operation::TicketCreate###AutoResponseType*

Defines the default auto response type of the article for the ticket create operation.

不能使这个设置失效。

默认值：

```
auto reply
```

203.2 *GenericInterface::Operation::TicketCreate###HistoryComment*

Defines the history comment for the ticket create operation, which gets used for ticket history in the agent interface.

不能使这个设置失效。

默认值：

```
%%GenericInterface Create
```

203.3 *GenericInterface::Operation::TicketCreate###HistoryType*

Defines the history type for the ticket create operation, which gets used for ticket history in the agent interface.

不能使这个设置失效。

默认值：

NewTicket

203.4 *GenericInterface::Operation::TicketCreate###IsVisibleForCustomer*

Defines the default visibility of the article to customer user for the ticket create operation.

不能使这个设置失效。

默认值：

1

GenericInterface → *Operation* → *TicketSearch*

204.1 *GenericInterface::Operation::TicketSearch###Order::Default*

Defines the default ticket order in the search result of the ticket search operation.

不能使这个设置失效。

默认值：

Down

204.2 *GenericInterface::Operation::TicketSearch###SearchLimit*

Maximum number of tickets to be displayed in the result of the ticket search operation.

不能使这个设置失效。

默认值：

500

204.3 *GenericInterface::Operation::TicketSearch###SortBy::Default*

Defines the default ticket attribute for sorting of the search result of the ticket search operation.

不能使这个设置失效。

默认值：

Age

GenericInterface → *Operation* → *TicketUpdate*

205.1 *GenericInterface::Operation::TicketUpdate###AutoResponseType*

Defines the default auto response type of the article for the ticket update operation.

不能使这个设置失效。

默认值：

```
auto follow up
```

205.2 *GenericInterface::Operation::TicketUpdate###HistoryComment*

Defines the history comment for the ticket update operation, which gets used for ticket history in the agent interface.

不能使这个设置失效。

默认值：

```
%%GenericInterface Note
```

205.3 *GenericInterface::Operation::TicketUpdate###HistoryType*

Defines the history type for the ticket update operation, which gets used for ticket history in the agent interface.

不能使这个设置失效。

默认值：

AddNote

205.4 *GenericInterface::Operation::TicketUpdate###IsVisibleForCustomer*

Defines the default visibility of the article to customer user for the ticket update operation.

不能使这个设置失效。

默认值：

1

GenericInterface → *Transport* → *ModuleRegistration*

206.1 *GenericInterface::Transport::Module###HTTP::REST*

Generic interface module registration for the transport layer.

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPREST  
Name: REST  
Protocol: HTTP
```

206.2 *GenericInterface::Transport::Module###HTTP::SOAP*

Generic interface module registration for the transport layer.

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPSOAP  
Name: SOAP  
Protocol: HTTP
```

206.3 *GenericInterface::Transport::Module###HTTP::Test*

Generic interface module registration for the transport layer.

这个设置默认没有激活。

默认值：

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPTest  
Name: Test  
Protocol: HTTP
```

207.1 *WebApp::DefaultRedirect*

Defines the default redirect. Use “/external” for the external or “/agent” for the agent interface, or an absolute URL if you want to redirect to an external site.

不能使这个设置失效。

默认值：

```
/external
```

207.2 *WebApp::SSO::RemoteUserSecret*

SSO(单点登录)的共享密钥。反向代理必须使用此设置的值传递 REMOTE_USER 和 REMOTE_USER_SECRET 标头，然后才能接受 REMOTE_USER 并将其用于 HTTPBasicAuth。

这个设置默认没有激活。

默认值：

```
`WebApp::Server::AdditionalOrigins`
```

为生产环境 Web 服务器内容安全策略标头定义其它来源。您可以为受支持的任何规则指定新条目，请使用规则的名称作为键。

不能使这个设置失效。

默认值：

