



OTRS
Open Technology
Real Services

Documentation

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OTRS 7 - Admin Manual

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Kazi hii ina hakimiliki ya OTRS AG

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The source code of this document can be found at [github](#), in the repository [doc-admin](#). Contributions are more than welcome. You can also help translating it to your language at [Transifex](#).



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Utangulizi

Hiki kitabu kimelewa kutumiwa na Wasimamizi wa OTRS. Pia ni ki rejeo kizuri kwa watumiaji wanya wa OTRS.

Sura zinazofwata zinaelezea usakinishaji, usanidi, na usimamizi wa progwamu ya OTRS. Theluthi moja ya kwanza ya nakala hii inaelezea kazi za muhimu za programu, wakati zinazobakia inafanya kazi kama marejeo ya seti nzima ya parameta zinazoweza kusani-diwa.

Hiki kitabu kinaendelea kuwa kazi iliyo kwenye mwendelezo, ikiwa lengo ni matoleo mapya. Tunahitaji maoni yenu ili kufanya hii nyaraka ya marejeo kuwa ya hali ya juu: ambayo inaweza kutumika, iko sahihi, na kamili. Tafadhali tuandikie kama unakuta kuna kitu hakipo kwenye hiki kitabu, kama vitu havijaelezewa kikamilifu, au kuna makosa ya kiuandishi na kisintaksia. Aina yoyote ya maoni yanathaminiwa na yanatakiwa kuwekwa kwenye mfumo wetu wa kufwatilia makosa katika <http://bugs.otrs.org>. Tunatanguliza shukrani kwa michango yenu.



Chapter 1. Utangulizi

1. Trouble Ticket Systems - Vya msingi

Hii sura inatoa utangulizi wa trouble ticketing systems kwa ufupi, pamoja na maelezo ya maana ya msingi ya trouble ticket. Mfano wa haraka unaeleza faida za kutumia mfumo kama huu.

1.1. Trouble ticket system ni nini, na kwanini unaihitaji?

Mfano ufwatao unaeleza trouble ticket system ni nini, na jinsi gani utafaidika na mfumo huu katika kampuni yako.

Let's imagine that Max is a manufacturer of video recorders. Max receives many messages from customers needing help with the devices. Some days, he is unable to respond promptly or even acknowledge the messages. Some customers get impatient and write a second message with the same question. All messages containing support requests are stored in a single inbox folder. The requests are not sorted, and Max responds to the messages using a regular email program.

Since Max cannot reply fast enough to all the messages, he is assisted by the developers Joe and John in this. Joe and John use the same mail system, accessing the same inbox. They don't realize that Max often gets two identical requests from one frustrated customer. Sometimes they both end up responding separately to the same request, with the customer receiving two different answers. Furthermore, Max is unaware of the details of their responses. He is also unaware of the details of the customer problems and their resolutions, such as which problems occur with high frequency, or how much time and money he has to spend on customer support.

At a meeting, a colleague tells Max about trouble ticket systems and how they can solve Max's problems with customer support. After looking for information on the Internet, Max decides to install OTRS on a computer that is accessible from the web by both his customers and his employees. Now, the customer requests are no longer sent to Max's private inbox but to the mail account that is used for OTRS. The ticket system is connected to this mailbox and saves all requests in its database. For every new request, the system automatically generates an answer and sends it to the customer so that the customer knows that his request has arrived and will be answered soon. OTRS generates an explicit reference, the ticket number, for every single request. Customers are now happy because their requests are acknowledged and it is not necessary to send a second message with the same question. Max, John, and Joe can now log into OTRS with a simple web browser and answer the requests. Since the system locks a ticket that is answered, no message is edited twice.

Tufikirie kwamba Mr. Smith ametuma ombi kwa kampuni ya Max, na meseji yake inafanyiswa mchakato na OTRS. John anatoa jibu fupi kwa swali lake. Lakini Mr. Smith ana swali linalofuata, ambalo analituma kama jibu kwa barua pepe ya John. Kwa kuwa John ametingwa, Max sasa anajibu meseji ya Mr. Smith. Kipengele cha historia kinamruhusu Max aone mtiririko mzima wa mawasiliano kwenye ombi hili, na anajibu kwa undani zaidi. Mr. Smith hajui kama watoa huduma zaidi ya mmoja wahehusika katika kutatua tatizo lake, na amefurahia maelezo ya majibu ya mwisho ya Max.

Bila shaka, haya ni mapitio mafupi ya viwezekanavyo na vipengele vya mifumo ya trouble ticket. Lakini kama kampuni yako inabidi ihudumie maombi mengi kutoka kwa wateja

kupitia barua pepe na simu, na kama watoa huduma tofauti inabidi wajibu kwa muda tofauti, tiketi itakuwa na usaidizi mkubwa. Inaweza kusaidia kurahisisha mtiririko wa kazi, kuongeza ufanisi, na kuboresha utendaji kwa ujumla. Mfumo wa tiketi unasaidia kutengeneza muundo rahisi wa mazingira ya usaidizi au meza ya usaidizi. Mawasiliano kati ya wateja na watoa huduma yanakuwa wazi zaidi. Matokeo ya mwisho ni ufanisi wa huduma. Na bila shaka, wateja walioridhika watabadilika kuwa matokeo mazuri ya biashara ya kampuni yako.

1.2. Trouble ticket ni nini?

Trouble ticket ni sawa na ripoti ya matibabu iliyotengenezwa kwa ajili ya mgonjwa. Mgonjwa akienda hospitali kwa mara ya kwanza, ripoti ya matibabu itatengenezwa kushikilia taarifa zote binafsi na za matibabu zinazomhusu. Baada ya kuhudhuria mara nyingi, na kuhudumiwa na daktari yule yule au wengine, daktari husika anasasisha ripoti kwa kuongeza taarifa mpya za mgonjwa na matibabu yanayoendelea. Hii inawezesha madaktari wengine na manesi kuweza kupata picha nzima ya kesi ya mgonjwa waliokuwa nayo. Mgonjwa akipona na kuruhusiwa kutoka hospitalini, taarifa zote za mgonjwa zinahifadhiwa kwenye nyaraka na ripoti inafungwa.

Mifumo ya trouble ticket kama OTRS inashughulikia trouble tickets kama barua pepe za kawaida. Ujumbe unahifadhiwa kwenye mfumo. Mteja akituma ombi, tiketi mpya inatengenezwa na mfumo ambayo ni sawa na ripoti ya matibabu inayotengenezwa. Majibu kwa hii tiketi mpya ni sawa na ingizo la daktari kwenye ripoti ya matibabu. Tiketi inafungwa kama majibu yametumwa kwa mteja, au kama tiketi imefungwa na mfumo. Kama mteja akijibu tena tiketi iliyofungwa, tiketi itafunguliwa tena na taarifa mpya zitaongezwa. Kila tiketi inahifadhiwa na taarifa kamili. Kwa kuwa tiketi zinashughulikiwa kama barua pepe za kawaida, viambatanisho na maoni ya muktadha pia yatahifadhiwa na kila barua pepe. Na pia taarifa za tarehe husika, wafanyakazi husika, muda wa kazi unaohitajika kushughulikia tiketi, na kadhalika vinahifadhiwa. Katika ngazi yoyote ya baadaye tiketi zinaweza kupangwa na inawezekana kutafuta na kuchambua taarifa zote kwa kutumia taratibu mbali mbali za uchujaji.

2. OTRS Help Desk

Hii sura inaelezea vipengele vya OTRS Help Desk (OTRS) Utapata taarifa kuhusu mahitaji ya programu na vifaa kwa ajili ya OTRS. Kwa zaidi katika sura hii utajifunza jinsi ya kupata usaidizi wa ki biashara kwa OTRS, ukihitaji, na jinsi ya kuwasiliana na jamii.

2.1. Misingi

OTRS Help Desk (OTRS) ni programu tumizi ya wavuti ambayo inasakinishwa katika seva ya wavuti na inaweza kutumika na kivinjari wavuti.

OTRS imegawanywa katika vijenzi tofauti. Kijenzi kikuu ni kiunzi cha OTRS ambacho kina kazi kuu zote za mfumo wa tiketi na programu-tumizi. Inawezekana kusakinisha programu-tumizi za ziada kama moduli za OTRS::ITSM, ushirikiano na ufumbuzi wa Ufuatiliaji wa Mtandao, msingi wa maarifa (Maswali yanayoulizwa mara kwa mara), na kadhalika.

2.2. Vipengele

OTRS ina vipengele vingi. Orodha ifwatayo inatoa mapitio ya vipengele muhim vilivyopo katika kiunzi cha OTRS.

2.2.1. User Interface

- OTRS inakuja na wavuti za kiolesura mpya na tofauti kwa ajili ya wakala na wateja.

- Inaweza kutumika katika kivinjari wavuti kipyua, ikijumuisha utayari wa retina na jukwaa jongevu.
- Kiolesura cha wavuti kinaweza kugeuzwa kukufaa kwa dhima na dhamira zako
- Dashibodi ya wakala ina nguvu na uwezo wa kugeuzwa kukufaa pia ina mapitio ya tiketi zako na usaidizi wa takwimu za michoro.
- Injini panufu ya ripoti inatoa takwimu tofauti tofauti na chaguo la kuratibu ripori.
- Kwa kutumia MchakatoUsimamizi inawezekana kufafanua skrini za tiketi zako na mchakato (tiketi za mtiririko wa kazi)
- OTRS ina usimamizi wa haki za ndani ambayo inaweza kupanuliwa na orodha dhibiti ufikivu (ACLs) zilizo hakikiwa.
- Ina msaada kwa zaidi ya lugha 30 na majira tofauti ya saa.

2.2.2. Email Interface

- Ina usaidizi wa barua pepe za MIME pamoja na viambatanishi.
- Ina geuzi ki otomatiki HTML kwa ujumbe wa matini ghafi (ulinzi ulioongezeka kwa maudhui nyeti na inawezesha utafutaji wa haraka)
- Barua pepe zinazolingia zinachujwa na kufanyiwa mchakato na sheria ngumu, mfano kwa barua taka au ugawanyaji wa foleni.
- Msaada kwa viwango vya PGP na S/MIME kwa ajili ya usimamizi wa ufunguo/hati na uchakatishaji wa barua pepe.
- Majibu otomatiki, yana sanidika kwa kila foleni.
- Taarifa za barua pepe kwa wakala kuhusu tiketi mpya, vinavyofwatia au tiketi zilizo-fungiwa.
- Inawezekana kufafanua kitambulishi cha tiketi yako ili kutambua vinavyofuata, mfano. Piga#, Tiketi# au Ombi#. Kuna vizalisha tiketi namba vingi (vyenye msingi wa tarehe, nasibu na kadh.) Unaweza kuongeza yakwapa pia. Vinavyofwatia vinaweza kujulikana kwa kurejea kwenye vichwa au tiketi namba za nje.

2.2.3. Tiketi

- OTRS inatumia tiketi kukusanya mawasiliano yote ya nje na ndani yanayokaa pamoja. Hizi tiketi zinapangwa kwa foleni.
- Kuna njia nyingi za kuangalia tiketi kwenye mfumo (kwa kutegemea Foleni, Hali, Kupan-da ma kadh.) katika ngazi tofauti za undani (ndogo/kati/kuhakiki).
- Historia ya tiketi inarekodi mabadiliko yote kwa tiketi.
- Tiketi zinaweza kubadilishwa kwa njia tofauti, kama kujibu, kutuma mbele, kudunda, kuhamia kwenye foleni nyingine, sasisha sifa (hali, umuhimu na kadh.), kufunga na uhasibu wa muda wa kazi. Inawezekana kubadilisha tiketi nyingi kwa mkupuo (vitendo vya mkupuo).
- Muda wa kusubiri na muda wa kupanda / usimamizi wa SLA unaruhusu ratiba na vizuizi vinavyotegemea muda.
- Tiketi zinaweza kuunganishwa na tiketi nyingine au vitu vingine mfano maswali yanayoulizwa mara kwa mara.
- Vitendo otomatiki na vya muda kwa tiketi vinawezekana na "WakalaWaKawaida"

- OTRS inakuja na injini tafuti yenye nguvu ambayo inaruhusu utafutaji tata na wa nakala kamili kwa tiketi.

2.2.4. Mfumo

- OTRS runs on many operating systems (Linux, Solaris, AIX, FreeBSD, OpenBSD, Mac OS 10.x) and supports several database systems for the central OTRS back-end (MySQL, PostgreSQL, Oracle, MSSQL).
- Kiini cha mfumo kinaweza kupanuliwa kwa ku sakinisha vifurushi vya OTRS. Kuna vifurushi vingi vya bure (mfano FAQ, OTRS::ITSM na vingine) na pia vifurushi vya FeatureAdd-on kwa wateja wenye mkataba wa huduma kutoka kundi la OTRS.
- Uunganishaji wa mazingira ya nyuma ya nje kwa ajili ya data za mteja, mf. kupitia AD, eDirectory au OpenLDAP. Wateja wanaweza kujithibitisha kupitia hifadhidata, LDAP, HTTPAuth au Radius.
- Kwa kiolesura cha ujumla ni rahisi kuunganisha OTRS na huduma nyingine za tovuti. Huduma rahisi za tpvuti zinaweza kuunganishwa bila kuunda programu, mazingira changamano na viendelezi vya kawaida. Kiunganishi cha tiketi cha OTRS kinaruhusu utengenezaji, usasishaji na utafutaji wa tiketi, kupitia huduma za tovuti kutoka kwenye programu tumizi nyingine kuacha mbili zinazohusika.

Sasa tuangalie mabadiliko katika matoleo ya hivi karibuni ya OTRS.

2.2.5. New Features of OTRS 7

2.2.6. New Features of OTRS 6

2.2.6.1. Uzalishaji

- Implemented proper time zone support. Time zones can be configured system wide and also on a per-user basis.
- Improvements to ticket handling
 - Added possibility to store unfinished ticket forms as drafts for later reuse.
 - Completely revamped ticket zoom screen, with a fresh new design with accent on content. User avatars have been introduced as a visual aid for easier identification of the article sender. Article display settings are now displayed in a settings dialog.
 - Dropped dubious and somewhat confusing article types, and introduced the concept of communication channels as source for ticket articles (e.g. Email, Phone, Chat, etc). Customer visibility of articles can now be determined by a simple check-box.
 - Improved AgentTicketHistory screen usability.
 - Merged the add-on module OTRSAdvancedTicketSplit. Now it's possible to select to which kind of ticket an article should be split: phone (default), email or process ticket. For process tickets, additional selection of specific process will be provided. However, only those fields which are configured in the first activity dialog will be adopted from original ticket.
 - Added support for ticket number and title search in ticket merge and bulk screens. Auto-complete list can be used to populate the ticket number field with a single click, therefore speeding up the process and limiting room for error. In the ticket merge screen, there is also a CustomerID search filter option, which will limit the results to tickets belonging to the same customer company as the source ticket.

- Split last sender and ticket title columns in ticket overviews.
- It's now possible to access all supported article actions directly from large ticket overview screen.
- It is now possible to delete linked objects directly from the zoom view.
- Ticket search and statistic can now filter for pending until time.
- Added possibility to restrict zoom and print screens in the customer interface by using ACLs.
- The used search template is now shown on the ticket search result screen.
- Added possibility to automatically lock new tickets to the agent who creates them.
- Added possibility to send notifications to the agent who created a ticket, thanks to Dian Tong Software.
- Added new recipient notification groups 'AllRecipientsFirstArticle' and 'AllRecipientsLastArticle'.
- Make it possible to configure which ticket state types to show striked through in the linked objects table, thanks to Renée Bäcker.
- Made possible to define ServiceIDs and SLAIDs as default shown ticket search attributes, thanks to Paweł Bogusławski.
- Merged the add-on module OTRSTicketCloseRedirect. It is now possible by a new SysConfig setting to stay in Ticket Zoom after an action that closes the ticket instead of been redirected to the last overview screen or dashboard. This is now controlled by the new SysConfig setting "Ticket::Frontend::RedirectAfterCloseDisabled".
- Merged the add-on module OTRSUserDefaultQueue, With a new SysConfig setting now it is possible to pre-select a queue to create a ticket in the New Phone, Email and Process ticket screens.
- Merged the add-on module OTRSAppointmentCalendar. Now OTRS provides a calendar implementation that allows agents to manage and display multiple calendars and their appointments.
- Improvements for working with customers
 - Added dynamic field support for customer users and customers. This makes it possible to attach additional data fields to customer users and customers (companies) without making manual changes to the database.
 - Modernized the OTRS address book. It is now possible to search for all configured custom user and customer fields.
 - Added the Customer User Information Center frontend. This works like the existing Customer Information Center, but focuses on all data of one particular customer user, rather than a complete customer (company).
 - Improved the selection of customers in various screens by adding autocomplete fields.
- Added support for proper Chinese name formatting, thanks to Dian Tong Software.
- Removed custom spell-checker in favor of using the built-in spell checker features of the different browsers.

- Email articles now support display of their transmission status in the agent zoom screen. Messages with errors will be flagged as such, and automatic notifications will be triggered for relevant agents. Useful email resend screen can be used to resend failed messages.
- Added option for dashboard widgets to mark them as mandatory. With this feature administrators have the ability to configure dashboard widgets that can't be disabled by the agents individually.
- Added the possibility to filter content of the CCI Dashboard Widget.

2.2.6.2. Usability & Accessibility

- Added beautiful drag & drop multi file upload for agent and customer interface.
- Added a high contrast skin for visually impaired agents.

2.2.6.3. Scalability & Performance

- Improved session storage to no longer include permission information. This should result in significant performance gains for large systems with many agents and groups.
- Moved ticket number counter from the TicketCounter.log file to the database. This allows OTRS to process incoming e-mails much faster and in parallel.
- Improved web upload cache performance, thanks to Paweł Bogusławski.
- Improved Generic Agent performance at deleting old execution times. Thanks to Moritz Lenz @ noris networks!

2.2.6.4. Security

- Made bcrypt cost configurable for agent and customer password hashing, thanks to Paweł Bogusławski.

2.2.6.5. Kufanya kazi na mifumo ya nje

- Web service improvements
 - Added support for additional response headers in REST and SOAP provider configuration.
 - Added possibility to filter for events before calling Invokers.
 - Added the possibility to include the ticket data in web service response data.
 - Added automatic cleanup of old web service debug log information.
 - Added new operations TicketHistoryGet and SessionGet.
 - Updated default web service configurations.
 - Improved Authentication, Proxy and SSL handling in SOAP and REST transport.
 - Improved usability of debugger.
 - Added SOAPAction naming flexibility.
 - Improved SOAP output generation.
 - Prevent usage of invalid web services in provider.

- Globally changed wording from 'webservice' to 'web service'.
- Added error handling to the Generic Interface.
- Improved XSLT mapping functionality.
- Email improvements
 - Added possibility to configure default headers for outgoing emails (Sendmail::Default-Headers), thanks to Renée Bäcker.
 - Added possibility to use multiple named captures in Postmaster filters, thanks to Renée Bäcker.
 - Added possibility to set the ticket title in Postmaster filters, thanks to Renée Bäcker.
 - Add support for setting owner and responsible via filter also for follow-ups, thanks to Renée Bäcker.
 - Make it possible to re-enable auto responses from Postmaster filters by setting X-OTRS-Loop to no/false, thanks to Paweł Bogusławski.
 - All email communication is now being queued for sending and handled by dedicated scheduled daemon task. In case of errors, multiple retries will be scheduled, in order to alleviate temporary problems.
 - Added possibility to add an external link to the action menu in AgentTicketZoom, thanks to Paweł Bogusławski.

2.2.6.6. Usanikishaji & Usimamizi

- Renewed system configuration mechanism including a totally new graphical user interface.
 - Added possibility to review changes before they are effective.
 - Exclusively edit settings, so other administrators can not change the same setting at the same time.
 - Added possibility to define favorite settings for quick access.
 - Added new console commands to display and update setting values (Maint::Config::Dump and Maint::Config::Rebuild).
 - Added possibility to distribute configuration states to all nodes in a cluster environment.
- Added new command Admin::Package::UpgradeAll, which allows updating all installed packages at once. This can also be triggered from the package manager screen.
- Renewed main administration screen.
- Renewed user preferences screen.
- Added SHA-512 as new password digest method to agent and customer authentication.
- Added support for multi-tiered customer and customer user relationships.
- Added the possibility to use the auto complete search for the customer ID selection in the user management frontend.

- Improved command `Maint::Ticket::InvalidUserCleanup`. It can now now both unlock tickets of invalid users and also (optionally) change their state to make sure they will not be overlooked. Thanks to Moritz Lenz @ noris networks!
- Added per-address email loop protection configuration (`PostmasterMaxEmailsPerAddress`), thanks to Moritz Lenz.
- Added console command to list configured queues, thanks to Martin Burggraf.
- Added completely new log mechanism for email communications. The dashboard-like display allows administrators to quickly see what might be wrong in their system regarding receiving and sending emails. Account overview can be used to determine which mail accounts might be having issues and why. Detailed logging should help figuring out how an email was processed by the system before ending up in a specific ticket.

2.2.7. New Features of OTRS 5

2.2.7.1. Uzalishaji

- OTRS is now optimized for use on different types and sizes of mobile devices.
- Single-select and multi-select input fields have been modernized and provide advanced searching and filtering capabilities (thanks to Dusan Vuckovic at Mühlbauer).
- Images can now be added/uploaded to the WYSIWYG editor using Copy&Paste and Drag&Drop from anywhere outside the application (in all browsers, without additional Add-On).
- Improved ticket notification system. It is now possible to configure own ticket notifications with own trigger conditions and recipients. With OTRS Business Solution™, notifications can also be delivered via SMS and/or Notification Web View. The latter is a special screen in OTRS that holds all notifications of the agent; with this OTRS can be used entirely without an email client.
- Statistics received a new graphical user interface which is much better accessible and helps to create great statistics quickly and easily.
- Additionally, statistics support the new time periods “quarter” and “half-year”
- It is now possible to group action menu items in the ticket zoom screen. Less often used items can be grouped in a submenu, improving screen usage and clarity.
- Ticket overviews can now display customer company data, thanks to Renée Bäcker.
- The ticket process TransitionAction “TicketCreate” can now create tickets without articles.

2.2.7.2. Scalability & Performance

- The new OTRS Daemon handles all asynchronous and periodic tasks and replaces all previous OTRS cron jobs. In a clustered environment the load is automatically distributed over the nodes.
- It is now possible to specify multiple readonly mirror (slave) databases for expensive computations such as statistics or fulltext searches to distribute the load among these database servers.

2.2.7.3. Security

- A new two-factor authentication layer allows added login security.

- If entering a fixed username and password doesn't satisfy your requirements, you can now additionally use the open standard for time based one-time passwords ([RFC 6238](#), also known as Google Authenticator).
- After having enabled the two-factor authentication, agents and customers can add a shared secret to their preferences and immediately start logging in using one-time passwords created by a compatible method of their choice (e.g. the Android Google Authenticator app).

2.2.7.4. Working with External Systems

- A new XSLT based GenericInterface mapping module allows for arbitrarily complex user-defined data mapping.

2.2.7.5. Usanikishaji & Usimamizi

- The new OTRS console makes working on the commandline easy and fun. All commands have a consistent interface, useful documentation and provide helpful colored output.
- Administrators can now specify a minimum log level to reduce logging volume, thanks to Renée Bäcker.
- Overview screens in the admin area now show invalid entities in gray, making it easy to focus on active elements.

2.3. Hardware and Software Requirements

OTRS can be installed on many different operating systems. OTRS can run on linux and on other unix derivates (e.g. OpenBSD or FreeBSD). OTRS does not have excessive hardware requirements. We recommend using a machine with at least a 3 GHz Xeon or comparable CPU, 8 GB RAM, and a 256 GB hard drive.

Kuanzisha OTRS, utahitaji pia kutumia seva ya wavuti na seva ya hifadhidata. Kuachana na hilo, unatakiwa kusakinisha perl na/au kusakinisha baadhi ya moduli za ziada za perl kwenye mashine ya OTRS. Seva ya wavuti na Perl lazima zisakinishwe kwenye mashine sawa na OTRS. Mazingira ya nyuma ya hifadhidata yanaweza kusakinishwa kwa ndani au kwenye mwenyeji mwingine.

Kwa ajili ya seva ya tovuti, tunashauri utumiaji wa Seva ya Apache HTTP, kwasababu moduli yake ya mod_perl inaboresha kwa asilimia kubwa utendaji wa OTRS. Kuachana na hilo, OTRS inatakiwa kufanya kazi katika seva yoyote ya tovuti ambayo inaweza kutekeleza hati za Perl.

You can deploy OTRS on different databases. You can choose between MySQL, PostgreSQL or Oracle. If you use MySQL or PostgreSQL you have the advantage that the database and some system settings can be configured during the installation, through a web front-end.

For Perl, you will need some additional modules which can be installed either with the Perl shell and CPAN, or via the package manager of your operating system (rpm, yast, apt-get).

Mahitaji ya programu

2.3.1. Usaidizi wa perl

- Perl 5.16 or higher

2.3.2. Usaidizi wa seva ya wavuti

- Apache2, nginx or any other web server that can be used as a reverse proxy

2.3.3. Usaidizi wa hifadhidata

- MySQL 5.0 au zaidi
- MariaDB
- PostgreSQL 9.2 or higher
- Oracle 10g au zaidi

2.3.4. Other Dependencies

- Elasticsearch 6.0 or or higher
- Node.js 8.9 or higher

Hiki kifungu katika mwongozo kuhusu usakinishaji wa moduli za Perl kinaelezea kwa undani jinsi unavyoweza kuanzisha vile vinavyohitajika na OTRS.

2.3.5. Usaidizi wa kivinjari wavuti

To use OTRS, you'll be OK if you use a modern browser with JavaScript support enabled. Supported Browsers are:

- Google Chrome
- Firefox version 31 and higher
- Safari version 6 and higher
- Internet Explorer version 11 and higher, Microsoft Edge

We recommend keeping your browser up-to-date. JavaScript and rendering performance in newer versions is always improved. Dramatic performance issues can be seen in larger systems when using older versions. We are happy to consult you on that matter.

2.4. Jamii

OTRS has a large user community. Users and developers discuss OTRS and exchange information on related issues through the mailing-lists. You can use the mailing lists to discuss installation, configuration, usage, localization and development of OTRS. You can report software bugs in our bug tracking system.

Kurasa ya nyumbani ya jamii ya OTRS ni: <http://www.otrs.com/open-source/>.

2.5. Huduma za kitaalamu za OTRS

We offer best professional support from the OTRS team, reliable OTRS security and regular free updates as well as an [exclusive set of additional Business Features](#) that you can flexibly activate or deactivate according to different deployment scenarios.

[The OTRS Group](#) offers specific [training programs](#) in different countries. You can either participate in one of our public OTRS Administrator trainings which take place regularly, or benefit from an inhouse training that covers all the specific needs of your company.

Chapter 2. Usanikishaji

This chapter describes the installation and basic configuration of the central OTRS framework.

Fuata hatua hizi za undani katika sura hii kusakinisha OTRS katika seva yako. Kisha utaweza kutumia kiolesura chake cha tovuti kuingia na kusimamia mfumo.

1. Installation From Source (Linux, Unix)

1.1. Preparation: Disable SELinux

Note

If your system uses SELinux, you should disable it, otherwise OTRS will not work correctly.

Here's how to disable SELinux for RHEL/CentOS/Fedora:

- Configure SELINUX=disabled in the `/etc/selinux/config` file:

```
# This file controls the state of SELinux on the system.
# SELINUX= can take one of these three values:
#   enforcing - SELinux security policy is enforced.
#   permissive - SELinux prints warnings instead of enforcing.
#   disabled - No SELinux policy is loaded.
SELINUX=disabled
# SELINUXTYPE= can take one of these two values:
#   targeted - Targeted processes are protected,
#   mls - Multi Level Security protection.
SELINUXTYPE=targeted
```

- Reboot your system. After reboot, confirm that the `getenforce` command returns Disabled:

```
root> getenforce
Disabled
```

1.2. Step 1: Unpack and Install the Application

Unpack the source archive (for example, using **tar**) into the directory `/opt`, and rename the directory from `otrs-x.x.x` to `otrs` (see Script below).

```
root> tar xzf /tmp/otrs-x.x.x.tar.gz
root> mv otrs-x.x.x /opt/otrs
```

1.3. Step 2: Install Additional Programs and Perl Modules

Use the following script to get an overview of all installed and required CPAN modules and other external dependencies.

```
root> perl /opt/otrs/bin/otrs.CheckEnvironment.pl
Checking for Perl Modules:
  o Archive::Tar.....ok (v1.90)
  o Archive::Zip.....ok (v1.37)
  o Crypt::Eksblowfish::Bcrypt.....ok (v0.009)
  ...
```

Note

Please note that OTRS requires a working Perl installation with all "core" modules such as the module version. These modules are not explicitly checked by the script. You may need to install a perl-core package on some systems like RHEL that do not install the Perl core packages by default.

OTRS requires a supported stable version of Node.js to be installed. Please refer to the [Node.js installation instructions](#).

1.4. Step 3: Create the OTRS User

Create a dedicated user for OTRS:

```
root> useradd -d /opt/otrs -c 'OTRS user' otrs
```

1.5. Step 4: Activate the Default Config File

There is one OTRS config file bundled in \$OTRS_HOME/Kernel/Config.pm.dist. You must activate it by copying it without the ".dist" filename extension.

```
root> cp /opt/otrs/Kernel/Config.pm.dist /opt/otrs/Kernel/Config.pm
```

1.6. Step 5: Configure the Apache Web Server

OTRS comes with an own built-in web server that is used behind apache as a reverse proxy (or any other reverse proxy server). A few apache modules are needed for correct operation: proxy_module, proxy_http_module and proxy_wstunnel_module.

```
# On some systems like Debian and SuSE, these modules need to be specifically enabled:
```

```
root> a2enmod proxy
root> a2enmod proxy_http
root> a2enmod proxy_wstunnel
```

Most Apache installations have a conf.d directory included. On Linux systems you can usually find this directory under /etc/apache or /etc/apache2. Log in as root, change to the conf.d directory and link the appropriate template in /opt/otrs/scripts/apache2-httpd.include.conf to a file called zzz_otrs.conf in the Apache configuration directory (to make sure it is loaded after the other configurations).

```
# Debian/Ubuntu:
root> ln -s /opt/otrs/scripts/apache2-httpd.include.conf /etc/apache2/sites-enabled/
zzz_otrs.conf
```

Now you can restart your web server to load the new configuration settings. On most systems you can do that with the command **systemctl restart apache2.service**.

1.7. Step 6: Set File Permissions

Please execute the following command as root user to set the file and directory permissions for OTRS. It will try to detect the correct user and group settings needed for your setup.

```
root> cd /opt/otrs/  
root> bin/otrs.SetPermissions.pl
```

1.8. Step 7: Setup the Database

The following steps need to be taken to setup the database for OTRS properly:

- Create a dedicated database user and database.
- Create the database structure.
- Insert the initial data.
- Configure the database connection in Kernel/Config.pm.

Note

Please note that OTRS requires utf8 as database storage encoding.

1.8.1. MySQL

```
#  
# Run the following commands in mysql as admin user:  
#  
mysql -uroot -p  
  
# Create database  
CREATE DATABASE otrs CHARACTER SET utf8;  
  
# Create database user  
# Special handling for MySQL 8, as the default caching_sha2_password can only be used  
# over secure connections.  
CREATE USER 'otrs'@'localhost' IDENTIFIED WITH mysql_native_password BY 'choose-your-  
password';  
# Older mysql versions:  
CREATE USER 'otrs'@'localhost' IDENTIFIED BY 'choose-your-password';  
  
# Assign user privileges to the new database.  
GRANT ALL PRIVILEGES ON otrs.* TO 'otrs'@'localhost';  
FLUSH PRIVILEGES;  
  
#  
# Run the following commands on the shell:  
#  
# Create schema and insert data.  
mysql -uroot -p otrs < /opt/otrs/scripts/database/otrs-schema.mysql.sql  
mysql -uroot -p otrs < /opt/otrs/scripts/database/otrs-initial_insert.mysql.sql  
mysql -uroot -p otrs < /opt/otrs/scripts/database/otrs-schema-post.mysql.sql  
  
# Configure database settings in Kernel/Config.pm  
$Self->{DatabaseHost} = '127.0.0.1';  
$Self->{Database} = 'otrs';  
$Self->{DatabaseUser} = 'otrs';  
$Self->{DatabasePw} = 'choose-your-password';  
$Self->{DatabaseDSN} = "DBI:mysql:database=$Self->{Database};host=$Self->{DatabaseHost}";
```

Note

The following configuration settings are recommended for MySQL setups. Please add the following lines to `/etc/my.cnf` under the `[mysqld]` section:

```
max_allowed_packet = 64M
query_cache_size = 32M
innodb_log_file_size = 256M
```

1.8.2. PostgreSQL

```
#
# Run these commands as "postgres" user:
#
sudo su - postgres

# Create database
createdb --encoding=utf8 --owner=otrs otrs

# Create database user
echo "create user otrs password 'choose-your-password';" | psql

#
# Run these commands on the shell as 'otrs' user.
#

# Create schema and insert data.
export PGPASSWORD=some-pass
psql otrs otrs -h localhost < /opt/otrs/scripts/database/otrs-schema.postgresql.sql
psql otrs otrs -h localhost < /opt/otrs/scripts/database/otrs-
initial_insert.postgresql.sql
psql otrs otrs -h localhost < /opt/otrs/scripts/database/otrs-schema-post.postgresql.sql

# Configure database settings in Kernel/Config.pm
$self->{DatabaseHost} = '127.0.0.1';
$self->{Database} = 'otrs';
$self->{DatabaseUser} = 'otrs';
$self->{DatabasePw} = 'choose-your-password';
$self->{DatabaseDSN} = "DBI:Pg:dbname=$self->{Database};host=$self->{DatabaseHost}";
```

1.8.3. Finishing the Database Setup

To verify your database setup, run the following command (as otrs user):

```
otrs> /opt/otrs/bin/otrs.Console.pl Maint::Database::Check
Trying to connect to database 'DBI:Pg:dbname=otrs;host=localhost' with user 'otrs'...
Connection successful.
```

Once the database is configured correctly, please initialize the system configuration with the following command:

```
otrs> /opt/otrs/bin/otrs.Console.pl Maint::Config::Rebuild
Rebuilding the system configuration...
Done.
```

Note

For security reasons, please change the default password root of the admin user `root@localhost`.

```
otrs> /opt/otrs/bin/otrs.Console.pl Admin::User::SetPassword root@localhost
Generated password 'rtB98S55kuc9'.
Successfully set password for user 'root@localhost'.
```

1.9. Step 8: Setup Elasticsearch Cluster

OTRS requires an active cluster of Elasticsearch 6.0 or higher. The easiest way is to [setup Elasticsearch](#) on the same host as OTRS and binding it to its default port. With that, no further configuration in OTRS is needed.

Additionally, OTRS requires plugins to be installed into Elasticsearch:

```
# Install required plugins for elasticsearch.
root> /usr/share/elasticsearch/bin/elasticsearch-plugin install --batch ingest-attachment
root> /usr/share/elasticsearch/bin/elasticsearch-plugin install --batch analysis-icu
```

To verify the Elasticsearch installation, you can use the following command:

```
otrs> /opt/otrs/bin/otrs.Console.pl Maint::DocumentSearch::Check
Trying to connect to cluster...
Connection successful.
```

1.10. Step 9: Start the OTRS Daemon and Web Server

The new OTRS daemon is responsible for handling any asynchronous and recurring tasks in OTRS. The built-in OTRS web server process handles the web requests handed over from Apache. Both processes must be started from the otrs user.

```
otrs> /opt/otrs/bin/otrs.Daemon.pl start
otrs> /opt/otrs/bin/otrs.WebServer.pl
```

1.11. Step 10: First Login

Now you are ready to login to your system at <http://localhost/otrs/index.pl> as user root@localhost with the password that was generated (see above).

1.12. Step 11: Setup Cron Jobs

There are two default OTRS cron files in /opt/otrs/var/cron/*.dist, and their purpose is to make sure that the OTRS Daemon is running. They need to be activated by copying them without the ".dist" filename extension.

```
otrs> cd /opt/otrs/var/cron
otrs> for foo in *.dist; do cp $foo `basename $foo .dist`; done
```

To schedule these cron jobs on your system, you can use the script Cron.sh with the otrs user.

```
otrs> /opt/otrs/bin/Cron.sh start
# Stopping the cron jobs is also possible (useful for maintenance):
```



```
otrs> /opt/otrs/bin/Cron.sh stop
```

With this step, the basic system setup is finished.

1.13. Step 12: Setup Bash Autocompletion (optional)

All regular OTRS commandline operations happen via the otrs Console interface `bin/otrs.Console.pl`. This provides an auto completion for the bash shell which makes finding the right command and options much easier.

You can activate the bash autocompletion by installing the package `bash-completion`. It will automatically detect and load the file `/opt/otrs/.bash_completion` for the otrs user.

After restarting your shell, you can just type `bin/otrs.Console.pl` followed by TAB, and it will list all available commands. If you type a few characters of the command name, TAB will show all matching commands. After typing a complete command, all possible options and arguments will be shown by pressing TAB.

1.14. Step 13: Further Information

We advise you to read the OTRS performance tuning chapter.

Please have a look at the list of additional resources for information about OTRS Group, the creator of and service provider for [OTRS](#), and further resources.

2. Updating OTRS

Note

It is highly recommended to perform a test update on a separate testing machine first.

Updating from an earlier version of OTRS 7

You can update directly from any previous to the latest available patch level release.

Updating from OTRS 6

You can update from any OTRS 6 patch level to the latest available OTRS 7 patch level release.

Updating from OTRS 5 or earlier

Warning

You cannot update from OTRS 5 or earlier directly to OTRS 7. Full updates to all available minor versions have to be made sequentially instead. For example, if you come from OTRS 4.0, you first have to perform a full update to OTRS 5, then to 6 and finally to OTRS 7.

2.1. Step 1: Stop all relevant services and the OTRS Daemon

Please make sure there are no more running services or cron jobs that try to access OTRS. This will depend on your service configuration, here is an example:

```
root> /etc/init.d/cron stop
root> /etc/init.d/postfix stop
root> /etc/init.d/apache stop
```

Stop OTRS cron jobs and the daemon (in this order):

```
otrs> cd /opt/otrs/
otrs> bin/Cron.sh stop
otrs> bin/otrs.Daemon.pl stop
```

If you perform a patch level update of OTRS 7, you need to also stop the built-in OTRS web server:

```
otrs> cd /opt/otrs/
otrs> bin/otrs.WebServer.pl --stop
```

2.2. Step 2: Backup files and database

- Kernel/Config.pm
- Kernel/WebApp.conf (only in case of a patch level update of OTRS 7, and only if the file was modified)
- var/*
- as well as the database

Warning

Don't proceed without a complete backup of your system.

2.3. Step 3: Install the new release

Note

With OTRS 7 RPMs are no longer provided. RPM based installations need to switch by uninstalling the RPM (this will not drop your database) and using the source archives instead.

```
root> cd /opt
root> mv otrs otrs-old
root> tar -xzf otrs-x.x.x.tar.gz
root> mv otrs-x.x.x otrs
```

2.3.1. Rejisha usanidi wa ma faili ya zamani

- Kernel/Config.pm
- Kernel/WebApp.conf (only in case of a patch level update of OTRS 7, and only if the file was modified)

2.3.2. Rejisha data za makala

If you configured OTRS to store article data in the file system you have to restore the article folder to /opt/otrs/var/ or the folder specified in the System Configuration.

2.3.3. Restore already installed default statistics

If you have additional packages with default statistics you have to restore the stats xml files with the suffix *.installed to /opt/otrs/var/stats.

```
root> cd OTRS-BACKUP/var/stats
root> cp *.installed /opt/otrs/var/stats
```

2.3.4. Set file permissions

Please execute the following command as root user to set the file and directory permissions for OTRS. It will try to detect the correct user and group settings needed for your setup.

```
root> cd /opt/otrs/
root> bin/otrs.SetPermissions.pl
```

2.3.5. Install Required Programs and Perl Modules

Please refer to the section in the installation guide that explains how to verify external dependencies such as Perl modules and Node.js.

In addition to that, OTRS 7 also requires an active cluster of Elasticsearch 6.0 or higher. Please refer to the Setup Elasticsearch Cluster section in the installation guide.

2.4. Step 4: Run the migration script

Note

If you have any custom Perl or XML configuration files in Kernel/Config/Files, these need to be [converted to the new formats supported by OTRS 7](#) before running the migration script.

The migration script will perform many checks on your system and give you advice on how to install missing Perl modules etc., if that is required. If all checks succeeded, the necessary migration steps will be performed. Please also run this script in case of patch level updates.

Run the migration script (as user otrs, NOT as root):

```
otrs> cd /opt/otrs/
otrs> scripts/DBUpdate-to-7.pl
```

Warning

Do not continue the upgrading process if this script did not work properly for you. Otherwise malfunction or data loss may occur.

2.5. Step 5: Update installed packages

Note

Packages for OTRS 6 are not compatible with OTRS 7 and have to be updated.

You can use the command below to update all installed packages. This works for all packages that are available from online repositories. You can update other packages later via the package manager (this requires a running OTRS Daemon).

```
otrs> cd /opt/otrs/  
otrs> bin/otrs.Console.pl Admin::Package::UpgradeAll
```

2.6. Step 6: Restart your services

OTRS 7 comes with an own built-in web server that is used behind apache as a reverse proxy (or any other reverse proxy server). For major updates from OTRS 6, the apache configuration must be updated with the new version in `/opt/otrs/scripts/apache2-httpd.include.conf`, if it was copied and not just linked. Please also note that while `mod_perl` is no longer needed, other Apache modules are required now: `proxy_module`, `proxy_http_module` and `proxy_wstunnel_module`.

After that, the services can be restarted. This will depend on your service configuration, here is an example:

```
root> /etc/init.d/apache start  
root> /etc/init.d/postfix start  
root> /etc/init.d/cron start
```

Note

The OTRS Daemon is required for correct operation of OTRS such as sending emails. Please activate it as described in the next step.

2.7. Step 7: Start the OTRS Daemon, web server and cron job

The OTRS Daemon is responsible for handling any asynchronous and recurring tasks in OTRS. The daemon and its keepalive cron job must be started as the `otrs` user. The built-in OTRS web server process handles the web requests handed over from Apache.

```
otrs> cd /opt/otrs/  
otrs> bin/otrs.Daemon.pl start  
otrs> bin/Cron.sh start  
otrs> bin/otrs.WebServer.pl
```

Now you can log into your system.

Chapter 3. First Steps

The goal of this chapter is to provide a brief overview of OTRS and the structure of its web interface. The terms 'agents', 'customers', and 'administrators' are introduced. We also login as the OTRS administrator and take a closer look at the user preferences available on every account.

1. Agent Web Interface

Note

Before logging on for the first time, please consider activating the HTTPS on your web server in order for OTRS to be served as a secure app over SSL/TLS protocol. For detailed instructions on how to do this, please consult the documentation of your web server (e.g. Apache2).

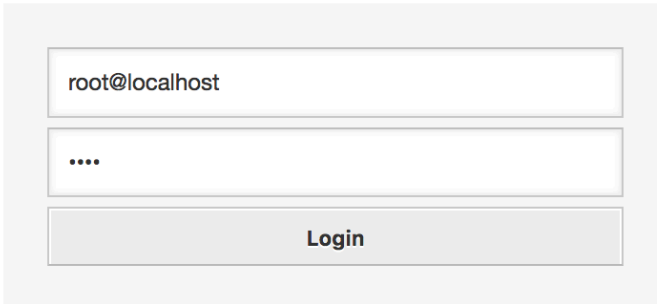
After you activate HTTPS, please set the configuration option `HttpType` to `https` in `SysConfig`. This will make sure that all internal links in OTRS are indeed using HTTPS.

Good practice is to also redirect all HTTP traffic to HTTPS, in case someone tries to access the OTRS via an insecure link. This should be done on web server configuration level for maximum effect. However, in case this is not possible, you can set `HTTPSForceRedirect` to `Yes` in `SysConfig` to do it on application level.

Kiolesura cha tovuti cha wakala kinamruhusu wakala kujibu maombi ya wateja, kutengeneza tiketi mpya za wateja au mawakala wengine, kuandika tiketi kuhusu simu zilipigwa na wateja, kuandika maingizo ya maswali yaliyoulizwa mara kwa mara, kuhariri data za wateja, na kadh.

Supposing your OTRS host is reachable via the URL <http://www.example.com>, then the OTRS login screen can be reached by using the address <http://www.example.com/otrs/index.pl> in a web browser (see figure below).

Figure 3.1. Login screen of the agent interface



The screenshot shows a login form with three input fields. The first field contains the text 'root@localhost'. The second field contains four dots '....'. Below the second field is a button labeled 'Login'.

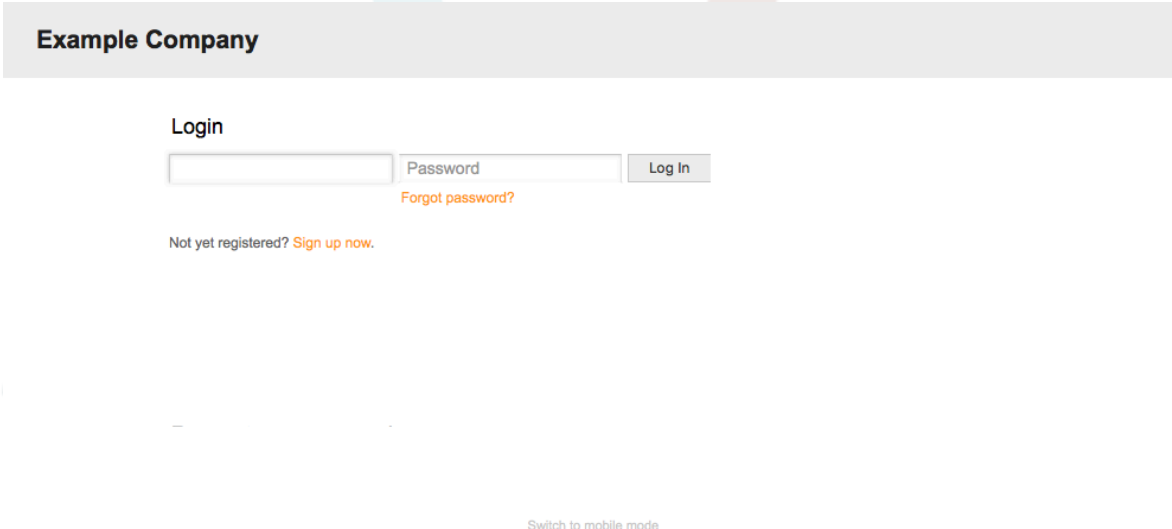
[Lost your password?](#)

2. Customer Web Interface

Wateja wana violesura tofauti vya tovuti katika OTRS ambavyo wanaweza kutengeneza akaunti mpya, kubadilisha mipangilio yao ya akaunti, tengeneza na kuhariri tiketi, kupata mapitio ya tiketi walizotengeneza, na kadh.

Continuing the above example, the customer login screen can be reached by using the URL <http://www.example.com/otrs/customer.pl> with a web browser (see figure below).

Figure 3.2. Login screen of the customer interface



The screenshot shows a login form for 'Example Company'. At the top left, the text 'Example Company' is displayed. Below it, the word 'Login' is centered. There are two input fields: one for the username and one for the password, with the label 'Password' above the second field. To the right of the password field is a 'Log In' button. Below the password field, there is a link that says 'Forgot password?'. At the bottom left of the form, there is a link that says 'Not yet registered? Sign up now.'. At the bottom center of the page, there is a link that says 'Switch to mobile mode'.

3. Public Web Interface

Kwa nyongeza kwenye violesura vya wavuti kwa ajili ya mawakala na wateja. OTRS pia ina kiolesura cha umma ambacho kinapatikana kupitia moduli ya maswali yanayoulizwa mara kwa mara. Hii moduli inahitaji kusakinishwa pekeyake. Inatoa ufikivu wa umma kwa mfumo wa maswali yanayoulizwa mara kwa mara na inaruhusu wageni kutafuta kwenye maingizo ya maswali yanayoulizwa mara kwa mara bila uidhinishaji wowote maalumu.

Katika mfano wetu, kiolesura cha tovuti cha umma kinaweza kufikiwa kwa kupitia aidha ya URL zifuatazo: <http://www.example.com/otrs/faq.pl> , <http://www.example.com/otrs/public.pl>

Figure 3.3. Kiolesura cha tovuti cha uma

Example Company

FAQ Explorer

FAQ

Subcategories

NAME	COMMENT	SUBCATEGORIES	FAQ ARTICLES
Bugzilla	Reporting bugs	0	1
Feature AddOns	FAQs	0	1
OTRS Framework	Questions and answers about OTRS	0	1

FAQ Articles

FAQ#	TITLE	CATEGORY	LANGUAGE
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4. First Login

Access the login screen as described in the section Agent web interface . Enter a user name and password. Since the system has just been installed and no users have yet been created, login as OTRS administrator first, using 'root@localhost' for username and the generated password in the last step of the installer.

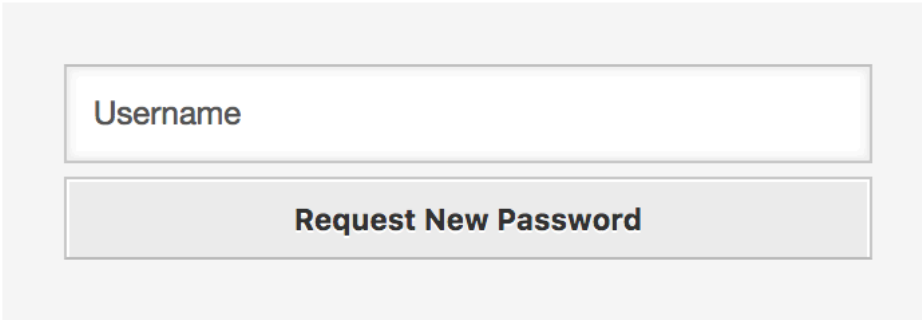
Warning

Hii data ya akaunti ni halali kwa kila usakinishaji mpya wa mfumo wa OTRS. Unatakiwa kubadilisha nywila ya msimamizi wa OTRS mapema iwezekanavyo! Hii inaweza kufanyika kupitia skrini ya mapendeleo kwa ajili ya akaunti ya msimamizi wa OTRS.

If you don't want to login as OTRS administrator, just enter the username and password for your normal agent account.

In case you have forgotten your password, you can request the system for a new password. Simply press the link below the Login button, enter the username that is registered for your OTRS account into the input field, and press the Request New Password button (see figure).

Figure 3.4. Ombi la neno la siri jipya

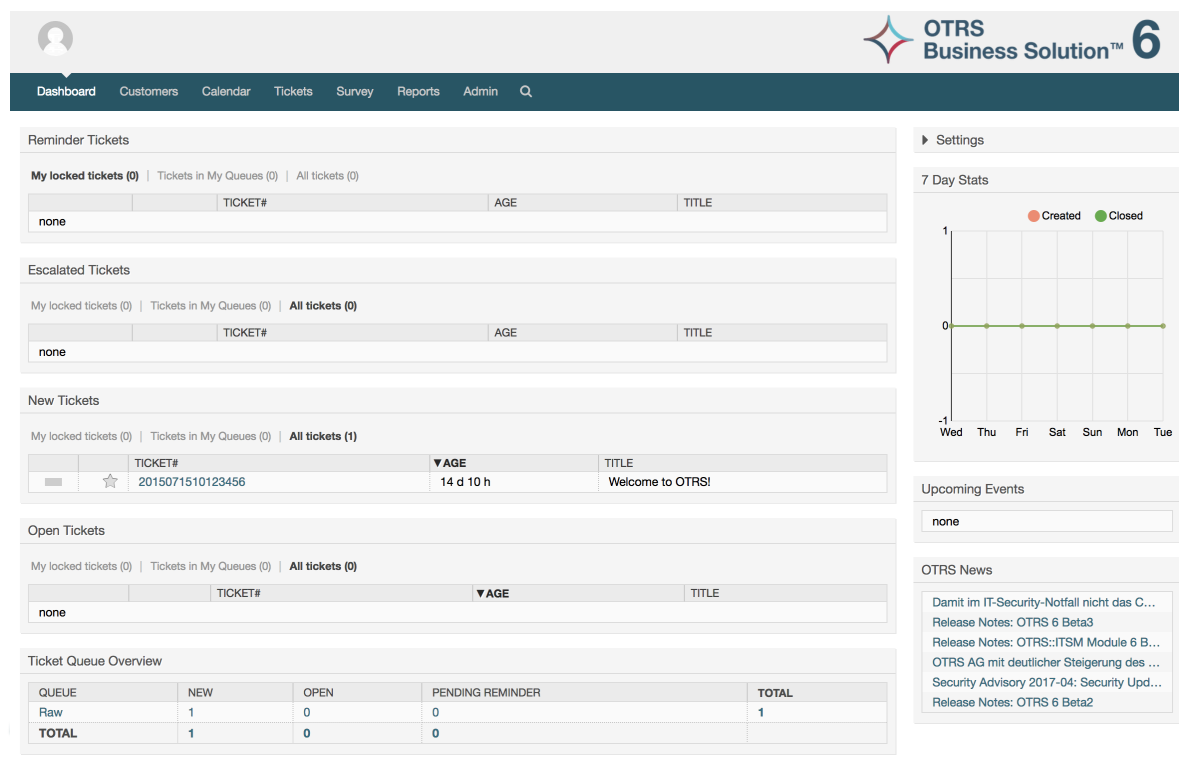
A screenshot of a web form for requesting a new password. It consists of a light gray rectangular container. Inside, there is a white text input field with the placeholder text "Username". Below the input field is a gray button with the text "Request New Password" in white.

[← Back to login](#)

5. The Web Interface - an Overview

Upon successfully logging into the system, you are presented with the Dashboard page (see figure below). It shows your locked tickets, allows direct access through menus to the queue, status and escalation views, and also holds options for creation of new phone and e-mail tickets. It also presents a quick summary of the tickets using different criteria.

Figure 3.5. Dashboard of the agent interface



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To improve clarity, the general web interface is separated into different areas. The top row of each page shows some general information such as the logout button, icons listing the number of locked tickets with direct access to them, links to create a new phone/e-mail ticket, etc. There are also icons to go to the queue, status, and escalation views.

Chini ya safu mlalo za ikoni kuna mwambaa wa uabiri. Inaonyesha menyu ambayo inakuwezesha kwenda sehemu tofauti au kuona moduli tofauti za mfumo, ikikuruhusu kutekeleza baadhi ya vitendo vya ujumla. Kubofya kwenye kitufe cha Dashibodi inakupeleka kwenye dashibodi. Kama ukibofya kwenye kitufe cha Tiketi utapata menyu ndogo yenye machaguo ya kubadilisha muonekano wa tiketi, tengeneza tiketi mpya (simu/barua pepe) au tafuta tiketi fulani. Kitufe cha Takwimu kinakupa menyu inayokuruhusu kuchagua kutoka kwenye mapitio ya takwimu zilizosajiliwa, kutengeneza mpya au kuagiza iliyopo. Kitufe cha Wateja kinakupeleka kwenye skrini ya Usimamizi wa Mteja. Kwa kubofya kitufe cha Msimamizi, unaweza kufikia moduli zote za msimamizi, ambazo zinakuruhusu kutengeneza mawakala wapya, foleni na kadh. Pia kuna kitufe cha kutafuta tiketi.

Kama programu-tumizi zozote zinazohusika zimesakinishwa pia, mf. maswali yanayoulizwa mara kwa mara au Utafiti, vitufe kufikia hizi programu-tumizi pia vinaonyeshwa.

In the area below the navigation bar, different system messages can be shown. If you are logged in as the default OTRS administrator user, you get a red message warning you not to work using this system account.

Chini ya kichwa cha habari cha kifungu ulichopo sasa, kuna vifungu vidogo tofauti vyenye taarifa husika kuhusu skrini unayofanya kazi, kila moja katika kisanduku tofauti.

Haya maboksi yana sehemu muhimu ya kila skrini, kwa kawaida yanaonyeshwa katika safuwima moja au tofauti, kila boksi linaweza kuhifadhi taarifa husika kuhusu skrini ya sasa kwa mfano maelekezo, ushauri, mapitio, na kadh. Pia inaonyeshwa fomu au kifaa

muhimu cha kutekeleza kitendo kinachohusika kwa kila skrini, kama kwa mfano, ongeza, sasisha au futa rekodi, kagua batli, badilisha mipangilio ya mabadiliko, na kadh.

Finally at the bottom of the page, the site footer is displayed (see figure below). It contains a link to directly access the OTRS official web site, or switch to mobile mode.

Kwa kawaida safu mlalo ya ikoni, mwambaa wa uabiri na kijachini ziko hivyo hivyo katika skrini zote kwenye kiolesura cha tovuti.

Figure 3.6. Kijachini



6. Dashibodi

Dashi bodi ndiyo kurasa kuu ya mfumo, hapa unaweza kupata kitufe cha mapitio ya tiketi na vitu vingine vyenye uhusiano na shughuli za tiketi. Inafikiria kuwa sehemu ya kuanzia kazi za kila siku za wakala, kwa kawaida inatoa ufupisho wa haraka wa tiketi ambazo zinasubiri, zimepandishwa, mpya na zilizofunguliwa, kuachana nataarifa nyingine.

Moja ya sifa kubwa za Dashibodi ni kwamba inaweza kugeuzwa kabisa kukufaa. Hii inaamaanisha unaweza kusanidi kila upande kadri utakavyo, kuonyesha au kuficha elementi. Pia inawezekana kuhamisha makazi ya hizi elemnti katika safuwima moja kwa kubofya na kukokota kichwa cha elementi, na kuzidondosha mahali pengine. Kila elementi ina jina "Kifaa", mfumo una baadhi ya vifaa vya kutumia nje ya boksi, lakini usanifu uliojiki-ta kwenye moduli wa skrini ya dashibodi umeandaliwa kuunganisha vifaa vingine vya kawaida kwa urahisi.

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

Figure 3.7. Vifaa vya dashibodi

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

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

New Tickets				
My locked tickets (0) Tickets in My Queues (0) All tickets (1)				
	TICKET#	▼ AGE	TITLE	
■ ☆	2015071510123456	14 d 10 h	Welcome to OTRS!	

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

Ticket Queue Overview				
QUEUE	NEW	OPEN	PENDING REMINDER	TOTAL
Raw	1	0	0	1
TOTAL	1	0	0	

Vifaa vya dashibodi vya safuwima ya kushoto.

- Vifaa vya Orodha ya Tiketi

Widgets under this category share same overall behavior, look and feel. This widget shows a list of tickets on a determined state. The amount of tickets displayed on each list page can be configured in widget options (they appear when you hover the mouse pointer over the top right part of the widget). This widget supports the following filters:

- Tiketi zangu zilizofungwa

Ticketio ambazo wakala aliyeingia amezifunga.

- Tiketi zangu zinazoangaliwa

The tickets that the logged agent has in his/her watched list, requires Ticket::Watcher setting to be turned on to be displayed.

- Majukumu yangu

The tickets that the logged agent is set as responsible, Ticket::Responsible setting is required to be turned on in order to make this filter visible.

- Tiketi kwenye Foleni Yangu

The tickets that are on queues where the agent defines as *My Queues*.

- Tiketi zilizopo kwenye huduma

The tickets that are assigned to services where the agent define as *My Services* and are on queues with at least read-only permissions.

- Tiketi zote

Tiketi zote ambazo wakala ana ufikivu.

Vifaa hivi ni:

- Tiketi za kumbukumbu

Tiketi zilizosetiwa kama zinazosubiri na tarehe ya kikumbusho imefikwa.

- Tiketi zilizopandishwa

Tiketi zilizopandishwa

- Tiketi Mpya

Tickets that have state *New*.

- Tiketi Wazi / Zinahitaji kujibiwa

Tickets that have state *Open* and are ready for work with them.

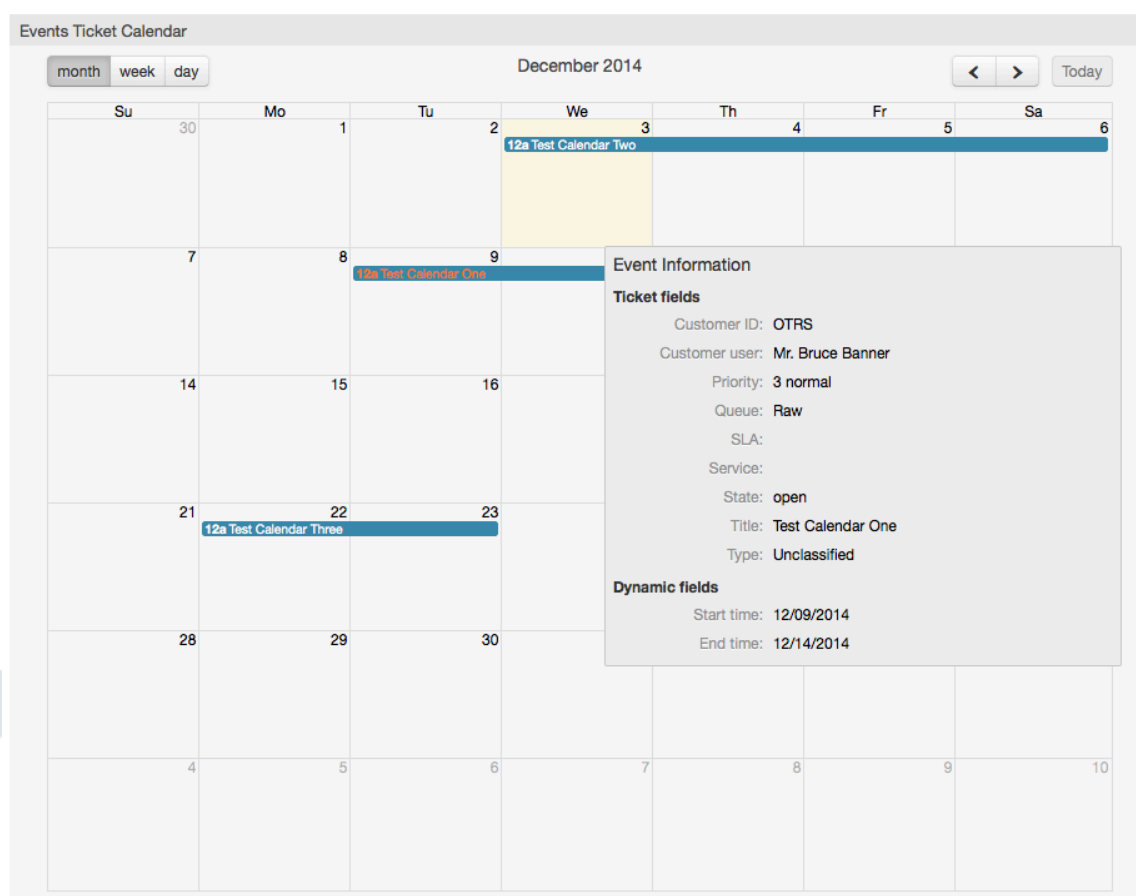
- Matukio Tiketi Kalenda

Tukio la kalenda (kwa kifaa hiki) linafanuliwa pale tiketi mpya inatengenezwa, kipengele cha Matukio Tiketi Kalenda inabidi kiwezeshe, na kinahitaji sehemu mpya mbili kuonyeshwa kwenye skrini za kutengeneza tiketi, moja kwa ajili ya muda wa kuanza tukio la tiketi na nyingine kwa ajili ya muda wa kumaliza, hii mida inaelezea muda unao-tumiwa na tukio.

This widget includes the following views: month, week and day. Agents can scroll through the pages by using the right and left arrows.

Kama ilivyosemwa kabla kulemaza tuu vifaa haitoshi, baadhi ya sehemu zinazobadilika za "Tarehe/Muda" kwa ajili ya tiketi inabidi ziongezwe kwenye mfumo (kupitia kiungo cha Sehemu Zinazobadilika katika paneli ya "Msimamizi") na kuziseti katika SysConfig kwa ajili ya hiki kifaa, Sehemu Zinazobadilika zote mbili lazima zisanidiwe ili zionyeshwe katika skrini za kutengeneza tiketi, zinatakiwa zijazwe wakati wa kutengeneza tiketi au katika skrini ya vitendo nyingine yoyote (mf. Sehemu Huru) kuelezea itakaochukua muda wa tukio la kalenda (muda wa kuanza na kumaliza), skrini ya kuza tiketi inaweza kusanidiwa kuonyesha hii sehemu inayobadilika pia, kama ukiifikiria kama muhimu.

Figure 3.8. Kifaa cha Matukio ya Kalenda ya Tiketi



Further configurations for this widget could be found under the Frontend::Agent::Dashboard::EventsTicketCalendar SubGroup in the SysConfig:

- UpanaWaKalenda

Inafanua upana wa kalenda kwa asilimia. Chaguo-msingi ni 95%.

- SehemuInayobadilikaMudaKuanza

Inafanua jina la sehemu inayobadilika kwa ajili ya muda wa kuanza.

- SehemuInayobadilikaMudaKumaliza

Inafanua jina la sehemu inayobadilika kwa ajili ya muda wa kumaliza.

- Foleni

Tiketi za kwenye foleni zilizobainishwa kwenye huu mpangilio tu ndiyo zitawekwa maanani kwenye muonekano wa kalenda.

- SehemuZinazobadilikaKwaajiliyaMatukio

Inafanua sehemu zinazobadilika ambazo zitaonyeshwa katika madirisha ya kufunika ya kalenda ya matukio.

- SehemuZaTiketiKwaajiliyaMatukio

Inafafanua sifa za tiketi ambazo zitaonyeshwa katika jalada la windows la tukio la kalenda.

- Mapitio ya Foleni ya Tiketi

Hiki kifaa kinaonyesha katika matriki ya idadi ya tiketi wapi safu mlalo zinawakilisha foleni na safuwima zinawakilisha hali za tiketi, kisha katika kila seli idadi ya tiketi katika hali iliyofafanuliwa ambayo ni ya foleni fulani imeonyeshwa.

Kifaa pia kinaonyesha Jumla ya safumlalo na Jumla ya safuwima, Jumla ya safumlalo inaonyesha jumla ya tiketi kwa kila hali kwenye foleni zote zilizoonyeshwa, wakati Jumla ya safuwima inawakilisha jumla ya tiketi kwa kila foleni kwenye foleni zote zilizoonyeshwa.

Foleni na hali ambazo zimeonyeshwa zinaweza kubadilishwa kupitia Sysconfig.

Kwa kubofya kwenye yoyote kati ya nambari ya idadi ya tiketi ukurasa wa matokeo ya utafutaji watiketi yatafunguliwa kuwezesha mawakala kuwa kuona undani wake zaidi .

In the right column is located a special widget that allow you to control the widgets you want to show or hide. This is the Settings widget. Click on it's header to expand the section and see all available widgets, as shown in Figure. Each widget name has a checkbox. Use this checkboxes to define the visibility of the widgets in the dashboard (unchecked widgets will not be shown) after you define the visibility options and click on *Save* for storing your changes. This section is fixed on the screen, this means you can't drag and drop it, or close it.

▼ Settings

- Product News
- Reminder Tickets
- Escalated Tickets
- New Tickets
- Open Tickets
- Running Process Tickets
- 7 Day Stats
- Upcoming Events
- Ticket Queue Overview
- Events Ticket Calendar
- Out Of Office
- Logged-In Users
- OTRS News
- Appointments

Save settings

Vifaa vya dashibodi ya safuwima ya kulia.

- Takwimu za siku 7

Inaonyesha grafu ya shughuli za tiketi kwa siku 7 zilizopita ambayo inajumuisha mistari 2. Mmoja ambao kwa kawaida ni rangi ya bluu, unawakilisha idadi ya tiketi zilizotengenezwa kwa siku na ya pili, kwa kawaida rangi ya machungwa na unawakilisha tiketi zilizofungwa kwa siku.

- Matukio Yajayo

Tiketi kwa ajili ya kupandishwa au tayari zilizopandishwa zinaorodheshwa hapa, taarifa kutoka kwenye hiki kifaa ni ya muhimu sana kwa kuwa una nafasi ya kujua kuhusu tiketi inahitaji umakini wako na unaweza kuamua ni zipi unataka kuweka bidii yako, seti vipaumbele au angalia kirahisi kinachokuja.

- OTRS Habari

Orodha kamili ya shughuli za OTRS na taarifa muhimu kuhusu matoleo mapya ya bidhaa au viraka.

- Mtandaoni

Hapa ni ufupisho ulioonyeshwa kuhusu mawakala walioingia kwenye mfumo kwa sasa, pia inajumuisha kifungu cha wateja walio mtandaoni, tafadhali tambua hiki kifaa kinafichwa kwa kawaida, kinaweza kuonyeshwa kwa kutumia kifaa cha Mipangilio kili-choelezwa hapo juu.

7. What is a Queue?

Katika mifumo mingi ya barua, ni kawaida kwa ujumbe wowote kuingia kwenye faili la kisanduku pokezi, ambapo zinabaki zimehifadhiwa. Ujumbe mpya unaongezwa mwishoni mwa faili la Kisanduku pokezi. Programu ya barua ya mteja inayotumika kusoma na kuandika barua inasoma hili faili la Kisanduku pokezi na kupeleka maudhui kwa mtumiaji.

Foleni katika OTRS ni karibu inafanana na faili la kisanduku pokezi, kwa kuwa yenyewe nayo inahifadhi ujumbe wa aina nyingi. Foleni pia ina vipengele kuzidi vile vya faili la kisanduku pokezi cha barua. Kama mtumiaji au wakala wa OTRS, mtu inabidi akumbuke foleni gani tiketi imehifadhiwa. Mawakala wanaweza kufungua na kuhariri tiketi katika foleni, na pia kuhamisha tiketi kutoka foleni moja kwenda nyingine. Lakini kwanini zihamishe tiketi?

Kuelezea kwa vitendo zaidi, kumbuka mfano wa Kampuni ya Max iliyoelezewa katika mfano wa mfumo wa tiketi. Max alisakinisha OTRS ili kuruhusu timu yake kusimamia vizuri usaidizi wa wateja wa kampuni wanaonunua rekoda za video.

Foleni moja inayoshikilia maombi yote inatosha kwa hii hali. Hata hivyo, baada ya muda Max anaamua pia kuuza rekoda za DVD. Sasa, wateja wana maswali sio tu kuhusu rekoda za video, lakini pia kuhusu bidhaa mpya. Barua pepe zaidi na zaidi zinaingia kwenye foleni moja ya OTRS ya Max na ni ngumu kupata picha kamili ya kinachoendelea.

Max anaamua kuunda upya mfumo wake wa usaidizi, na kuongeza foleni mpya mbili. Kwa hiyo sasa foleni tatu zinatumiwa. Ujumbe mpya unaoingia katika mfumo wa tiketi unahifadhiwa kwenye foleni ya zamani iitwayo "mbichi". Kati ya foleni mpya mbili, moja inaitwa "rekoda ya video" ni kwa ajili ya maombi ya rekoda za video tu, wakati nyingine "rekoda ya dvd" ni kwa ajili ya maombi ya rekoda za dvd tu.

Max anamuomba Sandra kuangalia foleni "mbichi" na kupanga (kupeleka) ujumbe aidha kwenda kwenye foleni ya "rekoda za video" au "rekoda za dvd", kutegemeana na maombi ya mteja. John ana ufikivu kwa foleni ya "rekoda za video" tu, wakati Joe anaweza kujibu tiketi katika foleni ya "rekoda ya dvd" tu. Max anaweza kuhariri tiketi katika foleni zote.

OTRS ina msaada kwa usimamizi wa ufikivu kwa watumiaji, makundi, na majukumu, na ni rahisi kuseti foleni ambazo zinaweza kufikiwa na baadhi ya akaunti za watumiaji. Max angeweza pia kutumia njia nyingine kufikisha maombi yake kwenye foleni tofauti, kwa sheria za kuchuja. Vinginevyo, kama anwani mbili tofauti za barua pepe zimetumika, Sandra anaweza kutuma zile barua pepe kwenye foleni nyingine mbili, ambazo haziwezi kutumwa kiotomatiki.

Kupanga ujumbe wako unaoingia kwenye foleni tofauti inakusaidia kufanya mfumo wa msaada kuwa msafi na wenye mpangilio. Kwa sababu mawakalawako wamepangwa katika makundi tofauti wakiwa na haki tofauti za ufikivu kwenye tiketi, mfumo unaweza kusadifishwa zaidi. Foleni zinaweza kutumika kufafanua michakato ya mtiririko wa kazi au kutengeneza muundo a kampuni. Max anaweza kutengeneza kwa mfano, foleni nyingine iitwayo "mauzo", ambayo inaweza kuwa na foleni ndogo "maombi", "ofa", "oda", "bili", na kadh. Muundo kama huu wa foleni unaweza kumsaidia Max kusadifisha mpangilio wa miamala yake.

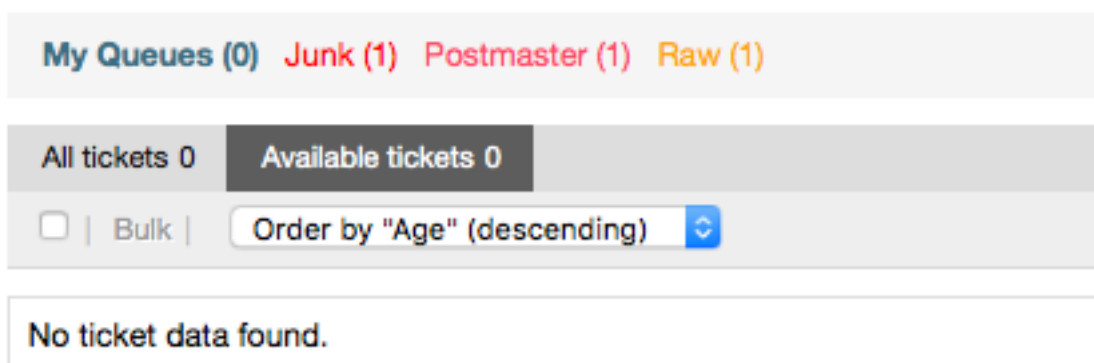
Muundo wa mfumo ulioboreshwa, kama kupitia usanifu mzuri wa foleni, inaweza kupelekea kuokowa muda na pesa nyingi. Foleni zinasaidia kusadifisha michakato kwenye kampuni yako.

8. What is the Queue Overview?

Mapitio ya foleni yanatoa muonekano wa foleni zote ambamo tiketi zipo, na ambamo mtumiaji ana haki za kusoma na kuandika.

Figure 3.10. Muonekano wa Foleni kwa Mawakala (Chaguo-msingi)

QueueView: My Queues



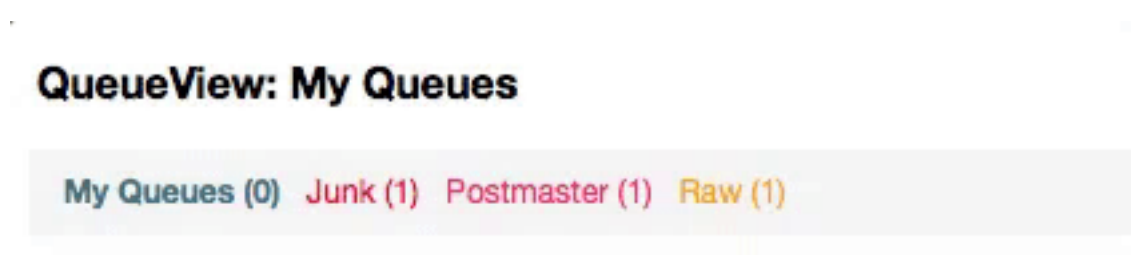
The queue overview offers a variety of options for daily work with OTRS. The first of these is the My Queue. In the Agent Preferences, or when administering agents, a set of queues can be defined for which the agent has been assigned to work within. All the tickets will appear in this default view, when accessing the *Tickets -> Queue View* menu.

Chaguo la pili linalotolewa na Muonekano wa Foleni ni kuchimba hini uabiri kwenda kwenye foleni binafsi na foleni ndogo zenye tiketi za kufanyiwa kazi.

In both of the view types, the user also has the added ability to see either all unlocked tickets (this is the default filter), or the user can then choose to view all available tickets. Tickets must be in one of the viewable state types to be shown in the queue view. Per default, these are open, new, pending reminder, pending auto.

Kuna kengele zinazoonekana, kumsaidia mtumiaji.

Figure 3.11. Agent Queue View visual alarms



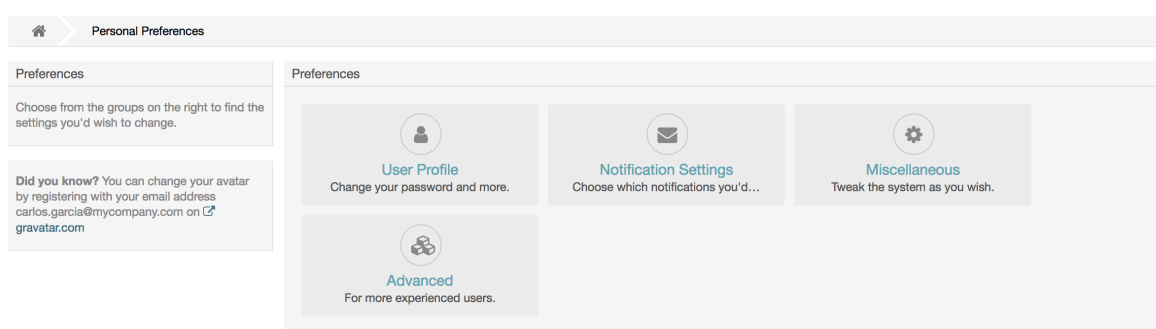
Kengele Zinazoonekana

- Highlight Age 1: Sets the age in minutes (first level) for highlighting queues that contain untouched tickets. Seen in above in the *Raw* queue.
- Highlight Age 2: Sets the age in minutes (second level) for highlighting queues that contain untouched tickets. Seen in above in the *Postmaster* queue.
- Blink: A blinking mechanism of the queue that contains the oldest ticket can be activated using `Ticket::Frontend::AgentTicketQueue###Blink`. Not supported in all browsers. In that case, the queue name will just appear in red color, as seen in above on the queue *Junk*.
- Bold: The current queue will be bolded, as seen above in the *My Queues*.

9. User Preferences

OTRS users such as customers, agents and the OTRS administrator can configure their account preferences as per their needs. Agent can access the configuration screen by clicking on the gear icon at the top of the web interface (see figure below), and customers must click on the "Preferences" link (see figure below).

Figure 3.12. Agent's personal preferences



An agent can configure 4 different categories of preferences: User Profile, Notification Settings, Miscellaneous, and Advanced. The default possibilities are:

Umbo wa Mtumiaji

- Badili nywila ya sasa.
- Change your avatar image.
- Rekebisha lugha ya kiolesura.
- Select your personal time zone.

- Amilisha na kusanidi muda wa nje ya ofisi.

Notification Settings

- Chagua foleni unazotaka kufuatilia katika "Foleni Zangu".
- Select the services you want to monitor in "My Services".
- Configure which ticket notifications you want to receive (per transport method).
- Choose for which kind of appointment changes you want to receive notifications.

Miscellaneous

- Badili gamba la mazingira ya mbele.
- Set the refresh period for the overviews (Dashboard, Queue View, etc.).
- Seti skrini ya kuonyeshwa baada ya tiketi kutengenezwa.
- Define limits per page for different overview screens (Ticket, Dynamic Fields and Communication Log).

Advanced

- Define their own values for some system configuration settings.

Figure 3.13. Customer's personal preferences

Example Company
Preferences

Tickets
FAQ

Change password

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

Current password

New password

Verify password

Interface language

Select the main interface language.

Language

Time Zone

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

Time Zone

Ticket overview

Select after which period ticket overviews should refresh automatically.

Refresh interval

Number of displayed tickets

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

Tickets per page



Powered by OTRS Business Solution™

Mteja anaweza kuchagua lugha ya kiolesura cha tovuti, kuseti muda wa kuonesha upya mapitio ya tiketi, na kuchagua kikomo cha idadi ya tiketi zinazoonyeshwa. Pia inawezekana kuseti nywila mpya.

Chapter 4. Utawala

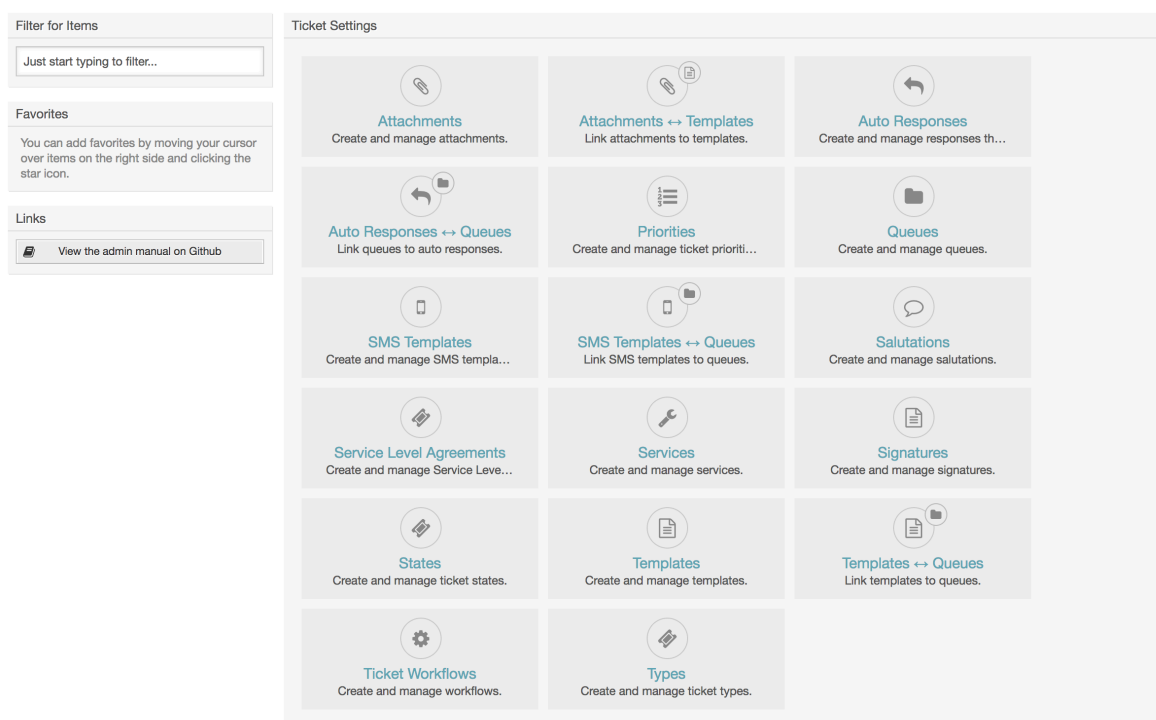
1. The Administration Area of OTRS

1.1. Misingi

Mipangilio ifuatayo ya usanidi wa mfumo inapatikana kwa wasimamizi wa OTRS kwa ku-fikia kurasa ya Msimamizi ya kiolesura cha tovuti cha OTRS - kuongeza mawakala, wateja na foleni, tiketi na mipangilio ya barua, kusakinisha vifurushi vya ziada kama FAQ na ITSM na nyingine nyingi.

Agents who are members of the *admin* group can access the Admin area by clicking the *Admin* link in the navigation bar (see figure below). Agents without sufficiently elevated access rights will not be able to access this link.

Figure 4.1. OTRS Administration Overview Screen



1.2. Mawakala, Makundi na Majukumu

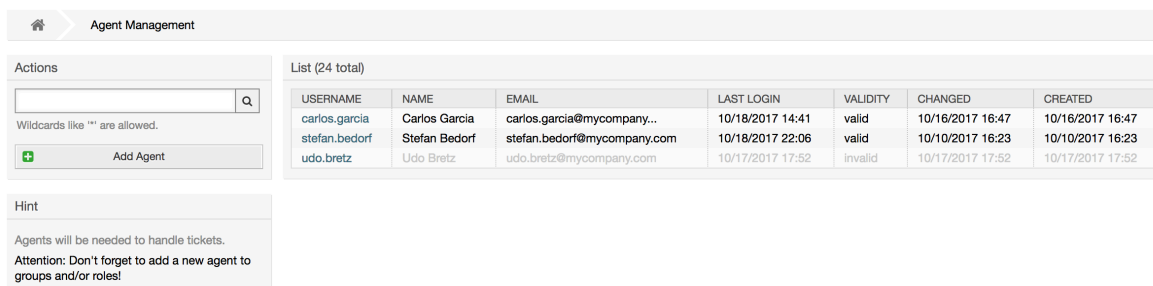
1.2.1. Mawakala

By clicking the link *Agents*, you get access to the agent management screen of OTRS (see figure below). Administrators can add, change or deactivate agent accounts. Furthermore they can also manage agent preferences, including the language and notification settings for the individual agent's interface.

Note

Akaunti ya wakala wa OTRS inaweza kulemazwa lakini sio kufutwa. Kulemaza ku-nafanywa kwa kuseti alma ya Halali kuwa *batili* au *batili-kwa muda*.

Figure 4.2. Usimamizi wa wakala



Agent Management

Actions

Wildcards like '*' are allowed.

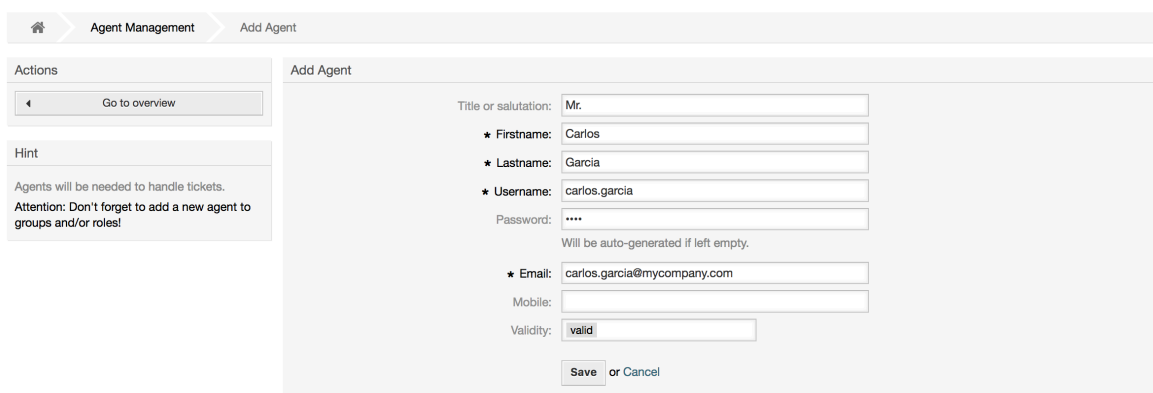
Hint

Agents will be needed to handle tickets.
 Attention: Don't forget to add a new agent to groups and/or roles!

USERNAME	NAME	EMAIL	LAST LOGIN	VALIDITY	CHANGED	CREATED
carlos.garcia	Carlos Garcia	carlos.garcia@mycompany...	10/18/2017 14:41	valid	10/16/2017 16:47	10/16/2017 16:47
stefan.bedorf	Stefan Bedorf	stefan.bedorf@mycompany.com	10/18/2017 22:06	valid	10/10/2017 16:23	10/10/2017 16:23
udo.bretz	Udo Bretz	udo.bretz@mycompany.com	10/17/2017 17:52	invalid	10/17/2017 17:52	10/17/2017 17:52

To register an agent, click on the Add agent button, enter the required data and press the Submit button at the bottom of the screen, as shown in Figure.

Figure 4.3. Adding a new agent



Agent Management > Add Agent

Actions

Hint

Agents will be needed to handle tickets.
 Attention: Don't forget to add a new agent to groups and/or roles!

Add Agent

Title or salutation:

* Firstname:

* Lastname:

* Username:

Password:
 Will be auto-generated if left empty.

* Email:

Mobile:

Validity:

or

Baada ya akaunti mpya ya wakala kutengenezwa, unatakiwa kumfanya wakala mwanachama wa kundi moja au zaidi au majukumu. Taarifa kuhusu majukumu au makundi zinapatikana katika vifungu Makundi na Majukumu vya sura hii.

1.2.2. Makundi

Every agent's account should belong to at least one group or role. In a brand new installation, there are three pre-defined groups available, as shown in Table 4-1.

Table 4.1. Makundi chaguo-msingi yanayopatikana katika usakinishaji mpya wa OTRS

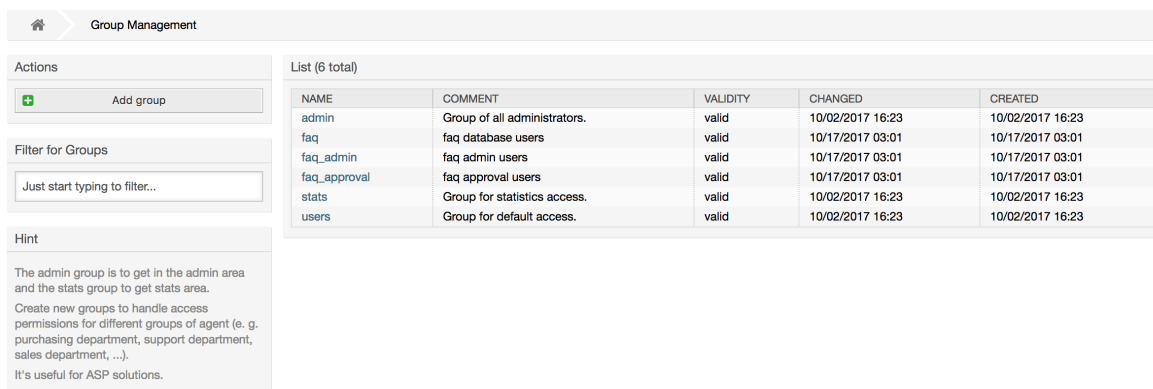
Kundi	Maelezo
msimaizi	Ruhusa ya kufanya kazi za usimamizi wa mfumo.
takwimu	Fuzu kufikia kwenye moduli ya takwimu ya OTRS na kutengeneza takwimu.
watumiaji	Mawakala wapo kwenye hili kundi, wakiwa na ruhusa za kusoma na kuandika. Wanaweza kufikia programu-tumizi zote za mfumo wa tiketi.

Note

In a brand new OTRS installation, the agent 'root@localhost' belongs by default to the admin, stats and users groups.

You can access the group management page (see figure below) by clicking the *Groups* link in the admin area.

Figure 4.4. Usimamizi wa kundi



Group Management

Actions

+ Add group

Filter for Groups

Just start typing to filter...

Hint

The admin group is to get in the admin area and the stats group to get stats area.
 Create new groups to handle access permissions for different groups of agent (e. g. purchasing department, support department, sales department, ...).
 It's useful for ASP solutions.

List (6 total)

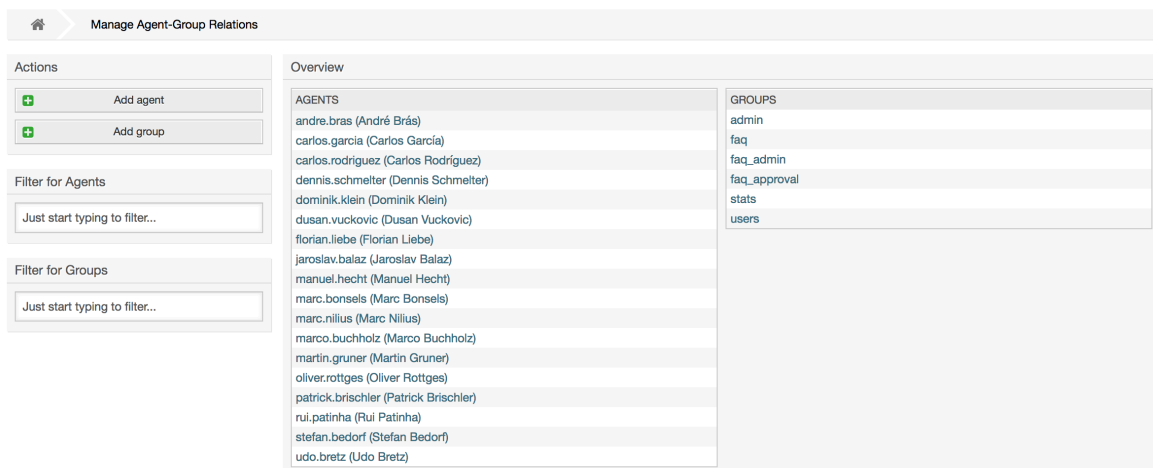
NAME	COMMENT	VALIDITY	CHANGED	CREATED
admin	Group of all administrators.	valid	10/02/2017 16:23	10/02/2017 16:23
faq	faq database users	valid	10/17/2017 03:01	10/17/2017 03:01
faq_admin	faq admin users	valid	10/17/2017 03:01	10/17/2017 03:01
faq_approval	faq approval users	valid	10/17/2017 03:01	10/17/2017 03:01
stats	Group for statistics access.	valid	10/02/2017 16:23	10/02/2017 16:23
users	Group for default access.	valid	10/02/2017 16:23	10/02/2017 16:23

Note

Kama ilivyo kwa mawakala, kundi la OTRS linaweza kulemazwa lakini si kufutwa. Kulemazwa kunafanywa kwa kuseti alama Halali kuwa *batili* au *batili-kwa muda*.

To add an agent to a group, or to change the agents who belong to a group, you can use the link *Agents <-> Groups* from the Admin page (see figure below).

Figure 4.5. Agent <-> group management



Manage Agent-Group Relations

Actions

+ Add agent

+ Add group

Filter for Agents

Just start typing to filter...

Filter for Groups

Just start typing to filter...

Overview

AGENTS

- andre.bras (André Brás)
- carlos.garcia (Carlos García)
- carlos.rodriguez (Carlos Rodríguez)
- dennis.schmelter (Dennis Schmelter)
- dominik.klein (Dominik Klein)
- dusan.vuckovic (Dusan Vuckovic)
- florian.liebe (Florian Liebe)
- jaroslav.balaz (Jaroslav Balaz)
- manuel.hecht (Manuel Hecht)
- marc.bonsels (Marc Bonsels)
- marc.nilius (Marc Nilius)
- marco.buchholz (Marco Buchholz)
- martin.gruner (Martin Gruner)
- oliver.rottges (Oliver Rottges)
- patrick.brischler (Patrick Brischler)
- rui.patinha (Rui Patinha)
- stefan.bedorf (Stefan Bedorf)
- udo.bretz (Udo Bretz)

GROUPS

- admin
- faq
- faq_admin
- faq_approval
- stats
- users

An overview of all groups and agents in the system is displayed on this page. You can also use the available filters to find a specific entity. If you want to change the groups that an agent is a member of, just click on the agent's name (see figure below). To change the agents associated with a group, just click on the group you want to edit (see figure below).

Figure 4.6. Change the groups an agent belongs to

Manage Agent-Group Relations

Change Group Relations for Agent 'Carlos Garcia'

Actions: [Go to overview](#)

Filter:

GROUP	<input type="checkbox"/> CHAT_OBSERVER	<input type="checkbox"/> CHAT_PARTICIPANT	<input type="checkbox"/> CHAT_OWNER	<input type="checkbox"/> RO	<input type="checkbox"/> MOVE_INTO	<input type="checkbox"/> CREATE	<input type="checkbox"/> NOTE	<input type="checkbox"/> OWNER
admin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
faq	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
faq_admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
faq_approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
stats	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
users	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Save](#) or [Save and finish](#) or [Cancel](#)

Reference

- ro**
Read only access to the ticket in this group/queue.
- move_into**
Permissions to move tickets into this group/queue.
- create**
Permissions to create tickets in this group/queue.
- note**
Permissions to add notes to tickets in this group/queue.
- owner**
Permissions to change the owner of tickets in this group/queue.
- priority**
Permissions to change the ticket priority in this group/queue.
- rw**
Full read and write access to the tickets in this group/queue.

Figure 4.7. Change the agents that belong to a specific group

Manage Agent-Group Relations

Change Agent Relations for Group 'users'

Actions: [Go to overview](#)

Filter:

AGENT	<input checked="" type="checkbox"/> CHAT_OBSERVER	<input checked="" type="checkbox"/> CHAT_PARTICIPANT	<input checked="" type="checkbox"/> CHAT_OWNER	<input checked="" type="checkbox"/> RO	<input checked="" type="checkbox"/> MOVE_INTO	<input checked="" type="checkbox"/> CREATE	<input checked="" type="checkbox"/> NOTE	<input checked="" type="checkbox"/> OWNER
carlos.garcia (Carlos Garcia)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
dominik.klein (Dominik Klein)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Save](#) or [Save and finish](#) or [Cancel](#)

Reference

- ro**
Read only access to the ticket in this group/queue.
- move_into**
Permissions to move tickets into this group/queue.
- create**
Permissions to create tickets in this group/queue.
- note**
Permissions to add notes to tickets in this group/queue.
- owner**
Permissions to change the owner of tickets in this group/queue.
- priority**
Permissions to change the ticket priority in this group/queue.
- rw**
Full read and write access to the tickets in this group/queue.

Each group has a set of rights associated with it, and each group member (agent) may have some combination of these rights for themselves. A list of the permissions / rights is shown in Table 4-2.

Table 4.2. Rights associated with OTRS groups

Haki	Maelezo
chat_observer	Agents may take part silently in a chat (available in OTRS Business Solution™).

Haki	Maelezo
chat_participant	Agents may normally participate in a chat (available in OTRS Business Solution™).
chat_owner	Agents have full rights for a chat and can accept chat requests (available in OTRS Business Solution™).
ro	Uwezo wa kusoma tiketi, maingizo na foleni tu kwa hili kundi.
hamia kwenye	Haki ya kuhamisha tiketi au maingizo katikati ya foleni au maeneo yaliyo kwenye hili kundi.
tengeneza	Haki ya kutengeneza tiketi au maingizo kwenye foleni au maeneo ya hili kundi.
Kidokezo	Right to add notes to tickets or entries in the queues or areas of this group.
mmiliki	Haki za kusasisha mmiliki wa tiketi au maingizo katika foleni au maeneo ambayo yapo kwenye hili kundi.
kipaumbele	Haki ya kubadilisha kipaumbele cha tiketi au maingizo au maeneo yaliyo kwenye hili kundi.
soma andikka	Haki kamili ya kusoma na kuandika kwa tiketi au maingizo ya foleni au maeneo yaliyopo kwenye hili kundi.

Note

By default, the QueueView only lists tickets in queues that an agent has *rw* access to, i.e., the tickets the agent needs to work on. If you want to change this behaviour, you can set `Ticket::Frontend::AgentTicketQueue###ViewAllPossibleTickets` to `Yes`.

Sio ruhusa zote zinazopatikana zinaonyeshwa kwa chaguo-msingi. Hizi ruhusa za ziada zinaweza kuongezwa.

Table 4.3. Makundi ya ruhusa ya ziada

Haki	Maelezo
takwimu	Kupewa ruhusa ya kurasa ya takwimu.
dunda	Haki ya kudundisha ujumbe wa barua pepe (na kitufe cha kudunda katika Kuzatiketi).
tunga	Haki ya ku tunga jibu la tiketi.
mteja	Haki ya kubadilisha mteja wa tiketi.
tuma mbele	Haki ya kutuma mbele messeji (kwa kitufe cha kutuma mbele).
inasubiri	Haki ya kuseti tiketi isubirie.
simu	Haki ya kuongeza kupiga simu kwa tiketi.
wajibika	Haki ya kubadilisha wakala anayewajibika kwa tiketi.

Note

These permissions can be added by changing the System::Permission

1.2.3. Jukumu

Majukumu ni kiengele chenye nguvu cha kusimamia haki za ufikivu za mawakala wengi katika njia rahisi na ya haraka. Zina manufaa zaidi kwa mifumo mikubwa na changamano yenye mawakala wengi, makundi na foleni. Mfano chini unaelezea wakati gani zitumike.

Tuseme una mfumo wenye mawakala 100, 90 kati yao na wana ufikivu kwenye foleni moja itwayo "msaada" ambapo maombi yote ya msaada yanashughulikiwa. Foleni "msaada" ina foleni ndogo nyingi ndani yake. Mawakala wengine 10 wana ruhusa ya kufikia foleni zote za mfumo. Hawa mawakala 10 wanatoa tiketi, wanaangalia foleni mbichi na kuhamisha ujumbe taka kwenda kwenye foleni "taka".

Kampuni sasa inafungua idara mpya inayouza bidhaa. Maombi na mapokezi ya oda, uthibitishaji wa oda, bili, na kadh. lazima zichakatishwe, na baadhi ya mawakala wa kampuni wanatakiwa kufanya hivi kwa kutumia OTRS. Mawakala tofauti wanatakiwa waweze kufikia kwenye foleni mpya ambazo lazima zitengenezwe.

Kwa sababu itatumia muda mwingi kubadilisha haki za ufikivu za kila wakala mmoja kwa mikono, majukumu ambayo yanafafanua ngazi tofauti za ufikivu yanaweza kutengenezwa. Kisha mawakala wanaweza kuongezwa kwenye jukumu moja au zaidi, na haki zao za ufikivu zitabadilika kiotomatiki. Kama akaunti mpya ya wakala itatengenezwa, pia inawezekana kuongeza akaunti hii kwa jukumu moja au zaidi.

Note

Roles are really useful when dealing with complex organizations and when maintaining larger OTRS installations. Proper care is advised though. Mixing Agent to Group with Agent to Role mappings can make for a complex access control scheme, that is difficult to understand and maintain. If you wish to use only roles and disable the Agents <-> Groups option in the Admin area, you can do so by modifying the Frontend::Module###AdminUserGroup in the SysConfig. Be aware that this won't remove already existing Agents to Group assignments!

You can access the role management section (see figure below) by clicking the *Roles* link on the Admin page.

Figure 4.8. Usimamizi wa jukumu



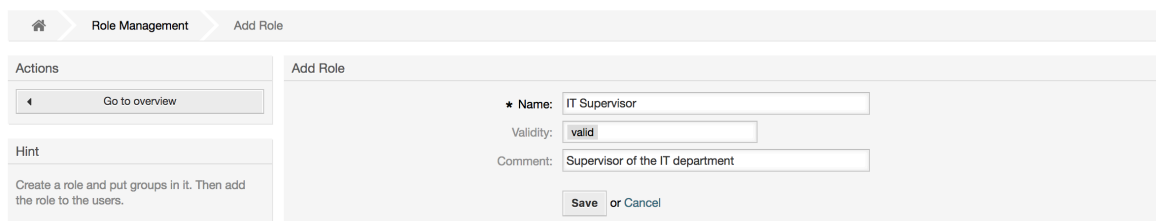
NAME	COMMENT	VALIDITY	CHANGED	CREATED
Development		valid	10/19/2017 01:09	10/19/2017 01:09
IT Supervisor	Supervisor of the IT de...	valid	10/18/2017 17:12	10/18/2017 17:12
Service Desk		valid	10/19/2017 01:09	10/19/2017 01:09

Note

Kama ilivyo kwa wakala na makundi, majukumu yakishatengenezwa yanaweza kulemazwa na si kufutwa. Kulemaza, seti chaguo Halali kuwa *batili* au *batili-kwa muda*.

An overview of all roles in the system is displayed. To edit a role's settings, click on the role's name. In a fresh new OTRS installation, there are no roles defined by default. To register one, click on the Add role button, provide the needed data and submit it (see figure below).

Figure 4.9. Adding a new role



Role Management > Add Role

Actions
 Go to overview

Hint
 Create a role and put groups in it. Then add the role to the users.

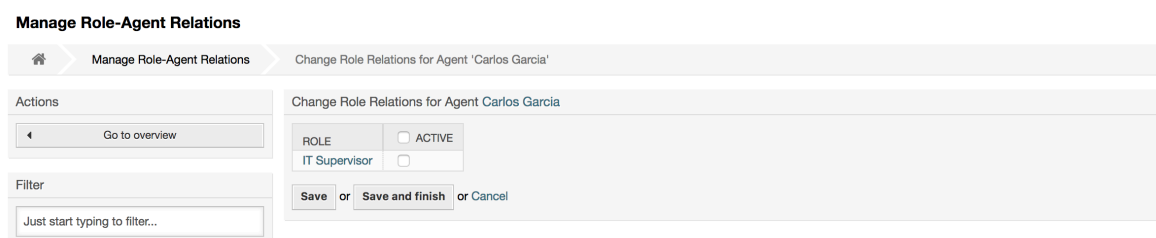
Add Role

* Name: IT Supervisor
 Validity: valid
 Comment: Supervisor of the IT department

Save or Cancel

To get an overview of all roles and agents in the system, click on the link Roles <-> Agents on the Admin page. You can also use filters to find a specific element. If you want to change the roles associated with an agent, just click on the agent's name (see figure below). To change the agents associated with a role, click on the role you want to edit (see figure below).

Figure 4.10. Change the roles associated with an agent



Manage Role-Agent Relations

Manage Role-Agent Relations > Change Role Relations for Agent 'Carlos Garcia'

Actions
 Go to overview

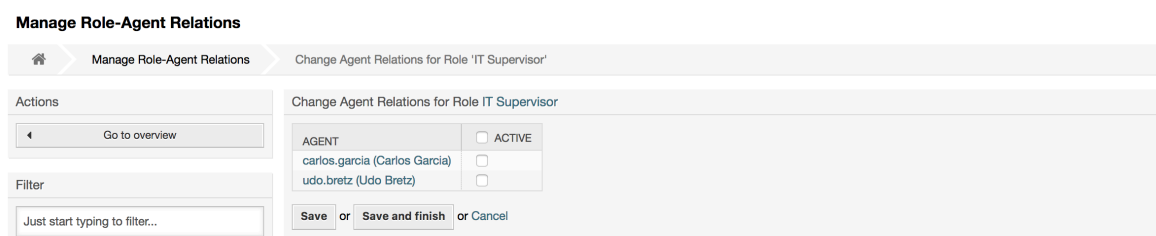
Filter
 Just start typing to filter...

Change Role Relations for Agent Carlos Garcia

ROLE	ACTIVE
IT Supervisor	<input type="checkbox"/>

Save or Save and finish or Cancel

Figure 4.11. Change the agents associated with a specific role



Manage Role-Agent Relations

Manage Role-Agent Relations > Change Agent Relations for Role 'IT Supervisor'

Actions
 Go to overview

Filter
 Just start typing to filter...

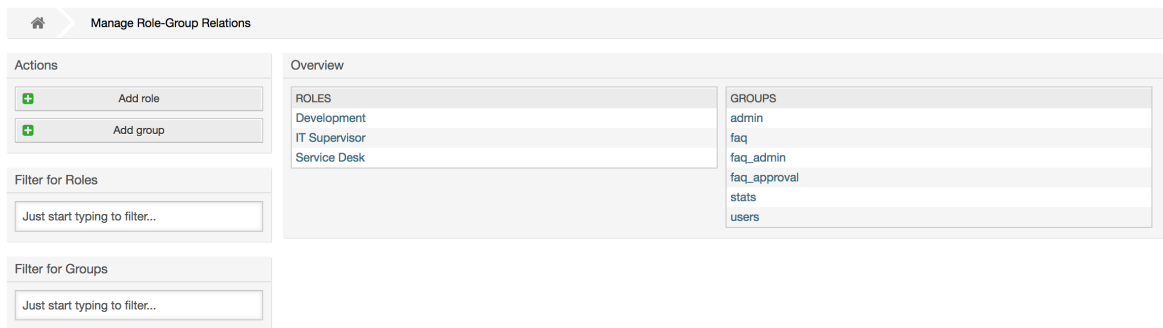
Change Agent Relations for Role IT Supervisor

AGENT	ACTIVE
carlos.garcia (Carlos Garcia)	<input type="checkbox"/>
udo.bretz (Udo Bretz)	<input type="checkbox"/>

Save or Save and finish or Cancel

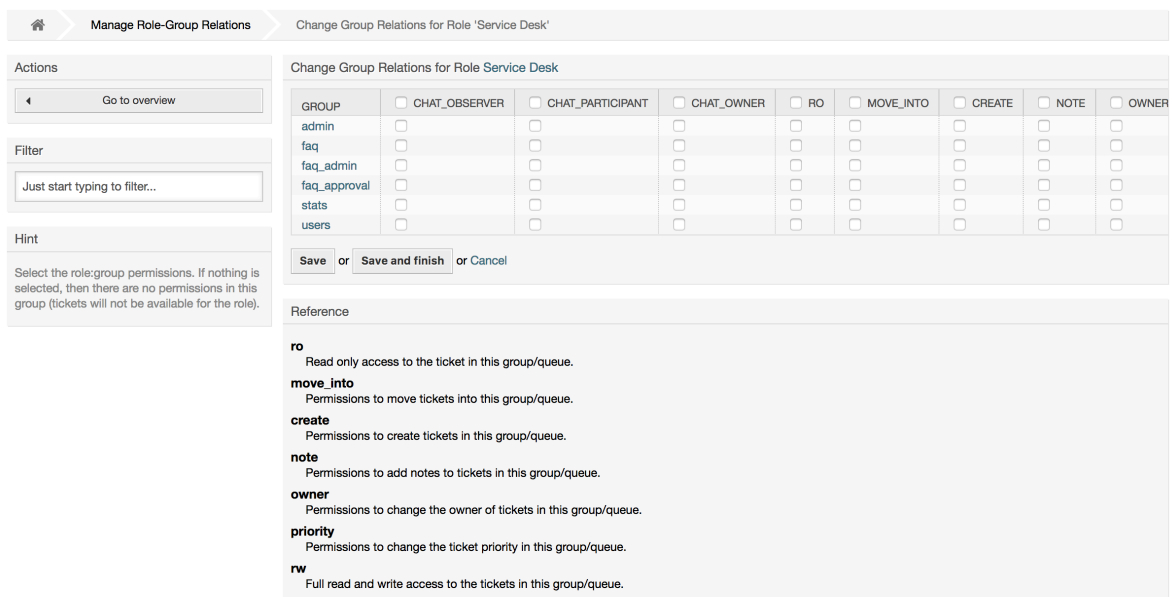
Kupata mapitio ya majukumu yote na makundi kwenye mfumo, bofya kwenye Majukumu <-> Makundi kwenye ukurasa wa Msimamizi. Utaona skrini inayofanana na iliyoonyeshwa kwenye Kielelezo. Unaweza pia kutumia vichujio kutafuta chombo fulani.

Figure 4.12. Manage roles-groups relations



To define the different access rights for a role, click on the name of a role or a group (see below the Figures 4.13 and 4.14, respectively).

Figure 4.13. Change group relations for a role



GROUP	<input type="checkbox"/> CHAT_OBSERVER	<input type="checkbox"/> CHAT_PARTICIPANT	<input type="checkbox"/> CHAT_OWNER	<input type="checkbox"/> RO	<input type="checkbox"/> MOVE_INTO	<input type="checkbox"/> CREATE	<input type="checkbox"/> NOTE	<input type="checkbox"/> OWNER
admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
faq	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
faq_admin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
faq_approval	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
stats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save or Save and finish or Cancel

Reference

ro
Read only access to the ticket in this group/queue.

move_into
Permissions to move tickets into this group/queue.

create
Permissions to create tickets in this group/queue.

note
Permissions to add notes to tickets in this group/queue.

owner
Permissions to change the owner of tickets in this group/queue.

priority
Permissions to change the ticket priority in this group/queue.

rw
Full read and write access to the tickets in this group/queue.

Figure 4.14. Change role relations for a group

Manage Role-Group Relations > Change Role Relations for Group 'users'

Change Role Relations for Group users

ROLE	<input type="checkbox"/> CHAT_OBSERVER	<input type="checkbox"/> CHAT_PARTICIPANT	<input type="checkbox"/> CHAT_OWNER	<input type="checkbox"/> RO	<input type="checkbox"/> MOVE_INTO	<input type="checkbox"/> CREATE	<input type="checkbox"/> NOTE	<input type="checkbox"/> OWNER
Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Supervisor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Desk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save or Save and finish or Cancel

Hint: Select the role:group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the role).

Reference:

- ro** Read only access to the ticket in this group/queue.
- move_into** Permissions to move tickets into this group/queue.
- create** Permissions to create tickets in this group/queue.
- note** Permissions to add notes to tickets in this group/queue.
- owner** Permissions to change the owner of tickets in this group/queue.
- priority** Permissions to change the ticket priority in this group/queue.
- rw** Full read and write access to the tickets in this group/queue.

1.3. Customer Users and Customers

1.3.1. Wateja watumiaji

OTRS supports different types of users. Using the link *Customer Users* (via the navigation bar, or the Admin page), you can manage the accounts of your customer users (see figure below), who can log into the system via the Customer Users interface (*customer.pl*). Through this interface, your customers can not only create tickets but also review their past tickets for new updates. It is important to know that a customer user is needed for the ticket history in the system.

Figure 4.15. Customer User management

Customer Management

(2 total)

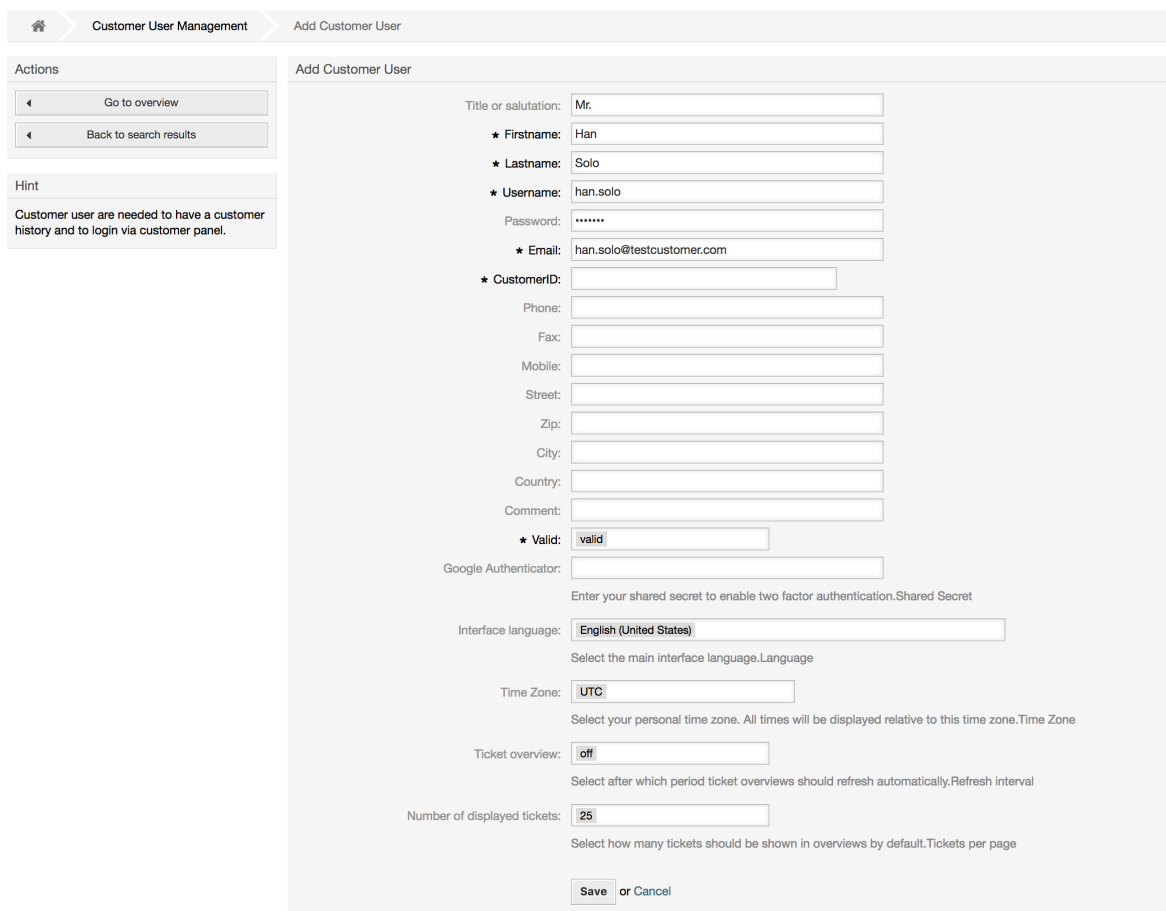
CUSTOMER ID	NAME	COMMENT	VALIDITY	CHANGED	CREATED
MyCompany	jose.garcia@testcustomer.com		valid	10/18/2017 23:31	10/17/2017 03:09
Other Company	contact@othercustomer.com		valid	10/18/2017 23:32	10/18/2017 23:32

Actions: Search, Add Customer, Database Backend

You can search for a registered customer user, or edit their settings by clicking on their name. You also have the possibility to change the customer back-end, for further information please refer to the chapter about external back-ends.

To create a new customer user account, click on the *Add customer user* button (see figure below). Some of the fields are mandatory, i.e., they have to contain values, so if you leave one of those empty, it will be highlighted in red.

Figure 4.16. Adding a customer user



Customer Users can access the system by providing their username and password. The CustomerID is needed by the system to identify the user and associated tickets. Since the email address is a unique value, it can be used as the ID.

With the configuration parameter `AdminCustomerUser::UseAutoComplete` in the Admin SysConfig the autocomplete field can be activated for the customer ID selection in the customer user add or edit screen.

Note

As with agents, groups and roles, customer users can not be deleted from the system, only deactivated by setting the Valid option to *invalid* or *invalid-temporarily*.

1.3.2. Customer Users ↔ Customers Relations

Customer users can be assigned to multiple customers (and vice-versa) using the link *Customer Users* ↔ *Customers* on the admin page. In addition to their own (primary) customer, they will be linked to any other customer for which there is a defined relation.

This gives them access to tickets of customer users from these customers.

Figure 4.17. Customer Users-Customers relations management



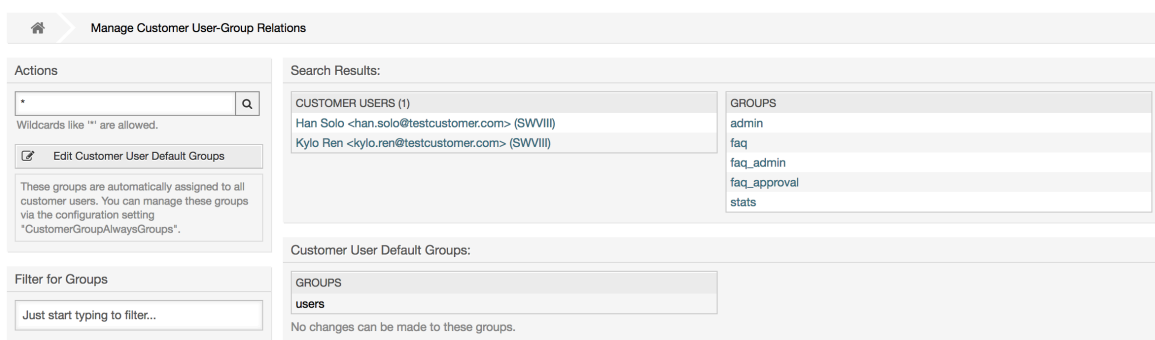
1.3.3. Customer Users ↔ Groups

Customer users can also be added to a group, which can be useful if you want to add customer users of the same company with access to one or a few queues. First create the group to which your customer users will belong, via the Group management module. Then add the queues and select the new group for the queues.

The next step is to activate the customer group support. This can be done with the configuration parameter `CustomerGroupSupport`, from the Admin SysConfig option. Using the parameter `CustomerGroupAlwaysGroups`, you can specify the default groups for a newly added customer user, so that every new account will be automatically added to these groups.

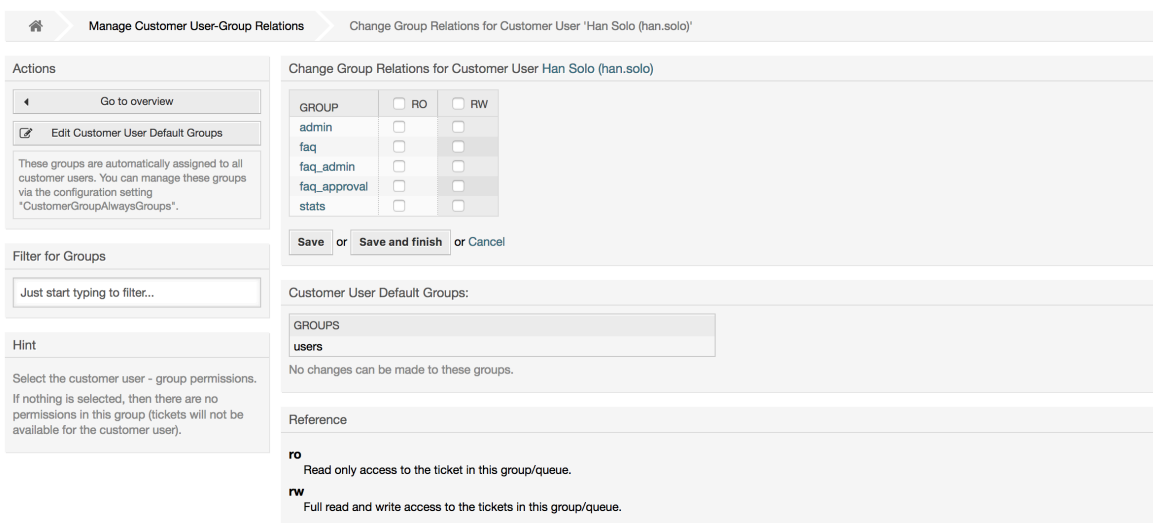
Through the link *Customer Users ↔ Groups* you can manage which customer shall belong to the different groups (see figure below).

Figure 4.18. Customer Users-Group relations management



To define the different groups a customer should be part of and vice versa, click on the corresponding customer username or group (see below the Figures 4.18 and 4.19, respectively).

Figure 4.19. Change Group relations for a Customer User



Manage Customer User-Group Relations > Change Group Relations for Customer User 'Han Solo (han.solo)'

Actions

- Go to overview
- Edit Customer User Default Groups

These groups are automatically assigned to all customer users. You can manage these groups via the configuration setting "CustomerGroupAlwaysGroups".

Filter for Groups: Just start typing to filter...

Hint: Select the customer user - group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the customer user).

Change Group Relations for Customer User Han Solo (han.solo)

GROUP	RO	RW
admin	<input type="checkbox"/>	<input type="checkbox"/>
faq	<input type="checkbox"/>	<input type="checkbox"/>
faq_admin	<input type="checkbox"/>	<input type="checkbox"/>
faq_approval	<input type="checkbox"/>	<input type="checkbox"/>
stats	<input type="checkbox"/>	<input type="checkbox"/>

Save or Save and finish or Cancel

Customer User Default Groups:

GROUPS: users

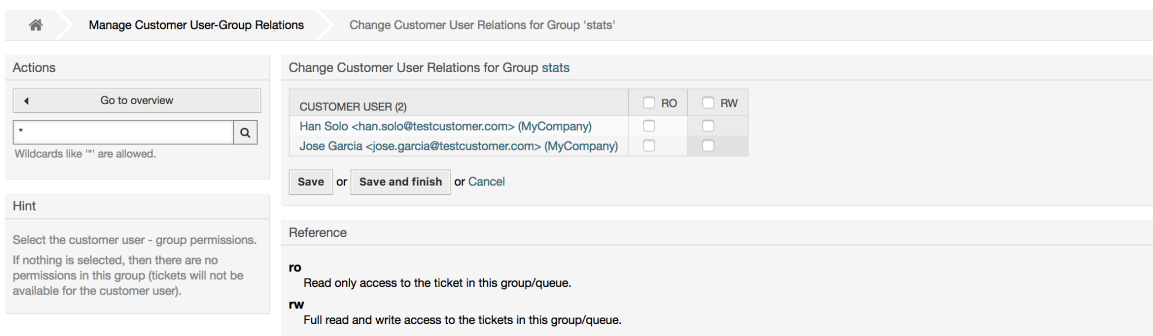
No changes can be made to these groups.

Reference

ro
Read only access to the ticket in this group/queue.

rw
Full read and write access to the tickets in this group/queue.

Figure 4.20. Change Customer user relations for a Group



Manage Customer User-Group Relations > Change Customer User Relations for Group 'stats'

Actions

- Go to overview

Wildcards like "*" are allowed.

Hint: Select the customer user - group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the customer user).

Change Customer User Relations for Group stats

CUSTOMER USER (2)	RO	RW
Han Solo <han.solo@testcustomer.com> (MyCompany)	<input type="checkbox"/>	<input type="checkbox"/>
Jose Garcia <jose.garcia@testcustomer.com> (MyCompany)	<input type="checkbox"/>	<input type="checkbox"/>

Save or Save and finish or Cancel

Reference

ro
Read only access to the ticket in this group/queue.

rw
Full read and write access to the tickets in this group/queue.

1.3.4. Customers ↔ Groups

Customers can also be added to a group, which can be useful if you don't want to add group relations to every single customer user. First create the group to which your customers will belong, via the Group management module. Then add the queues and select the new group for the queues.

The next step is to activate the customer group support. This can be done with the configuration parameter `CustomerGroupSupport`, from the Admin SysConfig option. Using the parameter `CustomerGroupAlwaysGroups`, you can specify the default groups for a newly added customers, so that every new customer will be automatically added to these groups. Available permission levels can be changed via configuration.

Assigned permissions will be shared among all customer users of this customer, so permissions don't have to be given individually to every customer user (although this is still possible if required).

Different contexts of permission assignment are available, which will determine how the permissions are inherited by customer users.

The following contexts are available:

- Same Customer

Group permissions will be inherited by all customer users of this customer. This provides them with access to tickets of all customer users from the this customer if they are located in a queue that's assigned to this group.

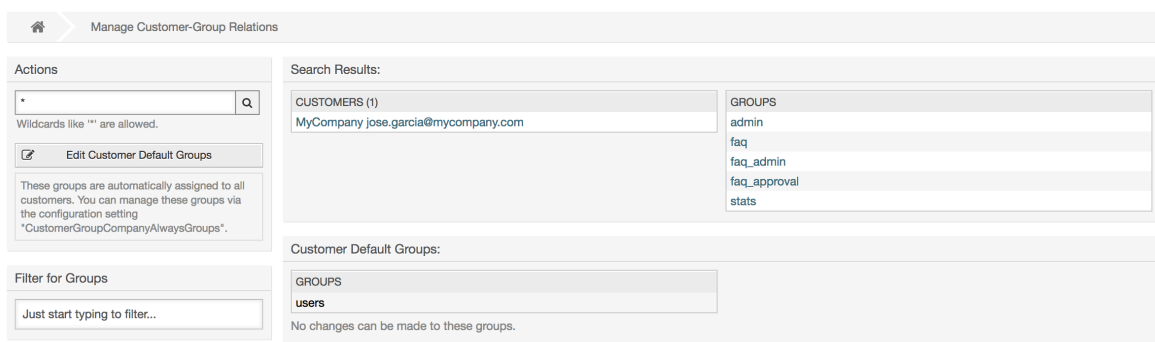
- Other Customers

Group permissions will be inherited by all customer users of this customer. This provides them with access to tickets of all customer users from other customers if they are located in a queue that's assigned to this group and if the other customer also has permissions to this group.

Access is limited to the level the customer user of a ticket has.

Through the link *Customers ↔ Groups* you can manage which customer shall belong to the different groups (see figure below).

Figure 4.21. Customers-Group relations management



To define the different groups a customer should be part of and vice versa, click on the corresponding customer username or group (see below the Figures 4.18 and 4.19, respectively).

Figure 4.22. Change Group relations for a Customer User

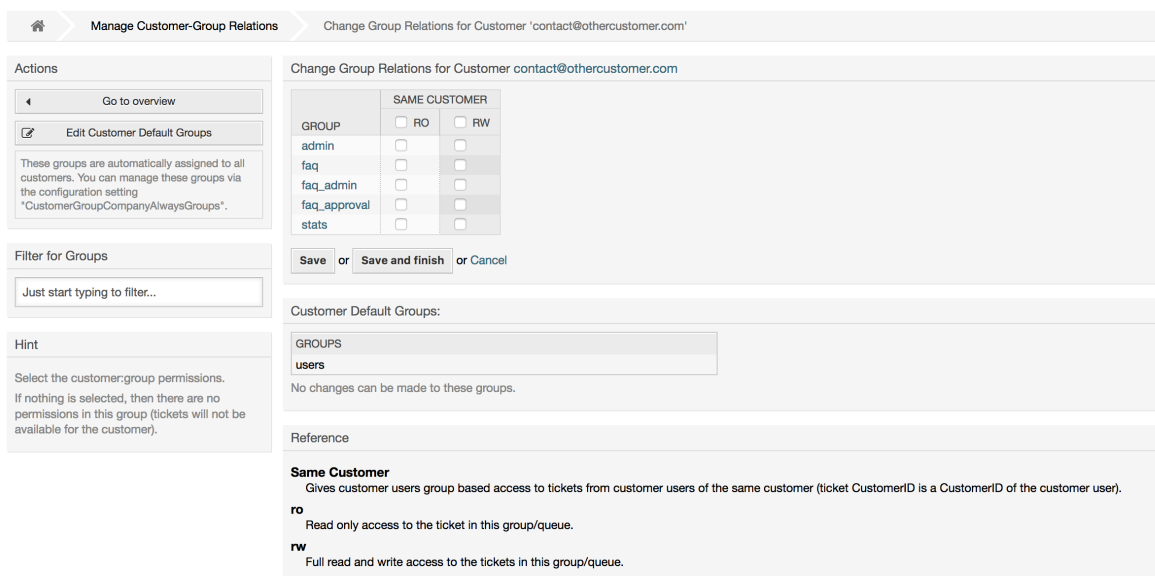
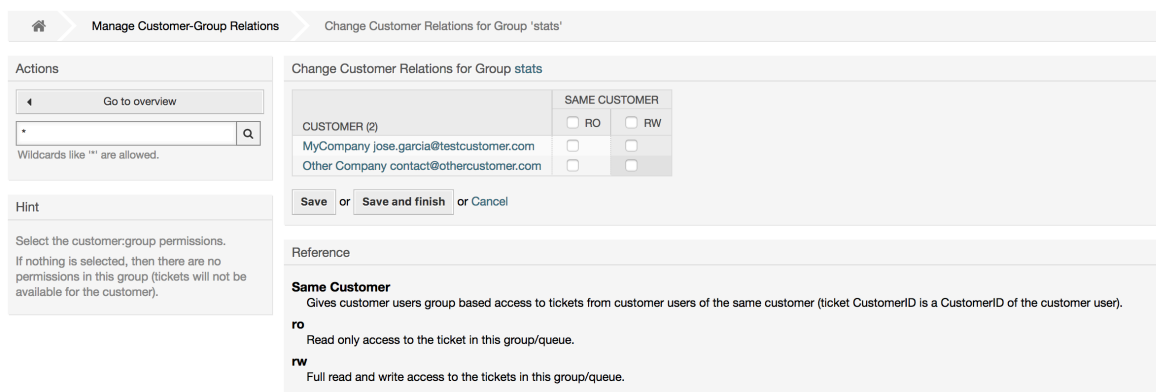


Figure 4.23. Change Customer user relations for a Group



Manage Customer-Group Relations > Change Customer Relations for Group 'stats'

Actions

Go to overview

Wildcards like '*' are allowed.

Hint

Select the customer:group permissions. If nothing is selected, then there are no permissions in this group (tickets will not be available for the customer).

CUSTOMER (2)	SAME CUSTOMER	
	RO	RW
MyCompany jose.garcia@testcustomer.com	<input type="checkbox"/>	<input type="checkbox"/>
Other Company contact@othercustomer.com	<input type="checkbox"/>	<input type="checkbox"/>

Save or Save and finish or Cancel

Reference

Same Customer
Gives customer users group based access to tickets from customer users of the same customer (ticket CustomerID is a CustomerID of the customer user).

ro
Read only access to the ticket in this group/queue.

rw
Full read and write access to the tickets in this group/queue.

1.3.5. Customer permission functionality explained

Access to tickets on the customer interface with enabled group support is mostly evaluated by a combination of group and individual (customer/customer user based) permission. Only if both criteria are met, specific access is granted.

If the resulting access is *rw*, a customer user can view and modify a ticket, if the access is *ro* only viewing is possible.

For ticket creation only the group permissions are used and a customer user can create tickets for all queues with *rw* permissions (unless restricted otherwise, e.g. ACL or CustomerPanelOwnSelection).

Group permissions are additive (meaning that only one method needs to grant permissions) and the following possibilities are taken into account:

- Customer user default groups via SysConfig setting
- Groups assigned to the customer user via *Customer Users* ↔ *Customers* admin frontend
- Customer default groups via SysConfig setting
- Groups assigned to the customer via *Customers* ↔ *Groups* admin frontend

For the methods above, all customers related to a customer user are used. This includes the 'primary' customer (selected in *Customer User* admin frontend), additional customers (added in *Customer Users* ↔ *Customers* admin frontend) and other customer that might exist in the backend.

Individual permission checks require one of the following conditions to be met:

- Ticket is assigned to the customer user
- Ticket is assigned to a customer that the customer user is related to (as explained above)
- Ticket is assigned to a customer with group permissions for the ticket queue while a customer related to the customer user has *Other Customers* permission to the same group

An example for the last item to clarify the functionality:

- Ticket is assigned to customer user 'Arvid Karlsson' with related customer 'Ericsson AB'
- Ticket is located in queue 'Support Sweden'

- Queue 'Support Sweden' is in group 'support-se'
- Customer 'Ericsson AB' has 'Same Customer' context 'rw' permission to group 'support-se'
- Logged in customer user is 'Barry Smith' which is related to customer 'Farmers Inc.'
- Customer 'Farmers Inc.' has 'Same Customer' context 'ro' permission to group 'support-se'
- Now, if Customer 'Farmers Inc.' is given 'Other Customers' context 'ro' permission to group 'support-se', Barry Smith will be able to view the ticket
- In order for Barry to modify the ticket, 'rw' permission is required for both 'Same Customer' and 'Other Customers' context

1.3.6. Multi-Tier Customer Relationship Usage/Setup Example

In this example we will create a multi-tier customer structure with resulting ticket permissions. To get the same results you will need a relatively clean system without many customizations.

First, create following customers through 'Admin → Customers' frontend:

- CustomerID: de, Customer: Graubrot AG
- CustomerID: mx, Customer: Hernandez SA
- CustomerID: se, Customer: Ericsson AB
- CustomerID: us, Customer: Farmers Inc.

Next, create the following customer users through *Admin → Customer Users* frontend and assign them to the already created customers. Use any valid email addresses for Email field.

- Firstname: Arvid, Lastname: Karlsson, Username: ak, CustomerID: Ericsson AB
- Firstname: Barry, Lastname: Smith, Username: bs, CustomerID: Farmers Inc.
- Firstname: Christian, Lastname: Müller, Username: cm, CustomerID: Graubrot AG
- Firstname: Diego, Lastname: Garcia, Username: dg, CustomerID: Hernandez SA

Then, go to 'Admin → Groups' frontend and add the following as new groups:

- faq-amer
- faq-emea
- support-de
- support-mx
- support-se
- support-us

Then, go to *Admin → Queues* and add corresponding queues which will use previously created groups. For the System address you can use any available.

- Name: FAQ Germany, Group: faq-emea
- Name: FAQ Mexico, Group: faq-amer

- Name: FAQ Sweden, Group: faq-emea
- Name: FAQ USA, Group: faq-amer
- Name: Support Germany, Group: support-de
- Name: Support Mexico, Group: support-mx
- Name: Support Sweden, Group: support-se
- Name: Support USA, Group: support-us

Go to *Admin* → *Customer Users* ↔ *Customers* frontend and assign customer users to other customers.

- Arvid Karlsson
de Graubrot AG → active {1}
- Diego Garcia
se Ericsson AB, us Farmers Inc. → active {2}

Additionally, go to *Admin* → *Customer Users* ↔ *Groups* frontend and assign a single customer user direct access to a group.

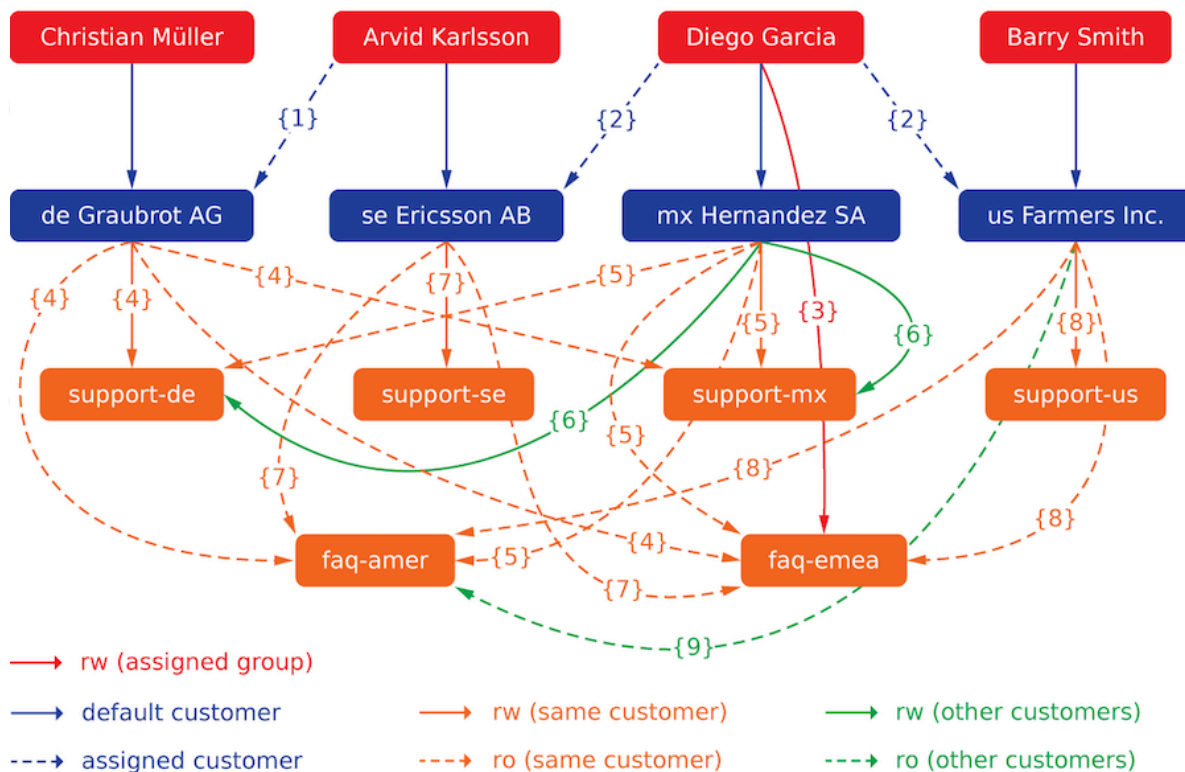
- Diego Garcia
faq-emea → rw {3}

Now, go to *Admin* → *Customers* ↔ *Groups* frontend and assign customers to groups according to the matrix below. Be sure to select proper permission level for each group and company.

- de Graubrot AG
 - Same Customer {4}
faq-amer → ro
faq-emea → ro
support-de → rw
support-mx → ro
- mx Hernandex SA
 - Same Customer {5}
faq-amer → ro
faq-emea → ro
support-de → ro
support-mx → rw
 - Other Customers {6}
support-de → rw (this is intentional to demonstrate limitation to base permissions)
support-mx → rw
- se Ericsson AB

- Same Customer {7}
 - faq-amer → ro
 - faq-emea → ro
 - support-se → rw
- us Farmers Inc.
 - Same Customer {8}
 - faq-amer → ro
 - faq-emea → ro
 - support-us → rw
 - Other Customers {9}
 - faq-amer → ro

For reference, please consult image below where all relationships are drawn as lines:



Finally, let's create some tickets. Go to *New phone ticket* frontend and create tickets, one each per customer user and queue (32 in total). By the way, this is possible in the agent frontend as the customer group restrictions are only active on the customer frontend.

For checking resulting access to the tickets, you can easily switch between the customer users by activating *SwitchToCustomer* option in SysConfig. Then just go to *Admin* → *Customer Users* and click on corresponding *Switch to customer* link next to the user's name.

You will be immediately logged in as that customer user and you can visit *Tickets* → *Company Tickets* screen for checking the ticket access. It should conform to the matrix below.

Click on a ticket to check if corresponding permission level is honored: for *ro* permission level you should not see the *Reply* button.

This is the expected result for each customer user. The marker '{0}' refers to the location above where the corresponding setting was taken (this shows why the access is granted).

Resulting access for customer user Arvid Karlsson

- Queue FAQ Germany: ro (via {7}) + Christian's Tickets ro (via {1})
- Queue FAQ Mexico: ro (via {7}) + Christian's Tickets ro (via {1})
- Queue FAQ Sweden: ro (via {7}) + Christian's Tickets ro (via {1})
- Queue FAQ USA: ro (via {7}) + Christian's Tickets ro (via {1})
- Queue Support Germany: rw (via {1→6}) + Christian's Tickets rw (via {1})
- Queue Support Mexico: -
- Queue Support Sweden: rw (via {7}) + Christian's Tickets rw (via {1})
- Queue Support USA: -

Resulting access for customer user Barry Smith

- Queue FAQ Germany: ro (via {8})
- Queue FAQ Mexico: ro (via {8}) + Arvid's, Christian's, Diego's Tickets ro (via {9})
- Queue FAQ Sweden: ro (via {8})
- Queue FAQ USA: ro (via {8}) + Arvid's, Christian's, Diego's Tickets ro (via {9})
- Queue Support Germany: -
- Queue Support Mexico: -
- Queue Support Sweden: -
- Queue Support USA: rw (via {8})

Resulting access for customer user Christian Müller

- Queue FAQ Germany: ro (via {4})
- Queue FAQ Mexico: ro (via {4})
- Queue FAQ Sweden: ro (via {4})
- Queue FAQ USA: ro (via {4})
- Queue Support Germany: rw (via {4})
- Queue Support Mexico: ro (via {4})
- Queue Support Sweden: -
- Queue Support USA: -

Resulting access for customer user Diego Garcia

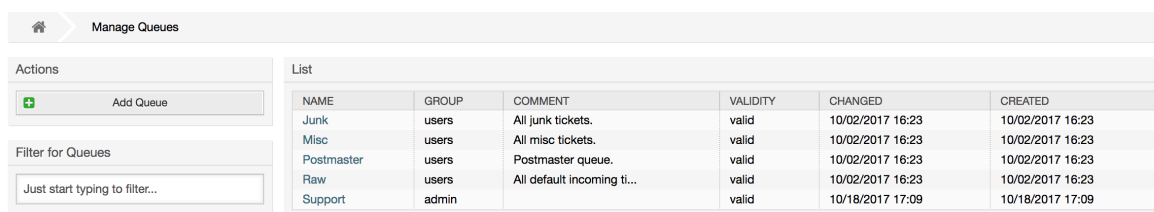
- Queue FAQ Germany: rw (via {3}) + Arvid's, Barry's Tickets rw (via {2})
- Queue FAQ Mexico: ro (via {5}) + Arvid's, Barry's Tickets ro (via {2}) + Christian's Tickets ro (via {2→9})

- Queue FAQ Sweden: rw (via {3}) + Arvid's, Barry's Tickets rw (via {2})
- Queue FAQ USA: ro (via {5}) + Arvid's, Barry's Tickets ro (via {2}) + Christian's Tickets ro (via {2→9})
- Queue Support Germany: ro (via {5}) + Arvid's, Barry's Tickets ro (via {2}) + Christian's Tickets ro (via {6})
- Queue Support Mexico: rw (via {5}) + Arvid's, Barry's Tickets rw (via {2}) + Christian's Tickets rw (via {6})
- Queue Support Sweden: rw (via {2→4}) + Arvid's, Barry's Tickets rw (via {2})
- Queue Support USA: rw (via {2→5}) + Arvid's, Barry's Tickets rw (via {2})

1.4. Foleni

Clicking on the link "Queues" of the Admin page, you can manage the queues of your system (see figure below). In a new OTRS installation there are 4 default queues: Raw, Junk, Misc and Postmaster. All incoming messages will be stored in the "Raw" queue if no filter rules are defined. The "Junk" queue can be used to store spam messages.

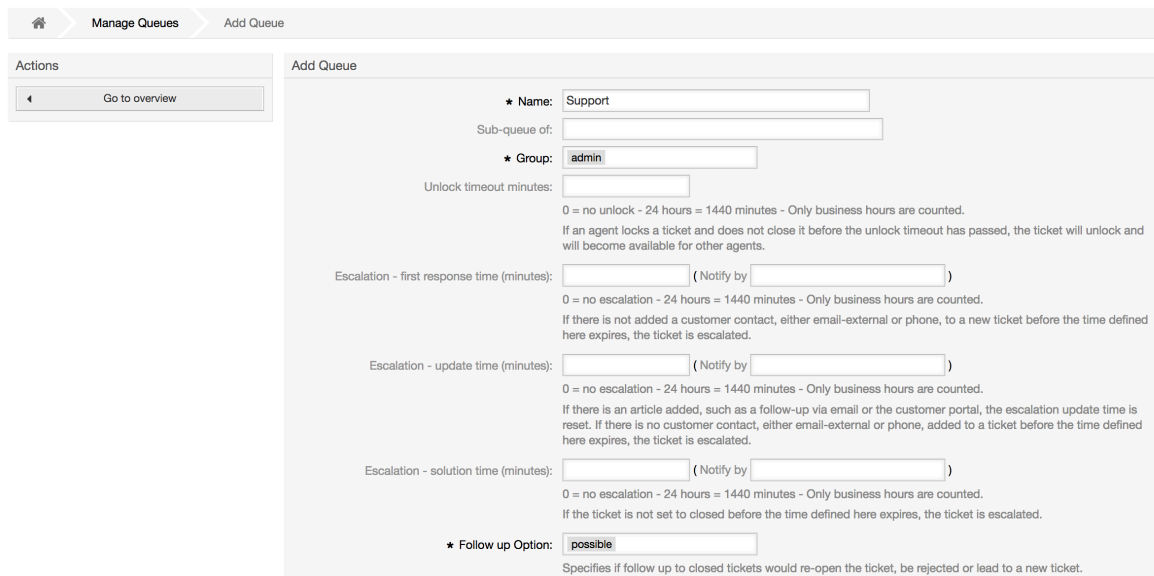
Figure 4.24. Usimamizi wa foleni



NAME	GROUP	COMMENT	VALIDITY	CHANGED	CREATED
Junk	users	All junk tickets.	valid	10/02/2017 16:23	10/02/2017 16:23
Misc	users	All misc tickets.	valid	10/02/2017 16:23	10/02/2017 16:23
Postmaster	users	Postmaster queue.	valid	10/02/2017 16:23	10/02/2017 16:23
Raw	users	All default incoming ti...	valid	10/02/2017 16:23	10/02/2017 16:23
Support	admin		valid	10/18/2017 17:09	10/18/2017 17:09

Here you can add queues (see figure below) and modify them. You can specify the group that should use the queue. You can also set the queue as a sub-queue of an existing queue.

Figure 4.25. Adding a new queue



Add Queue

* Name:

Sub-queue of:

* Group:

Unlock timeout minutes:

0 = no unlock - 24 hours = 1440 minutes - Only business hours are counted.
If an agent locks a ticket and does not close it before the unlock timeout has passed, the ticket will unlock and will become available for other agents.

Escalation - first response time (minutes): (Notify by)

0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.
If there is not added a customer contact, either email-external or phone, to a new ticket before the time defined here expires, the ticket is escalated.

Escalation - update time (minutes): (Notify by)

0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.
If there is an article added, such as a follow-up via email or the customer portal, the escalation update time is reset. If there is no customer contact, either email-external or phone, added to a ticket before the time defined here expires, the ticket is escalated.

Escalation - solution time (minutes): (Notify by)

0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.
If the ticket is not set to closed before the time defined here expires, the ticket is escalated.

* Follow up Option:

Specifies if follow up to closed tickets would re-open the ticket, be rejected or lead to a new ticket.

Unaweza kufafanua muda wa mwisho wa kufungua foleni - kama wakala akifunga tiketi na hajaifunga kabla ya muda wa mwisho wa kufungua kuisha, tiketi itafunguliwa kiotomatiki na kufanywa ipatikane kwa mawakala wengine kuifanyia kazi.

Kuna mipamgilio ya muda wa kupanda mitatu inahusishwa katika ngazi ya foleni:

Kupanda - Muda wa kwanza wa kujibu

- Baada ya utengenezaji wa tiketi, kama muda uliofananuliwa hapa ukiisha bila ya mawasiliano na mteja, ama kwa simu au barua pepe, tiketi inapandishwa.

Kupanda - Rekebisha Muda

- Kama kuna ufwatiliaji wa mteja aidha kwa barua pepe au mlango wa mteja, ambao unarekodiwa kwenye tiketi, usasishaji wa muda wa kupanda unasetiwa upya. Kama hakuna mawasiliano ya mteja kabla muda uliofananuliwa hapa haujaisha, tiketi inapandishwa.

Kupanda - Muda wa Suluhu

- Kama tiketi haitafungwa kabla ya muda uliofananuliwa kuisha, tiketi inapandishwa.

Na 'Funga tiketi baada ya ufwatiliaji', unaweza kufafanua kama tiketi isetiwe kuwa 'imefungwa' kwa mtumiaji wa zamani kama tiketi imefungwa na baadaye kufunguliwa upya. Hii inahakikisha ufwatiliaji wa tiketi unachakatishwa na wakala ambaye alishughulikia tiketi mwanzoni.

Parameta ya anwani za mfumo inabainisha anwani za barua pepe ambazo zitatumika kwa ajili ya tiketi zinazotoka za foleni hii. Hakuna uwezekano wa kuhusisha foleni na salamu na saini, kwa majibu ya barua pepe. Kwa taarifa za undani zaidi, tafadhali tembelea vifungu anwani za barua pepe, salamu na saini.

Note

Kama ilivyo kwa mawakala, makundi na wateja, foleni haziwezi kufutwa, zinalemazwa tu, kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

1.5. Salutations, Signatures, Attachments and Templates

1.5.1. Salamu

A salutation is a text module for a template. Salutations can be linked to one or more queues, as described in the section about queues. A salutation is used only if a ticket from a queue the salutation is linked to, is answered. To manage the different salutations of your system, use the "Salutations" link of the admin area (see figure below).

Figure 4.26. Usimamizi wa Salamu

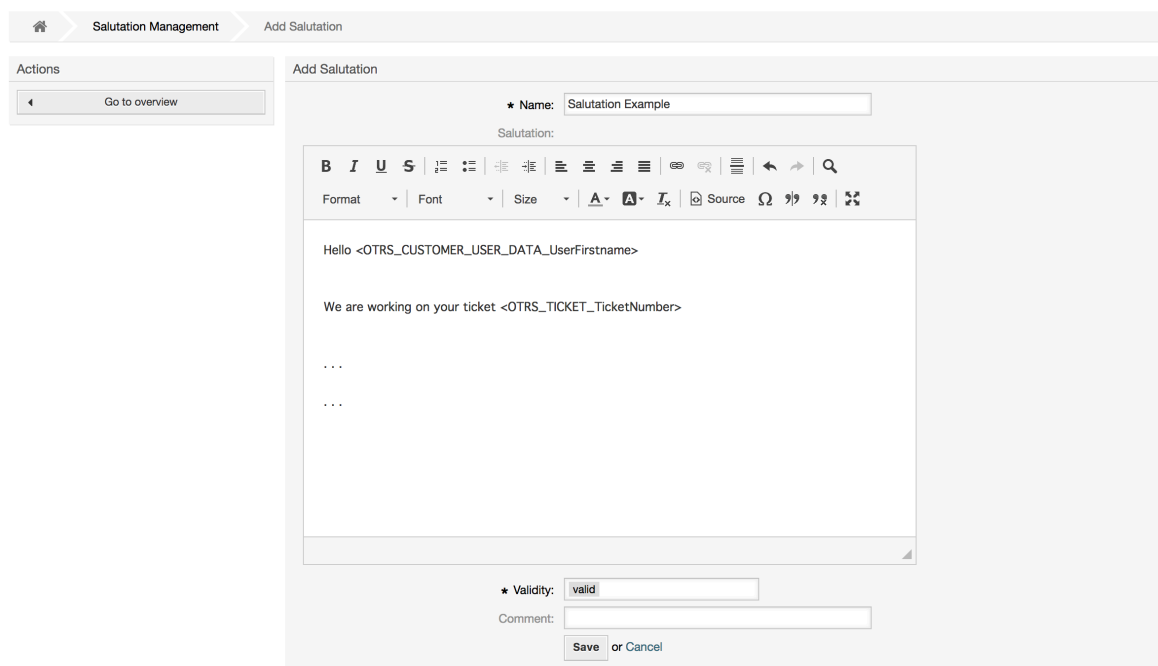


Actions		List				
<input type="button" value="Add salutation"/>		NAME	COMMENT	VALIDITY	CHANGED	CREATED
Filter for Salutations <input type="text" value="Just start typing to filter.."/>		Salutation Example		valid	10/18/2017 17:18	10/18/2017 17:18
		system standard salutation (en)	Standard Salutation.	valid	10/02/2017 16:23	10/02/2017 16:23

Baada ya usanikishaji wa kawaida tayari kuna salamu inapatikana, "salamu ya kawaida ya mfumo (en)".

To create a new salutation, press the button Add salutation, provide the required data and submit it (see figure below).

Figure 4.27. Adding a new salutation



Inawezekana kutumia vishika nafasi katika salamu. Ukitoa majibu kwenye tiketi, majina ya vishika nafasi yatabadilishwa na thamani zake.

Vishika nafasi tofauti unavyoweza kutumia kwenye violezo vimeorodheshwa kwenye upande wa chini wa skrini ya salamu. Kama ukitumia kwa mfano, kishika nafasi <OTRS_LAST_NAME> jina la mwisho la mtumaji wa tiketi litajumuishwa kwenye majibu yako.

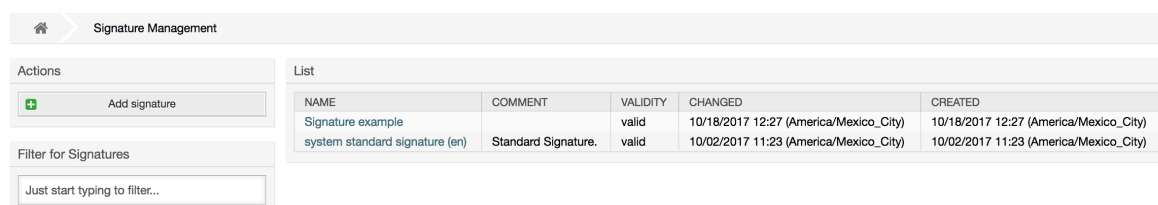
Note

Kama ilivyo kwa vyombo vingine vya OTRS, salamu haziwezi kufutwa, zinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

1.5.2. Saini

Another text module for a template is the signature. Signatures can be linked to a queue, as described in the section about the queues. Please note that a signature will only be appended to a template text, if it has previously been linked to a queue. You can manage the signatures in your system by accessing the "Signatures" link of the Admin page, (see figure below).

Figure 4.28. Signatures management

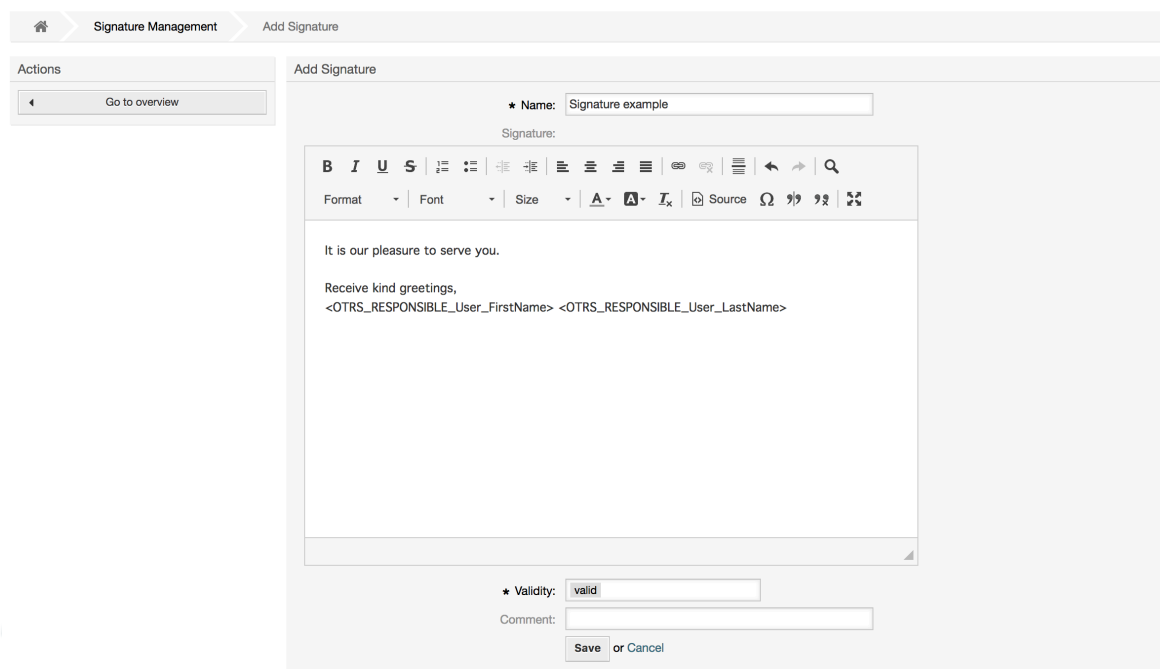


NAME	COMMENT	VALIDITY	CHANGED	CREATED
Signature example		valid	10/18/2017 12:27 (America/Mexico_City)	10/18/2017 12:27 (America/Mexico_City)
system standard signature (en)	Standard Signature.	valid	10/02/2017 11:23 (America/Mexico_City)	10/02/2017 11:23 (America/Mexico_City)

Baada ya usanikishaji mpya wa OTRS, kuna saini iliyofafanuliwa tayari imewekwa kwenye mfumo, "saini ya kawaida ya mfumo (en)".

To create a new signature, press the button Add signature, provide the needed data and submit it (see figure below).

Figure 4.29. Adding a new signature



Kama salamu, saini pia zinaweza kuwa na maudhui yanayobadilika, kama jina la kwanza na la mwisho la wakala anayejibu tiketi. Hapa pia vishika nafasi vinaweza kutumika kubadilisha maudhui ya nakala ya saini kwa kila tiketi. Ona sehemu ya chini ya skrini ya saini kwa vishika nafasi vinyoweza kutumika. Kama ukijumuisha kishika nafasi <OTRS_LAST_NAME> katika saini kwa mfano, jina la mwisho la wakala anayejibu tiketil- itabadilisha kishika nafasi

Note

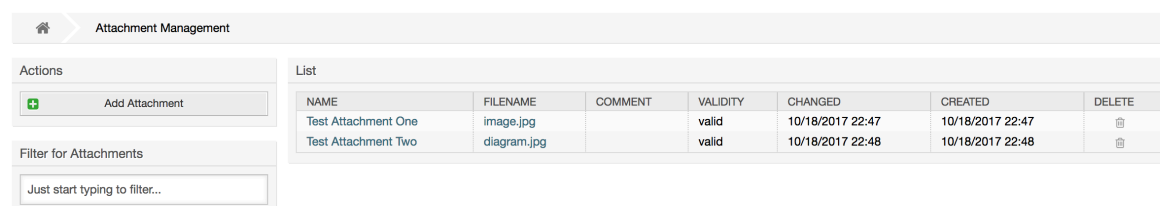
Kama ilivyo kwa salamu, saini pia haziwezi kufutwa, zinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

1.5.3. Viambatanisho

You can also optionally add one or more attachments to a template. If the template is selected, the attachments will be attached to the message in the compose screen. If necessary, the agent can remove the attachment from an individual template before sending it to the customer.

Through the "Attachment" link of the Admin page, you can load the attachments into the database of the system (see figure below).

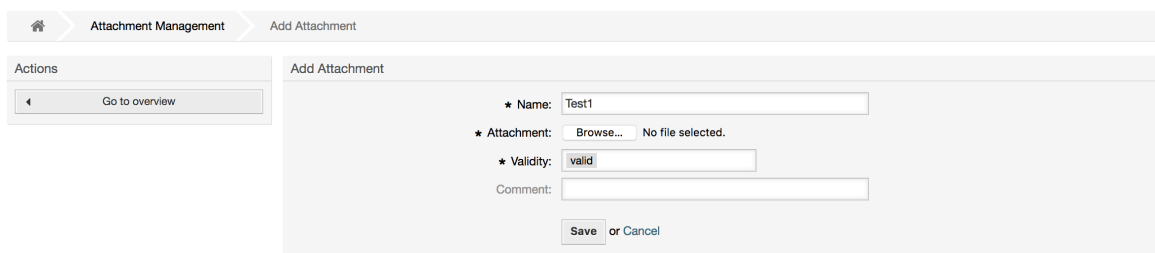
Figure 4.30. Attachments management



NAME	FILENAME	COMMENT	VALIDITY	CHANGED	CREATED	DELETE
Test Attachment One	image.jpg		valid	10/18/2017 22:47	10/18/2017 22:47	
Test Attachment Two	diagram.jpg		valid	10/18/2017 22:48	10/18/2017 22:48	

To create a new attachment, press the button Add attachment, provide the required data and submit it (see figure below).

Figure 4.31. Adding a new attachment



The screenshot shows the 'Add Attachment' form. On the left, there is an 'Actions' panel with a 'Go to overview' button. The main form area is titled 'Add Attachment' and contains the following fields:

- Name:** A text input field containing 'Test1'.
- Attachment:** A field with a 'Browse...' button and the text 'No file selected.'
- Validity:** A dropdown menu currently set to 'valid'.
- Comment:** A text input field.
- Buttons:** 'Save' and 'or Cancel' buttons at the bottom.

If an attachment is stored it can be linked to one or more templates. Click on the Attachment <-> Templates link of the Admin page (see figure below).

Figure 4.32. Kuunganisha Viambatanisho kwa Violezo

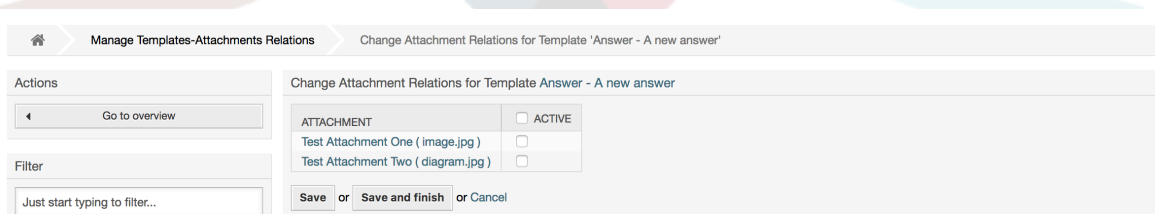


The screenshot shows the 'Manage Templates-Attachments Relations' page. It features two filter boxes on the left: 'Filter for Templates' and 'Filter for Attachments', both with the placeholder text 'Just start typing to filter...'. The main content area is titled 'Overview' and is divided into two columns:

- TEMPLATES:** A list containing 'Answer - A new answer', 'Answer - empty answer', and 'Answer - test answer'.
- ATTACHMENTS:** A list containing 'Test Attachment One (image.jpg)' and 'Test Attachment Two (diagram.jpg)'.

To associate different attachments with a specific template and vice versa, click on the corresponding template name or attachment (see below the Figures 4.29 and 4.30, respectively).

Figure 4.33. Badilisha mahusiano ya Kiambatanisho kwa Kiolezo

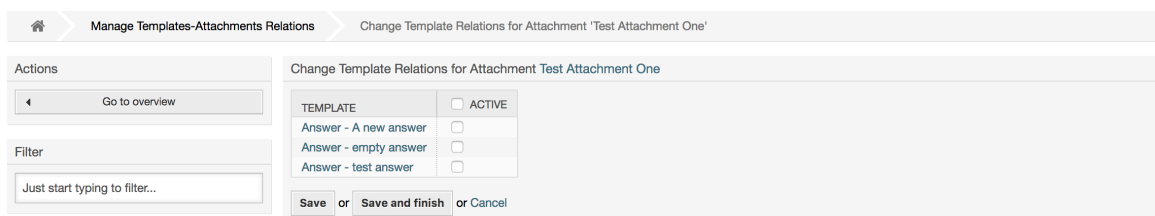


The screenshot shows the 'Change Attachment Relations for Template' page. The breadcrumb trail indicates the path: 'Manage Templates-Attachments Relations' > 'Change Attachment Relations for Template 'Answer - A new answer''. The main heading is 'Change Attachment Relations for Template Answer - A new answer'. On the left, there is an 'Actions' panel with 'Go to overview' and a 'Filter' box with the placeholder 'Just start typing to filter...'. The main table lists attachments with checkboxes for their status:

ATTACHMENT	ACTIVE
Test Attachment One (image.jpg)	<input type="checkbox"/>
Test Attachment Two (diagram.jpg)	<input type="checkbox"/>

At the bottom, there are 'Save', 'Save and finish', and 'or Cancel' buttons.

Figure 4.34. Badilisha mahusiano ya Kiolezo kwa Kiambatanisho



The screenshot shows the 'Change Template Relations for Attachment' page. The breadcrumb trail indicates the path: 'Manage Templates-Attachments Relations' > 'Change Template Relations for Attachment 'Test Attachment One''. The main heading is 'Change Template Relations for Attachment Test Attachment One'. On the left, there is an 'Actions' panel with 'Go to overview' and a 'Filter' box with the placeholder 'Just start typing to filter...'. The main table lists templates with checkboxes for their status:

TEMPLATE	ACTIVE
Answer - A new answer	<input type="checkbox"/>
Answer - empty answer	<input type="checkbox"/>
Answer - test answer	<input type="checkbox"/>

At the bottom, there are 'Save', 'Save and finish', and 'or Cancel' buttons.

1.5.4. Violezo

Kuongeza kasi ya mchakato wa tiketi na kufanya muonekano wa majibu kuwa kawaida, unaweza kufananua violezo katika OTRS. Kiolezo kinaweza kuunganishwa na foleni moja au zaidi.

Kuna violezo tofauti vinavyotumika katika pande tofauti za OTRS na zina nia tofauti, ifwatayo ni orodha ya aina za violezo ziwezekanazo:

- Jibu: Kutumika kama jibu la tiketi
- Tengeneza: Kutumika katika simu au barua pepe mpya
- Tuma mbele: Kutumika kupeleka makala kwa mtu mwengine
- PigaSimu: Kutumika katika skrini ya simu zinazoingia na kutoka
- ProcessDialog: To be used in the Process activity dialogs (field "Article" contains the template selection)

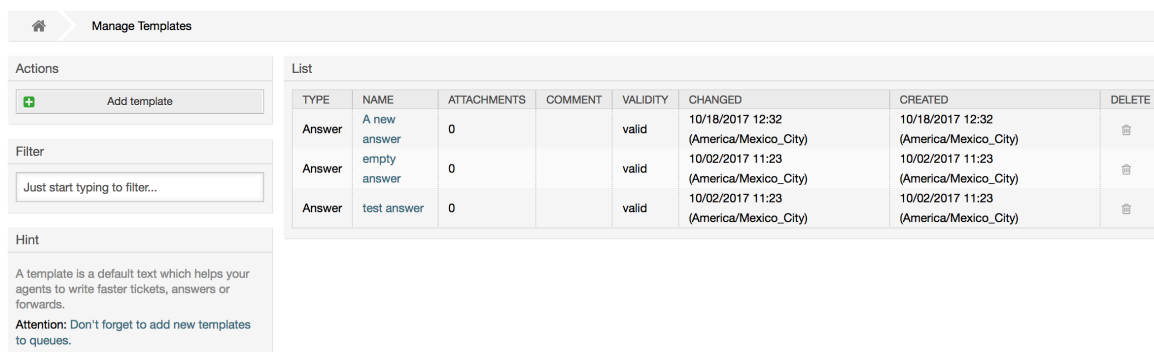
Answer templates can be accessed in two ways, from the ticket zoom screen in the article menu, or in a quicker fashion: from any ticket overview large screen such as Status View or Ticket View. For a fresh OTRS installation, the "empty answer" template (Answer) is set as the default for every queue.

As soon as Forward templates are added and assigned to the queues, the "Forward" button in ticket zoom (that normally leads to an empty text forward screen) will change into a selection control. This selection is filled with the added Forward templates, and by choosing one of the templates, the forward screen will be shown pre-filled with the template text and attachments (similar to the reply selection box with the Answer templates).

Creating templates of type Create and PhoneCall will make visible the "Text Template" selection box in their respective screens, and choosing a template for the list will populate the "Text" and "Attachment" fields (if available in the template). Notice that any previous change in the text or attachments will be overwritten by selecting a template.

Clicking the "Templates" link on the Admin page brings you to the Template management screen (see figure below).

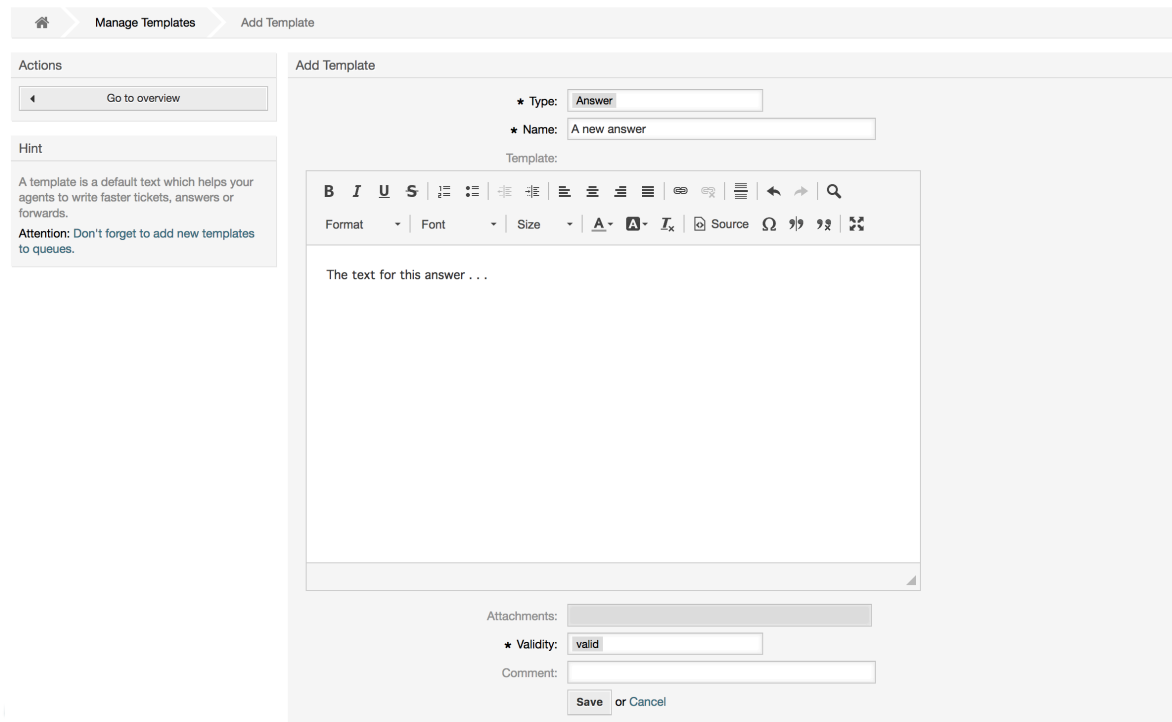
Figure 4.35. Template management



TYPE	NAME	ATTACHMENTS	COMMENT	VALIDITY	CHANGED	CREATED	DELETE
Answer	A new answer	0		valid	10/18/2017 12:32 (America/Mexico_City)	10/18/2017 12:32 (America/Mexico_City)	
Answer	empty answer	0		valid	10/02/2017 11:23 (America/Mexico_City)	10/02/2017 11:23 (America/Mexico_City)	
Answer	test answer	0		valid	10/02/2017 11:23 (America/Mexico_City)	10/02/2017 11:23 (America/Mexico_City)	

To create a new template, click on the Add template button, provide the required data (make sure to select the appropriate template type) and submit it (see figure below).

Figure 4.36. Adding a template



Manage Templates > Add Template

Actions: [Go to overview](#)


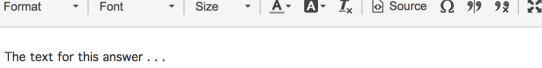
Hint: A template is a default text which helps your agents to write faster tickets, answers or forwards. **Attention:** Don't forget to add new templates to queues.

Add Template

* Type:

* Name:

Template:

B I U S |  | **Format** | **Font** | **Size** | 

The text for this answer . . .

Attachments:

* Validity:

Comment:

or

To add/remove templates to one or more queues, click on the "Templates <-> Queues" link on the Admin page (see figure below). You can also use filters to get information regarding a specific entity.

Figure 4.37. Template-Queue relations management



Manage Template-Queue Relations

Filter for Templates:

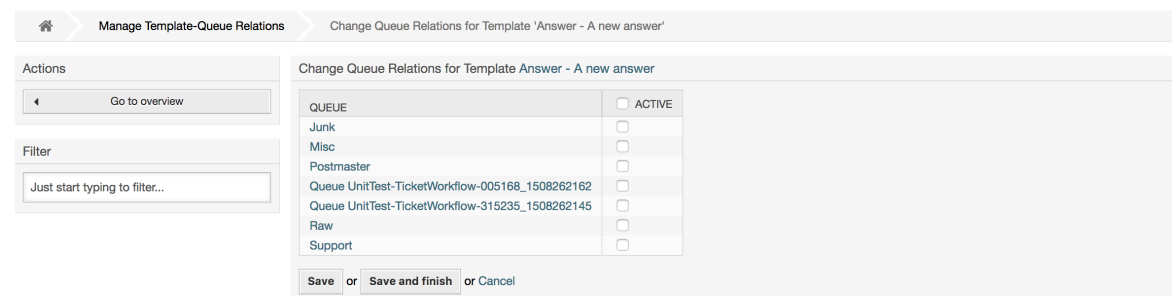
Filter for Queues:

Overview

TEMPLATES	QUEUES
Answer - A new answer	Junk
Answer - empty answer	Misc
Answer - test answer	Postmaster
	Raw
	Support

To define the different templates that will be available for a queue and vice versa, click on the corresponding template or queue (see figures below).

Figure 4.38. Badilisha mahusiano ya Foleni kwa Kiolezo



Manage Template-Queue Relations > Change Queue Relations for Template 'Answer - A new answer'

Actions: [Go to overview](#)

Filter:

Change Queue Relations for Template Answer - A new answer

QUEUE	<input type="checkbox"/> ACTIVE
Junk	<input type="checkbox"/>
Misc	<input type="checkbox"/>
Postmaster	<input type="checkbox"/>
Queue UnitTest-TicketWorkflow-005168_1508262162	<input type="checkbox"/>
Queue UnitTest-TicketWorkflow-315235_1508262145	<input type="checkbox"/>
Raw	<input type="checkbox"/>
Support	<input type="checkbox"/>

or or

Figure 4.39. Badilisha mahusiano ya Kiolezo kwa Foleni



TEMPLATE	ACTIVE
Answer - A new answer	<input type="checkbox"/>
Answer - empty answer	<input checked="" type="checkbox"/>
Answer - test answer	<input type="checkbox"/>

When choosing a template, additional information could be added to the template text, this depends on the template type.

PhoneCall and Create templates do not add any content to the template text. However, New Email Ticket screen adds the queue assigned signature to the resulting email body (this screen has a separated box to visualize the signature).

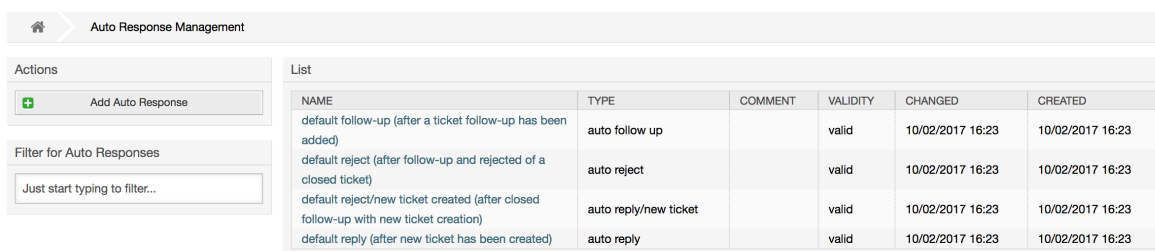
Answer templates text when selected also include the salutation associated with the queue, followed by the text of the template, then the quoted ticket text, and finally the signature associated with the queue.

Forward templates are similar to Answer templates, but they do not include the salutation part.

1.6. Majibu ya otomatiki

OTRS allows you to send automatic responses to customers based on the occurrence of certain events, such as the creation of a ticket in a specific queue, the receipt of a follow-up message in regards to a ticket, the closure or rejection of a ticket, etc. To manage such responses, click the link "Auto responses" on the Admin page (see figure below).

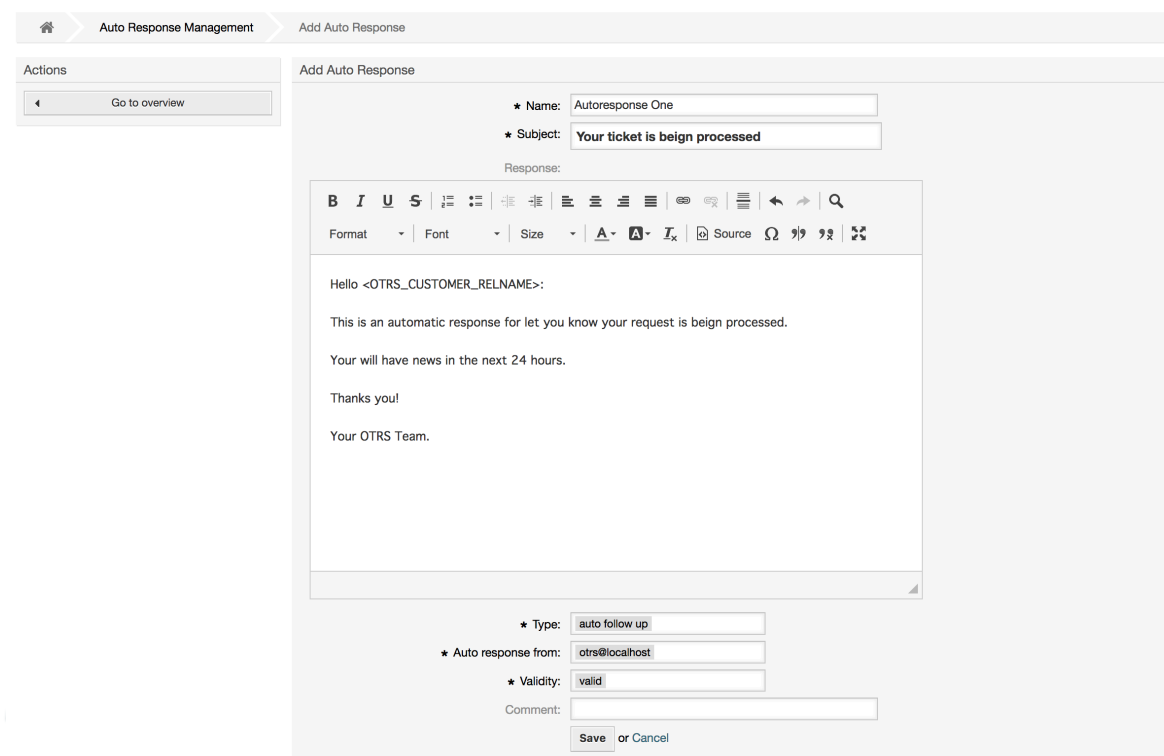
Figure 4.40. Auto response management



NAME	TYPE	COMMENT	VALIDITY	CHANGED	CREATED
default follow-up (after a ticket follow-up has been added)	auto follow up		valid	10/02/2017 16:23	10/02/2017 16:23
default reject (after follow-up and rejected of a closed ticket)	auto reject		valid	10/02/2017 16:23	10/02/2017 16:23
default reject/new ticket created (after closed follow-up with new ticket creation)	auto reply/new ticket		valid	10/02/2017 16:23	10/02/2017 16:23
default reply (after new ticket has been created)	auto reply		valid	10/02/2017 16:23	10/02/2017 16:23

To create an automatic response, click on the button Add auto response, provide the needed data and submit it (see figure below).

Figure 4.41. Adding an auto response



Auto Response Management > Add Auto Response

Actions: Go to overview

Add Auto Response

* Name: Autoreponse One

* Subject: Your ticket is beign processed

Response:

B I U S | [List] [Align] [Indent] [Outdent] [Link] [Unlink] [Image] [Source] [Ω] [↻] [↺] [↻]

Format | Font | Size | A- A+ Ix Source Ω ↻ ↺ ↻

Hello <OTRS_CUSTOMER_RELNAME>:

This is an automatic response for let you know your request is beign processed.

Your will have news in the next 24 hours.

Thanks you!

Your OTRS Team.

* Type: auto follow up

* Auto response from: otrs@localhost

* Validity: valid

Comment:

Save or Cancel

Mada na nakala ya majibu otomatiki yanaweza kuzalishwa na vishika nafasi, kama sai-ni na salamu. Kama ukiingiza, kwa mfano, kishika nafasi <OTRS_CUSTOMER_EMAIL[5]> kwenye kiini cha jibu otomatiki, mistari 5 ya kwanza ya barua ya mteja itaingizwa kwenye jibu otomatiki. Utapata undani zaidi kuhusu vishika nafasi halali ambavyo vinaweza kutumika upande wa chini wa skrini iliyoonyeshwa kwenye Kielelezo.

For every automatic answer, you can specify the event that should trigger it. The system events that are available after a default installation are described in the Table 4-4.

Table 4.4. Events for auto responses

Jina	Maelezo
jibu otomatiki	Utengenezaji wa tiketi katika foleni fulani
jibu otomatiki/tiketi mpya	Ufunguzi wa tiketi iliyofungwa, mf. mteja akijibu hiyo tiketi.
ufwatiliaji otomatiki	Upokeaji wa ufwatiliaji wa tiketi.
kukataa kiotomatiki	Ukataaji otomatiki wa tiketi, unafanywa na mfumo.
ondoa kiotomatiki	Ufutaji wa tiketi, unafanywa na mfumo.

Note

Kama ilivyo kwa vyombo vingine vya OTRS, majibu otomatiki pia haiwezi kufutwa, inalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

To add an auto response to a queue, use the "Auto Response <-> Queues" link on the Admin page (see figure below). All system events are listed for every queue, and an auto answer with the same event can be selected or removed via a listbox.

Figure 4.42. Queue <-> auto response relations management

Manage Queue-Auto Response Relations

Actions: Queues without Auto Responses

Filter for Queues: Just start typing to filter...

Filter for Auto Responses: Just start typing to filter...

QUEUES	AUTO RESPONSES
Junk	default reply (after new ticket has been created) (auto reply)
Misc	default reject (after follow-up and rejected of a closed ticket) (auto reject)
Postmaster	default follow-up (after a ticket follow-up has been added) (auto follow up)
Raw	default reject/new ticket created (after closed follow-up with new ticket creation) (auto reply/new ticket)
Support	

To define the different auto responses that will be available for a queue, click on the corresponding queue name (see figure below). It is also possible to edit an existing auto response - to do so, click on the response and edit in the same manner as editing a new auto response.

Figure 4.43. Change auto response relations for a queue

Manage Queue-Auto Response Relations

Actions: Queues without Auto Responses

Filter for Queues: Just start typing to filter...

Filter for Auto Responses: Just start typing to filter...

QUEUES	AUTO RESPONSES
Junk	default reply (after new ticket has been created) (auto reply)
Misc	default reject (after follow-up and rejected of a closed ticket) (auto reject)
Postmaster	default follow-up (after a ticket follow-up has been added) (auto follow up)
Raw	default reject/new ticket created (after closed follow-up with new ticket creation) (auto reply/new ticket)
Support	

1.7. System Email Addresses

To enable OTRS to send emails, you need a valid email address to be used by the system. OTRS is capable of working with multiple email addresses, since many support installations need to use more than one. A queue can be linked to many email addresses, and vice versa. The address used for outgoing messages from a queue can be set when the queue is created. Use the "Email Addresses" link from the Admin page to manage all email addresses of the system (see figure below).

Figure 4.44. System email addresses management

System Email Addresses Management

Actions: Add System Address

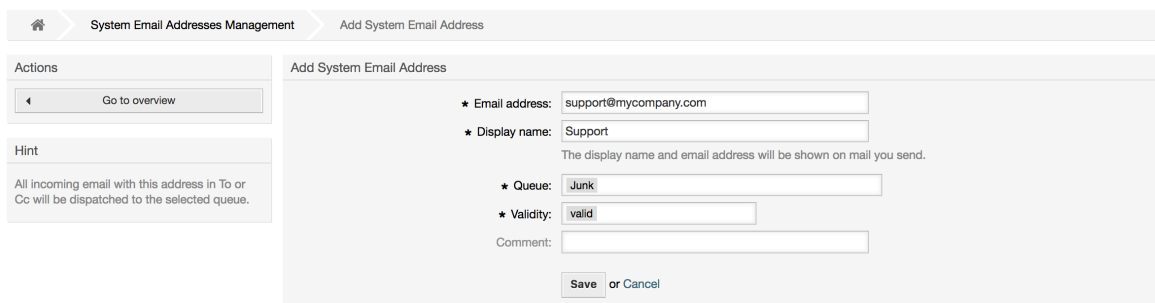
Filter for System Addresses: Just start typing to filter...

Hint: All incoming email with this address in To or Cc will be dispatched to the selected queue.

EMAIL ADDRESS	DISPLAY NAME	QUEUE	VALIDITY	CHANGED	CREATED
otrs@localhost	OTRS System	Postmaster	valid	10/02/2017 16:23	10/02/2017 16:23
postmaster@mycompany.com	Postmaster	Postmaster	valid	10/18/2017 23:50	10/18/2017 23:50
support@mycompany.com	Support	Support	valid	10/18/2017 23:50	10/18/2017 16:37

If you create a new mail address (see figure below), you can select the queue or sub queue to be linked with it. This link enables the system to sort incoming messages via the address in the To: field of the mail into the right queue.

Figure 4.45. Adding a system email address



Note

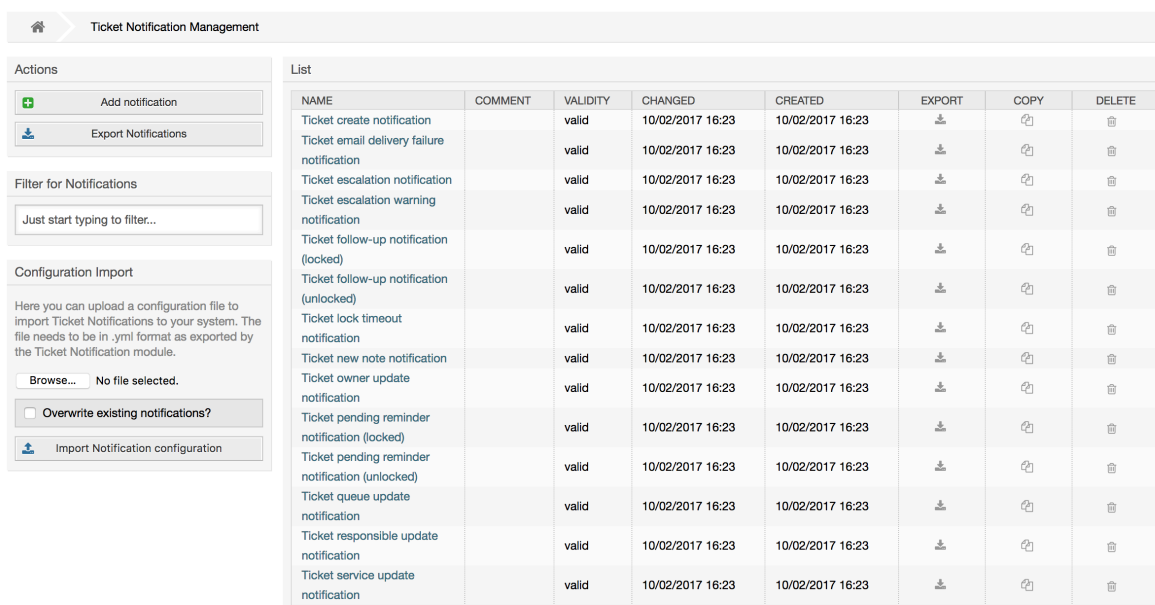
Kama ilivyo kwa vyombo vingine vya OTRS, anwani za barua pepe haziwezi kufutwa, zinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

1.8. Ticket Notifications

OTRS allows ticket notifications to be sent to agents and customers, based on the occurrence of certain events. Agents can customize their ticket notification settings via the preferences link.

Through the "Ticket Notifications" link on the Admin page, you can manage the ticket notifications of your system (see figure below). OTRS comes with a set of predefined notifications that cover a wide range of use cases.

Figure 4.46. Ticket notification management



NAME	COMMENT	VALIDITY	CHANGED	CREATED	EXPORT	COPY	DELETE
Ticket create notification		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket email delivery failure notification		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket escalation notification		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket escalation warning notification		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket follow-up notification (locked)		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket follow-up notification (unlocked)		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket lock timeout notification		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket new note notification		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket owner update notification		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket pending reminder notification (locked)		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket pending reminder notification (unlocked)		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket queue update notification		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket responsible update notification		valid	10/02/2017 16:23	10/02/2017 16:23			
Ticket service update notification		valid	10/02/2017 16:23	10/02/2017 16:23			

You can customize many aspects of the notifications. Click on the notification you want to change, and its content will be loaded for editing (see figure below).

Figure 4.47. Customizing a notification

Edit Notification

★ **Name:**

Comment:

Show in agent preferences:

Agent preferences tooltip:
This message will be shown on the agent preferences screen as a tooltip for this notification.

Validity:

▶ Events

▶ Ticket Filter

▶ Article Filter (Only for ArticleCreate and ArticleSend event)

▶ Recipients

▶ Notification Methods

▼ Notification Text

▼ English (United States)

★ **Subject:**

★ **Text:**

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

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

Hi <OTRS_NOTIFICATION_RECIPIENT_UserFirstname>,

 ticket [:<OTRS_CONFIG_Ticket::Hook><OTRS_CONFIG_Ticket::HookDivider>
 <OTRS_TICKET_TicketNumber>] has been created in queue <OTRS_TICKET_Queue>.

 <OTRS_CUSTOMER_REALNAME> wrote:
 <OTRS_CUSTOMER_BODY[30]>

You can edit the basic data of this notification such as name and comment, and control if the agents may choose to receive this notification (per transport method). For every language, a subject and body can be added/edited to configure what will actually be sent as the notification content.

Just as with signatures and salutations, it is possible to dynamically create the content of a notification by using special variables. You can find a list of variables at the bottom of the screen.