```
---
connect-src:
- ''
font-src:
- ''
frame-src:
- ''
img-src:
- ''
script-src:
- ''
style-src:
- ''
```

207.3 *WebApp::Server::AutomaticReloadFile*

定义应该表示需要重新加载 Web 服务器的文件的路径。它只能配合默认值才能正常工作; 只有当您打算将此文件用于其他目的(例如触发群集范围的 Web 服务器重新加载 - 在这种情况下, 您必须自己处理实际的重新加载)时才更改此选项。

不能使这个设置失效。

默认值:

```
<OTRS_CONFIG_Home>/var/run/otrs.WebServer.pid.needs-reload
```

207.4 *WebApp::Server::TriggerAutomaticReloads*

如果激活, 则某些操作(如软件包变更和外部人员界面设置变更)将触发当前节点上生产 Web 服务器的热重新加载。如果您计划手动重新启动 Web 服务器或使用其他机制执行所需的重新启动, 则可以关闭此功能。

不能使这个设置失效。

默认值:

```
1
```

WebApp → API → Agent → Account

208.1 *WebApp::API::Agent::Account::Recover*

使服务人员能够通过服务人员界面恢复自己的帐户。

不能使这个设置失效。

默认值：

```
1
```

208.2 *WebApp::API::Agent::Account::RecoverBody*

定义发送给服务人员关于请求的新密码的链接的通知邮件的正文。

不能使这个设置失效。

默认值：

```
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.
```

208.3 *WebApp::API::Agent::Account::RecoverEmailSecurity*

为服务人员恢复电子邮件启用电子邮件安全。

不能使这个设置失效。

默认值：

0

208.4 *WebApp::API::Agent::Account::RecoverSubject*

定义发送给服务人员关于请求的新密码的链接的通知邮件的主题。

不能使这个设置失效。

默认值：

New OTRS password request

WebApp → API → Agent → CustomerCompany

209.1 *WebApp::API::Agent::CustomerCompany::Management::PermissionGroup*

Specifies the groups which have add and edit permissions to the customer company management.

不能使这个设置失效。

默认值：

```
---  
- admin  
- users
```

WebApp → API → Agent → CustomerUser

210.1 *WebApp::API::Agent::CustomerUser::Management::PermissionGroups*

Specifies the groups which have add and edit permissions to the customer user management.

不能使这个设置失效。

默认值：

```
---  
- admin  
- users
```

WebApp → *API* → *Agent* → *Statistic*

211.1 *WebApp::API::Agent::AllowStatisticCacheComputation*

允许异步计算服务人员仪表板的统计数据。

不能使这个设置失效。

默认值：

```
1
```

211.2 *WebApp::API::Agent::Statistic::FullPermissionGroups*

指定对统计具有读写权限的组（例如添加/编辑和导入/导出一个统计）。

不能使这个设置失效。

默认值：

```
---  
- stats
```

WebApp → API → Agent → StatisticReport

212.1 *WebApp::API::Agent::StatisticReport::FullPermissionGroups*

指定对报表具有读写权限的组（例如添加/编辑一个报表）。

不能使这个设置失效。

默认值：

```
---  
- stats
```

212.2 *WebApp::API::Agent::StatisticReport::ReadOnlyPermissionGroups*

指定对报表具有只读权限的组（例如运行一个报表）。

不能使这个设置失效。

默认值：

```
---  
- stats
```

WebApp → API → Agent → Ticket → Create

213.1 *WebApp::API::Agent::Ticket::Create::AutoAssignCustomerIDForUnknown*

控制是否根据客户用户为未知客户自动设置客户 ID。请与 `PostMaster::NewTicket::AutoAssignCustomerIDForUnknownCustomers` 保持同步。

不能使这个设置失效。

默认值：

1

WebApp → *API* → *Agent* → *TicketList*

214.1 *WebApp::API::Agent::TicketList::ExtendedSearchCondition*

允许在工单列表过滤器中扩展搜索条件。有了这项功能，您可以用诸如“(key1*&&*key2)”或“(key1*||*key2)”这样的条件搜索工单标题。

不能使这个设置失效。

默认值：

1

WebApp → API → Agent → TwoFactor

215.1 *WebApp::API::Agent::TwoFactor::EmailBody*

定义发送给服务人员的双因素邮件的正文，并带有用于完成身份验证质询的一次性令牌。

不能使这个设置失效。

默认值：