You can choose which events should trigger this notification, and limit it to tickets which match certain criteria (ticket and/or article filter). This makes it possible to create different notifications for different queues, priorities or other criteria that might be relevant for your system.

The recipients of the notification can be configured according to different criteria (groups, roles, individual agents etc.). All configured recipients will receive the notification.

Figure 4.48. Customizing a notification's recipients

▼ Recipients

Send to:

Send to these agents:

Send to all group members:

Send to all role members:

Send on out of office: Also send if the user is currently out of office.

Once per day: Notify user just once per day about a single ticket using a selected transport.

Additionally, you can specify if the notification should be sent to agents who are out of office, and limit the sending to once per day and ticket (e. g. pending reminder notification).

Notifications can be sent with different notification methods. The "Email" notification method is available in OTRS Free, with **OTRS Business Solution™** you also get the possibility to store and view the notifications in the database (so that no email client is needed to use OTRS) as well as to send them via SMS (e. g. for very important notifications).

Figure 4.49. Customizing notification methods

▼ Notification Methods

These are the possible methods that can be used to send this notification to each of the recipients. Please select at least one method below.

Email

Enable this notification method:

Active by default in agent:

preferences: This is the default value for assigned recipient agents who didn't make a choice for this notification in their preferences yet. If the box is enabled, the notification will be sent to such agents.

Additional recipient email:

addresses: You can use OTRS-tags like <OTRS_TICKET_DynamicField_...> to insert values from the current ticket.

Article visible for customer:

An article will be created if the notification is sent to the customer or an additional email address.

Email template:

Use this template to generate the complete email (only for HTML emails).

Enable email security:

PGP and SMIME not enabled.

Email security level:

If signing key/certificate is missing:

If encryption key/certificate is missing:

Web View

Enable this notification method:

Active by default in agent:

preferences: This is the default value for assigned recipient agents who didn't make a choice for this notification in their preferences yet. If the box is enabled, the notification will be sent to such agents.

SMS (Short Message Service)

⚠ Please activate this transport in order to use it.

The field 'Additional recipient email addresses' provides the possibility to use OTRS-tags like <OTRS_TICKET_DynamicField_...> to insert values from the current ticket. The according SMS field (only available in **OTRS Business Solution™**) also has this feature.

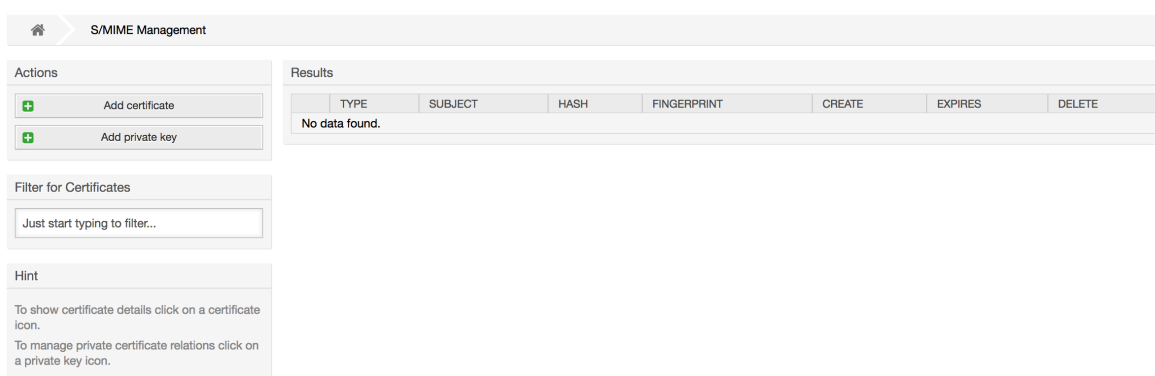
Since OTRS 5s Email transport contains security options for each notification, that includes signing and encrypting possibilities with PGP and S/MIME and the opportunity to decide what to do in case of missing key or certificate.

1.9. S/MIME

OTRS can process incoming S/MIME encoded messages and sign outgoing mails. Before this feature can be used, you need to activate it and change some configuration parameters in the SysConfig.

The "S/MIME Certificates" link on the Admin page allows you to manage your S/MIME certificates (see figure below). You can add or remove certificates, and also search through the SMIME data.

Figure 4.50. S/MIME management

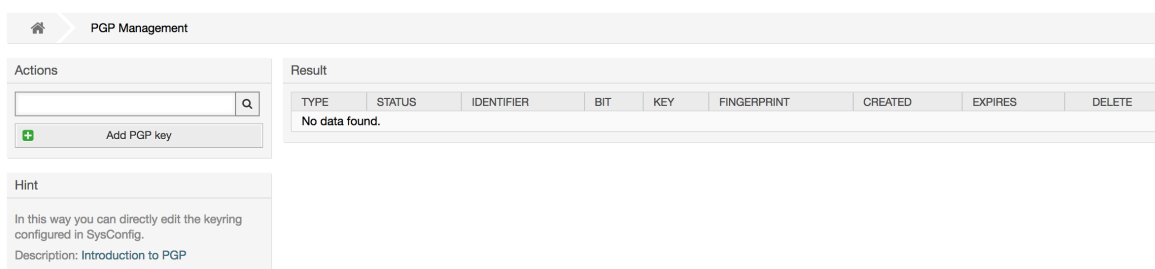


1.10. PGP

OTRS handles PGP keys, which allows you to encrypt/decrypt messages and to sign outgoing messages. Before this feature can be used, you need to activate it and change some configuration parameters in the SysConfig.

Through the "PGP Keys" link on the Admin page, it is possible to manage the key ring of the user who shall be used for PGP with OTRS (see figure below), e.g. the local OTRS user or the web server user. It is possible to add and remove keys and signatures, and you can search through all data in your key ring.

Figure 4.51. PGP management



1.11. Hali

Through the "States" link on the Admin page, you can manage the different ticket states you want to use in the system (see figure below).

Figure 4.52. State management

State Management

Actions

Add State

Filter for States

Hint

Attention: Please also update the states in SysConfig where needed.
See also: <http://otrs.github.io/doc>

List

NAME	TYPE	COMMENT	VALIDITY	CHANGED	CREATED
closed successful	closed	Ticket is closed ...	valid	10/02/2017 11:23 <small>(America/Mexico_City)</small>	10/02/2017 11:23 <small>(America/Mexico_City)</small>
closed unsuccessful	closed	Ticket is closed ...	valid	10/02/2017 11:23 <small>(America/Mexico_City)</small>	10/02/2017 11:23 <small>(America/Mexico_City)</small>
merged	merged	State for merged ...	valid	10/02/2017 11:23 <small>(America/Mexico_City)</small>	10/02/2017 11:23 <small>(America/Mexico_City)</small>
new	new	New ticket create...	valid	10/02/2017 11:23 <small>(America/Mexico_City)</small>	10/02/2017 11:23 <small>(America/Mexico_City)</small>
open	open	Open tickets.	valid	10/02/2017 11:23 <small>(America/Mexico_City)</small>	10/02/2017 11:23 <small>(America/Mexico_City)</small>
pending auto close+	pending auto	Ticket is pending...	valid	10/02/2017 11:23 <small>(America/Mexico_City)</small>	10/02/2017 11:23 <small>(America/Mexico_City)</small>
pending auto close-	pending auto	Ticket is pending...	valid	10/02/2017 11:23 <small>(America/Mexico_City)</small>	10/02/2017 11:23 <small>(America/Mexico_City)</small>
pending reminder	pending reminder	Ticket is pending...	valid	10/02/2017 11:23 <small>(America/Mexico_City)</small>	10/02/2017 11:23 <small>(America/Mexico_City)</small>
removed	removed	Customer removed	valid	10/02/2017 11:23 <small>(America/Mexico_City)</small>	10/02/2017 11:23 <small>(America/Mexico_City)</small>
task pending dependency	removed	Waiting on a requ...	valid	10/17/2017 12:41 <small>(America/Mexico_City)</small>	10/17/2017 12:40 <small>(America/Mexico_City)</small>

Baada ya mpangilio wa kawaida, kuna hali zilizofafanuliwa:

- imefungwa kwa mafanikio
- imefungwa pasipo mafanikio
- unganishwa
- mpya
- wazi
- inasubiri kufunga kiotomatiki+
- inasubiri kufunga kiotomatiki-
- kikumbusho kinachosubiri
- ondolewa

Kila hali imeunganishwa na aina, inayohitaji kuwekwa bayana endapo hali mpya itatengenezwa. Kwa kawaida aina za hali ni:

- imefungwa
- unganishwa
- mpya
- wazi
- inasubiri kiotomatiki
- kikumbusho kinachosubiri
- ondolewa

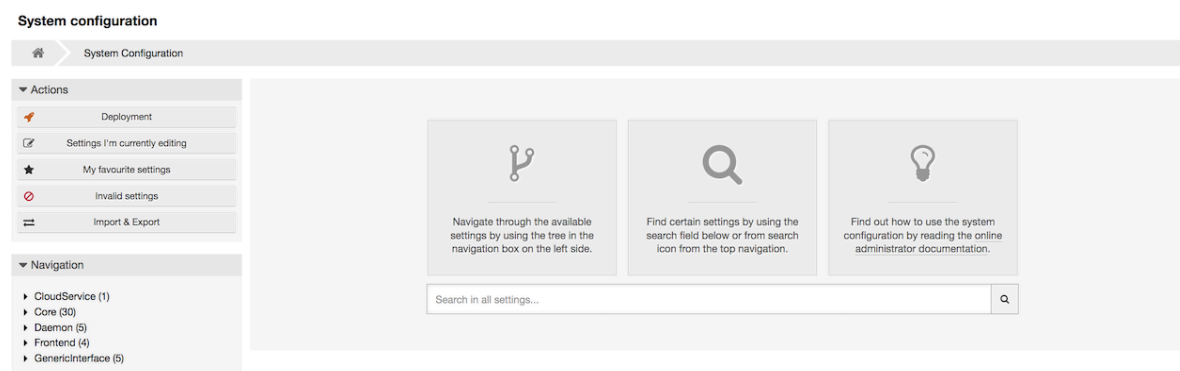
1.12. Usanidi wa Mfumo

The System Configuration link leads to the section where many OTRS configuration options are maintained.

The system configuration link on the admin page loads the graphical user interface for the system configuration (see figure below). You can upload your own configuration files for

the system, as well as backup all current settings into a file. Almost all configuration parameters of the OTRS framework and any installed extensions can be viewed and changed using this interface. All configuration parameters are part of a certain group, which makes it possible to navigate quickly through the vast number of existing parameters. It is also possible to perform a full-text search over all parameters.

Figure 4.53. Graphical user interface of the system configuration.

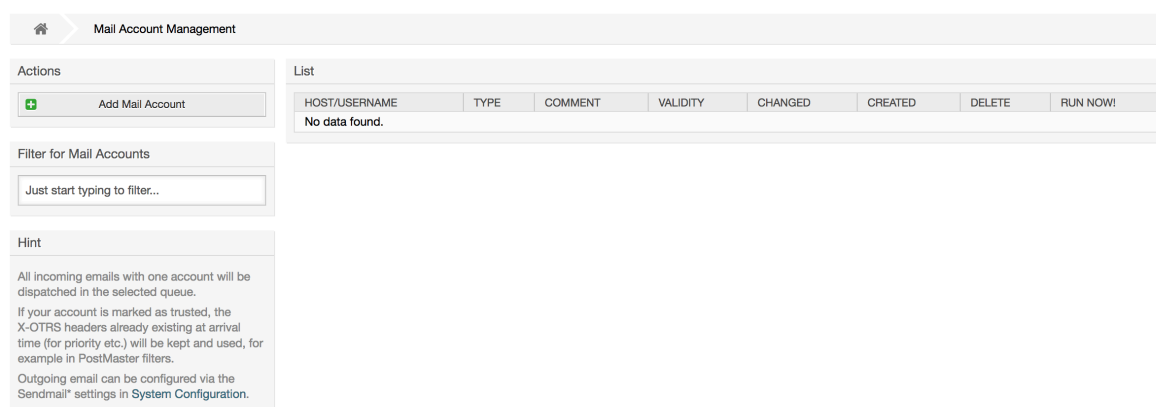


The graphical user interface of the system configuration is described in detail in the chapter "Configuring the system through the web interface".

1.13. Using Mail Accounts

There are several possibilities to transport new emails into the ticket system. One way is to use a local MTA and the `otrs.PostMaster.pl` script that pipes the mails directly into the system. Another possibility is the use of mail accounts which can be administrated through the web interface. The "PostMaster Mail Accounts" link on the Admin page loads the management console for the mail accounts (see figure below). OTRS supports the mail protocols: POP3, POP3S, IMAP and IMAPS.

Figure 4.54. Usimamizi wa akaunti za barua



Ona kifungu kuhusu Akaunti za Posta za MkuuWaPosta kwa maelezo zaidi.

1.14. Filtering Incoming Email Messages

OTRS has the capability to filter incoming email messages. For example, it is possible to put certain emails automatically into specified queues, or to set a specific state or ticket type for some mails. The filters apply to all incoming mails. Several filter conditions can be defined per each mail header. You can manage your filters via the link "PostMaster Filter" on the Admin page (see figure below).

Figure 4.55. PostMaster filter management


A filter consists of one or more criteria that must be met in order for the defined actions to be executed on the email. Filter criteria may be defined for the headers or the body of an email, e.g. search for specific header entries, such as a sender address, or on strings in the body. Even regular expressions can be used for extended pattern matching. If your filter matches, you can set fields using the X-OTRS headers in the GUI. These values will be applied when creating the ticket or follow-up message in OTRS. The table below lists the different X-OTRS headers and their meaning.

Note

You also can use X-OTRS-FollowUp-* headers to set values for follow up emails.

Table 4.5. Kazi za vichwa-vya-X-OTRS tofauti

Jina	Thamani ziwezekanazo	Maelezo
Kipaumbele cha-X-OTRS:	1 chini sana, 2 chini, 3 kawaida, 4 juu, 5 juu sana	Inaseti kipaumbele cha tiketi.
Foleni ya-X-OTRS:	Jina la foleni kwenye mfumo.	Sets the queue where the ticket shall be sorted. If set in X-OTRS header, all other filter rules that try to sort a ticket into a specific queue are ignored. If you use a sub-queue, specify it as Parent::Sub.
Kitasa cha-X-OTRS:	fungua, fungua	Inaseti hali ya kitasa cha tiketi.
X-OTRS-Puuza:	Ndio au Kweli	Kama hiki kichwa cha OTRS kimesetiwa kuwa "Ndio", ujumbe unaoingia utapuzwa na hautapokelewa na mfumo.
Hali ya-X-OTRS:	mpya, fungua, imefungwa kwa mafanikio, imefungwa pasipo mafanikio, ...	Inaseti hali inayofwata ya tiketi.
X-OTRS-Hali-Muda Inasubiri:	mf. 2010-11-20 00:00:00	Sets the pending time of a ticket (you also should sent a pending state via X-OTRS-State). You can specify absolute dates like "2010-11-20 00:00:00" or relative dates, based on the arrival time of the email. Use the form "+ \$Number \$Unit", where \$Unit can be 's' (seconds), 'm' (minutes),

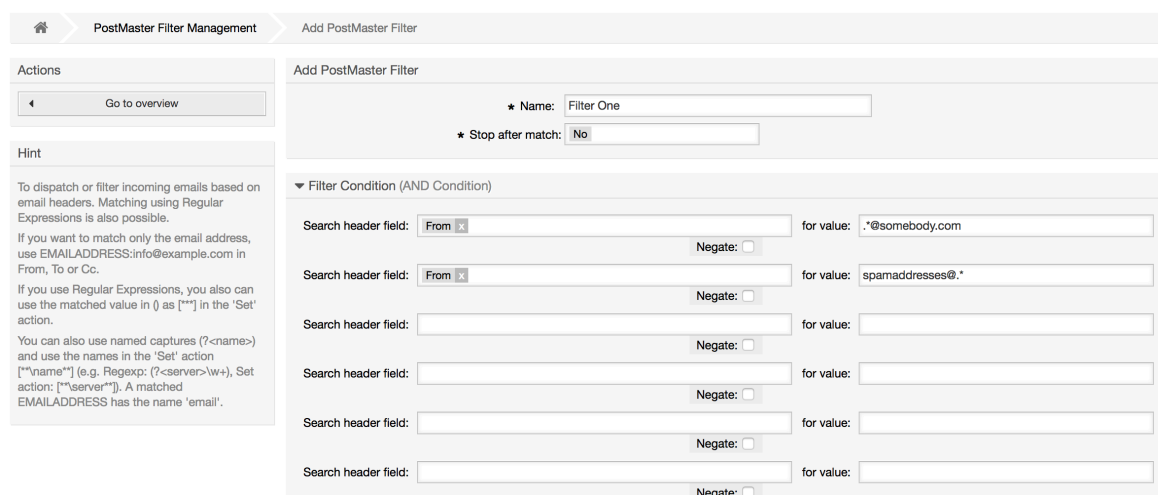
Jina	Thamani ziwezekanazo	Maelezo
		'h' (hours) or 'd' (days). Only one unit can be specified. Examples of valid settings: "+50s" (pending in 50 seconds), "+30m" (30 minutes), "+12d" (12 days). Note that settings like "+1d 12h" are not possible. You can specify "+36h" instead.
X-OTRS-Aina:	chaguo-msingi (inategemea mpangilio wako)	Sets the type of a ticket (if Ticket::Type is activated).
X-OTRS-Huduma:	(inategemea na mpangilio wako)	Sets the service of a ticket (if Ticket::Service is active). If you want to set a sub-service you should specify it as Parent::Sub.
X-OTRS-SLA:	(inategemea na mpangilio wako)	Sets the SLA of a ticket (if Ticket::Service support is active).
X-OTRS-MtejaMtumiaji:	MtejaMtumiaji	Inaseti mteja mtumiaji wa tiketi.
X-OTRS-Nambari ya Mteja:	Nambari ya Mteja	Inaseti kitambulisho cha mteja kwa hii tiketi.
X-OTRS-AinaMtumaji:	wakala, mfumo, mteja	Inaseti aina ya mtumaji wa tiketi.
X-OTRS-IsVisibleForCustomer:	0, 1	Controls if the article is shown in the customer interface.
X-OTRS-Sehemulnayobadilika-<Sehemulnayobadilikajina>:	Inategemeana na usanidi wa Sehemu Zinazobadilika (Nakala: Daftari, Tarehe: 2010-11-20 00:00:00, Namba kamili: 1)	Saves an additional info value for the ticket on <DynamicFieldName> Dynamic Field.
X-OTRS-Kitanzi:	Kweli	Kama hiki kichwa cha X-OTRS kimesetiwa, hakuna majibu otomatiki yanayo pokelewa na mtumaji wa ujumbe (ulinzi wa barua kitanzi).
X-OTRS-FollowUp-State-Keep:	0, 1	If this X-OTRS header is set, the incoming follow-up message will not change the ticket state. For this purpose the header can be customized in the SysConfig using option KeepStateHeader.
X-OTRS-AttachmentExists:	no, yes	Depending on whether attachments are included in the email this X-OTRS header is set to 'yes', or it has a 'no' value if no attachments are included.

Jina	Thamani ziwezekanazo	Maelezo
X-OTRS-AttachmentCount:	(number of attachments)	This X-OTRS header contains as value the number of attachments which are contained in the email (i.e. '0' for mails without attachments).

You should specify a name for every filter rule. Filter criteria can be specified in the section "Filter Condition". Choose via the list boxes for "Header 1", "Header 2" and so on for the parts of the messages where you would like to search, and specify on the right side the values you wish to filter on. In the section "Set Email Headers", you can choose the actions that are triggered if the filter rules match. You can select for "Header 1", "Header 2" and so on to select the X-OTRS-Header and set the associated values (see figure below).

Filter rules are evaluated in alphabetical order, and are all executed except if the "Stop after match" setting has been set to "Yes" in one of the rules (in this case evaluation of the remaining filters is canceled).

Figure 4.56. Add a PostMaster filter



Example 4.1. Inapanga barua taka katika foleni maalumu

A useful filter rule would be to let OTRS automatically move mails marked for spam, by using a spam detection tool such as SpamAssassin, into the "Junk" queue. SpamAssassin adds the "X-Spam-Flag" header to every checked mail. When the mail is marked as spam, the Header is set to "Yes". So the filter criteria would be "X-Spam-Flag: Yes". To create a filter rule with this criteria you can insert the name as, for example, "spam-mails". In the section for "Filter Condition", choose "X-Spam-Flag:" for "Header 1" from the listbox. Insert "Yes" as value for this header. Now the filter criteria is specified. To make sure that all spam mails are placed into the "Junk" queue, choose in the section for "Set Email Headers", the "X-OTRS-Queue:" entry for "Header 1". Specify "Junk" as value for this header. Finally add the new filter rule to activate it for new messages in the system.

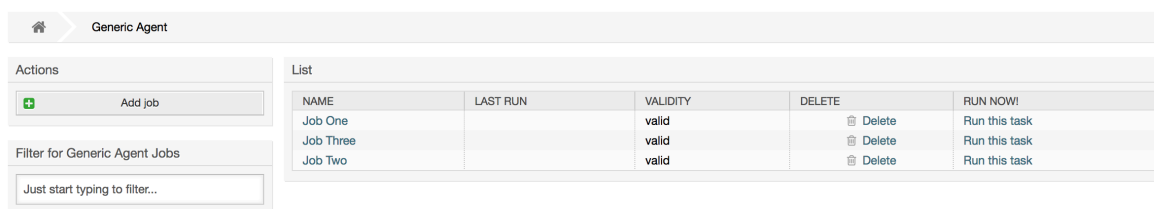
There are additional modules that can be used to filter incoming messages more specifically. These modules might be useful when dealing with larger, more complex systems.

1.15. Executing Automated Jobs with the GenericAgent

KiolesuraChaUjumla ni kifaa cha kutekeleza kazi kiotomatiki. KiolesuraChaUjumla , kwa mfano, kinaweza kufunga au kuhamisha tiketi, kutuma taarifa kwa tiketi zilizopandishwa, na kadh.

Click the link "GenericAgent" on the Admin page (see figure below). A table with all automated jobs in the system is displayed. These jobs can then be edited, run manually or removed entirely.

Figure 4.57. Orodha ya kazi kwa WakalaWaUjumla

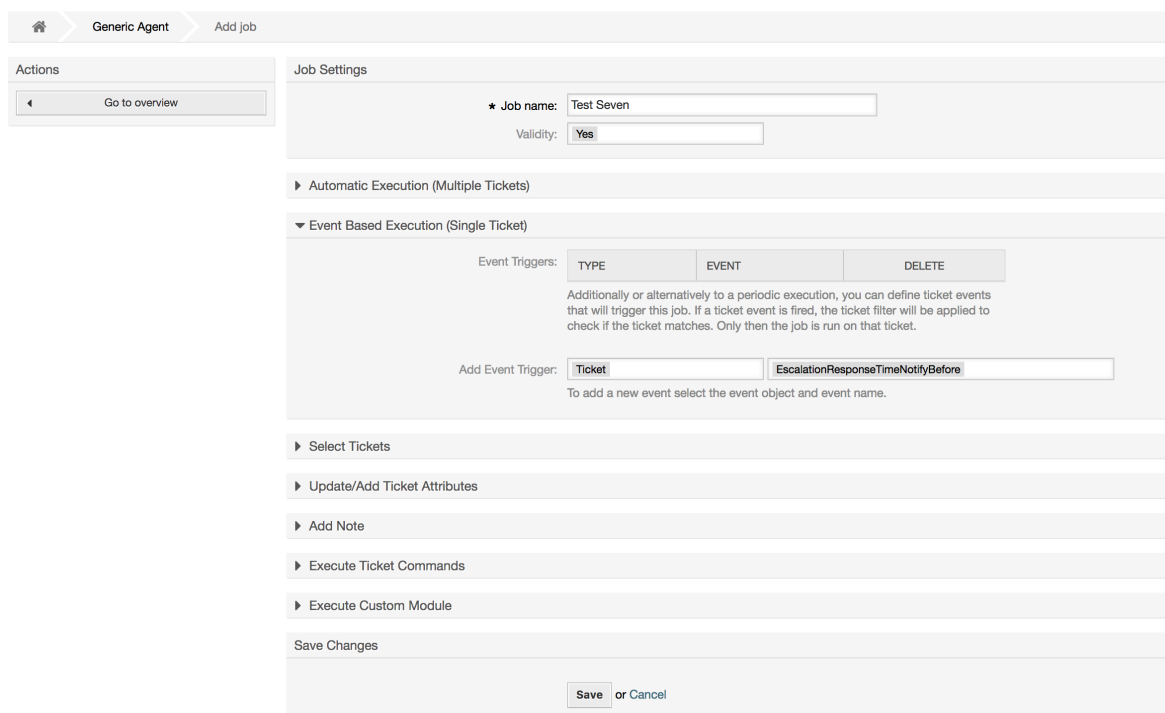


The screenshot shows the 'Generic Agent' management page. On the left, there are 'Actions' (Add job) and a 'Filter for Generic Agent Jobs' input field. The main area is a table with the following data:

NAME	LAST RUN	VALIDITY	DELETE	RUN NOW!
Job One		valid	<input type="button" value="Delete"/>	<input type="button" value="Run this task"/>
Job Three		valid	<input type="button" value="Delete"/>	<input type="button" value="Run this task"/>
Job Two		valid	<input type="button" value="Delete"/>	<input type="button" value="Run this task"/>

Bofya kitufe cha "Ongeza Kazi" kutengeneza kazi mpya. Kwanza unahitaji kutoa jina. Kisha utaweka bayana jinsi kazi itakavyofanyika: kiotomatiki katika mida iliyopangwa (kama kazi iliyopangwa, moduli hii itafanya kazi kwa tiketi zote zitakazopatikana na kichujio cha tiketi) au kutegemeana na matukio ya tiketi (baada ya tiketi moja tu kubadilishwa, kama itafanana na kichujio cha tiketi). Tambua kwamba kama ukianzisha kazi kwa mikono zinazotegemea matukio kutoka kwenye skrini ya mapitio, zitafanya kazi kwenye tiketi zote zilizopatikana na kichujio cha tiketi.

Figure 4.58. Kutengeneza kazi za WakalaWaUjumla



The screenshot shows the 'Add job' configuration page. It includes a 'Job Settings' section with fields for 'Job name' (Test Seven) and 'Validity' (Yes). Below this are sections for 'Automatic Execution (Multiple Tickets)' and 'Event Based Execution (Single Ticket)'. The 'Event Based Execution' section has a table for 'Event Triggers' and an 'Add Event Trigger' field with a dropdown menu. At the bottom, there are buttons for 'Save' and 'Cancel'.

Kwa kila kazi, unaweza kuweka bayana kichujio cha tiketi, kwa mfano kufanya kazi kwa tiketi kwenye foleni fulani tu. Vigezo vyote vya tiketi lazima vifikiwe kwa kazi kufanyika kwenye tiketi.

Finally, the ticket can be modified by setting various ticket fields like a new queue or state. It is possible to attach a note to the ticket(s) or run a customized module. You also have the option to delete the ticket(s) from the database. This can be useful to purge outdated or invalid data from the system.

Warning

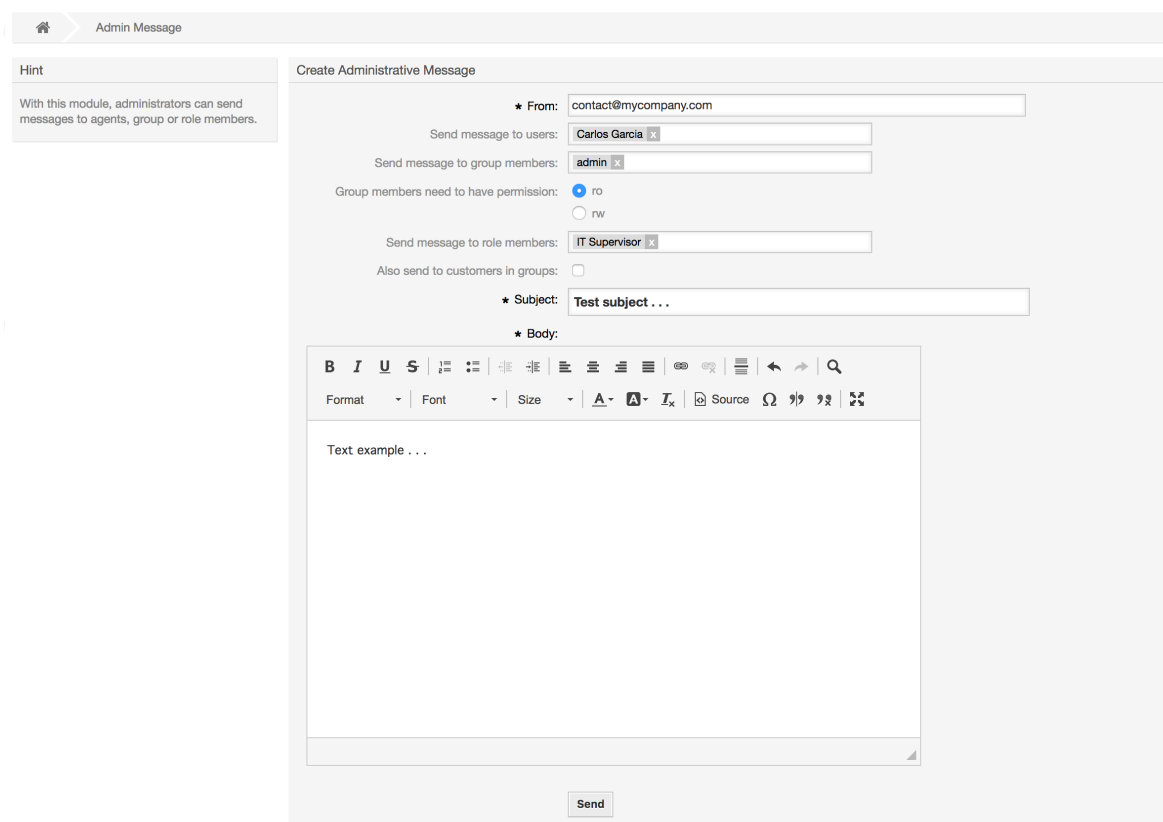
Kama ukitumia fomula-saidizi ya kufuta tiketi, tiketi zote zitakazoathirika na vi-ambatanisho vyake vitaondolewa kwenye hifadhidata na haviwezi kurudishwa!

Baada ya kuhariri kazi, OTRS itarudi kwenye skrini ya mapitio. Huko utakuwa na uwezo wa kuanzisha kazi yoyote kwa mikono. Kama ukichagua kuanzisha kazi, kwanza utaona tiketi zote zitakazoathirika pale kazi itakapoanzishwa. Hii orodha itakusaidia kuthibitisha kwamba kazi inafnywa kama ilivyokusudiwa. Katika pointi hii hakuna mabadiliko yaliyofanywa kwenye tiketi hizi. Kama tu utathibitisha kwenye skrini kazi itafanyika.

1.16. Administrative Messages

OTRS administrators can send messages to specific users or groups. The "Admin Notification" link on the Admin page opens the screen where the agents and groups that should be notified can be selected (see figure below).

Figure 4.59. Admin notification screen

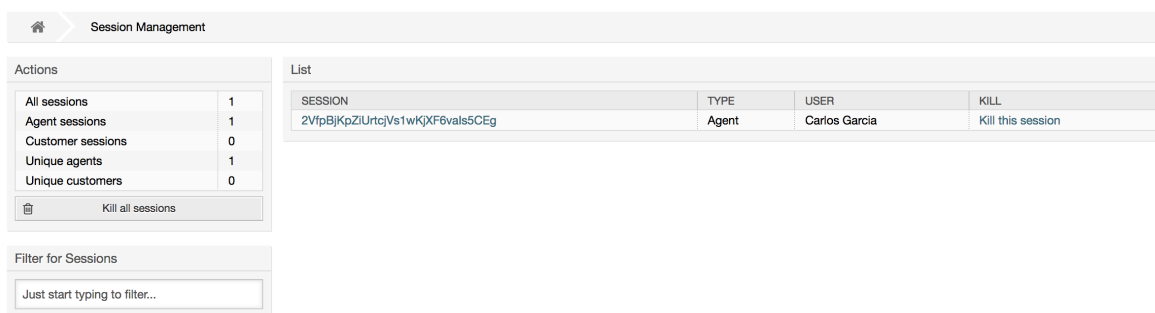


Inawezekana kuweka bayana mtumaji, mada na nakala ya kiini cha taarifa. Unaweza pia kuchagua mawakala, makundi na kazi za nani atakayepokea ujumbe.

1.17. Usimamizi wa kipindi

You can see all logged in users and their session details by clicking the "Session Management" link in the admin area (see figure below).

Figure 4.60. Usimamizi wa kipindi



The screenshot shows the 'Session Management' interface. On the left, there are statistics for active sessions:

All sessions	1
Agent sessions	1
Customer sessions	0
Unique agents	1
Unique customers	0

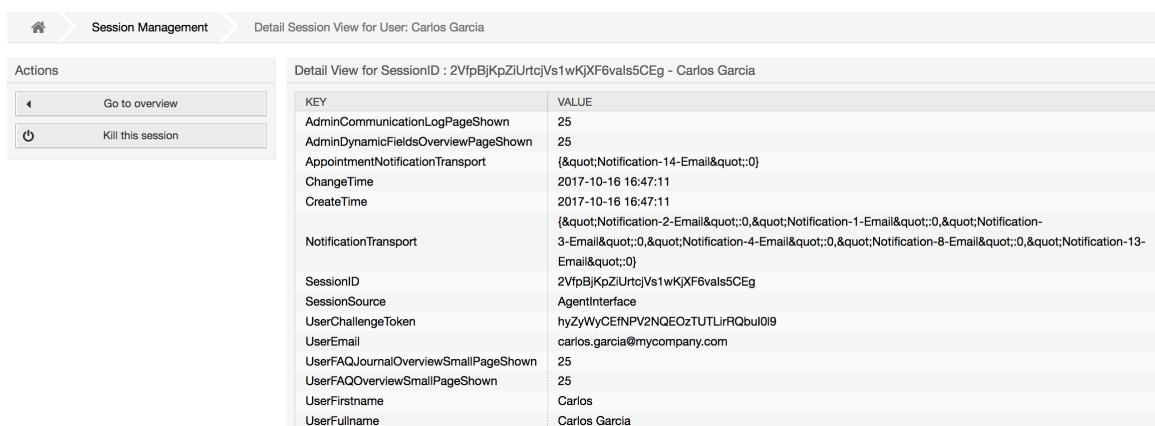
Below the statistics is a 'Kill all sessions' button and a 'Filter for Sessions' input field.

On the right, there is a table listing active sessions:

SESSION	TYPE	USER	KILL
2VfpBjKpZiUrtcjVs1wkjXF6vals5CEg	Agent	Carlos Garcia	Kill this session

Some statistics about all active sessions are displayed, e.g. how many agents and customer users are logged in and the number of active sessions. Any individual session can be removed by clicking on the *Kill this session* link on the right-hand side of the list. You also have the option to *Kill all sessions*, which can be useful if you want to take the system offline. Detailed information for every session is available, too (see figure below).

Figure 4.61. Maelezo ya kipindi



The screenshot shows the 'Detail Session View for User: Carlos Garcia'. On the left, there are two buttons: 'Go to overview' and 'Kill this session'.

The main area displays a table with session details:

KEY	VALUE
AdminCommunicationLogPageShown	25
AdminDynamicFieldsOverviewPageShown	25
AppointmentNotificationTransport	{"Notification-14-Email";0}
ChangeTime	2017-10-16 16:47:11
CreateTime	2017-10-16 16:47:11
NotificationTransport	{"Notification-2-Email";0,"Notification-1-Email";0,"Notification-3-Email";0,"Notification-4-Email";0,"Notification-8-Email";0,"Notification-13-Email";0}
SessionID	2VfpBjKpZiUrtcjVs1wkjXF6vals5CEg
SessionSource	AgentInterface
UserChallengeToken	hyZyWyCEfNPV2NQEOzTUTLirRQbul0l9
UserEmail	carlos.garcia@mycompany.com
UserFAQJournalOverviewSmallPageShown	25
UserFAQOverviewSmallPageShown	25
UserFirstname	Carlos
UserFullname	Carlos Garcia

1.18. Matengenezo ya mfumo

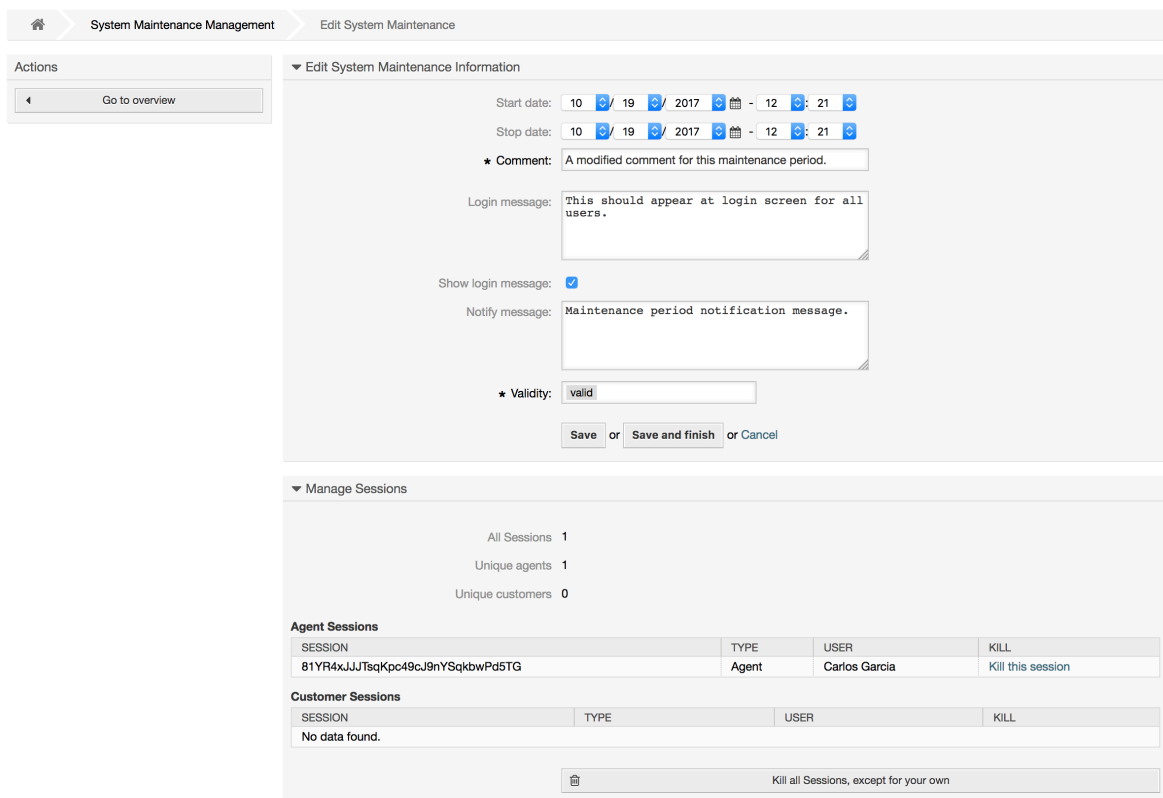
System Maintenance give the option to schedule one or more maintenance periods for the system. During this period no agents or customers can login into the system (except for Agents in the "admin" group). Current logged users and customers receive a notification about the maintenance (before and during the maintenance period). Administrators have the option to kill the sessions for logged agents and customers, all this in preparation to be able to make changes in the system (e.g. a system update) in a "safe" environment.

Figure 4.62. The system maintenance overview screen with some scheduled periods



The Start Date and the Stop Date are required fields, and the only rule for this combination is that Start Date can not be a date after the Stop Date.

Figure 4.63. The system maintenance edit screen

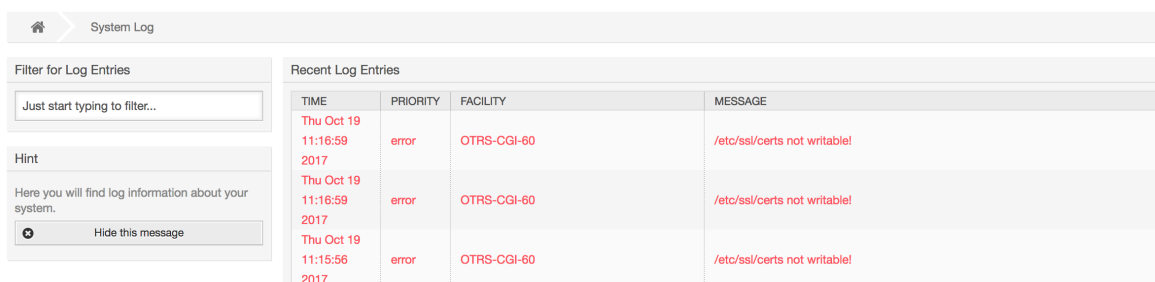


After a new maintenance period is defined an overview and details about the current active sessions is shown, from there administrators can kill this sessions one by one or all of them (except current) if it is needed.

1.19. Batli ya mfumo

The "System Log" link on the Admin page shows the log entries of the system, reverse chronologically sorted with most recent first (see figure below).

Figure 4.64. Batli ya mfumo



Kila mstari kwenye batli una mhuri wa muda, kipaumbele cha batli, kijenzi cha mfumo na ingizo la batli yenyewe.

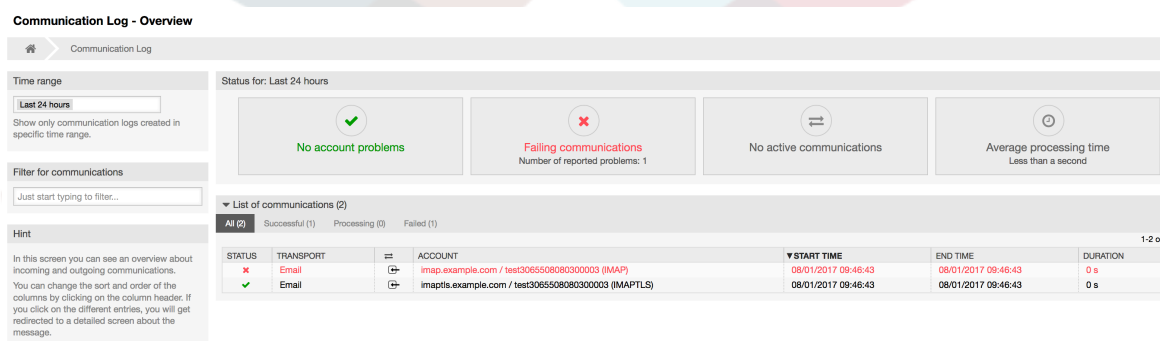
Note

System logs are available via the web interface only on Linux / Unix systems.

1.20. Communication Log

The *Communication Log* frontend in the Admin area allows you to inspect the internal logs about communication handling in OTRS, i.e. sending/receiving emails.

Figure 4.65. Communication Log Overview



Overview page is a dashboard-like screen with several metrics indicating the overall health of the system, depending on filtered communications.

- Account status will signal if you have any issues with configured accounts used for fetching or sending messages.
- Communication status will notify you if there are any errors with either account connections or message processing.
- Communication state widget will display if there are any active communications currently in the system.
- Average processing time is a cumulative time statistic that is needed to complete a communication.

You can select the time range in the left sidebar in order to filter communications depending on their creation time. In addition to this, you can also dynamically filter for any keywords, state of the communication, and you can sort the overview table by all columns.

Figure 4.66. Communication Log Time Range Selection

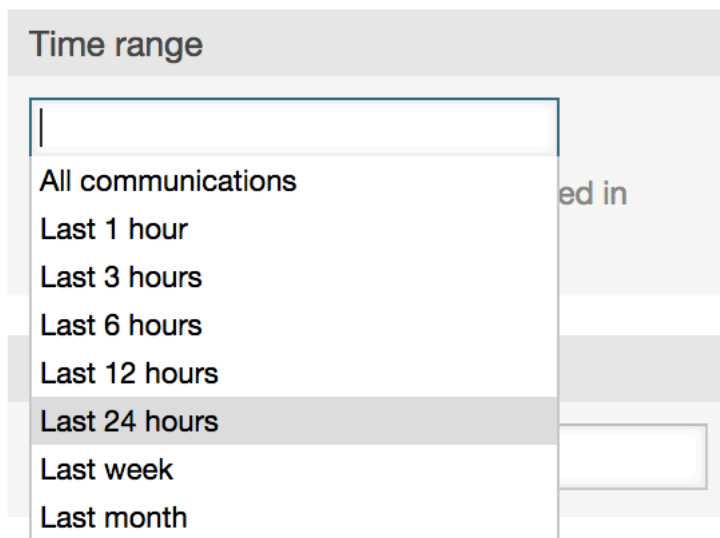
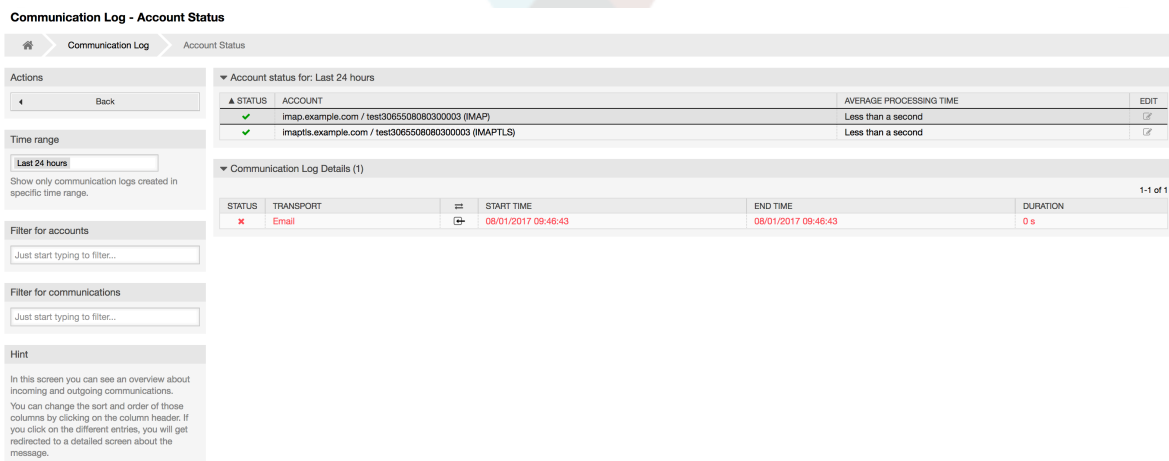
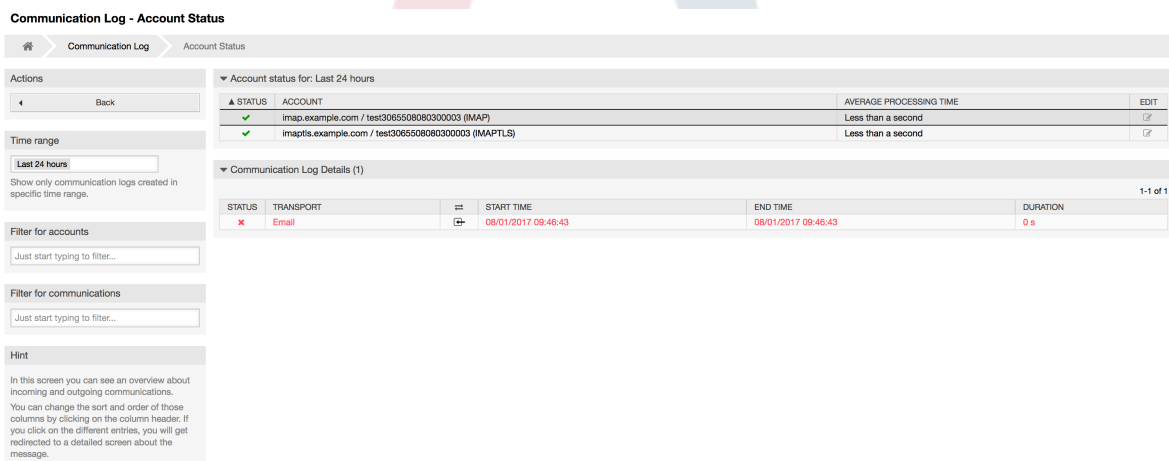


Figure 4.67. Communication Log Account Status



Clicking on account widget will take you to the account status screen, where you can further filter for communications that are related to specific accounts.

Figure 4.68. Communication Log Account Status



If you click on a communication row in any table, you will be presented with a detailed view screen.

Figure 4.69. Communication Log Detail View

Communication Log – Detail view for incoming communication started at 08/01/2017 09:46:43

Communication Log Overview (2)

STATUS	TYPE	ACCOUNT	START TIME	END TIME	DURATION
✓	Connection	imap.example.com / test3065508080300003 (IMAP)	08/01/2017 09:46:43	08/01/2017 09:46:43	0 s
✗	Message	imap.example.com / test3065508080300003 (IMAP)	08/01/2017 09:46:43	08/01/2017 09:46:43	0 s

Communication Log Details (6)

#	PRIORITY	MODULE	INFORMATION	CREATED
1	🔍	Kernel-System::MailAccount::IMAP	Open connection to 'imap.example.com' (test3065508080300003).	08/01/2017 09:46:43
2	🔍	Kernel-System::MailAccount::IMAP	1 messages available for fetching (test3065508080300003/imap.example.com).	08/01/2017 09:46:43
3	🔍	Kernel-System::MailAccount::IMAP	Prepare fetching of message '1/1' (Size: 12.3 KB) from server.	08/01/2017 09:46:43
4	🔍	Kernel-System::MailAccount::IMAP	Message '1' successfully received from server.	08/01/2017 09:46:43
5	🔍	Kernel-System::MailAccount::IMAP	Message '1' marked for deletion.	08/01/2017 09:46:43
6	🔍	Kernel-System::MailAccount::IMAP	Fetches 0 message(s) from server (test3065508080300003/imap.example.com).	08/01/2017 09:46:43
7	🔍	Kernel-System::MailAccount::IMAP	Executed deletion of marked messages from server (test3065508080300003/imap.example.com).	08/01/2017 09:46:43
8	🔍	Kernel-System::MailAccount::IMAP	Connection to 'imap.example.com' closed.	08/01/2017 09:46:43

Every communication can contain one or more logs, which can be of Connection or Message type.

- Connection logs will contain any log messages coming from the modules responsible for connecting to your accounts and fetching/receiving messages.
- Message logs will contain any log messages related to specific message processing. Any module working on message themselves can log their actions in this log, giving you a clear overview of what's going on.

You can filter log entries based on their priority, by choosing desired priority in the left sidebar.

Figure 4.70. Communication Log Priority Filter

Filter for log entries

Just start typing to filter...

Show only entries with specific priority and higher:

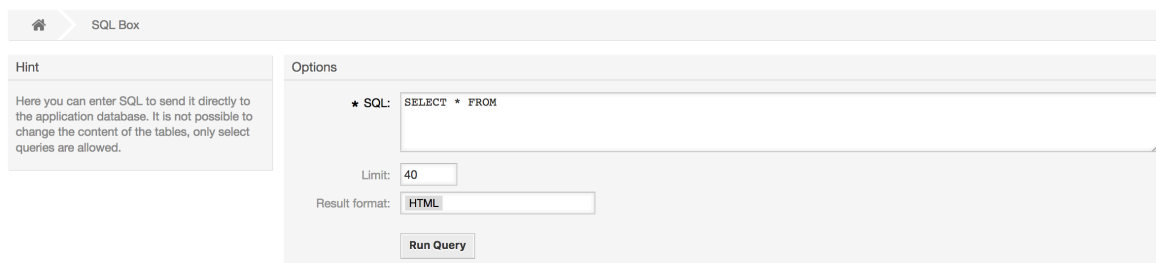
- Trace
- Debug
- Info
- Notice
- Warn
- Error

Log level rules apply: by selecting a specific priority, you will get log entries that have that priority set and higher, with *Error* being the highest.

1.21. SQL Queries via the SQL Box

The "SQL Box" link on the Admin page opens a screen that lets you query the content of the tables in the OTRS database (see figure below). It is not possible to change the content of the tables, only 'select' queries are allowed.

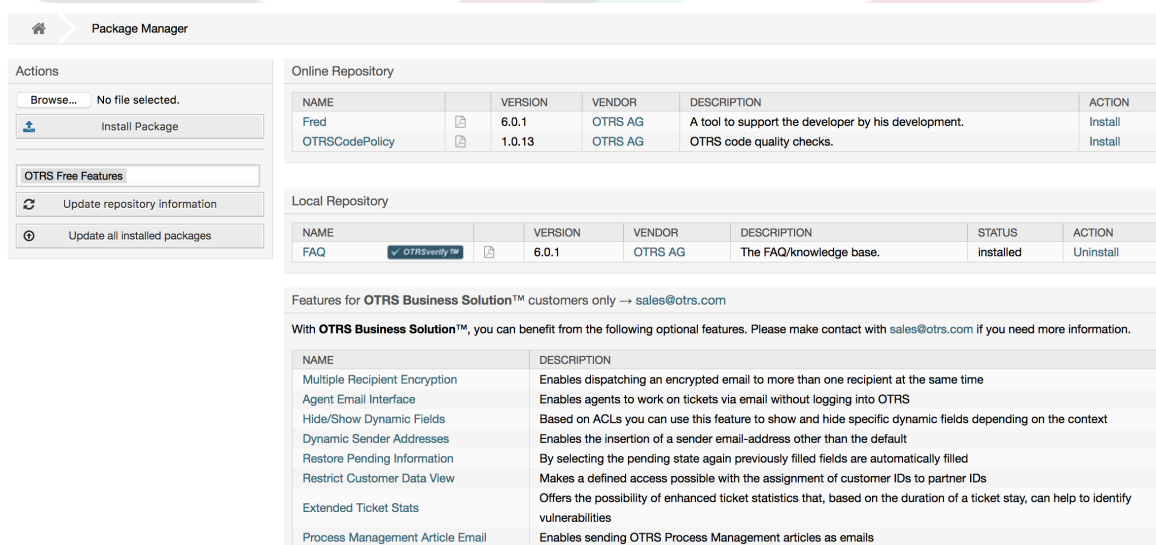
Figure 4.71. Boksi la SQL



1.22. Msimaizi wa kifurushi

Using the *Package Manager* link on the Admin page, you can install and manage packages that extend the functionality of OTRS (see figure below).

Figure 4.72. Msimaizi wa kifurushi



Meneja kifurushi anaonyesha OTRS vifurushi vya nyongeza ambavyo umesakinisha kwenye seva yako kwa sasa, pamoja na nambari zake za matoleo.

Unaweza kusakinisha vifurushi kutoka kwa mwenyeji wa mbali kwa kuchagua hifadhi kwenye kifungu cha *Hifadhi ya Mtandao*, na kubofya kitufe cha *Sasisha taarifa za hifadhi*. Vifurushi vilivyopo vinaonyeshwa kwenye jedwali husika. Upande wa kulia wa skrini unaonyesha vifurushi vilivyopo. Kusakinisha kifurushi, bofya kwenye *Sakinisha*. Baada ya usakinishaji, kifurushi kinaonyeshwa kwenye kifungu cha *Hifadhi ya Ndani*.

To update an installed package, the list of available packages in the online repository will show *Update* in the Action column for any package that has a higher version than the one that is installed locally. Just click *Update* and it will install the new package version on your system.

Katika baadhi ya kesi, mfano mfumo wako wa OTRS haujaunganishwa na mtandao, unaweza kusakinisha vifurushi ambavyo umepakua kwenye diski ya ndani. Bofya kitufe cha

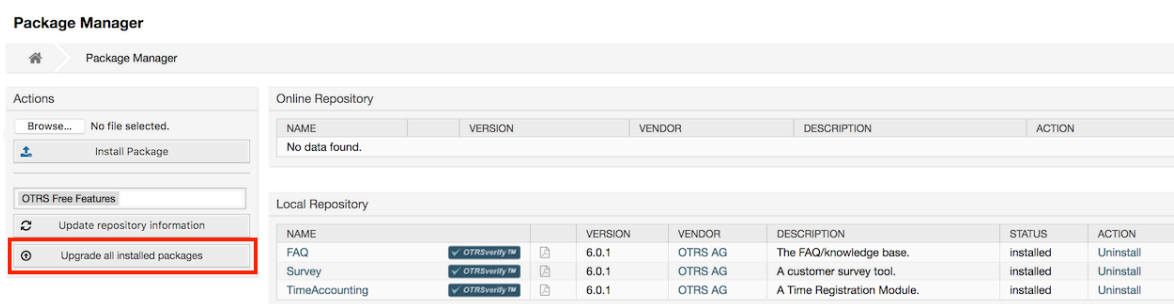
Vinjari kwenye mwambaa upande wa vitendo, na chagua faili la .opm la kifurushi kwenye diski yako. Bofya *Fungua* na kisha *Sakinisha Kifurushi*. Baada ya usakinishaji kukamilika, kifurushi kinaonyeshwa kwenye kifungu *Hifadhi ya Ndani*. Unaweza kutumia hatua hizo hizo kusasisha kifurushi ambacho tayari kimesakinishwa.

In special cases, you might want to configure the Package Manager, e.g., to use a proxy or to use a local repository. Just take a look at the available options in SysConfig under Core::Package.

1.22.1. Update all installed packages

Since OTRS 6, a new button labeled *Update all installed packages* has been added to the sidebar of the package manager screen. When this button is pressed, an OTRS Daemon task will be scheduled to update all packages. Alternatively, this action can be also issued from the command line interface by using the `Admin::Package::UpgradeAll` console command.

Figure 4.73. Package Manager Update All Installed Packages Button



This feature reads the information of all defined package repositories and determines if there is a new version for every installed package in the system and calculates the correct order to update the packages respecting all other package dependencies, even if new versions of existing packages require new packages not yet installed in the system.

Note

If there are packages installed that do not have a corresponding repository defined in the system, they can not be updated by this feature and will be marked as failed (due to the missing on-line repository).

When the process to update all packages is running, a notification bar is added to the package manager screen for easier identification. When notification link is clicked, a progress summary is displayed with the current progress. Also, when the process is running package actions such as "Install", "Update", "Uninstall" and "ReInstall" some actions on the screen might be temporarily disabled in order to avoid conflicts.

Figure 4.74. Package Manager Update All Installed Packages In Progress Notification

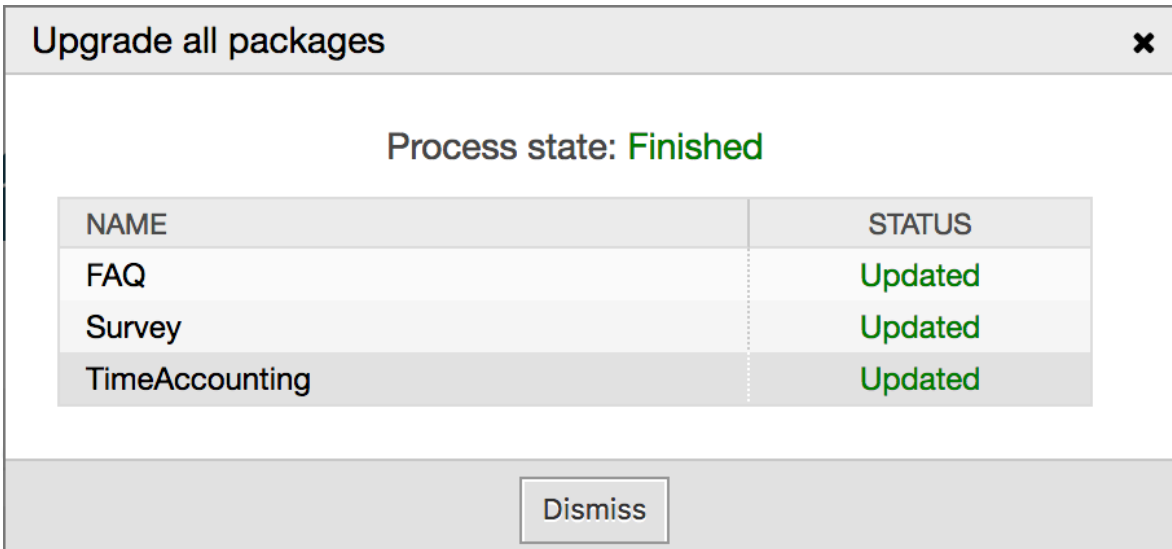
○ There is a package upgrade process running, click here to see status information about the upgrade progress. →

Package Manager

Package Manager

When the process finishes (only if it was started in the graphical user interface) the progress notification will change to indicate the new state: it becomes green if all packages were correctly updated or red if there were any failures. Clicking on this notification will show the final summary. In the summary table, a tooltip for the status column of every package can indicate more details about the state. After closing this window, the package manager screen will refresh to show the new version of the installed packages.

Figure 4.75. Package Manager Update All Installed Packages Summary



Upgrade all packages ✕

Process state: **Finished**

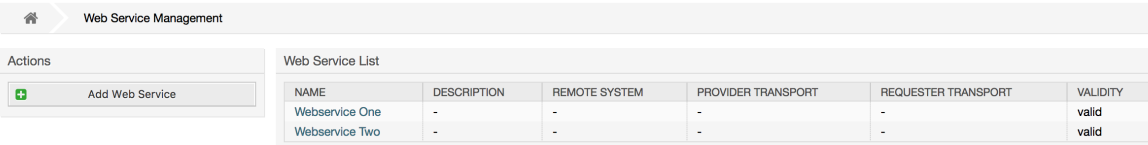
NAME	STATUS
FAQ	Updated
Survey	Updated
TimeAccounting	Updated

Dismiss

1.23. Huduma za Tovuti

The Web Services link leads to the graphical interface where web services (for the OTRS Generic Interface) are created and maintained (see figure below).

Figure 4.76. Kiolesura mchoro cha huduma za tovuti



Web Service Management

Actions: + Add Web Service

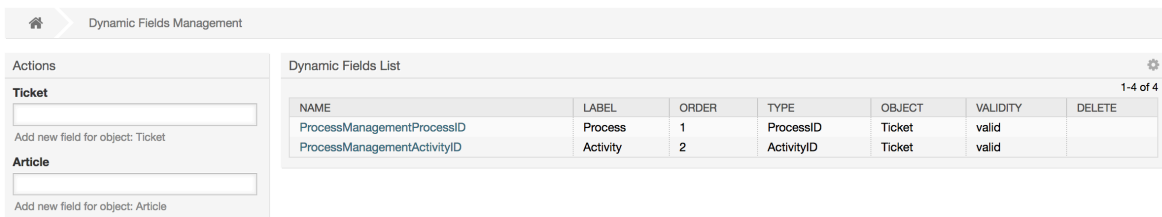
NAME	DESCRIPTION	REMOTE SYSTEM	PROVIDER TRANSPORT	REQUESTER TRANSPORT	VALIDITY
Webservice One	-	-	-	-	valid
Webservice Two	-	-	-	-	valid

Kiolesura michoro cha huduma za wavuti kinaelezwa kwa undani zaidi katika kifungu "Kiolesura Michoro cha Huduma ya Tovuti".

1.24. Sehemu zinazobadilika

Sehemu Zinazobadilika ni sehemu ambayo unaseti n akusimamia sehemu zilizogeuzwa kukufaa kwa ajili ya tiketi n amakala (on akielelezo chini).

Figure 4.77. The dynamic fields overview screen with some dynamic fields



Usanidi wa sehemu zinazobadilika unaelezewa kwa undani zaidi katika kifungu "Usanidi wa Sehemu Zinazobadilika".

Kila aina ya sehemu zinazobadilika ina usanidi wa mpangilio wake na hivyo skrini yake pekee ya usanidi.

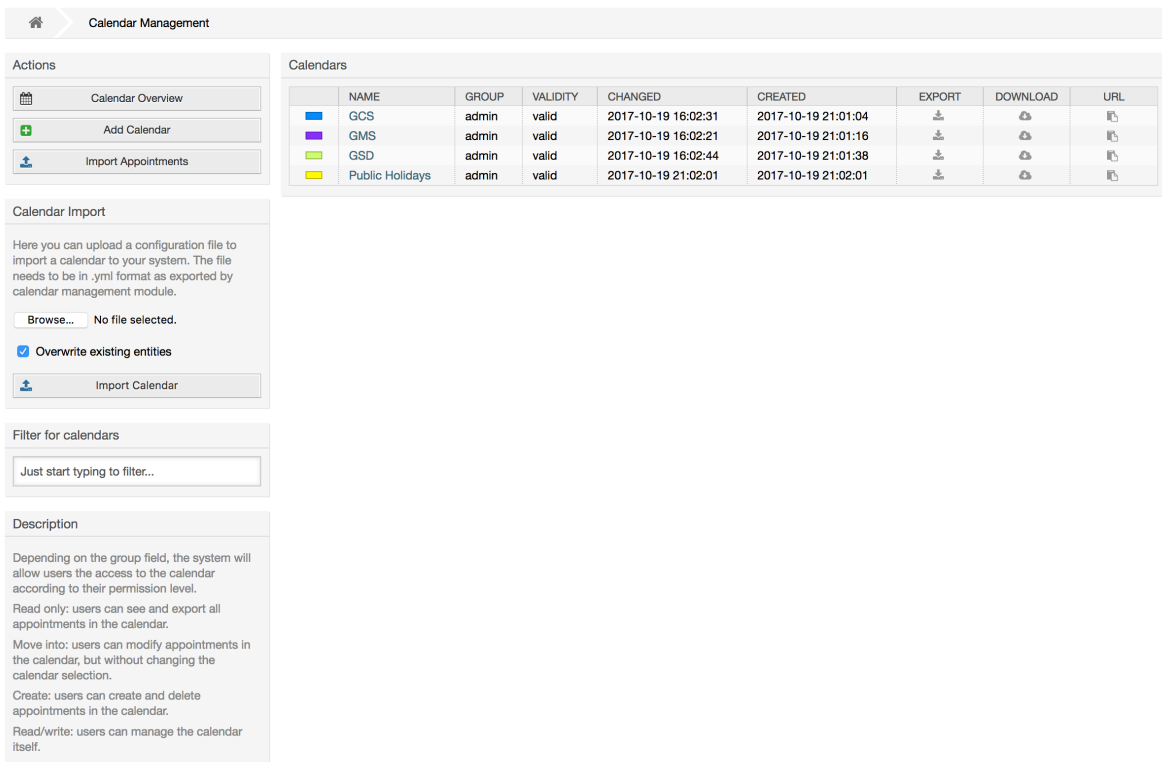
Note

Katika kiunzi cha OTRS, sehemu zinazobadilika zinaweza kuunganishwa tu kwenye tiketi na makala kama chaguo-msingi, lakini zinaweza kupanuliwa kwenda kwenye vitu vingine.

1.25. Calendars

Via calendar management interface it is possible to add and edit multiple calendars.

Figure 4.78. The calendar management screen with some calendars



The calendar management is described in more detail in the section Calendar Management.

2. Usanidi wa Mfumo

2.1. Mafaili ua usanidi wa OTRS

All OTRS configuration files are stored in the directory `Kernel` and in its subdirectories. There is no need to manually change any other file than `Kernel/Config.pm`, because the rest of the files will be changed when the system gets updated. Just copy the configuration parameters from other files into `Kernel/Config.pm` and change them as per your needs. This file will never be touched during the update process, so your manual changes are safe.

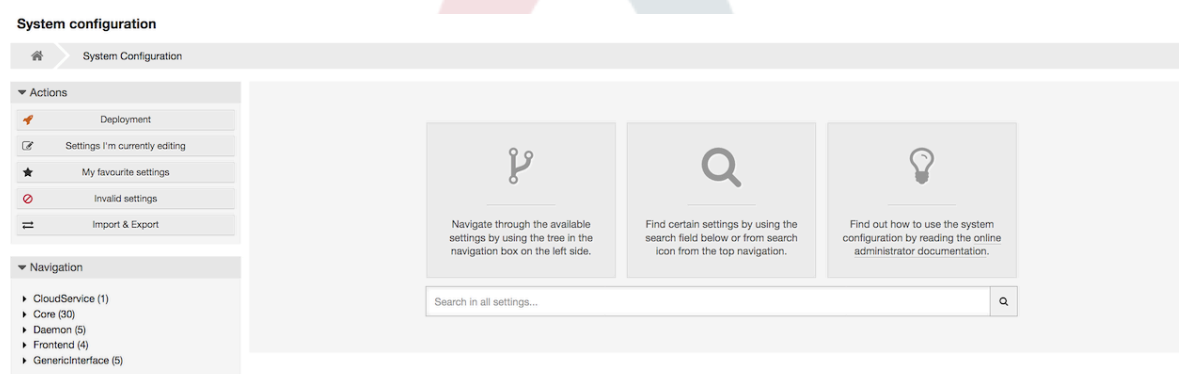
The configuration can be rebuilt either manually by executing `perl bin/otrs.Console.pl Maint::Config::Rebuild` or automatically by the installer, package operations (install, update, reinstall and uninstall), etc. All `.xml` files located in `Kernel/Config/Files/XML/` are parsed and their content is transferred to the OTRS database. Most of the `.xml` files which are part of this directory by default belong to OTRS Free, but OTRS Free Features such as FAQ or Survey (or any other OTRS extension) will add their own configuration files to this directory as well.

To apply any sort of changes to the configuration, it is necessary to deploy them. The deployment process will extract all settings and the according values from the OTRS database, convert them to a format that OTRS can understand naturally and put them into `Kernel/Config/Files/ZZZAAuto.pm`.

If the OTRS web interface is accessed, the settings contained in the files `Kernel/Config/Files/ZZZAAuto.pm`, `Kernel/Config/Files/ZZZACL.pm` (if existing), `Kernel/Config/Files/ZZZProcessManagement.pm` (if existing) and any other custom `.pm` file will be evaluated alphabetically. These files are used by the graphical user interface for caching purposes and should never be changed manually. Lastly, the file `Kernel/Config.pm` that contains your individual settings and manually changed configuration parameters will be parsed. Reading the configuration files in this order makes sure that your specific configuration settings are considered correctly by the system.

2.2. Configuring the System Through the Web Interface

Figure 4.79. Kiolesura michoro cha usanidi wa mfumo



OTRS Free currently brings more than 1700 configuration settings, and there are different ways to quickly access a specific one. With the full text search, all configuration settings can be scanned for one or more keywords. The full text search not only searches through the names of the configuration settings, but also the descriptions and values. This allows an element to be found easily even if its name is unknown.

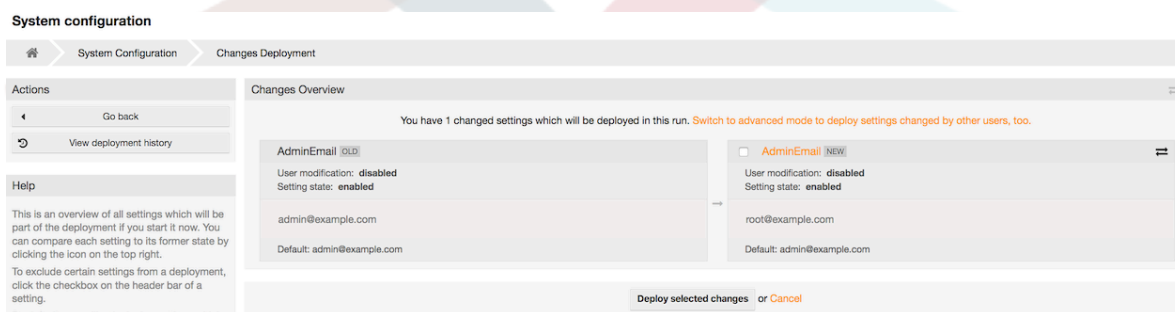
Furthermore, each configuration setting is classified by a category and a navigation group. Navigation groups are individual elements in the main navigation tree. By selecting one of these navigation entries, all settings assigned to the selected group will be shown. As long as no extensions are installed, the category selection is automatically hidden, but as soon as a package is installed which brings its own configuration settings (such as FAQ or Survey), the category selection will be revealed. Selecting a category makes the main navigation tree show only the navigation groups belonging to the selected category.

All configuration settings are shown as read only by default. To edit a setting, click the *Edit this setting* button that appears on hovering your mouse cursor over a setting. Once edit mode has been entered, changes made to the fields from within the setting can be saved by clicking the *Save* button on the right (or by hitting the *Enter* key on your keyboard). If a setting is currently edited by another administrator, it is not possible to get access to the edit mode for that setting until the other administrator finished their work. Editing can be cancelled by clicking the *Cancel* button on the right or hitting the *Escape* key on your keyboard. When editing is cancelled, all changes made during the current editing session are discarded.

Clicking the setting name or the menu icon on the top right of each setting will reveal a menu with some more options (e.g. enable/disable a setting, reset a setting values to their defaults, copy a direct link to a setting or add a setting to a list of favorites for quick access).

To bring changes into effect, a deployment has to be started. The system configuration deployment screen shows a list of the settings which are to be deployed. Clicking the arrow icon on the top left of each setting or in the outer *Changes Overview* box will show a one to one comparison between the settings current state (which is about to be deployed) and the previous (or default) state.

Figure 4.80. System configuration deployment



If you would like to save all the changes you made to your system configuration (for example to quickly set up a new instance) you can use the *Export settings* button, which will provide a `.yaml` file for downloading. To restore your own settings, use *Import settings* and select the `.yaml` file you have created before.

Note

For security reasons, the configuration settings for the database connection cannot be changed in the graphical user interface of the system configuration. These have to be set manually in `Kernel/Config.pm`.

3. Backing Up the System

Hii sura inaelezea chelezo na urejeshaji wa data za OTRS.

3.1. Chelezo

Kuna aina mbili za data za kuweka kwenye chelezo: mafaili ya programu-tumizi (mf. mafaili ya kwenye /opt/otrs), na data zilizohifadhiwa kwenye hifadhidata.

Kurahisisa chelezo, hati scripts/backup.pl imejumuishwa katika kila usakinishaji wa OTRS. Inaweza kuanzishwa ili kuweka chelezo la kila data muhimu (ona Hati chini).

```
linux:/opt/otrs# cd scripts/  
linux:/opt/otrs/scripts# ./backup.pl --help  
backup.pl - backup script  
Copyright (C) 2001-2018 OTRS AG, https://otrs.com/  
usage: backup.pl -d /data_backup_dir/ [-c gzip|bzip2] [-r 30] [-t fullbackup|nofullbackup|  
dbonly]  
linux:/opt/otrs/scripts#
```

Hati: Kupata usaidizi wa utaratibu wa chelezo la OTRS.

Tekeleza amri zilizowekwa bayana kwenye hati hapo chini kutengeneza chelezo:

```
linux:/opt/otrs/scripts# ./backup.pl -d /backup/  
Backup /backup//2010-09-07_14-28/Config.tar.gz ... done  
Backup /backup//2010-09-07_14-28/Application.tar.gz ... done  
Dump MySQL rdbms ... done  
Compress SQL-file... done  
linux:/opt/otrs/scripts#
```

Hati: Kutengeneza chelezo.

Data zote zimehifadhiwa kwenye mpangilio orodha /chelezo/2010-09-07_14-28/ (ona hati hapo chini). Kwa zaidi, data zilihifadhiwa kwenye faili la .tar.gz

```
linux:/opt/otrs/scripts# ls /backup/2010-09-07_14-28/  
Application.tar.gz Config.tar.gz DatabaseBackup.sql.gz  
linux:/opt/otrs/scripts#
```

Hati: Kukagua mafaili ya chelezo.

3.2. Rejeshwa

Kurejeshwa chelezo, data zilizohifadhiwa za programu-tumizi zina andikwa upya kwenye mpangilio orodha wa usanikishaji, mf. /opt/otrs. Pia hifadhidata inabidi irejeshwe.

Hati hati/rejeshwa.pl (ona hati chini), ambayo inarahisisha mchakato wa kurejeshwa, inasambazwa na kila usanikishaji wa OTRS. Ina usaidizi kwa MySQL na PostgreSQL.

```
linux:/opt/otrs/scripts# ./restore.pl --help  
restore.pl - restore script  
Copyright (C) 2001-2018 OTRS AG, https://otrs.com/  
usage: restore.pl -b /data_backup/<TIME>/ -d /opt/otrs/  
linux:/opt/otrs/scripts#
```

Hati: Kupata usaidizi wa utaratibu wa urejeshaji.

Data ambazo zimehifadhiwa, kwa mfano, kwenye mpangilio orodha /chelezo/2010-09-07_14-28/, inaweza kurejeshwa na amri zilizo kwenye hati hapa chini, kwa kuamini usanikishaji wa OTRS upo kwenye /opt/otrs.

```
linux:/opt/otrs/scripts# ./restore.pl -b /backup/2010-09-07_14-28 -d /opt/otrs/  
Restore /backup/2010-09-07_14-28//Config.tar.gz ...  
Restore /backup/2010-09-07_14-28//Application.tar.gz ...
```

```
create MySQL
decompresses SQL-file ...
cat SQL-file into MySQL database
compress SQL-file...
linux:/opt/otrs/scripts#
```

Hati: Kurejesha data za OTRS .

4. Mipangilio ya barua pepe

4.1. Sending/Receiving Emails

4.1.1. Sending Emails

4.1.1.1. Via Sendmail (Default)

OTRS can send out emails via [Sendmail](#), [Postfix](#), [Qmail](#) or [Exim](#). The default configuration is to use Sendmail and should work out-of-the-box.

You can configure the sendmail settings via the graphical configuration frontend (Framework::Core::Sendmail).

4.1.1.2. Via SMTP Server or Smarthost

OTRS can send emails via SMTP ([Simple Mail Transfer Protocol / RFC 821](#)) or Secure SMTP.

The SMTP server settings can be configured via the SysConfig (Framework::Core::Sendmail). If you don't see SMTPS available as an option, the required Perl modules are missing. In that case, please refer to "Installation of Perl modules required for OTRS" for instructions.

4.1.1.3. Mail Queue

Before sending, OTRS will queue all emails and let a Daemon task asynchronously handle them in due time. On a normal installation, the emails will be sent out every minute by the OTRS Daemon.

To check the status of email sending, you can use the `bin/otrs.Console.pl Maint::Email::MailQueue --list` console command with `--list` switch.

```
shell> cd /opt/otrs/
shell> bin/otrs.Console.pl Maint::Email::MailQueue --list
+-----+-----+-----+-----+-----+-----+-----+
| ID | ArticleID | Attempts | Sender          | Recipient          | Due Time | Last SMTP
Code | Last SMTP Message |
+-----+-----+-----+-----+-----+-----+-----+
| 28 | 284       | 0       | otrs@localhost | marketing@otrs.com | -        | -
| -  | -        | |         |                 |                   | -        | -
| 29 | 285       | 0       | otrs@localhost | feedbac@otrs.com  | -        | -
| -  | -        | |         |                 |                   | -        | -
+-----+-----+-----+-----+-----+-----+-----+
Mail queue contains 2 message(s)
```

In order to filter the table, you can use `--filter` argument, for example with ID of the send job.

```
shell> bin/otrs.Console.pl Maint::Email::MailQueue --list --filter ID::28
```

```

+-----+-----+-----+-----+-----+-----+-----+-----+
| ID | ArticleID | Attempts | Sender | Recipient | Due Time | Last SMTP |
| Code | Last SMTP Message |
+-----+-----+-----+-----+-----+-----+-----+-----+
| 28 | 284 | 0 | otrs@localhost | marketing@otrs.com | - | - |
| - | - | - | - | - | - | - |
+-----+-----+-----+-----+-----+-----+-----+-----+
Mail queue contains 1 message(s)
Done.

```

To delete emails queued for sending, specify either `--delete-all` switch, or `--delete` with some filter active.

```

shell> bin/otrs.Console.pl Maint::Email::MailQueue --delete --filter ID::28
Deleted messages from mail queue.
Done.

```

You can also manually send email without waiting for OTRS Daemon task to kick in. Simply specify the `--send` switch.

```

shell> bin/otrs.Console.pl Maint::Email::MailQueue --send
1 message(s) successfully sent!
Done.

```

4.1.2. Receiving Emails

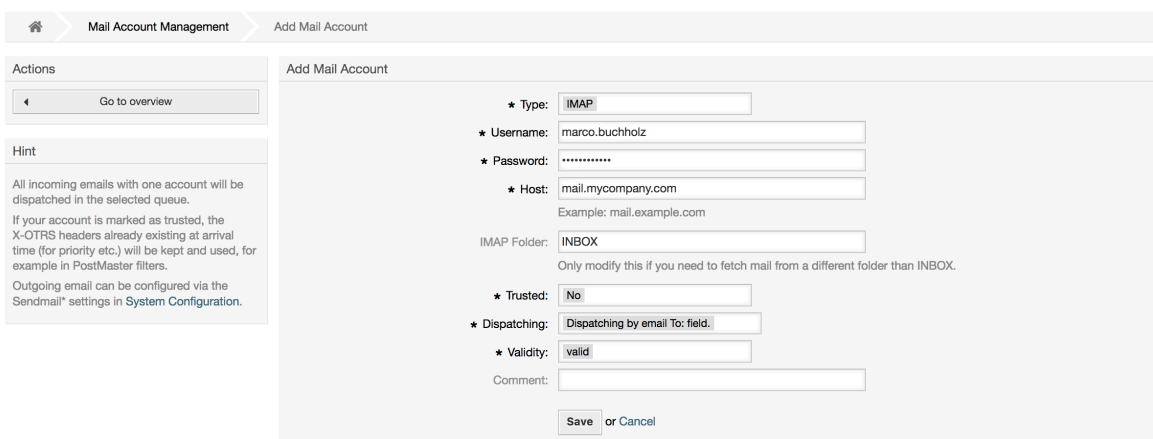
4.1.2.1. Mail Accounts Configured via the OTRS GUI

OTRS is able to receive emails from POP3, POP3S, IMAP and IMAPS mail accounts.

Configure your mail accounts via the *PostMaster Mail Accounts* link on the Admin page.

If a new mail account is to be created (see figure below), then its mail server name, login name and password must be specified. Also, you need to select the mail server type, which can be POP3, POP3S, IMAP or IMAPS. If you don't see your server type available as an option, the required Perl modules are missing on your system. In that case, please refer to [Installation of Perl modules required for OTRS](#) for instructions.

Figure 4.81. Kuongeza akaunti ya barua pepe



Mail Account Management > Add Mail Account

Actions
 Go to overview

Hint
 All incoming emails with one account will be dispatched in the selected queue.
 If your account is marked as trusted, the X-OTRS headers already existing at arrival time (for priority etc.) will be kept and used, for example in PostMaster filters.
 Outgoing email can be configured via the Sendmail® settings in System Configuration.

Add Mail Account

* Type:

* Username:

* Password:

* Host:
 Example: mail.example.com

IMAP Folder:
 Only modify this if you need to fetch mail from a different folder than INBOX.

* Trusted:

* Dispatching:

* Validity:

Comment:

or

If you select Yes for the value of the Trusted option, any X-OTRS headers attached to an incoming message are evaluated and executed. Because the X-OTRS header can execute some actions in the ticket system, you should set the *Trusted* option to Yes only for known senders. X-OTRS-Headers are used by the filter module in OTRS. The X-OTRS headers are explained in this table in more detail. Any postmaster filter rules created are executed, irrespective of the Trusted option's setting.

The distribution of incoming messages can be controlled if they need to be sorted by queue or by the content of the *To:* field. For the *Dispatching* field, if *Dispatching by selected queue* is selected, all incoming messages will be sorted into the specified queue. The address where the mail was sent to is disregarded in this case. If *Dispatching by email To: field* is selected, the system checks if a queue is linked with the address in the *To:* field of the incoming mail. You can link an address to a queue in the E-mail address management section of the Admin page. If the address in the *To:* field is linked with a queue, the new message will be sorted into the linked queue. If no link is found between the address in the *To:* field and any queue, then the message flows into the *Raw* queue in the system, which is the *PostmasterDefaultQueue* after a default installation.

All data for the mail accounts are saved in the OTRS database. The `bin/otrs.Console.pl Maint::PostMaster::MailAccountFetch` command uses the settings in the database and fetches the mail. You can execute it manually to check if all your mail settings are working properly.

On a normal installation, the mail will be fetched every 10 minutes by the OTRS Daemon.

Note

Wakati wa kutafuta barua pepe, OTRS inafuta barua hiyo kutoka kwenye seva ya POP au IMAP. Hakuna njia ya kuweka nakala kwenye seva. Kama unataka kubakiwa na nakala kwenye seva, unatakiwa utengeneze sheria za kupeleka mbele katika seva yako ya barua. Tafadhali tembelea nyaraka zako za seva ya barua kwa undani.

4.1.2.2. Via Command Line Program and Procmail (`otrs.Console.pl Maint::PostMaster::Read`)

If you cannot use mail accounts to get the email into OTRS, the command line program `bin/otrs.Console.pl Maint::PostMaster::Read` might be a way around the problem. It takes the mails via STDIN and pipes them directly into OTRS. That means email will be available in your OTRS system if the MDA (mail delivery agent, e.g. procmail) executes this program.

To test `bin/otrs.Console.pl Maint::PostMaster::Read` without an MDA, execute the command of the following script.

```
linux:/opt/otrs# cd bin
linux:/opt/otrs/bin# cat ../doc/sample_mails/test-email-1.box | ./otrs.Console.pl
Maint::PostMaster::Read
linux:/opt/otrs/bin#
```

Hati: Kujaribisha MkuuWaPosta bila MDA.

Kama barua pepe imeonyeshwa kwenye MuonekanoFoleni, basi mpangilio wako unafanya kazi.

Example 4.2. Routing via Procmail Using `otrs.Console.pl`

In order to route mails in a specific queue using `otrs.Console.pl` use the following example.

```
| $SYS_HOME/bin/otrs.Console.pl Maint::PostMaster::Read --target-queue=QUEUE_NAME
```

When sorting to a subqueue, you must separate the parent and child queue with a `::`.

```
| $SYS_HOME/bin/otrs.Console.pl Maint::PostMaster::Read --target-queue=QUEUE_NAME::SUBQUEUE
```

Procmail ni kichujio cha barua pepe kinachojulikana sana katika mazingira ya Linux. Inasakinishwa katika mifumo mingi. Kama siyo, angalia katika [ukurasa wa nyumbani wa procmail](#).

Kusanidi procmail kwa ajili ya OTRS (kutegemeana na MTA iliyosanidiwa na procmail kama sendmail, postfix, exim au qmail), tumia faili `~otrs/.procmailrc.dist` na nakili kwenda kwenye `.procmailrc` na ongeza mistari ya hati chini.

```
SYS_HOME=$HOME
PATH=/bin:/usr/bin:/usr/local/bin
# --
# Pipe all email into the PostMaster process.
# --
:0 :
| $SYS_HOME/bin/otrs.Console.pl Maint::PostMaster::Read
```

Hati: Kusanidi procmail kwa ajili ya OTRS.

All email sent to the local OTRS user will be piped into `bin/otrs.Console.pl Maint::PostMaster::Read` and then shown in your QueueView.

4.1.2.3. Fetching emails via POP3 or IMAP and fetchmail for `otrs.Console.pl Maint::PostMaster::Read`

In order to get email from your mail server, via a POP3 or IMAP mailbox, to the OTRS machine/local OTRS account and to procmail, use [fetchmail](#).

Note

Usanidi wa SMTP unaofanya kazi unahitajika kwenye mashine ya OTRS.

You can use the `.fetchmailrc.dist` in the home directory of OTRS and copy it to `.fetchmailrc`. Modify/change it for your needs (see the Example below).

Example 4.3. `.fetchmailrc`

```
#poll (mailserver) protocol POP3 user (user) password (password) is (localuser)
poll mail.example.com protocol POP3 user joe password mama is otrs
```

Don't forget to set the `.fetchmailrc` to 710 (**`chmod 710 .fetchmailrc`**)!

With the `.fetchmailrc` from the Example above, all email will be forwarded to the local OTRS account, if the command **`fetchmail -a`** is executed. Set up a cronjob with this command if you want to fetch the mails regularly.

4.1.2.4. Filtering/Dispatching by OTRS/PostMaster Modules (for More Complex Dispatching)

If you use the `bin/otrs.Console.pl Maint::PostMaster::Read` or `bin/otrs.Console.pl Maint::PostMaster::MailAccountFetch` method, you can insert or modify X-

OTRS header entries with the PostMaster filter modules. With the X-OTRS headers, the ticket system can execute some actions on incoming mails, sort them into a specific queue, change the priority or change the customer ID, for example. More information about the X-OTRS headers are available in the section about adding mail accounts from the OTRS Admin page.

Kuna baadhi ya moduli chaguo-msingi za kuchuja:

Note

Jina la kazi (mf. `$Self->{'MkuuWaPosta::ModuliUchujaji'}->{'JinaKazi'}`) linahitaji kuwa la kipekee!

`Kernel::System::PostMaster::Filter::Match` is a default module to match on some email header (e.g. From, To, Subject, ...). It can set new email headers (e.g. X-OTRS-Ignore: yes or X-OTRS-Queue: spam) if a filter rule matches. The jobs of the Example below can be inserted in `Kernel/Config.pm`

Example 4.4. Example jobs for the filter module `Kernel::System::PostMaster::Filter::Match`

```
# Job Name: 1-Match
# (block/ignore all spam email with From: noreply@)
$Self->{'PostMaster::PreFilterModule'}->{'1-Match'} = {
  Module => 'Kernel::System::PostMaster::Filter::Match',
  Match => {
    From => 'noreply@',
  },
  Set => {
    'X-OTRS-Ignore' => 'yes',
  },
};
# Job Name: 2-Match
# (sort emails with From: sales@example.com and Subject: **ORDER**
# into queue 'Order')
$Self->{'PostMaster::PreFilterModule'}->{'2-Match'} = {
  Module => 'Kernel::System::PostMaster::Filter::Match',
  Match => {
    To => 'sales@example.com',
    Subject => '**ORDER**',
  },
  Set => {
    'X-OTRS-Queue' => 'Order',
  },
};
```

`Kernel::System::PostMaster::Filter::CMD` is a default module to pipe the email into an external command. The output is given to STDOUT and if the result is true, then set new email header (e.g. X-OTRS-Ignore: yes or X-OTRS-Queue: spam). The Example below can be used in `Kernel/Config.pm`

Example 4.5. Kazi ya mfano kwa moduli ya kuchuja `Kiini::Mfumo::MkuuWaPosta::Kichujio::CMD`

```
# Job Name: 5-SpamAssassin
# (SpamAssassin example setup, ignore spam emails)
$Self->{'PostMaster::PreFilterModule'}->{'5-SpamAssassin'} = {
  Module => 'Kernel::System::PostMaster::Filter::CMD',
  CMD => '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"',
  Set => {
    'X-OTRS-Ignore' => 'yes',
  },
};
```

```
};
```

Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition is a default module that adds the possibility to parse external identifiers, in the email subject, the body or both using regular expressions. It then stores this value in a defined dynamic field. When an email comes in, OTRS will first search for an external identifier and when it finds one, query OTRS on the pre-defined dynamic field. If it finds an existing ticket, it will update this ticket, otherwise it will create a new ticket with the external reference number in the separate field.

OTRS SysConfig already provide 4 different settings to setup different external ticket numbers. If more settings are needed they need to be added manually. The following example can be used in Kernel/Config.pm to extend SysConfig settings.

Example 4.6. Example job for the filter module

Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition

```
# Job Name: ExternalTicketNumberRecognition
# External Ticket Number Reconition, check for Incident-<number> in incoming mails subject
and
# body from the addeesses <sender>@externalticket.com, if number is found it will be stored
in
# the dynamic field 'ExternalNumber' (that need to be setup in the Admin Panel).
$self->{'PostMaster::PreFilterModule'}->{'000-ExternalTicketNumberRecognition'} = {
  'FromAddressRegExp' => '\\s*@externalticket.com',
  'NumberRegExp' => 'Incident-(\\d.*)',
  'SearchInSubject' => '1',
  'SearchInBody' => '1',
  'TicketStateTypes' => 'new;open'
  'DynamicFieldName' => 'ExternalNumber',
  'Module' =>
  'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',
  'Name' => 'Test External Ticket Number',
  'SenderType' => 'system',
};
```

Machaguo ya Usanidi

- KutokaAnwaniRegExp

This is an optional setting. Only mails matching this *From:* address will be considered for this filter. You can adjust this setting to the sender address your external system uses for outgoing mails. In case this address can differ, you can set this option to empty. OTRS will in that case not check the sender address.

- NambaRegExp

Huu ni mpangilio wa lazma. Huu mpangilio una semi za kawaida ambazo OTRS itatumia kupata nambari ya tiketi kutoka kwenye somo na/au kiini cha tiketi. Usemi wa kawaida utafanana na matukio ya kwa mfano 'Tukio-12354' na itaweka sehemu iliyo kwenye mabano katika sehemu inayobadilika, kwa kesi hii '12354'.

- TafutaInSomo

Kama hii imesetiwa kuwa '1', mada ya barua pepe inatafutwa kwa ajili ya nambari ya tiketi.

- Tafuta katika Kiini

Kama hii imesetiwa kuwa '1', kiini cha barua pepe kinatafutwa kwa ajili ya nambari ya tiketi.

- **TiketiHaliAina**

Huu ni mpangilio wa hiari. Kama imetolewa, itatafuta OTRS kwa ajili ya tiketi za nje zilizo wazi tu kwa aina fulani ya hali. Aina za hali zinagawanywa na nukta mkato.

- **SehemuInayobadilika**

Huu ni mpangilio unaohitajika. Unafafanua sehemu inayobadilika ambayo inatumika kuhifadhi nambari ya nje (jina la sehemu lazima liwepo kwenye mfumo na inabidi liwe halali).

- **AinaYaMtumaji**

Hii inafafanua aina ya mtumaji wa makala zilizotengenezwa katika OTRS.

`Kernel::System::PostMaster::Filter::Decrypt` is a default module that is capable to decrypt an encrypted incoming email message (S/MIME or PGP) placing the unencrypted message body in the email header `X-OTRS-BodyDecrypted` to be processed later. Additionally it can also update the email body to the unencrypted version.

In order to decrypt the emails the system needs to be properly configured for S/MIME and/or PGP and have the needed private keys to decrypt the information.

This module is disabled by default and it can be configured directly in the System Configuration in the Admin Panel.

Machaguo ya Usanidi

- **StoreDecryptedBody**

Set this option to "1" to update the email body to the unencrypted version if the decryption was successful. Be aware that using this the emails will be stored unencrypted and there is no possible way to revert this action.

Pia inawezekana kutengeneza moduli zako za kuchuja za MkuuWaPosta.

4.1.2.5. Troubleshooting Email Filtering

This section shows some common issues and things to consider when troubleshooting Postmaster filters.

- The filters are worked in order of their alphabetically sorted filter names. The last filter wins for a certain field to be set, when the criteria match twice.
- *Stop After Match* can prevent a second match.
- Make sure the regular expression is valid.
- Headers can be set as to control OTRS, but are not written in the mail itself.
- When matching one From, CC, TO, use `EMAILADDRESS: <your@address>`
- The Mailbox must be trusted.
- The match criteria are AND conditions.
- Ticket properties can not be matched by the postmaster filter.

Note

Details about Postmaster filter processing are also present in communication logs. Make sure to check Communication Log in the Admin area.