```
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.
```

215.2 *WebApp::API::Agent::TwoFactor::EmailSubject*

定义发送给服务人员的双因素邮件的主题文本，其中包含用于完成身份验证质询的一次性令牌。

不能使这个设置失效。

默认值:

```
New OTRS login request
```

215.3 *WebApp::API::Agent::TwoFactor::SMSBody*

定义发送给服务人员的双因素短信的文本，其中包含用于完成身份验证质询的一次性令牌。
不能使这个设置失效。

默认值:

```
Your OTRS login code is: <OTRS_OTPTOKEN>
```

215.4 *WebApp::API::Agent::TwoFactorSetup::EmailBody*

定义发送给服务人员的双因素设置邮件的正文，并带有用于完成身份验证设置的一次性令牌。
不能使这个设置失效。

默认值:

```
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>
```

215.5 *WebApp::API::Agent::TwoFactorSetup::EmailSubject*

定义发送给服务人员的双因素邮件的主题文本，其中包含用于完成身份验证设置的一次性令牌。
不能使这个设置失效。

默认值:

```
New OTRS two-factor setup request
```

215.6 *WebApp::API::Agent::TwoFactorSetup::SMSBody*

定义发送给服务人员的双因素短信的文本，其中包含用于完成身份验证设置的一次性令牌。
不能使这个设置失效。

默认值:

Your OTRS two-factor setup code **is:** <OTRS_OTPTOKEN>

WebApp → *API* → *Customer*

216.1 *WebApp::API::Customer::DefaultAgentName*

Defines the default agent name in the ticket detail view of the external interface.

不能使这个设置失效。

默认值：

Support Agent

216.2 *WebApp::API::Customer::DisplayAgentCustomAvatar*

在工单详情视图中启用或禁用自定义服务人员头像的输出（如果禁用此选项，则激活默认头像图片的备选）。

不能使这个设置失效。

默认值：

1

216.3 *WebApp::API::Customer::DisplayNoteFrom*

Defines the displayed style of the From field in notes that are visible to customers. A default agent name can be defined in *WebApp::API::Customer::DefaultAgentName* setting.

不能使这个设置失效。

默认值：

FromField

WebApp → API → Customer → Account

217.1 *WebApp::API::Customer::Account::EmailBlacklist*

如果激活此选项，没有正则表达式能够匹配允许用户注册的邮件地址。

这个设置默认没有激活。

默认值：

```
---  
- \@your\.domain\.example$
```

217.2 *WebApp::API::Customer::Account::EmailWhitelist*

如果激活此选项，一个正则表达式能够匹配允许用户注册的邮件地址。

这个设置默认没有激活。

默认值：

```
---  
- \@your\.domain\.example$
```

217.3 *WebApp::API::Customer::Account::Recover*

启用客户通过外部人员界面自助找回账号的功能。

不能使这个设置失效。

默认值：

1

217.4 *WebApp::API::Customer::Account::RecoverBody*

定义客户获取密码找回操作说明的电子邮件的内容，包括一条请求新密码的链接。

不能使这个设置失效。

默认值：

```
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.
```

217.5 *WebApp::API::Customer::Account::RecoverEmailSecurity*

为客户恢复电子邮件启用电子邮件安全。

不能使这个设置失效。

默认值：

0

217.6 *WebApp::API::Customer::Account::RecoverSubject*

定义发送给客户的找回密码说明电子邮件的主题。

不能使这个设置失效。

默认值：