4.2. Secure Email with PGP

OTRS ina uwezo wa kusaini au kusimba fiche ujumbe unaotoka kwa PGP. Zaidi, ujumbe unaoingia ulio simbwa fiche unaweza kusimbua fiche. Kusimba na kusimbua fiche unafanyika na kifaa cha GPL GnuPG. Kuseti GnuPG kwa ajili ya OTRS, hatua zifwatazo inabidi zifanyike:

1. Sakinisha GnuPG, kupitia meneja kifurushi wa mfumo endeshi wako.
2. Sanidi GnuPG ili utumie pamoja na OTRS. Mipangilio orodha ya lazima ya GnuPG na ufunguo binafsi lazima vitengenezwe. Amri iliyoonyeshwa chini lazima itekelezwe kama mtumiaji 'otrs' kutoka kwenye sheli.

```
linux:~# su otrs
linux:/root$ cd
linux:~$ pwd
/opt/otrs
linux:~$ gpg --gen-key
gpg (GnuPG) 1.4.2; Copyright (C) 2005 Free Software Foundation, Inc.
This program comes with ABSOLUTELY NO WARRANTY.
This is free software, and you are welcome to redistribute it
under certain conditions. See the file COPYING for details.

gpg: directory `/opt/otrs/.gnupg' created
gpg: new configuration file `/opt/otrs/.gnupg/gpg.conf' created
gpg: WARNING: options in `/opt/otrs/.gnupg/gpg.conf' are not yet active during t
his run
gpg: keyring `/opt/otrs/.gnupg/secring.gpg' created
gpg: keyring `/opt/otrs/.gnupg/pubring.gpg' created
Please select what kind of key you want:
  (1) DSA and Elgamal (default)
  (2) DSA (sign only)
  (5) RSA (sign only)
Your selection? 1
DSA keypair will have 1024 bits.
ELG-E keys may be between 1024 and 4096 bits long.
What keysize do you want? (2048)
Requested keysize is 2048 bits
Please specify how long the key should be valid.
  0 = key does not expire
  <n> = key expires in n days
  <n>w = key expires in n weeks
  <n>m = key expires in n months
  <n>y = key expires in n years
Key is valid for? (0)
Key does not expire at all
Is this correct? (y/N) y

You need a user ID to identify your key; the software constructs the user ID
from the Real Name, Comment and Email Address in this form:
  "Heinrich Heine (Der Dichter) <heinrichh@duesseldorf.de>"

Real name: Ticket System
Email address: support@example.com
Comment: Private PGP Key for the ticket system with address support@example.com
You selected this USER-ID:
"Ticket System (Private PGP Key for the ticket system with address support@examp
le.com) <support@example.com>"

Change (N)ame, (C)omment, (E)mail or (O)kay/(Q)uit? 0
You need a Passphrase to protect your secret key.

Passphrase: secret
Repeat passphrase: secret

We need to generate a lot of random bytes. It is a good idea to perform
some other action (type on the keyboard, move the mouse, utilize the
disks) during the prime generation; this gives the random number
```

```

generator a better chance to gain enough entropy.
+++++++.....+++++.....+++++
+++++++.....+++++.....+++++>+++++>+++++
.....>+++++<+++++.....+++++

Not enough random bytes available. Please do some other work to give
the OS a chance to collect more entropy! (Need 280 more bytes)

+++++++.....+++++.....+++++.....+++++.....+++++.....+++++.....+++++
+++++++.....+++++.....+++++.....+++++.....+++++.....+++++.....+++++
..+++++>.....>+++++.....>+++++<+++++<+++++.....>+++++<+++++.....
.....+++++^^^
gpg: /opt/otrs/.gnupg/trustdb.gpg: trustdb created
gpg: key 7245A970 marked as ultimately trusted
public and secret key created and signed.

gpg: checking the trustdb
gpg: 3 marginal(s) needed, 1 complete(s) needed, PGP trust model
gpg: depth: 0 valid: 1 signed: 0 trust: 0-, 0q, 0n, 0m, 0f, 1u
pub 1024D/7245A970 2006-02-03
    Key fingerprint = 2ED5 BC36 D2B6 B055 7EE1 5833 1D7B F967 7245 A970
    uid Ticket System (Private gpg key for ticket system with addre
ss support@example.com) <support@example.com>
sub 2048g/52B97069 2006-02-03

linux:~$

```

Hati: Kusanidi GnuPG.

Kama ilivyoonyeshwa kwenye hati chini, mipangilio chaguo-msingi inaweza kutumika kwa parameta nyingi zinazotakiwa. Thamani za mmiliki wa ufunguo tu ndio zinatakiwa kuingizwa kwa usahihi, na nywila sahihi kuwekwa kwa ajili ya funguo.

3. In the screen for the PGP settings, PGP should be activated for OTRS (first option). Also, the path to the gpg program should be set and checked.

Mpangilio unaofwata wa config (PGP::Options) unaweza kuhitaji mabadiliko pia. Kupitia mpangilio huu wa config, parameta ambazo zinatumiwa kwa kila utekelezaji wa gpg kwa mtumiaji wa 'otrs' unaweza kuwekwa bayana. Hasa, mpangilio orodha wa mafaili ya config ya GnuPG ya mtumiaji wa 'otrs' ni muhimu. Kwenye mfano /opt/otrs/.gnupg imetumiwa. Huu mpangilio orodha ulitengenezwa mapema wakati wa usanidi wa PGP.

Kwa kupitia chaguo linalofwata la usanidi (PGP::Ufunguo::Nywila) inawezekana kubainisha jozi ya Vitambulisho vya funguo na nywila zake kwa ajili ya funguo binafsi. Kwa sababu mawasiliano ya wabia kutoka nje wanaandika kwenye mfumo wa tiketi na ujumbe wao kufanyiwa usimbaji fiche kwa kutumia funguo zako za umma, OTRS inaweza kusimbua fiche huu ujumbe kwa kutumia Kitambulisho/nywila zilizobainishwa hapa.

Jinsi ya kupata kitambulisho cha ufunguo wako binafsi? Kitambulisho cha ufunguo wako binafsi tayari kinaonyeshwa wakati wa uzalishaji funguo (ona hatua 1 hapo juu). Pia inawezekana kupata Kitambulisho kama amri itakayoonyeshwa kwenye hati ifuatayo itatekelezwa kama mtumiaji 'otrs':

```

linux:~# su otrs
linux:/root$ cd
linux:~$ pwd
/opt/otrs
linux:~$ gpg --list-keys
/opt/otrs/.gnupg/pubring.gpg
-----
pub 1024D/7245A970 2006-02-03
uid Ticket System (Private gpg key for ticket system with
address support@example.com) <support@example.com>

```

```
sub 2048g/52B97069 2006-02-03
```

```
linux:~$
```

Hati: Kupata Kitambulisho cha ufunguo wako binafsi.

Kitambulisho cha ufunguo binafsi kinaweza kupatikana katika mstari uanoanza na "sub". Ni tungo iliyo katika hexadecimal ambayo ina urefu wa herufi nane, katika mfano juu ni "52B97069". Nywila unayotakiwa kuweka bayana kwa ajili ya huu ufunguo katika mfumo wa tiketi ni sawa na uliotolewa wakati wa uzalishaji ufunguo.

Baada ya hii data kuingizwa, kitufe cha ku "sasisha" kinaweza kutumika kuhifadhi mipangilio. OTRS iko tayari kupokea na kusimbua fiche ujumbe uliofanyiwa usimbaji.

4. Hatimaye, agiza ufunguo wa umma wa mteja. Hii inahakikisha kwamba ujumbe uliofanyiwa usimbaji fiche unaweza kutumwa nje kwa huyu mteja. Kuna njia mbili za kugiza ufunguo wa umma wa mteja.

Njia ya kwanza ni kubainisha ufunguo wa umma wa mteja katika kiolesura cha usimamizi wa mteja.

Njia ya pili ni kuweka bayana ufunguo kupitia mipangilio ya PGP, inafikika kutoka kwenye kurasa ya Msimamizi. Katika upande wa kulia wa hii skrini, funguo za umma za wateja zilizoagizwa kutoka nje zinaonyeshwa. Baada ya PGP kuamilishwa na kusanidiwa kwa ajili ya OTRS, funguo yako mwenyewe ya umma itaorodheshwa hapa. Kwenye upande wa kushoto wa skrini ya mipangilio ya PGP inawezekana kutafuta funguo. Pia ufunguo mpya wa umma unaweza kupakiwa kwenye mfumo kutoka kwenye faili.

Mafaili yenye ufunguo wa umma ambayo yanahitaji kuagizwa kwenye OTRS inabidi yawe tangamanifu na mafaili ya ufunguo ya GnuPGP. Katika kesi nyingi, ufunguo uliohifadhiwa katika faili ni "ufunguo unaolindwa na ASCII". OTRS inaweza kushughulika na umbizo hili.

4.3. Secure Email with S/MIME

Kwa muonekano wa kwanza, usimbaji fiche kwa S/MIME unaonekana mgumu kulinganisha na PGP. Kwanza inabidi uanzishe Mamlaka ya Uhalalishaji (CA) kwa ajili ya mfumo wa OTRS. Hatua zinazofuata ni kama zile zinazohitajika na PGP: sanidi OTRS, sakinisha hati yako mwenyewe, agiza hati nyingine za umma kama zinavyohitajika, na kadh.

Usanidi wa S/MIME unafanyika nje ya kiolesura cha tovuti cha OTRS kwa asilimia kubwa, na unatakiwa ufanyike kwenye sheli na mtumiaji wa 'otrs'. Usanidi wa MIME chini ya Linux unajikita katika SSL (OpenSSL). Kwahiyo kwanza kabisa kagua kama kifurudhi cha OpenSSL kimesakinishwa kwenye mfumo wako. Kifurushi cha OpenSSL kinajumuisha hati iitwayo CA.pl, ambamo ndani yake hatua za muhimu za utengenezaji wa hati zinaweza kufanyika. Kurahisisha mchakato, tafuta wapi kwenye mfumo wa mafaili hati ya CA.pl imehifadhiwa na ingiza mahali inapopatikana katika kishika nafasi NJIA cha sheli (ona Hati chini).

```
otrs@linux:~> rpm -ql openssl | grep CA
/usr/share/ssl/misc/CA.pl
otrs@linux:~> export PATH=$PATH:/usr/share/ssl/misc
otrs@linux:~> which CA.pl
/usr/share/ssl/misc/CA.pl
otrs@linux:~> mkdir tmp; cd tmp
otrs@linux:~/tmp>
```

Hati: Usanidi wa S/MIME.

Hati hapo juu inaonyesha kwamba mipangilio orodha mpya wa muda ~/tmp umetengenezwa, ambapo ndani yake hati itazalishwa.

Kutengeneza hati, fanya operesheni zifuatazo katika tungo amri (tunaamini msimamizi wa OTRS inabidi atengeneze hati ya SSL kwa ajili ya kujaribisha na kujifunza. Kama tayari una hati ya SL iliyothibitishwa kwa ajili ya usimbaji fiche, itumie na ruka hizi hatua):

1. Anzisha Mamlaka yako ya Uhalalishaji kwa ajili ya SSL. unahitaji kuthibitisha maombi ya hati yako ya SSL (ona Hati chini).

```

otrs@linux:~/tmp> CA.pl -newca
CA certificate filename (or enter to create)

Making CA certificate ...
Generating a 1024 bit RSA private key
.....+++++
.....+++++
writing new private key to './demoCA/private/akey.pem'
Enter PEM pass phrase:
Verifying - Enter PEM pass phrase:
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:DE
State or Province Name (full name) [Some-State]:OTRS-state
Locality Name (eg, city) []:OTRS-town
Organization Name (eg, company) [Internet Widgits Pty Ltd]:Your company
Organizational Unit Name (eg, section) []:
Common Name (eg, YOUR name) []:OTRS Admin
Email Address []:otrs@your-domain.tld
otrs@linux:~/tmp> ls -la demoCA/
total 8
-rw-r--r--  1 otrs otrs 1330 2006-01-08 17:54 cacert.pem
drwxr-xr-x  2 otrs otrs  48 2006-01-08 17:53 certs
drwxr-xr-x  2 otrs otrs  48 2006-01-08 17:53 crl
-rw-r--r--  1 otrs otrs   0 2006-01-08 17:53 index.txt
drwxr-xr-x  2 otrs otrs  48 2006-01-08 17:53 newcerts
drwxr-xr-x  2 otrs otrs  80 2006-01-08 17:54 private
-rw-r--r--  1 otrs otrs  17 2006-01-08 17:54 serial
otrs@linux:~/tmp>

```

Hati: Kuweka Mamlaka ya Uhalalishaji kwa ajili ya SSL.

2. Zalisha maombi ya cheti (ona Hati chini).

```

otrs@linux:~/tmp> CA.pl -newreq
Generating a 1024 bit RSA private key
.....+++++
.....+++++
writing new private key to 'newreq.pem'
Enter PEM pass phrase:
Verifying - Enter PEM pass phrase:
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:DE\keyreturn
State or Province Name (full name) [Some-State]:OTRS-state
Locality Name (eg, city) []:OTRS-town
Organization Name (eg, company) [Internet Widgits Pty Ltd]:Your company
Organizational Unit Name (eg, section) []:

```

```
Common Name (eg, YOUR name) []:OTRS admin
Email Address []:otrs@your-domain.tld

Please enter the following 'extra' attributes
to be sent with your certificate request
A challenge password []:
An optional company name []:
Request (and private key) is in newreq.pem
otrs@linux:~/tmp> ls -la
total 4
drwxr-xr-x 6 otrs otrs 232 2006-01-08 17:54 demoCA
-rw-r--r-- 1 otrs otrs 1708 2006-01-08 18:04 newreq.pem
otrs@linux:~/tmp>
```

Hati: Kutengeneza maombi ya cheti.

3. Kusaini maombi ya hati. Maombi ya hati yanaweza kusainiwa na kuthibitishwa na Mamlaka yako ya Uhalalishaji, au ili kuaminika zaidi kwa kusainiwa na Mamlaka nyingine ya Uhalalishaji iliyothibitishwa. (ona chini).

```
otrs@linux:~/tmp> CA.pl -signreq
Using configuration from /etc/ssl/openssl.cnf
Enter pass phrase for ./demoCA/private/cakey.pem:
Check that the request matches the signature
Signature ok
Certificate Details:
  Serial Number:
    fd:85:f6:9f:14:07:16:c8
  Validity
    Not Before: Jan  8 17:04:37 2006 GMT
    Not After : Jan  8 17:04:37 2007 GMT
  Subject:
    countryName           = DE
    stateOrProvinceName   = OTRS-state
    localityName          = OTRS-town
    organizationName      = Your Company
    commonName            = OTRS administrator
    emailAddress          = otrs@your-domain.tld
  X509v3 extensions:
    X509v3 Basic Constraints:
      CA:FALSE
    Netscape Comment:
      OpenSSL Generated Certificate
    X509v3 Subject Key Identifier:
      01:D9:1E:58:C0:6D:BF:27:ED:37:34:14:D6:04:AC:C4:64:98:7A:22
    X509v3 Authority Key Identifier:
      keyid:10:4D:8D:4C:93:FD:2C:AA:9A:B3:26:80:6B:F5:D5:31:E2:8E:DB:A8
      DirName:/C=DE/ST=OTRS-state/L=OTRS-town/O=Your Company/
      CN=OTRS admin/emailAddress=otrs@your-domain.tld
      serial:FD:85:F6:9F:14:07:16:C7

Certificate is to be certified until Jan  8 17:04:37 2007 GMT (365 days)
Sign the certificate? [y/n]:y

1 out of 1 certificate requests certified, commit? [y/n]y
Write out database with 1 new entries
Data Base Updated
Signed certificate is in newcert.pem
otrs@linux:~/tmp>
```

Hati: Kusaini maombi ya cheti.

4. Zalisha hati yako mwenyewe, na data zote zinaoendana nazo, kwa kutumia maombi ya hati yaliyosainiwa (ona Hati chini).

```
otrs@linux:~/tmp> CA.pl -pkcs12 "OTRS Certificate"
```

```
Enter pass phrase for newreq.pem:
Enter Export Password:
Verifying - Enter Export Password:
otrs@linux:~/tmp> ls -la
total 12
drwxr-xr-x 6 otrs otrs 328 2006-01-08 18:04 demoCA
-rw-r--r-- 1 otrs otrs 3090 2006-01-08 18:13 newcert.p12
-rw-r--r-- 1 otrs otrs 3791 2006-01-08 18:04 newcert.pem
-rw-r--r-- 1 otrs otrs 1708 2006-01-08 18:04 newreq.pem
otrs@linux:~/tmp>
```

Hati: Kuzalisha cheti kipya.

Sasa kwa kuwa hizi operesheni zimefanyika, kuseti S/MIME lazima kukamilike katika OTRS.

hiki kipande cha kuseti kinafanyika katika ukurasa wa Msimamizi, kuchagua kiungo "SMIME". Ikiwa msaada wa S/MIME wa kawaida kwenye OTRS haujawezeshwa, barakoa itanbainisha hii kwa msimamizi na kutoa kiungo cha kuiwezesha.

With the SysConfig group "Crypt::SMIME", you can also enable and configure the general S/MIME support.

Hana unweza kuamilisha msaada wa S/MIME, na kufafanua njia za anri ya OpenSSL na mpangilio orodha wa hati. Faili la ufunguo lililo tengenezwa hapo juu lazima lihifadhiwe kwenye mpangilio orodha ulioonyeshwa hapa. La sivyo OpenSSL haiwezi kulitumia.

Hatua inayofwata inafanywa kwenye usanidi wa S/MIME katika ukurasa wa Msimamizi wa OTRS. Hapa unaweza kuagiza ufunguo binafsi wa (za) mfumo wa OTRS na funguo za umma za mawasiliano ya wabia wengine. Ingiza ufunguo wa umma ambao umetengenezwa mwanzoni mwa kifungu hiki na kuongezwa kwenye OTRS.

Obviously, all public S/MIME keys of communication partners can be imported using the customer user administration tool as well.

4.3.1. Fetch S/MIME Certificates from Customer User Backends

It is possible to use a Customer User Backed (such as LDAP) as the source of public S/MIME certificates. This certificates could be imported into the system and be displayed in S/MIME configuration on the OTRS Admin page and they can be used from OTRS to send encrypted emails to the customers.

In order to enable this feature is needed to:

1. Enable SMIME in SysConfig
2. Enable SMIME: :FetchFromCustomer in SysConfig
3. Configure a customer user backend to provide the attribute UserSMIMECertificate with the customer user S/MIME certificate (there is an example for LDAP customer user mapping in \$OTRS_HOME/Kernel/Config/Defaults.pm).

This feature can be used in three different ways:

1. Incoming Emails:

A dedicated Postmaster filter (PostMaster::PreFilterModule###000-SMIMEFetchFromCustomer in SysConfig) will extract the email address of each incoming email and will try to find the email address in the list of customers. If found it will try get the S/MIME certificate from customer user attributes. If a certificate is found it will try to import it (unless it was already imported).

2. Specific email address or all customers:

The console command `Maint::SMIME::CustomerCertificate::Fetch` can be used to import the S/MIME certificate of one customer email address as:

```
shell> perl /opt/otrs/bin/otrs.Console.pl Maint::SMIME::CustomerCertificate::Fetch --email customer@example.com
```

In this case the console command will try to match the supplied email address with one of the customer users. If found it will try add to the system the S/MIME certificate found in customer user properties (if the certificate is not already added).

The same console command can be used to import the S/MIME certificates of all customer users (limited to `CustomerUserSearchListLimit` property from the customer user backend). This option is discouraged specially for systems with a large number of customer users as it might require too much time to execute and depending on the limit it might be possible that not all customer certificates will be fetch. Execute the console command in this mode as:

```
shell> perl /opt/otrs/bin/otrs.Console.pl Maint::SMIME::CustomerCertificate::Fetch --add-all
```

For this option the console command will query the customer user backends to get all possible customers and for each it will check if there is a S/MIME certificate. If a certificate is found, it will try to add it to the system (if the certificate is not already added).

3. Renew existing certificates:

Another console command `Maint::SMIME::CustomerCertificate::Renew` can be used to check for all existing certificates in the system. This verifies that the existing certificates from customer users matches the ones that are retrieved by the customer user properties. Any new certificate in the customer user backend will be added into the system (no certificates are deleted in this process).

This console command is executed once a day by the OTRS daemon automatically with the task `Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIME-Certificates` (as seen in `SysConfig`), but it can be also executed manually on demand as:

```
shell> perl /opt/otrs/bin/otrs.Console.pl Maint::SMIME::CustomerCertificate::Renew
```

5. Using External backends

5.1. Customer Data

OTRS works with many customer data attributes such as username, email address, phone number, etc. These attributes are displayed in both the Agent and the Customer frontends, and also used for the authentication of customers.

Data za mteja zinazotumika au kuonyeshwa kwenye OTRS zinauwezekano mkubwa wa kugeuzwa kukufaa. Taarifa ifuatayo hata hivyo inahitajika muda wote kwa ajili ya uthibitisho wa mteja:

- Mtumiaji ingia
- Anwani ya barua pepe

- Kitambulisho cha mteja

Tumia parameta zifuatazo za SysConfig kama unataka kuonyesha taarifa za mteja katika kiolesura cha wakala wako.

```
# Ticket::Frontend::CustomerInfo*
# (show customer info on Compose (Phone and Email), Zoom and
# Queue view)
$Self->{'Ticket::Frontend::CustomerInfoCompose'} = 1;
$Self->{'Ticket::Frontend::CustomerInfoZoom'} = 1;
```

Hati: parameta za usanidi za SysConfig.

5.2. Customer User Backend

Unaweza kutumia aina mbili za mazingira ya nyuma ya mtumiaji, DB na LDAP. Kama tayari una mazingira mengine ya nyuma ya mteja (mf. SAP), inawezekana pia kuandika moduli ambayo inaitumia.

5.2.1. Hifadhidata (Chaguo-msingi)

The Example below shows the configuration of a DB customer backend, which uses customer data stored in the OTRS database.

Example 4.7. Usanidi wa hifadhidata ya mazingira ya nyuma ya mteja

```
# CustomerUser (customer database backend and settings)
$Self->{CustomerUser} = {
  Name => 'Database Datasource',
  Module => 'Kernel::System::CustomerUser::DB',
  Params => {
    # if you want to use an external database, add the required settings
    # DSN => 'DBI:odbc:yourdsn',
    # Type => 'mssql', # only for ODBC connections
    # DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
    # User => '',
    # Password => '',
    # Table => 'customer_user',

    # CaseSensitive will control if the SQL statements need LOWER()
    # function calls to work case insensitively. Setting this to
    # 1 will improve performance dramatically on large databases.
    CaseSensitive => 0,
  },
# customer unique id
CustomerKey => 'login',

# customer #
CustomerID => 'customer_id',
CustomerValid => 'valid_id',
  CustomerUserListFields => ['first_name', 'last_name', 'email'],
  CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
  CustomerUserSearchPrefix => '',
  CustomerUserSearchSuffix => '*',
  CustomerUserSearchListLimit => 250,
  CustomerUserPostMasterSearchFields => ['email'],
  CustomerUserNameFields => ['title', 'first_name', 'last_name'],
  CustomerUserEmailUniqCheck => 1,
# # show not own tickets in customer panel, CompanyTickets
# CustomerUserExcludePrimaryCustomerID => 0,
# # generate auto logins
# AutoLoginCreation => 0,
# AutoLoginCreationPrefix => 'auto',
# # admin can change customer preferences
# AdminSetPreferences => 1,
```

```
# # cache time to live in sec. - cache any database queries
# CacheTTL => 0,
# # just a read only source
# ReadOnly => 1,
# Map => [
#   # note: Login, Email and CustomerID needed!
#   # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target, link class(es)
  [ 'UserTitle',      'Title',      'title',      1, 0, 'var', '', 0 ],
  [ 'UserFirstname', 'Firstname', 'first_name', 1, 1, 'var', '', 0 ],
  [ 'UserLastname',  'Lastname',  'last_name',  1, 1, 'var', '', 0 ],
  [ 'UserLogin',     'Username',  'login',     1, 1, 'var', '', 0 ],
  [ 'UserPassword',  'Password',  'pw',        0, 0, 'var', '', 0 ],
  [ 'UserEmail',     'Email',     'email',     1, 1, 'var', '', 0 ],
#   [ 'UserEmail',    Translatable('Email'), 'email',     1, 1, 'var', '[%
Env("CGIHandle") %]?Action=AgentTicketCompose;ResponseID=1;TicketID=[% Data.TicketID | uri
%];ArticleID=[% Data.ArticleID | uri %]', 0, '', 'AsPopup OTRSPopup_TicketAction' ],
  [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],
#   [ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
  [ 'UserPhone',     'Phone',     'phone',     1, 0, 'var', '', 0 ],
  [ 'UserFax',       'Fax',       'fax',       1, 0, 'var', '', 0 ],
  [ 'UserMobile',    'Mobile',    'mobile',    1, 0, 'var', '', 0 ],
  [ 'UserStreet',    'Street',    'street',    1, 0, 'var', '', 0 ],
  [ 'UserZip',       'Zip',       'zip',       1, 0, 'var', '', 0 ],
  [ 'UserCity',      'City',      'city',      1, 0, 'var', '', 0 ],
  [ 'UserCountry',   'Country',   'country',   1, 0, 'var', '', 0 ],
  [ 'UserComment',   'Comment',   'comments',  1, 0, 'var', '', 0 ],
  [ 'ValidID',       'Valid',     'valid_id',  0, 1, 'int', '', 0 ],

#   # Dynamic field example
#   [ 'DynamicField_Name_X', undef, 'Name_X', 0, 0, 'dynamic_field', undef, 0, undef,
undef, ],
# ],
# # default selections
# Selections => {
#   UserTitle => {
#     'Mr.' => 'Mr.',
#     'Mrs.' => 'Mrs.',
#   },
# },
};
```

Ukitaka kugeuza data za mteja kukufaa, badili vichwa vya safuwima au ongeza mpya kwenye jedwali la mteja_mtumiaji kwenye hifadhidata ya OTRS. Kama mfano, hati hapa chini inaonyesha jinsi ya kuongeza sehemu mpya kwa ajili ya nambari ya chumba.

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 116 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD room VARCHAR (250);
Query OK, 1 rows affected (0.01 sec)
Records: 1 Duplicates: 0 Warnings: 0

mysql> quit
Bye
linux:~#
```

Hati: Kuongeza sehemu ya chumba katika jedwali la mteja_mtumiaji.

Sasa ongeza safuwima mpya kwenye mkusanyiko wa RAMANI katika Kernel/Config.pm, kama inavyoonyeshwa katika hati inayofuata.

```
# var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
readonly, http-link-target, link class(es)
[...]
[ 'UserRoom', 'Room', 'room', 0, 1, 'var', '', 0 ],
```

Hati: Kuongeza sehemu ya chumba kweye faili Kernel/Config.pm.

Pia inawezekana kuhariri taarifa zote za mteja kupitia kiungo cha mteja kwenye kiolesura cha Wakala.

Note

Please note that you may omit `http-link-target` and `link class` keys in map array elements, if they are not to be used. These keys add `target=""` and `class=""` attributes to the HTTP link element, respectively. They are ignored if `http-link` is not set.

5.2.1.1. Customer with Multiple IDs (Company Tickets)

Inawezekana kugawia zaidi ya kitambulisho cha mteja kimoja kwa mteja. Hii inakuwa na manufaa kama mteja anatakiwa kufikia tiketi za wateja wengine, mf. msimamizi anataka kuangalia tiketi za wasaidizi wake. Kama mteja anaweza kufikia tiketi za mteja mwingine, kipengele cha tiketi za kampuni cha OTRS kinatumika. Tiketi za kampuni zinaweza kufikiwa kupitia kiungo "Tiketi za Kampuni" katika paneli ya wateja.

Kutumia tiketi za kampuni, safuwima mpya yenye Vitambulisho ambavyo vinaweza kufikiwa na mteja, inabidi viongezwe kwenye jedwali la mteja_mtumiaji katika hifadhidata ya OTRS (ona Hati chini).

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 124 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD customer_ids VARCHAR (250);
Query OK, 1 rows affected (0.02 sec)
Records: 1 Duplicates: 0 Warnings: 0

mysql> quit
Bye
linux:~#
```

Hati: Kuongeza sehemu ya mteja_vitambulisho kwenye jedwali la mteja_mtumiaji.

Sasa safuwima mpya inabidi iongezwe kwenye mkusanyiko wa RAMANI katika Kernel/Config.pm, kama ilivyoonyeshwa kwenye hati chini.

```
# var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
readonly, http-link-target, link class(es)
[...]
[ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
```

Hati: Kuongeza sehemu ya Vitambulisho vya MtumiajiMteja kwenye faili Kernel/Config.pm.

Sasa safuwima mpya kwa ajili ya Vitambulisho vingi vya mteja inaweza kuhaririwa kupitia kiolesura cha Wakala, katika kifungu cha usimamizi wa mteja.

To ensure that one customer can access the tickets of other customers, add the IDs of these other users into the new field for the multiple customer IDs. Each ID has to be separated by a semicolon (see Example below).

Example 4.8. Using Company Tickets with a DB Backend

Wateja A,B na C wapo kwenye mfumo wako, na A anataka kufikia tiketi za B na C kupitia paneli ya mteja. B na C hawatakiwi kufikia tiketi za watumiaji wengine.

Kutambua mpangilio huu, badilisha jedwali la mteja_mtumiaji na miunganiko katika Kernel/Config.pm kama ilivyoelezwa hapo juu. Kisha pakia mipangilio ya mteja A kupitia kiungo cha Mteja katika kiolesura cha Wakala au kupitia kurasa ya Msimamizi. Kama mipangilio imeonyeshwa, ongeza kwenye sehemu ya Vitambulisho vya Wateja thamani "B;C".

5.2.2. LDAP

If you have an LDAP directory with your customer data, you can use it as the customer backend with OTRS, as shown in Example below.

Example 4.9. Usanidi wa LDAP ya mazingira yanyuma ya mteja

```
# CustomerUser
# (customer ldap backend and settings)
$self->{CustomerUser} = {
    Name => 'LDAP Data Source',
    Module => 'Kernel::System::CustomerUser::LDAP',
    Params => {
        # ldap host
        Host => 'bay.csuhayward.edu',
        # ldap base dn
        BaseDN => 'ou=seas,o=csuh',
        # search scope (one|sub)
        SSCOPE => 'sub',
        # The following is valid but would only be necessary if the
        # anonymous user does NOT have permission to read from the LDAP tree
        UserDN => '',
        UserPw => '',
        # in case you want to add always one filter to each ldap query, use
        # this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter =>
        '(objectclass=user)'
        AlwaysFilter => '',
        # if the charset of your ldap server is iso-8859-1, use this:
        SourceCharset => 'iso-8859-1',
    },
    # Net::LDAP new params (if needed - for more info see perl doc Net::LDAP)
    Params => {
        port => 389,
        timeout => 120,
        async => 0,
        version => 3,
    },
},
# customer unique id
CustomerKey => 'uid',
# customer #
CustomerID => 'mail',
CustomerUserListFields => ['cn', 'mail'],
CustomerUserSearchFields => ['uid', 'cn', 'mail'],
CustomerUserSearchPrefix => '',
CustomerUserSearchSuffix => '*',
CustomerUserSearchListLimit => 250,
CustomerUserPostMasterSearchFields => ['mail'],
CustomerUserNameFields => ['givenname', 'sn'],
# show not own tickets in customer panel, CompanyTickets
CustomerUserExcludePrimaryCustomerID => 0,
```



```
# add an ldap filter for valid users (expert setting)
# CustomerUserValidFilter => '(!description=locked)',
# administrator can't change customer preferences
AdminSetPreferences => 0,
# # cache time to live in sec. - cache any database queries
# CacheTTL => 0,
Map => [
  # note: Login, Email and CustomerID are mandatory!
  # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target, link class(es)
  [ 'UserTitle',      'Title',      'title',          1, 0, 'var', '', 0 ],
  [ 'UserFirstname', 'Firstname', 'givenname',     1, 1, 'var', '', 0 ],
  [ 'UserLastname',  'Lastname',  'sn',            1, 1, 'var', '', 0 ],
  [ 'UserLogin',     'Username',  'uid',           1, 1, 'var', '', 0 ],
  [ 'UserEmail',     'Email',     'mail',          1, 1, 'var', '', 0 ],
  [ 'UserCustomerID', 'CustomerID', 'mail',          0, 1, 'var', '', 0 ],
#   [ 'UserCustomerIDs', 'CustomerIDs', 'second_customer_ids', 1, 0, 'var', '', 0 ],
  [ 'UserPhone',     'Phone',     'telephonenumber', 1, 0, 'var', '', 0 ],
  [ 'UserAddress',   'Address',   'postaladdress',  1, 0, 'var', '', 0 ],
  [ 'UserComment',   'Comment',   'description',    1, 0, 'var', '', 0 ],
],
};
```

Kama sifa za ziada za mteja zimehifadhiwa kwenye mpangilio orodha wa LDAP yako, kwa mfano jina la meneja, namba ya simu ya mkononi, au idara, na kama unataka kuonyesha taarifa hizi kwenye OTRS, panua mkusanyiko wa RAMANI kwenye Kernel/Config.pm na maingizo kwa sifa hizi, kama ilivyoonyeshwa kwenye hati ifuatayo.

```
# var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
readonly, http-link-target, link class(es)
[... ]
[ 'UserPhone',      'Phone',      'telephonenumber', 1, 0, 'var', '', 0 ],
```

Hati: Kuongeza sehemu mpya kwenye Kernel/Config.pm file.

5.2.2.1. Customer with Multiple IDs (Company Tickets)

Inawezekana kugawia zaidi ya Kitambulisho kimoja cha Mteja kwa mteja, ukiwa unatumia mazingira ya nyuma ya LDAP. Kutumia tiketi za kampuni, sehemu mpya inabidi iongezwe kwenye mpangilio orodha wa LDAP ambayo ina vitambulisho vinavyofikika na mteja.

Kama sehemu mpya kwenye mpangilio orodha wa LDAP imetengenezwa, ingizo jipya inabidi liongezwe kwenye mkusanyiko wa RAMANI katika Kernel/Config.pm, kama ilivyoonyeshwa kwenye hati chini.

```
# var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
readonly
[... ]
[ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
```

Hati: Kuunganisha sehemu mpya kwenye Kernel/Config.pm file.

Sehemu kwa ajili ya vitambulisho vingi vya mteja inabidi kuhaririwa moja kwa moja katika mpangilio orodha wa LDAP. OTRS inaweza kusoma tu kutoka kwenye LDAP, sio kuandika.

To ensure access by a customer to the tickets of other customers, add the customer IDs of the customers whose tickets should be accessed to the new field in your LDAP directory. Each ID has to be separated by a semicolon (see Example below).

Example 4.10. Kutumia tiketi za Kampuni na mazingira ya nyuma ya LDAP

Wateja A,B na C wapo kwenye mfumo wako, na A anataka kufikia tiketi za B na C kupitia paneli ya mteja. B na C hawatakiwi kufikia tiketi za watumiaji wengine.

Kutambua mpangilio huu, badilisha mpangilio orodha wa LDAP na miunganiko katika Kernel/Config.pm kama ilivyoelezwa juu. Kisha ongeza kwenye sehemu ya Vitambulisho vya wateja thamani "B;C" kwa mteja A katika mpangilio orodha wa LDAP.

5.2.3. Using More than One Customer Backend with OTRS

If you want to utilize more than one customer data source used with OTRS (e.g. an LDAP and a database backend), the CustomerUser config parameter should be expanded with a number, e.g. "CustomerUser1", "CustomerUser2" (see Example below).

Example 4.11. Kutumia zaidi ya mazingira ya nyuma ya mteja ya aina moja na OTRS

Mfano unaofuata wa usanidi unaonyesha matumizi ya mazingira ya nyuma ya mteja ya LDAP na hifadhidata katika OTRS.

```
# 1. Customer user backend: DB
# (customer database backend and settings)
$self->{CustomerUser1} = {
  Name => 'Customer Database',
  Module => 'Kernel::System::CustomerUser::DB',
  Params => {
    # if you want to use an external database, add the
    # required settings
    DSN => 'DBI:odbc:yourdsn',
    Type => 'mssql', # only for ODBC connections
    DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
    User => '',
    Password => '',
    Table => 'customer_user',
  },
  # customer unique id
  CustomerKey => 'login',
  # customer #
  CustomerID => 'customer_id',
  CustomerValid => 'valid_id',
  CustomerUserListFields => ['first_name', 'last_name', 'email'],
  CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
  CustomerUserSearchPrefix => '',
  CustomerUserSearchSuffix => '*',
  CustomerUserSearchListLimit => 250,
  CustomerUserPostMasterSearchFields => ['email'],
  CustomerUserNameFields => ['title', 'first_name', 'last_name'],
  CustomerUserEmailUniqCheck => 1,
  # show not own tickets in customer panel, CompanyTickets
  CustomerUserExcludePrimaryCustomerID => 0,
  # generate auto logins
  AutoLoginCreation => 0,
  AutoLoginCreationPrefix => 'auto',
  # admin can change customer preferences
  AdminSetPreferences => 1,
  # cache time to live in sec. - cache any database queries
  CacheTTL => 0,
  # just a read only source
  ReadOnly => 1,
  Map => [
    # note: Login, Email and CustomerID needed!
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
    link, readonly, http-link-target
    [ 'UserTitle',      'Title',      'title',      1, 0, 'var', '', 0 ],
    [ 'UserFirstname', 'Firstname',  'first_name', 1, 1, 'var', '', 0 ],
    [ 'UserLastname',  'Lastname',  'last_name',  1, 1, 'var', '', 0 ],
    [ 'UserLogin',     'Username',  'login',      1, 1, 'var', '', 0 ],
    [ 'UserPassword',  'Password',  'pw',         0, 0, 'var', '', 0 ],
    [ 'UserEmail',     'Email',     'email',      1, 1, 'var', '', 0 ],
  ],
}
```

```

    [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],
    [ 'UserPhone', 'Phone', 'phone', 1, 0, 'var', '', 0 ],
    [ 'UserFax', 'Fax', 'fax', 1, 0, 'var', '', 0 ],
    [ 'UserMobile', 'Mobile', 'mobile', 1, 0, 'var', '', 0 ],
    [ 'UserStreet', 'Street', 'street', 1, 0, 'var', '', 0 ],
    [ 'UserZip', 'Zip', 'zip', 1, 0, 'var', '', 0 ],
    [ 'UserCity', 'City', 'city', 1, 0, 'var', '', 0 ],
    [ 'UserCountry', 'Country', 'country', 1, 0, 'var', '', 0 ],
    [ 'UserComment', 'Comment', 'comments', 1, 0, 'var', '', 0 ],
    [ 'ValidID', 'Valid', 'valid_id', 0, 1, 'int', '', 0 ],
  ],
  # default selections
  Selections => {
    UserTitle => {
      'Mr.' => 'Mr.',
      'Mrs.' => 'Mrs.',
    },
  },
};

# 2. Customer user backend: LDAP
# (customer ldap backend and settings)
$self->{CustomerUser2} = {
  Name => 'LDAP Datasource',
  Module => 'Kernel::System::CustomerUser::LDAP',
  Params => {
    # ldap host
    Host => 'bay.csuhayward.edu',
    # ldap base dn
    BaseDN => 'ou=seas,o=csuh',
    # search scope (one|sub)
    SSCOPE => 'sub',
    # The following is valid but would only be necessary if the
    # anonymous user does NOT have permission to read from the LDAP tree
    UserDN => '',
    UserPw => '',
    # in case you want to add always one filter to each ldap query, use
    # this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter =>
    '(objectclass=user)'
    AlwaysFilter => '',
    # if the charset of your ldap server is iso-8859-1, use this:
    SourceCharset => 'iso-8859-1',

    # Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
    Params => {
      port => 389,
      timeout => 120,
      async => 0,
      version => 3,
    },
  },
  # customer unique id
  CustomerKey => 'uid',
  # customer #
  CustomerID => 'mail',
  CustomerUserListFields => ['cn', 'mail'],
  CustomerUserSearchFields => ['uid', 'cn', 'mail'],
  CustomerUserSearchPrefix => '',
  CustomerUserSearchSuffix => '*',
  CustomerUserSearchListLimit => 250,
  CustomerUserPostMasterSearchFields => ['mail'],
  CustomerUserNameFields => ['givenname', 'sn'],
  # show not own tickets in customer panel, CompanyTickets
  CustomerUserExcludePrimaryCustomerID => 0,
  # add a ldap filter for valid users (expert setting)
  CustomerUserValidFilter => '(!(description=locked))',
  # admin can't change customer preferences
  AdminSetPreferences => 0,
  Map => [
    # note: Login, Email and CustomerID needed!
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
    link, readonly
  ]
};

```

```

[ 'UserTitle',      'Title',      'title',      1, 0, 'var', '', 0 ],
[ 'UserFirstname', 'Firstname',  'givenname',  1, 1, 'var', '', 0 ],
[ 'UserLastname', 'Lastname',   'sn',         1, 1, 'var', '', 0 ],
[ 'UserLogin',     'Username',   'uid',        1, 1, 'var', '', 0 ],
[ 'UserEmail',     'Email',     'mail',       1, 1, 'var', '', 0 ],
[ 'UserCustomerID', 'CustomerID', 'mail',       0, 1, 'var', '', 0 ],
# [ 'UserCustomerIDs', 'CustomerIDs', 'second_customer_ids', 1, 0, 'var', '', 0 ],
[ 'UserPhone',     'Phone',     'telephonenumber', 1, 0, 'var', '', 0 ],
[ 'UserAddress',   'Address',   'postaladdress',  1, 0, 'var', '', 0 ],
[ 'UserComment',   'Comment',   'description',  1, 0, 'var', '', 0 ],
],
};

```

Inawezekana kuunganisha mpaka mazingira ya nyuma 10 tofauti ya mteja. Tumia kiolesura cha usimamizi cha mteja katika OTRS kuona au kuhariri (tukiamini utawala data umewezeshwa) data zote za mteja.

5.2.4. Storing CustomerUser Data in Dynamic Fields

Mara nyingine inaweza kuwa na manufaa kuhifadhi data za MtejaMtumiaji katika sehemu zinazobadilika za tiketi, kwa fano kutengeneza takwimu muhimu kwenye data hizi.

Thamani za sehemu zinazobadilika zinasetiwa tiketi inapotengenezwa au pale mteja wa tiketi anapobadilishwa. Thamani za sehemu zinazobadilika zinachukuliwa kutoka kwenye data za mteja. Hii inafanya kazi kwa mazingira yoye ya nyuma, lakini ni ya manufaa zaidi kwa mazingira aya nyuma ya LDAP.

To activate this optional feature of OTRS, please activate the settings Ticket::EventModulePost###950-DynamicFieldFromCustomerUser and DynamicFieldFromCustomerUser::Mapping. The latter setting contains the configuration of which CustomerUser field entry should be stored in which ticket dynamic field. The fields must be present in the system and should be enabled for AgentTicketFreeText, so that they can be set manually. They mustn't be enabled for AgentTicketPhone, AgentTicketEmail and AgentTicketCustomer. If they were, they would have precedence over the automatically set values.

5.3. Backends to Authenticate Agents and Customers

OTRS inatoa chaguo la kuthibitisha mawakala na wateja katika mazingira tofauti ya nyuma.

5.3.1. Mazingira ya nyuma ya kuthibitisha Mawakala

5.3.1.1. DB (Chaguo-msingi)

The backend to authenticate agents which is used by default is the OTRS database. Agents can be added and edited via the agent management interface in the Admin page (see Example below).

Example 4.12. Thibitisha mawakala katika mazingira ya nyuma ya DB.

```
$Self->{'AuthModule'} = 'Kernel::System::Auth::DB';
```

5.3.1.2. LDAP

If an LDAP directory has all your agent data stored, you can use the LDAP module to authenticate your users in OTRS (see Example below). This module has only read access

to the LDAP tree, which means that you cannot edit your user data via the agent management interface.

Example 4.13. Thibitisha mawakala katika mazingira ya nyuma ya LDAP.

```
# This is an example configuration for an LDAP auth. backend.
# (Make sure Net::LDAP is installed!)
$self->{'AuthModule::LDAP::Auth::LDAP'} = 'Kernel::System::Auth::LDAP';
$self->{'AuthModule::LDAP::Host'} = 'ldap.example.com';
$self->{'AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$self->{'AuthModule::LDAP::UID'} = 'uid';

# Check if the user is allowed to auth in a posixGroup
# (e. g. user needs to be in a group xyz to use otrs)
$self->{'AuthModule::LDAP::GroupDN'} = 'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
$self->{'AuthModule::LDAP::AccessAttr'} = 'memberUid';
# for ldap posixGroups objectclass (just uid)
# $self->{'AuthModule::LDAP::UserAttr'} = 'UID';
# for non ldap posixGroups objectclass (with full user dn)
# $self->{'AuthModule::LDAP::UserAttr'} = 'DN';

# The following is valid but would only be necessary if the
# anonymous user do NOT have permission to read from the LDAP tree
$self->{'AuthModule::LDAP::SearchUserDN'} = '';
$self->{'AuthModule::LDAP::SearchUserPw'} = '';

# in case you want to add always one filter to each ldap query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter => '(objectclass=user)'
$self->{'AuthModule::LDAP::AlwaysFilter'} = '';

# in case you want to add a suffix to each login name, then
# you can use this option. e. g. user just want to use user but
# in your ldap directory exists user@domain.com
# $self->{'AuthModule::LDAP::UserSuffix'} = '@domain.com';

# Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
$self->{'AuthModule::LDAP::Params'} = {
  port => 389,
  timeout => 120,
  async => 0,
  version => 3,
};
```

Mipangilio ya usanidi iliyoonyeshwa kwenye hati hapo chini inaweza kutumika kulanishia data zote za mtumiaji kutoka kwenye mpangilio orodha wako wa LDAP kwenda kwenye hifadhidata yako ya OTRS ya ndani. Hii inapunguza idadi ya maombi kwenda kwenye seva yako ya LDAP na inaongeza kasi ya uthibitisho na OTRS. Ulandanishi wa data unafanyika pale wakala anapojithibitisha kwa mara ya kwanza. Hata hivyo hiyo data inaweza kulandanishwa na hifadhidata ya ndani ya OTRS, mpangilio orodha wa LDAP ni mfano wa mwisho wa uthibitisho, kwa hiyo mtumiaji aliye lemaa aliye katika matawi ya LDAP hawezi kujithibitisha kwenye OTRS, hata kama data za akaunti tayari zimehifadhiwa kwenye hifadhidata ya OTRS. Data za wakala kwenye mpangilio orodha wa LDAP haziwezi kuhaririwa kupitia kiolesura cha tovuti cha OTRS, kwa hiyo data inabidi isimamiwe moja kwa moja katika matawi ya LDAP.

```
# defines AuthSyncBackend (AuthSyncModule) for AuthModule
# if this key exists and is empty, there won't be a sync.
# example values: AuthSyncBackend, AuthSyncBackend2
$self->{'AuthModule::UseSyncBackend'} = 'AuthSyncBackend';

# agent data sync against ldap
$self->{'AuthSyncModule'} = 'Kernel::System::Auth::Sync::LDAP';
$self->{'AuthSyncModule::LDAP::Host'} = 'ldap://ldap.example.com/';
$self->{'AuthSyncModule::LDAP::BaseDN'} = 'dc=otrs, dc=org';
$self->{'AuthSyncModule::LDAP::UID'} = 'uid';
```

```

$Self->{'AuthSyncModule::LDAP::SearchUserDN'} = 'uid=sys, ou=user, dc=otrs, dc=org';
$Self->{'AuthSyncModule::LDAP::SearchUserPw'} = 'some_pass';
$Self->{'AuthSyncModule::LDAP::UserSyncMap'} = {
  # DB -> LDAP
  UserFirstname => 'givenName',
  UserLastname  => 'sn',
  UserEmail     => 'mail',
};
[...]

# AuthSyncModule::LDAP::UserSyncInitialGroups
# (sync following group with rw permission after initial create of first agent
# login)
$Self->{'AuthSyncModule::LDAP::UserSyncInitialGroups'} = [
  'users',
];

```

Hati: Kulandanisha data za mtumiaji kutoka kwenye mpangilio orodha wa LDAP kwenda kwenye hifadhidata ya OTRS.

Alternatively, you can use LDAP groups to determine group memberships or roles in OTRS. For more information and examples, see `Kernel/Config/Defaults.pm`. Here is an example for synchronizing from LDAP into OTRS groups.

```

# Attributes needed for group syncs
# (attribute name for group value key)
$Self->{'AuthSyncModule::LDAP::AccessAttr'} = 'memberUid';
# (select the attribute for type of group content UID/DN for full ldap name)
# $Self->{'AuthSyncModule::LDAP::UserAttr'} = 'UID';
# $Self->{'AuthSyncModule::LDAP::UserAttr'} = 'DN';

AuthSyncModule::LDAP::UserSyncGroupsDefinition
# (If "LDAP" was selected for AuthModule and you want to sync LDAP
# groups to otrs groups, define the following.)
$Self->{'AuthSyncModule::LDAP::UserSyncGroupsDefinition'} = {
  # your ldap group
  'cn=agent,o=otrs' => {
    # otrs group(s)
    'admin' => {
      # permission
      rw => 1,
      ro => 1,
    },
    'faq' => {
      rw => 0,
      ro => 1,
    },
  },
  'cn=agent2,o=otrs' => {
    'users' => {
      rw => 1,
      ro => 1,
    },
  },
};

```

5.3.1.3. HTTPBasicAuth za Wakala

If you want to implement a "single sign on" solution for all your agents, you can use HTTP basic authentication (for all your systems) and the HTTPBasicAuth module for OTRS (see Example below).

Example 4.14. Halalisha Wakala kwa kutumia HTTPBasic

```

# This is an example configuration for an apache ($ENV{REMOTE_USER})
# auth. backend. Use it if you want to have a single login through

```

```
# apache http-basic-auth
$Self->{'AuthModule'} = 'Kernel::System::Auth::HTTPBasicAuth';

# Note:
#
# If you use this module, you should use as fallback
# the following configuration settings if the user is not authorized
# apache ($ENV{REMOTE_USER})
$Self->{'LoginURL'} = 'http://host.example.com/not-authorized-for-otrs.html';
$Self->{'LogoutURL'} = 'http://host.example.com/thanks-for-using-otrs.html';
```

5.3.1.4. Nusukipenyo

The configuration parameters shown in Example below can be used to authenticate agents against a Radius server.

Example 4.15. Thibitisha mawakala katika mazingira ya nyuma ya Radius.

```
# This is example configuration to auth. agents against a radius server
$Self->{'AuthModule'} = 'Kernel::System::Auth::Radius';
$Self->{'AuthModule::Radius::Host'} = 'radiushost';
$Self->{'AuthModule::Radius::Password'} = 'radiussecret';
```

5.3.2. Authentication Backends for Customers

5.3.2.1. Hifadhidata (Chaguo-msingi)

The default user authentication backend for customers in OTRS is the OTRS database. With this backend, all customer data can be edited via the web interface of OTRS (see Example below).

Example 4.16. Uthibitisho wa mtumiaji mteja katika mazingira ya nyuma ya DB

```
# This is the auth. module against the otrs db
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::DB';
$Self->{'Customer::AuthModule::DB::Table'} = 'customer_user';
$Self->{'Customer::AuthModule::DB::CustomerKey'} = 'login';
$Self->{'Customer::AuthModule::DB::CustomerPassword'} = 'pw';
#$Self->{'Customer::AuthModule::DB::DSN'} =
"DBI:mysql:database=customerdb;host=customerdbhost";
#$Self->{'Customer::AuthModule::DB::User'} = "some_user";
#$Self->{'Customer::AuthModule::DB::Password'} = "some_password";
```

5.3.2.2. LDAP

If you have an LDAP directory with all your customer data, you can use the LDAP module to authenticate your customers to OTRS (see Example below). Because this module has only read-access to the LDAP backend, it is not possible to edit the customer data via the OTRS web interface.

Example 4.17. Uthibitisho wa mtumiaji mteja katika mazingira ya nyuma ya LDAP

```
# This is an example configuration for an LDAP auth. backend.
# (make sure Net::LDAP is installed!)
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::LDAP';
$Self->{'Customer::AuthModule::LDAP::Host'} = 'ldap.example.com';
```

```

$Self->{'Customer::AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'Customer::AuthModule::LDAP::UID'} = 'uid';

# Check if the user is allowed to auth in a posixGroup
# (e. g. user needs to be in a group xyz to use otrs)
$Self->{'Customer::AuthModule::LDAP::GroupDN'} =
  'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
$Self->{'Customer::AuthModule::LDAP::AccessAttr'} = 'memberUid';
# for ldap posixGroups objectclass (just uid)
$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'UID';
# for non ldap posixGroups objectclass (full user dn)
#$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'DN';

# The following is valid but would only be necessary if the
# anonymous user does NOT have permission to read from the LDAP tree
$Self->{'Customer::AuthModule::LDAP::SearchUserDN'} = '';
$Self->{'Customer::AuthModule::LDAP::SearchUserPw'} = '';

# in case you want to add always one filter to each ldap query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter => '(objectclass=user)'
$Self->{'Customer::AuthModule::LDAP::AlwaysFilter'} = '';

# in case you want to add a suffix to each customer login name, then
# you can use this option. e. g. user just want to use user but
# in your ldap directory exists user@domain.com
#$Self->{'Customer::AuthModule::LDAP::UserSuffix'} = '@domain.com';

# Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
$Self->{'Customer::AuthModule::LDAP::Params'} = {
  port => 389,
  timeout => 120,
  async => 0,
  version => 3,
};

```

5.3.2.3. HTTPBasicAuth for Customers

If you want to implement a "single sign on" solution for all your customer users, you can use HTTPBasic authentication (for all your systems) and use the HTTPBasicAuth module with OTRS (no login is needed with OTRS any more). See Example below.

Example 4.18. Uthibitisho wa Mteja kwa kutumia HTTPBasic

```

# This is an example configuration for an apache ($ENV{REMOTE_USER})
# auth. backend. Use it if you want to have a single login through
# apache http-basic-auth
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::HTTPBasicAuth';

# Note:
# If you use this module, you should use the following
# config settings as fallback, if user isn't login through
# apache ($ENV{REMOTE_USER})
$Self->{'CustomerPanelLoginURL'} = 'http://host.example.com/not-authorized-for-otrs.html';
$Self->{'CustomerPanelLogoutURL'} = 'http://host.example.com/thanks-for-using-otrs.html';

```

5.3.2.4. Nusukipenyo

The settings shown in Example below can be used to authenticate your customers against a Radius server.

Example 4.19. Uthibitisho wa mtumiaji mteja katika mazingira ya nyuma ya Radius

```

# This is a example configuration to auth. customer against a radius server
$Self->{'Customer::AuthModule'} = 'Kernel::System::Auth::Radius';

```



```
$Self->{'Customer::AuthModule::Radius::Host'} = 'radiushost';
$Self->{'Customer::AuthModule::Radius::Password'} = 'radiussecret';
```

5.4. Customizing the Customer Self-Registration

Inawezekana kugeuza kukufaa usajili binafsi kwa ajili ya wateja wapya, inafikika kupitia paneli ya customer.pl. Sehemu mpya za hiari au zinazohitajika, kama nambari ya chumba, anwani au hali zinaweza kuongezwa.

Mfano ufwatao unaonyesha jinsi unaweza kubainisha sehemu inayohitajika katika hifadhi data ya mteja, katika kesi hii hifadhi nambari ya chumba cha mteja.

5.4.1. Customizing the Web Interface

To display the new field for the room number in the customer.pl web interface, the .tt file responsible for the layout in this interface has to be modified. Edit the Kernel/Output/HTML/Templates/Standard/CustomerLogin.tt file, adding the new field around line 130 (see Script below).

```
[...]
<div class="NewLine">
  <label for="Room">[% Translate("Room{CustomerUser}") | html %]</label>
  <input title="[% Translate("Room Number") | html %]" name="Room" type="text"
  id="UserRoom" maxlength="50" />
</div>
[...]
```

Hati: Kuonyesha sehemu mpya katika kiolesura cha wavuti.

5.4.2. Customer Mapping

Katika hatua inayofuata, muunganiko wa mteja inabidi upanuliwe na ingizo jipya kutoka kwenye nambari mpya. Kuhakikisha kwamba mabadiliko hayapotei baada ya usasishaji, weka mipangilio ya "MtumiajiMteja" kutoka kwenye Kernel/Config/Defaults.pm kwenye Kernel/Config.pm. Sasa badilisha mkusanyiko wa RAMANI na ongeza sehemu mpya ya nambari ya chumba, kama ilivyoonyeshwa kwenye hati chini.

```
# CustomerUser
# (customer database backend and settings)
$Self->{CustomerUser} = {
  Name => 'Database Backend',
  Module => 'Kernel::System::CustomerUser::DB',
  Params => {
    # if you want to use an external database, add the
    # required settings
    # DSN => 'DBI:odbc:yourdsn',
    # Type => 'mssql', # only for ODBC connections
    # DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
    # User => '',
    # Password => '',
    Table => 'customer_user',
  },
  # customer unique id
  CustomerKey => 'login',
  # customer #
  CustomerID => 'customer_id',
  CustomerValid => 'valid_id',
  CustomerUserListFields => ['first_name', 'last_name', 'email'],
  # CustomerUserListFields => ['login', 'first_name', 'last_name', 'customer_id', 'email'],
  CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
  CustomerUserSearchPrefix => '',
}
```

```

CustomerUserSearchSuffix => '*',
CustomerUserSearchListLimit => 250,
CustomerUserPostMasterSearchFields => ['email'],
CustomerUserNameFields => ['title', 'first_name', 'last_name'],
CustomerUserEmailUniqCheck => 1,
# # show not own tickets in customer panel, CompanyTickets
# CustomerUserExcludePrimaryCustomerID => 0,
# # generate auto logins
# AutoLoginCreation => 0,
# AutoLoginCreationPrefix => 'auto',
# # admin can change customer preferences
# AdminSetPreferences => 1,
# # cache time to live in sec. - cache database queries
# CacheTTL => 0,
# # just a read only source
# ReadOnly => 1,
Map => [

    # note: Login, Email and CustomerID needed!
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target
    [ 'UserTitle',      'Title',      'title',      1, 0, 'var', '', 0 ],
    [ 'UserFirstname', 'Firstname',  'first_name', 1, 1, 'var', '', 0 ],
    [ 'UserLastname',  'Lastname',   'last_name',  1, 1, 'var', '', 0 ],
    [ 'UserLogin',     'Username',   'login',      1, 1, 'var', '', 0 ],
    [ 'UserPassword',  'Password',   'pw',         0, 0, 'var', '', 0 ],
    [ 'UserEmail',     'Email',      'email',      1, 1, 'var', '', 0 ],
    [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],
    [ 'UserPhone',     'Phone',      'phone',      1, 0, 'var', '', 0 ],
    [ 'UserFax',       'Fax',        'fax',        1, 0, 'var', '', 0 ],
    [ 'UserMobile',    'Mobile',     'mobile',     1, 0, 'var', '', 0 ],
    [ 'UserRoom',      'Room',       'room',       1, 0, 'var', '', 0 ],
    [ 'UserStreet',    'Street',     'street',     1, 0, 'var', '', 0 ],
    [ 'UserZip',       'Zip',        'zip',        1, 0, 'var', '', 0 ],
    [ 'UserCity',      'City',       'city',       1, 0, 'var', '', 0 ],
    [ 'UserCountry',   'Country',    'country',    1, 0, 'var', '', 0 ],
    [ 'UserComment',   'Comment',    'comments',   1, 0, 'var', '', 0 ],
    [ 'ValidID',       'Valid',      'valid_id',   0, 1, 'int', '', 0 ],
],
# default selections
Selections => {
    UserTitle => {
        'Mr.' => 'Mr.',
        'Mrs.' => 'Mrs.',
    },
},
};

```

Hati: Kubadilisha miunganiko ya mkusanyiko.

5.4.3. Customizing the customer_user Table in the OTRS DB

Hatua ya mwisho ni kuongeza nambari mpya ya safuwima ya chumba katika jedwali la mteja_mtumiaji kwenye hifadhidata ya OTRS (ona Kielelezo chini). Katika safuwima hii, maingizo ya nambari ya chumba yatahifadhiwa.

```

linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 6 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed

```

```
mysql> ALTER TABLE customer_user ADD room VARCHAR (200);  
Query OK, 3 rows affected (0.01 sec)  
Records: 3 Duplicates: 0 Warnings: 0  
  
mysql> quit  
Bye  
linux:~#
```

Hati: Kuongeza safuwima mpya kwenye jedwali la mteja_mtumiaji.

Now the new field for the room should be displayed in the Customer Information panel if filled, and in the Customer User administration screens. Also, new customers should have to insert their room number if they register a new account.

6. Mipangilio ya tiketi

6.1. Hali za Tiketi

6.1.1. Hali zilizofasiliwa kabla

OTRS inakuruhusu kubadilisha hali ya tiketi iliyofafanuliwa tayari na aina zake, au hata kuongeza mpya. Sifa mbili ni muhimu kwa ajili ya hali: jina la hali na aina ya hali.

Hali chaguo-msingi ya OTRS ni: 'imefungwa kwa mafanikio', 'imefungwa pasipo mafanikio', 'unganishwa', 'mpya', 'wazi', 'inasubiri kufunga otomatiki+', 'inasubiri kufunga otomatiki-', 'inasumbiri kikumbusho' na 'ondolewa'.

6.1.1.1. Mpya

Tiketi huwa katika hali hii kama zimetengenezwa kutoka kwenye barua pepe zinazolingia.

6.1.1.2. Wazi

Hii ndio chaguo-msingi la hali ya tiketi zilizo chini ya foleni na wakala.

6.1.1.3. Kikumbusho kinachosubiri

Baada ya muda wa kusubiri kuisha, mmiliki wa tiketi atapokea kikumbusho cha barua pepe kuhusu tiketi. Kama tiketi haijafungwa, kikumbusho kitatumwa kwa mawakala wote kwenye foleni. Tiketi za ukumbusho zitatumwa tu katika masaa ya biashara, na kurudia kutumwa kila masaa 24 mpaka hali ya tiketi itakapobadilishwa na wakala. Muda uliotumika na tiketi katika hali hii utajumlishwa kwenye mahesabu ya muda wa kupanda.

6.1.1.4. Funga otomatiki inasubiri-

Tiketi katika hali hii zitasetiwa kuwa "Hazijafungwa Kikamilifu" kama muda wa kusubiri umeisha. Muda uliotumiwa na tiketi katika hali hii utaongezwa kwenye mahesabu ya muda wa kupanda.

6.1.1.5. Funga otomatiki inasubiri+

Tiketi katika hali hii zitasetiwa kuwa "Zimefungwa Kikamilifu" kama muda wa kusubiri umeisha. Muda uliotumiwa na tiketi katika hali hii utaongezwa kwenye mahesabu ya muda wa kupanda.

6.1.1.6. Unganishwa

Hii ni hali ya tiketi zilizounganishwa na tiketi nyingine.

6.1.1.7. Removed

This is the state for tickets that have been removed by the customer. Tickets will not really be deleted, they are just no longer shown as open. In order to enable this state in the customer interface you need to add the state type "removed" to the sysconfig setting "Ticket::Frontend::CustomerTicketZoom###StateType".

6.1.1.8. Imafungwa kwa Mafanikio

Hii ni hali ya mwisho kwa tiketi ambazo zimesuluhishwa kwa mafanikio. Kutegemeana na usanidi wako, unaweza au usiweze kufungua upya tiketi zilizofungwa.

6.1.1.9. Imefungwa Pasipo Mafanikio

Hii ni hali ya mwisho kwa tiketi ambazo HAZIJASULUHISHWA kwa mafanikio. Kutegemeana na usanidi wako, unaweza au usiweze kufungua upya tiketi zilizofungwa.

6.1.2. Kugeuza hali kukufaa

Every state has a name (state-name) and a type (state-type). Click on the States link on the Admin page and press the button "Add state" to create a new state. You can freely choose the name of a new state. The state types can not be changed via the web interface. The database has to be directly modified if you want to add new types or change existing names. The default state types should typically not be modified as this can yield unpredictable results. For instance, escalation calculations and the unlock feature are based on specific state types.

Jina la hali iliyopo tayari linaweza kubadilishwa, au hali mpya zilizoongezwa kupitia hii skrini. Kama hali "mpya" imebadilishwa kupitia hiki kiolesura cha tovuti, haya mabadiliko pia lazima yafanyiwe usanidi kupitia faili la usanidi Kernel/Config.pm au kupitia kiolesura cha SysConfig. Mipangilio iliyowekwa bayana katika hati chini lazima ibadilishwe kuhakikisha OTRS inafanya kazi na hali iliyobadilishwa kwa ajili ya "mpya".

```
[...]  
# PostmasterDefaultState  
# (The default state of new tickets.) [default: new]  
$Self->{PostmasterDefaultState} = 'new';  
  
# CustomerDefaultState  
# (default state of new customer tickets)  
$Self->{CustomerDefaultState} = 'new';  
[...]
```

Hati: Kubadilisha mipangilio ya Kernel/Config.pm.

Kama aina mpya ya hali inatakiwa kuongezwa, Jedwali la tiketi_hali_aina katika hifadhidata ya OTRS inahitaji kubadilishwa na programu ya hifadhidata ya mteja, kama ilivyoonyeshwa kwenye hati chini.

```
linux:~# mysql -p  
Enter password:  
Welcome to the MySQL monitor.  Commands end with ; or \g.  
Your MySQL connection id is 23 to server version: 5.0.16-Debian_1-log  
  
Type 'help;' or '\h' for help. Type '\c' to clear the buffer.  
  
mysql> use otrs;  
Reading table information for completion of table and column names  
You can turn off this feature to get a quicker startup with -A  
  
Database changed  
mysql> insert into ticket_state_type (name,comments) values ('own','Own
```

```
state type');  
Query OK, 1 row affected (0.00 sec)  
  
mysql> quit  
Bye  
linux:~#
```

Hati: Kurekebisha hifadhidata ya OTRS .

Sasa inawezekana kutumia aina mpya za hali ulizotengeneza. Baada ya hali kuunganishwa na hii aina mpya ya hali, usanidi wa OTRS pia unatakiwa kunadilishwa kuhakikisha hali mpya inatumika. Badilisha machaguo yafuatayo tu kupitia SysConfig:

Frontend::Agent::Ticket::ViewPhoneNew > AgentTicketPhone###StateDefault - to define the default next state for new phone tickets.

Frontend::Agent::Ticket::ViewPhoneNew > AgentTicketPhone###StateType - to define the available next states for new phone tickets.

Frontend::Agent::Ticket::ViewEmailNew > AgentTicketEmail###StateDefault - to define the default next state for new email tickets.

Frontend::Agent::Ticket::ViewEmailNew > AgentTicketEmail###StateType - to define the available next states for new email tickets.

Frontend::Agent::Ticket::ViewPhoneOutbound > AgentTicketPhoneOutbound###State - to define the default next state for new phone articles.

Frontend::Agent::Ticket::ViewPhoneOutbound > AgentTicketPhoneOutbound###StateType - to define the available next states for new phone articles.

Frontend::Agent::Ticket::ViewMove > AgentTicketMove###State - to define the default next state for moving a ticket.

Frontend::Agent::Ticket::ViewMove > AgentTicketMove###StateType - to define the available next states for moving a ticket.

Frontend::Agent::Ticket::ViewBounce > StateDefault - to define the default next state after bouncing a ticket.

Frontend::Agent::Ticket::ViewBounce > StateType - to define the available next states in the bounce screen.

Frontend::Agent::Ticket::ViewBulk > StateDefault - to define the default next state in a bulk action.

Frontend::Agent::Ticket::ViewBulk > StateType - to define the available next states in the bulk action screen.

Frontend::Agent::Ticket::ViewClose > StateDefault - to define the default next state after closing a ticket.

Frontend::Agent::Ticket::ViewClose > StateType - to define the available next states in the close screen.

Frontend::Agent::Ticket::ViewCompose > StateDefault - to define the default next state in the Compose (reply) screen.

Frontend::Agent::Ticket::ViewCompose > StateType - to define the available next states in the Compose (reply) screen.

Frontend::Agent::Ticket::ViewForward > StateDefault - to define the default next state after forwarding a ticket.

Frontend::Agent::Ticket::ViewForward > StateType - to define the available next states in the Forward screen.

Frontend::Agent::Ticket::ViewForward > StateDefault - to define the default next state of a ticket in the free text screen.

Frontend::Agent::Ticket::ViewForward > StateType - to define the available next states in the free text screen.

Core::PostMaster > PostmasterDefaultState - to define the state of tickets created from emails.

Core::PostMaster > PostmasterFollowUpState - to define the state of tickets after a follow-up has been received.

Core::PostMaster > PostmasterFollowUpStateClosed - to define the state of tickets after a follow-up has been received on an already closed ticket.

Core::Ticket > ViewableStateType - to define the state types that are displayed at various places in the system, for example in the Queueview.

Core::Ticket > UnlockStateType - to define the state types for unlocked tickets.

Core::Ticket > PendingReminderStateType - to define the state type for reminder tickets.

Core::Ticket > PendingAutoStateType - to define the state type for Pending Auto tickets.

Core::Ticket > StateAfterPending - to define the state a ticket is set to after the Pending Auto timer of the configured state has expired.

6.2. Ticket Priorities

OTRS inakuja na ngazi tano za chaguo-msingi la vipaumbele ambavyo vinaweza kubadilishwa kupitia kiubgo "Vipaumbele" katika ukurasa wa Msimamizi. Wakati wa kutengeneza orodha iliyogeuzwa kukufaa ya vipaumbele, tafadhali weka akilini kwamba zimepangwa kwa alfabeti katika kisanduku cha kuchagua kipaumbele katika kiolesura cha mtumiaji. Pia, OTRS ina agiza tiketi kwa Vitambulisho vya ndani vya hifadhidata katika MuonekanoWaFoleni.

Note

Kama ilivyo kwa vyombo vingine vya OTRS, vipaumbele haviwezi kufutwa, vinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

Important

Kama kipaumbele kipya kimeongezwa au kama kilichopo kimebadilishwa, unaweza kutaka kubadilisha baadhi ya thamani katika SysConfig:

- Core::Postmaster::PostmasterDefaultPriority - defines the default priority for all incoming emails.
- Frontend::Agent::Ticket::ViewPhoneNew:Priority - defines the default priority in the New Phone Ticket screen for agents.
- Frontend::Agent::Ticket::ViewEmailNew:Priority - defines the default priority in the New Email Ticket screen for agents.
- ExternalFrontend::TicketCreate###PriorityDefault - defines the default priority in the New Ticket screen in the external frontend.

6.3. Jukumu la Tiketi & Kuangalia Tiketi

Kutoka OTRS 2.1 na kuendelea, inawezekana kumuweka mtu kama mhusika wa tiketi, zaidi ya mmiliki wake. Zaidi, shughuli zote zilizounganishwa na tiketi zinaweza kuangaliwa na mtu zaidi ya mmiliki wa tiketi. Hizi kazi mbili zinatekelezwa na sifa TiketiMhusika na TiketiMuangalizi, na kuwezesha ugawaji wa kazi na kufanya kazi ndani ya miundo msonge ya makundi.

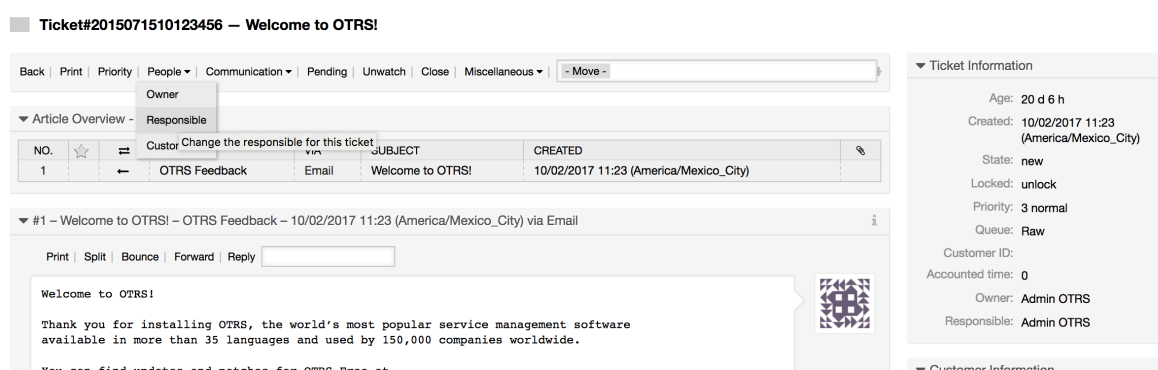
6.3.1. Jukumu la Tiketi

The ticket responsibility feature facilitates the complete processing of a ticket by an agent other than the ticket owner. Thus an agent who has locked a ticket can pass it on to another agent, who is not the ticket owner, in order for the second to respond to a customer request. After the request has been dealt with, the first agent can withdraw the ticket responsibility from the second agent.

With the configuration parameter Ticket::Responsible, the ticket responsibility feature can be activated. This will cause 3 new links to appear in the ticket activities menu of a zoomed ticket in the agent interface.

Majukumu ya tiketi yanaweza kugawiwa kwa kuita maudhui ya tiketi na kubofya kwenye kiungo "Jukumu" katika menyu ya shughuli za tiketi kwenye tiketi iliyokuzwa katika kiolesura cha wakala (ona kielelezo chini).

Figure 4.82. Changing the Responsibility of a ticket in its zoomed view



Ticket#2015071510123456 – Welcome to OTRS!

Back | Print | Priority | People | Communication | Pending | Unwatch | Close | Miscellaneous | Move

Owner: [Dropdown]

Article Overview - Responsible

NO.	Star	Move	Subject	CREATED
1			OTRS Feedback - Email - Welcome to OTRS!	10/02/2017 11:23 (America/Mexico_City)

#1 – Welcome to OTRS! – OTRS Feedback – 10/02/2017 11:23 (America/Mexico_City) via Email

Print | Split | Bounce | Forward | Reply

Welcome to OTRS!

Thank you for installing OTRS, the world's most popular service management software available in more than 35 languages and used by 150,000 companies worldwide.

You can find updates and patches for OTRS Free at

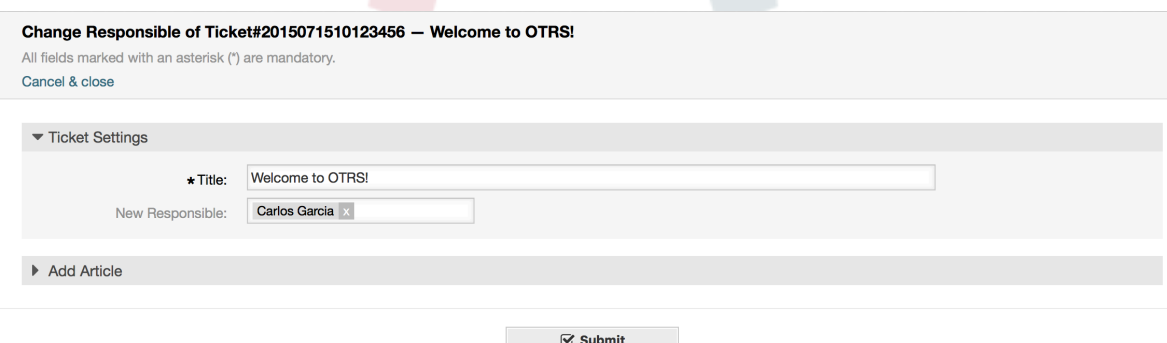
Ticket Information

Age: 20 d 6 h
 Created: 10/02/2017 11:23 (America/Mexico_City)
 State: new
 Locked: unlock
 Priority: 3 normal
 Queue: Raw
 Customer ID:
 Accounted time: 0
 Owner: Admin OTRS
 Responsible: Admin OTRS

Customer Information

After clicking on "Responsible", a pop-up dialog to change the responsibility of that ticket will open (see figure below). This dialog can also be used to send a message to the new responsible agent.

Figure 4.83. Pop-up dialog to change a ticket's responsibility



Change Responsible of Ticket#2015071510123456 – Welcome to OTRS!

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

Cancel & close

Ticket Settings

* Title: Welcome to OTRS!

New Responsible: Carlos Garcia

Add Article

Submit

Orodha ya tiketi zote ambazo wakala anawajibika, zinaweza kufikiwa kupitia muonekaano wa Majukumu wa kiolesura cha wakala wa OTRS, baada tu ya kipengele cha jukumu la tiketi kuamilishwa.

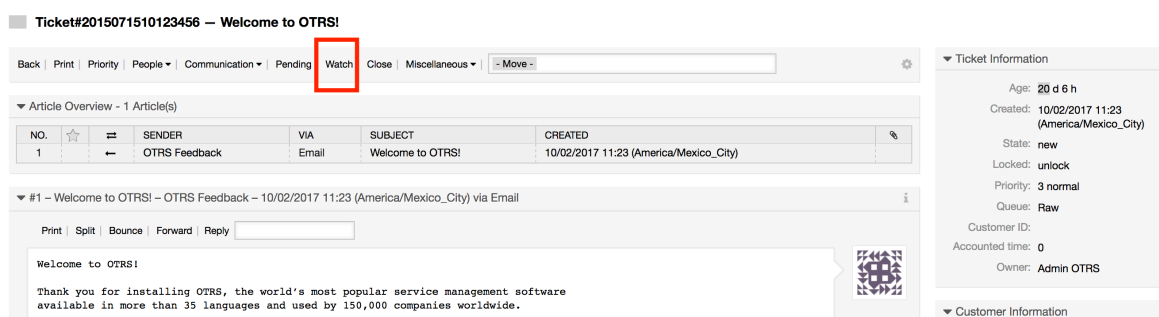
6.3.2. Uangalizi wa tiketi

Kutoka OTRS 2.1 na kuendelea, chagua mawakala kama wasimamizi wanaweza kuangalia baadhi ya tiketi ndani ya mfumo bila kuzichakatisha, kwa kutumia kipengele TiketiMwangaalizi.

The TicketWatcher feature can be activated with the configuration parameter Ticket::Watcher which adds new links to your actions toolbar. Using Ticket::WatcherGroup, one or more user groups with permission to watch tickets can also be defined.

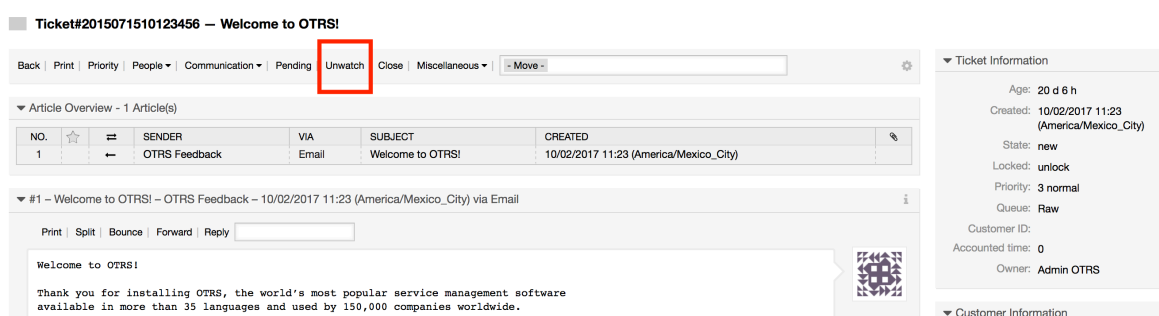
In order to watch a ticket, go to its zoomed view and click on the "Subscribe" link in the ticket activities menu (see figure below).

Figure 4.84. Subscribing to watching a ticket in its zoomed view



If you no longer want to watch a specific ticket, go to its zoomed view and click on the "Unsubscribe" link in the ticket activities menu (see figure below).

Figure 4.85. Unsubscribing from watching a ticket in its zoomed view



The list of all watched tickets can be accessed through the Watched view of the OTRS agent interface (see figure below), as soon as the ticket watcher feature gets activated.

Figure 4.86. Watched tickets view



7. Date and Time Related Functions

7.1. Kuseti masaa, sikuku na majira ya bi-ashara

Some functions in OTRS, like escalations and automatic unlocking of tickets, depend on a proper configuration of business hours, time zones and holidays. You can define these via the SysConfig interface, in `Core::Time`. You can also specify different sets of business hours, holidays and time zones as separate 'Calendars' in `Core::Time::Calendar1` through `Core::Time::Calendar9`. Calendars can be defined by queue settings, or on SLA levels. This means that, for example, you can specify a calendar with 5 x 8 business hours for your 'standard' SLA, but create a separate calendar with 7 x 24 support for your 'gold' SLA; as well as set a calendar for your 'Support-USA' queue with a different time window than your 'Support-Japan' queue. OTRS can handle up to 99 different calendars.

7.1.1. Time zones

OTRS needs to know which time zone should be used to store date and time related data in the database. You can set this in `Core::Time:OTRSTimeZone`. The default is UTC and if you set up a new OTRS it is strongly recommended to leave it at this. If you updated from an OTRS older than version 6, you must ensure that `OTRSTimeZone` is being set to a time zone that matches your previous setup. Otherwise new data will be stored with a different time zone than your existing data. Once you decided on a time zone and data was stored (tickets, etc.), you shouldn't change the time zone anymore because otherwise you would end up with data stored in different time zones.

You can set a default time zone for new agents and customer users via `Core::Time:UserDefaultTimeZone`. This time zone will be used for all users that don't have selected a time zone in their preferences.

7.1.2. Masaa ya Biashara

Set up the working hours for your system in SysConfig `Core::Time:TimeWorkingHours`, or for your specific calendar in the calendar's configuration. OTRS can handle a granularity of one hour. Checking the marks in the boxes 8, 9, 10 ... 17 corresponds with business hours of 8:00 AM - 6:00 PM.

Katika masaa ya biashara tu ndio tiketi zinaweza kupanda, taarifa za tiketi zilizopandishwa na tiketi zinazosubiri zinatamwa, na tiketi zinafunguliwa.

7.1.3. Fixed Date Holidays

Holidays that are on a fixed date every year, such as New Year's Day or the Fourth of July, can be specified in `TimeVacationDays`, or in the corresponding section for the calendars 1-9.

Tiketi hazitapandishwa wala kufunguliwa katika siku zilizofafanuliwa kama `MudaSikuZa-Sikukuu`.

Note

Kwa chaguo-msingi OTRS inasafirishwa na sikukuu za *German* zimesakinishwa.

7.1.4. Floating Holidays

Holidays such as Easter that do not have a yearly fixed date but instead vary each year, can be specified in `TimeVacationDaysOneTime`.

Tiketi hazitapandishwa na hazitafunguliwa katika tarehe zilizofafanuliwa katika MudaSikuZaSikukuuMaraMoja

Note

OTRS haisafirishwi na sikukuu yoyote ya Wakati-Mmoja ikiwa imesakinishwa. Hii ina maanisha unatakiwa kuongeza sikukuu, kama Pasaka au Sikuku ya Shukrani, kwenye mfumo wakati wa kusanidi OTRS.

7.2. Ufunguaji Otomatiki

Tiketi zilizofungwa zinaweza kufunguliwa kiotomatiki na mfumo. Hiki kipengele kinaweza kuwa cha muhimu, kwa mfano, wakala amefunga tiketi ambazo zinatakiwa kuchakatishwa, lakini hawezi kuzifanyia kazi kwa sababu fulani, tuseme yuko nje ya ofisi kwa dharura. Kipengele otomatiki cha kufungua kinafungua tiketi baada ya muda fulani kuhakikisha hakuna tiketi zilizofungwa zitakazosahaulika, hivyo kuruhusu mawakala wengine kuzichakatisha.

The amount of time before a ticket is unlocked can be specified in the queue settings for every queue. The command `bin/otrs.Console.pl Maint::Ticket::Unlock`, which is executed periodically as a cron job, performs the automated unlocking of tickets.

Taarifa kuhusu tiketi zilizofunguliwa zinatamwa nje kwa wale mawakala wenye foleni zilizotetiwa tiketi zilizofunguliwa kwenye 'Foleni zangu', na wame amilisha taarifa kwenye tiketi zilizofunguliwa katika mapendeleo yao binafsi.

Tiketi zitafunguliwa kama masharti yote yafuatayo yamefikwa:

- Kuna *muda wa mwisho wa kufungua* umefafanuliwa kwenye foleni ambayo tiketi imo.
- Tiketi imesetiwa kuwa *imefungwa*.
- Hali ya tiketi ni *wazi*.

Muda wa kufungua utasetiwa upya kama wakala akiongeza makala mpya ya nje kwenye tiketi. Inaweza kuwa ya aina yoyote kati ya zifuatazo: *barua pepe-nje, simu, faksi, sms*, au *notisi-nje*.

Pia, kama makala ya mwisho katika tiketi imetengenezwa na wakala, na mteja akaongeza nyingine, aidha kwa kupitia majibu ya tovuti au barua pepe, muda wa kufungua utasetiwa upya.

Tukio la mwisho ambalo lita seti upya muda wa kufungua ni pale tiketi imegawiwa kwa wakala mwingine.

8. Customizing the PDF Output

Hiki kifungu kinashughulikia machaguo yanayoweza kusanidiwa kwa ajili ya matokeo ya PDF kwenye OTRS.

If you use the Print action from anywhere within the OTRS interface, it will generate a formatted PDF file.

You can adjust the look of the files generated by OTRS by creating your own logo and adding it to `PDF::LogoFile`. You can use `PDF::PageSize` to define the standard page size of the generated PDF file (DIN-A4 or Letter), and also `PDF::MaxPage` to specify the maximum

number of pages for a PDF file, which is useful if a user generates a huge output file by mistake.

9. Reporting

OTRS has an extensible reporting mechanism that allows to define a customized operational statistics and generate custom reports associated with OTRS usage. The OTRS system uses the term "statistic" generically to refer to a single report presenting various indicators, while "report" refers to a collection of several statistics in one PDF document that can be easily configured and automatically generated and distributed.

9.1. Takwimu

Proper configuration of the OTRS statistics module is associated with a multitude of requirements and considerations. These include the various OTRS modules to be evaluated, user permission settings, indicators to be calculated and their complexity levels, ease of configuration of the statistics module, speed and efficiency of calculations, and support of a rich set of output variants.

Statistical elements, i.e. files which supplement the functionality of the statistics module for specific requirements, can be integrated for calculating complex statistics.

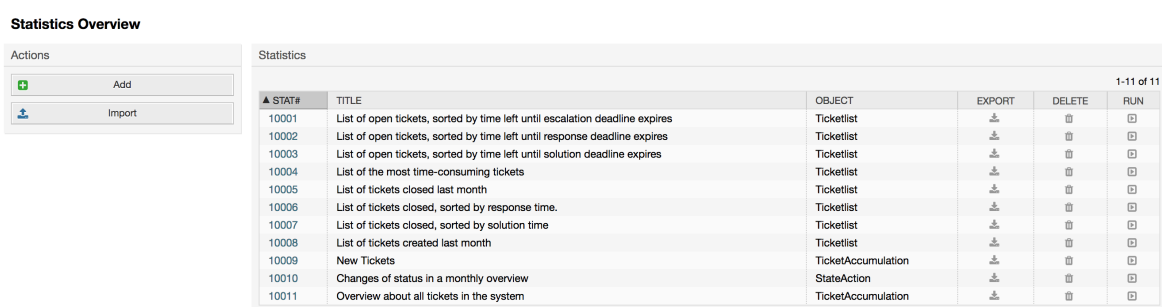
9.1.1. Statistics Configuration and Usage

When signed on as an agent, the statistics module can be opened by selecting "Reports" and then "Statistics" in the main menu.

9.1.1.1. Mapitio

Selecting the "Statistics" link in the navigation bar, and then the sub-menu link "Statistics", calls up the Overview screen. The Overview screen presents a list of all pre-configured reports an agent can use (see figure below).

Figure 4.87. Overview of the standard statistics.



STAT#	TITLE	OBJECT	EXPORT	DELETE	RUN
10001	List of open tickets, sorted by time left until escalation deadline expires	Ticketlist	📄	🗑️	🏃
10002	List of open tickets, sorted by time left until response deadline expires	Ticketlist	📄	🗑️	🏃
10003	List of open tickets, sorted by time left until solution deadline expires	Ticketlist	📄	🗑️	🏃
10004	List of the most time-consuming tickets	Ticketlist	📄	🗑️	🏃
10005	List of tickets closed last month	Ticketlist	📄	🗑️	🏃
10006	List of tickets closed, sorted by response time.	Ticketlist	📄	🗑️	🏃
10007	List of tickets closed, sorted by solution time	Ticketlist	📄	🗑️	🏃
10008	List of tickets created last month	Ticketlist	📄	🗑️	🏃
10009	New Tickets	TicketAccumulation	📄	🗑️	🏃
10010	Changes of status in a monthly overview	StateAction	📄	🗑️	🏃
10011	Overview about all tickets in the system	TicketAccumulation	📄	🗑️	🏃

When the statistics module is installed, it comes preloaded with a few sample statistics imported into the system. These are shown as a list on the overview page. If the overview list extends to more than a single page, the agent can browse through the different pages. The list of statistics can be sorted as desired, by clicking the desired column header in the list. To generate a particular statistic, click on the statistic's "Run now" link.

9.1.1.2. Generation

The View screen provides the display for statistic's configuration settings (see figure below).

Figure 4.88. Viewing a specific statistic.

Statistics » View Stat#10001 – List of open tickets, sorted by time left until escalation deadline expires

Actions

Go to overview

Edit

Statistic Information

Created: 12/14/2015 09:32:45

Created by: test1450081960626627533
test1450081960626627533

Changed: 12/14/2015 09:32:45

Changed by: test1450081960626627533
test1450081960626627533

Sum rows: No

Sum columns: No

Show as: No

dashboard widget:

Cache: No

Validity: valid

Settings

Object: Ticketlist

Description: List of open tickets, sorted by time left until escalation deadline expires. NOTE: Please check the output and configuration of the statistics carefully to make sure that it produces the results you expect. If necessary, change the configuration before using the statistics in a production environment.

Format:

X-axis

Attributes to be printed: Number, Ticket#, Age, Title, Created, Changed, Close Time, Queue, State, Priority, Customer User, CustomerID, Service...

Y-axis

Order by: EscalationTimeWorkingTime

Sort sequence: ascending

Filter

State: new, open, pending auto close+, pending auto close-, pending reminder

or Cancel

Configuration settings for a particular statistic can be set within the range of options in the View screen. Either the statistic creator or any others with the appropriate permissions can change the settings.

Pressing the "Start" button (at the bottom of the screen) is the last step to generate the statistic.


9.1.1.3. Usanidi

Agents with write rights can edit an existing report configuration by calling up the edit screen of the statistics module. Alternately, they may create a new report.

There are four possible steps in the configuration of a statistic: the general specification data, configuring the x-axis, y-axis and possible data filters for the reported data (or restrictions). Let's create a new statistic as an example by clicking the "Add" button in the overview screen. Our goal will be to get an overview of how many tickets with very high priority are in every queue (x-axis) and state (y-axis).


Figure 4.89. Adding a new statistic, first step.

Add New Statistic




Dynamic Matrix

Tabular reporting data where each cell contains a singular data point (e. g. the number of tickets).



Dynamic List

Tabular reporting data where each row contains data of one entity (e. g. a ticket).



Static

Complex statistics that cannot be configured and may return non-tabular data.

At the beginning we have to select the type of statistic we want to add. Three types are available:

Dynamic Matrix Statistics

This type of statistics will generate a matrix of computed values (e.g. new tickets per day of month and queue). All value cells in the matrix have the same type (number, average time, etc). Values are computed from entities in the system (e.g. tickets).

Some matrix statistics support a summation column and/or row (only useful for certain data).

Dynamic List Statistics

This kind of statistic will generate a table where every line (not cell) represents an entity in the system (e.g. a ticket). The columns in this row are usually configurable (x-axis, see below) and contain the data of this object (e.g. ticket attributes). All value cells in one column have the same type.

Static Statistics

This kind of statistic is not very much configurable and usually used for very special and/or complex computations.

So let's select "Dynamic Matrix" for our example. Then the "General Specifications" configuration will appear below the statistic type selection.

Figure 4.90. Adding a new statistic, second step.

General Specification

★ Title:

★ Description:

★ Object type:

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

★ Result formats:

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

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

Cache results:
Stores statistics result data in a cache to be used in subsequent views with the same configuration.

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

Create Statistic

or

After providing a title and description for the new statistic, we have to select the statistics backend that we want to use. This is the actual backend module which is responsible to collect and analyze the data for our statistic. In our case we'll select "TicketAccumulation".

By configuring permission groups, we can facilitate a restriction of the groups (and therefore, agents) who can later view and generate the pre-configured statistics. Thus the various statistics can be allocated to the different departments and work groups who need them. It is possible to allocate one statistic to various groups.

Example 4.20. Default statistics permission group

The "stats" group was selected. The report is viewable for all users having at least RO rights for the "stats" group. This access is available by default.

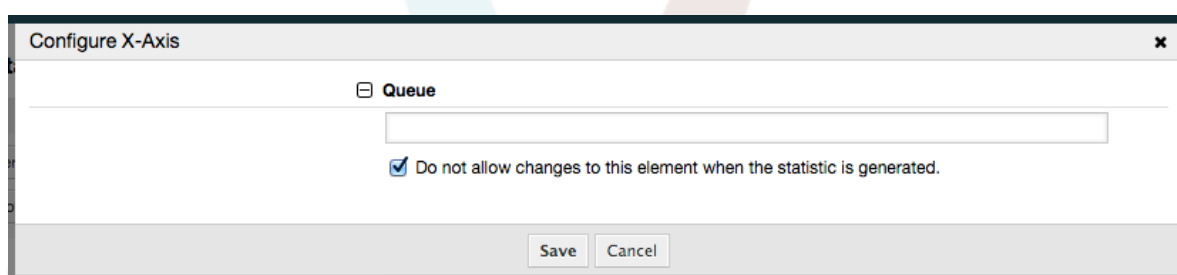
Example 4.21. Customized statistics permission group

A group named "sales" was selected. All users with RO rights for the "sales" group can see the stat in the view mode and generate it. However, the statistic will not be available for viewing by other users.

Additionally, possible output formats can be selected. Here we can just keep all output formats and choose the one to use when actually generating the statistic. Let's save the statistic now.

The next screen will indicate the next step with a highlighted button: we should configure the x-axis. By clicking the button, a dialog will appear where we can select the element to be used for the x-axis. In our case that will be the queue:

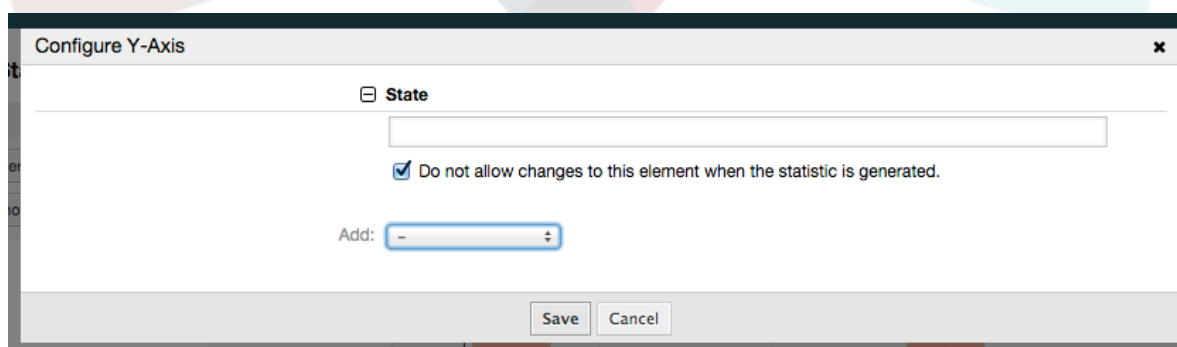
Figure 4.91. Configuring the x-axis of a statistic.



We can optionally limit the queues to be shown by selecting some in the queue field. With the checkbox we can control if the agent who generates the statistic can make changes to the queue selection. We'll keep the defaults and press "Save".

Now we can configure the y-axis in the same way: select the state field.

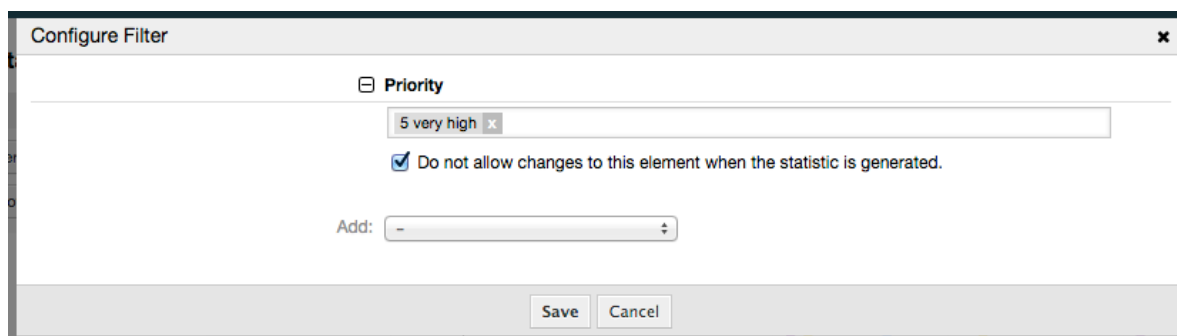
Figure 4.92. Configuring the y-axis of a statistic.



Here it is possible to select one element or two. In the first case, every value of the element will be one element on the y-axis. If two elements are selected, their permutations will be the elements on the value series. For example you could select "state" and "priority", and the resulting elements will be "new - 1 very low", "new - 2 low", ... "open - 1 very low" and so on. Let's just use the state and press "Save".

Now in the last step we could add data filters to only include tickets belonging to a certain customer, with certain priorities and so on. We'll add a filter for very high priority tickets:

Figure 4.93. Configuring the data filter of a statistic.



Now press "Save" again. The configuration is finished.

You may already have noted that in the configuration dialog there is a preview area where we can check the effect of our configuration settings.

Figure 4.94. Configuring the data filter of a statistic.



Note

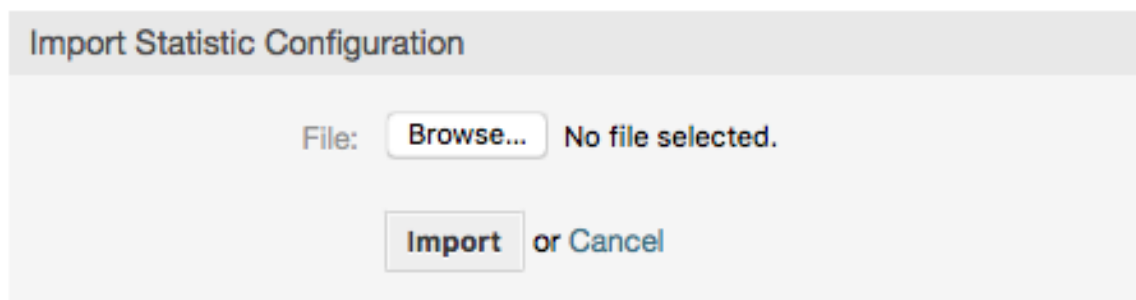
Please note that the preview uses random data and does not consider data restrictions.

The statistic is configured. By pressing the "Run now" button we can go to the View screen where the desired output format can be selected and the statistic can be generated in the different formats.

9.1.1.4. Agiza

The Import screen can be accessed by pressing the "Import" button on the Overview screen. RW permissions for the statistics module are required.

Figure 4.95. Statistics import



Import screen facilitates the importing of statistics, and when combined with the export function of the module, is a very handy functionality. Statistics can be created and tested conveniently on test systems, then imported into the production system.

9.1.2. Statistics System Administration

This section provides information about the tasks and responsibilities of the OTRS administrator dealing with the statistics module.

9.1.2.1. Permission settings, Groups and Queues

The default configuration of the module registration gives all agents with "stats" group permissions access to the statistics module.

Access according to permission settings:

- *rw*. Allows configuring statistics.
- *ro*. Permits generating pre-configured statistics.

The OTRS administrator decides whether agents with the permission to generate pre-configured statistics are allocated RO rights in the "stats" group, or if their respective groups are added in the module registration in SysConfig.

9.1.2.2. SysConfig Settings

The SysConfig groups Core::Stats and Frontend::Agent::View::Stats contain all configuration parameters for the basic set-up of the statistics module. Moreover, the configuration parameter `$Self->{'Frontend::Module'}->{'AgentStats'}` controls the arrangement and registration of the modules and icons within the statistics module.

9.1.2.3. Generating Statistics on the Command Line

Statistics can be generated on the command line with the command `bin/otrs.Console.pl Maint::Stats::Generate`. As an example, see the command line call in the following script.

```
shell> bin/otrs.Console.pl Maint::Stats::Generate --number 10004 --target-directory /tmp
Generating statistic number 10004...
Writing file /tmp/List_of_the_most_time-consuming_tickets_Created_2015-09-08_14-51.csv.
Done.
```

A view from the statistic configuration "Stat#10004" is generated and saved as a CSV file in the /tmp directory.

The generated statistic can also be sent as an e-mail. More information can be called up with the command in the script below.

```
shell> bin/otrs.Console.pl Maint::Stats::Generate --help
```

It usually does not make sense to generate statistics manually via the command line, as the statistics module has a convenient graphical user interface. However, generating statistics manually does make sense when combined with a cron job.

Imagine the following scenario: On the first day of every month, the heads of department want to receive a statistic for the past month. By combining a cron job and a command line call the statistics can be sent to them automatically by e-mail. For more complex scenarios where more the one statistic is needed to be sent and/or if a more professional and executive look and feel is needed, please consider to use The Report Generator.

9.2. The Report Generator

The report generator allows to combine multiple statistics for sending/downloading. Reports can be configured to be sent automatically on specified times or run manually.

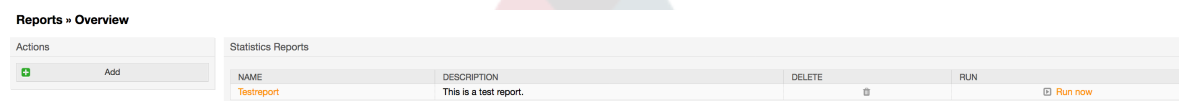
9.2.1. Report Generation Configuration and Usage

The Report Generator can be opened by selecting "Reports" and then "Reports" in the main menu.

9.2.1.1. Mapitio

Selecting the "Reports" link in the navigation bar, and then the sub-menu link "Reports", calls up the Overview screen. The Overview screen presents a list of all user defined reports the agent can use (see figure below).

Figure 4.96. Overview of the defined reports.



By default the system does not have any defined reports, it is a task for the administrators to create such reports. To start with the process, click on the "Add" action button located in the sidebar.

9.2.1.2. Creating Reports

After you've entered title and description for your report in the first step, you'll be able to set up your report.

9.2.1.2.1. General Settings

Set up title, description and validity of the report. This information will not be visible in the report.

Figure 4.97. Automatic generation settings

General settings

* Name:

* Description:

* Valid:

9.2.1.2.2. Automatic Generation Settings

If the report should be generated automatically (e.g. once per day), you can set up subject, text and recipients for the email which is going to be sent and which will contain the report as an attachment. You'll also need to add information on how often the report should be sent. The configuration format is taken from the cron mechanism of UNIX-based operating systems. For more information on which settings are possible, please refer to official cron documentation sources or wikipedia.

Figure 4.98. Automatic generation settings

Automatic generation settings

Automatic generation times (cron):

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

Automatic generation language:

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

Email subject:

Specify recipient email addresses (comma separated).

Email body:

Specify the text for the automatically generated email.

Email recipients:

Specify recipient email addresses (comma separated).

9.2.1.2.3. Output Settings

In this section, you can set up additional information which should be contained in the report (e.g. a preamble or an epilogue). This could be used for adding copyright or data protection information.

Figure 4.99. Output settings

Output settings

Headline:

Title:

Caption for preamble:

Preamble:

Caption for epilogue:

Epilogue:

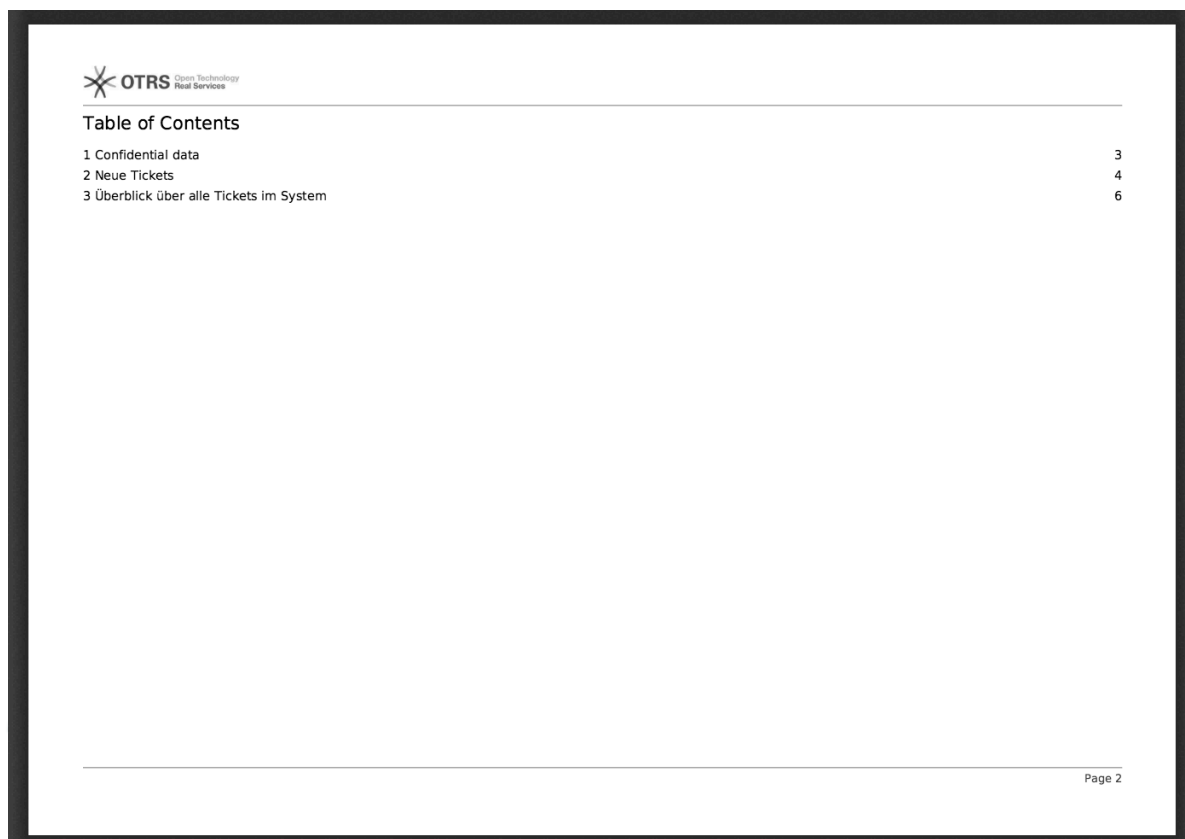
9.2.1.3. Manually Generating Reports

To generate a report, you can use the *Run now* button from the reports overview. You'll be asked for confirmation and afterwards the report will be created and sent immediately. Please find screenshots of a generated report below.

Figure 4.100. Report: Front page



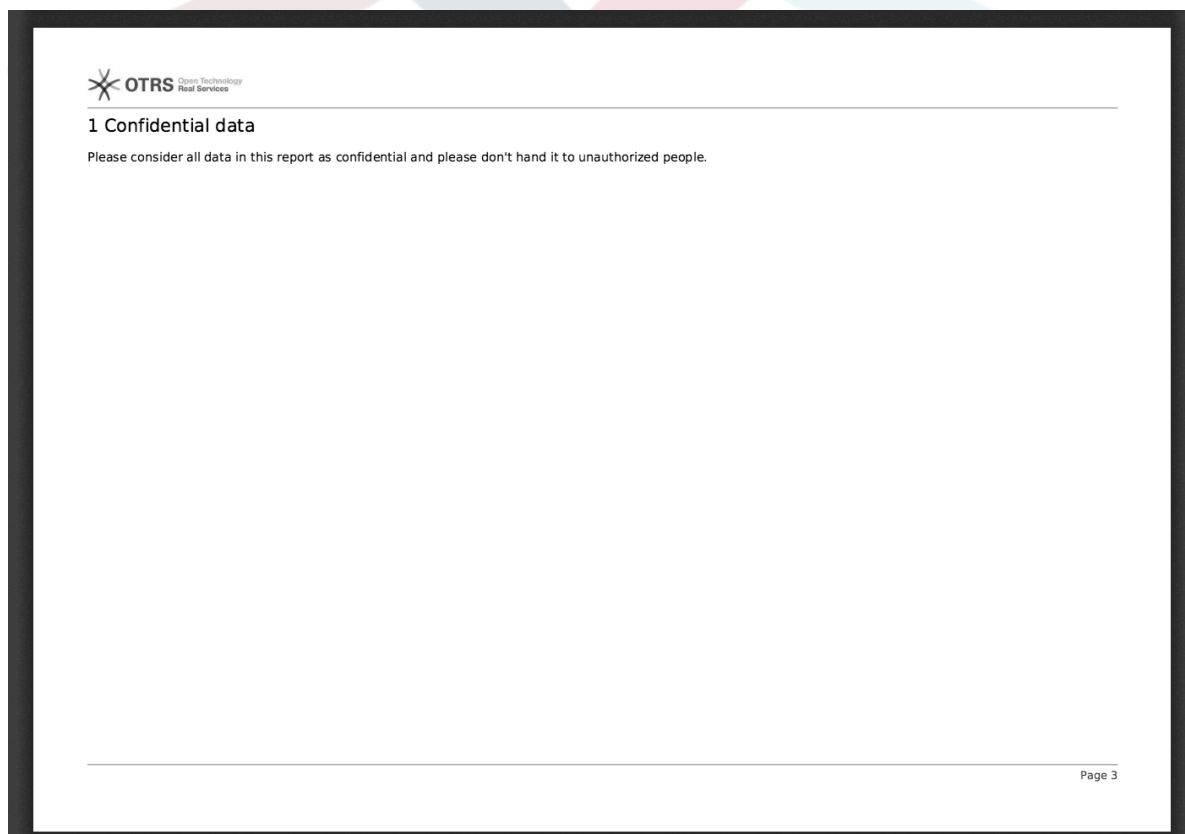
Figure 4.101. Report: Table of contents



The screenshot shows the 'Table of Contents' page of an OTRS report. At the top left is the OTRS logo with the text 'Open Technology Real Services'. Below the logo is the title 'Table of Contents'. A horizontal line separates the title from the table. The table lists three items: '1 Confidential data' with page number 3, '2 Neue Tickets' with page number 4, and '3 Überblick über alle Tickets im System' with page number 6. At the bottom right of the page, it says 'Page 2'.

OTRS Open Technology Real Services	
<hr/>	
Table of Contents	
<hr/>	
1 Confidential data	3
2 Neue Tickets	4
3 Überblick über alle Tickets im System	6
<hr/>	
Page 2	

Figure 4.102. Report: Preamble



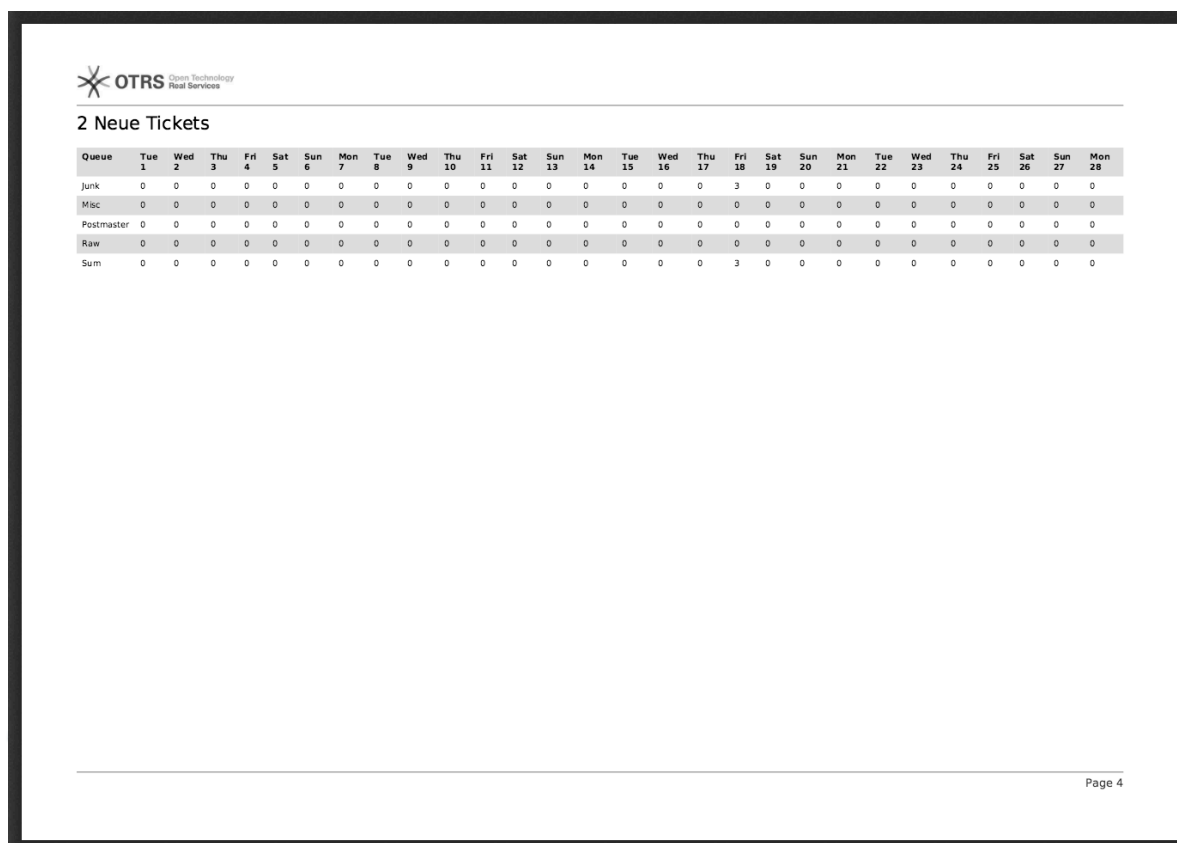
The screenshot shows the 'Preamble' page of an OTRS report. At the top left is the OTRS logo with the text 'Open Technology Real Services'. Below the logo is the title '1 Confidential data'. A horizontal line separates the title from the main text. The main text reads: 'Please consider all data in this report as confidential and please don't hand it to unauthorized people.' At the bottom right of the page, it says 'Page 3'.

OTRS Open Technology
Real Services

1 Confidential data

Please consider all data in this report as confidential and please don't hand it to unauthorized people.

Page 3

Figure 4.103. Report: Statistics


9.2.2. Report Generation Administration

This section provides information about the tasks and responsibilities of the OTRS administrator dealing with the report generator module.

9.2.2.1. Permission settings and Groups

The default configuration of the module registration gives all agents with "stats" group permissions access to the report generator module.

Access according to permission settings:

- *rw*. Allows configuring, adding and deleting reports.
- *ro*. Permits generating already defined reports.

9.2.2.2. SysConfig Settings

The SysConfig navigation group Core::Stats::Reports contains all configuration parameters for the basic set-up of reports.

9.2.2.3. Generating reports manually on the Command Line

Reports can be generated on the command line with the command `bin/otrs.Console.pl Maint::Stats::Reports::Generate`. As an example, see the command line call in the following script.

```
shell> bin/otrs.Console.pl Maint::Stats::Reports::Generate --report-name Testreport --target-path /tmp/Testreport.pdf
Generating report...
```

Done.

The report "Testreport" is generated and saved as "Testreport.pdf" file in the /tmp directory.

9.2.2.4. Generating reports automatically on the Command Line

Usually OTRS daemon will generate and send by email all reports that are configured for that on their 'Automatic Generation Settings' using their preferred schedule, however if for any reason this is needed to be done at an arbitrary moment, OTRS administrators can use the command line with the command `bin/otrs.Console.pl Maint::Stats::Reports::GenerateCron`. As an example, see the command line call below:

```
shell> bin/otrs.Console.pl Maint::Stats::Reports::GenerateCron
Generating reports...
  New tickets & ticket overview...
  Sent email to someone@otrs.com.
Done.
```

10. Sehemu zinazobadilika

10.1. Utangulizi

Sehemu inayobadilika ni sehemu ya aina maalumu katika OTRS, iliyotengenezwa kupanua taarifa iliyohifadhiwa katika makala au tiketi. Hizi makala si funge kwenye mfumo na zinaweza kutokea kwenye skrini maalumu tu, zinaweza kuwa za lazima au si za lazima, na uwasilishwaji wake kwenye skrini unategemeana na aina ya sehemu iliyofafanuliwa wakati wa utengenezaji wake kulingana na data inayoshikiliwa na sehemu. Kwa mfano, kuna sehemu za kushikilia nakala, tarehe, chaguo la vitu, na kadh.

Dynamic fields are the evolution of TicketFreeText, TicketFreeKey, TicketFreeTime, ArticleFreeText and ArticleFreeKey fields that were commonly used in OTRS 3.0 and before. The limitation of these "Free Fields" was that they can be defined up to 16 (text or dropdown) fields and 6 time fields for a ticket and 3 (text or dropdown) fields for each article only, not more.

Sasa kwa kutumia sehemu zinazobadilika kikomo katika nambari ya sehemu kwa tiketi au makala kimeondolewa, unaweza kutengeneza sehemu nyingi zinazobadilika unazotaka aidha kwa tiketi au makala. Na zaidi ya hapo, kiunzi nyuma ya sehemu zinazobadilika kinaandaliwa kushughulikia sehemu zilizogeuzwa kukufaa kwa ajili ya vitu vingine kuachana na tiketi na makala tu.

Kiunzi hiki ambacho kinashughulikia sehemu zinazobadilika kimetengenezwa kwa kutumia mbinu ya moduli, ambapo kila aina ya sehemu inayobadilika inaweza kuonekana kama moduli ya programu-jalizi kwa ajili ya kiunzi. Hii inamaanisha aina mbali mbali ya sehemu zinazobadilika zinaweza kupanuliwa kirahisi kwa kutumia moduli za umma za OTRS, vifaa vya nyongeza vya vipengele vya OTRS, maendeleo yaliyogeuzwa kukufaa ya OTRS, na maendeleo mengine yaliyogeuzwa kukufaa.

Aina zifuatazo za sehemu zinazobadilika zimejumuishwa kwenye toleo hili:

- Nakala (nakala ya mstari mmoja)
- Eneo la nakala (nakala za mistari mingi)
- Kisanduku tiki
- Kunjuzi (chaguo moja, thamani nyingi)

- Uchaguzi anuwai (uchaguzi nyingi, thamani nyingi)
- Tarehe
- Tarehe / Muda

10.2. Usanidi

By default, a clean installation of OTRS comes with two pre-installed internal dynamic fields, which cannot be removed. If you plan to use such fields in tickets, articles, customer users or customer companies you need to create new, custom dynamic fields.

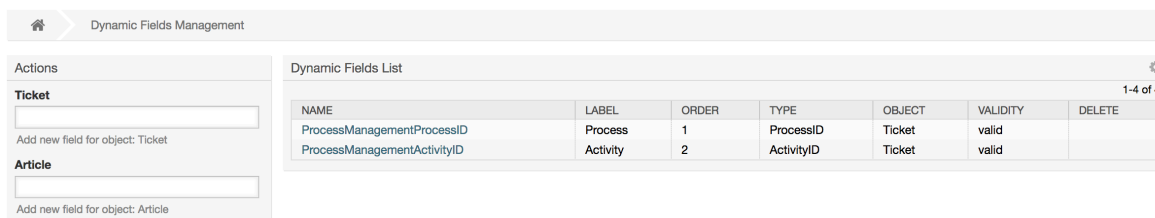
Please note that dynamic fields for customer users and companies need to be configured accordingly in the CustomerUser and CustomerCompany mapping, usually to find in Kernel/Config.pm of your OTRS installation. Examples for configuring them can be found in Kernel/Config/Defaults.pm.

Usanidi wa sehemu zinazobadilika umegawanyika katika nyanja mbili, kuongeza sehemu mpya inayobadilika au kusimamia iliyopo unahitaji kwenda paneli ya "Msimamizi" kwenye kiungo "Sehemu Zinazobadilika". Kuonyesha, kuonyesha kwa ulazima au kuficha sehemu inayobadilika katika skrini moja unahitaji kubadilisha mipangilio ya OTRS katika skrini ya "SysConfig".

10.2.1. Kuongeza Sehemu Inayobadilika

Click on the "Admin" button located in the navigation bar, then click on the "Dynamic Fields" link inside "Ticket Settings" box located in the lower center of the screen. The dynamic fields overview will display as follows:

Figure 4.104. Dynamic fields overview screen.



Dynamic Fields Management							
Dynamic Fields List							
NAME	LABEL	ORDER	TYPE	OBJECT	VALIDITY	DELETE	1-4 of 4
ProcessManagementProcessID	Process	1	ProcessID	Ticket	valid		
ProcessManagementActivityID	Activity	2	ActivityID	Ticket	valid		

Actions sidebar:

- Ticket**: Add new field for object: Ticket
- Article**: Add new field for object: Article

Tambua kwamba hii skrini itabadilika kadri uongezavyo sehemu zinazobadilika kuorodhesha sehemu zote zinazobadilika. Hii skrini inaweza tayari kuwa na baadhi ya sehemu kama usanikishaji ulirekebisha kutoka toleo la zamani la OTRS.

The Actions in the side bar at the left of the screen describes four possibilities: Article, Ticket, CustomerUser and CustomerCompany, each one has its own dropdown selection of dynamic fields.

Note

Usanikishaji wa kifurushi cha OTRS unaweza kuongeza vitu katika ufito wa pembeni.

Utaratibu wa kawaida wa kutengenza sehemu zinazobadilika ni:

- Click on the desired dynamic field object dropdown in the Actions side bar.
- Bofya kwenye aina ya sehemu inayobadilika unayotaka kuongeza kutoka kwenye orodha.

- Jaza usanidi
- Hifadhi

Maongezi ya usanidi wa sehemu zinazobadilika yamegawanywa katika sehemu mbili, upande wa juu ni wa kawaida baina ya sehemu zote na upande wa chini unaweza kuwa tofauti kwa aina moja ya sehemu inayobadilika kwenda nyingine.

Mipangilio ya ujumla ya sehemu zinazobadilika:

- Jina: Lazima, kipekee, herufi na nambari tu zinaruhusiwa,

Hili ni jina la ndani la sehemu, linatumika kwa mfano kuonyesha au kuficha sehemu katika skrini. Mabadiliko yoyote ya jina la sehemu (haishauriwi) inahitaji usasishaji kwa mikono wa mipangilio ya "SysConfig" ambapo sehemu ina rejea.

- Lebo: Lazima

Hili ndio jina la sehemu litakaloonyeshwa kwenye skrini, ina msaada kwa tafsiri.

Note

Tafsiri za lebo inabidi ziongezwe kwa mikono kwenye mafaili ya utafsiri wa lugha.

- Oda ya sehemu: Lazima.

Inafafanua oda tegemezi ambayo sehemu itaonyeshwa kwenye skrini, kwa ch-
 aguo-msingi kila sehemu mpya ina sehemu ya mwisho, mabadiliko katika huu mpangilio
 utaathiri oda ya sehemu nyingine zinazobadilika zilizotengenezwa.

- Uhalali: Lazima.

Sehemu inayobadilika batili haitaonyeshwa katika skrini yoyote, hata kama imesanidi-
 wa kuonyeshwa.

- Aina ya sehemu: Lazima, Soma tu.

Inaonyesha aina ya sehemu iliyochaguliwa.

- Aina ya kitu: Lazima, Soma tu.

Inaonyesha upeo wa sehemu.

Note

Kuonyesha mipangilio ya kila aina maalumu ya sehemu sehemu chache zi-
 taongezwa kwenye mfano wetu. Hizi sehemu mpya zitafanyiwa marejeo kwenye
 vifungu vya mbele.

For the following examples all the dynamic fields will be created for the Ticket
 object. If you need to create a dynamic field for Article object, just choose the field
 from the Article dropdown list.

Table 4.6. Sehemu zifuatazo zitaongezwa kwenye mfumo:

Jina	Lebo	Aina
Sehemu1	Sehemu yangu 1	Nakala
Sehemu2	Sehemu yangu 2	Eneo la nakala
Sehemu3	Sehemu yangu 3	Kisanduku tiki

Jina	Lebo	Aina
Sehemu4	Sehemu yangu 4	Kunjuzi
Sehemu5	Sehemu yangu 5	Chaguanyingi
Sehemu6	Sehemu yangu 6	Tarehe
Sehemu7	My Field 7	Tarehe / Muda

10.2.2. Nakala ya Usanidi wa Sehemu Inayobadilika

Sehemu inayobadilika ya Nakala inatumika kuhifadhi tungo ya mstari mmoja.

Nakala ya mpangilio wa sehemu inayobadilika:

- Thamani ya chaguo-msingi: Hiari.

This is the value to be shown by default on the edit screens (like New Phone Ticket or Ticket Compose).

- Show link: Optional.

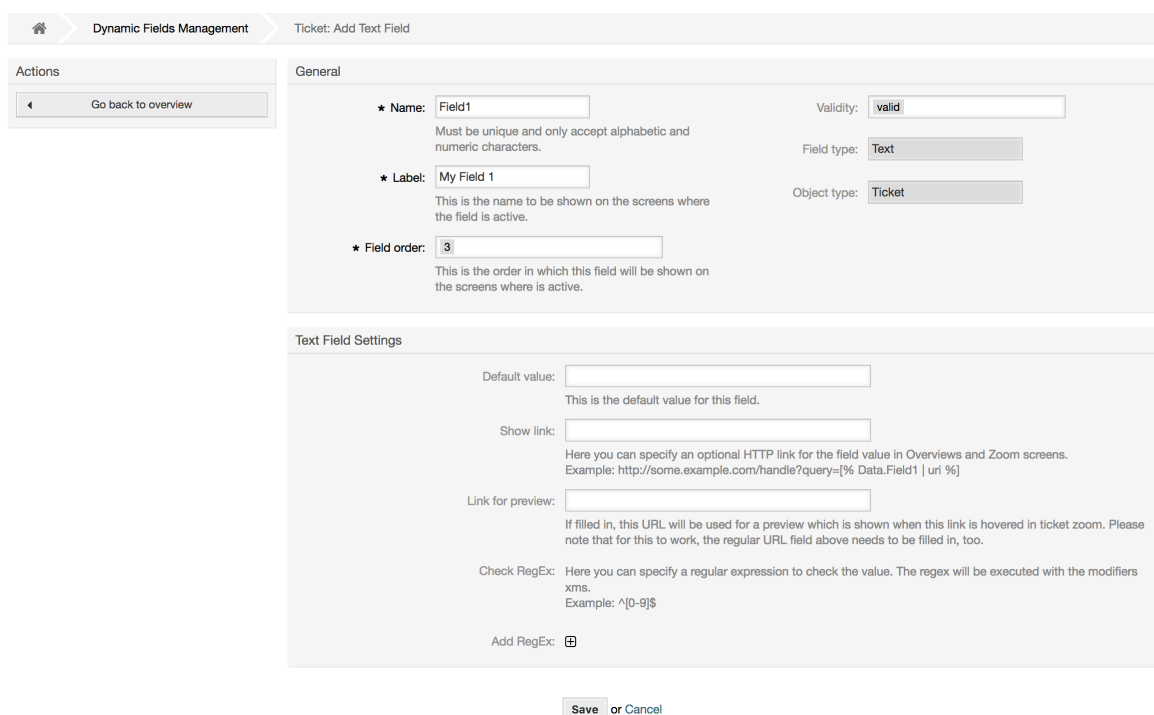
Kama imesetiwa, thamani ya sehemu itabadilishwa kuwa kiungo kinachobonyezeka kwa ajili ya skrini za kuonyesha (kama kuza tiketi au mapitio).

Kwa mfano, kama "Onyesha kiungo" imesetiwa kuwa "<http://www.otrs.com>", kubofya kwenye thamani ya sehemu kitafanya kivinjari chako kufungua ukurasa wa tovuti wa OTRS.

Note

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field, will add the field value as part of the link reference.

Figure 4.105. Maongezi ya usanidi wa Nakala ya Sehemu inayobadilika.



The screenshot shows the 'Dynamic Fields Management' interface for configuring a 'Text Field'. The interface is divided into several sections:

- Actions:** A button labeled 'Go back to overview'.
- General:**
 - Name:** Field1 (Must be unique and only accept alphabetic and numeric characters.)
 - Label:** My Field 1 (This is the name to be shown on the screens where the field is active.)
 - Field order:** 3 (This is the order in which this field will be shown on the screens where is active.)
 - Validity:** valid
 - Field type:** Text
 - Object type:** Ticket
- Text Field Settings:**
 - Default value:** (This is the default value for this field.)
 - Show link:** (Here you can specify an optional HTTP link for the field value in Overviews and Zoom screens. Example: `http://some.example.com/handle?query=[% Data.Field1 | uri %]`)
 - Link for preview:** (If filled in, this URL will be used for a preview which is shown when this link is hovered in ticket zoom. Please note that for this to work, the regular URL field above needs to be filled in, too.)
 - Check RegEx:** (Here you can specify a regular expression to check the value. The regex will be executed with the modifiers xms. Example: `^[0-9]$`)
 - Add RegEx:** (Add RegEx)

At the bottom, there are 'Save' and 'Cancel' buttons.

10.2.3. Textarea Dynamic Field Configuration

Textarea dynamic field is used to store a multiple line string.

Textarea dynamic field settings:

- Number of rows: Optional, integer.

Used to define the height of the field in the edit screens (like New Phone Ticket or Ticket Compose).

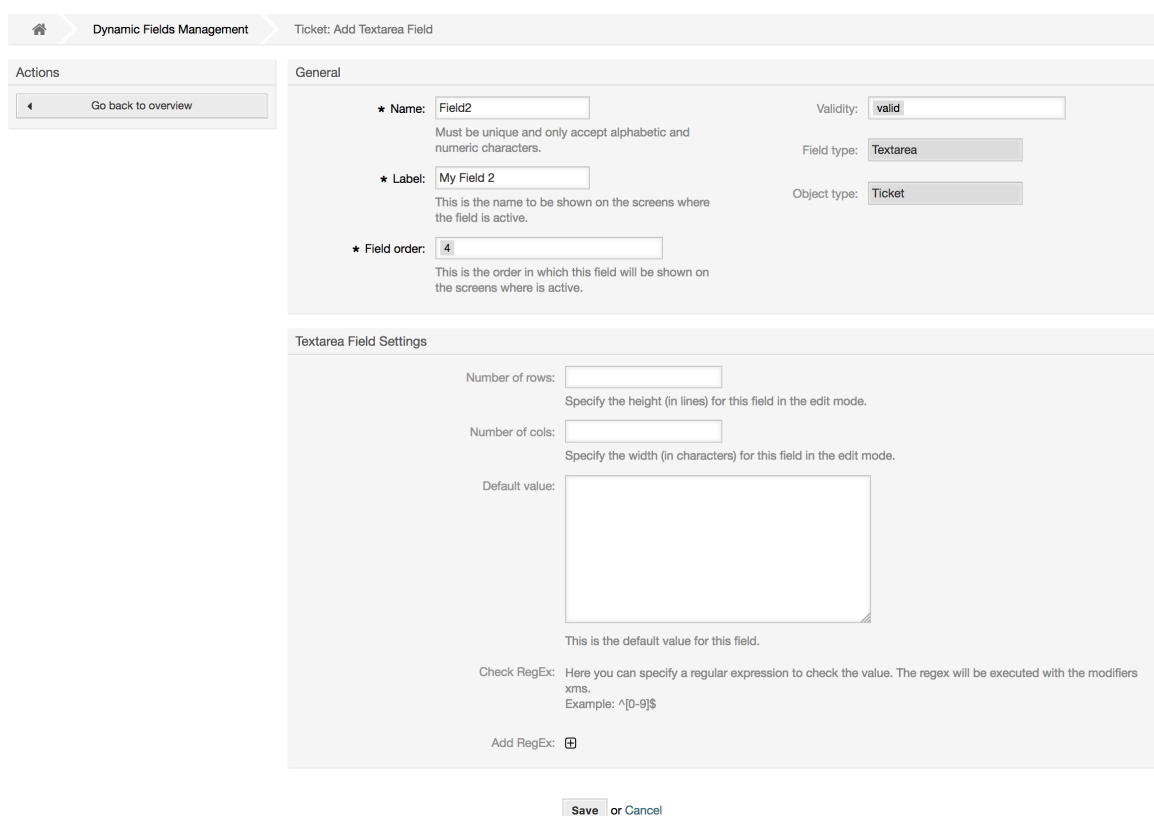
- Idadi ya safu: Hiari, namba kamili.

Hii thamani inatumika kufafanua upana wa sehemu kwenye skrini za kuhariri.

- Thamani ya chaguo-msingi: Hiari.

Hii ni thamani itakayo onyeshwa kwa kawaida kwenye skrini za kuhariri (inaweza kuwa nakala ya zaidi ya mstari mmoja).

Figure 4.106. Usanidi wa maongezi ya sehemu zinazobadilika za eneo la nakala



The screenshot shows the 'Dynamic Fields Management' interface for adding a new Textarea field. The page title is 'Ticket: Add Textarea Field'. On the left, there is an 'Actions' sidebar with a 'Go back to overview' button. The main content area is divided into two sections: 'General' and 'Textarea Field Settings'.

General Section:

- Name:** Field2 (Must be unique and only accept alphabetic and numeric characters.)
- Label:** My Field 2 (This is the name to be shown on the screens where the field is active.)
- Field order:** 4 (This is the order in which this field will be shown on the screens where is active.)
- Validity:** valid
- Field type:** Textarea
- Object type:** Ticket

Textarea Field Settings Section:

- Number of rows:** (Specify the height (in lines) for this field in the edit mode.)
- Number of cols:** (Specify the width (in characters) for this field in the edit mode.)
- Default value:** (This is the default value for this field.)
- Check RegEx:** Here you can specify a regular expression to check the value. The regex will be executed with the modifiers xms. Example: ^[0-9]\$
- Add RegEx:** (Add RegEx)

At the bottom of the form, there are 'Save' and 'Cancel' buttons.

10.2.4. Usanidi wa Sehemu Inayobadilika ya Kisanduku tiki

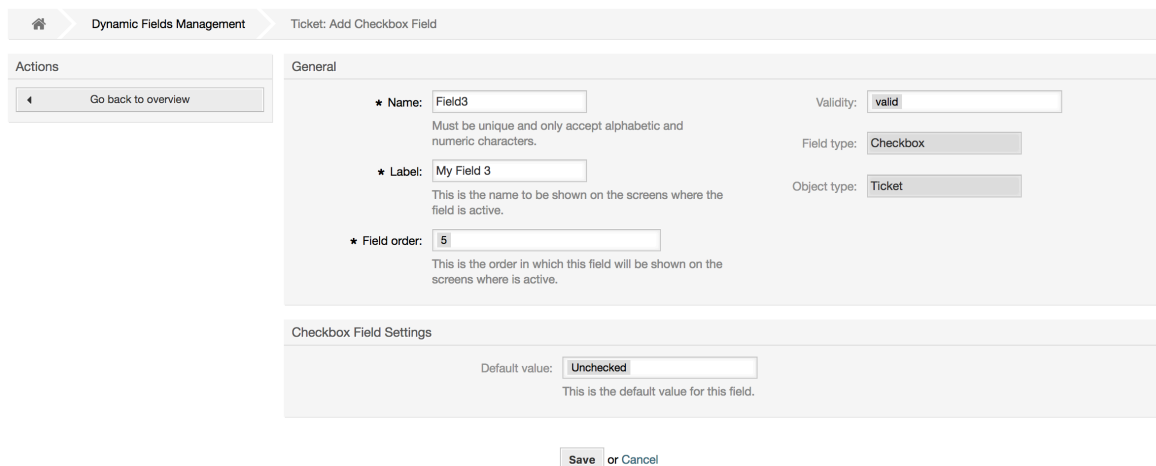
Sehemu inayobadilika ya kisanduku tiki inatumika kuhifadhi thamani ya kweli au uongo, inayowakilishwa na boksi lenye tiki au lisilo na tiki.

Mipangilio ya sehemu inayobadilika ya kisanduku tiki:

- Thama ya Kawaida: Lazima.

Hii ndiyo thamani ya kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya ya Simu au Unda Tiketi), thamani chaguo-msingi la hii sehemu ni uchaguzi uliofungwa ambao unaweza kutikiwa au kutotikiwa.

Figure 4.107. Usanidi wa maongezi wa sehemu inayobadilika ya kisanduku tiki



The screenshot shows the 'Dynamic Fields Management' interface for adding a new checkbox field. The page title is 'Ticket: Add Checkbox Field'. On the left, there is an 'Actions' panel with a 'Go back to overview' button. The main area is divided into two sections: 'General' and 'Checkbox Field Settings'.

General Section:

- Name:** Field3 (Must be unique and only accept alphabetic and numeric characters.)
- Label:** My Field 3 (This is the name to be shown on the screens where the field is active.)
- Field order:** 5 (This is the order in which this field will be shown on the screens where is active.)
- Validity:** valid
- Field type:** Checkbox
- Object type:** Ticket

Checkbox Field Settings Section:

- Default value:** Unchecked (This is the default value for this field.)

At the bottom, there are 'Save' and 'Cancel' buttons.

10.2.5. Usanidi wa Kikunjuzi cha Sehemu Inayobadilika

Kikunjuzi cha sehemu inayobadilika kinatumika kuhifadhi thamani moja, kutoka kwenye orodha iliyofungwa.

Mipangilio ya sehemu kunjuzi inayobadilika:

- Thamani zinazowezezana: Lazima.

Orodha ya thamani za kuchagua. Kama ikitumika, thamani mpya ni muhimu kubainisha Ufunguo (thamani ya ndani) na Thamani (thamani ya kuonyeshwa).

- Thamani ya chaguo-msingi: Hiari.

Hii ndiyo thamani ya kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya ya Simu au Unda Tiketi), thamani chaguo-msingi la hii sehemu ni uchaguzi uliofungwa kama ulivyofafanuliwa na thamani Ziwezekanazo.

- Ongeza sehemu tupu: Lazima, (Ndio/Hapana).

Kama hili chaguo limeamilishwa thamani ya ziada inafafanuliwa kuonyesha "-" katika orodha ya thamani ziwezekanazo. Hii thamani maalumu ni tupu ndani

- Tafsiri thamani: Lazima, (Ndio/Hapana).

Huu mpangilio unatumika kuweka alama thamani zinazoweza kutafsiriwa za hii sehemu. Thamani zinazoonyeshwa tu ndio zita tafsiriwa, thamani za ndani hazita athiriwa, utafsiri wa thamani inabidi uongezwe kwa mikono kwenye mafaili ya lugha.

- Show link: Optional.

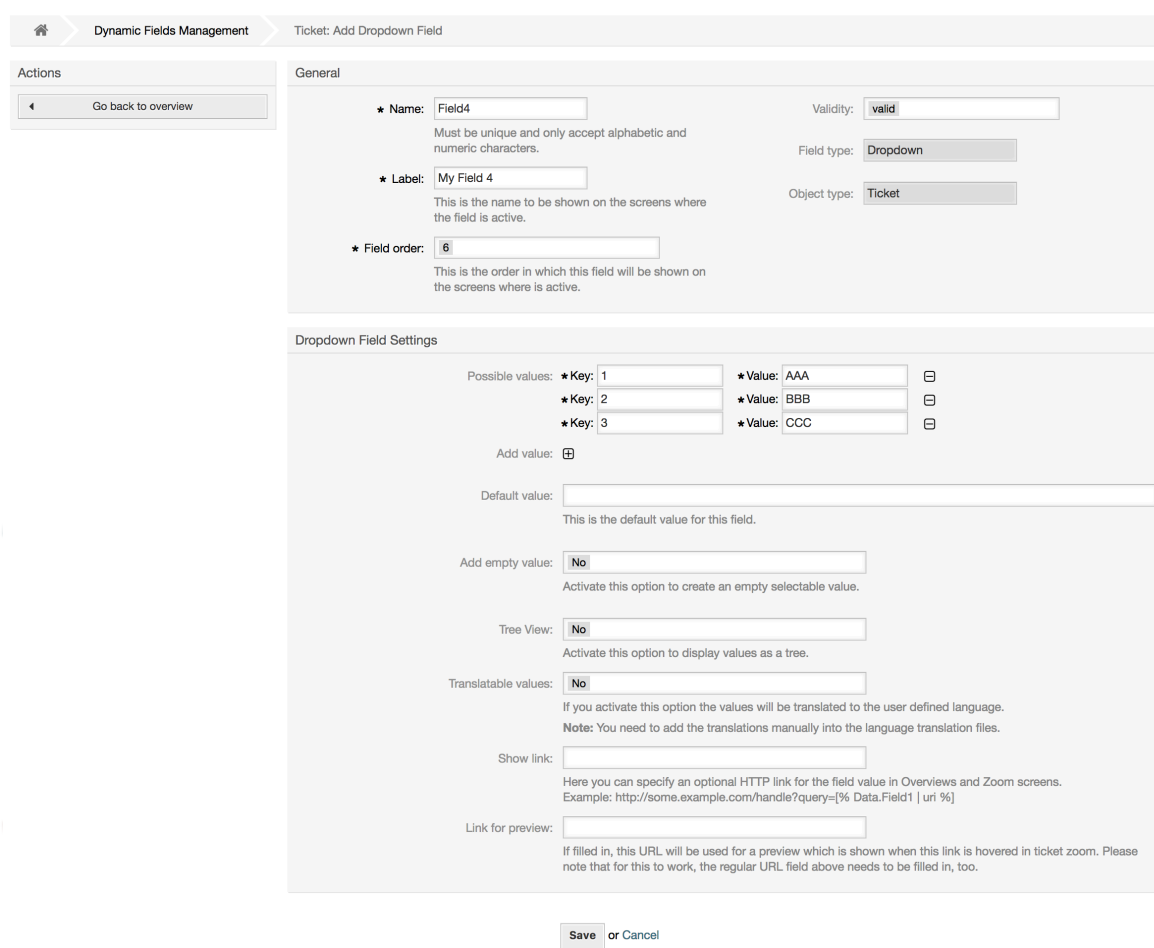
Kama imesetiwa, thamani ya sehemu itabadilishwa kuwa kiungo kinachobonyezeka kwa ajili ya skrini za kuonyesha (kama kuza tiketi au mapitio).

Kwa mfano, kama "Onyesha kiungo" imesetiwa kuwa "http://www.otrs.com", kubofya kwenye thamani ya sehemu kitafanya kivinjari chako kufungua ukurasa wa tovuti wa OTRS.

Note

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field, will add the field value as part of the link reference.

Figure 4.108. Maongezi ya usanidi wa Kikunjuzi cha Sehemu inayobadilika



The screenshot shows the 'Dynamic Fields Management' interface for adding a dropdown field. The page title is 'Ticket: Add Dropdown Field'. On the left, there is an 'Actions' panel with a 'Go back to overview' button. The main content area is divided into two sections: 'General' and 'Dropdown Field Settings'.

General Section:

- Name:** Field4 (Must be unique and only accept alphabetic and numeric characters.)
- Label:** My Field 4 (This is the name to be shown on the screens where the field is active.)
- Field order:** 6 (This is the order in which this field will be shown on the screens where is active.)
- Validity:** valid
- Field type:** Dropdown
- Object type:** Ticket

Dropdown Field Settings Section:

- Possible values:** A table with three rows:

*Key: 1	*Value: AAA	<input type="checkbox"/>
*Key: 2	*Value: BBB	<input type="checkbox"/>
*Key: 3	*Value: CCC	<input type="checkbox"/>
- Add value:**
- Default value:** (This is the default value for this field.)
- Add empty value:** (Activate this option to create an empty selectable value.)
- Tree View:** (Activate this option to display values as a tree.)
- Translatable values:** (If you activate this option the values will be translated to the user defined language. Note: You need to add the translations manually into the language translation files.)
- Show link:** (Here you can specify an optional HTTP link for the field value in Overviews and Zoom screens. Example: http://some.example.com/handle?query=[% Data.Field1 | uri %])
- Link for preview:** (If filled in, this URL will be used for a preview which is shown when this link is hovered in ticket zoom. Please note that for this to work, the regular URL field above needs to be filled in, too.)

At the bottom of the form, there are 'Save' and 'Cancel' buttons.

10.2.6. Uteuzi Anuwai wa Usanidi wa Sehemu Inayobadilika

Uteuzi Anuwai wa sehemu inayobadilika unatumika kuhifadhi thamani anuai, kutoka kwenye orodha iliyofungwa.

Mipangilio ya sehemu inayobadilika ya uteuzi anuwai:

- Thamani zinazowezezana: Lazima.

Orodha ya thamani za kuchagua. Wakati wa kuongeza vifaa vya nyongeza kwenye orodha, ni muhimu kubainisha Ufunguo (thamani ya ndani) na Thamani (thamani ya kuonyeshwa).

- Thamani ya chaguo-msingi: Hiari.

Hii ndiyo thamani ya kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya ya Simu au Unda Tiketi), thamani chaguo-msingi la hii sehemu ni uchaguzi uliofungwa kama ulivyofafanuliwa na thamani Ziwezekanazo.

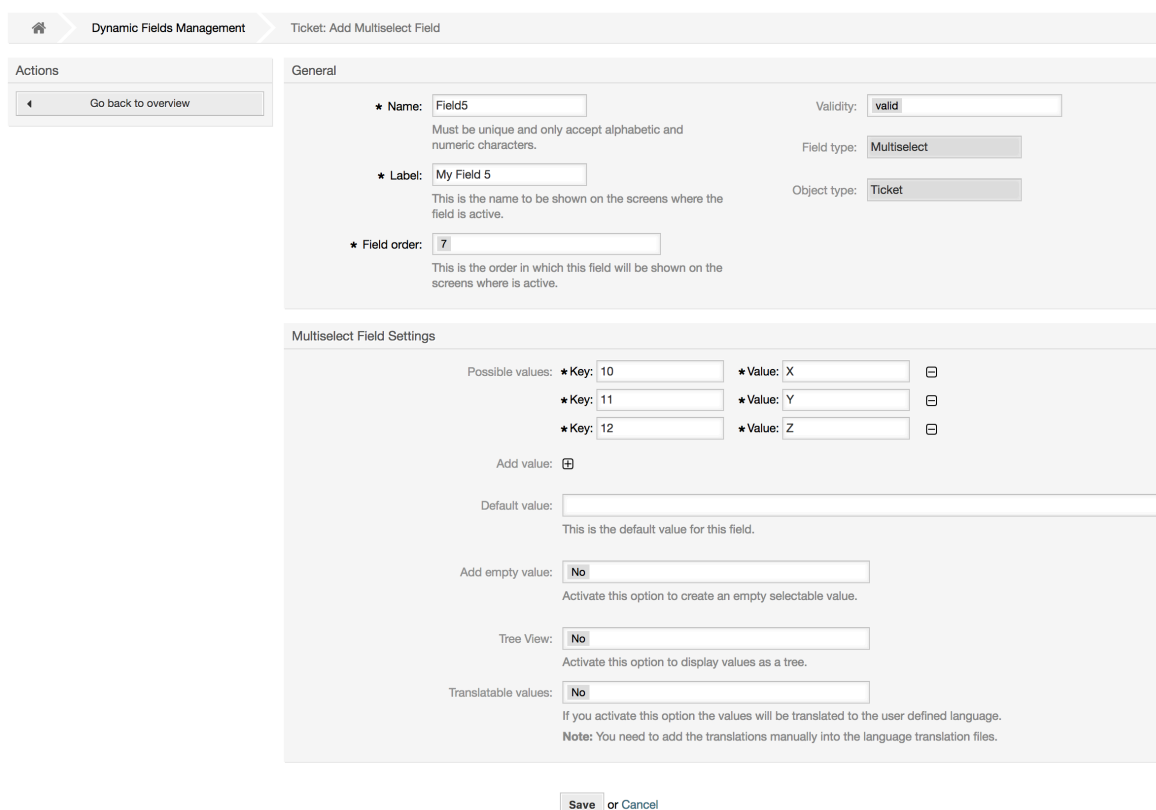
- Ongeza sehemu tupu: Lazima, (Ndio/Hapana).

Kama hili chaguo limeamilishwa thamani ya ziada inafafanuliwa kuonyesha "-" katika orodha ya thamani ziwezekanazo. Hii thamani maalumu ni tupu ndani

- Tafsiri thamani: Lazima, (Ndio/Hapana).

Huu mpangilio unatumika kuweka alama thamani zinazoweza kutafsiriwa za hii sehemu. Thamani zinazoonyeshwa tu ndio zita tafsiriwa, thamani za ndani hazita athiriwa, utafsiri wa thamani inabidi uongezwe kwa mikono kwenye mafaili ya lugha.

Figure 4.109. Maongezi ya usanidi wa Uteuzi Anuwai wa Sehemu inayobadilika



The screenshot shows the 'Dynamic Fields Management' interface for adding a 'Multiselect' field. The 'General' section includes fields for Name (Field5), Label (My Field 5), Field order (7), Validity (valid), Field type (Multiselect), and Object type (Ticket). The 'Multiselect Field Settings' section includes 'Possible values' (Key: 10, 11, 12; Value: X, Y, Z), 'Add value', 'Default value', 'Add empty value' (No), 'Tree View' (No), and 'Translatable values' (No). A 'Save or Cancel' button is at the bottom.

10.2.7. Usanidi wa Sehemu Inayobadilika ya Tarehe

Sehemu inayobadilika ya Tarehe inatumika kuhifadhi thamani ya tarehe (Siku, Mwezi na Mwaka).

Mipangilio ya sehemu inayobadilika ya tarehe:

- Chaguo-msingi la utofauti wa tarehe: Hiari, Namba kamili.

Idadi ya sekunde (hasi au chanya) kati ya tarehe ya sasa na tarehe iliyochaguliwa kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya Simu au Unda Tiketi).

- Define years period: Mandatory, (Yes / No).

Used to set a defined number of years in the past and the future based on the current date of the year select for this field. If set to Yes the following options are available:

- Miaka ya nyuma: Hiari, Namba kamili chanya.

Fafanua idadi ya miaka ya nyuma kutoka siku ya sasa kuonyesha chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

- Miaka ya mbeleni: Hiari, Namba kamili chanya.

Fafanua idadi ya miaka ya mbeleni kutoka siku ya sasa kuonyesha katika chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

- Show link: Optional.

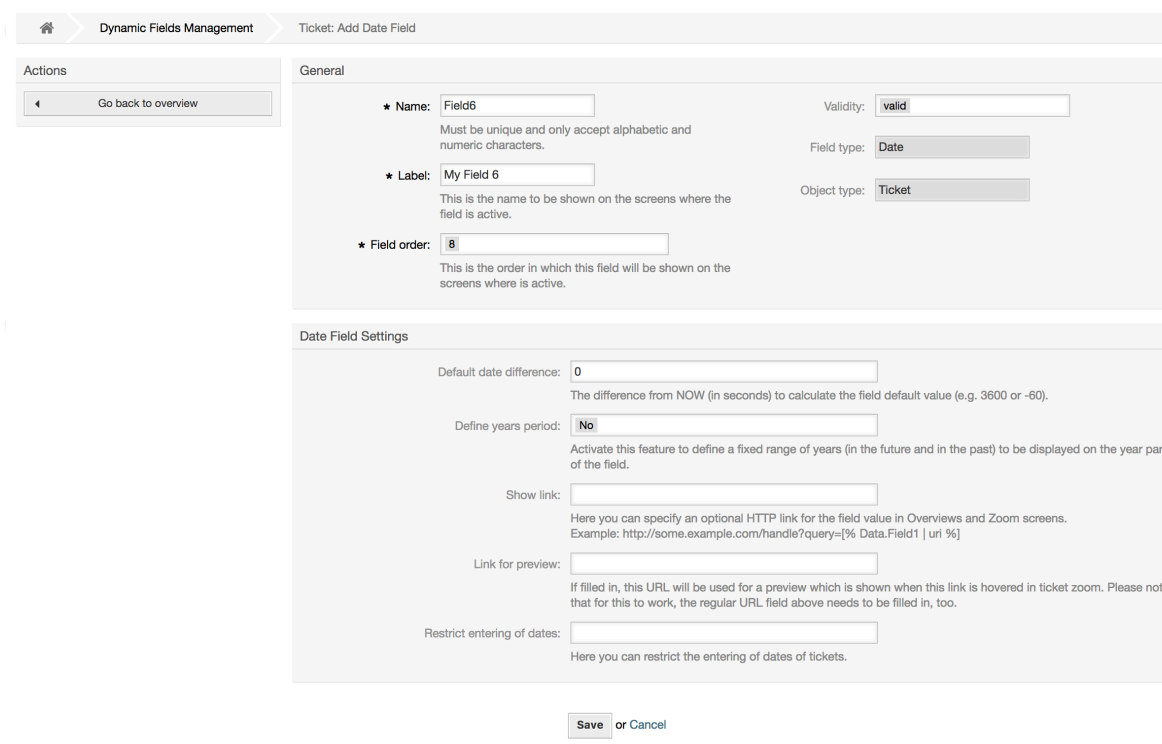
Kama imeseetiwa, thamani ya sehemu itabadilishwa kuwa kiungo kinachobonyezeka kwa ajili ya skrini za kuonyesha (kama kuza tiketi au mapitio).

For example, if "Show link" is set to "http://www.otrs.com", clicking on the filed value will make your browser to open the OTRS web page.

Note

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field will add the field value as part of the link reference.

Figure 4.110. Maongezi ya usanidi wa Tarehe ya Sehemu inayobadilika



The screenshot shows the 'Dynamic Fields Management' interface for adding a date field. The page title is 'Ticket: Add Date Field'. The interface is divided into several sections:

- Actions:** A button labeled 'Go back to overview'.
- General:**
 - Name:** Field6 (with a note: 'Must be unique and only accept alphabetic and numeric characters.')
 - Label:** My Field 6 (with a note: 'This is the name to be shown on the screens where the field is active.')
 - Field order:** 8 (with a note: 'This is the order in which this field will be shown on the screens where is active.')
 - Validity:** valid
 - Field type:** Date
 - Object type:** Ticket
- Date Field Settings:**
 - Default date difference:** 0 (with a note: 'The difference from NOW (in seconds) to calculate the field default value (e.g. 3600 or -60).')
 - Define years period:** No (with a note: 'Activate this feature to define a fixed range of years (in the future and in the past) to be displayed on the year part of the field.')
 - Show link:** (with a note: 'Here you can specify an optional HTTP link for the field value in Overviews and Zoom screens. Example: http://some.example.com/handle?query=[% Data.Field1 | uri %]')
 - Link for preview:** (with a note: 'If filled in, this URL will be used for a preview which is shown when this link is hovered in ticket zoom. Please note that for this to work, the regular URL field above needs to be filled in, too.')
 - Restrict entering of dates:** (with a note: 'Here you can restrict the entering of dates of tickets.')

At the bottom, there are 'Save' and 'Cancel' buttons.

10.2.8. Usanidi wa Tarehe / Muda wa Sehemu Inayobadilika

Sehemu inayobadilika ya Tarehe / Muda inatumika kuhifadhi thamani ya tarehe muda (Dakika, Masaa, Siku, Mwezi na Mwaka).

Mipangilio ya sehemu inayobadilika ya tarehe / muda:

- Chaguo-msingi la utofauti wa tarehe: Hiari, Namba kamili.

Idadi ya sekunde (hasi au chanya) kati ya tarehe ya sasa na tarehe iliyochaguliwa kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya Simu au Unda Tiketi).

- Define years period: Mandatory, (Yes / No).

Used to set a defined number of years in the past and the future based on the current date of the year select for this field. If set to Yes the following options are available:

- Miaka ya nyuma: Hiari, Namba kamili chanya.

Fafanua idadi ya miaka ya nyuma kutoka siku ya sasa kuonyesha chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

- Miaka ya mbeleni: Hiari, Namba kamili chanya.

Fafanua idadi ya miaka ya mbeleni kutoka siku ya sasa kuonyesha katika chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

- Show link: Optional.

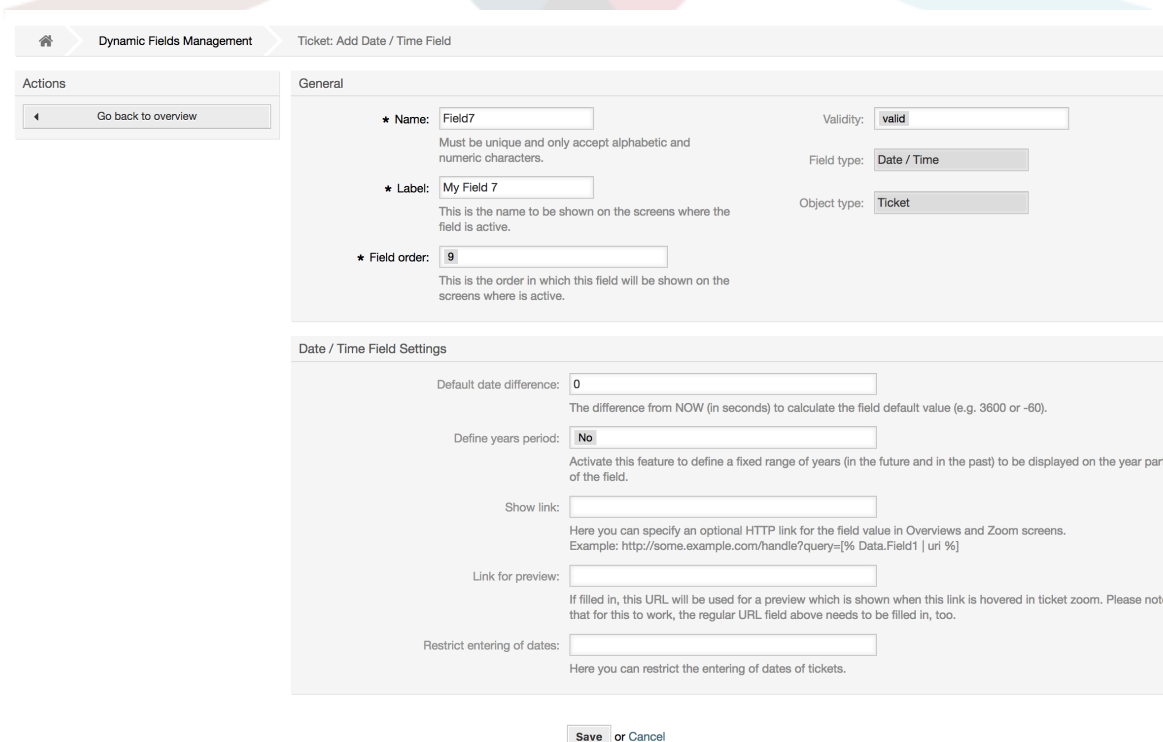
Kama imeseetiwa, thamani ya sehemu itabadilishwa kuwa kiungo kinachobonyezeka kwa ajili ya skrini za kuonyesha (kama kuza tiketi au mapitio).

For example, if "Show link" is set to "http://www.otrs.com", clicking on the filed value will make your browser to open the OTRS web page.

Note

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field will add the field value as part of the link reference.

Figure 4.111. Maongezi ya usanidi wa Tarehe / Muda wa Sehemu inayobadilika



The screenshot shows the 'Dynamic Fields Management' interface for configuring a 'Date / Time Field'. The interface is divided into several sections:

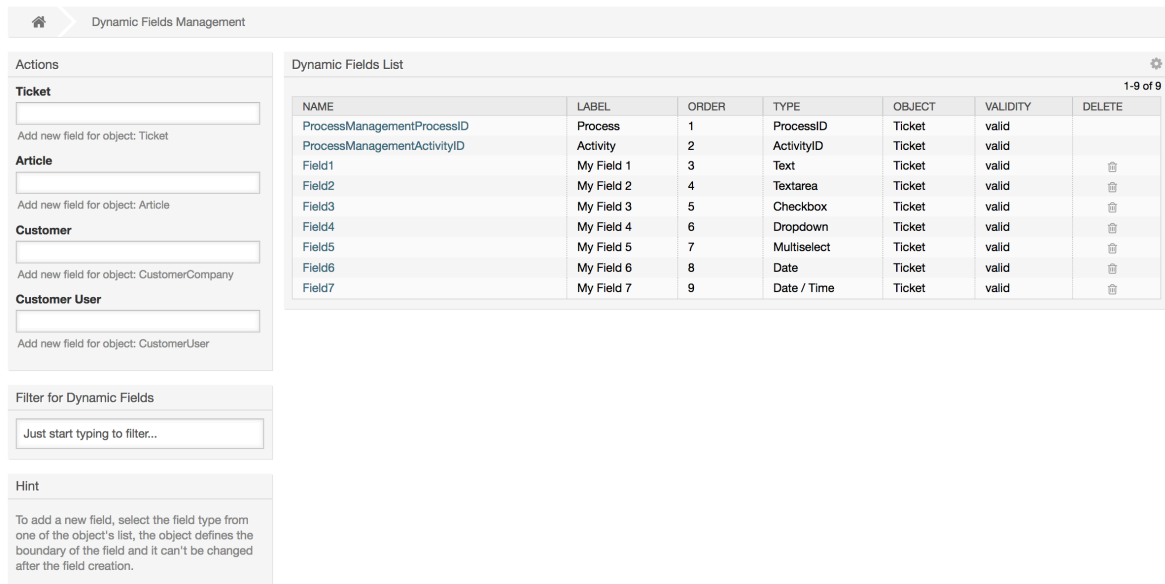
- Actions:** A button labeled 'Go back to overview'.
- General:**
 - Name:** Field7 (Must be unique and only accept alphabetic and numeric characters).
 - Label:** My Field 7 (This is the name to be shown on the screens where the field is active).
 - Field order:** 9 (This is the order in which this field will be shown on the screens where is active).
 - Validity:** valid
 - Field type:** Date / Time
 - Object type:** Ticket
- Date / Time Field Settings:**
 - Default date difference:** 0 (The difference from NOW (in seconds) to calculate the field default value (e.g. 3600 or -60)).
 - Define years period:** No (Activate this feature to define a fixed range of years (in the future and in the past) to be displayed on the year part of the field).
 - Show link:** (Here you can specify an optional HTTP link for the field value in Overviews and Zoom screens. Example: http://some.example.com/handle?query=% Data.Field1 | uri %)
 - Link for preview:** (If filled in, this URL will be used for a preview which is shown when this link is hovered in ticket zoom. Please note that for this to work, the regular URL field above needs to be filled in, too).
 - Restrict entering of dates:** (Here you can restrict the entering of dates of tickets).

At the bottom, there are 'Save' and 'Cancel' buttons.

10.2.9. Kuhariri sehemu inayobadilika

Skrini ya mapitio ya sehemu inayobadilika iliyojazwa (na mifano iliyopita) inatakiwa ionekane kama:

Figure 4.112. Skrini ya mapitio ya sehemu zinazobadilika iliyojazwa na data za sampuli



The screenshot shows the 'Dynamic Fields Management' interface. On the left, there are sections for 'Ticket', 'Article', 'Customer', and 'Customer User', each with a text input field and a button to 'Add new field for object: [object]'. Below these is a 'Filter for Dynamic Fields' section with a search input and a 'Hint' section with instructions. The main area is a 'Dynamic Fields List' table with 9 rows and 7 columns: NAME, LABEL, ORDER, TYPE, OBJECT, VALIDITY, and DELETE. The table contains the following data:

NAME	LABEL	ORDER	TYPE	OBJECT	VALIDITY	DELETE
ProcessManagementProcessID	Process	1	ProcessID	Ticket	valid	
ProcessManagementActivityID	Activity	2	ActivityID	Ticket	valid	
Field1	My Field 1	3	Text	Ticket	valid	
Field2	My Field 2	4	Textarea	Ticket	valid	
Field3	My Field 3	5	Checkbox	Ticket	valid	
Field4	My Field 4	6	Dropdown	Ticket	valid	
Field5	My Field 5	7	Multiselect	Ticket	valid	
Field6	My Field 6	8	Date	Ticket	valid	
Field7	My Field 7	9	Date / Time	Ticket	valid	

Kubadilisha au kuhariri sehemu inayobadilika lazima uwe na sehemu moja iliyofafanuliwa, chagua sehemu ambayo tayari imejazwa kutoka kwenye skrini ya mapitio ya sehemu zinazobadilika na sahihisha mipangilio.

Note

Sio sehemu zote zinazobadilika zinaweza kubadilishwa, aina ya Sehemu na aina ya Kitu zimefungwa kutoka kwenye machaguo ya sehemu na haziwezi kubadilishwa.

Haishauriwi kubadilisha jina la ndani la sehemu, lakini lebo inaweza kubadilishwa mda wowote. Kama jina la ndani limebadilishwa mipangilio yote ya "SysConfig" ambayo ina marejeo kwenye sehemu hiyo yanahitaji kusasishwa na pia mapen-deleo ya mtumiaji (kama imefafanuliwa).

10.2.10. Kuonyesha Sehemu Inayobadilika kwenye Skrini

Kuonyesha sehemu inayobadilika kwenye skrini fulani kuna masharti mawili ya lazima:

1. Sehemu inayobadilika lazima iwe halali.
2. Sehemu inayobadilika lazima isetiwe kuwa 1 au 2 kwenye skrini ya usanidi.

Fuata hatua hizi kuonyesha sehemu inayobadilika katika skrini

- Kuwa na uhakika kwamba sehemu inayobadilika imesetiwa kuwa halali, unaweza kuona uhalali wa sehemu kutoka kwenye skrini ya mapitio ya sehemu inayobadilika. Seti kuwa halali kwa kuhariri sehemu kama ikihitajika.
- Fungua "sysconfig" na chagua "Tiketi" kutoka kwenye orodha kunjuzi katika mwambaa upande wa Vitendo ulio katika upande wa kushoto wa skrini.

Note

Pia unaweza kutafuta "Sehemulnayobadilika" katika kibanduku cha kutafuta juu au ufunguo wa "sysconfig" moja kwa moja kama unaujua.

- Tambua mpangilio kundi dogo kwa skrini unayoitafula na kibonyeze. Kwa mfano "Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya".
- Tafuta mpangilio uanoishia na "###Sehemulnayobadilika". Kwa mfano "Tiketi::Mazingira ya mbele::WakalaTiketiSimu###Sehemulnayobadilika".
- Kama mpangilio uko tupu au hauna jina linalotakiwa la sehemu inayobadilika, bofya kwenye kitufe "+" kuongeza ingizo jipya. Kwa mfano Ufunguo: Sehemu1, Maudhui: 1.

Kama mpangilio tayari una orodha ya jina la sehemu inayobadilika kuwa na uhakika kwamba imesetiwa kuwa "1" ili kuonyesha hiyo sehemu au kuwa "2" kuonyesha kwa ulazima.

- Save the configuration by clicking on the "Update" button at the bottom of the screen and navigate to the screen where you want the field to be displayed.

10.2.10.1. Onyesha Mifano

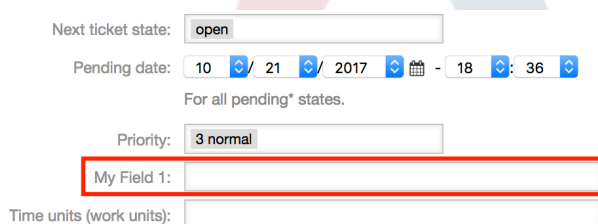
Ifuatayo ni mifano ya usanidi wa "sysconfig" kuonyesha au kuficha sehemu zinazobadilika katika skrini tofauti.

Example 4.22. Amilisha Sehemu1 katika Simu Mpya Tiketi Skrini.

- *Umbo:* Kundi. Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya
- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###Sehemulnayobadilika
- *Thamani:*

Ufunguo	Maudhui
Sehemu1	1

Figure 4.113. Field1 in New Phone Ticket Screen



Next ticket state:

Pending date: / / :

For all pending* states.

Priority:

My Field 1:

Time units (work units):

Example 4.23. Amilisha Sehemu1 katika Simu Mpya Tiketi Skrini kwa ulazima.

- *Umbo:* Kundi. Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya
- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###Sehemulnayobadilika

- *Thamani:*

Ufunguo	Maudhui
Sehemu1	2

Figure 4.114. Field1 in New Phone Ticket Screen as mandatory

Pending date: 10 / 21 / 2017 - 18 : 36

For all pending* states.

Priority: 3 normal

*** My Field 1:**

Time units (work units):

Example 4.24. Amilisha sehemu mbali mbali katika Simu Mpya Tiketi Skrini.

- *Umbo:* Kundi. Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya
- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuNayobadilika
- *Thamani:*

Ufunguo	Maudhui
Sehemu1	1
Sehemu2	1
Sehemu3	1
Sehemu4	1
Sehemu5	1
Sehemu6	1
Sehemu7	1

Figure 4.115. Several fields in New Phone Ticket Screen as mandatory

Next ticket state: open

Pending date: 10 / 21 / 2017 - 18 : 53

For all pending* states.

Priority: 3 normal

My Field 1:

My Field 2:

My Field 3:

My Field 4: AAA

My Field 5:

My Field 6: 10 / 20 / 2017

My Field 7: 10 / 20 / 2017 - 18 : 53

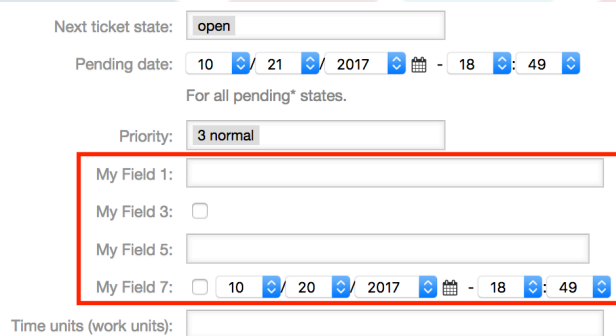
Time units (work units):

Example 4.25. Lemaza baadhi ya sehemu katika Simu Mpya Tiketi Skrini.

- *Umbo:* Kundi. Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya
- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika
- *Thamani:*

Ufunguo	Maudhui
Sehemu1	1
Sehemu2	0
Sehemu3	1
Sehemu4	0
Sehemu5	1
Sehemu6	0
Sehemu7	1

Figure 4.116. Some deactivated fields in New Phone Ticket Screen as mandatory



Next ticket state:

Pending date: / / - :

For all pending* states.

Priority:

My Field 1:

My Field 3:

My Field 5:

My Field 7: / / - :

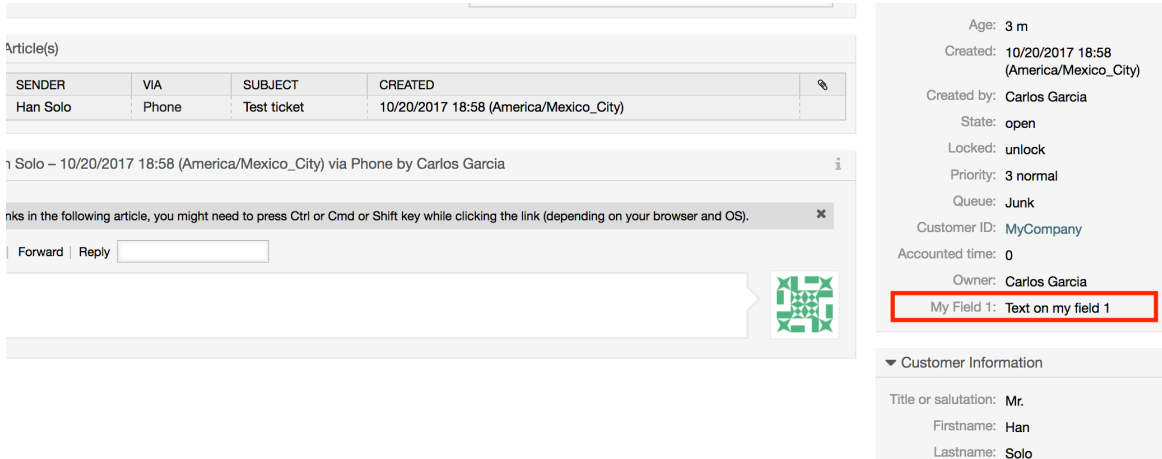
Time units (work units):

Example 4.26. Amilisha Sehemu1 katika Skrini Kuza Tiketi.

- *Umbo:* Kundi. Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaKuza
- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiKuza###SehemuInayobadilika
- *Thamani:*

Ufunguo	Maudhui
Sehemu1	1

Figure 4.117. Field1 in Ticket Zoom Screen



Article(s)

SENDER	VIA	SUBJECT	CREATED
Han Solo	Phone	Test ticket	10/20/2017 18:58 (America/Mexico_City)

1 Solo - 10/20/2017 18:58 (America/Mexico_City) via Phone by Carlos Garcia

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

Forward | Reply

Age: 3 m
 Created: 10/20/2017 18:58 (America/Mexico_City)
 Created by: Carlos Garcia
 State: open
 Locked: unlock
 Priority: 3 normal
 Queue: Junk
 Customer ID: MyCompany
 Accounted time: 0
 Owner: Carlos Garcia
My Field 1: Text on my field 1

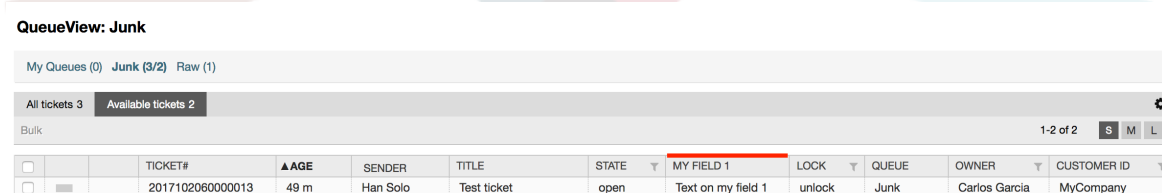
Customer Information
 Title or salutation: Mr.
 Firstname: Han
 Lastname: Solo

Example 4.27. Amilisha Sehemu1 katika Mapitio ya Skrini Ndogo za Tiketi.

- *Umbo:* Kundi. Tiketi
- *Kudni-dogo:* Mazingira ya mbele::Wakala::TiketiMapitio
- *Mpangilio:* Tiketi::Mazingira ya mbele::MapitioMadogo###SehemuNayobadilika
- *Thamani:*

Ufunguo	Maudhui
Sehemu1	1

Figure 4.118. Field1 in Ticket Overview Small Screen



QueueView: Junk

My Queues (0) Junk (3/2) Raw (1)

All tickets 3 Available tickets 2

Bulk 1-2 of 2 S M L

TICKET#	AGE	SENDER	TITLE	STATE	MY FIELD 1	LOCK	QUEUE	OWNER	CUSTOMER ID
2017102060000013	49 m	Han Solo	Test ticket	open	Text on my field 1	unlock	Junk	Carlos Garcia	MyCompany

This setting affects: Escalation View, Locked View, Queue View, Responsible View, Status View, Service View and Watch View screens.

10.2.11. Kuweka Thamani Chaguo-msingi kwa kutumia Moduli ya Tukio la Tiketi

Tukio la tiketi (mf. TengenezaTiketi) linaweza kuchochea thamani kusetiwa kwa sehemu fulani, kama sehemu bado haina thamani.

Note

Kwa kutumia njia hii thamani chaguo-msingi, haionekani katika skrini za kuhariri (mf. Simu Mpya Tiketi) kwa kuwa thamani imesetiwa baada ya utengenezaji wa tiketi.

Kuamilisha hiki kipengele ni muhimu kuwezesha mpangilio ufwatao: "Tiketi::TukioModuli-Tuma###TiketiSehemuNayobadilikaChaguo-msingi".

Example 4.28. Amilisha Sehemu1 katika kitendo cha TengenezaTiketi.

- *Umbo: Kundi.* Tiketi
- *Kundi-dogo:* Kiini::TiketiSehemulnayobadilikaChaguo-msingi
- *Mpangilio:* Tiketi::TiketiSehemulnayobadilikaChaguo-msingi###Elementi1

Note

Huu usanidi unaweza kusetiwa katika moja ya tiketi 16::TiketiSehemulnayobadilikaChaguo-msingi###Mipangilio ya elementi.

Kama zaidi ya sehemu 16 zinahitajika kuanzishwa faili la XML kililogeuzwa kukufaa lazima liwekwe kwenye mpangilio orodha \$OTRS_HOME/Kernel/Config/files kuendeleza kipengele hiki.

- *Thamani:*

Ufunguo	Maudhui
Kitendo	TengenezaTiketi
Jina	Sehemu1
Thamani	thamani mpya

10.2.12. Seti thamani ya chaguo-msingi kwa Upen-deleo wa mtumiaji

Chaguo-msingi la sehemu inayobadilika inaweza kubadilishwa na thamani ziliyofafanuliwa na mtumiaji zilizohifadhiwa kwenye mapendeleo ya mtumiaji.

Kutumia njia hii, thamani ya chaguo-msingi la hiyo sehemu litaonyeshwa kwenye skrini yoyote ambapo sehemu hiyo imeamilishwa (kama sehemu tayari haina thamani nyingine).

Mipangilio ya "sysconfig" ya "MapendeleoMakundi###Sehemulnayobadilika" inayopatikana katika Kundi dogo la "Mazingira ya mbele::Wakala::Mapendeleo". Huu mpangilio ni mfano wa jinsi ya kutengeneza ingizo katika skrini ya Mapendeleo ya Mtumiaji kuseti thamani ya chaguo-msingi la sehemu inayobadilika pweke kwa ajili ya mtumiaji aliyechaguliwa. Kiwango cha juu cha huu mpangilio ni inaruhusu matumizi ya sehemu moja tu inayobadilika. Kama sehemu mbili au zaidi zitatumia hiki kipengele, ni muhimu kutengeneza usanidi wa faili la XML uliogeuzwa kukufaa kuongeza mipangilio zaidi inayofanana na huu.

Note

Remember, if more settings are added in a new XML each setting name needs to be unique in the system and different than "PreferencesGroups###DynamicField". For example: PreferencesGroups###101-DynamicField-Field1, PreferencesGroups###102-DynamicField-Field2, PreferencesGroups###My-Field1, PreferencesGroups###My-Field2, etc.

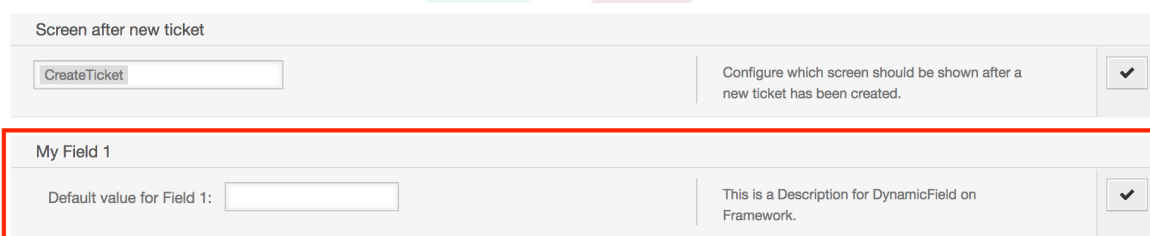
Example 4.29. Amilisha Sehemu1 katika mapendeleo ya Mtumiaji.

- *Umbo: Kundi.* Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Mapendeleo
- *Mpangilio:* MakundiMapendeleo###101-Sehemulnayobadilika-Sehemu1

- *Thamani:*

Ufunguo	Maudhui
Kitendo	TengenezaTiketi
Amilifu	1
fungu	Ingizo
Safuwima	Mipangilio mingine
Data:	[% Env("UserDynamicField_Field1") %]
Ufunguo:	Sehemu yangu 1
Lebo:	Chaguo-msingi kwa: Sehemu yangu 1
Moduli:	Kiini::Matokeo::HTML::MapendeleoUjumla
MapendeleoUfunguo:	MtumiajiSehemuInayobadilika_Sehemu1
Kipaumbele:	7000

Figure 4.119. Field1 in User preferences screen



The screenshot shows a configuration interface for a dynamic field. The top section is titled "Screen after new ticket" and contains a "CreateTicket" button and a dropdown menu with a checkmark. Below this, a section titled "My Field 1" is highlighted with a red border. It contains a text input field for the "Default value for Field 1:" and a description: "This is a Description for DynamicField on Framework." with a dropdown menu and a checkmark.

11. Kiolesura cha Ujumla

Kiolesura cha Ujumla cha OTRS kina matabaka mengi ya viunzi ambavyo vinaruhusu OTRS kuwasiliana na mifumo mingine kupitia huduma ya tovuti. Haya mawasiliano yanweza kuwa ya pande mbili.

- *OTRS kama Mtoaji:* OTRS inakuwa kama seva inasikiliza maombi kutoka kwenye Mfumo wa Nje, inachakatisha taarifa, kufanya vitendo vilivyoombwa, na kujibu maombi.
- *OTRS kama Muombaji:* OTRS inakuwa kama mteja inakusanya taarifa, kutuma maombi kwa Mifumo ya Nje, na kusubiri majibu.

11.1. Matabaka ya Kiolesura cha Ujumla

Kiolesura cha Ujumla kimetengenezwa katika moduli ya tabaka, kuwa rahisi kubadilika na kugeza kukufaa.

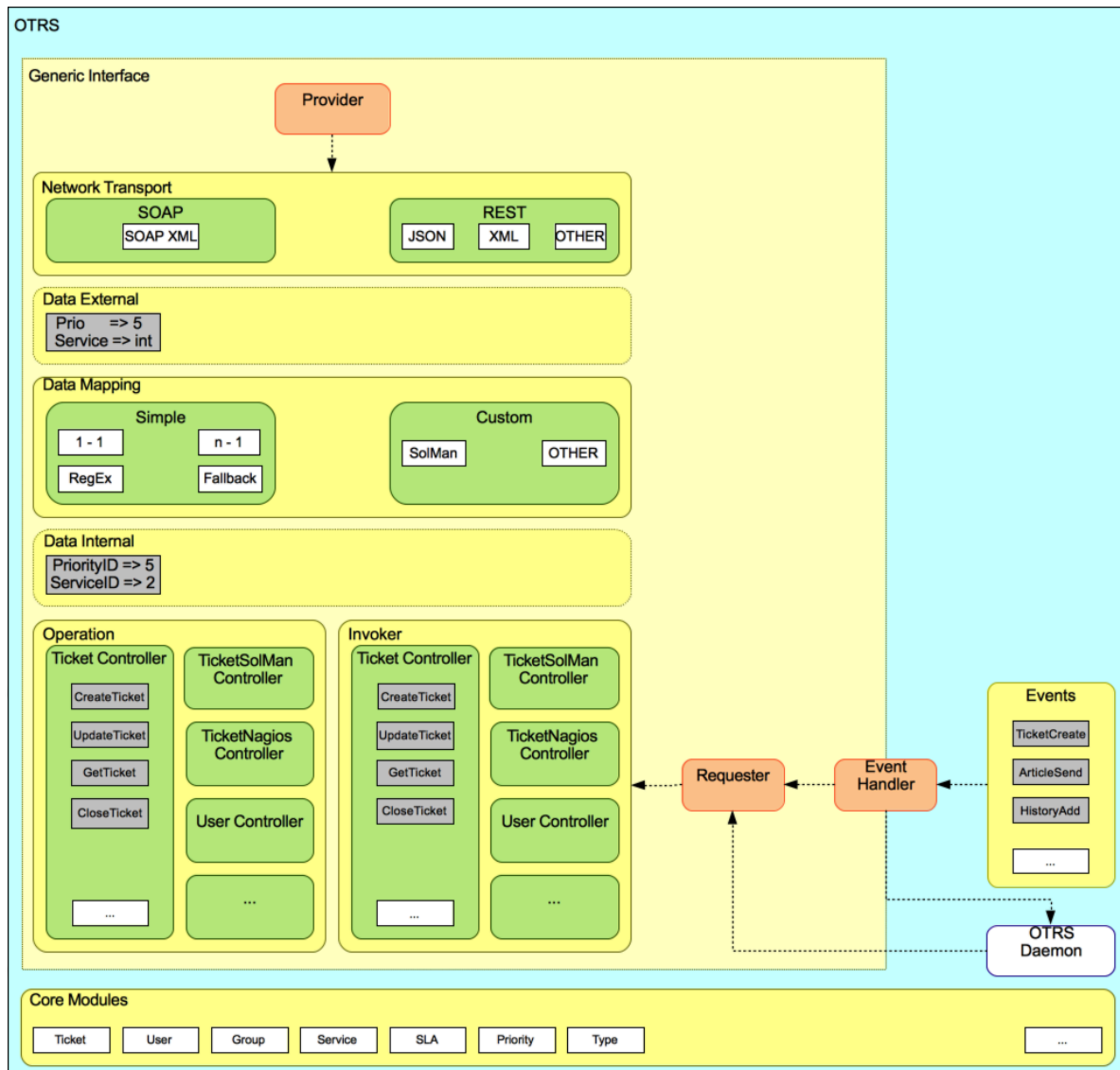
Tabaka ni seti ya mafaili, ambayo inadhibiti jinsi Kiolesura cha Ujumla kinavyotekeleza sehemu tofauti za huduma ya tovuti. Kwa kutumia usanidi sahihi, mtu anaweza kujenga huduma tofauti za tovuti kwa Mifumo tofauti ya Nje bila kutengeneza moduli mpya.

Note

Kama Mfumo wa Nje hauna usaidizi kwa furushi la moduli za sasa za Kiolesura cha Ujumla, moduli maalumu zinahitaji kutengenezwa kwa ajili ya hiyo huduma maalumu ya tovuti.

Orodha ya moduli zilizotolewa za Kiolesura cha Ujumla zilizosafirishwa na OTRS zita sasishwa na kuongezwa.

Figure 4.120. The graphical interface layers



11.1.1. Usafirishaji wa Mtandao

Hili tabaka lina jukumu la mawasiliano sahihi na Mfumo wa Mbali. Inapokea maombi na kutengeneza majibu ikiwa kama mtoaji, na kutengeneza maombi na kupokea majibu ikiwa kama muombaji.

Mawasiliano ya mtoaji yanashughulikiwa na kishiko kipya cha seva ya wavuti kiitwacho "nph-genericinterface.pl".

Requester communication could be initiated during an event triggered by a Generic Interface module or any other OTRS module. This event is caught by the event handler and depending on the configuration the event will be processed directly by the requester object or delegated to the Scheduler (a separated daemon designed to process tasks asynchronously).

11.1.2. Kuunganisha data

Tabaka hili lina jukumu la kutafsiri muundo wa data kati ya OTRS na Mfumo wa Mbali (tabaka la data za ndani na data za nje). Kwa kawaida Mifumo ya Mbali ina muundo tofauti wa data kufananisha na OTRS (ikijumuisha thamani tofauti na majina tofauti ya hizo

thamani), na hapa umuhimu wa hili tabaka unaonekana kubadilisha taarifa inayopokelewa kuwa kitu ambacho OTRS inaweza kuelewa na kwa upande mwingine kutuma taarifa kwa kila Mfumo wa Mbali kwa kutumia kamusi zao za data.

Example: "Kipaumbele" (OTRS) kinaweza kuitwa "Prio" katika mfumo wa mbali na inaweza kuwa thamani "1 Chini" (OTRS) inatakiwa kuunganishwa na "Taarifa" kwenye mfumo wa mbali.

11.1.3. Mdhibiti

Wadhibiti ni mkusanyiko wa Operesheni zinazofanana au Wachochezi. Kwa mfano, mdhibiti wa Tiketi anaweza kuwa na operesheni za kawaida za tiketi. Wadhibiti wa kawaida wanaweza kutekelezeka, kwa mfano mdhibiti "TiketiNjeKampuni" ambayo inaweza kuwa na kazi sawa na mdhibiti wa kawaida wa Tiketi, lakini ana kiolesura tofauti cha data, au majina ya kazi (ili kukabiliana na majina ya Mfumo wa Mbali) au kanuni tofauti kabisa.

Kazi moja ya Kiolesura cha Ujumla inaweza kuwa kulandanisha taarifa za Mfumo mmoja wa Mbali unaoweza kuongea na Mfumo mwingine wa Mbali unaofanana tu. Katika kesi hii wadhibiti wapya inabidi watengenezwe na Operesheni na Wachochezi inabidi waige tabia za Mfumo wa Mbali ili kiolesura ambacho OTRS itaonyesha kifanane na kiolesura cha Mfumo wa Mbali.

11.1.4. Operesheni (OTRS kama mtoaji)

Operesheni ni kitendo kimoja kinachoweza kufanywa ndani ya OTRS. Operesheni zote zina kiolesura cha kuundia programu za ngamizi kinachofanana, zinapokea data katika parameta moja maalumu, na kurudisha muundo wa data wenye hali ya mafanikio, ujumbe wa kasoro zilizotokea na kurudisha data.

Kwa kawaida operesheni zinatumia data (za ndani) ambazo tayari zimeunganika kuita moduli viini na kufanya vitendo kama: Tengeneza Tiketi, Sasisha Mtumiaji, Batilisha Foleni, Tuma Taarifa, na kadh. Operesheni ina ufikivu kamili kwenye API ya OTRS kufanya kitendo hicho.

11.1.5. Mchochezi (OTRS kama muombaji)

Mchochezi ni kitendo ambacho OTRS inafanya dhidi ya Mfumo wa Mbali. Wachochezi wanatumia moduli za kiini cha OTRS kuchakatisha na kukusanya taarifa zote zinazotakiwa kutengeneza maombi. Taarifa zikiwa tayari inabidi ziunganishwe na umbizo la Mfumo wa Mbali ili zitumwe kwenda kwenye Mfumo wa Mbali, hiyo itachakatisha taarifa itatekeleza kitendo na kutuma majibu, ili aidha kuchakatisha mafanikio au kushughulikia makosa.

11.2. Mtiririko wa Mawasiliano ya Kiolesura cha Ujumla

Kiolesura cha Ujumla kina mtiririko uliofananuliwa kutekeleza vitendo kama mtoaji na muombaji.

Mtiririko huu unaelezewa hapa chini:

11.2.1. OTRS kama mtoaji

11.2.1.1. Maombi ya Mbali:

1. Maombi ya HTTP

- OTRS inapokea maombi ya HTTP na kuzipitisha kwenye matabaka.

- Moduli ya mtoaji ndiyo ina mamlaka ya kutekeleza na kusimamia vitendo hivi.

2. Usafirishaji wa Mtandao

- Moduli ya usafirishaji wa mtandao inasimbua fiche mzigo wa data na kutofautisha jina la operesheni kutoka kwenye data nyingine.
- Jina la operesheni na data za operesheni zinarudishwa kwa mtumaji.

3. Data za Nje

- Data kama zilivyotumwa kutoka kwenye mfumo wa mbali (hili siyo tabaka linalotege-meza moduli).

4. Kuunganisha

- Data inabadilishwa kutoka muundo wa Mfumo wa Nje na kuwa muundo wa mfumo wa ndani wa OTRS kama ilivyobainishwa katika usanidi wa muunganiko wa operesheni hii (Muunganiko wa maombi ya data zinazoingia).
- Data ambazo tayari zimebadilishwa zinarudishwa kwa mtoaji.