```
New OTRS password request
```

217.7 *WebApp::API::Customer::Account::Register*

启用客户通过外部人员界面自助创建账号的功能。

不能使这个设置失效。

默认值：

1

217.8 *WebApp::API::Customer::Account::RegisterBody*

定义发送给客户关于新帐户信息的通知邮件的正文文本。

不能使这个设置失效。

默认值：

```
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
```

217.9 *WebApp::API::Customer::Account::RegisterSubject*

定义发送给客户关于新帐户的通知邮件的主题。

不能使这个设置失效。

默认值：

```
New OTRS Account!
```

WebApp → API → Customer → TwoFactor

218.1 *WebApp::API::Customer::TwoFactor::EmailBody*

定义发送给客户的双因素邮件的正文，以及用于完成身份验证质询的一次性令牌。

不能使这个设置失效。

默认值：

```
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.
```

218.2 *WebApp::API::Customer::TwoFactor::EmailSubject*

定义发送给客户的双因素邮件的主题文本，其中包含用于完成身份验证质询的一次性令牌。

不能使这个设置失效。

默认值:

```
New OTRS login request
```

218.3 *WebApp::API::Customer::TwoFactor::SMSBody*

定义发送给客户的双因素短信的文本，其中包含用于完成身份验证质询的一次性令牌。
不能使这个设置失效。

默认值:

```
Your OTRS login code is: <OTRS_OTPTOKEN>
```

218.4 *WebApp::API::Customer::TwoFactorSetup::EmailBody*

定义发送给客户的双因素设置邮件的正文，并带有用于完成身份验证设置的一次性令牌。
不能使这个设置失效。

默认值:

```
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::Customer::TwoFactorSetup::EmailSubject*

定义发送给客户的双因素邮件的主题文本，其中包含用于完成身份验证设置的一次性令牌。
不能使这个设置失效。

默认值:

```
New OTRS two-factor setup request
```

218.6 *WebApp::API::Customer::TwoFactorSetup::SMSBody*

定义发送给客户的双因素短信的文本，其中包含用于完成身份验证设置的一次性令牌。
不能使这个设置失效。

默认值:

Your OTRS two-factor setup code **is:** <OTRS_OTPTOKEN>

219.1 *WebApp::APIClient###CloseTimeout*

定义在前端应用程序中关闭 `WebSocket` 连接的超时(毫秒)。值“0”将禁用超时。

不能使这个设置失效。

默认值：

```
0
```

219.2 *WebApp::APIClient###MaxReconnectionAttempts*

定义在前端应用程序中放弃尝试重新建立 `WebSocket` 连接之前的最大尝试次数。

不能使这个设置失效。

默认值：

```
10
```

219.3 *WebApp::APIClient###MaxReconnectionDelay*

定义尝试在前端应用程序中重新建立 `WebSocket` 连接时的最大延迟(毫秒)。

不能使这个设置失效。

默认值：

```
10000
```

219.4 *WebApp::APIClient###OpenTimeout*

定义在前端应用程序中打开 WebSocket 连接的超时(毫秒)。值“0”将禁用超时。

不能使这个设置失效。

默认值：

0

219.5 *WebApp::APIClient###ReconnectionDelayIncrement*

定义前端应用程序中 WebSocket 连接的每次重新连接尝试的增量延迟(毫秒)。

不能使这个设置失效。

默认值：

1000

219.6 *WebApp::APIClient###ResponseTimeout*

定义前端应用程序中 WebSocket 请求的响应超时(毫秒)。值“0”将禁用超时。此值不能高于 WebApp.conf 中配置的“`inactivity_timeout`(不活动超时)”。

不能使这个设置失效。

默认值：

30000

219.7 *WebApp::APIClient###WebSocketUpgrade*

定义是否应尽可能将主 API 客户端通信协议升级到 WebSocket。

不能使这个设置失效。

默认值：

1