5. Data za Ndani

- Data kama zilivyobadilishwa na kuandaliwa kupelekwa kwenye operesheni (Hili siyo tabaka la moduli).

6. Operesheni

- Inapokea na kuthidbitisha data.
- Inafanya udhibiti ufikivu wa mtumiaji.
- Inatekeleza vitendo.

11.2.1.2. Majibu ya OTRS:

1. Operesheni

- Inarudisha matokeo ya data kwa mtoaji.

2. Data za Ndani

- Data kama zilivyorudishwa kutoka kwenye operesheni.

3. Kuunganisha

- Data inabadilishwa kurudi kuwa ya Mfumo wa nje kama ilivyobainishwa katika usanidi wa muunganiko (Muunganiko wa majibu ya data zinazotoka).
- Data ambazo tayari zimebadilishwa zinarudishwa kwa mtoaji.

4. Data za nje

- Data kama ilivyobadilishwa na kuandaliwa kupitishwa kwenye Usafirishaji wa Mtandao kama majibu.

5. Usafirishaji wa Mtandao

- Inapokea data tayari katika umbizo la mfumo wa mbali.
- Inatengeneza majibu halali kwa hii aina ya usafirishaji wa mtandao.

6. Majibu ya HTTP

- Majibu yanatumwa kwa mteja wa huduma ya tovuti.
- Kama kukiwa na kosa, kosa linatumwa kwa mfumo wa mbali (mf. kosa la SOAP, kosa la HTTP, na kadhalika).

11.2.2. OTRS kama Muombaji

11.2.2.1. Maombi ya OTRS:

1. Kishiko Tukio Kichochezi

- Kwa kutegemea usanidi wa huduma za mtandao itaamua kama maombi yatakuwa landanifu au solandanifu.
 - Landanifu
 - Simu ya moja kwa moja inapigwa kwa Muombaji ili kutengeneza ombi jipya na kulipitisha kwenye matabaka.
 - Solandanifu
 - Create a new Generic Interface (Requester) task for the OTRS Daemon (by delegating the request execution to the Scheduler Daemon, the user experience could be highly improved, otherwise all the time needed to prepare the request and the remote execution will be added to the OTRS Events that trigger those requests).
 - In its next cycle the OTRS daemon process reads the new task and creates a call to the Requester that will create a new request and then passes it through the layers.

2. Mchochezi

- Inapokea data kutoka kwenye kitendo.
- Inathibitisha data zilizopokelewa (kama itahitajika).
- Inaita moduli ili kusaidia data (kama itahitajika).
- Rudisha maombi ya muundo wa data au tuma ishara ya kusitisha mawasiliano kwa muombaji, kusitisha mawasiliano kwa nia njema.

3. Data za Ndani

- Data kama ilivyopitishwa kwa mchochezi (Hii siyo tabaka linalotegemea moduli).

4. Kuunganisha

- Data zinabadilishwa kuwa muundo wa Mfumo wa nje kama ilivyobainishwa katika usanidi wa muunganiko. (Muunganiko wa majibu ya data zinazotoka) .
- Data ambayo imekwisha badilishwa inarudishwa kwa muombaji.

5. Data za Nje

- Data kama ilivyobadilishwa na kuandaliwa kwa kutuma kwa mfumo wa mbali.

6. Usafirishaji wa Mtandao

- Inapokea jina la operesheni ya mbali na data ambazo tayari zimekwisha badilishwa umbizo kuwa lile la mfumo wa mbali kutoka kwa muombaji.

- Inatengeneneza maombi halali ya usafirishaji wa mtandao.
- Sends the request to the remote system and waits for the response.

11.2.2.2. Majibu ya Mbali:

1. Usafirishaji wa mtandao

- Inapokea majibu na kusimbua fiche mzigo wa data.
- Inarudisha data kwa muombaji.

2. Data za Nje

- Data as received from the Remote System.

3. Kuunganisha

- Data inabadilishwa kutoka kwenye muunda wa Mfumo wa Nje kuwa muundo wa ndani wa OTRS kama ilivyobainishwa kwenye usanidi wa muunganiko wa operesheni hii (Muunganiko wa majibu ya data zinazotoka).
- Data ambayo imekwisha badilishwa inarudishwa kwa muombaji.

4. Data za Ndani

- Data kama ilivyobadilishwa na tayari kupitishwa kurudi kwa muombaji.

5. Mchochezi

- Inapokea data zilizorudishwa
- Inashughulikia data inayohitajika na mchochezi maalumu (inajumuisha ushughulikiaji wa makosa kama yapo).
- Rudisha matokeo ya Mchochezi na data kwa Muombaji.

6. Event Handler or OTRS Daemon

- Receives the data from the Requester. In the case of the OTRS Daemon this data might contain information to create a task in the future.

11.3. Huduma za Tovuti

Huduma ya Tovuti ni njia ya mawasiliano kati ya mifumo miwili, katika kesi yetu ni OTRS na Mifumo ya Mbali.

The heart of the Web Service is its configuration, where it is defined what actions the web service can perform internally (Operation), what actions the OTRS request can perform Remote System (Invokers), how data is converted from one system to the other (Mapping), and over which protocol the communication will take place (Transport).

The Generic Interface is the framework that makes it possible to create Web Services for OTRS in a predefined way, using already made building blocks that are independent from each other and interchangeable.

11.4. Kiolesura Michoro cha Huduma za Tovuti

Kiolesura michoro cha huduma za tovuti ni kifaa kinachoruhusu kutengeneza usanidi wa huduma za tovuti changamano katika kiolesura ambacho ni rahisi kutumika. Inaruhusu ku:

- Tengeneza na Kufuta huduma za tovuti.
- Kuagiza na Kuhamisha usanidi (katika umbizo la YAML) kwa huduma za tovuti zilizopo.
- Ona, rudisha na Hamisha usanidi wa zamani wa huduma za tovuti zilizopo katika skrini ya Historia ya Huduma za Tovuti.
- Fuatilia batli zote za mawasiliano kwa kila huduma ya tovuti kwenye skrini ya kueua.

11.4.1. Mapitio ya Huduma za Tovuti

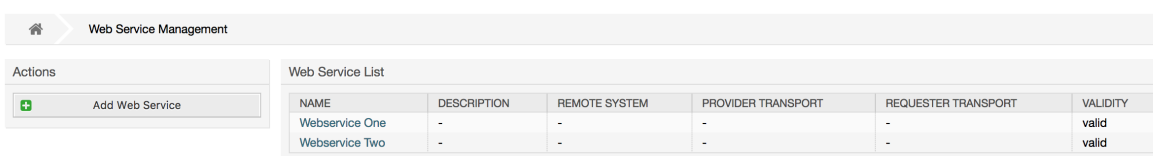
The *Web Services* link in the main screen of Admin Interface (in the System Administration box) leads to the web services overview screen, where you are able to manage your web service configurations. You can add new web services or change the configuration of the existing ones from this screen.

Every web service configuration screen has in the upper part of the screen a *bread crumbs* style navigation path. This navigation path is useful to know exactly in which part of the web service configuration we are, and also enables the user to jump back to any part of the configuration process at any time (this action will not save any changes).

Note

To create a new web service, press the button *Add web service*, and provide the required information.

Figure 4.121. Web services overview



Web Service Management							
Actions		Web Service List					
<input type="button" value="Add Web Service"/>		NAME	DESCRIPTION	REMOTE SYSTEM	PROVIDER TRANSPORT	REQUESTER TRANSPORT	VALIDITY
		Webservice One	-	-	-	-	valid
		Webservice Two	-	-	-	-	valid

11.4.2. Ongeza Huduma ya Tovuti

The only required field in this part is the web service *Name* that needs to be unique in the system and can not be left empty. Other fields are also necessary for the configuration like the *Debug Threshold* and *Validity* but these fields are already populated with the default value for each list.

The default value for *Debug Threshold* is *debug*. When configured in this manner all communication logs are registered in the database. Each subsequent *Debug Threshold* value is more restrictive and discards communication logs of lower order than the one set in the system.

Kizingiti cha viwango vya kueua (kutoka chini kwenda juu)

- Eua
- Maelezo
- Notisi
- Kasoro

It is also possible to define the network transport protocol for *OTRS as Provider* and *OTRS as requester*.

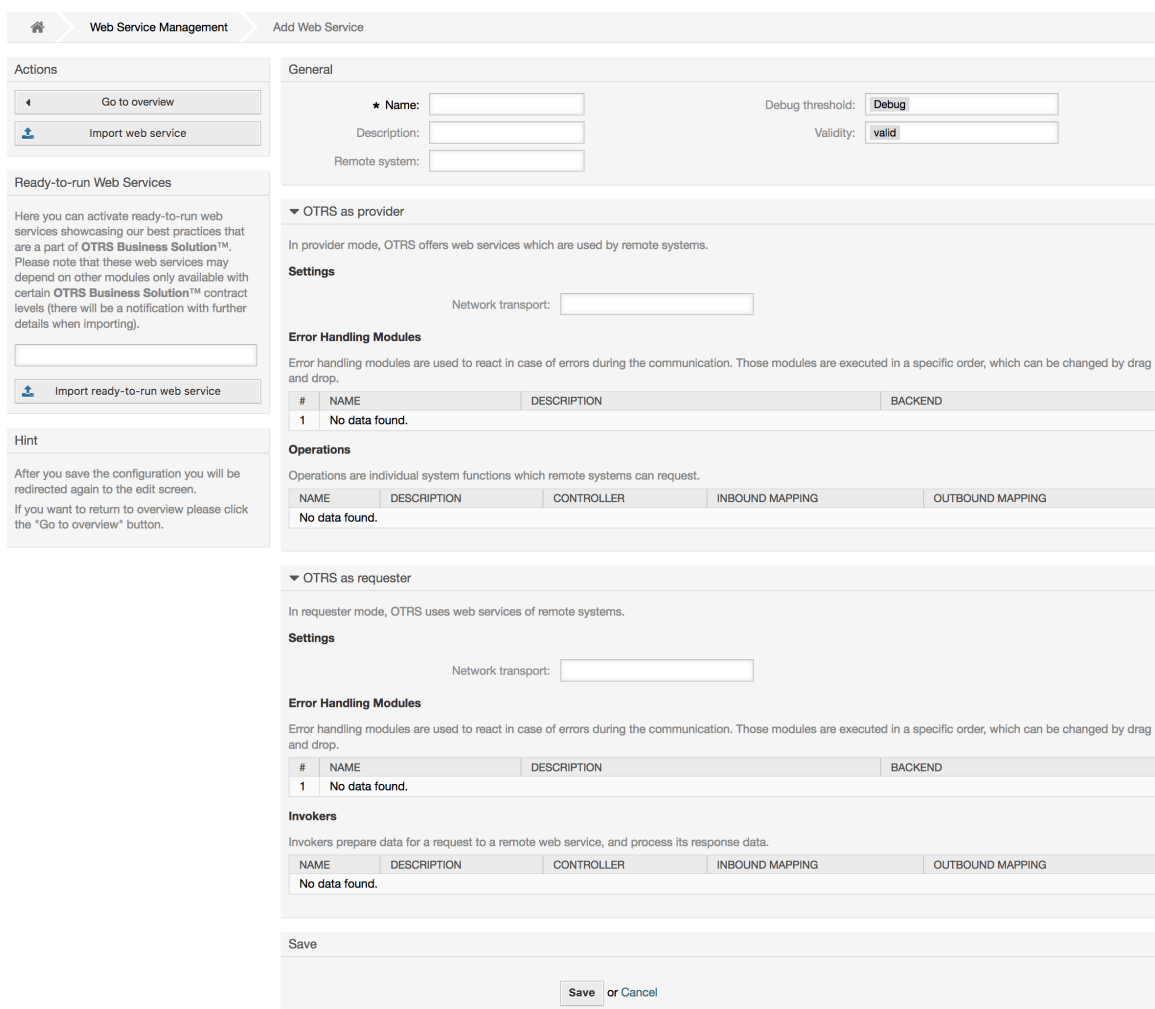
Click on the *Save* button to register the new web service in the database or click *Cancel* to discard this operation. You will now be returned to the web service overview screen.

If you already have a web service configuration file in YAML format you can click on the *Import web service* button on the left side of the screen. For more information on importing web services please check the next section *Web Service Change*.

Note

Kubadilisha au kuongeza maelezo ya huduma ya tovuti, bofya kwenye jina la huduma ya tovuti kwenye skrini ya mapitio ya huduma za tovuti.

Figure 4.122. Web services add



Web Service Management Add Web Service

Actions

- Go to overview
- Import web service

Ready-to-run Web Services

Here you can activate ready-to-run web services showcasing our best practices that are a part of OTRS Business Solution™. Please note that these web services may depend on other modules only available with certain OTRS Business Solution™ contract levels (there will be a notification with further details when importing).

Import ready-to-run web service

Hint

After you save the configuration you will be redirected again to the edit screen. If you want to return to overview please click the "Go to overview" button.

General

* Name: Debug threshold:

Description: Validity:

Remote system:

OTRS as provider

In provider mode, OTRS offers web services which are used by remote systems.

Settings

Network transport:

Error Handling Modules

Error handling modules are used to react in case of errors during the communication. Those modules are executed in a specific order, which can be changed by drag and drop.

#	NAME	DESCRIPTION	BACKEND
1	No data found.		

Operations

Operations are individual system functions which remote systems can request.

NAME	DESCRIPTION	CONTROLLER	INBOUND MAPPING	OUTBOUND MAPPING
No data found.				

OTRS as requester

In requester mode, OTRS uses web services of remote systems.

Settings

Network transport:

Error Handling Modules

Error handling modules are used to react in case of errors during the communication. Those modules are executed in a specific order, which can be changed by drag and drop.

#	NAME	DESCRIPTION	BACKEND
1	No data found.		

Invokers

Invokers prepare data for a request to a remote web service, and process its response data.

NAME	DESCRIPTION	CONTROLLER	INBOUND MAPPING	OUTBOUND MAPPING
No data found.				

Save

Save or Cancel

11.4.3. Web Service Example Import

Did you know there are example web services available in the [OTRS Business Solution™](#)?

11.4.4. Badilisha Huduma ya Tovuti

Katika skrini hii una seti kamili ya fomula saidizi kushughulikia kila kipande cha huduma ya wavuti. Upande wa kushoto katika safuwima ya kitendo unaweza kupata vitufe ambavyo vitakuruhusu kufanya vitendo vyote vinavyowezekana kwenye huduma ya wavuti:

- Nakili huduma ya tovuti.

- Hamisha huduma ya tovuti
- Agiza huduma ya tovuti
- Historia ya usanidi
- Futa huduma ya tovuti
- Anaye eua.

Note

Configuration history and Debugger will lead you to different screens.

11.4.4.1. Nakala ya Huduma ya Tovuti

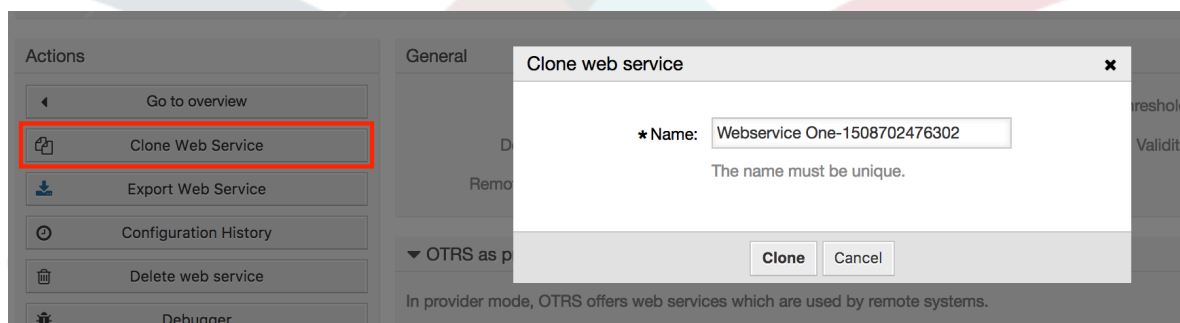
To clone a web service, you need to click on the *Clone web service* button. A dialog will be shown where you can use the default name or set a new name for the (cloned) web service.

Note

Remember that the name of the web service must be unique within the system.

Click on *Clone* button to create the web service clone or *Cancel* to close the dialog.

Figure 4.123. Nakala ya huduma ya tovuti



11.4.4.2. Hamisha Huduma ya Tovuti

The *Export web service* button gives you the opportunity to dump the configuration of the current web service into a YAML file, to download it and to store it on your file system. This can be specially useful if you want to migrate the web service from one server to another, for example from a testing environment to a production system.

Warning

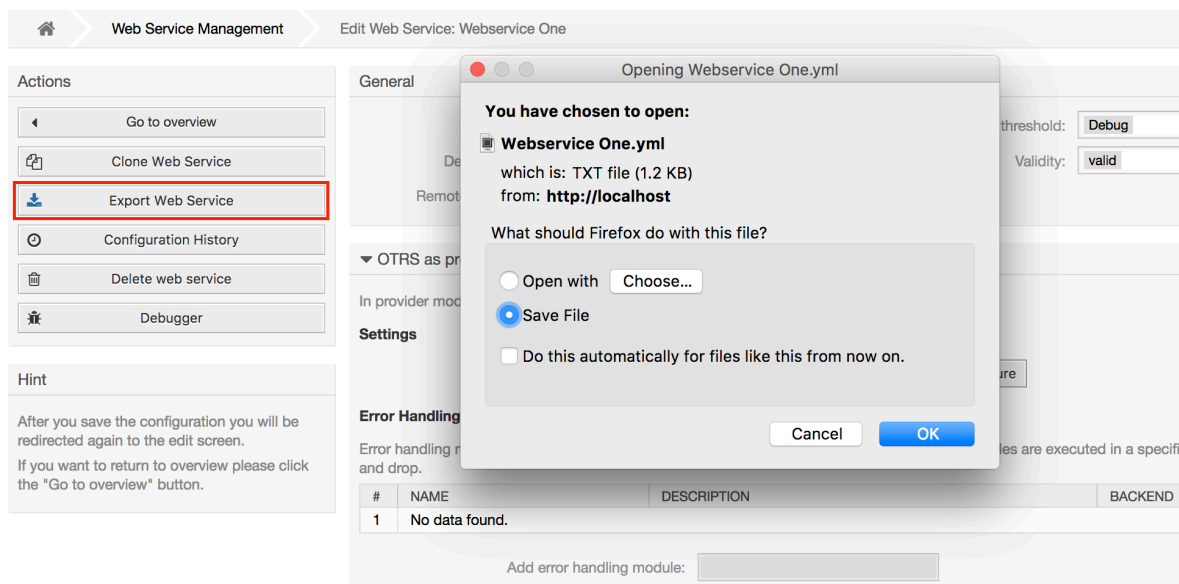
Nywila zote zilizohifadhiwa katika usanidi wa huduma ya tovuti zitahamishwa kati-ka umbizo la nakala wazi.

Right after clicking the *Export web service* button a save dialog of your browser will appear, just like when you click on a file download link on a web page.

Note

Kila kivinjari katika kila mfumo endeshi kina skrini yake ya kuhifadhi maongezi na aina. Kutegemeana na kivinjari na usanidi inawezekana kwamba hakuna maongezi yanayo onyeshwa na faili linahifadhiwa kwenye mpangilio orodha chaguo-msingi katika mfumo wako wa faili. Tafdhali pitia nyaraka ya kivinjari chako kwa maelekezo zaidi kama inahitajika.

Figure 4.124. Web services export



11.4.4.3. Agiza huduma ya tovuti

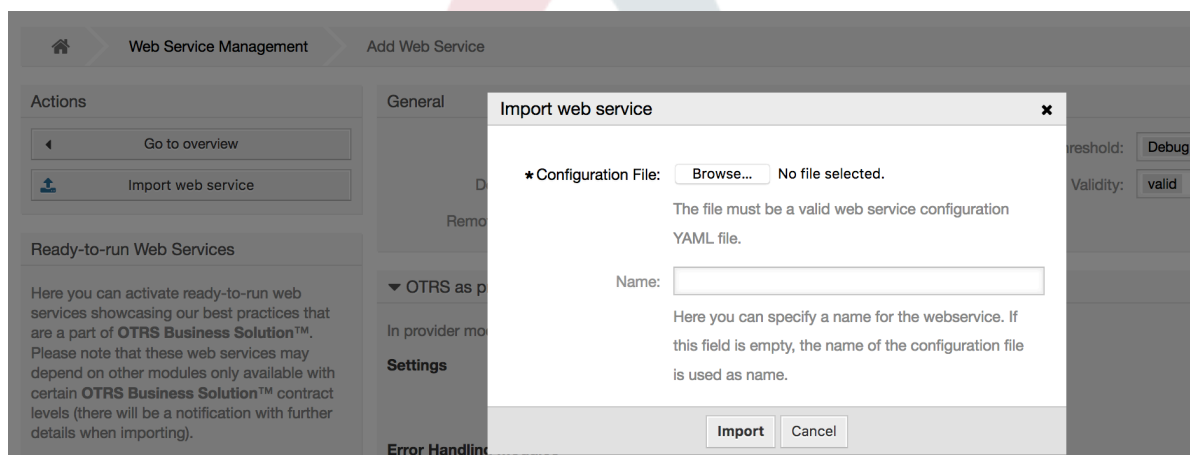
A valid web service configuration YAML file is required to use the import web service feature. Click on the *Import web service* button, browse for the configuration file or provide the complete path in the input box.

Click *Import* button to create a new web service from a file or "Cancel" to close the dialog.

Note

The web service name will be taken from the configuration file name (e.g. if the file name is *MyWebservice.yml* the resulting web service will be named *MyWebservice*). If a web service is registered in the system with the same name as the web service that you want to import, the system will lead you to the web service change screen to let you change the name of the imported web service.

Figure 4.125. Web services import



11.4.4.4. Historia ya Huduma ya Tovuti

Every change to the web service configuration creates a new entry in the web service history (as a journal). The web service history screen displays a list of all configuration

versions for a web service. Each row (version) in the *Configuration History List* represents a single revision in the web service history.

Click on one of the rows to show the whole configuration as it was on that particular date / time. The configuration will be shown in the *History details* section of this screen. Here you are also able to export the selected web service configuration version or to restore that version into the current web service configuration.

The *Export web service configuration* behaves exactly as the "Export web service" feature in the web service change screen. For more information refer to that section.

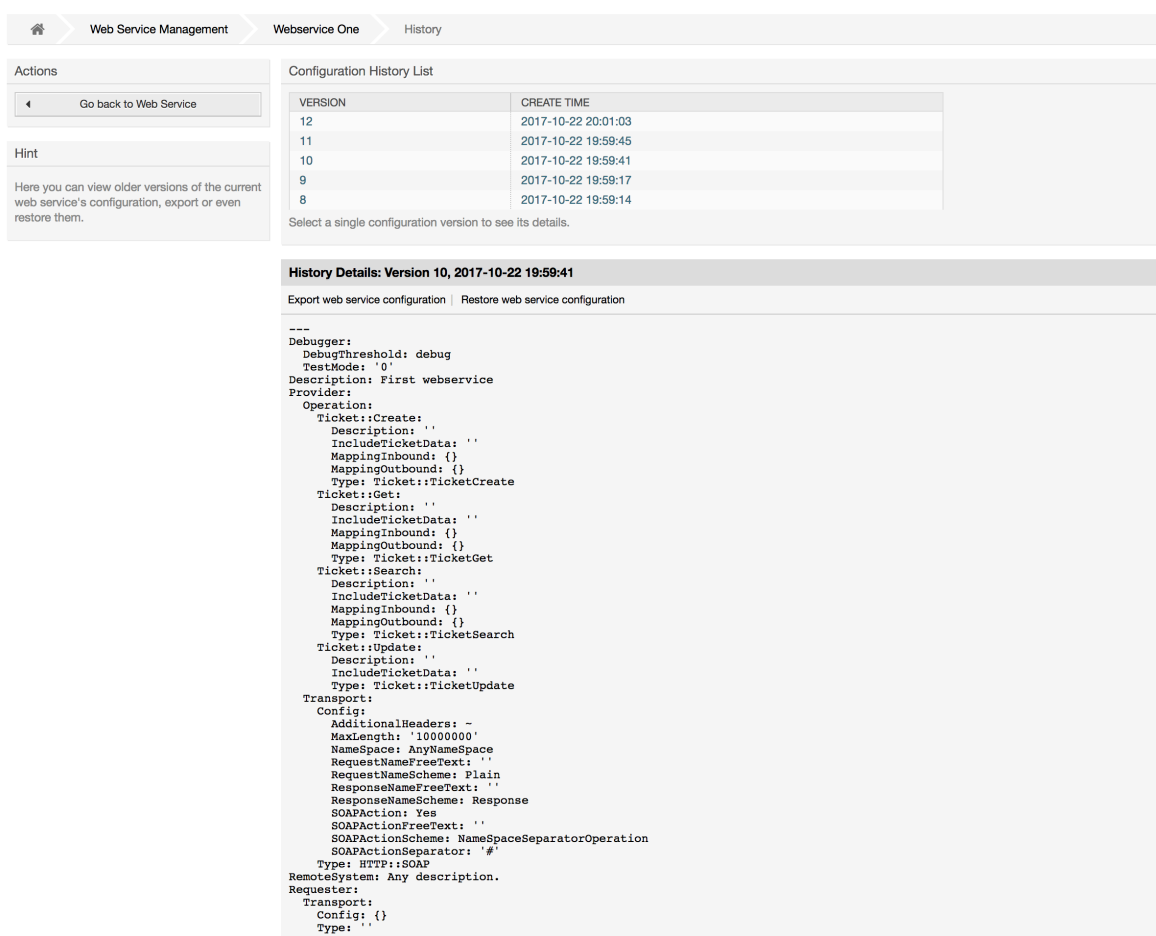
If changes to the current web service configuration do not work as expected and it is not easy to revert the changes manually, you can click on the *Revert web service configuration* button. This will open a dialog to ask you if you are sure to revert the web service configuration. Click *Revert web service configuration* in this dialog to replace the current configuration with the selected version, or click *Cancel* to close the dialog.

Warning

Kumbuka kwamba nywila zote zilizohofadhiwa katika usanidi wa huduma ya tovuti zita hamishwa katika umbizo la nakala wazi.

Please be careful when you restore a configuration because this process is irreversible.

Figure 4.126. Web service history



Web Service Management > Webservice One > History

Actions

Go back to Web Service

Hint

Here you can view older versions of the current web service's configuration, export or even restore them.

VERSION	CREATE TIME
12	2017-10-22 20:01:03
11	2017-10-22 19:59:45
10	2017-10-22 19:59:41
9	2017-10-22 19:59:17
8	2017-10-22 19:59:14

Select a single configuration version to see its details.

History Details: Version 10, 2017-10-22 19:59:41

Export web service configuration | Restore web service configuration

```

---
Debugger:
  DebugThreshold: debug
  TestMode: '0'
Description: First webservice
Provider:
  Operation:
    Ticket::Create:
      Description: ''
      IncludeTicketData: ''
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketCreate
    Ticket::Get:
      Description: ''
      IncludeTicketData: ''
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketGet
    Ticket::Search:
      Description: ''
      IncludeTicketData: ''
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketSearch
    Ticket::Update:
      Description: ''
      IncludeTicketData: ''
      Type: Ticket::TicketUpdate
  Transport:
    Config:
      AdditionalHeaders: -
      MaxLength: '1000000'
      Namespace: AnyNamespace
      RequestNameFreeText: ''
      ResponseNameFreeText: ''
      ResponseNameScheme: Response
      SOAPAction: Yes
      SOAPActionFreeText: ''
      SOAPActionScheme: NamespaceSeparatorOperation
      SOAPActionSeparator: '#'
      Type: HTTP::SOAP
  RemoteSystem: Any description.
  Requester:
    Transport:
      Config: {}
      Type: ''
  
```


11.4.4.5. Futa Huduma ya Tovuti

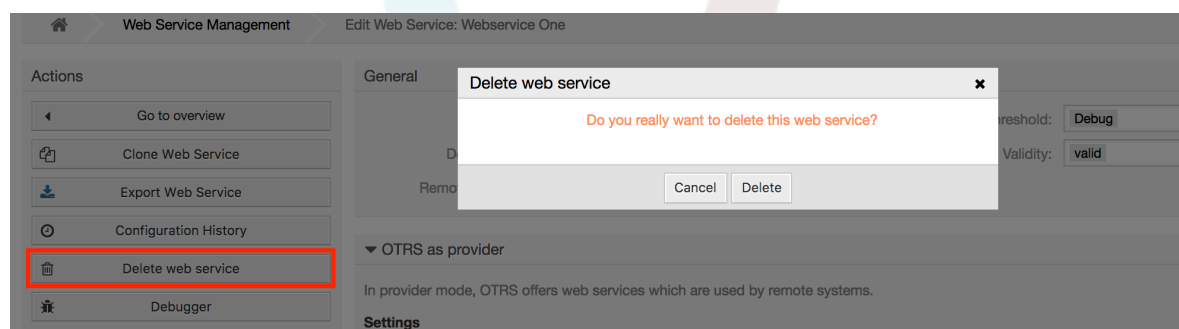
Sometimes it is necessary to delete a web service completely. To do this you can press on the *Delete web service* button and a new dialog will appear asking for confirmation.

Click on *Delete* to confirm the removal of the web service or on *Cancel* to close the dialog.

Warning

Kufuta huduma ya tovuti hakubadiliki, tafadhali kuwa makini wakati wa kufuta huduma ya tovuti.

Figure 4.127. Futa huduma ya tovuti



11.4.4.6. Kieuaji cha Huduma ya Tovuti

Anaye eua anahifadhi batli ya huduma ya tovuti. Katika skrini ya kueua unaweza kufwatilia mawasiliano yote ya huduma za tovuti kwa aidha aina za mtoaji au muombaji.

Hii skrini ikionyeshwa orodha ya maombi inaanza kupakuliwa. Baada ya orodha kujaa unaweza kuchagua moja ya safu mlalo (hii ina maana mlolongo wa mawasiliano) kukagua undani wake. Maelezo haya yatatokea kwenye boksi chini.

Unaweza kupunguza orodha ya mawasiliano kwa kutumia kichujio upande wa kulia wa skrini. Unaweza kuchuja na:

- Aina ya mawasiliano (mtoaji au mpokeaji)
- Tarehe: kabla na / au baada tarehe fulani
- Anuani ya IP ya mbali
- A combination of all

After filter settings are set, push the *Refresh* button and a new list will be displayed meeting your search criteria.

Note

Kutegemea na vigezo vya utafutaji kwa vichujio orodha mpya inaweza isitoe matokeo yoyote.

On the left part of the screen under the action column you can select *Go back to the web service* or clear the debugger log by pushing the *Clear* button. This will open a dialog that ask you to confirm erasing of the log. Click *Clear* in the dialog button to perform the action or click on *Cancel* to close this dialog.

In the *Request details* section you can see all the details for the selected communication. Here you can track the complete flow and check for possible errors or confirm success responses.

Figure 4.128. Web service debugger

Web Service Management
Add Web Service

Actions

Go back to web service

Clear

Request List

Provider	2016-01-04 19:09:51	127.0.0.1
Provider	2016-01-04 19:10:57	127.0.0.1
Provider	2016-01-04 19:11:20	127.0.0.1
Provider	2016-01-04 19:11:20	127.0.0.1
Provider	2016-01-04 19:13:36	127.0.0.1
Provider	2016-01-04 19:14:14	127.0.0.1

Filter by type:

Filter from: 01 / 13 / 2015

Filter to: 01 / 04 / 2016

Filter by remote IP:

Limit: 100

Refresh

Select a single request to see its details.

Request Details

Communication sequence started (2016-01-04 19:14:14, debug)

Received data by provider from remote system (2016-01-04 19:14:14, debug)

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:tic="http://www.otrs.org/TicketConnector/">
  <soapenv:Header/>
  <soapenv:Body>
    <tic:TicketGet>
      <!--You have a CHOICE of the next 3 items at this level-->
      <!--Optional:-->
      <UserLogin></UserLogin>
      <!--Optional:-->
      <CustomerUserLogin?</CustomerUserLogin>
      <!--Optional:-->
      <SessionID>14j19y84EBwLGPpEVCs81UON6kaeRpx</SessionID>
      <ChallengeToken>L0JUK0RgS76kDwYQTh5zTnrLdeYQG8yg</ChallengeToken>
      <!--Optional:-->
      <Password>test</Password>
      <!--1 or more repetitions:-->
      <TicketID>1</TicketID>

      <OperationType>TicketGet</OperationType>
      <!--Optional:-->
      <DynamicFields?</DynamicFields>
      <!--Optional:-->
      <Extended?</Extended>
      <!--Optional:-->
      <AllArticles?</AllArticles>
      <!--Optional:-->
      <ArticleSenderType?</ArticleSenderType>
      <!--Optional:-->
      <ArticleOrder?</ArticleOrder>
      <!--Optional:-->
      <ArticleLimit?</ArticleLimit>
      <!--Optional:-->
      <Attachments?</Attachments>
    </tic:TicketGet>
  </soapenv:Body>
</soapenv:Envelope>
```

Detected operation 'TicketGet' (2016-01-04 19:14:14, debug)

No data provided

Incoming data before mapping (2016-01-04 19:14:14, debug)

```
$VAR1 = {
  'AllArticles' => '?',
  'ArticleLimit' => '?',
  'ArticleOrder' => '?',
  'ArticleSenderType' => '?',
  'Attachments' => '?',
  'ChallengeToken' => 'L0JUK0RgS76kDwYQTh5zTnrLdeYQG8yg',
  'CustomerUserLogin' => '?',
  'DynamicFields' => '?',
  'Extended' => '?',
  'OperationType' => 'TicketGet',
  'Password' => 'test',
  'SessionID' => '14j19y84EBwLGPpEVCs81UON6kaeRpx',
  'TicketID' => '1',
  'UserLogin' => ''
};
```

Outgoing data before mapping (2016-01-04 19:14:15, debug)

Returning provider data to remote system (HTTP Code: 200) (2016-01-04 19:14:15, debug)

```
<?xml version="1.0" encoding="UTF-8"?><soap:Envelope soap:encodingStyle="http://schemas.xmlsoap.org/soap/encoding/" xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
```

11.4.4.7. Badili Usanidi wa Huduma ya Tovuti

Returning to the web service change screen, now we are going to review the right side of it. Here we have the possibility to modify all the general data for a web service such as name, description, debug threshold, etc. Also there are two more sections below that allows us to modify specific parameters for communication types *OTRS as Provider* and *OTRS as Requester*.

Usanidi wa huduma ya tovuti unahitaji kuhifadhiwa katika kila hatua. Hii inamaanisha kama mpangilio umebadilishwa, viungo vya kwenda kwa sehemu nyingine za ndani za usanidi vitalemazwa kukulazimisha wewe kuhifadhi usanidi wa ngazi uliyopo. Baada ya kuhifadhi viungo vilivyo lemazwa vitawezeshwa tena kukuwezesha kuendelea na usanidi.

On the *OTRS as provider* section it is possible to set or configure the network transport protocol. Only network transport back-ends that are registered are shown on the list. To

configure the network transport click on the *Configure* button. It is also possible to add new operations in this box. To do this select one of the available operations from the *Add Operation* list. This will lead you to the operation configuration screen. After saving the new operation it will be listed in the table above.

OTRS as requester is very similar to the previous one, but instead of *operations* you can add *invokers* here.

Click the *Save* button to save and continue configuring the web service, *Save and finish* to save and return to the web service overview screen, or *Cancel* to discard current configuration level changes and return to web service overview screen.

Figure 4.129. Web services change

Web Service Management
Edit Web Service: Webservice One

Actions

- Go to overview
- Clone Web Service
- Export Web Service
- Configuration History
- Delete web service
- Debugger

Hint

After you save the configuration you will be redirected again to the edit screen. If you want to return to overview please click the "Go to overview" button.

General

★ Name: Debug threshold:

Description: Validity:

Remote system:

OTRS as provider

In provider mode, OTRS offers web services which are used by remote systems.

Settings

Network transport:

Error Handling Modules

Error handling modules are used to react in case of errors during the communication. Those modules are executed in a specific order, which can be changed by drag and drop.

#	NAME	DESCRIPTION	BACKEND
1	No data found.		

Add error handling module:

Operations

Operations are individual system functions which remote systems can request.

NAME	DESCRIPTION	CONTROLLER	INBOUND MAPPING	OUTBOUND MAPPING
Ticket::Create	-	Ticket::TicketCreate	-	-
Ticket::Get	-	Ticket::TicketGet	-	-
Ticket::Search	-	Ticket::TicketSearch	-	-
Ticket::Update	-	Ticket::TicketUpdate	-	-

Add Operation:

OTRS as requester

In requester mode, OTRS uses web services of remote systems.

Settings

Network transport:

Error Handling Modules

Error handling modules are used to react in case of errors during the communication. Those modules are executed in a specific order, which can be changed by drag and drop.

#	NAME	DESCRIPTION	BACKEND
1	No data found.		

Add error handling module:

Invokers

Invokers prepare data for a request to a remote web service, and process its response data.

NAME	DESCRIPTION	CONTROLLER	INBOUND MAPPING	OUTBOUND MAPPING
No data found.				

Add Invoker:

Save

or or

Note

Like the other Generic Interface configuration screens such as Network Transport, Operation, Invoker and Mapping, the initial configuration (add) screen will only

present two options: *Save* and *Cancel*. If the configuration is re-visited, a new option *Save and Finish* will appear. The behavior of this feature is defined below.

Save will store the current configuration level in the database and it will return to the previous screen to review your changes or to configure deeper settings.

Save and Finish will store the current configuration level in the database and it will return to the previous screen in the configuration hierarchy (to the immediate upper configuration level).

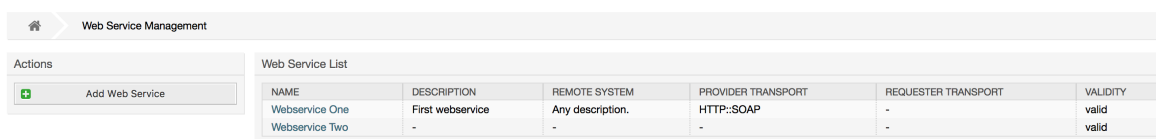
Cancel will discard any configuration change to the current configuration level and will return to the previous screen in the configuration hierarchy.

11.4.4.7.1. Usafirishaji Mtandao wa Mtoaji wa Huduma ya Tovuti

In future the list of available network transports will be increased. Currently only *HTTP::SOAP* and *HTTP::REST* transports are available. Each transport has different configuration options to setup and they might use different frontend modules to configure them.

It is quite simple to configure the *HTTP::SOAP* protocol as provider. There are only two settings: *Namespace* and *Maximum message length*. These fields are required. The first one is a URI to give SOAP methods a context, reducing ambiguities, and the second one is a field where you can specify the maximum size (in bytes) for SOAP messages that OTRS will process.

Figure 4.130. Web service provider network transport (HTTP::SOAP)



Web Service Management						
Web Service List						
NAME	DESCRIPTION	REMOTE SYSTEM	PROVIDER TRANSPORT	REQUESTER TRANSPORT	VALIDITY	
Webservice One	First webservice	Any description.	HTTP::SOAP	-	valid	
Webservice Two	-	-	-	-	valid	

Optionally, you may want to define additional response headers. These may be used to add static header values to every response. Just click on Add response header and fill both key and value fields. There is no limit in number of additional header lines.

For *HTTP::REST* the configuration might be a bit more complicated, as it grows dynamically for each configured operation by adding: *Route mapping for Operation '<OperationName>'*: and *Valid request methods for Operation '<OperationName>'*: settings to the default transport settings *Maximum message length:* and *Send Keep-Alive:*

- Route mapping for Operation '<OperationName>':

In this setting a resource path is set. This path must be defined according to the needs of the web service considering that the path in conjunction with the HTTP request method determines the Generic Interface operation to be executed.

Path can contain variables in the form of '*<VariableName>*' each path string that fits on the position of the variable name will be added to the request payload using the variable name defined in this setting.

Mifano:

Route mapping: /Resource

- Valid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource?Param1=One`

- Invalid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource?Param1=One`

Route mapping: `/Resource/:ID`

- Valid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1?Param1=One`

In both cases ID = 1 will be sent to the operation as part of the payload. In the second case also Param1 = One will be added, depending on the HTTP request method other parameters will be added if they come as a JSON string in the request header.

- Invalid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource?Param1=One`

Route mapping: `/Resource/OtherResource/:ID/:Color`

- Valid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/1/Red`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/123/Blue?Param1=One`

In the first example ID = 1 and Color = Red, while in the second ID = 123 and Color = Blue.

- Invalid requests:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/1`

`http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/1?Param1=One`

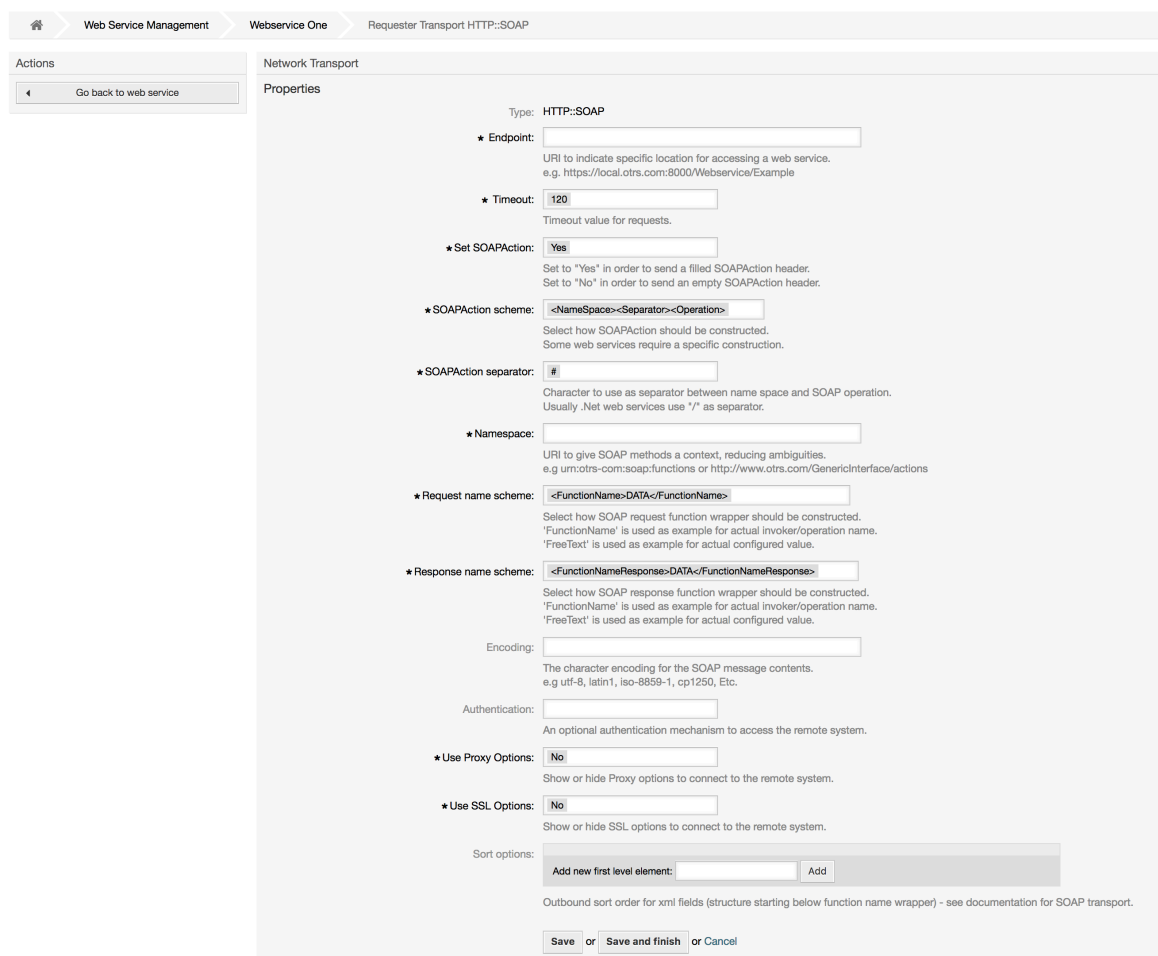
In the first example the part of the path `'/OtherResource'` is missing as well as the `:Color` variable, on the second example just `:Color` variable is missing.

- Valid request methods for Operation '`<OperationName>`':

The HTTP request methods to determine the operation to use together with the route mapping, possible options: CONNECT, DELETE, GET, HEAD, OPTIONS, PATCH, POST, PUT and TRACE.

Totally different operations can share exactly the same mapping path, but the request method must be unique for each operation, in order to determine correctly the operation to use on each request.

Figure 4.131. Web service provider network transport (HTTP::REST)



Web Service Management > Webservice One > Requester Transport HTTP::SOAP

Actions
Go back to web service

Network Transport

Properties

Type: HTTP::SOAP

* Endpoint:
 URI to indicate specific location for accessing a web service.
 e.g. https://local.otrs.com:8000/Webservice/Example

* Timeout:
 Timeout value for requests.

* Set SOAPAction: Yes
 Set to "Yes" in order to send a filled SOAPAction header.
 Set to "No" in order to send an empty SOAPAction header.

* SOAPAction scheme:
 Select how SOAPAction should be constructed.
 Some web services require a specific construction.

* SOAPAction separator:
 Character to use as separator between name space and SOAP operation.
 Usually .Net web services use "/" as separator.

* Namespace:
 URI to give SOAP methods a context, reducing ambiguities.
 e.g urn:otrs-com:soap:functions or http://www.otrs.com/GenericInterface/actions

* Request name scheme:
 Select how SOAP request function wrapper should be constructed.
 'FunctionName' is used as example for actual invoker/operation name.
 'FreeText' is used as example for actual configured value.

* Response name scheme:
 Select how SOAP response function wrapper should be constructed.
 'FunctionName' is used as example for actual invoker/operation name.
 'FreeText' is used as example for actual configured value.

Encoding:
 The character encoding for the SOAP message contents.
 e.g utf-8, latin1, iso-8859-1, cp1250, Etc.

Authentication:
 An optional authentication mechanism to access the remote system.

* Use Proxy Options: No
 Show or hide Proxy options to connect to the remote system.

* Use SSL Options: No
 Show or hide SSL options to connect to the remote system.

Sort options:

Outbound sort order for xml fields (structure starting below function name wrapper) - see documentation for SOAP transport.

or or

11.4.4.7.2. Operesheni ya Huduma ya Tovuti

The actions that can be performed when you are using OTRS as a provider are called *Operations*. Each operation belongs to a controller. Controllers are collections of operations or invokers, normally operations from the same controller need similar settings and share the same configuration dialog. But each operation can have independent configuration dialogs if needed.

Name, Description, Backend and Mappings are fields that normally appear on every operation, other special fields can appear in non default configuration dialogs to fulfill specific needs of the operation.

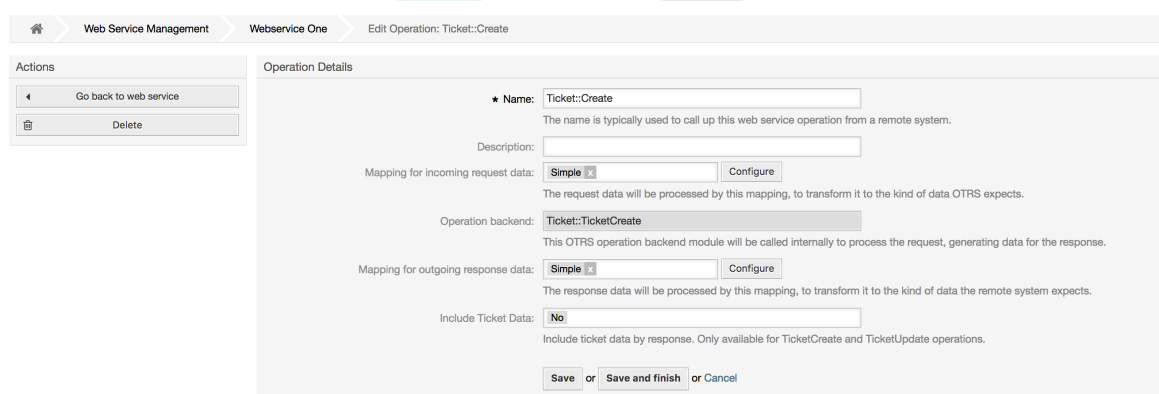
Kawaida kuna sehemu mbili za usanidi wa miunganiko katika kila operesheni, moja kwa data zinazolingia nyingine kwa data zinazotoka. Unaweza kuchagua aina nyingi za miunganiko (mazingira ya nyuma) kwa kila mwelekeo wa muunganiko, kwa kuwa usanidi wake

ni huru kutoka kwa mwingine na pia kutoka kwa mazingira ya nyuma ya operesheni. Zoezi la kwaida na linalo faamika ni operesheni kutumia aina sawa ya miunganiko katika kesi zote mbili (na usanidi uliogeuzwa). Usanidi kamili wa muunganiko unafanyika katika skrini tofauti ambayo inategemea na aina ya muunganiko.

Mazingira ya nyuma ya operesheni yamejazwa tayari na haiwezekani kuhariri. Utaona parameta hii ukichagua operesheni katika skrini ya kuhariri huduma ya wavuti. Sehemu hiyo inatoa taarifa.

In the left part of the screen on the action column you have the options: *Go back to web service* (discarding all changes since the last save) and *Delete*. If you click on the last one, a dialog will open and ask you if you like to remove the operation. Click on *Delete* button to confirm the removal of the operation and its configuration or *Cancel* to close the delete dialog.

Figure 4.132. Web service operation



The screenshot shows the 'Edit Operation: Ticket::Create' configuration page. On the left, there are two buttons: 'Go back to web service' and 'Delete'. The main area is titled 'Operation Details' and contains the following fields:

- Name:** Ticket::Create (with a note: 'The name is typically used to call up this web service operation from a remote system.')
- Description:** (empty text field)
- Mapping for incoming request data:** Simple (with a 'Configure' button and a note: 'The request data will be processed by this mapping, to transform it to the kind of data OTRS expects.')
- Operation backend:** Ticket::TicketCreate (with a note: 'This OTRS operation backend module will be called internally to process the request, generating data for the response.')
- Mapping for outgoing response data:** Simple (with a 'Configure' button and a note: 'The response data will be processed by this mapping, to transform it to the kind of data the remote system expects.')
- Include Ticket Data:** No (with a note: 'Include ticket data by response. Only available for TicketCreate and TicketUpdate operations.')

At the bottom, there are three buttons: 'Save', 'Save and finish', and 'Cancel'.

11.4.4.7.3. Usafirishaji Mtandao wa Muombaji wa Huduma ya Tovuti

The network transport configuration for the requester is similar to the configuration for the provider. For the Requester *HTTP::SOAP* network transport there are more fields to be set.

Apart from the *Endpoint* (URI of the Remote System web service interface to accept requests) and *Namespace* which are required fields, you can also specify:

- Usimbaji (kama utf-8, latin1, iso-8859-1, cp1250, na kdhalika) kwa ajili ya ujumbe wa SOAP.
- SOAPAction Header: you can use this to send an empty or filled SOAPAction header. Set to *No* and the SOAPAction header on the SOAP message will be an empty string, or set to *Yes* to send the SOAP action in *Namespace#Action* format and define the separator (typically "/" for .Net web services and "#" for the REST).
- Uthibitisho: kuseti utaratibu wa uthibitisho, seti kuwa "-" ili kutokutumia uthibitisho wowote au chagua moja kutoka kwenye orodha na sehemu za undani zitatokea.

Note

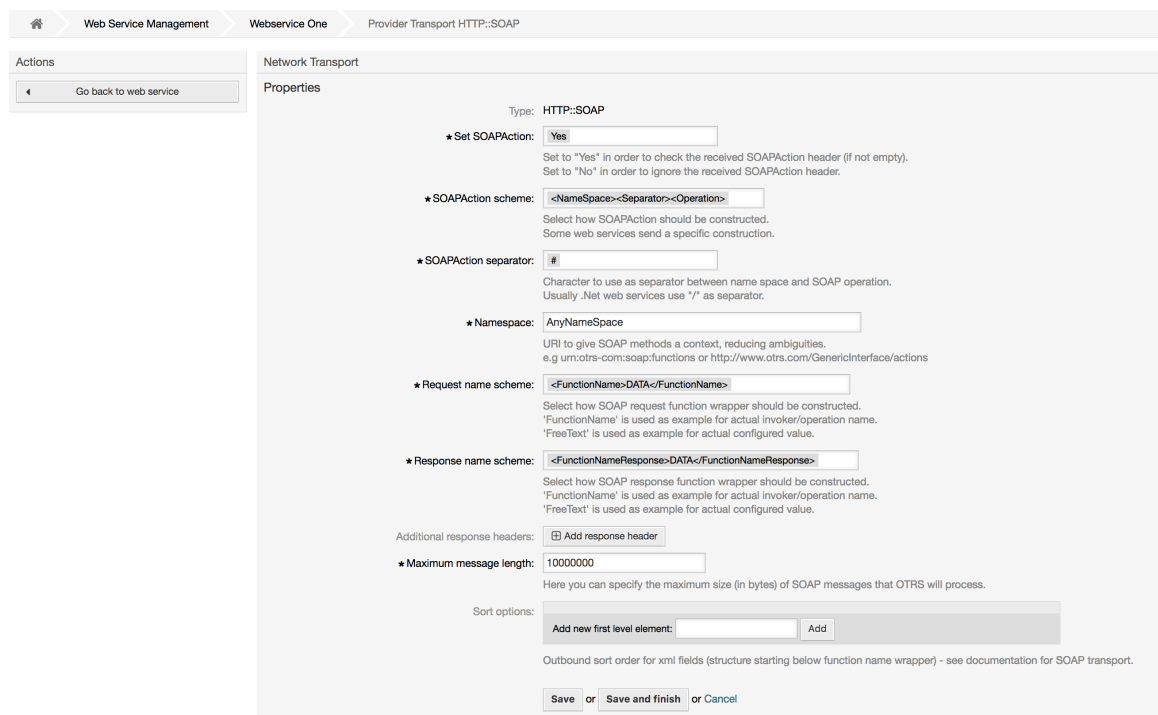
Currently only the *BasicAuth* (HTTP) authentication mechanism is implemented. You can decide whether or not to use it depending on the Remote System configuration. If used, you must provide the User Name and the Password to access the remote system.

Warning

Ukitoa nywila kwa ajili ya uthibitisho na baada ya kutuma huduma ya mtandao kwenda kwenye faili la YAML hii nywila itaonyeshwa na kuandikwa kwenye tungo

ya nakala wazi ndani ya faili la YAML. Kuwa makini nayo na chukua tahadhari kama ikihitajika.

Figure 4.133. Web service requester network transport (HTTP::SOAP)



The screenshot shows the configuration page for a Web Service Requester Network Transport (HTTP::SOAP). The configuration is as follows:

- Type:** HTTP::SOAP
- Set SOAPAction:** Yes (radio button selected)
- SOAPAction scheme:** <Namespace><Separator><Operation>
- SOAPAction separator:** #
- Namespace:** AnyNamespace
- Request name scheme:** <FunctionName>-DATA-<FunctionName>
- Response name scheme:** <FunctionNameResponse>-DATA-<FunctionNameResponse>
- Maximum message length:** 10000000
- Sort options:** Add new first level element: [] Add

In the case of HTTP::REST, this configuration also grows dynamically depending on the configured invokers by adding *Controller mapping for Invoker '<InvokerName>':* and *Valid request command for Invoker '<InvokerName>':* for each invoke. Authentication and SSL options are similar to the ones in HTTP::SOAP

- Mwenyeji

The host name or IP Address and port of the remote system, if no port is specified, port 80 is used by default.

- Controller mapping for Invoker '<InvokerName>':

In this setting a resource path is set. This path must be defined according to the needs of the remote web service and following its definition.

Path can contain variables in the form of '<VariableName>' for each variable name that matches the current data (to be sent), will be replaced by the corresponding data value. This matched variable names and values will be removed from the current data. Depending on the HTTP request command the remaining data could be sent as a JSON string in the request body or as query parameters within the URI.

Mifano:

For data: Var1 = One, Var2 = Two, Var3 = Three and Var4 = Four.

Controller mapping: /Resource

- After Replacements:

/Resource

- Remaining Data:

Var1 = One, Var2 = Two, Var3 = Three and Var4 = Four

Controller mapping: /Resource/:Var1

- After Replacements:

/Resource/One

- Remaining Data:

Var2 = Two, Var3 = Three and Var4 = Four

Controller mapping: /Resource/:Var1?Param1=:Var2&Var3=:Var3

- After Replacements:

/Resource/One?Param1=Two&Var3=Three

- Remaining Data:

Var4 = Four

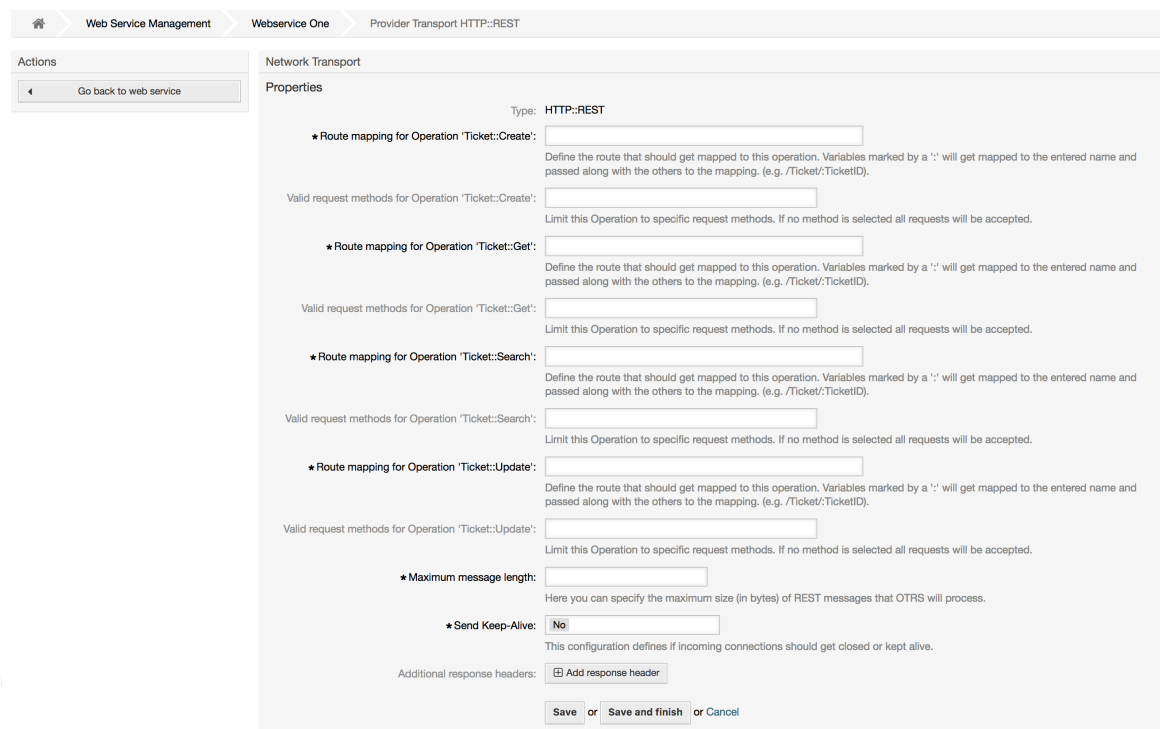
- Valid request command for Invoker '<InvokerName>':

This determine the HTTP request method to use, possible options: CONNECT, DELETE, GET, HEAD, OPTIONS, PATCH, POST, PUT and TRACE. If no command is selected, Default command is used.

- Sharti chaguo-msingi

Used as a fall-back for all Invokers without a defined request command.

Figure 4.134. Web service requester network transport (HTTP::REST)



Web Service Management > Webservice One > Provider Transport HTTP::REST

Actions
Go back to web service

Network Transport

Properties

Type: HTTP::REST

* Route mapping for Operation 'Ticket::Create':
 Define the route that should get mapped to this operation. Variables marked by a ':' will get mapped to the entered name and passed along with the others to the mapping. (e.g. /Ticket/:TicketID).

Valid request methods for Operation 'Ticket::Create':
 Limit this Operation to specific request methods. If no method is selected all requests will be accepted.

* Route mapping for Operation 'Ticket::Get':
 Define the route that should get mapped to this operation. Variables marked by a ':' will get mapped to the entered name and passed along with the others to the mapping. (e.g. /Ticket/:TicketID).

Valid request methods for Operation 'Ticket::Get':
 Limit this Operation to specific request methods. If no method is selected all requests will be accepted.

* Route mapping for Operation 'Ticket::Search':
 Define the route that should get mapped to this operation. Variables marked by a ':' will get mapped to the entered name and passed along with the others to the mapping. (e.g. /Ticket/:TicketID).

Valid request methods for Operation 'Ticket::Search':
 Limit this Operation to specific request methods. If no method is selected all requests will be accepted.

* Route mapping for Operation 'Ticket::Update':
 Define the route that should get mapped to this operation. Variables marked by a ':' will get mapped to the entered name and passed along with the others to the mapping. (e.g. /Ticket/:TicketID).

Valid request methods for Operation 'Ticket::Update':
 Limit this Operation to specific request methods. If no method is selected all requests will be accepted.

* Maximum message length:
 Here you can specify the maximum size (in bytes) of REST messages that OTRS will process.

* Send Keep-Alive:
 This configuration defines if incoming connections should get closed or kept alive.

Additional response headers:

or or

11.4.4.7.4. Mchochezi wa Huduma ya Wavuti

The actions that can be performed when you are using OTRS as a requester are called *Invokers*. Each invoker belongs to a controller (controllers are collections of operations or invokers). Usually invokers from the same controller need similar settings and share the same configuration dialogs. Each invoker can have independent configuration dialogs if needed.

Name, *Description*, *Backend* and *Mappings* are fields that normally appear on every invoker. Additionally the list of event triggers and other special fields can appear on non default configuration dialogs to fulfill special needs of the invoker.

Kwa kawaida kuna sehemu mbili za usanidi wa muunganiko kwa kila mchochezi, moja kwa data zinazoitia na nyingine kwa data zinazotoka. Unaweza kuchagua aina tofauti za miunganiko (mazingira ya nyuma) kwa kila mwelekeo, kwa kuwa usanidi wake ni huru kutoka kwa nyenzake na huru kutoka mazingira ya nyuma ya mchochezi. Zoezi la kawaida na linalofahamika ni mchochezi kutumia aina moja ya muunganiko kwa kesi zote mbili, na usanidi uliogeuzwa. Usanidi kamili wa miunganiko unafanywa kwenye skrini tofauti, ambayo inategemea aina ya muunganiko.

Mazingira ya nyuma ya mchochezi yamejazwa tayari na haiwezekani kuhariri. Utaona parameta hii ukichagua mchochezi katika skrini ya kuhariri huduma ya wavuti. Sehemu hiyo inatoa taarifa.

Event triggers are events within OTRS such as TicketCreate, ArticleSend, etc. These can act as triggers to execute the invoker. Each invoker needs to have at least one event trigger registered, or the invoker will be useless, because it will never be called. Additionally a set of rules (conditions) for each event can be defined to have more control over the triggering of the events. These rules depend on the data of the object associated with the event. The asynchronous property of the event triggers define if the OTRS process will handle the invoker or if it will be delegated to the OTRS Daemon.

Note

The OTRS Daemon is a separate set of process that executes tasks in the background. Using this the OTRS process itself will not be affected if the Remote System takes a long time to respond, if it is not available or if there are network problems. If you don't use the OTRS Daemons using web services can make OTRS slow or non-responsive. Therefore it is highly recommend to use asynchronous event triggers as often as possible.

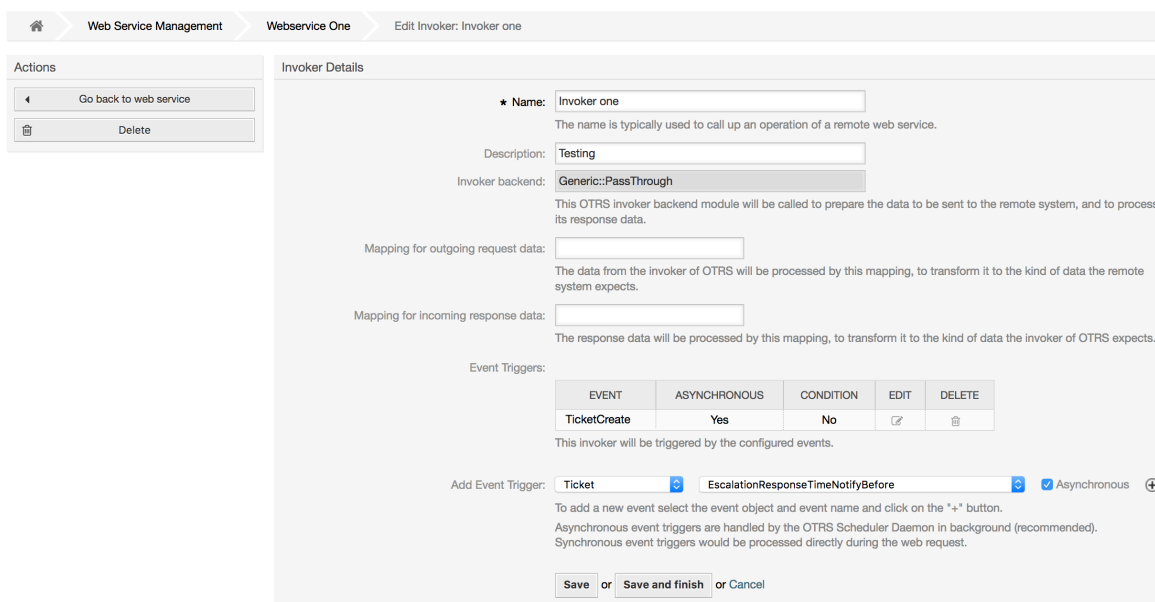
To add an Event trigger, first select the event family from the first list, then the event name from the second list, then set the asynchronous property (if unchecked means that the event trigger will not be asynchronous) and finally click on the plus button. A new event trigger will be created and it will be listed on the invoker *Event Triggers* list.

From the *Event Triggers* list each events shows if it contains conditions or not. The edit button next to the condition property allows to add or edit the current conditions of the event.

To delete an Event trigger, simply locate the event trigger to be deleted in the *Event Triggers* list and click on the trash icon at the end of the row. This will open a dialog that asks you if you are sure to delete the event trigger. Click *Delete* to remove the event trigger from the list, or *Cancel* to close the dialog.

In the left part of the screen on the action column you have the options: *Go back to web service* (discarding all changes since the last save) and "Delete". If you click on the last one, a dialog will emerge and ask you if you like to remove the invoker. Click on the *Delete* button to confirm the removal of the invoker and its configuration or *Cancel* to close the delete dialog.

Figure 4.135. Web service invoker



Web Service Management > Webservice One > Edit Invoker: Invoker one

Actions

- Go back to web service
- Delete

Invoker Details

Name:
The name is typically used to call up an operation of a remote web service.

Description:

Invoker backend:
This OTRS invoker backend module will be called to prepare the data to be sent to the remote system, and to process its response data.

Mapping for outgoing request data:
The data from the invoker of OTRS will be processed by this mapping, to transform it to the kind of data the remote system expects.

Mapping for incoming response data:
The response data will be processed by this mapping, to transform it to the kind of data the invoker of OTRS expects.

Event Triggers:

EVENT	ASYNCHRONOUS	CONDITION	EDIT	DELETE
TicketCreate	Yes	No		

This invoker will be triggered by the configured events.

Add Event Trigger: Asynchronous

To add a new event select the event object and event name and click on the "+" button.
Asynchronous event triggers are handled by the OTRS Scheduler Daemon in background (recommended).
Synchronous event triggers would be processed directly during the web request.

Save or Save and finish or Cancel

11.4.4.7.5. Web Service Invoker Event

Sometimes defining an event to trigger an invoker could result in many unnecessary or wrong request to a remote server. Event conditions could be set to restrict the triggering of the invoker in such cases.

To access the event settings screen where the conditions can be defined is necessary to be in the invoker screen and from there click on the edit icon next to the condition status on the event where this condition should take effect.

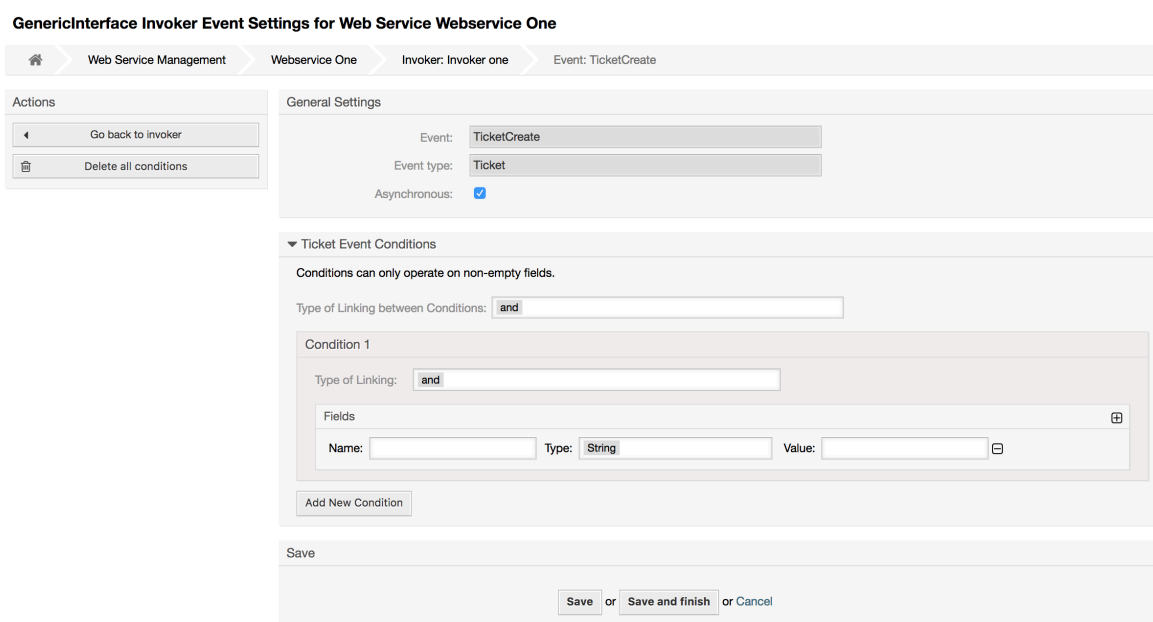
Within the event settings screen in the action bar there is a button to go back to the invoker screen as well as a button to remove all the event conditions. By default the screen is pre-populated with the first condition. Update the Type of linkings between conditions if more than one condition is planned, then change the Type of linking from *Condition 1* if more than one field is planned. Both linking fields accept *and*, *or* or *xor* as values.

Fill the *Field* name, set the matching type (*String* for exact match, *Regex* for regular expression or *Validation Module*) and set Value to match (in case of *Validation Module* the full class name like: `Kernel::GenericInterface::Event::Validation::ValidateDemo`).

To add more fields to the condition, click on the + button in the fields header. To remove a field, click on the - button in the field row. It is necessary to keep at least one field per condition.

To add more conditions click on the button below the last condition box. To remove a condition, click on the - button in the condition header. It is necessary to keep at least one condition in the set. To remove all conditions use the button in the sidebar.

Figure 4.136. Web service invoker event



11.4.4.7.6. Kuunganisha Huduma za Wavuti

There are cases where you need to transform the data from one format to another (map or change data structure), because normally a web service is used to interact with a Remote System, that is highly probable that is not another OTRS system and / or could not understand the OTRS data structures and values. In these cases some or all values have to be changed, and sometimes even the names of the values (keys) or even the complete structure, in order to match with the expected data on the other end. To accomplish this task the Generic Interface Mapping Layer exists.

Each Remote System has its own data structures and it is possible to create new mapping modules for each case (e.g. there is a customized mapping module for SAP Solution Man-

ager shipped with OTRS), but it is not always necessary. The module Mapping::Simple should cover most of the mapping needs.

Note

When Mapping::Simple does not cover all mapping needs for a web service, a new mapping module should be created. To learn more about how to create new mapping modules please consult the OTRS Development Manual.

Hii moduli inakupa nafasi ya kuseti thamani chaguo-msingi za kuunganisha kwa kila ufunguo au thamani kwa mawasiliano yote ya data.

Mwanzo wa skrini utaona kifungu cha kawaida ambapo unaweza kuseti sheria chaguo-msingi ambazo zitafanya kazi kwa funguo na thamani zote ambazo hazijaunganishwa. Kuna machaguo matatu yanayopatikana, haya machaguo yameorodheshwa chini:

- Weka (acha bila kubadilisha): haigusi funguo au thamani kwa njia yoyote.
- Puuza (dondosha jozi ya ufunguo/thamani): hii ikitumika katika ufunguo inafuta ufunguo na thamani, kwa sababu ufunguo ukifutwa pia na thamani yake husika inafutwa pia. Hii ikitumika kwa hii thamani, thamani tu ndiyo inafutwa, kuacha ufunguo, hiyo sasa itahusishwa na ufunguo ulio tupu.
- UganishaKwenda (tumia ufunguo uliotolewa au thamani kama chaguo-msingi): funguo zote na / au thamani bila sheria ya miunganiko, zitatumia hii kama chaguo-msingi, ukichagua hili chaguo sehemu mpya ya nakala itatokea kuweka hii kama chaguo-msingi.

Clicking on the + button for new key map, will display a new box for a single mapping configuration. You can add as many key mappings as needed. Just click on the + button again and a new mapping box will appear below the existing one. From this mapping boxes you can define a map for a single key, with the next options:

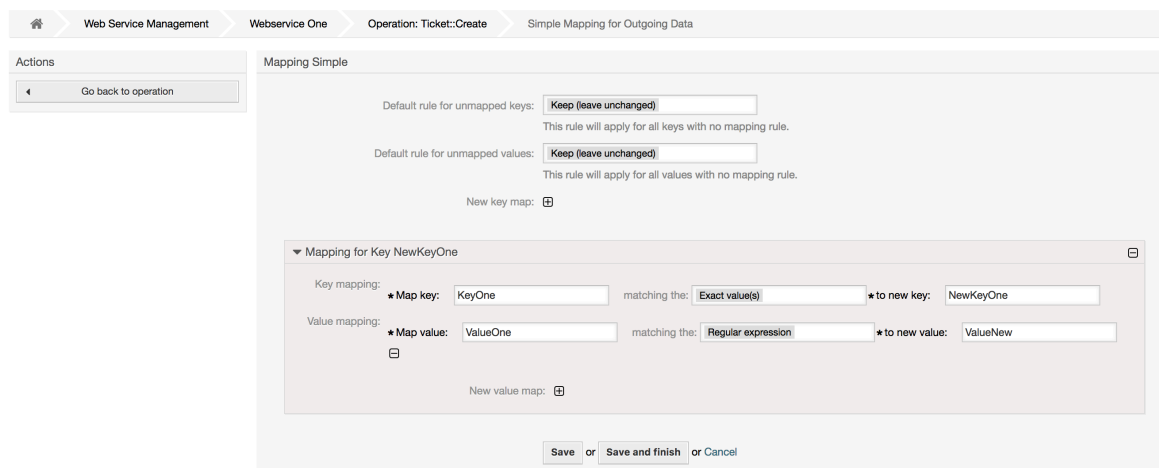
- Thamni halisi(moja au nyingi): tungo ya ufunguo wa zamani itabadilishwa kuwa mpya kama ufunguo wa zamani utafanania kabisa.
- Regular expression: the key string will be replaced following a regular expression rule.

Pressing the new value map + button will display a new row for a value map. Here it is also possible to define rules for each value to be mapped with the same options as for the key map (Exact value and Regular expression). You can add as many values to map as needed, and if you want to delete one of them, just click on the - button for each mapping value row.

Deleting the complete key mapping section (box) is possible, just push on the - button located on the up right corner of each box that you want to delete.

If you need to delete a complete mapping configuration: go back to the corresponding operation or invoker screen, look for the mapping direction that you select before and set its value to -, and save the configuration to apply changes.

Figure 4.137. Web service mapping



11.5. Kiolesura cha Tungo Amri cha Huduma ya Tovuti.

The `bin/otrs.Console.pl Admin::WebService::*` commands were developed in order to create basic, but fast and powerful tools to work with web service configurations. They give you the ability to perform the following actions:

- Ongeza: kutengeneza huduma za tovuti kwa kutumia faili la YAML kama chanzo cha usanidi.
- Sasisha: kubadilisha huduma ya tovuti iliyopo, usanidi unaweza kubadilishwa kwa kutumia faili la YAML tofauti au lililoboreshwa.
- Dump: to save the current web service configuration to a file.
- Orodha: kupata orodha nzima ya huduma za tovuti zilizosajiliwa kwenye mfumo.
- Futa: kufuta huduma ya tovuti kutoka kwenye mfumo. Kuwa makini ukiitumia, kwa sababu kitendo hiki hakiwezi kubadilishwa.

Mfano: Kutengeneza usanidi mpya wa huduma ya mtandao:

```
shell> bin/otrs.Console.pl Admin::WebService::Add --name <webservice_name> --source-path /
path/to/yaml/file
```

11.6. Usanidi wa Huduma za Tovuti

Kutoka kwenye usanifu wake huduma za tovuti zilionekana kuweza kutumika kutoa mfumo mmoja wa OTRS kwenda mwingine, mf. kutoka kwenye mazingira ya majaribio au usanifu kwenda kwenye mazingira ya uzalishaji. Kwa hiyo ilihitajika kuwa na njia rahisi ya kupata usanidi wa huduma za tovuti kutoka kwenye hifadhidata, na kuhamishia kwenye nyingine. Kufanikisha kazi hii Kiolesura cha Ujumla kinatumia mafaili ya YAML kama msingi wa usanidi wa huduma za tovuti.

Kwanini YAML? YAML ni lugha ya dhulisho mabadiliko iliyoundwa kuwa rafiki kwa binadamu kuandika na kusoma (ni rahisi kuelewa zaidi ya JSON) , haina baadhi ya vikwazo vya XML

kama lebo za tarakimu, ni wazi, ya kawaida, na ni kamili zaidi kuhifadhi usanidi mzima wa huduma ya tovuti.

Note

Kujifunza zaidi kuhusu YAML tafadhali tembelea <http://www.yaml.org/>.

ufuatao ni mfano wa usanidi wa huduma ya tovuti katika muundo wa YAML:

```
---
Debugger:
  DebugThreshold: debug
Description: This an example of a web service configuration
Provider:
  Operation:
    CloseIncident:
      Description: This is a test operation
      MappingInbound: {}
      MappingOutbound: {}
      RemoteSystemGuid: ''
      Type: Test::Test
    Test:
      Description: This is a test operation
      MappingInbound:
        Config:
          KeyMapDefault:
            MapTo: ''
            MapType: Keep
          KeyMapExact:
            Prio: Priority
          ValueMap:
            Priority:
              ValueMapExact:
                Critical: 5 Very High
                Information: 1 Very Low
                Warning: 3 Normal
            ValueMapDefault:
              MapTo: 3 Normal
              MapType: MapTo
          Type: Simple
      MappingOutbound:
        Config:
          KeyMapDefault:
            MapTo: ''
            MapType: Ignore
          KeyMapExact:
            Priority: Prio
          ValueMap:
            Prio:
              ValueMapExact:
                1 Very Low: Information
                3 Normal: Warning
                5 Very High: Critical
            ValueMapDefault:
              MapTo: ''
              MapType: Ignore
          Type: Simple
      Type: Test::Test
  Transport:
    Config:
      MaxLength: 10000000
      NameSpace: http://www.example.com/actions
      Type: HTTP::SOAP
  RemoteSystem: remote.system.description.example.com
Requester:
  Invoker:
    Test:
      Description: This is a test invoker
      Events:
        - Asynchronous: 1
```

```

Condition:
  Condition:
    '1':
      Fields:
        Queue:
          Match: Raw
          Type: String
        Type: and
      ConditionLinking: and
      Event: TicketCreate
      - Asynchronous: 0
      Event: ArticleUpdate
MappingInbound:
  Type: Simple
MappingOutbound:
  Type: Simple
  Type: Test::Test
Transport:
  Config:
    Authentication:
      Password: '*****'
      Type: BasicAuth
      User: otrs
    Encoding: utf-8
    Endpoint: http://www.example.com:8080/endpoint
    NameSpace: http://www.example.com/actions
    SOAPAction: Yes
    SOAPActionSeparator: '#'
  Type: HTTP::SOAP
  
```

11.6.1. Undani wa Usanidi

11.6.1.1. Ujumla

- Description: a short text that describes the web service.
- RemoteSystem: a short description of the Remote System.
- Debugger: a container for the debugger settings.
- Provider: a container for the provider settings.
- Requester: a container for the requester settings.

11.6.1.2. Debugger

- DebugThreshold: the debugger level.

Thamani ziwezekanazo

- debug: all logs are stored in the database.
- info: info, notice and error level logs are stored in the database.
- notice: notice and error level logs are stored in the database.
- error: only error level logs are stored in the database.

11.6.1.3. Provider

- Operation: a container for each operation settings.
- Transport: a container for provider network transport settings.

11.6.1.3.1. Operation

- <OperationName>: Unique name for the operation, container for its own operation settings (cardinality 0..n, but not duplicate).

11.6.1.3.1.1. <OperationName>

This section is based on operations from type Test : : Test other operations might contain more or different settings.

- Description: a short text that describes the operation.
- MappingInbound: a container for the mapping settings for the incoming request data.
- MappingOutbound: a container for the mapping settings for the outgoing response data.
- Type: the operation backend, in Controller::Operation format.

11.6.1.3.1.1.1. MappingInbound

This section is based on mappings from type Simple. Other mappings might contain more or different settings.

- Config: a container for this mapping settings.
- Type: the mapping backend.

11.6.1.3.1.1.1.1. Config

- KeyMapDefault: a container for all non mapped keys settings.
- ValueMapDefault: a container for all non mapped values settings.
- KeyMapExact: a container for all exact key mappings (cardinality 0 .. 1).
- KeyMapRegex: a container for all regular expression key mappings (cardinality 0 .. 1).
- ValueMap: a container for all value mappings (cardinality 0 .. 1).

11.6.1.3.1.1.1.1.1. KeyMapDefault

- MapTo: the new value to be used (only applicable if MapType is set to MapTo).
- MapType: the rule for the mapping.

Thamani ziwezekanazo

- Keep: leave unchanged.
- Ignore: drop.
- MapTo: change to the MapTo value.

11.6.1.3.1.1.1.1.2. ValueMapDefault

Similar to KeyMapDefault.

11.6.1.3.1.1.1.1.3. KeyMapExact

- <oldkey>: <newkey> (cardinality 0 .. n but not duplicate).

11.6.1.3.1.1.1.1.4. KeyMapRegex

- <oldkey(Regex)>: <newkey> (cardinality 0 .. n but no duplicates).

11.6.1.3.1.1.1.1.5. ValueMap

- <newkey>: a container for value mappings for this new key (cardinality depends on the new keys from KeyMapExact and KeyMapRegex).

11.6.1.3.1.1.1.1.5.1. <newkey>

- ValueMapExact: a container for all exact value mappings (cardinality 0 .. 1).
- ValueMapRegex: a container for all regular expression value mappings (cardinality 0 .. 1).

11.6.1.3.1.1.1.1.5.1.1. ValueMapExact

- <oldvalue>: <newvalue> (cardinality 0 .. n but not duplicate).

11.6.1.3.1.1.1.1.5.1.2. ValueMapRegex

- <oldvalue(Regex)>: <newvalue> (cardinality 0 .. n but not duplicate).

11.6.1.3.1.1.2. MappingOutbound

Same as MappingInbound.

11.6.1.3.1.1.3. Transport

Hiki kifungu kimejikita kwenye usafirishaji mtandao wa HTTP::SOAP wa mtoaji, usafirishaji mwingine unaweza kuwa na mipangilio tofauti au zaidi.

- Config: a container for the specific network transport configuration settings.
- Type: the provider network transport backend.

11.6.1.3.1.1.3.1. Config

- MaxLength: the maximum length in bytes to be read in a SOAP message by OTRS.
- NameSpace: an URI that gives a context to all operations that belongs to this web service.

11.6.1.4. Requester

- Invoker: a container for each invokers' settings.
- Transport: a container for requester network transport settings.

11.6.1.4.1. Invoker

- <InvokerName>: Unique name for the invoker, container for its own invoker settings (cardinality 0..n, but not duplicate).

11.6.1.4.1.1. <InvokerName>

This section is based on invokers from type Test::Test other invokers might contain more or different settings.

- Description: a short text that describes the invoker.

- Events: a container for a unnamed list of event trigger settings.
- MappingInbound: a container for the mapping settings for the incoming response data.
- MappingOutbound: a container for the mapping settings for the outgoing request data.
- Type: the invoker backend, in Controller::Invoker format.

11.6.1.4.1.1.1. Events

- *List Element*: (cardinality 0 .. n).
 - Asynchronous: to set if the invoker execution will be delegated to the OTRS Daemon.

Thamani ziwezekanazo

- 0: not handled by the OTRS Daemon.
- 1: handled by the OTRS Daemon.
- Condition: Container for event conditions to trigger the invoker, if there are no conditions, event will always trigger the invoker.
- Event: the name of the event trigger.

Possible values (for ticket events)

- TicketCreate
- TicketDelete
- TicketTitleUpdate
- TicketUnlockTimeoutUpdate
- TicketQueueUpdate
- TicketTypeUpdate
- TicketServiceUpdate
- TicketSLAUpdate
- TicketCustomerUpdate
- TicketPendingTimeUpdate
- TicketLockUpdate
- TicketArchiveFlagUpdate
- TicketStateUpdate
- TicketOwnerUpdate
- TicketResponsibleUpdate
- TicketPriorityUpdate
- HistoryAdd
- HistoryDelete

- TicketAccountTime
- TicketMerge
- TicketSubscribe
- TicketUnsubscribe
- TicketFlagSet
- TicketFlagDelete
- TicketSlaveLinkAdd
- TicketSlaveLinkDelete
- TicketMasterLinkDelete

Possible values (for article events)

- ArticleCreate
- ArticleUpdate
- ArticleSend
- ArticleBounce
- ArticleAgentNotification
- ArticleCustomerNotification
- ArticleAutoResponse
- ArticleFlagSet
- ArticleFlagDelete

11.6.1.4.1.1.1.1. Condition

- Condition: Container to actual event conditions.
- ConditionLinking: Defines how multiple condition interacts with each other.

Possible values (for condition linking)

- and
- or
- xor

11.6.1.4.1.1.1.1.1. Condition -> Condition

- <ConditionName>: Container for the condition elements.

11.6.1.4.1.1.1.1.1.1. <ConditionName>

Unique name for the condition within the invoker and event the GUI assigns consecutive integer condition names starting from 1.

- Fields: Container for field conditions.

- Type: Define how multiple fields interact within its condition.

Possible values (for condition linking)

- and
- or
- xor

11.6.1.4.1.1.1.1.1.1. Fields

- <FieldName>: Container field attributes.

11.6.1.4.1.1.1.1.1.1.1.1. <FieldName>

The name of a field from the event object (e.g. for Ticket Events, the fields could be Queue, Priority, Type, etc).

- Match: The value to match from the selected against the event object using the Type modifier.
- Type: Modifier to the Match value.

Possible values (for type modifier)

- String: Direct compare between object field value and Match value.
- Regexp: Compare object field value with the regular expression defined in the Match value.
- Module: Use the module defined in the Match with the object data.

11.6.1.4.1.1.2. MappingInbound

Same as OperationMappingInbound.

11.6.1.4.1.1.3. MappingOutbound

Same as OperationMappingInbound.

11.6.1.4.1.1.4. Transport

Hiki kifungu kimejikita kwenye usafirishaji mtandao wa HTTP::SOAP wa muombaji, usafirishaji mwingine unawezakuwa na mipangilio tofauti au zaidi.

- Config: a container for the specific network transport configuration settings.
- Type: the requester network transport backend.

11.6.1.4.1.1.4.1. Config

- Authentication: a container for authentication settings.
- Encoding: the SOAP Message request encoding.
- Endpoint: the URI of the Remote Server web service to accept OTRS requests.
- Namespace: an URI that gives a context to all invokers that belongs to this web service.
- SOAPAction: to send an empty or filled SOAPAction header in the SOAP message (in <Namespace> <Separator> <Action> format).

Thamani ziwezekanazo

- Yes: to send a filled SOAPAction header.
- No: to send an empty SOAPAction header.
- SOAPActionSeparator: to set the <Separator> of a filled SOAPAction header.

Thamani ziwezekanazo

- '/': used for .net web services.
- '#': used for all the rest web services.

11.6.1.4.1.1.4.1.1. Authentication

- User: the privileged user name that has access to the remote web service.
- Password: the password for privileged user in plain text.
- Type: the type of authentication.

11.7. Viunganishi

Kiunganisho ni seti ya vitendo ambavyo aidha vinaitwa Operesheni kama OTRS inasimama kama mtoaji wa huduma ya wavuti au Wachochezi kama OTRS itasimama kama muombaji huduma ya wavuti. Pia inaweza kujumuisha Miunganiko au Usafirishaji.

Kiunganisho kimoja kinaweza kuwa na Operesheni tu, Wachochezi tu au zote. Kiunganisho kinaweza kutumia sehemu za viunganisho vingine kama Miunganiko au Usafirishaji kama siyo maalumu kwa kiunganisho kinachojaribu kuzitekeleza.

Kwa maneno mengine kiunganisho hakijajikita kwa tabaka moja la kidhibiti lakini inaweza kutanuliwa kwenye Muunganiko wa Data au matabaka ya Usafirishaji wa Mtandao kama itahitajika.

Kutokana na usanifu wa moduli wa Kiolesura cha Ujumla Kiunganishi kinaweza kuonekana kama programu-jalizi; hii inamaanisha kwa kuongeza Viunganishi uwezo wa kiolesura cha ujumla kinaweza kupanuliwa kwa kutumia: vifaa vya nyongeza vya OTRS, moduli zilizo-geuzwa kukufaa za OTRS, moduli za mshiriki wa 3, na mengineyo.

11.7.1. Kifungu cha Viunganishi

Included with this version of OTRS the following connectors are ready to be used:

- Maswali yanasoulizwa mara kwa mara
- Kipindi
- Tiketi

11.7.1.1. FAQ Connector

This connector get and search public FAQ items, as well as list FAQ languages and categories.

Inatoa:

- Operesheni:
 - LanguageList
 - PublicCategoryList
 - PublicFAQGet
 - PublicFAQSearch

11.7.1.1.1. Operesheni

11.7.1.1.1.1. LanguageList

For this operation is not necessary to send any special parameter to the server, you just need to request the web service directly indicating the "LanguageList" operation. The operation will return a list of languages including ID and the Name for each language on the system.

Sifa ziwezekanazo:

```
<LanguageList/>
```

11.7.1.1.1.2. PublicCategoryList

For this operation is also not necessary any special parameter, just the simple call for requesting the web service with the operation name 'PublicCategoryList' as a response you will receive a list of categories including the ID and the Name (long format) for each category.

Sifa ziwezekanazo:

```
<PublicCategoryList/>
```

11.7.1.1.1.3. PublicFAQGet

To be able to get one or more FAQ entries, you should send the ItemID(s) as a parameter for the FAQ entry you want to get. You will receive the entire FAQ record with all attachments included. Note that attachment contents will be transferred as base64-encoded strings.

Setting GetAttachmentContents to 0 will prevent to fetch the content of the attachment this will increase the performance of the operation when the attachment contents are not really needed.

Sifa ziwezekanazo:

```
<PublicFAQGet>  
  <ItemID?</ItemID>  
  <!-- optional, defaults to 1 -->  
  <GetAttachmentContents?</GetAttachmentContents>  
</PublicFAQGet>
```

11.7.1.1.1.4. PublicFAQSearch

For this operation you can specify the following optional parameters: Name, Title, What (full text search), Keyword, LanguageIDs and CategoryIDs to narrow the search results. You may also specify the order of the results by the following parameters: OrderBy and OrderByDirection.

Send a request to the web service with the operation name 'PublicFAQSearch' as a response you will receive a list of FAQ item IDs.

Note

The full FAQ item data can be retrieved for each ID by using 'PublicFAQGet' operation separately.

Sifa ziwezekanazo:

```
<PublicFAQSearch>
  <!--Optional:-->
  <Number?</Number>
  <!--Optional:-->
  <Title?</Title>
  <!--Optional:-->
  <What?</What>
  <!--Optional:-->
  <Keyword?</Keyword>
  <!--Zero or more repetitions:-->
  <LanguageIDs?</LanguageIDs>
  <!--Zero or more repetitions:-->
  <CategoryIDs?</CategoryIDs>
  <!--Zero or more repetitions:-->
  <SortBy?</SortBy>
  <!--Optional:-->
  <OrderBy?</OrderBy>
  <!--Optional:-->
  <OrderByDirection?</OrderByDirection>
</PublicFAQSearch>
```

11.7.1.2. Kiunganishi cha Kipindi

Kiungo hiki kinaweza kutengeneza Kitambulisho halali cha Kipindi ambacho kinaweza kutumika katika operesheni nyingine yoyote.

Inatoa:

- Operesheni:
 - TengenezaKipindi:
 - SessionGet

11.7.1.2.1. Operesheni

11.7.1.2.1.1. TengenezaKipindi:

Creates a new valid SessionID to be used in other operations from other connectors like TicketCreate.

Note

Kutumia Kitambulisho cha Kipindi katika operesheni nyingine kutoka kwenye viunganishi vingine ni muhimu kwamba operesheni ifanye uthibitisho kwa kutumia

Kitambulisho cha Kipindi. Vifurushi vingine vya operesheni vinaweza kukubali Kitambulisho cha Kipindi halali kama njia ya uthibitisho.

Sifa ziwezekanazo:

```
<SessionCreate>
  <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
  <!--Optional:-->
  <UserLogin?</UserLogin>
  <!--Optional:-->
  <CustomerUserLogin?</CustomerUserLogin>
  <!--Optional:-->
  <Password?</Password>
</SessionCreate>
```

11.7.1.2.1.2. TengenezaKipindi:

Gathers data from a valid session excluding sensitive information such as user password or challenge token.

Note

If any of its values is a complex structure then it is automatically converted to a JSON string.

Sifa ziwezekanazo:

```
<SessionGet>
  <SessionID?</SessionID>
</SessionGet>
```

11.7.1.3. Kiunganishi cha Tiketi

This connector supplies the basic functionality to interact with tickets.

Inatoa:

- Operesheni:
 - TengenezaTiketi
 - SasishaTiketi
 - PataTiketi
 - TafutaTiketi
 - TicketHistoryGet

11.7.1.3.1. Operesheni

11.7.1.3.1.1. TengenezaTiketi

Inatoa kiolesura cha kutengeneza tiketi katika OTRS. Tiketi lazima iwe na Makala na inaweza kuwa na viambatanishi mbali mbali, Sehemu Zinazobadilika zote zilizofafanuliwa zinaweza pia kusetiwa katika operesheni ya TiketiTengeneza.

Sifa ziwezekanazo:

```

<TicketCreate>
  <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
  <!--Optional:-->
  <UserLogin?</UserLogin>
  <!--Optional:-->
  <CustomerUserLogin?</CustomerUserLogin>
  <!--Optional:-->
  <SessionID?</SessionID>
  <!--Optional:-->
  <Password?</Password>
  <Ticket>
    <Title?</Title>
    <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <QueueID?</QueueID>
    <!--Optional:-->
    <Queue?</Queue>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <TypeID?</TypeID>
    <!--Optional:-->
    <Type?</Type>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <ServiceID?</ServiceID>
    <!--Optional:-->
    <Service?</Service>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <SLAID?</SLAID>
    <!--Optional:-->
    <SLA?</SLA>
    <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <StateID?</StateID>
    <!--Optional:-->
    <State?</State>
    <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <PriorityID?</PriorityID>
    <!--Optional:-->
    <Priority?</Priority>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <OwnerID?</OwnerID>
    <!--Optional:-->
    <Owner?</Owner>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <ResponsibleID?</ResponsibleID>
    <!--Optional:-->
    <Responsible?</Responsible>
    <CustomerUser?</CustomerUser>
    <!--Optional:-->
    <CustomerID?</CustomerID>
    <!--Optional:-->
    <PendingTime>
      <!--You have a CHOICE of the next and the other 5 items at this level-->
      <Diff?</Diff>
      <Year?</Year>
      <Month?</Month>
      <Day?</Day>
      <Hour?</Hour>
      <Minute?</Minute>
    </PendingTime>
  </Ticket>
</Article>
  <!--You have a CHOICE of the next 2 items at this level-->

```

```

<!--Optional:-->
<CommunicationChannelID?></CommunicationChannelID>
<!--Optional: Possible values Email, Internal or Phone-->
<CommunicationChannel?></CommunicationChannel>
<IsVisibleForCustomer?></IsVisibleForCustomer>
<!--You have a CHOICE of the next 2 items at this level-->
<!--Optional:-->
<SenderTypeID?></SenderTypeID>
<!--Optional:-->
<SenderType?></SenderType>
<!--Optional:-->
<From?></From>
<!--Optional:-->
<To?></To>
<!--Optional:-->
<Cc?></Cc>
<!--Optional:-->
<Bcc?></Bcc>
<Subject?></Subject>
<Body?></Body>
<!--You have a CHOICE of the next 2 items at this level-->
<!--Optional:-->
<ContentType?></ContentType>
<Charset?></Charset>
<MimeType?></MimeType>
<!--Optional:-->
<HistoryType?></HistoryType>
<!--Optional:-->
<HistoryComment?></HistoryComment>
<!--Optional:-->
<AutoResponseType?></AutoResponseType>
<!--Optional:-->
<TimeUnit?></TimeUnit>
<!--Optional:-->
<NoAgentNotify?></NoAgentNotify>
<!--Zero or more repetitions:-->
<ForceNotificationToUserID?></ForceNotificationToUserID>
<!--Zero or more repetitions:-->
<ExcludeNotificationToUserID?></ExcludeNotificationToUserID>
<!--Zero or more repetitions:-->
<ExcludeMuteNotificationToUserID?></ExcludeMuteNotificationToUserID>
</Article>
<!--Zero or more repetitions:-->
<DynamicField>
  <Name?></Name>
  <!--1 or more repetitions:-->
  <Value?></Value>
</DynamicField>
<!--Zero or more repetitions:-->
<Attachment>
  <Content>cid:61886944659</Content>
  <ContentType?></ContentType>
  <Filename?></Filename>
</Attachment>
</TicketCreate>

```

11.7.1.3.1.2. SasishaTiketi

Operesheni ya SasishaTiketi inaongeza uwezo wa kubadili sifa kutoka kwenye tiketi iliyopo au kuongeza makala mpya, ikijumuisha na viambatanisho na sehemu zinazobadilika zote zilizofafanuliwa kwa ajili ya tiketi na makala mpya.

Note

Sio lazima kutengeneza makala mpya kubadilisha sifa ya tiketi.

Sifa ziwezekanazo:

```

<TicketUpdate>
  <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
  <!--Optional:-->
  <UserLogin?></UserLogin>
  <!--Optional:-->
  <CustomerUserLogin?></CustomerUserLogin>
  <!--Optional:-->
  <SessionID?></SessionID>
  <!--Optional:-->
  <Password?></Password>
  <!--You have a CHOICE of the next 2 items at this level-->
  <TicketID?></TicketID>
  <TicketNumber?></TicketNumber>
  <!--Optional:-->
  <Ticket>
    <!--Optional:-->
    <Title?></Title>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <QueueID?></QueueID>
    <!--Optional:-->
    <Queue?></Queue>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <TypeID?></TypeID>
    <!--Optional:-->
    <Type?></Type>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <ServiceID?></ServiceID>
    <!--Optional:-->
    <Service?></Service>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <SLAID?></SLAID>
    <!--Optional:-->
    <SLA?></SLA>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <StateID?></StateID>
    <!--Optional:-->
    <State?></State>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <PriorityID?></PriorityID>
    <!--Optional:-->
    <Priority?></Priority>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <OwnerID?></OwnerID>
    <!--Optional:-->
    <Owner?></Owner>
    <!--You have a CHOICE of the next 2 items at this level-->
    <!--Optional:-->
    <ResponsibleID?></ResponsibleID>
    <!--Optional:-->
    <Responsible?></Responsible>
    <!--Optional:-->
    <CustomerUser?></CustomerUser>
    <!--Optional:-->
    <CustomerID?></CustomerID>
    <!--Optional:-->
    <PendingTime>
      <!--You have a CHOICE of the next and the other 5 items at this level-->
      <Diff?></Diff>
      <Year?></Year>
      <Month?></Month>
      <Day?></Day>
      <Hour?></Hour>
      <Minute?></Minute>
    </PendingTime>
  </Ticket>
</TicketUpdate>

```

```

</Ticket>
<!--Optional:-->
<Article>
  <!--You have a CHOICE of the next 2 items at this level-->
  <!--Optional:-->
  <CommunicationChannelID?</CommunicationChannelID>
  <!--Optional: Possible values Email, Internal or Phone-->
  <CommunicationChannel?</CommunicationChannel>
  <IsVisibleForCustomer?</IsVisibleForCustomer>
  <!--You have a CHOICE of the next 2 items at this level-->
  <!--Optional:-->
  <SenderTypeID?</SenderTypeID>
  <!--Optional:-->
  <SenderType?</SenderType>
  <!--Optional:-->
  <From?</From>
  <!--Optional:-->
  <To?</To>
  <!--Optional:-->
  <Cc?</Cc>
  <!--Optional:-->
  <Bcc?</Bcc>
  <Subject?</Subject>
  <Body?</Body>
  <!--You have a CHOICE of the next 2 items at this level-->
  <!--Optional:-->
  <ContentType?</ContentType>
  <Charset?</Charset>
  <MimeType?</MimeType>
  <!--Optional:-->
  <HistoryType?</HistoryType>
  <!--Optional:-->
  <HistoryComment?</HistoryComment>
  <!--Optional:-->
  <AutoResponseType?</AutoResponseType>
  <!--Optional:-->
  <TimeUnit?</TimeUnit>
  <!--Optional:-->
  <NoAgentNotify?</NoAgentNotify>
  <!--Zero or more repetitions:-->
  <ForceNotificationToUserID?</ForceNotificationToUserID>
  <!--Zero or more repetitions:-->
  <ExcludeNotificationToUserID?</ExcludeNotificationToUserID>
  <!--Zero or more repetitions:-->
  <ExcludeMuteNotificationToUserID?</ExcludeMuteNotificationToUserID>
</Article>
<!--Zero or more repetitions:-->
<DynamicField>
  <Name?</Name>
  <!--1 or more repetitions:-->
  <Value?</Value>
</DynamicField>
<!--Zero or more repetitions:-->
<Attachment>
  <Content>cid:166861569966</Content>
  <ContentType?</ContentType>
  <Filename?</Filename>
</Attachment>
</TicketUpdate>

```

11.7.1.3.1.3. PataTiketi

Hii operesheni inatumika kupata sifa zote za tiketi ikijumuisha sehemu zinazobadilika, makala zote na viambatanisho vyote ambavyo ni vya tiketi.

Sifa ziwezekanazo:

```
<TicketGet>
```

```

<!--You have a MANDATORY CHOICE of the next 3 items at this level-->
<!--Optional:-->
<UserLogin?></UserLogin>
<!--Optional:-->
<CustomerUserLogin?></CustomerUserLogin>
<!--Optional:-->
<SessionID?></SessionID>
<!--Optional:-->
<Password?></Password>
<!--1 or more repetitions:-->
<TicketID?></TicketID>
<!--Optional:-->
<DynamicFields?></DynamicFields>
<!--Optional:-->
<Extended?></Extended>
<!--Optional:-->
<AllArticles?></AllArticles>
<!--Optional:-->
<ArticleSenderType?></ArticleSenderType>
<!--Optional:-->
<ArticleOrder?></ArticleOrder>
<!--Optional:-->
<ArticleLimit?></ArticleLimit>
<!--Optional:-->
<Attachments?></Attachments>
<!--Optional:-->
<GetAttachmentContents?></GetAttachmentContents>
<!--Optional:-->
<HTMLBodyAsAttachment?></HTMLBodyAsAttachment>
</TicketGet>

```

11.7.1.3.1.4. Tafuta Tiketi

Operesheni TiketiTafuta inarudisha orodha ya Vitambulisho vya Tiketi ambazo zinafanana na kigezo kilichofafanuliwa.

Sifa ziwezekanazo:

```

<TicketSearch>
<!--You have a MANDATORY CHOICE of the next 3 items at this level-->
<!--Optional:-->
<UserLogin?></UserLogin>
<!--Optional:-->
<CustomerUserLogin?></CustomerUserLogin>
<!--Optional:-->
<SessionID?></SessionID>
<!--Optional:-->
<Password?></Password>
<!--Optional:-->
<Limit?></Limit>
<!--Zero or more repetitions:-->
<TicketNumber?></TicketNumber>
<!--Zero or more repetitions:-->
<Title?></Title>
<!--Zero or more repetitions:-->
<Queues?></Queues>
<!--Zero or more repetitions:-->
<QueueIDs?></QueueIDs>
<!--Optional:-->
<UseSubQueues?></UseSubQueues>
<!--Zero or more repetitions:-->
<Types?></Types>
<!--Zero or more repetitions:-->
<TypeID?></TypeID>
<!--Zero or more repetitions:-->
<States?></States>
<!--Zero or more repetitions:-->
<StateIDs?></StateIDs>

```

```

<!--Zero or more repetitions:-->
<StateType?></StateType>
<!--Zero or more repetitions:-->
<StateTypeIDs?></StateTypeIDs>
<!--Zero or more repetitions:-->
<Priorities?></Priorities>
<!--Zero or more repetitions:-->
<PriorityIDs?></PriorityIDs>
<!--Zero or more repetitions:-->
<Services?></Services>
<!--Zero or more repetitions:-->
<ServiceIDs?></ServiceIDs>
<!--Zero or more repetitions:-->
<SLAs?></SLAs>
<!--Zero or more repetitions:-->
<SLAIDs?></SLAIDs>
<!--Zero or more repetitions:-->
<Locks?></Locks>
<!--Zero or more repetitions:-->
<LockIDs?></LockIDs>
<!--Zero or more repetitions:-->
<OwnerIDs?></OwnerIDs>
<!--Zero or more repetitions:-->
<ResponsibleIDs?></ResponsibleIDs>
<!--Zero or more repetitions:-->
<WatchUserIDs?></WatchUserIDs>
<!--Zero or more repetitions:-->
<CustomerID?></CustomerID>
<!--Zero or more repetitions:-->
<CustomerUserLogin?></CustomerUserLogin>
<!--Zero or more repetitions:-->
<CreatedUserIDs?></CreatedUserIDs>
<!--Zero or more repetitions:-->
<CreatedTypes?></CreatedTypes>
<!--Zero or more repetitions:-->
<CreatedTypeIDs?></CreatedTypeIDs>
<!--Zero or more repetitions:-->
<CreatedPriorities?></CreatedPriorities>
<!--Zero or more repetitions:-->
<CreatedPriorityIDs?></CreatedPriorityIDs>
<!--Zero or more repetitions:-->
<CreatedStates?></CreatedStates>
<!--Zero or more repetitions:-->
<CreatedStateIDs?></CreatedStateIDs>
<!--Zero or more repetitions:-->
<CreatedQueues?></CreatedQueues>
<!--Zero or more repetitions:-->
<CreatedQueueIDs?></CreatedQueueIDs>
<!--Zero or more repetitions:-->
<DynamicField>
  <Name?><Name>
    <!--You have a MANDATORY CHOICE of the next 6 items at this level-->
    <!--Optional:-->
    <Equals?></Equals>
    <!--Optional:-->
    <Like?></Like>
    <!--Optional:-->
    <GreaterThan?></GreaterThan>
    <!--Optional:-->
    <GreaterThanEquals?></GreaterThanEquals>
    <!--Optional:-->
    <SmallerThan?></SmallerThan>
    <!--Optional:-->
    <SmallerThanEquals?></SmallerThanEquals>
  </Name>
</DynamicField>
<!--Optional:-->
<Ticketflag>
  <!--Optional:-->
  <Seen?></Seen>
</Ticketflag>
<!--Optional:-->
<From?></From>

```

```
<!--Optional:-->
<To?></To>
<!--Optional:-->
<Cc?></Cc>
<!--Optional:-->
<Subject?></Subject>
<!--Optional:-->
<Body?></Body>
<!--Optional:-->
<FullTextIndex?></FullTextIndex>
<!--Optional:-->
<ContentSearch?></ContentSearch>
<!--Optional:-->
<ConditionInline?></ConditionInline>
<!--Optional:-->
<ArticleCreateTimeOlderMinutes?></ArticleCreateTimeOlderMinutes>
<!--Optional:-->
<ArticleCreateTimeNewerMinutes?></ArticleCreateTimeNewerMinutes>
<!--Optional:-->
<ArticleCreateTimeNewerDate?></ArticleCreateTimeNewerDate>
<!--Optional:-->
<ArticleCreateTimeOlderDate?></ArticleCreateTimeOlderDate>
<!--Optional:-->
<TicketCreateTimeOlderMinutes?></TicketCreateTimeOlderMinutes>
<!--Optional:-->
<ATicketCreateTimeNewerMinutes?></ATicketCreateTimeNewerMinutes>
<!--Optional:-->
<TicketCreateTimeNewerDate?></TicketCreateTimeNewerDate>
<!--Optional:-->
<TicketCreateTimeOlderDate?></TicketCreateTimeOlderDate>
<!--Optional:-->
<TicketLastChangeTimeOlderMinutes?></TicketLastChangeTimeOlderMinutes>
<!--Optional:-->
<TicketLastChangeTimeNewerMinutes?></TicketLastChangeTimeNewerMinutes>
<!--Optional:-->
<TicketLastChangeTimeNewerDate?></TicketLastChangeTimeNewerDate>
<!--Optional:-->
<TicketLastChangeTimeOlderDate?></TicketLastChangeTimeOlderDate>
<!--Optional:-->
<TicketChangeTimeOlderMinutes?></TicketChangeTimeOlderMinutes>
<!--Optional:-->
<TicketChangeTimeNewerMinutes?></TicketChangeTimeNewerMinutes>
<!--Optional:-->
<TicketChangeTimeNewerDate?></TicketChangeTimeNewerDate>
<!--Optional:-->
<TicketChangeTimeOlderDate?></TicketChangeTimeOlderDate>
<!--Optional:-->
<TicketCloseTimeOlderMinutes?></TicketCloseTimeOlderMinutes>
<!--Optional:-->
<TicketCloseTimeNewerMinutes?></TicketCloseTimeNewerMinutes>
<!--Optional:-->
<TicketCloseTimeNewerDate?></TicketCloseTimeNewerDate>
<!--Optional:-->
<TicketCloseTimeOlderDate?></TicketCloseTimeOlderDate>
<!--Optional:-->
<TicketPendingTimeOlderMinutes?></TicketPendingTimeOlderMinutes>
<!--Optional:-->
<TicketPendingTimeNewerMinutes?></TicketPendingTimeNewerMinutes>
<!--Optional:-->
<TicketPendingTimeNewerDate?></TicketPendingTimeNewerDate>
<!--Optional:-->
<TicketPendingTimeOlderDate?></TicketPendingTimeOlderDate>
<!--Optional:-->
<TicketEscalationTimeOlderMinutes?></TicketEscalationTimeOlderMinutes>
<!--Optional:-->
<TTicketEscalationTimeNewerMinutes?></TTicketEscalationTimeNewerMinutes>
<!--Optional:-->
<TicketEscalationTimeNewerDate?></TicketEscalationTimeNewerDate>
<!--Optional:-->
<TicketEscalationTimeOlderDate?></TicketEscalationTimeOlderDate>
<!--Optional:-->
<ArchiveFlags?></ArchiveFlags>
```



```

<!--Zero or more repetitions:-->
<OrderBy>?</OrderBy>
<!--Zero or more repetitions:-->
<SortBy>?</SortBy>
<!--Zero or more repetitions:-->
<CustomerUserID>?</CustomerUserID>
</TicketSearch>

```

11.7.1.3.1.5. TicketHistoryGet

This operation is used to get all the history entries from a ticket or tickets.

Sifa ziwezekanazo:

```

<TicketHistoryGet>
  <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
  <!--Optional:-->
  <UserLogin>?</UserLogin>
  <!--Optional:-->
  <SessionID>?</SessionID>
  <!--Optional:-->
  <Password>?</Password>
  <!--1 or more repetitions:-->
  <TicketID>?</TicketID>
</TicketHistoryGet>

```

11.7.2. Mifano:

11.7.2.1. Usanidi wa Huduma za Tovuti

The following is a basic but complete web service configuration file in YAML format to use all the Ticket Connector operations with the SOAP network transport. In order to use it in OTRS you need to copy the content, save it into a file and call it GenericTicketConnectorSOAP.yml, and import it into OTRS in the Web Services screen in the Admin panel by clicking in the "Add web service" button from the overview screen and then clicking in the "Import web service" button in the add screen.

```

---
Debugger:
  DebugThreshold: debug
  TestMode: 0
Description: Ticket Connector SOAP Sample
FrameworkVersion: 3.4.x git
Provider:
  Operation:
    SessionCreate:
      Description: Creates a Session
      MappingInbound: {}
      MappingOutbound: {}
      Type: Session::SessionCreate
    TicketCreate:
      Description: Creates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketCreate
    TicketUpdate:
      Description: Updates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketUpdate
    TicketGet:
      Description: Retrieves Ticket data

```

```

    MappingInbound: {}
    MappingOutbound: {}
    Type: Ticket::TicketGet
  TicketSearch:
    Description: Search for Tickets
    MappingInbound: {}
    MappingOutbound: {}
    Type: Ticket::TicketSearch
  TicketHistoryGet:
    Description: Retrieves history of a Ticket
    MappingInbound: {}
    MappingOutbound: {}
    Type: Ticket::TicketHistoryGet
  Transport:
    Config:
      MaxLength: 100000000
      Namespace: http://www.otrs.org/TicketConnector/
      Type: HTTP::SOAP
  RemoteSystem: ''
  Requester:
    Transport:
      Type: ''

```

Similar example can be done for the REST network transport, REST web services uses HTTP operations such as "POST", "GET", "PUT", "PATCH" etc. This operations in conjunction with a URI path called resource defines a OTRS Generic Interface Operation or Invoker (depending on the communication way).

The following example uses /Session resource for SessionCreate, /Ticket resource for TicketSearch and TicketCreate and resource /Ticket/{TicketID} for TicketGet and TicketUpdate (Where {TicketID} is the actual TicketID value of a ticket e.g. /Ticket/123). In order to use it in OTRS you need to copy the content, save it into a file and call it GenericTicketConnectorREST.yml, and import it into OTRS in the Web Services screen in the Admin panel by clicking in the "Add web service" button from the overview screen and then clicking in the "Import web service" button in the add screen.

```

---
Debugger:
  DebugThreshold: debug
  TestMode: '0'
Description: Ticket Connector REST Sample
FrameworkVersion: 3.4.x git
Provider:
  Operation:
    SessionCreate:
      Description: Creates a Session
      MappingInbound: {}
      MappingOutbound: {}
      Type: Session::SessionCreate
    TicketCreate:
      Description: Creates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketCreate
    TicketGet:
      Description: Retrieves Ticket data
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketGet
    TicketSearch:
      Description: Search for Tickets
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketSearch
    TicketUpdate:
      Description: Updates a Ticket

```

```

MappingInbound: {}
MappingOutbound: {}
Type: Ticket::TicketUpdate
TicketHistoryGet:
  Description: Retrieves history of a Ticket
  MappingInbound: {}
  MappingOutbound: {}
  Type: Ticket::TicketHistoryGet
Transport:
  Config:
    KeepAlive: ''
    MaxLength: '100000000'
    RouteOperationMapping:
      SessionCreate:
        RequestMethod:
          - POST
        Route: /Session
      TicketCreate:
        RequestMethod:
          - POST
        Route: /Ticket
      TicketGet:
        RequestMethod:
          - GET
        Route: /Ticket/:TicketID
      TicketSearch:
        RequestMethod:
          - GET
        Route: /Ticket
      TicketUpdate:
        RequestMethod:
          - PATCH
        Route: /Ticket/:TicketID
      TicketHistoryGet:
        RequestMethod:
          - GET
        Route: /TicketHistory/:TicketID
    Type: HTTP::REST
  RemoteSystem: ''
  Requester:
    Transport:
    Type: ''

```

11.7.2.2. Muombaji wa Perl SOAP

The following code is a Perl script that can connect to OTRS via the generic interface. In order to perform the operations provided by the Ticket Connector, it uses two Perl CPAN modules SOAP::Lite and Data::Dumper. Please make sure that your environment is capable to use these modules before you try to run the script.

```

#!/usr/bin/perl -w
# --
# otrs.SOAPRequest.pl - sample to send a SOAP request to OTRS Generic Interface Ticket
# Connector
# Copyright (C) 2001-2018 OTRS AG, https://otrs.com/
# --
# This program is free software: you can redistribute it and/or modify
# it under the terms of the GNU General Public License as published by
# the Free Software Foundation, either version 3 of the License, or
# (at your option) any later version.
#
# This program is distributed in the hope that it will be useful,
# but WITHOUT ANY WARRANTY; without even the implied warranty of
# MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the
# GNU General Public License for more details.
#
# You should have received a copy of the GNU General Public License

```

```

# along with this program. If not, see https://www.gnu.org/licenses/gpl-3.0.txt.
# --

use strict;
use warnings;

# use ../ as lib location
use File::Basename;
use FindBin qw($RealBin);
use lib dirname($RealBin);

use SOAP::Lite;
use Data::Dumper;

# ---
# Variables to be defined.

# this is the URL for the web service
# the format is
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl/Webservice/<WEB_SERVICE_NAME>
# or
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl/WebserviceID/<WEB_SERVICE_ID>
my $URL = 'http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnector';

# this name space should match the specified name space in the SOAP transport for the web
# service.
my $NameSpace = 'http://www.otrs.org/TicketConnector/';

# this is operation to execute, it could be TicketCreate, TicketUpdate, TicketGet,
# TicketSearch
# or SessionCreate. and they must to be defined in the web service.
my $Operation = 'TicketCreate';

# this variable is used to store all the parameters to be included on a request in XML
# format. Each
# operation has a determined set of mandatory and non mandatory parameters to work
# correctly. Please
# check the OTRS Admin Manual in order to get a complete list of parameters.
my $XMLData = '
<UserLogin>some user login</UserLogin>
<Password>some password</Password>
<Ticket>
  <Title>some title</Title>
  <CustomerUser>some customer user login</CustomerUser>
  <Queue>some queue</Queue>
  <State>some state</State>
  <Priority>some priority</Priority>
</Ticket>
<Article>
  <Subject>some subject</Subject>
  <Body>some body</Body>
  <ContentType>text/plain; charset=utf8</ContentType>
</Article>
';

# ---

# create a SOAP::Lite data structure from the provided XML data structure.
my $SOAPData = SOAP::Data
  ->type( 'xml' => $XMLData );

my $SOAPObject = SOAP::Lite
  ->uri($NameSpace)
  ->proxy($URL)
  ->$Operation($SOAPData);

# check for a fault in the soap code.
if ( $SOAPObject->fault ) {
  print $SOAPObject->faultcode, " ", $SOAPObject->faultstring, "\n";
}

# otherwise print the results.

```

```

else {

    # get the XML response part from the SOAP message.
    my $XMLResponse = $SOAPObject->context()->transport()->proxy()->http_response()-
    >content();

    # deserialize response (convert it into a perl structure).
    my $Deserialized = eval {
        SOAP::Deserializer->deserialize($XMLResponse);
    };

    # remove all the headers and other not needed parts of the SOAP message.
    my $Body = $Deserialized->body();

    # just output relevant data and no the operation name key (like TicketCreateResponse).
    for my $ResponseKey ( keys %{$Body} ) {
        print Dumper( $Body->{$ResponseKey} );
    }
}

```

11.7.2.3. Perl REST Requester

The following code is a Perl script that can connect to OTRS via the generic interface. In order to perform the operations provided by the Ticket Connector, it uses three Perl CPAN modules JSON, REST::Client and Data::Dumper. Please make sure that your environment is capable to use these modules before you try to run the script.

```

#!/usr/bin/perl
# --
# Copyright (C) 2001-2018 OTRS AG, https://otrs.com/
# --
# This program is free software: you can redistribute it and/or modify
# it under the terms of the GNU General Public License as published by
# the Free Software Foundation, either version 3 of the License, or
# (at your option) any later version.
#
# This program is distributed in the hope that it will be useful,
# but WITHOUT ANY WARRANTY; without even the implied warranty of
# MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the
# GNU General Public License for more details.
#
# You should have received a copy of the GNU General Public License
# along with this program. If not, see https://www.gnu.org/licenses/gpl-3.0.txt.
# --

use strict;
use warnings;
use utf8;

## nofilter(TidyAll::Plugin::OTRS::Perl::Dumper)

# use ../ as lib location
use File::Basename;
use FindBin qw($RealBin);
use lib dirname($RealBin);

use JSON;
use REST::Client;

# This is the HOST for the web service the format is:
# <HTTP_TYPE>://<OTRS_FQDN>/nph-genericinterface.pl
my $Host = 'http://localhost/otrs/nph-genericinterface.pl';

my $RestClient = REST::Client->new(
    {
        host => $Host,
    }
)

```

```

);

# These are the Controllers and Providers the format is:
# /Webservice/<WEB_SERVICE_NAME>/<RESOURCE>/<REQUEST_VALUE>
# or
# /WebserviceID/<WEB_SERVICE_ID>/<RESOURCE>/<REQUEST_VALUE>
#
# See the documentation on how to setup Providers.
#
# This example will retrieve the Ticket with the TicketID = 1 (<REQUEST_VALUE>)
my $GetControllerAndRequest = '/Webservice/GenericTicketConnectorREST/Ticket/1';

# This example is the base URL for Ticket Create
my $CreateControllerAndRequest = '/Webservice/GenericTicketConnectorREST/Ticket';

# This example will update the Ticket with the TicketID = 1 (<REQUEST_VALUE>)
my $UpdateControllerAndRequest = '/Webservice/GenericTicketConnectorREST/Ticket/1';

# This is the base URL for Ticket Search
my $SearchControllerAndRequest = '/Webservice/GenericTicketConnectorREST/Ticket';

# This is the base URL for Ticket history with the TicketID = 1 (<REQUEST_VALUE>)
my $HistoryControllerAndRequest = '/Webservice/GenericTicketConnectorREST/TicketHistory/1';

# TicketGet Example
# See the documentation of OTRSGenericInterfaceREST on how to setup
# - webservice
# - transport
# - operations
my $GetParams = {
    UserLogin => "some agent user login",      # to be filled with valid agent login
    Password  => "some agent user password",   # to be filled with valid agent password
};

# Build GetParams as part of the URL for REST-GET requests
my $QueryParams = $RestClient->buildQuery( %{$GetParams} );
$GetControllerAndRequest .= $QueryParams;

$RestClient->GET($GetControllerAndRequest);

my $GetResponseCode = $RestClient->responseCode();

if ( $GetResponseCode ne '200' ) {
    print "Get request failed, response code was: $GetResponseCode\n";
}
else {

    # If the request was answered correctly, we receive a JSON string here.
    my $ResponseContent = $RestClient->responseContent();

    my $Data = decode_json $ResponseContent;

    # Just to print out the returned Data structure:
    use Data::Dumper;
    print "Get response was:\n";
    print Dumper($Data);
}

# TicketSearch Example
# See the documentation of OTRSGenericInterfaceREST on how to setup
# - webservice
# - transport
# - operations
my $SearchParams = {
    UserLogin => "some agent user login",      # to be filled with valid agent login
    Password  => "some agent user password",   # to be filled with valid agent password
    Queues    => ['Raw'],
};

# Build SearchParams as part of the URL for REST-GET requests
$QueryParams = $RestClient->buildQuery( %{$SearchParams} );

```

```

$searchControllerAndRequest .= $queryParams;

$restClient->GET($searchControllerAndRequest);

# If the host isn't reachable, wrong configured or couldn't serve the requested page:
my $searchResponseCode = $restClient->responseCode();

if ( $searchResponseCode ne '200' ) {
    print "Search request failed, response code was: $searchResponseCode\n";
}
else {

    # If the request was answered correctly, we receive a JSON string here.
    my $responseContent = $restClient->responseContent();

    my $data = decode_json $responseContent;

    # Just to print out the returned Data structure:
    use Data::Dumper;
    print "Search Response was:\n";
    print Dumper($data);
}

# TicketCreate Example
# See the documentation of OTRSGenericInterfaceREST on how to setup
# - webservice
# - transport
# - operations
my $createOrUpdateParams = {
    UserLogin => "some agent user login",      # to be filled with valid agent login
    Password  => "some agent user password",  # to be filled with valid agent password
    Ticket    => {
        Title      => 'some ticket title',
        Queue      => 'Raw',
        Lock       => 'unlock',
        Type       => 'Unclassified',
        State      => 'new',
        Priority    => '3 normal',
        Owner      => 'some agent user login',
        CustomerUser => 'customer-1',
    },
    Article => {
        Subject    => 'some subject',
        Body       => 'some body',
        ContentType => 'text/plain; charset=utf8',
    },
};

my $createJSONParams = encode_json $createOrUpdateParams;

my @createRequestParam = (
    $createControllerAndRequest,
    $createJSONParams
);

# We have to use REST-POST requests in order to send UserLogin and Password correctly
# though other REST methods would fit better.
$restClient->POST(@createRequestParam);

# If the host isn't reachable, wrong configured or couldn't serve the requested page:
my $createResponseCode = $restClient->responseCode();

if ( $createResponseCode ne '200' ) {
    print "Create request failed, response code was: $createResponseCode\n";
}
else {

    # If the request was answered correctly, we receive a JSON string here.
    my $responseContent = $restClient->responseContent();

    my $data = decode_json $responseContent;

```

```

# Just to print out the returned Data structure:
use Data::Dumper;
print "Create Response was:\n";
print Dumper($Data);
}

# TicketUpdate Example
# See the documentation of OTRSGenericInterfaceREST on how to setup
# - webservice
# - transport
# - operations
my $UpdateJSONParams = encode_json $CreateOrUpdateParams;

my @UpdateRequestParam = (
    $UpdateControllerAndRequest,
    $UpdateJSONParams
);

# We have to use REST-PATCH requests in order to send UserLogin and Password correctly
# though other REST methods would fit better.
$RestClient->PATCH(@UpdateRequestParam);

# If the host isn't reachable, wrong configured or couldn't serve the requested page:
my $UpdateResponseCode = $RestClient->responseCode();
if ( $UpdateResponseCode ne '200' ) {
    print "Update request failed, response code was: $UpdateResponseCode\n";
}
else {

    # If the request was answered correctly, we receive a JSON string here.
    my $ResponseContent = $RestClient->responseContent();

    my $Data = decode_json $ResponseContent;

    # Just to print out the returned Data structure:
    use Data::Dumper;
    print "Update response was:\n";
    print Dumper($Data);
}

# TicketHistoryGet Example
# See the documentation of OTRSGenericInterfaceREST on how to setup
# - webservice
# - transport
# - operations
my $HistoryParams = {
    UserLogin => "some agent user login",      # to be filled with valid agent login
    Password  => "some agent user password",  # to be filled with valid agent password
    TicketID  => [1],
};

# Build SearchParams as part of the URL for REST-GET requests
$queryParams = $RestClient->buildQuery( %{$HistoryParams} );
$HistoryControllerAndRequest .= $queryParams;

$RestClient->GET($HistoryControllerAndRequest);

# If the host isn't reachable, wrong configured or couldn't serve the requested page:
my $HistoryResponseCode = $RestClient->responseCode();

if ( $HistoryResponseCode ne '200' ) {
    print "History request failed, response code was: $HistoryResponseCode\n";
}
else {

    # If the request was answered correctly, we receive a JSON string here.
    my $ResponseContent = $RestClient->responseContent();

    my $Data = decode_json $ResponseContent;

```



```
# Just to print out the returned Data structure:
use Data::Dumper;
print "History Response was:\n";
print Dumper($Data);
}
```

11.7.2.4. cURL Examples for REST Requests

Given the above example on a REST configuration for Generic Ticket Connector we have that:

For Ticket Create: use POST method on /Ticket path.

For Ticket Search: use GET method on /Ticket path.

For Ticket Update: use PATCH method on /Ticket/{TicketID} path (where {TicketID} is a template represented by :TicketID in the transport configuration)

For Ticket Get: use GET method on /Ticket/{TicketID} path (where {TicketID} is a template represented by :TicketID in the transport configuration)

For Ticket History Get: use GET method on /TicketHistory/{TicketID} path (where {TicketID} is a template represented by :TicketID in the transport configuration)

11.7.2.4.1. Create a New Ticket

cURL Command:

```
shell> curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/
GenericTicketConnectorREST/Ticket?UserLogin=agent&Password=123" -H "Content-Type:
application/json" -d "{\"Ticket\":{\"Title\":\"REST Create Test\", \"Type\": \"Unclassified
\", \"Queue\":\"Raw\", \"State\":\"open\", \"Priority\":\"3 normal\", \"CustomerUser\":
\"customer\"}, \"Article\":{\"Subject\":\"Rest Create Test\", \"Body\":\"This is only a test
\", \"ContentType\":\"text/plain; charset=utf8\"}}" -X POST
```

Response:

```
{
  "ArticleID":5484,
  "TicketNumber":"1001936",
  "TicketID":"1686"
}
```

11.7.2.4.2. Get Ticket Details

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/
Ticket/1686?UserLogin=agent&Password=123"
```

Response:

```
{
  "Ticket": [
    {
      "Age": 777,
      "PriorityID": 3,
      "ServiceID": "",
      "Type": "Unclassified",
      "Responsible": "root@localhost",
      "StateID": 4,
      "ResponsibleID": 1,
      "ChangeBy": 2,
      "EscalationTime": 0,
      "Changed": "2014-06-30 19:08:14",
      "OwnerID": 2,
      "RealTillTimeNotUsed": 0,
      "GroupID": 1,
      "Owner": "agent",
      "CustomerID": "OTRS",
      "TypeID": 1,
      "Created": "2014-06-30 19:08:12",
      "Priority": "3 normal",
      "UntilTime": 0,
      "EscalationUpdateTime": 0,
      "QueueID": 2,
      "Queue": "Raw",
      "State": "open",
      "Title": "REST Create Test",
      "CreateBy": 2,
      "TicketID": 1686,
      "StateType": "open",
      "EscalationResponseTime": 0,
      "UnlockTimeout": 0,
      "EscalationSolutionTime": 0,
      "LockID": 1,
      "TicketNumber": "1001936",
      "ArchiveFlag": "n",
      "Lock": "unlock",
      "CreateTimeUnix": 1404173292,
      "SLAID": "",
      "CustomerUserID": "customer"
    }
  ]
}
```

11.7.2.4.3. Update Ticket

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/Ticket/1686?UserLogin=agent&Password=123" -H "Content-Type: application/json" -d '{"Ticket": {"Queues": "Postmaster"}}' -X PATCH
```

Response:

```
{
  "TicketNumber": "1001936",
  "TicketID": "1686"
}
```

11.7.2.4.4. Search for Tickets

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/Ticket?UserLogin=agent&Password=123&Queue=Postmaster"
```

Response:

```
{
  "TicketID": [
    "1686",
    "102",
    "100",
    "1"
  ]
}
```

11.7.2.4.5. Get Ticket History Details

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/TicketHistory/1686?UserLogin=agent&Password=123"
```

Response:

```
{
  "TicketHistory": [
    {
      "History": [
        {
          "CreateBy": 1,
          "HistoryType": "NewTicket",
          "TicketID": "1",
          "CreateTime": "2017-06-08 22:44:48",
          "TypeID": 1,
          "OwnerID": 1,
          "QueueID": 1,
          "Name": "New Ticket [2015071510123456] created.",
          "StateID": 1,
          "PriorityID": 3,
          "ArticleID": "1",
          "HistoryTypeID": 1
        }
      ],
      "TicketID": "1"
    }
  ]
}
```

12. The OTRS Daemon

The OTRS Daemon is an independent set of system processes that plan and execute tasks in background, either on a recurrent basis or triggered by events. OTRS Daemon is fundamental for the correct system operation.

In previous versions of OTRS (from 3.1 to 4) there was another process called OTRS Scheduler that does part of the work that the OTRS Daemon do in OTRS 5. This old process is replaced by the OTRS Daemon which was re-written from the ground to make it more stable, scalable and robust than its predecessor.

The OTRS Daemon is capable to handle up to 10 tasks at the same time and it can work cooperatively with other OTRS Daemons on different frontend servers in a cluster environment.

When idle OTRS Daemon consist in six processes:

- The main daemon (`bin/otrs.Daemon.pl`)

This process is in charge to start and keep running the other children daemons.

- Task worker daemon (`Kernel/System/Daemon/DaemonModules/SchedulerTaskWorker.pm`)

This daemon executes all tasks that have in a list, in a first in first out basis. It can handle simultaneous tasks by creating its own children processes and it checks the task list several times per second. The task list can be filled by task manager daemons, event handlers, and other parts of the system.

Its main mission is to handle all the tasks in the list as soon as possible.

- Future task manager daemon (`Kernel/System/Daemon/DaemonModules/Scheduler-FutureTaskManager.pm`)

This daemon checks for non recurring tasks that are set to be executed in the future (e.g. when a Generic Interface invoker tries to reach a server and it can't, a task could be set to schedule for execution in the next 5 minutes). At the correct time it sends it the task worker daemon.

- Cron task manager daemon (`Kernel/System/Daemon/DaemonModules/Scheduler-CronTaskManager.pm`)

This daemon calculates when is the next execution time of all recurring tasks (e.g. a cache cleanup one time per week). This kind of tasks are specified in the SysConfig. At the right time for each task it sends the required information to the task worker daemon to execute them.

Note

If a task execution time definition is changed in SysConfig, it might take up to an hour for the daemon to pick up the change automatically. Alternatively the OTRS Daemon can be restarted to apply the change immediately.

- Generic Agent task manager daemon (`Kernel/System/Daemon/DaemonModules/SchedulerGenericAgentTaskManager.pm`)

This daemon scans for Generic Agent jobs stored in the database that have a time schedule (discarding all other Generic Agent jobs that are set to executed by events). When is time to run a Generic Agent job it sends the task information to the task worker daemon to handle the task.

- System Configuration sync manager daemon (`Kernel/System/Daemon/DaemonModules/SystemConfigurationSyncManager.pm`)

This daemon verifies that the configuration files `Kernel/Config/Files/ZZZAAuto.pm`, `Kernel/Config/Files/ZZZACL.pm` and `Kernel/Config/Files/ZZZProcessManagement.pm` are up to date with the deployment information from the database, otherwise the files are updated. and signal the main daemon to restart all daemon modules with the updated configuration.

Additionally if any other `.pm` file in `Kernel/Config/Files/` is modified while the daemon is running, it will also signal the main daemon to restart all daemon modules.

Note

The number of active processes depends on the number of tasks that the OTRS Daemon is executing simultaneously in a time frame.

By default the each daemon logs all error messages on a separated file located in `/opt/otrs/var/log/Daemon/*.log`. These logs are kept in the system for a defined period. To change this behavior and/or to also log the non error messages, please update SysConfig settings in Daemon -> Core: :Log.

When a task could not be executed successfully for any reason, an email is sent to a predefined recipient reporting the issue. The content of the email includes the error messages and trace (if available).

The OTRS Daemon is an automated process that normally does not require human interaction. However it is possible to query its status and start or stop it if needed.

To be sure that the OTRS Daemon is running there is a Cron job that constantly checks that the process is alive. The main daemon is prepared to work even without a database connection, so is perfectly safe if the Cron task to start it is executed even before the database process in the system startup, and it is also tolerant to database disconnections.

If for any reason the OTRS Daemon needs to be stop (for example during a system maintenance), all unhandled tasks are saved, and as soon as the process is started again it continues with all pending tasks. For recurring tasks it will only execute the last instance of the task (if its due time was during the downtime).

12.1. OTRS Daemon Graphical Interface

The OTRS Daemon is not visible in the OTRS Graphical User Interface unless it stops running.

When the system detects that the OTRS Daemon is not running, a notification is presented to a defined group of users ("admin" by default).

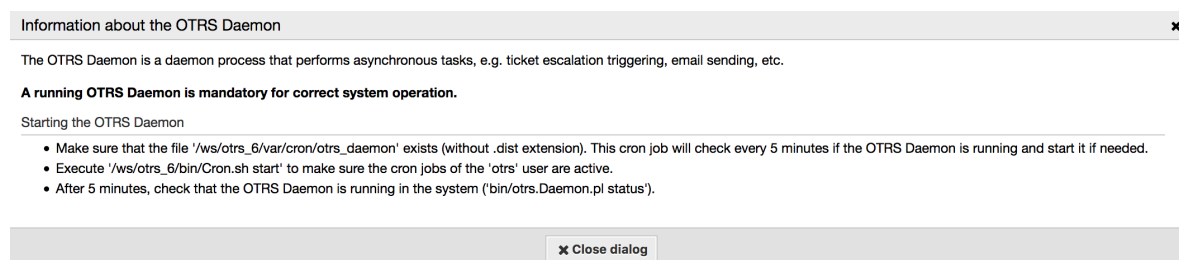
To disable the notification (not recommended), change or add the notification groups, please edit the Frontend: :NotifyModule###800-Daemon-Check setting in the SysConfig.

Figure 4.138. Daemon notification



Clicking the notification the system presents an overlay window explaining the steps to bring the OTRS Daemon up and running.

Figure 4.139. Start Daemon



12.2. OTRS Daemon Command Line Interface

The OTRS Daemon command line tools let you control the main daemon process (Start / Stop) or query its status. There are also tools to get more detailed information about the other four children daemons.

12.2.1. Main Daemon Tools

To start, stop or query daemon status `bin/otrs.Daemon.pl` script is used.

Example 4.30. Example to start the OTRS Daemon

```
shell> cd /opt/otrs/  
shell> OTRS_HOME/bin/otrs.Daemon.pl start
```

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- **start** - to start the OTRS Daemon process.
- **stop** - to stop the OTRS Daemon process.
- **status** - to query the OTRS Damon process status.
- **start --debug** - to start the OTRS Daemon process in debug mode.

In this mode each daemon reports different messages depending on the actions that are been executed. This mode is not recommended for production environments.

- **stop --force** - to stop the OTRS Daemon process in reducing the wait for children processes to finish.

A forced stop reduces the amount of time the main daemon waits to successful stop the other children processes from 30 seconds (normal) to 5 seconds (forced).

12.2.2. Other Daemon Tools

To list all configured child daemons that the main daemon should start and keep running use the console command: `Maint::Daemon::List`.

Example 4.31. Example to list all configured daemons

```
shell> cd /opt/otrs/  
shell> bin/otrs.Console.pl Maint::Daemon::List
```

To list detailed information of all daemons use the console command: `Maint::Daemon::Summary`.

Example 4.32. Example to a summary of all daemon tasks

```
shell> cd /opt/otrs/  
shell> bin/otrs.Console.pl Maint::Daemon::Summary
```

Chapter 5. Customization

1. Orodha Dhibiti Sikivu

1.1. Utangulizi

From OTRS 2.0 on, Access Control Lists (ACLs) can be used to control access to tickets, modules, queues, etc., or to influence actions on tickets (closing, moving, etc.) in certain situations. ACLs can be used to supplement the existing permission system of roles and groups. Using ACLs, rudimentary work-flows within the system can be mapped, based on ticket attributes.

In a general way ACLs are used to reduce the possible options for a ticket based on a defined set of rules.

ACLs can be directly entered into the Kernel/Config.pm file. However this is not any more recommended as OTRS comes now with a GUI Access Control Lists in the Admin panel that allows to save the ACLs in the Database as the first step and then deploy them into a file when they are ready.

This chapter has some ACL examples which will walk you through the process of defining ACL definitions, and a reference of all possible important ACL settings.

Warning

The default user 'root@localhost' is not affected by the Ticket ACLs

1.2. Ufafanuzi

The ACL definition can be split into two big parts, 'Matching' and 'Change'. In the matching sections the ACLs contains attributes that has to be met in order to use the ACL. If the attributes defined in the ACL does not match with the attributes that are sent, then the ACL does not take any affect, but any other match ACL will. The change sections contains the rules to reduce the possible options for a ticket.

Matching Sections

- tabia

This section contains matching options that can be changed on the fly. For example on a ticket creation time the data of the ticket changes dynamically as the agent sets the information. If an ACL is set to match a ticket attribute then only when the matching attribute is selected the ACL will be active and might reduce other ticket attributes, but as soon as another value is selected the ACL will not take any affect.

- PropertiesDatabase

This section is similar to Properties but does not take changes in ticket attributes that are not saved into the DataBase, this means that changing an attribute without submit will not make any effect. This section is not use for ticket creation screens (as tickets are not yet created in the Database).

Change Sections

- Possible

Possible section resets the data to be reduced to only the elements that are set in this section.

- PossibleAdd

Elements in PossibleAdd section add missing elements that were reduced in other ACLs. PossibleAdd is only used in together with other ACLs that have Possible or PossibleNot sections.

- PossibleNot

This section is used to remove specific elements from the current data. It could be used stand alone or together with other ACLs with a Possible or PossibleAdd sections.

In order to make the development of ACLs easier and more powerful there is a set of so called modifiers for the attributes on each section. This modifiers are explained below:

Modifiers

- [Not]

This modifier is used to negate a value for example: '[Not]2 low' in this case talking about ticket priorities will be the same as to have: '1 very low', '3 normal', '4 high', '5 very high'.

- [RegExp]

It is use to define a regular expression for matching several values, for example '[RegExp]low' talking about priorities is the same as '1 very low', '2 low'.

- [regex]

It is very similar to [RegExp] but it is case insensitive.

- [NotRegExp]

Negated regular expressions for example '[NotRegExp]low' talking about priorities is the same as '3 normal', '4 high', '5 very high'.

- [Notregex]

It is very similar to [NotRegExp] but it is case insensitive.

1.3. Mifano

The following examples are shown in both ways graphical and text based.

Example 5.1. ACL inayoruhusu uingizwaji kwenye foleni wa tiketi zenye kipaumbele cha tiketi 5.

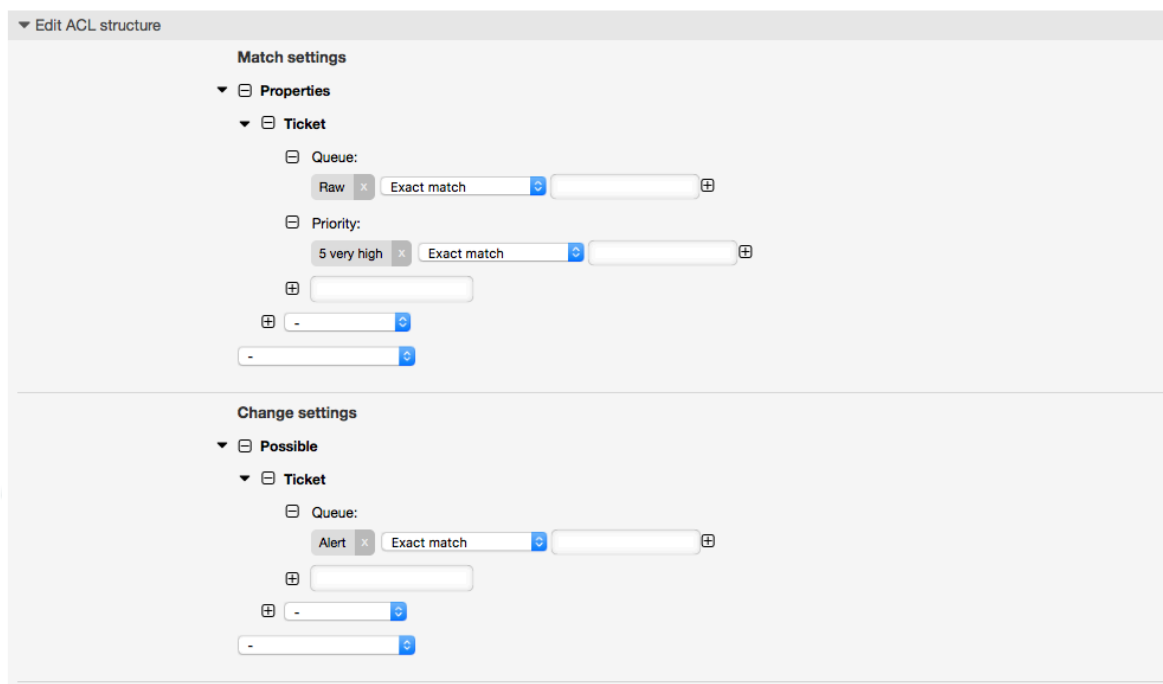
This example shows you the basic structure of an ACL. First, it needs to have a name. In this case, it is "100-Example-ACL". Note that the ACLs will be numerically sorted before execution, so you should use the names carefully.

Secondly, you have a "Properties" section which is a filter for your tickets. All the criteria defined here will be applied to a ticket to determine if the ACL must be applied or not. In our example, a ticket will match if it is in the queue "Raw" and has priority "5 very high". This is also affected by changes in the form (e.g. if the ticket is the queue "Raw" and had

a priority "3 normal" at this moment the ACL will not match, but then priority drop-down is selected and the priority is changed now to "5 very high" then will also match).

Mwisho, kifungu "Inawezekana" inafafanua mabadiliko ya skrini. Katika kesi hii, kutoka kwenye foleni zinazopatikana, foleni "Tahadhari" tu inaweza kuchaguliwa katika skrini ya tiketi.

Figure 5.1. ACL 100-Example-ACL



```
# ticket acl
$self->{TicketAcl}->{'100-Example-ACL'} = {
  # match properties
  Properties => {
    # current ticket match properties
    Ticket => {
      Queue => ['Raw'],
      Priority => ['5 very high'],
    }
  },
  # return possible options (white list)
  Possible => {
    # possible ticket options (white list)
    Ticket => {
      Queue => ['Alert'],
    },
  },
};
```

Example 5.2. ACL inaruhusu uingiaji kwenye foleni kwa zile tiketi zenye kipaumbele cha tiketi 5 na zimehifadhiwa kwenye hifadhidata.

Huu mfano ni sawa na uliopita, lakini katika kesi hii tiketi za kwenye foleni "Mbichi" na zenye kipaumbele "5 cha juu sana", zote zikiwa kwenye hifadhidata zitafanana. Hii aina ya ACL haiweki maanani mabadiliko katika muundo kabla tiketi haijasasishwa kwenye hifadhidata.

Figure 5.2. ACL 102-Example-ACL

▼ Edit ACL structure

Match settings

- ▼ PropertiesDatabase
 - ▼ Ticket
 - Queue:
 - Raw x Exact match [dropdown] [input]
 - Priority:
 - 5 very high x Exact match [dropdown] [input]
 - [+]
 - [+]
 - [+]

Change settings

- ▼ Possible
 - ▼ Ticket
 - Queue:
 - Alert x Exact match [dropdown] [input]
 - [+]
 - [+]
 - [+]

```
# ticket acl
$self->{TicketAcl}->{'102-Example-ACL'} = {
  # match properties
  PropertiesDatabase => {
    # current ticket match properties
    Ticket => {
      Queue => ['Raw'],
      Priority => ['5 very high'],
    }
  },
  # return possible options (white list)
  Possible => {
    # possible ticket options (white list)
    Ticket => {
      Queue => ['Alert'],
    },
  },
};
```

Example 5.3. ACL ikilemaza ufungaji wa tiketi katika foleni mbichi, na kuficha kitufe cha kufunga.

Hapa unaweza kuona jinsi sehemu ya tiketi (hali) inavyoweza kuchujwa na zaidi ya thamani moja ya kuchagua. Pia inawezekana kuweka kikomo cha vitendo vinavyoweza kutekelezeka kutoka kwenye tiketi. Katika kesi hii tiketi haiwezi kufungwa.

Figure 5.3. ACL 102-Second-Example-ACL

▼ Edit ACL structure

Match settings

- ▼ Properties
 - ▼ Ticket
 - Queue:
 - Raw Exact match
 -
 -
 -

Change settings

- ▼ Possible
 - ▼ Ticket
 - State:
 - new open pending reminder Exact match
 -
 -
 - ▼ PossibleNot
 - ▼ Action
 - AgentTicketClose Exact match
 -
 -

```

$Self->{TicketAcl}->{'102-Second-Example-ACL'} = {
  # match properties
  Properties => {
    # current ticket match properties
    Ticket => {
      Queue => ['Raw'],
    }
  },
  # return possible options (white list)
  Possible => {
    # possible ticket options (white list)
    Ticket => {
      State => ['new', 'open', 'pending reminder'],
    },
  },
  # return also not possible options (black list)
  PossibleNot => {
    # not possible action options
    Action => [ 'AgentTicketClose' ],
  },
};

```

Example 5.4. Uondoaji wa ACL una hali imefungwa kikamilifu mara zote.

Huu mfano unaonyesha jinsi inavyowezekana kufafanua vichujio hasi (hali "imefungwa kwa mafanikio" itaondolewa). Pia unaweza kuona kutofafanua sifa za kufanana za tiketi itafananisha tiketi yoyote, ikimaanisha ACL itatumika mara zote. Hii itakuwa na manufaa kama utataka kuficha baadhi ya thamani kwa chaguo-msingi, na kuziwezesha katika hali maalumu (mf. kama wakala yupo kwenye kundi maalumu).

Figure 5.4. ACL 103-Third-ACL-Example

▼ Edit ACL structure

Match settings

-

Change settings

- ▼ PossibleNot
 - ▼ Ticket
 - State:
 - closed successful x Exact match
 -
 -
 -
 -

```
$Self->{TicketAcl}->{'103-Third-ACL-Example'} = {
  # match properties
  Properties => {
    # current ticket match properties (match always)
  },
  # return possible options
  PossibleNot => {
    # possible ticket options
    Ticket => {
      State => ['closed successful'],
    },
  },
};
```

Example 5.5. ACL inaonyesha huduma za Vifaa kwa ajili ya tiketi ambazo zinatengenezwa kwenye foleni zinazoanza na "HW"

Huu mfano unaonyesha jinsi unavyoweza kutumia semi za kawaida kufananisha tiketi na kuchuja machaguo yaliyopo.

Figure 5.5. ACL 104-Only-Hardware-Services-for-HW-Queues-ACL

▼ Edit ACL Structure

Match settings

- ▼ Properties
 - ▼ Ticket
 - Queue:
 - [RegExp]HW x Regular expression
 -
 -
 -
 -

Change settings

- ▼ Possible
 - ▼ Ticket
 - Service:
 - [RegExp]^Hardware x Regular expression
 -
 -
 -
 -

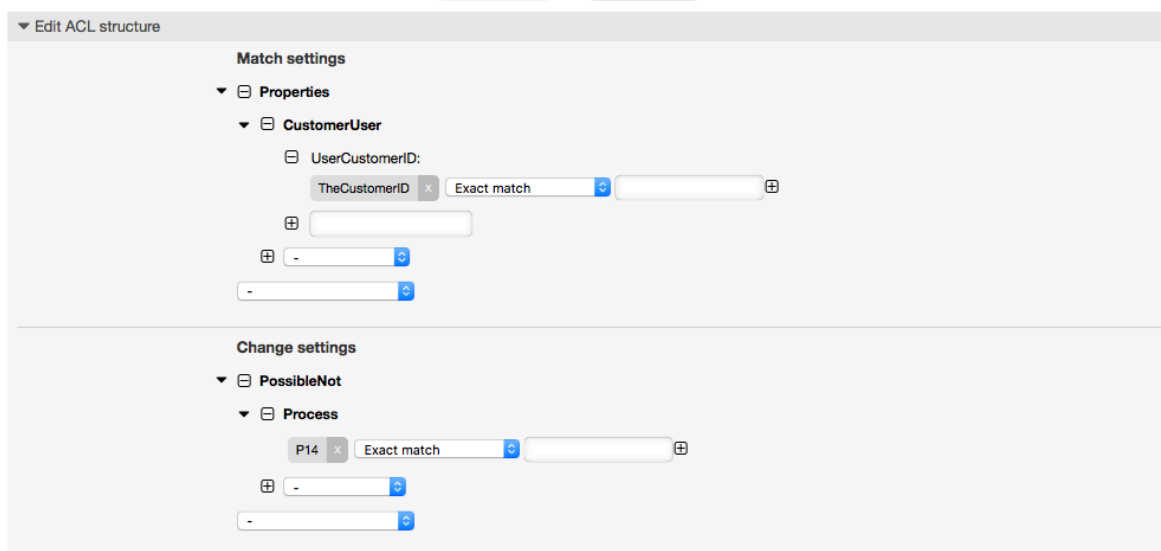
```

$Self->{TicketAcl}->{'104-Only-Hardware-Services-for-HW-Queues-ACL'} = {
  # match properties
  # note we don't have "Ticket => {" because there's no ticket yet
  Properties => {
    Queue => {
      Name => ['[RegExp]HW'],
    }
  },
  # return possible options
  Possible => {
    # possible ticket options
    Ticket => {
      Service => ['[RegExp]^(Hardware)'],
    },
  },
};

```

Example 5.6. ACL to restrict a Process in the customer frontend using the CustomerID.

Figure 5.6. ACL 105-Disallow-Process-For-CustomerID



The screenshot shows the 'Edit ACL structure' interface. Under 'Match settings', the 'Properties' section is expanded to 'CustomerUser', where 'UserCustomerID' is configured with the value 'TheCustomerID' and 'Exact match'. Below this, there are two empty input fields. Under 'Change settings', the 'PossibleNot' section is expanded to 'Process', where 'P14' is configured with the value 'Exact match'. Below this, there are two empty input fields.

```

$Self->{TicketAcl}->{"105-Disallow-Process-For-CustomerID"} = {
  'Possible' => {},
  'PossibleNot' => {
    'Process' => [
      'P14'
    ]
  },
  'Properties' => {
    'CustomerUser' => {
      'UserCustomerID' => [
        'CustomerID'
      ]
    }
  },
  'PropertiesDatabase' => {},
  'StopAfterMatch' => 0
};

```

1.4. Marejeo

Kwenye mfano chini kuna orodha ya parameta zote ambazo zinaweza kutumika na ACLs.

Please see the section on ACLs in the ProcessManagement documentation for a detailed description of how to use ACLs for process tickets.

Example 5.7. Rejea inayoonyesha mipangilio yote muhimu ya ACLs.

```
# ticket acl
$self->{TicketAcl}->{'200-ACL-Reference'} = {
  # match properties (current values from the form)
  Properties => {

    # the used frontend module
    Frontend => {
      Action => ['AgentTicketPhone', 'AgentTicketEmail'],

      # or

      # (not to be used together with 'Action')
      Endpoint => ['ExternalFrontend::TicketCreate'],
    },

    # the logged in agent
    User => {
      UserLogin => ['some login'],
      Group_rw => [
        'hotline',
      ],
      Role => [
        'admin',
      ],
      # ...
    },

    # the logged in customer
    CustomerUser => {
      UserLogin => ['some login'],
      UserCustomerID => ['some customer id'],
      Group_rw => [
        'hotline',
      ],
      # ...
    },

    # process properties
    Process => {
      ProcessEntityID => ['Process-9c378d7cc59f0fce4cee7bb9995ee3eb'],
      # the Process that the current ticket is part of
      ActivityEntityID => ['Activity-f8b2fdebe54eeb7b147a5f8e1da5e35c'],
      # the current Activity of the ticket
      ActivityDialogEntityID => ['ActivityDialog-aff0ae05fe6803f38de8fff6cf33b7ce'],
      # the current ActivityDialog that the Agent/Customer is using
    },

    # ticket properties
    Queue => {
      Name => ['Raw'],
      QueueID => ['some id'],
      GroupID => ['some id'],
      Email => ['some email'],
      RealName => ['OTRS System'],
      # ...
    },
    Service => {
      ServiceID => ['some id'],
      Name => ['some name'],
      ParentID => ['some id'],
      # ...
    },
    Type => {
      ID => ['some id'],
    }
  }
}
```

```

    Name => ['some name'],
    # ...
  },
  Priority = {
    ID   => ['some id'],
    Name => ['some name'],
    # ...
  },
  SLA = {
    SLAID   => ['some id'],
    Name    => ['some name'],
    Calendar => ['some calendar'],
    # ...
  },
  State = {
    ID       => ['some id'],
    Name     => ['some name'],
    TypeName => ['some state type name'],,
   TypeID   => ['some state type id'],
    # ...
  },
  Owner => {
    UserLogin => ['some login'],
    Group_rw => [
      'some group',
    ],
    Role => [
      'admin',
    ],
    # ...
  },
  Responsible => {
    UserLogin => ['some login'],
    Group_rw => [
      'some group',
    ],
    Role => [
      'admin',
    ],
    # ...
  },
  DynamicField => {
    # Names must be in DynamicField_<field_name> format.
    # Values in [ ... ] must always be the untranslated internal data keys
    #   specified in the dynamic field definition and
    #   not the data values shown to the user.
    DynamicField_Field1   => ['some value'],
    DynamicField_OtherField => ['some value'],
    DynamicField_TicketFreeText2 => ['some value'],
    # ...
  },
  # alternatively, ticket properties can be specified in the ticket hash
  Ticket => {
    Queue           => ['Raw'],
    State           => ['new', 'open'],
    Priority        => ['some priority'],
    Lock           => ['lock'],
    CustomerID     => ['some id'],
    CustomerUserID => ['some id'],
    Owner          => ['some owner'],
    DynamicField_Field1 => ['some value'],
    DynamicField_MyField => ['some value'],
    # ...
  },
},

# match properties (existing values from the database)
PropertiesDatabase => {
  # See section "Properties", the same config can be used here.
  # ...
}

```

```

# reset possible options (white list)
Possible => {
  # possible ticket options (white list)
  Ticket => {
    Queue => ['Hotline', 'Coordination'],
    State => ['some state'],
    Priority => ['5 very high'],
    DynamicField_Field1 => ['some value'],
    DynamicField_MyField => ['some value'],
    # ...
    NewOwner => ['some owner'],
    OldOwner => ['some owner'],
    # ...
  },

  # Limit the number of possible ActivityDialogs the Agent/Customer
  # can use in a process ticket.
  ActivityDialog => ['AD1', 'AD3'],

  # Limit the number of possible Processes that can be started
  Process => ['Process-9c378d7cc59f0fce4cee7bb9995ee3eb',
'Process-12345678901234567890123456789012'],

  # possible action options (white list)
  Action => [
    'AgentTicketBounce',
    'AgentTicketPhone'.      # only used to show/hide the Split action
    'AgentLinkObject',      # only used to show/hide the Link action
    # ...
  ],
},
# add options (white list)
PossibleAdd => {
  # See section "Possible"
  # ...
},
# remove options (black list)
PossibleNot => {
  # See section "Possible"
  # ...
},
};

```

Note

Wakati wa kufananisha ACL ikiwa parameta ya KitambulishoChaMtejaMtumiaji imetumwa, utaratibu wa ACL utafanananisha ACL zilizofafanuliwa kwa kutumia KitambulishoChaMtejaMtumiajiMteja kukusanya undani wa MtejaMtumiaji ili kujaza hash ya MtejaMtumiaji na pia inabadilisha taarifa za Mteja katika hash ya Tikitikwa ajili ya sifa kufanana. Kwa upande mwingine haya mahesabu pia yanafanywa kwa ajili ya upande wa SifaZaHifadhidata, lakini kwa kutumia Mteja wa Tiketi kama msingi wa kukusanya data.

Tambua kwamba katika Kiolesura cha Mteja, Kitambulisho cha MtejaMtumiaji kinatumwa mara zote na Mtumiaji Mteja aliye kwenye mfumo.

Be aware that in ticket search screens (AgentTicketSearch and CustomerTicketSearch) the only affected attributes by ACLs are the Dynamic Fields. This means that this screens you can not restrict any other attribute like ticket type, state, queue, etc.

From OTRS 4 the 'Action' parameter is not longer a hash but an array reference and it can be used in any of the Change sections using any of the Modifiers.

2. Usimamizi wa mchakato

2.1. Utangulizi

This feature of OTRS allows you to model processes (work-flows) in the ticket system. The basic idea is to be able to define recurring processes, and to delegate work items to different people, as well as leading the progress of a process in different directions based on certain criteria.

2.2. Mchakato wa mfano

Tuone mfano ili kuona zaidi inavyofanyika. Tutafafanua mchakato wa kuoda kitabu:

2.2.1. Ku rekodi mahitaji

Before an order can be placed, the demand for literature by an employee will be recorded. The following book is needed in our example:

Title: Prozessmanagement für Dummies
Autor: Thilo Knuppertz
ISBN: 3527703713

2.2.2. Imehakikiwa na meneja

Kiongozi wa idara ya wafanya kazi inabidi aamue kwenye oda. Kama imekataliwa, sababu lazima irekodiwe na meneja. Kama imekubaliwa, oda inapitishwa kwenda kwa idara ya manunuzi.

2.2.3. Idara chakatishi ya manunuzi

Manunuzi sasa yana kazi ya kujua wapi oda ya kitabu itafanywa penye masharti mazuri. Kama vimeisha, inaweza kurekodiwa kwenye oda. Kama oda imefanikiwa manunuzi atarekodi msambazaji, bei na tarehe ya kuwasilisha.

2.2.4. Chumba chakatishi cha barua pepe

Vilivyosafirishwa vitawasili kwenye kampuni. Idara ya mali zinazolingia itakagua vilivyosafirishwa na kurekodi siku ya kupokea. Sasa wafanyakazi watapewa taarifa kwamba oda yao imewasili na iko tayari kuchukuiwa.

2.3. Kutekeleza mfano

If we assume that a ticket acts in this workflow like an accompanying document that can receive change notes, we already have a clear picture of process tickets.

Kutoka kwenye uchambuzi wa mchakato wa mfano tunaweza kubainisha vifaa muhimu vifuatavyo:

- Possibilities to record data, let's call them *User Task Activity Dialogs*,
- Checks which can react to changed data automatically, let's call them *Sequence Flows*,
- Changes which can be applied to a process ticket after successful moving between the activities of a process ticket, let's call them *Sequence Flow Actions*.

Pia tunahitaji vifaa vya ziada ambavyo si dhahiri:

- A possibility to offer more than just one User Task Activity Dialog to be available. In our example this is needed when the manager must have the choice between "Approve" and "Deny". Let's call this *User Task Activity*.

Now, with User Task Activities, User Task Activity Dialogs, Sequence Flows and Sequence Flow Actions we have the necessary tools to model the individual steps of our example. What's still missing is an area where for each work-flow the order of the steps can be specified. Let's call this *Process*. To be able to refer to all these entities later, we will assign to them an abbreviation in parentheses. This abbreviation is based on an internal identification mechanism called EntityIDs.

Vitambulisho vya Chombo vinafanana na vina herufi moja au mbili (kutegemeana na mchakato au chombo) na baada ya hapo mfululizo wa namba, mifano:

- Mchakato: 'P1', 'P2' ... 'Pn'.
- Shughuli: 'A1', 'A2' ... 'An'.
- User Task Activity Dialog: 'AD1', 'AD2' ... 'ADn'.
- Sequence Flow: 'SF1', 'SF2' ... 'SFn'.
- Sequence Flow Action: 'SFA1', 'SFA2' ... 'SFAn'.

Before the creation of the process and its parts, it is necessary to prepare the system, we will need to define some Queues, Users and Dynamic Fields as well as set some SysConfig options.

Tengeneza foleni zifuatazo:

- Usimamizi
- Wafanyakazi
- Ununuzi
- Ofisi ya posta

Tengeneza watumiaji wafwatao:

- Meneja
- Mfanyakazi

Tengeneza Sehemu Zinazobadilika zifuatazo:

- Mada

Lebo	Mada
Aina	Nakala
Kitu	Tiketi

- Mwandishi

Lebo	Mwandishi
Aina	Nakala

Kitu	Tiketi
------	--------

- ISBN

Lebo	ISBN
Aina	Nakala
Kitu	Tiketi

- Hali

Lebo	Hali
Aina	Kunjuzi
Kitu	Tiketi
Thamani ziwezekanazo	<ul style="list-style-type: none"> • Kibali • Kibali kimekataliwa • Kubaliwa • Oda imekataliwa • Oda imewekwa • Vilivyosafirishwa vimepokelewa

Note: Please use exactly these possible values for "Key" and "Value" in the Dynamic Field setup.

- Msambazaji

Lebo	Msambazaji
Aina	Nakala
Kitu	Tiketi

- Bei

Lebo	Bei
Aina	Nakala
Kitu	Tiketi

- TareheUwasilishaji

Lebo	Tarehe ya uwasilishaji
Aina	Tarehe
Kitu	Tiketi

- TareheYaKupokea

Lebo	Tarehe Ya Kupokea
Aina	Tarehe
Kitu	Tiketi

- 'Tiketi::Kuwajibika':Ndio
- 'Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicFieldGroups':

Ufunguo:	Maudhui:
Kitabu	Mada, Mwandishi, ISBN
Ujumla	Hali
Oda	Bei, Msambazaji, TareheUwasilishaji
Usafirishaji	TareheYaKupokea

- 'Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicField':

Ufunguo:	Maudhui:
Mwandishi	1
TareheYaKupokea	1
TareheUwasilishaji	1
ISBN	1
Bei	1
Hali	1
Msambazaji	1
Mada	1

Sasa tuanze na mambo ya kweli ya Usimamizi wa Mchakato. Katika hatua inayofwata, tutafafanua vyombo vyenyewe tunavyohitaji.

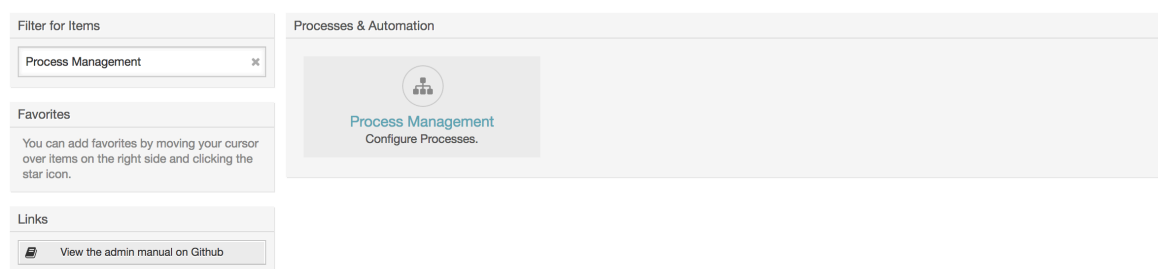
2.3.1. Mchakato (kama chombo)

To create a new process it is necessary to click on the "Process Management" link in the 'Processes & Automation' section in the Admin panel, which will lead to the Process Management Overview screen. After the creation of the process, we can create all other entities (or process parts).

Note

Activities, User Task Activity Dialogs, Sequence Flows and Sequence Flow Actions defined in one process will be available for all the processes in the system.

Figure 5.7. OTRS Admin screen - System Administration



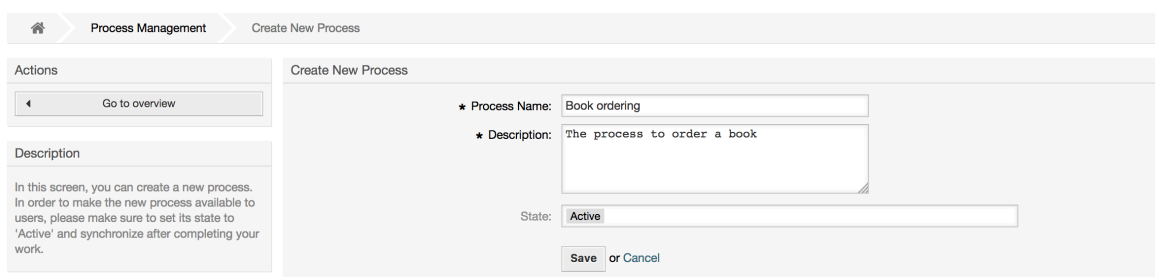
Bonyeza kitendo cha "Tengeneza mchakato mpya" kutoka kwenye boksi la vitendo.

Figure 5.8. Kitufe cha kutengeneza mchakato mpya



Fill the process information, set Process Name and the Description, but leave the process State as "inactive", until we finish all the tasks. Save the process.

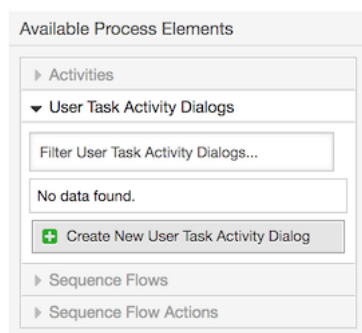
Figure 5.9. Ongeza mchakato mpya



2.3.2. User Task Activity Dialogs

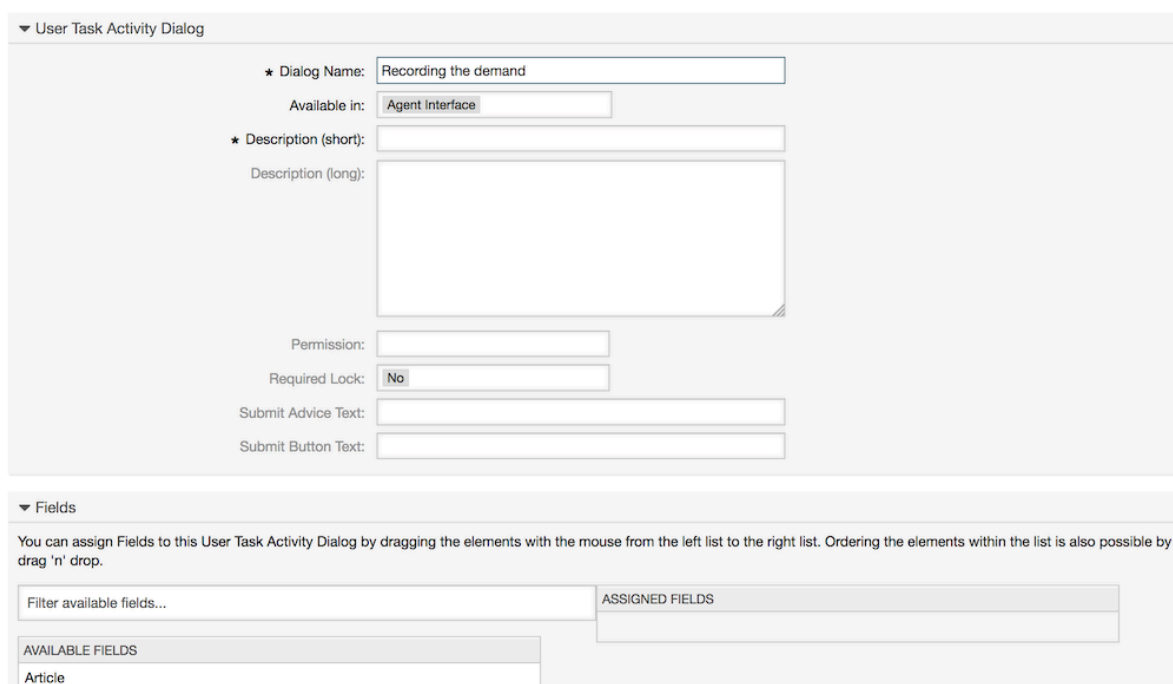
Click on the new process name in the Process Management Overview Screen, then in the "Available Process Elements" click on "User Task Activity Dialogs" (this action will expand the user task activity dialog options and will collapse all others doing an accordion like effect). Finally, click on "Create New User Task Activity Dialog".

Figure 5.10. Create New User Task Activity Dialog button



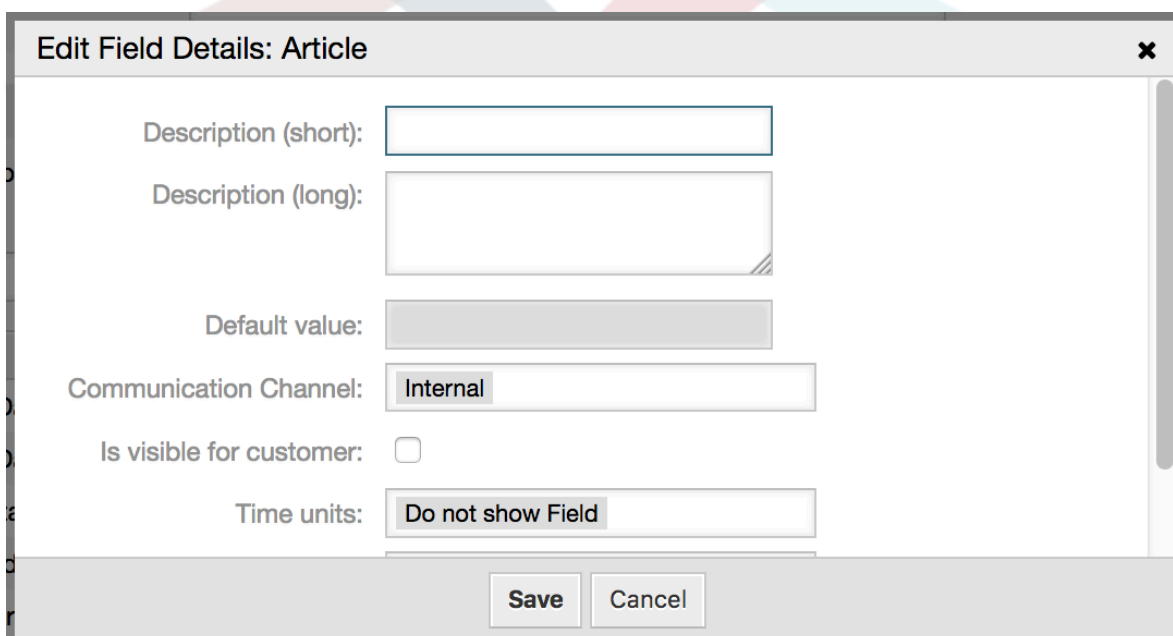
In the opened popup screen fill the "Dialog Name" as well as the "Description (short)" field. For this example, we will leave all other fields as the default. To assign fields to the User Task Activity Dialog, simply drag the required field from the "Available Fields" pool and drop it into the "Assigned Fields" pool. The order in the "Assigned Fields" pool is the order that the fields will have in the screen: in order to modify the order simply drag and drop a field within the pool to rearrange it in the correct place.

Figure 5.11. Add new User Task Activity Dialog



As soon as the fields are dropped into the "Assigned Fields" pool another popup screen is shown with some details about the field. We will leave the default options and only for Article fields we should make sure that the CommunicationChannel field is set to "Internal" and that the IsVisibleForCustomer is not active.

Figure 5.12. Hariri undani wa uga (Makala)



Baada ya sehemu zote kupewa thamani bofya kitufe cha kuwasilisha katika skrini kuu ibukizi kuhifadhi mabadiliko.

In this example we will use Article field for comments, but another option could be to create a TextArea type Dynamic Field. The rest of the mentioned fields in the lines below are the Dynamic Fields that we already defined before.

Please be aware that in this screen all the Dynamic Fields have the prefix "DynamicField_" as in "DynamicField_Title". Do not confuse this with the field "Title" that is actually the Ticket Title.

Create the following User Task Activity Dialogs:

- "Kurekodi mahitaji" (AD1)

A user task activity dialog that contains all the required fields for the data to be collected for the order (Title, Author and ISBN), and a Status field with the possibility to choose "Approval".

- "Kibali kimekataliwa" (AD2)

A user task activity dialog with a comment field (Article) and a Status field with the option "Approval denied".

- "Kubaliwa" (AD3)

Hapa tunahitaji hali ya uga wenye chaguo "Kubaliwa"

- "Oda imekataliwa" (AD4)

A user task activity dialog which makes it possible for purchasing to reject an impossible order (book out of stock). Here we also need a comment field and the Status field with the option "Order denied".

- "Oda imewekwa" (AD5)

A user task activity dialog with the fields Supplier, Price and Delivery date for purchasing and the Status field with the option "Order placed".

- "Vilivyosafirishwa vimepokelewa" (AD6)

A user task activity dialog for the mail room with a field for the Date of receipt and the Status field with the option "Shipment received".

To restrict the Status field for each user task activity dialog, we need to add some ACLs in the Kernel/Config.pm or to a new Perl file located in Kernel/Config/Files.

```
$Self->{TicketAcl}->{'P1-AD1-1'} = {
  Properties => {
    Process => {
      ActivityDialogEntityID => ['AD1'],
    },
  },
  Possible => {
    Ticket => {
      DynamicField_Status => ['Approval'],
    },
  },
};

$Self->{TicketAcl}->{'P1-AD2-1'} = {
  Properties => {
    Process => {
      ActivityDialogEntityID => ['AD2'],
    },
  },
  Possible => {
    Ticket => {
      DynamicField_Status => ['Approval denied'],
    },
  },
};
```

```

    },
  };

$self->{TicketAcl}->{'P1-AD3-1'} = {
  Properties => {
    Process => {
      ActivityDialogEntityID => ['AD3'],
    },
  },
  Possible => {
    Ticket => {
      DynamicField_Status => ['Approved'],
    },
  },
};

$self->{TicketAcl}->{'P1-AD4-1'} = {
  Properties => {
    Process => {
      ActivityDialogEntityID => ['AD4'],
    },
  },
  Possible => {
    Ticket => {
      DynamicField_Status => ['Order denied'],
    },
  },
};

$self->{TicketAcl}->{'P1-AD5-1'} = {
  Properties => {
    Process => {
      ActivityDialogEntityID => ['AD5'],
    },
  },
  Possible => {
    Ticket => {
      DynamicField_Status => ['Order placed'],
    },
  },
};

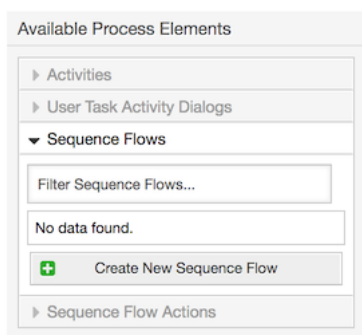
$self->{TicketAcl}->{'P1-AD6-1'} = {
  Properties => {
    Process => {
      ActivityDialogEntityID => ['AD6'],
    },
  },
  Possible => {
    Ticket => {
      DynamicField_Status => ['Shipment received'],
    },
  },
};

```

2.3.3. Sequence Flows

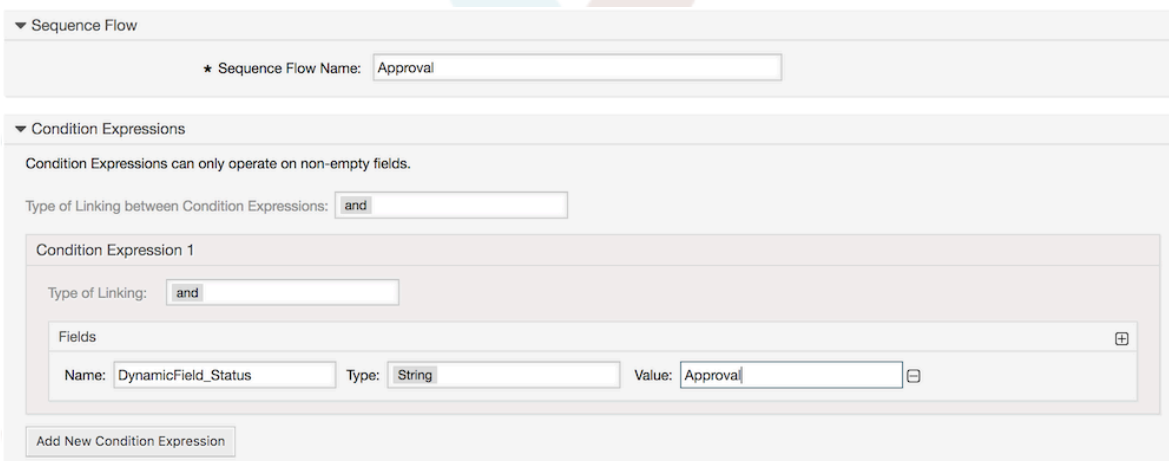
In the "Available Process Elements" click on "Sequence Flows", then click on "Create New Sequence Flow".

Figure 5.13. Create New Sequence Flow button



In the opened popup screen fill the "Sequence Flow Name", then in the sequence flow condition expressions, for this example, we will add just one condition expression and just one field. For both we can leave the Type of Linking as "and" and we will use the filled match type value as "String".

Figure 5.14. Add new Sequence Flow



After all sequence flow condition expressions are set, click on the submit button to save the changes.

Create the following Sequence Flows:

- "Approval" (SF1)
A sequence flow which checks if the Status field is set to "Approval".
- "Approval denied" (SF2)
A sequence flow which checks if the Status field is set to "Approval denied".
- "Approved" (SF3)
A sequence flow which checks if the Status field is set to "Approved".
- "Order denied" (SF4)
A sequence flow which checks if the Status field is set to "Order denied".
- "Order placed" (SF5)
A sequence flow which checks if the Status field is set to "Order placed".

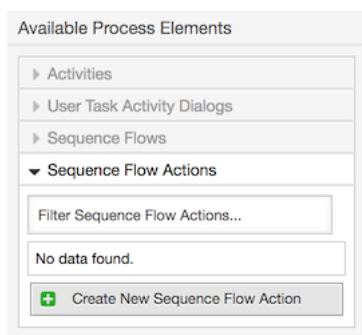
- "Shipment received" (SF6)

A sequence flow which checks if the Status field is set to "Shipment received".

2.3.4. Sequence Flow Actions

Click on "Sequence Flow Actions" in the "Available Process Elements", then click on "Create New Sequence Flow Action".

Figure 5.15. Create New Sequence Flow Action button



In the opened popup screen, fill the "Sequence Flow Action Name", and the "Sequence Flow Action module", then add the required and optional parameter names and values.

All the Sequence Flow Action Modules are shared with the Script Task Activities and they are located in Kernel/System/ProcessManagement/Modules. Following is the list of all bundled Sequence Flow Action Modules included in this release:

- SetiSehemuInayobadilika
- TengenezaTiketiMakala
- TengenezaTiketi
- SetiTiketiMteja
- SetiKitasaTiketi
- SetiMwenyeTiketi
- SetiFoleniTiketi
- SetKuwajibikaTiketi
- TicketSendEmail
- SetiHudumaTiketi
- SetiSLATiketi
- SetiHaliTiketi
- SetiMadaTiketi
- SetiAinaTiketi

Each module has its own specific parameters. Please review the module documentation to learn all required and optional parameters.

Note

From OTRS 4.0.1, parameters are not longer mandatory fixed values, but instead, they can inherit from the original ticket using format: <OTRS_Ticket_property>.

From OTRS 4.0.6, the format <OTRS_TICKET_property> is now supported, older format is still usable, but deprecated as it will be dropped in further versions.

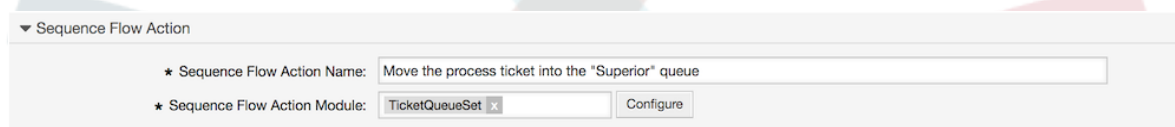
Note

From OTRS 7.0.1, you can use new OTRS smart tags in the "Body" parameter of TicketCreate and TicketArticleCreate modules: <OTRS_AGENT_BODY_RICHTEXT> and <OTRS_CUSTOMER_BODY_RICHTEXT>.

For both tags you can specify a set of parameters to influence the content of the body, please check the TicketCreate module documentation and TicketArticleCreate module documentation.

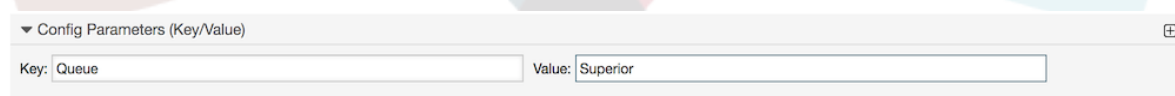
As already mentioned, both OTRS smart tags are only supported in TicketCreate and TicketArticleCreate modules.

Figure 5.16. Add new Sequence Flow Action



After setting the sequence flow action name and module, click on 'Save' button, and after a reload, 'Configure' button next to the selected module will appear. Click on it to set all parameters.

Figure 5.17. Configure Sequence Flow Action



After all parameters and values are set click on the 'Save and Finish' button to save the parameters and return to the sequence flow action screen again, then click on 'Save and Finish' (again) to save all data and return to the main process screen.

Create the following Sequence Flow Actions:

- "Move the process ticket into the 'Management' queue" (SFA1)

This action is supposed to be executed when the sequence flow "Approval" (SF1) is applied.

- "Change ticket responsible to 'manager'" (SFA2)

To be executed when the sequence flow "Approval" (SF1) is applied.

- "Move process ticket into the 'Employees' queue" (SFA3)

Itatekelezwa wakati:

- The sequence flow "Approval denied" (SF2) is applied

- The sequence flow "Order denied" (SF4) is applied
- The sequence flow "Shipment received" (SF6) is applied
- "Change ticket responsible to 'Employee'" (SFA4)

Itatekelezwa wakati:

- The sequence flow "Approval denied" (SF2) is applied
- The sequence flow "Order denied" (SF4) is applied
- The sequence flow "Shipment received" (SF6) is applied
- "Move process ticket into the 'Purchasing' queue" (SFA5)
To be executed when the sequence flow "Approved" (SF3) is applied.
- "Move process ticket into the 'Post office' queue" (SFA6)
To be executed when the sequence flow "Order placed" (SF5) is applied.
- "Close ticket successfully" (SFA7)

Itatekelezwa wakati:

- The sequence flow "Shipment received" (SF6) is applied
- "Close ticket unsuccessfully" (SFA8)

Itatekelezwa wakati:

- The sequence flow "Approval denied" (SF2) is applied
- The sequence "Order denied" (SF4) is applied

As you can see, there are places where the same Sequence Flow Actions should be executed. Therefore it is reasonable to make it possible to link Sequence Flow Actions freely with Sequence Flow to be able to reuse them.

2.3.5. Shughuli

There are three types of activities:

- Script Task Activities

This task executes a script module automatically when the activity is reached, these modules are shared with the Sequence Flow Actions.

- Service Task Activities

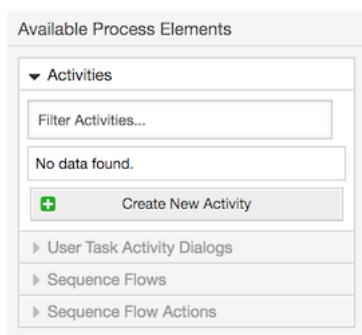
Triggers an invoker from a Generic Interface web service when the activity is reached.

- User Task Activities

They could be seen as a bundle which can contain one or more User Task Activity Dialogs.

Bofya "Shughuli" katika "Elementi za Michakato Zilizopo", kisha bofya "Tengeneza Shughuli Mpya".

Figure 5.18. Tengeneza kitufe kipya cha shughuli



In the opened popup screen fill the "Activity Name", and be sure that "User task activity" is set in the "Activity type" field, then drag the required User Task Activity Dialogs from the "Available User Task Activity Dialogs" pool, and drop them into to the "Assigned User Task Activity Dialogs" pool. This dialog will be presented (in the ticket zoom screen) in the same order as it is defined on this screen translating from top to bottom, from left to right.

This order is especially important in the first Activity, since the first User Task Activity Dialog for this activity is the only one that is presented when the process starts.

Note

Script and Service task activities at the very beginning of the processes will present a default dialog to trigger the process start by executing the script or invoker.

Create the following User Task Activities:

- "Kurekodi mahitaji" (A1)

Contains the User Task Activity Dialog "Recording the demand" (AD1)

- "Kibali" (A2)

Contains the User Task Activity Dialogs "Approval denied" (AD2) as well as "Approved" (AD3)

- "Oda" (A3)

Contains the User Task Activity Dialogs "Order rejected" (AD4) as well as "Order placed" (AD5)

- "Zinazolingia" (A4)

Contains the User Task Activity Dialog "Shipment received" (AD6)

- "Process complete" (A5)

This is a User task Activity without possible User Task Activity Dialogs. It will be set after "Approval denied", "Order denied" or "Shipment received" and represents the end of the process.

Now we can clearly see that Activities are precisely defined states of a process ticket. After a successful Sequence flow a process ticket moves from one Activity to another.

2.3.6. Njia ya mchakato wa kuoda kitabu

Tuhitimishe mfano wetu na kipande cha mwisho kisichokwepo cha fumbo, mchakato kama mfafanuzi wa mtiririko. Katika kesi yetu huu ni upangaji mzima wa mtiririko wa kazi.

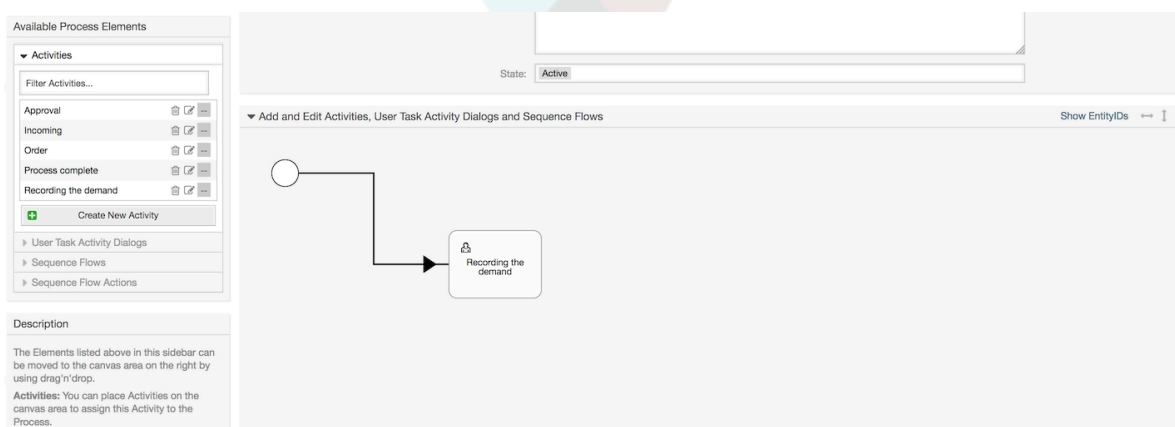
Michakato mingine inaweza kuwa kuewka oda za vifaa vya ofisi na michakato mingine tofauti kabisa.

The process has a starting point which consists of the start User Task Activity and the start User Task Activity Dialog. For any new book order, the start User Task Activity Dialog (first User Task Activity Dialog for the first User Task Activity) is the first screen that is displayed. If this is completed and saved, the Process ticket will be created and can follow the configured work-flow.

The process also contains the directions for how the process ticket can move through the Process. Let's call this the "Path". It consists of the start Activity, one or more Sequence Flows (possibly with Sequence Flow Actions), and other Activities.

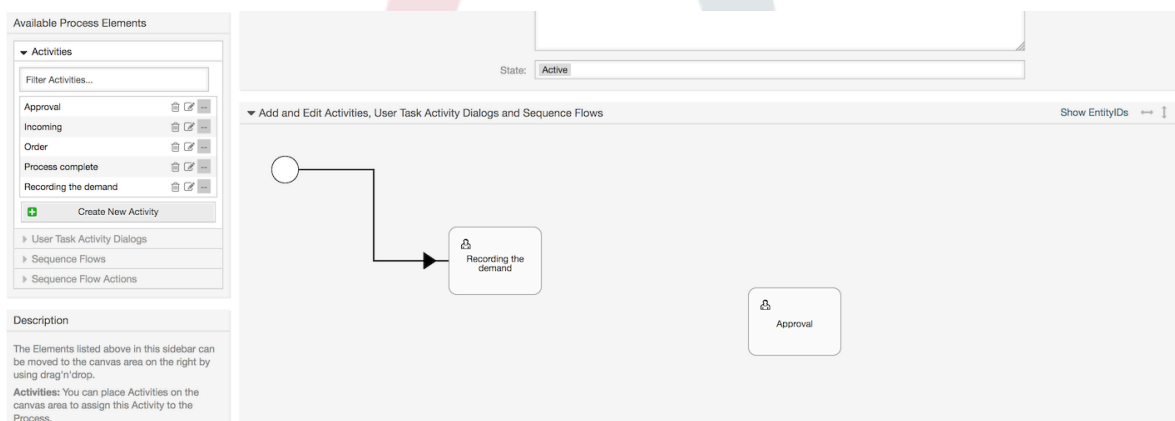
Assuming that the User Task Activities have already assigned their User Task Activity Dialogs, drag an Activity from the accordion (in the left part of the screen) and drop it into the canvas area (below process information). Notice that an arrow from the process start (green circle) to the Activity is placed automatically. (This is the first User Task Activity and its first User Task Activity Dialog is the first screen that will be shown when the process starts).

Figure 5.19. Kokota shughuli ya kwanza kwenye turubai



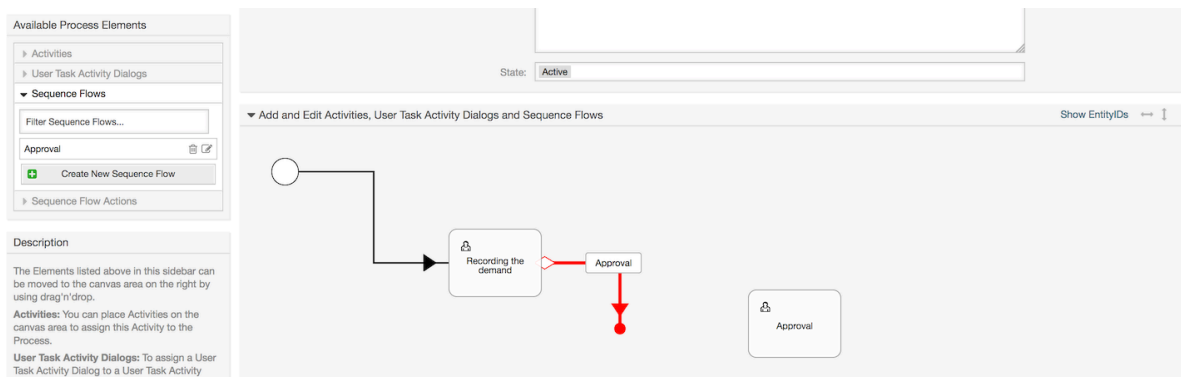
Next, drag another Activity into the canvas too. Now we will have two Activities in the canvas. The first one is connected to the start point and the second has no connections. You can hover the mouse over each activity to reveal their own User Task Activity Dialogs (in case of other type of activities, relative information is shown such as the selected script or web service and invoker).

Figure 5.20. Kokota shughuli ya pili kwenye turubai



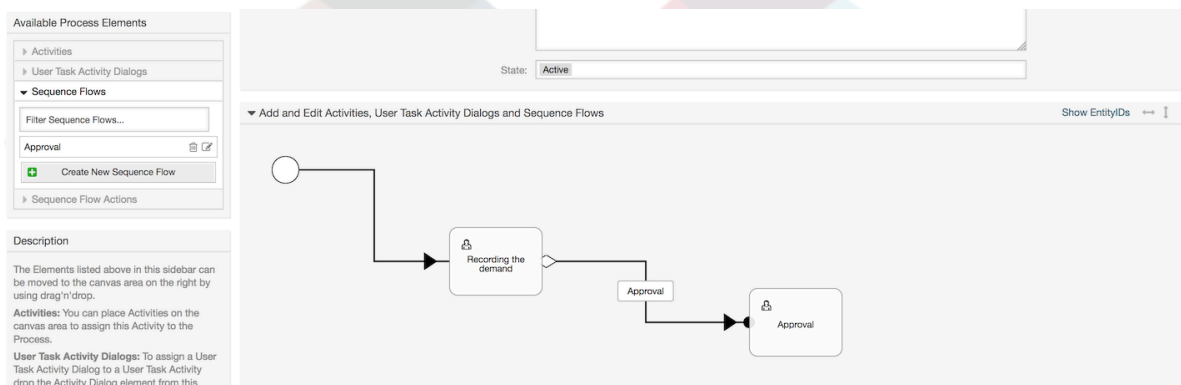
Then let's create the "Path" (connection) between these two Activities, for this we will use the Sequence Flows. Click on Sequence Flows in the accordion, drag a Sequence Flow and drop it inside the first Activity. Notice that the Activity changes its color indicating that the Sequence Flow is attached. As soon as the Sequence Flow is dropped, the end point of the Sequence Flow arrow will be placed next to the process start point. Drag the Sequence Flow arrow end point and drop it inside the other Activity to create the connection between the Activities.

Figure 5.21. Drag a Sequence Flow into the canvas



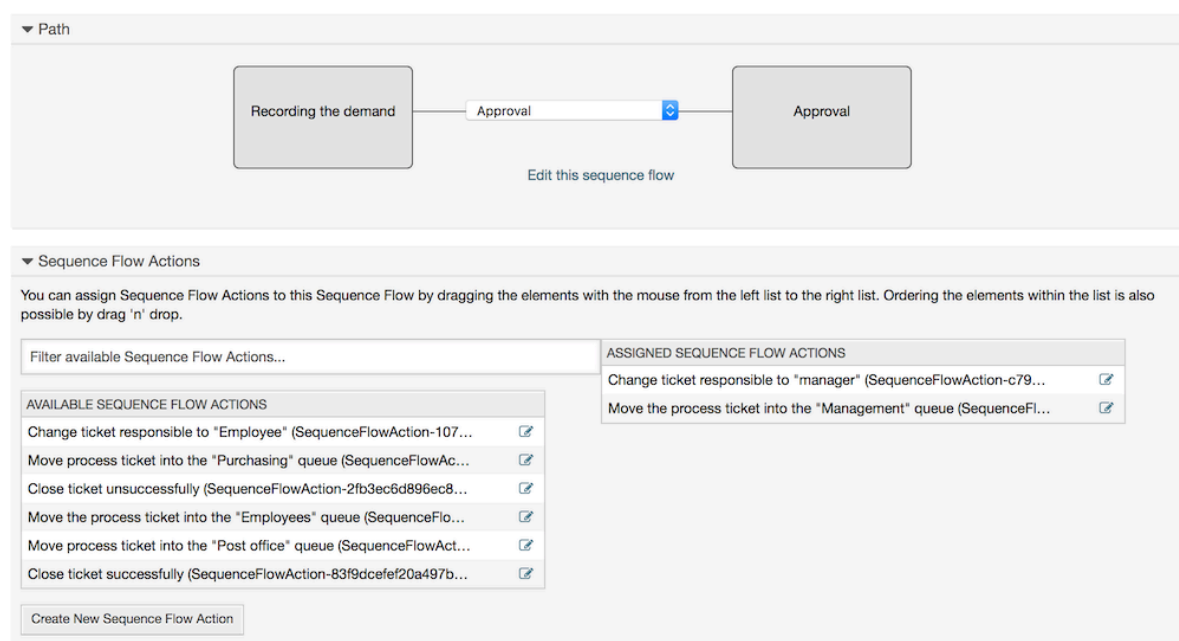
Now that the "Path" between the Activities is defined, we need to assign the Sequence Flow Actions to the Sequence Flows. Double click the Sequence Flow label (on the canvas), this will open a new popup window.

Figure 5.22. Connect Activities using Sequence Flows



Drag the needed Sequence Flow Actions from Available Sequence Flow Actions pool and drop them into the Assigned Sequence Flow Actions pool and click on submit button.

Figure 5.23. Assign Sequence Flow Actions



Kisha tukirudi kwenye skrini ya kuhariri mchakato wa msingi bofya kwenye kitufe cha kuhifadhi chini ya turubai kuhifadhi mabadiliko mengine yote.

Complete the "path" adding the following Activities, Sequence Flows and Sequence Flow Actions:

Mahitaji yanarekodiwa mpaka "Kibali"

- Starting point: Activity: "Recording the demand" (A1)
- Possible Sequence Flow: "Approval" (SF1)
 - If the sequence flow condition expression of this activity is fulfilled, the ticket will move to Activity: "Approval" (A2)
 - Additionally, the following Sequence Flow Actions are executed:
 - "Move the process ticket into the 'Management' queue" (SFA1)
 - "Change ticket responsible to 'manager'" (SFA2)

The Activity: "Recording the demand" (A1) is a defined step of the process ticket, where there is the possibility for the Sequence Flow: "Approval" (SF1). If this applies, the ticket will move to the next Activity: "Approval" (A2), and the Sequence Flow Actions: "Move the process ticket into the 'Management' queue" (SFA1) and "Change ticket responsible to 'manager'" (SFA2) are executed. In the Activity: "Approval" (A2), the User Task Activity Dialogs: "Approval denied" (AD2) and "Approved" (AD3) are available.

Kibali

- Pointi ya Kuanza: Shughuli "Kibali" (A2)
- Possible Sequence Flows:
 - "Approval denied" (SF2)
 - If this matches, the process ticket will move to Activity: "Process complete" (A5).
 - Additionally, the following Sequence Flow Actions are executed:

- "Move process ticket into the 'Employees' queue" (SFA3)
- "Change ticket responsible to 'Employee'" (SFA4)
- "Close ticket unsuccessfully" (SFA8)
- "Approved" (SF3)
 - Kama hii inalingana, tiketi ya mchakato itapelekwa kwa Shughuli: "Oda" (A3).
 - Additionally, the following Sequence Flow Action is executed:
 - "Move process ticket into the 'Purchasing' queue" (SFA5)

We can see that from the current Activity, which defines a step of the process ticket, there are one or more possibilities for moving to other Activities using a Sequence Flow which has exactly one target Activity (and possibly one or more Sequence Flow Actions).

Oda

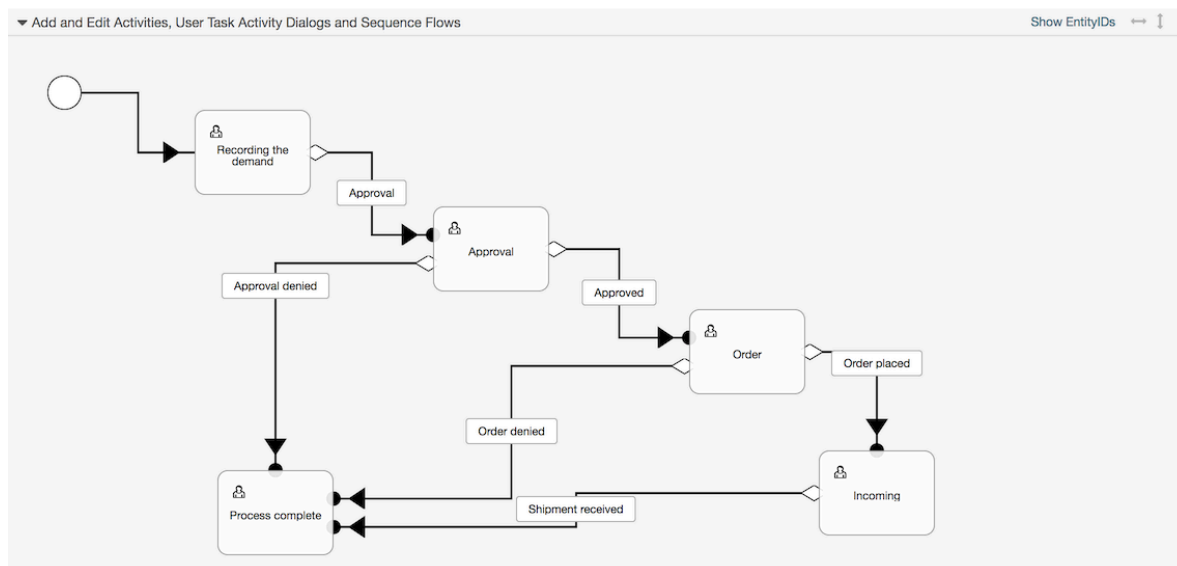
- Pointi ya kuanza: Shughuli "Oda" (A3)
- Possible Sequence Flows:
 - "Order denied" (SF4)
 - If this matches, the process ticket will move to Activity: "Process complete" (A5).
 - Additionally, the following Sequence Flow Actions are executed:
 - "Move process ticket into the 'Employees' queue" (SFA3)
 - "Set ticket responsible to 'Employee'" (SFA4)
 - "Close ticket unsuccessfully" (SFA8)
 - "Order placed" (SF5)
 - If this matches, the process ticket will move to Activity: "Incoming" (A4).
 - Additionally, the following Sequence Flow Action is executed:
 - "Move process ticket into the 'Post office' queue" (SFA6)

"Zinazolingia"

- Pointi ya Kuanza: Shughuli "Zinazolingia" (A4)
- Possible Sequence Flows:
 - "Shipment received" (SF6)
 - If this matches, the process ticket will move to Activity: "Process complete" (A5).
 - Additionally, the following Sequence Flow Actions are executed:
 - "Move process ticket into the 'Employees' queue" (SFA3)
 - "Set ticket responsible to 'Employee'" (SFA4)
 - "Close ticket successfully" (SFA7)

The complete Path for the book ordering Process will then looks like this:

Figure 5.24. Njia kamili ya mchakato wa kuoda vitabu



After you finish the process path please click on "Save and Finish" button in the lower part of the canvas and then click on "Synchronize All Processes" button. This will gather all processes information form the Database and create a cache file (in Perl language). This cache file is actually the processes configuration that the system will use to create or use process tickets.

Mabadiliko yeyote yaliyofanyika kwenye michakato (katika kiolesura michoro cha mtumi-aji) yatahitaji kurudia kulandanisha faili la hifadhi muda ili mabadiliko yawepo kwenye mfumo.

Pia inawezekana kuagiza mchakato mzima kutoka faili la YAML, lakini ni muhimu kutengeneza Sehemu zote Zinazobadilika, Watumiaji, Foleni, na kadh. ambazo zinahitajika na kila mchakato kabla ya kuagiza.

Tambua kwamba kama mchakato unahitaji utumiaji wa ACL hizo zinahitaji pia kusetiwa kwa mikono.

The following is the complete YAML file for the book ordering process example:

```

---
Activities:
  A1:
    ActivityDialogs:
      - AD1
    ChangeTime: 2012-11-23 14:49:22
    Config:
      ActivityDialog:
        1: AD1
    CreateTime: 2012-11-23 11:49:38
    EntityID: A1
    ID: 151
    Name: Recording the demand
    Type: UserTask
  A2:
    ActivityDialogs:
      - AD2
      - AD3
    ChangeTime: 2012-12-13 00:55:12
    Config:
      ActivityDialog:
        1: AD2
        2: AD3
    CreateTime: 2012-11-23 11:50:11

```

```

EntityID: A2
ID: 152
Name: Approval
Type: UserTask
A3:
  ActivityDialogs:
    - AD4
    - AD5
  ChangeTime: 2012-11-23 18:12:14
  Config:
    ActivityDialog:
      1: AD4
      2: AD5
  CreateTime: 2012-11-23 11:50:35
  EntityID: A3
  ID: 153
  Name: Order
  Type: UserTask
A4:
  ActivityDialogs:
    - AD6
  ChangeTime: 2012-11-23 18:12:35
  Config:
    ActivityDialog:
      1: AD6
  CreateTime: 2012-11-23 11:51:00
  EntityID: A4
  ID: 154
  Name: Incoming
  Type: UserTask
A5:
  ActivityDialogs: []
  ChangeTime: 2012-11-23 11:51:33
  Config: {}
  CreateTime: 2012-11-23 11:51:33
  EntityID: A5
  ID: 155
  Name: Process complete
  Type: UserTask
ActivityDialogs:
  AD1:
    ChangeTime: 2012-12-06 02:16:21
    Config:
      DescriptionLong: ''
      DescriptionShort: Recoding the demand
      FieldOrder:
        - DynamicField_Author
        - DynamicField_ISBN
        - DynamicField_Title
        - DynamicField_Status
      Fields:
        DynamicField_Author:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
        DynamicField_ISBN:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
        DynamicField_Status:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
        DynamicField_Title:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
    Interface:

```

```

- AgentInterface
Permission: ''
RequiredLock: 0
SubmitAdviceText: ''
SubmitButtonText: ''
CreateTime: 2012-11-23 14:34:43
EntityID: AD1
ID: 154
Name: Recording the demand
AD2:
ChangeTime: 2012-11-23 14:57:41
Config:
  DescriptionLong: ''
  DescriptionShort: Approval denied
  FieldOrder:
    - Article
    - DynamicField_Status
  Fields:
    Article:
      Config:
        CommunicationChannel: 'Internal'
        IsVisibleForCustomer: '0'
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Status:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
    Interface:
      - AgentInterface
      Permission: ''
      RequiredLock: 0
      SubmitAdviceText: ''
      SubmitButtonText: Deny Request
      CreateTime: 2012-11-23 14:36:39
      EntityID: AD2
      ID: 155
      Name: Approval denied
AD3:
ChangeTime: 2012-12-14 03:14:23
Config:
  DescriptionLong: ''
  DescriptionShort: Approved
  FieldOrder:
    - DynamicField_Status
  Fields:
    DynamicField_Status:
      DefaultValue: ''
      DescriptionLong: ''
      DescriptionShort: ''
      Display: 1
    Interface:
      - AgentInterface
      Permission: ''
      RequiredLock: 0
      SubmitAdviceText: ''
      SubmitButtonText: Approve Request
      CreateTime: 2012-11-23 14:37:35
      EntityID: AD3
      ID: 156
      Name: Approved
AD4:
ChangeTime: 2012-11-23 14:58:52
Config:
  DescriptionLong: ''
  DescriptionShort: Order rejected
  FieldOrder:
    - Article
    - DynamicField_Status

```

```

Fields:
  Article:
    Config:
      CommunicationChannel: 'Internal'
      IsVisibleForCustomer: '0'
      DefaultValue: ''
      DescriptionLong: ''
      DescriptionShort: ''
      Display: 1
    DynamicField_Status:
      DefaultValue: ''
      DescriptionLong: ''
      DescriptionShort: ''
      Display: 1
  Interface:
    - AgentInterface
  Permission: ''
  RequiredLock: 0
  SubmitAdviceText: ''
  SubmitButtonText: Reject Order
  CreateTime: 2012-11-23 14:38:48
  EntityID: AD4
  ID: 157
  Name: Order rejected
AD5:
  ChangeTime: 2012-12-06 02:20:12
  Config:
    DescriptionLong: ''
    DescriptionShort: Order placed
  FieldOrder:
    - DynamicField_DeliveryDate
    - DynamicField_Price
    - DynamicField_Supplier
    - DynamicField_Status
  Fields:
    DynamicField_DeliveryDate:
      DefaultValue: ''
      DescriptionLong: ''
      DescriptionShort: ''
      Display: 1
    DynamicField_Price:
      DefaultValue: ''
      DescriptionLong: ''
      DescriptionShort: ''
      Display: 1
    DynamicField_Status:
      DefaultValue: ''
      DescriptionLong: ''
      DescriptionShort: ''
      Display: 1
    DynamicField_Supplier:
      DefaultValue: ''
      DescriptionLong: ''
      DescriptionShort: ''
      Display: 1
  Interface:
    - AgentInterface
  Permission: ''
  RequiredLock: 0
  SubmitAdviceText: ''
  SubmitButtonText: Place Order
  CreateTime: 2012-11-23 14:41:28
  EntityID: AD5
  ID: 158
  Name: Order placed
AD6:
  ChangeTime: 2012-11-23 14:42:43
  Config:
    DescriptionLong: ''
    DescriptionShort: Shipment received
  FieldOrder:
    - DynamicField_DateOfReceipt

```

```
- DynamicField_Status
Fields:
  DynamicField_DateOfReceipt:
    DefaultValue: ''
    DescriptionLong: ''
    DescriptionShort: ''
    Display: 1
  DynamicField_Status:
    DefaultValue: ''
    DescriptionLong: ''
    DescriptionShort: ''
    Display: 1
Interface:
  - AgentInterface
Permission: ''
RequiredLock: 0
SubmitAdviceText: ''
SubmitButtonText: ''
CreateTime: 2012-11-23 14:42:43
EntityID: AD6
ID: 159
Name: Shipment received
Process:
  Activities:
    - A1
    - A2
    - A3
    - A4
    - A5
  ChangeTime: 2012-12-06 02:31:59
  Config:
    Description: The process to order a book
    Path:
      A1:
        SF1:
          ActivityEntityID: A2
          SequenceFlowAction:
            - SFA2
            - SFA1
        A2:
          SF2:
            ActivityEntityID: A5
            SequenceFlowAction:
              - SFA3
              - SFA4
              - SFA8
          SF3:
            ActivityEntityID: A3
            SequenceFlowAction:
              - SFA5
        A3:
          T4:
            ActivityEntityID: A5
            SequenceFlowAction:
              - SFA3
              - SFA4
              - SFA8
          SF5:
            ActivityEntityID: A4
            SequenceFlowAction:
              - SFA6
        A4:
          SF6:
            ActivityEntityID: A5
            SequenceFlowAction:
              - SFA3
              - SFA4
              - SFA7
        A5: {}
    StartActivity: A1
    StartActivityDialog: AD1
  CreateTime: 2012-11-23 11:45:12
```

```
EntityID: P1
ID: 94
Layout:
  A1:
    left: 172
    top: 63
  A2:
    left: 402
    top: 156
  A3:
    left: 649
    top: 255
  A4:
    left: 774
    top: 391
  A5:
    left: 194
    top: 410
Name: Book ordering
State: Active
StateEntityID: S1
SequenceFlowActions:
- SFA1
- SFA2
- SFA3
- SFA4
- SFA8
- SFA5
- SFA3
- SFA4
- SFA8
- SFA6
- SFA3
- SFA4
- SFA7
SequenceFlows:
- SF1
- SF2
- SF3
- SF4
- SF5
- SF6
SequenceFlowActions:
SFA1:
  ChangeTime: 2012-11-23 16:01:37
  Config:
    Queue: Management
    Module: TicketQueueSet
  CreateTime: 2012-11-23 15:50:59
  EntityID: SFA1
  ID: 61
  Name: Move the process ticket into the "Management" queue
SFA2:
  ChangeTime: 2012-11-23 16:02:12
  Config:
    Responsible: manager
    Module: TicketResponsibleSet
  CreateTime: 2012-11-23 15:58:22
  EntityID: TA2
  ID: 62
  Name: Change ticket responsible to "manager"
SFA3:
  ChangeTime: 2012-11-24 14:27:02
  Config:
    Queue: Employees
    Module: TicketQueueSet
  CreateTime: 2012-11-23 16:02:54
  EntityID: TA3
  ID: 63
```

```
Name: Move the process ticket into the "Employees" queue
SFA4:
  ChangeTime: 2012-11-23 16:04:06
  Config:
    Config:
      Responsible: Employee
      Module: TicketResponsibleSet
    CreateTime: 2012-11-23 16:04:06
    EntityID: TA4
    ID: 64
  Name: Change ticket responsible to "Employee"
SFA5:
  ChangeTime: 2012-12-06 02:18:34
  Config:
    Config:
      Queue: Purchasing
      Module: TicketQueueSet
    CreateTime: 2012-11-23 16:04:54
    EntityID: TA5
    ID: 65
  Name: Move process ticket into the "Purchasing" queue
SFA6:
  ChangeTime: 2012-12-06 02:18:48
  Config:
    Config:
      Queue: Post office
      Module: TicketQueueSet
    CreateTime: 2012-11-23 16:06:20
    EntityID: TA6
    ID: 66
  Name: Move process ticket into the "Post office" queue
SFA7:
  ChangeTime: 2012-12-06 02:29:55
  Config:
    Config:
      State: closed successful
      Module: TicketStateSet
    CreateTime: 2012-12-06 02:29:27
    EntityID: TA7
    ID: 67
  Name: Close ticket successfully
SFA8:
  ChangeTime: 2012-12-06 02:31:12
  Config:
    Config:
      State: closed unsuccessful
      Module: TicketStateSet
    CreateTime: 2012-12-06 02:31:12
    EntityID: TA8
    ID: 68
  Name: Close ticket unsuccessfully
SequenceFlows:
SF1:
  ChangeTime: 2012-11-23 15:12:20
  Config:
    Condition:
      1:
        Fields:
          DynamicField_Status:
            Match: Approval
            Type: String
          Type: and
        ConditionLinking: and
    CreateTime: 2012-11-23 11:53:52
    EntityID: T1
    ID: 94
  Name: Approval
SF2:
  ChangeTime: 2012-11-23 15:12:50
  Config:
    Condition:
      1:
```



```
Fields:
  DynamicField_Status:
    Match: Approval denied
    Type: String
  Type: and
  ConditionLinking: and
  CreateTime: 2012-11-23 11:54:26
  EntityID: T2
  ID: 95
  Name: Approval denied
SF3:
  ChangeTime: 2012-11-23 15:13:29
  Config:
    Condition:
      1:
        Fields:
          DynamicField_Status:
            Match: Approved
            Type: String
          Type: and
          ConditionLinking: and
          CreateTime: 2012-11-23 11:54:54
          EntityID: T3
          ID: 96
          Name: Approved
SF4:
  ChangeTime: 2012-11-23 15:14:08
  Config:
    Condition:
      1:
        Fields:
          DynamicField_Status:
            Match: Order denied
            Type: String
          Type: and
          ConditionLinking: and
          CreateTime: 2012-11-23 11:55:25
          EntityID: T4
          ID: 97
          Name: Order denied
SF5:
  ChangeTime: 2012-11-23 18:30:33
  Config:
    Condition:
      1:
        Fields:
          DynamicField_Status:
            Match: Order placed
            Type: String
          Type: and
          ConditionLinking: and
          CreateTime: 2012-11-23 11:56:15
          EntityID: T5
          ID: 98
          Name: Order placed
SF6:
  ChangeTime: 2012-11-23 15:15:30
  Config:
    Condition:
      1:
        Fields:
          DynamicField_Status:
            Match: Shipment received
            Type: String
          Type: and
          ConditionLinking: and
          CreateTime: 2012-11-23 11:56:48
          EntityID: T6
          ID: 99
          Name: Shipment received
```

2.4. Rejea ya sanidi ya mchakato

2.4.1. Mchakato

A Process models the path of a workflow/process. The waypoints on this path can be Activities or Sequence Flows, we'll talk about these later.

2.4.1.1. Sanidi ya mchakato

While the Process configuration can be done directly in a perl file such as Kernel/Config.pm this practice is discouraged since the GUI offers the majority of the needed features and is easier to maintain.

In case that is absolutely required to create a process directly in a perl file then it is strongly recommended to create new files like Kernel/Config/Files/MyProcess.pm. Notice that the GUI generates the file Kernel/Config/Files/ZZZProcessManagement, so please avoid using that specific filename, otherwise it will be overwritten when you sync processes.

Let's see an example process configuration (from the process cache file):

```
$Self->{'Process'} = {
  'P1' => {
    Name           => 'Book order',
    CreateTime     => '16-02-2012 13:37:00',
    CreateBy      => '1',
    ChangeTime    => '17-02-2012 13:37:00',
    ChangeBy     => '1',
    State        => 'Active',
    StartActivity => 'A1',
    StartActivityDialog => 'AD1',
    Path => {
      'A1' => {
        'T1' => {
          ActivityEntityID => 'A2',
        },
      },
      'A2' => {
        'T2' => {
          ActivityEntityID => 'A3',
        },
      },
    },
  },
  'P2' => {
    Name           => 'IT order',
    CreateTime     => '26-02-2012 13:37:00',
    CreateBy      => '1',
    ChangeTime    => '27-02-2012 13:37:00',
    ChangeBy     => '1',
    State        => 'Active',
    StartActivity => 'A2',
    StartActivityDialog => 'AD2',
    Path => {
      'A2' => {
        'T3' => {
          ActivityEntityID => 'A4',
        },
      },
    },
  },
};
```

2.4.1.2. Jina

Jina la mchakato, hii inaweza kuchaguliwa na wakala wakati wa kutengeneza tiketi ya mchakato mpya.

2.4.1.3. Tengeneza muda

Muda ambao mchakato ulitengenezwa.

2.4.1.4. Imetengenezwa na

UID ya mtumiaji anayetengeneza mchakato.

2.4.1.5. Badilisha muda

Muda ambao mchakato ulibadilishwa.

2.4.1.6. Ilibadilishwa na

UID ya mtumiaji aliyeweka mabadiliko ya mwisho.

2.4.1.7. Hali

Inafafanua hali ya mchakato. Thamani ziwazekana:

- 'Amilifu' ni michakato yote ambayo inaweza kutumika katika tiketi mpya za mchakato.
- 'KwanjukaMwali' ni michakato ambayo haiwezi kuchaguliwa tena kwa tiketi mpya, lakini tiketi zilizopo zinaweza kutumia huo mchakato.
- 'Isiyo Amilifu' michakato inalemazwa na haiwezi kutumika kwa tiketi mpya au zilizopo.

2.4.1.8. AnzaShughuli

When creating a new process ticket, a StartActivity must be defined. As soon as the ticket is created, this Activity will be set and used as the base for the first sequence flow checks.

2.4.1.9. AnzaShughuliMaongezi

For new process tickets, if the initial activity is of the type 'User task activity' then a StartActivityDialog must be defined. This will be shown when creating a new process ticket (after the process was selected). At this point, the ticket does not exist yet, it will be created after submitting the StartActivityDialog. In case of a non 'User task activity' a default activity dialog will be presented to start the process.

2.4.1.10. Njia

The Path contains the structure of the Activities, and the possible Sequence Flows between them, for the current process. Additionally, path also contains the Sequence Flow Actions that happen when moving from one activity to another. They control the way that a process ticket can take. Example:

```
'A1' => {
  'SF1' => {
    ActivityEntityID => 'A2',
  },
  'SF2' => {
    ActivityEntityID => 'A3',
  },
  'SF3' => {
    ActivityEntityID => 'A4',
    SequenceFlowAction => ['SFA1', 'SFA2'],
  }
}
```

```
},
},
```

If a process ticket is in Activity A1, it has three possible ways to get to another Activity. In the Sequence Flows SF1 to SF3, sequence flow condition expressions are defined, that a process ticket must fulfill to move (transit) to another Activity.

If in this case all the values of the process ticket and its dynamic fields that are needed for the Sequence Flow SF2 are correct, the ticket will be moved from Activity A1 to A3. After a User Task Activity Dialog is submitted, or any other change is made to the ticket, it will be checked for possible Sequence Flows from the current Activity. If multiple Sequence Flows are possible, the first one will be used (based on numerical sorting of the Sequence Flow EntityIDs).

Additionally, it is possible to assign Sequence Flow Actions to Sequence Flows in the Path configuration. These are modules which are executed after a successful move from one activity to the next one. They have to be specified in array form as in the example, we'll talk about the details later.

2.4.2. Shughuli

An Activity can contain one or more Activity Dialogs, a module or a web service ID and an invoker depending on the activity type. Activities models a step in the process. For User Task Activities all their User Task Activity Dialogs of the current Activity are displayed in the ticket zoom and can be used until the Sequence Flow Condition Expressions of a Sequence Flow are fulfilled. For non User Task Activities a notification is shown to indicate that the Activity is a self executing task.

2.4.2.1. Sanidi ya shughuli

Tuone mfano wa sanidi ya shughuli:

```
$Self->{'Process::Activity'} =
{
  'A1' => {
    Name      => 'Activity 1 optional',
    CreateTime => '16-02-2012 13:37:00',
    CreateBy  => '1',
    ChangeTime => '17-02-2012 13:37:00',
    ChangeBy  => '1',
    ActivityDialog => {
      1 => 'AD1',
    },
    Config => '',
    Type  => 'UserTask',
  },
  'A2' => {
    Name      => 'Activity 2 optional',
    CreateTime => '16-02-2012 13:37:00',
    CreateBy  => '1',
    ChangeTime => '17-02-2012 13:37:00',
    ChangeBy  => '1',
    ActivityDialog => {
      1 => 'AD5',
      2 => 'AD6',
      3 => 'AD1',
    },
    Config => '',
    Type  => 'UserTask',
  },
  'A3' => {
    Name      => 'Activity 3 optional',
    CreateTime => '2018-01-30 03:44:30',
    CreateBy  => '1',
  },
}
```

```

ChangeTime => '2018-01-30 03:44:30',
ChageBy    => '1',
ActivityDescription => 'This Activity fires an Invoker form a Web Service',
ActivityErrorCode => '',
ActivityDialog    => '',
WebServiceID => '1'
Invoker        => 'test_operation',
Interface      => [
    'AgentInterface',
],
Config        => '',
Type => 'ServiceTask',
},
'A4' => {
    Name => 'Activity 4 optional',
    CreateTime => '2018-01-30 03:44:30',
    CreateBy => '1',
    ChangeTime => '2018-01-30 03:44:30',
    ChageBy => '1',
    ActivityDialog => '',
    ActivityDescription => 'This Activity executes a script module',
    ActivityErrorCode => '',
    Module => 'DynamicFieldSet',
    Config => {
        'DynamicField_NameX' => 'Hello',
    },
    Interface => [
        'AgentInterface',
        'CustomerInterface',
    ],
    Type => 'ScriptTask',
},
};

```

2.4.2.2. Jina

Jina la shughuli.

2.4.2.3. Tengeneza muda

Muda ambao ilitengenezwa.

2.4.2.4. Imetengenezwa na

UID ya mtumiaji aliyetengeneza shughuli.

2.4.2.5. Badilisha muda

Muda wa mwisho ilipo badilishwa

2.4.2.6. Ilibadilishwa na

UID ya mtumiaji wa mwisho aliyebadilisha shughuli.

2.4.2.7. MaongeziShughuli

Activity Dialog contains the list of User Task Activity Dialogs which are available in this Activity (only for User Task Activities). All Activity Dialogs of the current Activity are displayed in the ticket zoom. Their order is set by the order in the configuration, here AD5 is shown before AD6 and AD1.

2.4.2.8. ActivityDescription

Field used to store the purpose of an activity is only available for "Script Task" and "Service Task" Activities.

2.4.2.9. ActivityErrorCode

It's used to send a custom error code in case of a failure, and if it's not defined error code '1' is used by default. This is only available for "Script Task" and "Service Task" Activities.

2.4.2.10. WebServiceID

Holds the ID of the Web Service used by the activity. This is only available for "Service Task" Activities.

2.4.2.11. Mchochezi

Stores the name of an Invoker from the selected Web Service used by the activity. This is only available for "Service Task" Activities.

2.4.2.12. Moduli

The name of a script module used by the activity, (located in Kernel/System/Process-Management/Modules). This is only available for "Script Task" Activities.

2.4.2.13. Usanidi

Configuration parameters for the selected script used by the activity. This is only available for "Script Task" Activities.

2.4.2.14. Interface

List of interfaces where the activity can start a processes (if it's the first activity). If value does not contain the name of the current interface, the process is not listed for selection. This is only available for "Service Task" and "Script Task" Activities.

2.4.2.15. Aina

Defines the type of the activity, possible values are: 'User task activity', 'Service task activity' and 'Script task activity'.

2.4.3. MaongeziShughuli

A User Task Activity Dialog is a representation or render of a User Task Activity as a screen. User Task Activity Dialogs can be shared among the User Task Activities.

2.4.3.1. Sanidi ya MaongeziShughuli

Let's see an example config:

```
$Self->{'Process::ActivityDialog'} = {
  'AD1' => {
    Name           => 'ActivityDialog 1 optional',
    DescriptionShort => 'Basic info',
    DescriptionLong => 'Please insert the necessary basic information for IT orders',
    CreateTime     => '28-02-2012 13:37:00',
    CreateBy       => '1',
    ChangeTime     => '29-02-2012 13:37:00',
    ChangeBy      => '1',
    Fields => {
      PriorityID => {
        DescriptionShort => 'Priority ID',
        DescriptionLong  => 'Enter the priority here',
        Display          => 2,
      },
    },
    FieldOrder    => [ 'PriorityID' ],
    SubmitAdviceText => 'Note: If you submit the form...',
  },
}
```

```

    SubmitButtonText => 'Send request',
  },
  'AD2' => {
    Name           => 'ActivityDialog 2 optional',
    DescriptionShort => 'Basic info',
    DescriptionLong => 'Please insert the necesesary basic information for Book
orders',
    CreateTime      => '28-02-2012 13:37:00',
    CreateBy        => '1',
    ChangeTime      => '29-02-2012 13:37:00',
    ChangeBy        => '1',
    Fields => {
      StateID => {
        DescriptionShort => 'State ID',
        DescriptionLong  => 'Enter the state here',
        Display           => 2,
        DefaultValue     => '2',
      },
      Queue => {
        DescriptionShort => 'Queue ID',
        DescriptionLong  => 'Enter the queue here',
        Display           => 2,
        DefaultValue     => 'Raw',
      },
      Title => {
        DescriptionShort => 'Title',
        DescriptionLong  => 'Enter the title here',
        Display           => 1,
        DefaultValue     => 'Default Title',
      },
      DynamicField_Anzahl => {
        DescriptionShort => 'Amount',
        DescriptionLong  => 'Enter the amount here',
        Display           => 2,
        DefaultValue     => '4',
      },
    },
    FieldOrder          => [ 'DynamicField_Anzahl', 'StateID', 'Queue', 'Title' ],
    SubmitAdviceText    => 'Note: If you submit the form...',
    SubmitButtonText    => 'Send request',
  },
};

```

2.4.3.2. Jina

Jina la Maongezi Shughuli.

2.4.3.3. Tengeneza muda

Muda ambao ilitengenezwa.

2.4.3.4. Imetengenezwa na

UID ya mtumiaji aliyetengeneza haya Maongezi Shughuli.

2.4.3.5. Badilisha muda

Muda wa mwisho ilipo badilishwa

2.4.3.6. Ilibadilishwa na

UID ya mtumiaji wa mwisho aliyebadilisha haya Maongezi Shughuli.

2.4.3.7. Sehemu

Ina sehemu zote ambazo zinaweza kuonyeshwa katika Maongezi ya Shughuli haya. Sehemu zifuatazo zinaweza kutumika sasa:

```

Title
State
StateID
Priority
PriorityID
Lock
LockID
Queue
QueueID
Customer
CustomerID
CustomerNo
CustomerUserID
Owner
OwnerID
Type
TypeID
SLA
SLAID
Service
ServiceID
Responsible
ResponsibleID
PendingTime
DynamicField_$FieldName # for all dynamic fields

```

Mfano wa sanidi yen

```

StateID => {
  DescriptionShort => 'State ID',
  DescriptionLong  => 'Enter the state here',
  Display         => 2,
  DefaultValue    => '2',
},

```

The field Article is a special case. If it is present in the Fields configuration, the Activity Dialog will contain a complete Rich-text editor with subject field and attachment handling. The entered text will then be added to the ticket as an article. Let's see an example Article field configuration:

```

Article => {
  DescriptionShort => 'Please insert your comment here.',
  DescriptionLong  => '',
  Display         => 1,
  Config          => {
    CommunicationChannel => 'Internal'
    IsVisibleForCustomer => '0'
    LabelSubject => '',
    LabelBody   => '',
  },
},

```

Tuangualie chaguo za usanidi wa sehemu:

2.4.3.7.1. MaelezoMafupi

Maelezo mafupi ya hiari yanayo onyeshwa na mada ya sehemu.

2.4.3.7.2. MaelezoMarefu

Maelezo marefu ya sehemu ya hiari yanayo onyeshwa pale kipanya kinapokuwa juu ya eneo, kwa mfano ushauri wa jinsi ya kujaza eneo.

2.4.3.7.3. Onyesha

Controls if the field is shown and/or mandatory. Possible values:

- 0: field is invisible. This can be helpful if field values should automatically be set. The configured DefaultValue will be stored in this case.
- 1: field is visible, but optional.
- 2: field is visible and mandatory. The following fields can only be invisible or mandatory:

```
QueueID
Queue
State
StateID
Lock
LockID
Priority
PriorityID
Type
TypeID
```

Kama sehemu zimesanidiwa kama za hiari, na hakuna thamani iliyowasilishwa na mtumiaji, Thamani Chaguo-msingi itahifadhiwa wakati Maongezi ya Shughuli yanawasilishwa na mtumiaji.

2.4.3.7.4. ThamaniChaguo-msingi

For fields with ID (like QueueID, OwnerID), this refers to the database ID of the value. For other fields without ID (like Queue, Owner), the DefaultValue must contain the value itself. Example:

```
Queue => {
  DescriptionShort => 'Queue',
  DescriptionLong => 'Enter the queue here',
  Display => 2,
  DefaultValue => 'Raw',
},
```

2.4.3.8. OdaSehemu

Hapa mpangilio wa muonekano wa sehemu unasanidiwa. MUHIMU: Sehemu zizi-zoonekana lazima zisanidiwe hapa, kwa sababu sehemu zilizosanidiwa tu zitahusishwa wakati wa kuhifadhi. Sehemu ambazo hazijasanidiwa hazita hifadhiwa.

2.4.3.9. WasilishaNakalaUshauri

Nakala ya hiari kuonyeshwa juu ya kitufe cha kuwasilisha kwa msaada zaidi au nakala ya ushauri.

2.4.3.10. KitufeWasilishaNakala

Nakala ya kawaida ya hiari kwa ajili ya kitufe cha kuwasilisha.

2.4.4. SequenceFlow

A Sequence Flow decides, based on configurable Sequence Flow Condition Expressions, which path in the Process is taken, i.e. to which Activity a Process ticket can be moved.

2.4.4.1. Sequence Flow configuration

Tuone mfano:

```

$self->{'Process::SequenceFlow'} = {
  'SF1' => {
    Name => 'Sequence Flow 1',
    CreateTime => '14-03-2012 13:37:00', # optional
    CreateBy => '1', # optional
    ChangeTime => '15-03-2012 13:37:00', # optional
    ChangeBy => '15-03-2012 13:37:00', # optional
    Condition => {
      Cond1 => {
        Fields => {
          StateID => {
            Type => 'String',
            Match => '1',
          },
        },
      },
    },
  },
  'SF2' => {
    Name => 'SequenceFlow 2 optional',
    CreateTime => 'DATE', # optional
    CreateBy => 'USERID', # optional
    ChangeTime => 'DATE', # optional
    ChangeBy => 'USERID', # optional
    Condition => {
      Cond1 => {
        Queue => 'Raw',
        DynamicField_Farbe => '2',
        DynamicField_Anzahl => '1',
      },
    },
  },
},
};

```

2.4.4.2. Jina

Name of the sequence flow.

2.4.4.3. Tengeneza muda

Muda iliyotengenezwa.

2.4.4.4. Imetengenezwa na

UID of the user who created this Sequence Flow.

2.4.4.5. Badilisha muda

Muda wa mwisho ilipobadilishwa

2.4.4.6. Ilibadilishwa na

UID of the last user who changed this Sequence Flow.

2.4.4.7. Sharti

Contains all sequence flow condition expressions that are necessary for this Sequence Flow to take effect. Example:

```

Condition => {
  Type => 'and',
  Cond1 => {
    Type => 'and',
    Fields => {
      StateID => {

```

```

    Type => 'String',
    Match => '1',
  },
  DynamicField_Marke => {
    Type => 'String',
    Match => 'VW',
  },
},
Cond2 => {
  Type => 'and',
  Fields => {
    Queue => {
      Type => 'String',
      Match => 'Raw',
    },
  },
},
},
},

```

Let's look at the Sequence Flow Condition Expression configuration in detail.

2.4.4.7.1. Type (Condition Expression Linking)

Specifies the way the different condition expression elements are connected to each other. Possible values:

- and: This is the default. All condition expressions must be met for the sequence flow to take effect.
- or: At least one condition expression must match.
- xor: Exactly one condition expression must match, not more.

2.4.4.7.2. Sharti1

This is the name of an example condition expression. It can be freely chosen. Conditions are evaluated in sorted order.

2.4.4.7.3. Type (Field)

Specifies the way how the individual field tests of this condition expression are connected to each other. Possible values:

- and: This is the default. All field tests must match for this condition expression to match.
- or: At least one field test must match.
- xor: Exactly one field test must match, not more.

2.4.4.7.4. Sehemu

Specifies the particular fields whose values should be tested. From our example:

```

Fields => {
  StateID => {
    Type => 'String',
    Match => '1',
  },
}

```

2.4.4.7.5. IDyaHali

Example of a field name. The following ticket fields can be used:

Title

```

State
StateID
Priority
PriorityID
Lock
LockID
Queue
QueueID
Customer
CustomerID
CustomerNo
CustomerUserID
Owner
OwnerID
Type
TypeID
SLA
SLAID
Service
ServiceID
Responsible
ResponsibleID
DynamicField_FieldName # for all DynamicFields
  
```

Wakati wa kujaribisha sehemu kwa 'Kitambulisho' (kama Kitambulisho cha SLA), Kitambulisho cha hifadhidata ya sehemu kitatumika kwa ajili ya majaribio, kwa sehemu nyingine (kama SLA) thamani halisi inatumika kwa ajili ya majaribio.

2.4.4.7.6. Aina

Inaamua aina ya kipimo cha eneo. Thamani ziwezekanazo:

- **String:** Compares the field value with the string specified in Match. Matches if they are exactly the same.
- **Hash:** Compares the field value (hash) with the hash specified in Match. All hash values must be the same.
- **Array:** Compares the field value (array) with the array specified in Match. Both lists must be the same.
- **Regex:** The field value can be tested with a regular expression. It is important to understand that Match contains *qr{ }xms* as a base condition. Between the braces the actual regular expression will be inserted.
- **Module:** Allows you to use a perl module for condition expression checking. If it returns 1, the check was positive. You can find an example module in `Kernel/System/Process-Management/SequenceFlow/ConditionExpression/Validation/ValidateDemo.pm`.

2.4.5. Sequence Flow Actions

Sequence Flow Actions are actions which can be triggered after successfully applied sequence flows (when a process ticket moves from one activity to another). These Sequence Flow Actions can be used to perform different changes on the ticket, e.g. change the Queue or the Owner of the ticket. You can also create your own Sequence Flow Actions to perform other complex changes.

2.4.5.1. Sequence Flow Action configuration

Tuone mfano:

```

$self->{'Process::SequenceFlowAction'} = {
    'SFA1' => {
        Name => 'Queue Move',
    }
}
  
```

```

Module => 'TicketQueueSet',
Config => {
  Queue => 'Junk',
  UserID => 123,
},
},
};

```

2.4.5.2. Jina

The name of the Sequence Flow Action.

2.4.5.3. Moduli

Specifies the Perl module to be used (from the list in Kernel/System/ProcessManagement/ Modules).

2.4.5.4. Usanidi

This parameter contains all settings which are required for the module. Its content depends on the particular Sequence Flow Action module which is used, some modules might require even more complex configurations than just simple key - value pairs. Please see the documentation of the individual modules for details. In our example, only the Queue must be specified. Nevertheless we are also sending UserID parameter, by using the UserID value. The sequence flow action will be executed impersonating the user with the given UserID.

The use of UserID inside the Config parameter of a Sequence Flow Action is accepted by all Sequence Flow Actions Modules (since OTRS 3.2.4). In this example it could be particularly important if the user that triggers the Sequence Flow does not have permissions to move the ticket to the queue Junk, while the user with the UserID 123 might have.

2.4.5.5. Reusing Sequence Flow Action modules

To use Sequence Flow Action modules multiple times, just specify several Sequence Flow Actions in your configuration. Example:

```

$self->{'Process::SequenceFlowAction'} = {
  'SFA1' => {
    Name => 'Queue Move Junk',
    Module => 'TicketQueueSet',
    Config => {
      Queue => 'Junk',
    },
  },
  'SFA2' => {
    Name => 'Queue Move Raw',
    Module => 'TicketQueueSet',
    Config => {
      Queue => 'Raw',
    },
  },
},
};

```

Here the same module is used to move a process ticket into the Raw queue, and another time to move it into the Junk queue. The Sequence Flow Action which must be used for a particular Sequence Flow is determined from the Path setting of the Process configuration.

2.4.5.6. Available Sequence Flow Actions

OTRS comes with several Sequence Flow Actions that can be used in your processes. Here you can find their documentation and how they need to be configured.

2.4.5.6.1. SetiSehemuInayobadilika

Ina seti sehemu zinazobadilika moja au zaidi katika mchakato wa tiketi. mfano:

```
$Self->{'Process::SequenceFlowAction'} = {
  'TA1' => {
    Name    => 'Set DynamicField MasterSlave to Master and Approved to 1',
    Module => 'DynamicFieldSet',
    Config => {
      MasterSlave => 'Master',
      Approved    => '1',
    },
  },
};
```

Name specifies the name of the configured Sequence Flow Action.

MasterSlave and Approved are given as examples of DynamicField names. The values of the fields (Master and 1) will be set by this Sequence Flow Action.

2.4.5.6.2. TengenezaTiketiMakala

Creates an article, the %DataPayload parameters depends on the given communication channel, by default Internal is used. Example:

```
$Self->{'Process::SequenceFlowAction'} = {
  'TA1' => {
    Name    => 'Article Create Note',
    Module => 'TicketArticleCreate',
    Config => {
      Config => {
        SenderType => 'agent', # (required) agent|system|
customer
        IsVisibleForCustomer => 1, # 0 or 1
        CommunicationChannel => 'Internal', # Internal|Phone|Email|...
default: Internal

        %DataPayload, # some parameters depending of
each communication channel

        # specific for <OTRS_AGENT_BODY_RICHTEXT> / <OTRS_CUSTOMER_BODY_RICHTEXT> OTRS
smart tags:
        AgentBodyRichTextQuote => 0, # optional, 0 or 1, insert the
last agent article as quote like 'AgentTicketCompose' frontend
        CustomerBodyRichTextQuote => 0, # optional, 0 or 1, insert the
last customer article as quote like 'AgentTicketCompose' frontend

        AgentBodyRichTextInlineImagesInclude => 0, # optional, 0 or 1, inline
attachments of the last agent article are taken over to the new article
        CustomerBodyRichTextInlineImagesInclude => 0, # optional, 0 or 1, inline
attachments of the last customer article are taken over to the new article

        AgentBodyRichTextAttachmentsInclude => 0, # optional, 0 or 1, all
attachments of the last agent article are taken over to the new article
        CustomerBodyRichTextAttachmentsInclude => 0, # optional, 0 or 1, all
attachments of the last customer article are taken over to the new article
      },
    },
  },
};
```

The following is the %DataPayload for MIME based Communication channels (Email, Internal and Phone).

```

SenderType          => 'agent',                                #
agent|system|customer
ContentType         => 'text/plain; charset=ISO-8859-15',    # or
optional Charset & MimeType (e.g. 'text/html; charset=UTF-8')
Subject            => 'some short description',              #
required
Body               => 'the message text',                    #
required
HistoryType        => 'OwnerUpdate',                          #
EmailCustomer|Move|AddNote|PriorityUpdate|WebRequestCustomer|...
HistoryComment     => 'Some free text!',                      #
From              => 'Some Agent <email@example.com>',      #
not required but useful
To                => 'Some Customer A <customer-a@example.com>', #
not required but useful
Cc               => 'Some Customer B <customer-b@example.com>', #
not required but useful
ReplyTo          => 'Some Customer B <customer-b@example.com>', #
not required
InReplyTo        => '<asdasdasd.12@example.com>',            #
not required but useful
References        => '<asdasdasd.1@example.com> <asdasdasd.12@example.com>', #
not required but useful
NoAgentNotify     => 0,                                       # if
you don't want to send agent notifications
AutoResponseType  => 'auto reply',                             #
auto reject|auto follow up|auto reply/new ticket|auto remove

ForceNotificationToUserID => '1,43,56',                        #
if you want to force somebody
ExcludeNotificationToUserID => '43,56',
# if you want full exclude somebody from notifications,
# will also be removed in To: line of article,
# higher prio as ForceNotificationToUserID
ExcludeMuteNotificationToUserID => '43,56',
# the same as ExcludeNotificationToUserID but only the
# sending gets muted, agent will still shown in To:
# line of article

```

Name specifies the name of the configured Sequence Flow Action. It can be freely chosen, but should reflect the purpose of the configured action.

SenderType defines the sender type of the article. Possible values: agent, system, customer.

IsVisibleForCustomer defines if the article should be displayed in the customer interface.

CommunicationChannel defines the type of the article to be created. Possible values: Email, Internal and Phone. This list could be extended by installing new communication channels via an OTRS Package.

ContentType defines the content type of the article. Possible values: text/plain; charset=ISO-8859-15 or any other valid charset and mime type.

Subject defines the article title. Mandatory.

Body defines the article content. Mandatory.

HistoryType defines the type of the history entry. Possible values: AddNote, ArchiveFlagUpdate, Bounce, CustomerUpdate, EmailAgent, EmailCustomer, EscalationResponseTimeNotifyBefore, EscalationResponseTimeStart, EscalationResponseTimeStop, EscalationSolutionTimeNotifyBefore, EscalationSolutionTimeStart, EscalationSolutionTimeStop, EscalationUpdateTimeNotifyBefore, EscalationUpdateTimeStart, EscalationUpdateTimeStop, FollowUp, Forward, Lock, LoopProtection, Merged, Misc, Move, NewTicket, OwnerUpdate, PhoneCallAgent, PhoneCallCustomer, PriorityUpdate, Remove, ResponsibleUpdate, SendAgentNotification, SendAnswer, SendAutoFollowUp, SendAutoReject,

SendAutoReply, SendCustomerNotification, ServiceUpdate, SetPendingTime, SLAUpdate, StateUpdate, Subscribe, SystemRequest, TicketDynamicFieldUpdate, TicketLinkAdd, TicketLinkDelete, TimeAccounting, TypeUpdate, Unlock, Unsubscribe, WebRequestCustomer.

HistoryComment defines the content of the history entry.

From, To, Cc and ReplyTo take email addresses in the notation specified above.

InReplyTo and References take email message IDs.

NoAgentNotify - if set to 1, the email notification for an agent will not be sent.

AutoResponseType can take the following values: auto follow up, auto reject, auto remove, auto reply, auto reply/new ticket.

ForceNotificationToUserID, ExcludeNotificationToUserID, ExcludeMuteNotificationToUserID can take a list of UserIDs that are either always notified, not notified or listed as notified but not actually sent a notification email.

OTRS smart tags like <OTRS_CUSTOMER_BODY> or <OTRS_AGENT_BODY> are now supported in the Sequence Flow Action TicketArticleCreate. Those smart tags could be used to create a new article and insert data from the process ticket to this article. The usage of the OTRS smart tags is identical to the text templates in *Ticket Notifications*.

2.4.5.6.3. TengenezaTiketi

Creates a ticket with an article, the new ticket can be linked with process ticket. Example:

```

$Self->{'Process::SequenceFlowAction'} = {
  'TA1' => {
    Name => 'Ticket Create',
    Module => 'TicketCreate',
    Config => {

      # ticket required:
      Title => 'Some Ticket Title',
      Queue => 'Raw', # or QueueID => 123,
      Lock => 'unlock',
      Priority => '3 normal', # or PriorityID => 2,
      State => 'new', # or StateID => 5,
      CustomerID => '123465',
      CustomerUser => 'customer@example.com',
      OwnerID => 'someuserlogin', # or OwnerID => 123,

      # ticket optional:
      TN => $TicketObject->TicketCreateNumber(), # optional
      Type => 'Incident', # or TypeID => 1, not required
      Service => 'Service A', # or ServiceID => 1, not required
      SLA => 'SLA A', # or SLAID => 1, not required
      ResponsibleID => 123, # not required
      ArchiveFlag => 'y', # (y|n) not required
      PendingTime => '2011-12-23 23:05:00', # optional (for pending states)
      PendingTimeDiff => 123, # optional (for pending states)

      # article required:
      SenderType => 'agent', # agent|system|customer
      CommunicationChannel => 'Internal' # Internal|Phone|Email|..., default:
Internal
      IsVisibleForCustomer => '0'

      %DataPayload, # some parameters depending of each
communication channel

      # article optional:
      TimeUnit => 123

      # other:
    }
  }
}

```



```

        DynamicField_NameX => $Value,
        LinkAs => $LinkType,                                # Normal, Parent,
Child, etc. (respective original ticket)
        UserID => 123,                                       # optional, to
override the UserID from the logged user

        # specific for <OTRS_AGENT_BODY_RICHTEXT> / <OTRS_CUSTOMER_BODY_RICHTEXT> OTRS
smart tags:
        AgentBodyRichTextQuote    => 0,                    # optional, 0 or 1,
insert the last agent article as quote like 'AgentTicketCompose' frontend
        CustomerBodyRichTextQuote => 0,                    # optional, 0 or 1,
insert the last customer article as quote like 'AgentTicketCompose' frontend

        AgentBodyRichTextInlineImagesInclude    => 0,      # optional, 0 or 1,
inline attachments of the last agent article are taken over to the new article
        CustomerBodyRichTextInlineImagesInclude => 0,      # optional, 0 or 1,
inline attachments of the last customer article are taken over to the new article

        AgentBodyRichTextAttachmentsInclude    => 0,      # optional, 0 or 1,
all attachments of the last agent article are taken over to the new article
        CustomerBodyRichTextAttachmentsInclude => 0,      # optional, 0 or 1,
all attachments of the last customer article are taken over to the new article
    },
},
};

```

Name specifies the name of the configured Sequence Flow Action. It can be freely chosen, but should reflect the purpose of the configured action.

Title The ticket title.

Queue or QueueID specifies the name or id of the queue to be used in the new ticket.

Lock or LockID sets the lock status of the ticket.

Priority or PriorityID specifies the name or ID of the priority to be used in the new ticket.

State or StateID specifies the name or ID of the state to be used in the new ticket.

CustomerID, the customer ID to be set for the new ticket.

CustomerUser, the login of the customer that will be assigned in the ticket.

OwnerID or OwnerID, specifies the login or ID of the agent that will be the new ticket owner.

TN, custom number for the new ticket.

Type or TypeID specifies the name or ID of the ticket type to be used in the new ticket.

Service or ServiceID specifies the name or ID of the service to be used in the new ticket.

SLA or SLAID specifies the name or ID of the SLA to be used in the new ticket.

ResponsibleID, the ID of the agent that will be the new ticket responsible.

PendingTime, a predefined date to set the Ticket Pending Times, when the ticket state belongs to a pending state type.

PendingTimeDiff, a dynamically date (expressed in seconds from current date/time) to set the Ticket Pending Times, when the ticket state belongs to a pending state type.

SenderType defines the sender type of the article. Possible values: agent, system, customer.

IsVisibleForCustomer defines if the article should be displayed in the customer interface.

CommunicationChannel defines the type of the article to be created. Possible values: Email, Internal and Phone. This list could be extended by installing new communication channels via an OTRS Package.

Please check the additional parameters for different article channels.

TimeUnit the time invested in the current ticket article expressed in seconds, minutes, hours, etc.

DynamicField_NameX where DynamicField_ is a required prefix and NameX is the name of a Dynamic Field to be set in the new ticket (on ticket level, not article levels).

LinkAs to define the new ticket relation with originator ticket, from the new ticket point of view, for example Normal, Parent, Child etc.

OTRS smart tags like <OTRS_CUSTOMER_BODY> or <OTRS_CUSTOMER_REALNAME> are now supported in the Sequence Flow Action TicketCreate. Those smart tags could be used to create a new ticket and insert data from the process ticket to this child ticket. The usage of the OTRS smart tags is identical to the text templates in *Ticket Notifications*.

2.4.5.6.4. SetiTiketiMteja

Inaseti mteja wa tiketi ya mchakato. Mfano:

```
$Self->{'Process::SequenceFlowAction'} = {
  'TA1' => {
    Name => 'Customer Set Customer to test',
    Module => 'TicketCustomerSet',
    Config => {
      No => 'test',
      User => 'client-user-123',
      # or in other words
      # CustomerID => 'client123',
      # CustomerUserID => 'client-user-123',
    },
  },
};
```

Name specifies the name of the configured Sequence Flow Action.

No or CustomerID set the Customer ID of the customer.

User or CustomerUserID set the Username of the customer.

2.4.5.6.5. SetiKitasaTiketi

Inabadilisha ufunguo wa tiketi ya mchakato, Mfano:

```
$Self->{'Process::SequenceFlowAction'} = {
  'TA1' => {
    Name => 'Set Lock to lock',
    Module => 'TicketLockSet',
    Config => {
      Lock => 'lock',
      # or
      LockID => 2,
    },
  },
};
```

Name specifies the name of the configured Sequence Flow Action.

Lock defines the new lock of the process ticket.

LockID defines the internal ID of the new lock.

2.4.5.6.6. SetiMwenyeTiketi

Inabadilisha mmiliki wa tiketi ya nchakato. Mfano:

```
$Self->{'Process::SequenceFlowAction'} = {
  'TA1' => {
    Name => 'Owner Set root@localhost',
    Module => 'TicketOwnerSet',
    Config => {
      Owner => 'root@localhost',
      # or
      OwnerID => 1,
    },
  },
};
```

Name specifies the name of the configured Sequence Flow Action.

Owner specifies the login name of the new owner.

OwnerID specifies the internal ID of the new owner.

2.4.5.6.7. SetiFoleniTiketi

Inapeleka tiketi kwenye foleni lengwa. Mfano:

```
$Self->{'Process::SequenceFlowAction'} = {
  'TA1' => {
    Name => 'Queue Move Raw',
    Module => 'TicketQueueSet',
    Config => {
      Queue => 'Raw',
      # or
      # QueueID => '2',
    },
  },
};
```

Name specifies the name of the configured Sequence FlowAction.

Queue specifies the name of the target queue.

QueueID specifies the internal ID of the target queue.

2.4.5.6.8. SetKuwajibikaTiketi

Inabadilisha tiketi ya mchakato inayohusika. Mfano:

```
$Self->{'Process::SequenceFlowAction'} = {
  'TA1' => {
    Name => 'Responsible Set root@localhost',
    Module => 'TicketResponsibleSet',
    Config => {
      Responsible => 'root@localhost',
      # or
      ResponsibleID => 1,
    },
  },
};
```

Name specifies the name of the configured Sequence Flow Action.

Responsible specifies the login name of the new responsible.

ResponsibleID specifies the internal ID of the new responsible.

2.4.5.6.9. SetiHudumaTiketi

Assigns a service to a process ticket. The ticket requires to have a customer and the service must be assigned to that customer. Example:

```
$Self->{'Process::SequenceFlowAction'} = {
  'TA1' => {
    Name => 'Set MyService service',
    Module => 'TicketServiceSet',
    Config => {
      Service => 'MyService',
      # or
      ServiceID => 123,
    },
  },
};
```

Name specifies the name of the configured Sequence Flow Action.

Service defines the new service of the process ticket. The full name is required (e.g. GrandFatherService::FatherService::SonService).

ServiceID defines the internal ID of the new service.

2.4.5.6.10. SetiSLATiketi

Assigns a service level agreement to a process ticket. The ticket requires to have a service and the SLA must be assigned to that service. Example:

```
$Self->{'Process::SequenceFlowAction'} = {
  'TA1' => {
    Name => 'Set MySLA SLA',
    Module => 'TicketSLASet',
    Config => {
      SLA => 'MySLA',
      # or
      SLAID => 123,
    },
  },
};
```

Name specifies the name of the configured Sequence Flow Action.

SLA defines the new service level agreement of the process ticket.

SLAID defines the internal ID of the new SLA.

2.4.5.6.11. SetiHaliTiketi

Inabadilisha hali ya mchakato wa tiketi. Mfano:

```
$Self->{'Process::Sequence Flow Action'} = {
  'TA1' => {
    Name => 'Set State to open',
    Module => 'TicketStateSet',
    Config => {
      State => 'open',
    },
  },
};
```

```

        # or
        StateID => 4,

        PendingTimeDiff => 123,
    },
};

```

Name specifies the name of the configured Sequence Flow Action.

State defines the new state of the process ticket.

StateID defines the internal ID of the new state.

PendingTimeDiff used only for pending type states, defines the time difference in seconds relative (relative to the Sequence Flow Action execution time) to set ticket pending time (e.g. 3600 means that the pending time is 1 hr after the Sequence Flow Action is executed).

2.4.5.6.12. SetiMadaTiketi

Inaseti kichwa cha habari cha tiketi ya mchakato. Mfano:

```

$self->{'Process::SequenceFlowAction'} = {
    'TA1' => {
        Name    => 'Set Ticket Title to Ticket-title',
        Module => 'TicketTitleSet',
        Config => {
            Title => 'Ticket-title',
        },
    },
};

```

Name specifies the name of the configured Sequence Flow Action.

Title specifies the new title of the ticket.

2.4.5.6.13. SetiAinaTiketi

Inaseti aina ya tiketi ya mchakato. Mfano:

```

$self->{'Process::SequenceFlowAction'} = {
    'TA1' => {
        Name    => 'Set Ticket Type to default',
        Module => 'TicketTypeSet',
        Config => {
            Type    => 'default',
            # or
            #TypeID => '1',
        },
    },
};

```

Name specifies the name of the configured Sequence Flow Action.

Type specifies the name of the ticket type.

TypeID specifies the internal ID of the ticket type.

2.4.6. Orodha Dhibiti Sikivu

With the help of ACLs, you can limit selectable values in process tickets. Please also see the ACL reference for a description of the full ticket ACL syntax.

2.4.6.1. Usanidi wa ACL

ACL zinaweza kufafanuliwa kwenye Kernel/Config.pm tu. Mfano:

```
$Self->{TicketAcl}->{'001-ACL-ProcessProperties'} = {
  Properties => {
    Process => {
      ProcessEntityID      => ['P1'],
      ActivityEntityID     => ['A1'],
      ActivityDialogEntityID => ['AD1'],
    }
  },
  Possible => {
    ActivityDialog => ['AD1', 'AD3'],
  },
  PossibleNot => {
    ActivityDialog => ['AD3'],
  },
};
```

2.4.6.2. 001-ACL-SifaMchakato

Jina la sheria ya ACL. Kwa maelezo zaidi kuhusu sheria za ACL kwa ujumla, tafadhali nenda mwongozo wa ACL.

2.4.6.3. Mchakato

Hii sehemu inatumika lulagua kama ACL laizma itumike. Kama ina thamani zilizowekwa bayana, sheria itatumika. Thamani zifuatazo zinaweza kutumika:

2.4.6.3.1. KitambulishoChaChomboChaMchakato

Kitambulisho cha mchakato ambacho mchakato. Unafanania kama tiketi ikigawiwa kwa huu mchakato.

2.4.6.3.2. KitambulishoChaChomboChaShughuli

Kitambulisho cha Shughuli ambayo tiketi ya mchakato imegawiwa kwa sasa.

2.4.6.3.3. KitambulishoChaChomboChaMaongeziYaShughuli

The ID of the User Task Activity Dialog that is currently open for a process ticket.

2.4.6.4. Possible/PossibleNot User Task Activity Dialog

Here you can specify a list of User Task Activity Dialog IDs. This list will limit the possible User Task Activity Dialogs that are offered to the user in the ticket zoom mask.

Possible lists the User Task Activity Dialogs that are allowed. The setting above will only allow AD1 and AD3 of the list of configured User Task Activity Dialogs.

PossibleNot lists the User Task Activity Dialogs that are not allowed. In the example above, the setting will remove AD3 from the list of configured User Task Activity Dialogs.

If both Possible and PossibleNot are specified, the list of configured User Task Activity Dialogs will first be filtered by Possible, leaving only AD1 and AD3 in our example. Then PossibleNot will be applied and filter out AD3, so that only AD1 remains and is shown as a possible User Task Activity Dialog that the user can use.

If multiple ACL rules match, the intersection of all matching rules will be calculated to determine the possible User Task Activity Dialogs. Example:

Configured User Task Activity Dialogs: AD1, AD2, AD3, AD4, AD5, AD6, AD7.

```

$Self->{TicketAcl}->{'001-ACL-Status'} = {
  Properties => {
    Ticket => {
      Status => 'new',
    }
  },
  Possible => {
    ActivityDialog => ['AD1', 'AD2', 'AD3', 'AD6', 'AD7'],
  },
};
$Self->{TicketAcl}->{'002-ACL-Queue'} = {
  Properties => {
    Ticket => {
      Queue => ['Raw']
    }
  },
  Possible => {
    ActivityDialog => ['AD2', 'AD3', 'AD4', 'AD7'],
  },
};
$Self->{TicketAcl}->{'003-ACL-Priority'} = {
  Properties => {
    Ticket => {
      Priority => ['3 normal']
    }
  },
  PossibleNot => {
    ActivityDialog => ['AD3', 'AD4'],
  },
};

```

If a process ticket has the state new, is in the Raw queue and has a priority 3 normal, then all three ACL rules will match.

The first rule reduces the User Task Activity Dialogs from AD1, AD2, AD3, AD4, AD5, AD6, AD7 to AD1, AD2, AD3, AD6, AD7 and forbids AD4 and AD5.

The second rule will now further reduce the remaining User Task Activity Dialogs. In our example, AD2, AD3, AD7 will remain.

Now the third rule will further reduce the list by PossibleNot. AD3 is removed from the list. AD4 is not removed, since it was not on the list in the first place. At the end, AD2 and AD7 remain as possible User Task Activity Dialogs that the user can utilize.

It is also possible to limit the processes that can be displayed in the New process ticket screen. The functionality is similar to limiting the User Task Activity Dialogs with one exception: The ACLs could only be based on Users.

Ona mifano chini:

```

$Self->{TicketAcl}->{'200-ACL-Process'} = {
  # match properties
  Properties => {
    User => {
      UserID => [2, 3],
    },
  },
  Possible => {
    Process => ['P1', 'P2', 'P3'],
  },
  PossibleNot => {
    Process => ['P4'],
  },
};

```

```

$self->{TicketAcl}->{'201-ACL-Process'} = {
  # match properties
  Properties => {
    User => {
      Group_rw => [ 'MyGroup' ],
    },
  },
  Possible => {
    Process => [ 'P1', 'P2', 'P3' ],
  },
  PossibleNot => {
    Process => [ 'P4' ],
  },
};

```

```

$self->{TicketAcl}->{'202-ACL-Process'} = {
  # match properties
  Properties => {
    User => {
      Role => [ 'MyRole' ],
    },
  },
  Possible => {
    Process => [ 'P1', 'P2', 'P3' ],
  },
  PossibleNot => {
    Process => [ 'P4' ],
  },
};

```

2.5. Import Ready2Adopt process

2.5.1. Agiza

On the *AdminProcessManagement* screen you can find an *Ready2Adopt Processes* widget, where you can find best practice Ready2Adopt processes. Currently, there is only an *Application for leave* process available, but you can find additional Ready2Adopt processes in the **OTRS Business Solution™**.

Figure 5.25. Import Ready2Adopt Processes widget

Example processes

Here you can activate best practice example processes. Please note that some additional configuration may be required.

Application for leave x

Overwrite existing entities

↑
Import example process

Select process from the drop-down menu and click on the *Import Ready2Adopt process* button. After the process is imported, don't forget to deploy changes.

3. Localization of the OTRS Front End

Procedures for localization for the OTRS framework, steps to be followed to create a new language translation, as well as procedures for translation customizations, can be found in the "Language Translations" chapter from the developer manual on <http://otrs.github.io/doc>.



Chapter 6. Vipengele

1. The Appointment Calendar

1.1. Utangulizi

1.1.1. Vipengele

Appointment calendar feature provides a calendar implementation that allows agents to manage and display multiple calendars and their appointments.

1.1.1.1. Management of multiple calendars

Via a management interface it is possible to add and edit calendars.

Beside calendar names, it is possible to assign colors and access groups, as well as the current validity of the calendars.

1.1.1.2. Exports and imports

Once different calendars are created, it is possible to export either the complete calendar definition (including the calendar appointments) in the well-known YAML format or just export the related appointments of a calendar to ICS format.

It is also possible to import complete calendar structures using previously exported YAML files to restore calendar definitions or import just calendar appointments to an existing calendar using ICS file uploads.

That offers the possibility to backup and restore single calendars or transfer them to a different OTRS installation or an external calendar tool.

1.1.1.3. Management of calendar appointments

If at least one calendar is created and accessible by a certain agent, new or already existing appointments can be managed via a calendar overview and an agenda overview.

Within the calendar overview, an agent is able to display, create, edit and/or delete appointments of different calendars, depending on their permission level to the related calendars. Such appointments can be created or edited via drag and drop within this screen.

The visibility of single calendars can be enabled or disabled through the calendar list within the screen.

To have a good overview of available appointments within different calendars and the related dates they start or end, it is possible to select different view modes, like weekly view, monthly view, different timeline related views etc.

Within the agenda overview, an agent is able to display the appointments of all available (accessible) calendars in a table-like overview. This overview is designed to have a detailed list of upcoming appointments in a structured table. Like in the calendar overview, appointments can be created, edited or deleted. This view supports a monthly, weekly and daily point of view on available appointments.

1.1.1.4. Repeating appointments

If recurring appointments needs to be archived, it is possible to setup detailed information about the occurrences of a single appointment.

Beside pre-defined frequencies like daily, weekly, monthly etc. it is possible to setup custom repeats and exclude weekdays or dates of months, define the amount of recurrences and/or the end date after the appointment stops to repeat.

1.1.1.5. Taarifa

Within the edit screen of an appointment, it is possible to setup a date to notify about the appointment.

As in the settings for appointment repeat, it is possible to use pre-defined templates for notifications (i.e. 5 minutes before, 15 minutes before etc.) or setup a custom point of time.

The custom settings for notifications allows to setup a relative point of time (like 5 minutes after the appointment has been started) or an explicit date/time expression.

1.1.1.6. Event-based appointment/calendar notifications

As in the well-known ticket notifications, this package comes up with an event based notification mechanism, that can be handled using an administration interface. Within that interface, notification event entries can be created, updated and/or deleted to react on different OTRS events with related filters, recipients and content templates.

The content of notifications can be dynamically filled-up using OTRS smart tags, like in the event based ticket notifications.

1.1.1.7. Managed ticket appointments

This package offers the possibility to automatically create and update appointments in calendars based on ticket data, using special rules defined within the calendar edit screen. Any ticket date/time value (i.e. pending time, escalation times or dynamic fields) can be used to define appointment start and end dates.

1.1.1.8. Link tickets to appointments

Within the edit screen of an appointment, it is possible link existing tickets.

Tickets can be searched by their ticket numbers and/or titles.

Links between tickets and appointments appear in the ticket zoom like every other linked objects in a related table.

Those links can either be created through an existing appointment, using the overviews or via the link feature in the ticket zoom.

It's also possible to create a new appointment out of the ticket zoom, which links the related ticket automatically to the new appointment.

1.1.1.9. Dashboard widget for upcoming appointments

Every agent can activate a dashboard widget *Appointments* in the dashboard.

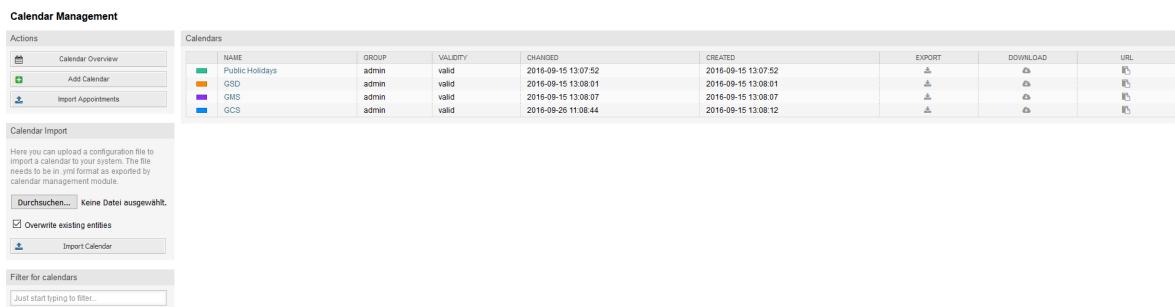
This widget shows the upcoming appointments of the different calendars for today, tomorrow and the next 5 days.

1.2. Usage

1.2.1. Calendar Management

Via a management interface it is possible to add and edit calendars.

Figure 6.1. Calendar management overview



Calendar Management

Actions

- Calendar Overview
- Add Calendar
- Import Appointments

Calendars

NAME	GROUP	VALIDITY	CHANGED	CREATED	EXPORT	DOWNLOAD	URL
Public Holidays	admin	valid	2016-09-15 13:07:52	2016-09-15 13:07:52	↓	⬇	🔗
GSD	admin	valid	2016-09-15 13:08:01	2016-09-15 13:08:01	↓	⬇	🔗
GMS	admin	valid	2016-09-15 13:08:07	2016-09-15 13:08:07	↓	⬇	🔗
GCS	admin	valid	2016-09-26 11:06:44	2016-09-15 13:08:12	↓	⬇	🔗

Calendar Import

Here you can upload a configuration file to import a calendar to your system. The file needs to be in .xml format as exported by calendar management module.

Durchsuchen... Keine Datei ausgewählt.

Overwrite existing entities

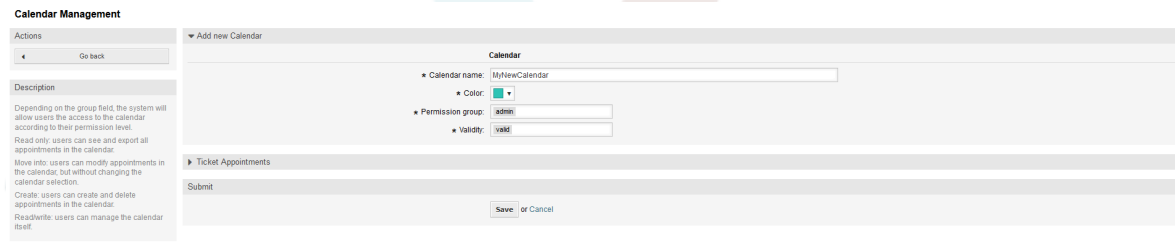
Import Calendar

Filter for calendars

Just start typing to filter.

If a new calendar needs to be created or edited, it's necessary to define a calendar name, a color and the permission group the calendar belongs to. This is needed for agents to access the calendar properly with the related permissions.

Figure 6.2. Calendar edit screen



Calendar Management

Actions

- Go back

Description

Depending on the group field, the system will allow users the access to the calendar according to their permission level.
 Read-only users can see and export all appointments in the calendar.
 Move into users can modify appointments in the calendar, but without changing the calendar selection.
 Create: users can create and delete appointments in the calendar.
 Readwrite: users can manage the calendar itself.

Calendar

- Calendar name: MyNewCalendar
- Color:
- Permission group: admin
- Validity: valid

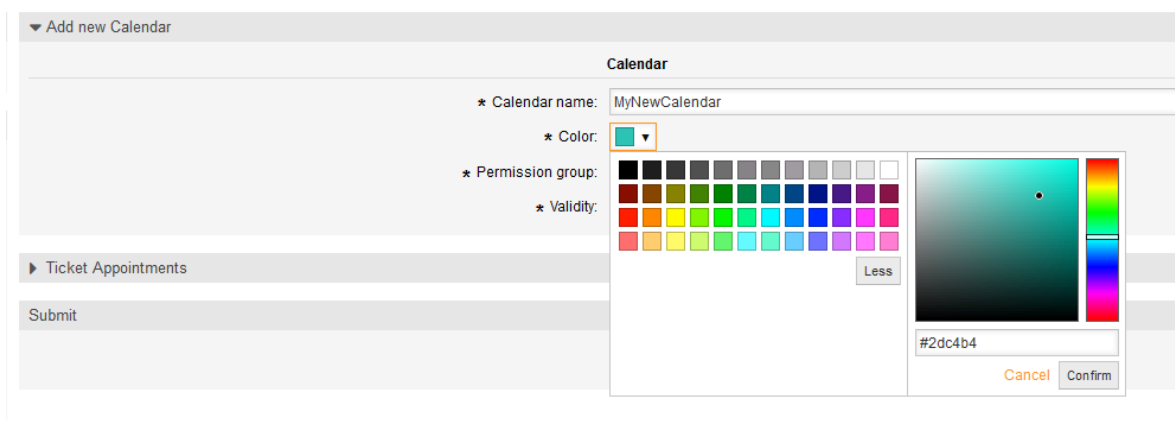
Ticket Appointments

Submit

Save or Cancel

The color can be selected with the built-in color picker, like in the following screenshot. There are three ways to select a color with the color picker. After clicking on the preselected color, a window opens with a set of pre-defined colors ready to be used. If your preferred color is not available, you can click on the *More* button to open the advanced mode.

Figure 6.3. Color picker in calendar edit screen



Add new Calendar

Calendar

- Calendar name: MyNewCalendar
- Color:
- Permission group: admin
- Validity: valid

Ticket Appointments

Submit

Less

#2dc4b4

Cancel Confirm

Within that mode, you can either select a certain color by using the color bar and the color field with your mouse or you're able to directly use a hexadecimal code of a desired color. By clicking on the *Less* button, you can shrink the color picker back again to the standard mode. Right after a click on the *Confirm* button, the new color is selected and visible in the preview field. Even if you selected a certain color within the advanced mode,

the previous color will be selected again (and visible in the preview field) if you click on the *Cancel* button, but this just works if you didn't confirmed your selection yet. If that's the case (but you did not save the calendar yet), you may just reload your screen and see you current color setting again.

For the selected permission group of your calendar, an agent who should have access to, needs at least a read permission within the related group. Enclosed is a list of permissions to access certain feature-levels within the different calendars:

RO

The related agent can see the calendar and its appointments, but can't do any changes.

MOVE_INTO

The related agent can update existing appointments, but can't create new ones or delete existing ones.

CREATE

The related agent can create new appointments.

RW

The related agent is able to delete appointments.

The validity field indicates if a calendar is valid. Invalid calendars won't show up in the different overviews, even if agents have access to it.

1.2.2. Exporting calendars and/or appointments

Once different calendars are created, it is possible to export either the complete calendar definition (including the calendar appointments) in the well-known YAML format or just export the related appointments of a calendar to ICS format.

To export a complete calendar structure to the YAML format, the calendar list in the calendar management screen can be used. By clicking on the related link within column *Export*, a YAML structure named `Export_Calendar_CalendarName.yaml`, including the calendar meta-data (calendar name, color, permission group, validity state) can be downloaded. The structure also includes all calendar appointments. This functionality can be used to simply backup a certain calendar and/or transfer it to a foreign OTRS instance.

To export just the calendar appointments in ICS format, the link within column *Download* can be used. After clicking on the related link, an ICS file named `CalendarName.ics` can be downloaded, including all appointments of the related calendar. This file can be used to backup just the appointments of a certain calendar and/or transfer it to either an existing calendar on a foreign OTRS instance or any other calendar tool, which supports the ICS standard, to display the appointments.

1.2.3. Importing calendars and/or appointments

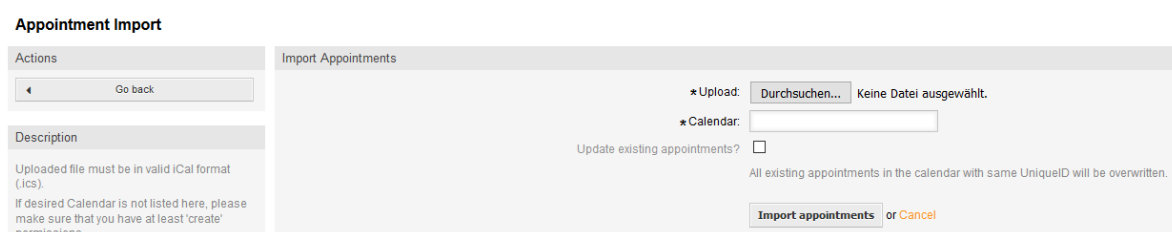
As an equivalent to the export function, it is possible to either import a complete calendar structure including related appointments in the YAML format, or just a set of appointments to an already existing calendar in the ICS format.

To import a complete calendar structure, the related *Calendar Import* widget on the left side of the calendar management screen can be used. Within this widget, a YML file can be

selected and uploaded to import the calendar. The checkbox *Overwrite existing entities* indicates if a calendar with the same name as the imported one should be overwritten. If a calendar with the same name exists, but the checkbox is empty during the upload, a related error message will be displayed.

To import a set of appointments to an already existing calendar, the *Import Appointments* button can be clicked to access the appointment import screen.

Figure 6.4. Appointment import in calendar management overview



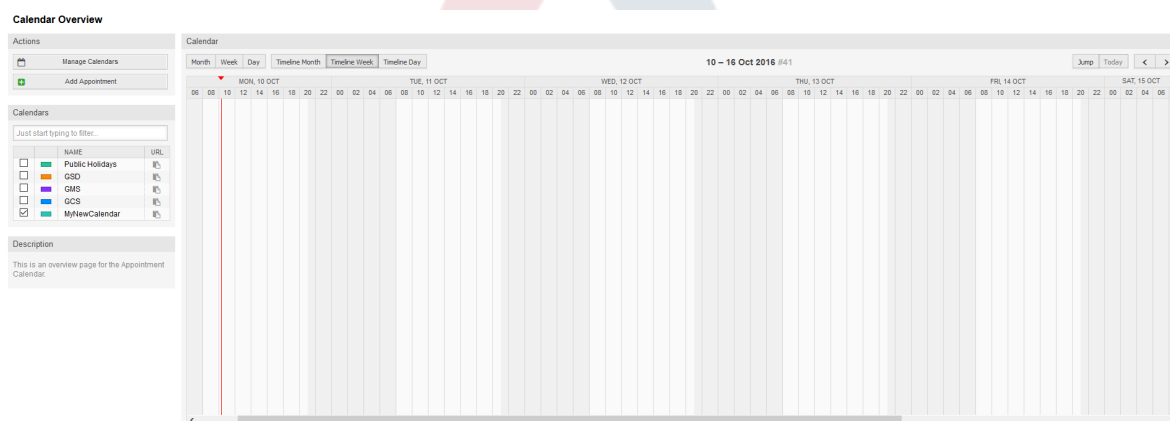
Here it's needed to select an ICS file to be used for the import. Right after that, a calendar needs to be selected from the related list to import the new appointments in. The checkbox *Update existing appointments* indicates, if already existing appointments with the same UniqueID shall be overwritten or not. Appointments with the same UniqueID but already existing in the related calendar won't be omitted during the import process. They will be inserted again and will be available multiple times in case of doubt, if the option to overwrite appointments is not enabled.

1.2.4. Calendar Overview

If at least one calendar is created and accessible by a certain agent, new or already existing appointments can be managed via a calendar overview and an agenda overview.

Within the calendar overview, an agent is able to display, create, edit and/or delete appointments of different calendars, depending on their permission level to the related calendars, as described above.

Figure 6.5. Calendar overview screen



As visible in the following screenshot, the calendar overview contains the management tools for the calendars and appointments on the left side and the calendar view on the right side. With the buttons in the *Actions* widget it's possible to either access the calendar management directly or add a new appointment (if the agent has the permission).

Figure 6.6. Sidebar in calendar overview screen

Calendar Overview

Actions

Calendars

Just start typing to filter...

		NAME	URL
<input type="checkbox"/>	■	Public Holidays	
<input type="checkbox"/>	■	GSD	
<input type="checkbox"/>	■	GMS	
<input type="checkbox"/>	■	GCS	
<input checked="" type="checkbox"/>	■	MyNewCalendar	

Description

This is an overview page for the Appointment Calendar.

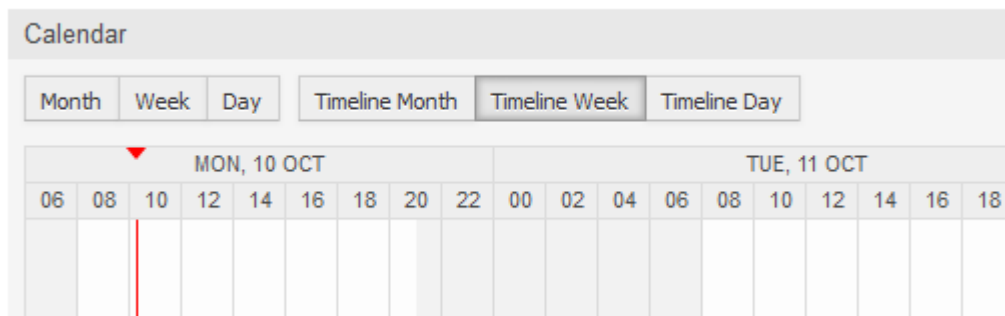
The *Calendars* widget contains all calendars accessible by the agent. The checkboxes are used to enable or disable the view of certain calendars, like it's the case in many foreign calendar tools.

Since all appointments of any active calendar for every agent will be provided by the server (and not stored or cached on the client), it can result in heavy load on the server if too many calendars are active at the same time. Therefore a system configuration option `AppointmentCalendar::CalendarLimitOverview` limits the maximum number of active calendars per agent. If the limit is reached by an agent, a related error message will be displayed, indicating there are too many active calendars.

The URL column provides an external link to the calendar, which is used to subscribe. This functionality is described later in this document.

To have a good overview of available appointments within different calendars and the related dates the appointments start or end, we provide different view modes to be used by the agents.

Figure 6.7. View modes in calendar overview screen

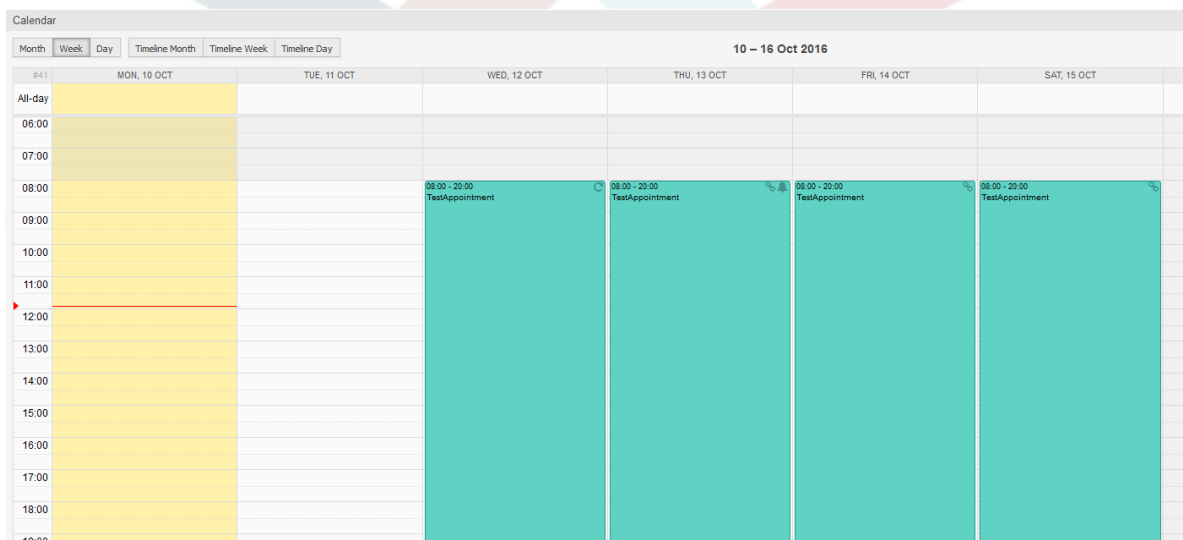


They are separated in timeline modes and non-timeline modes with different time ranges, to have the best view on different appointments for the related situations. On most of the view modes, a red line indicates the current time of the current day.

The information in the middle of the top-bar shows the current time range the agent is in, for the current view. Within the timeline views, the current calendar week will be displayed in light gray, when possible. Within the non-timeline views, the current calendar week is displayed as a single column on the left side, if possible.

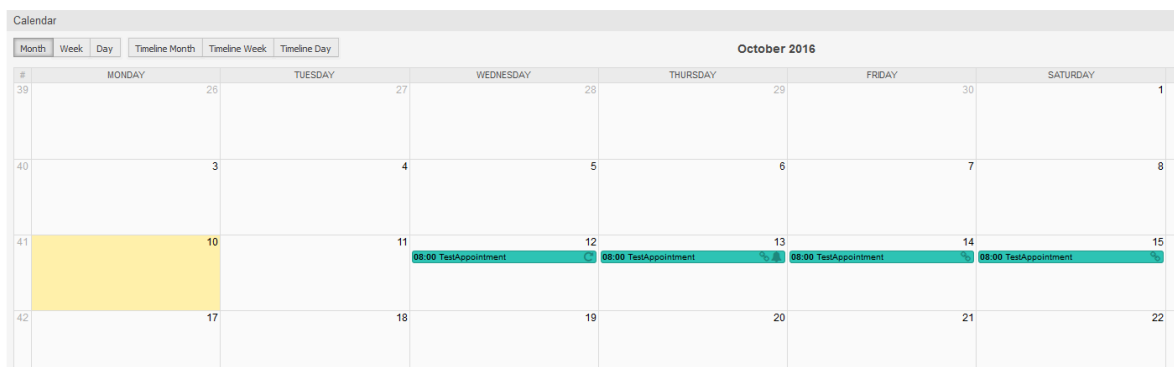
Enclosed a screenshot of the non-timeline weekly view:

Figure 6.8. Weekly view in calendar overview screen



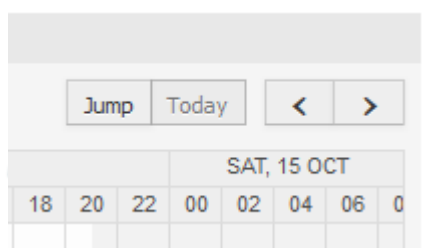
and the non-timeline monthly view:

Figure 6.9. Monthly view in calendar overview screen



On the upper right side, the agents can access the navigation controls.

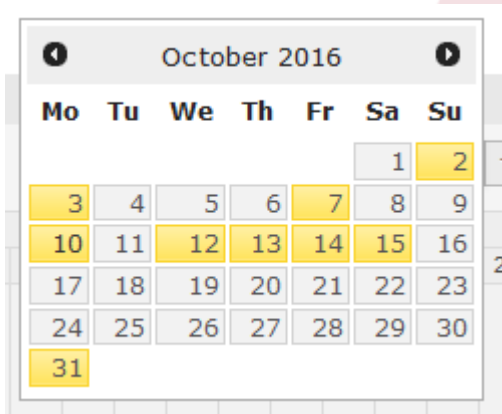
Figure 6.10. Navigation controls in calendar overview screen



The left- and right-arrow buttons are used to navigate through the dates of the current time range. The *Today* button brings the agent back to the current date to save time.

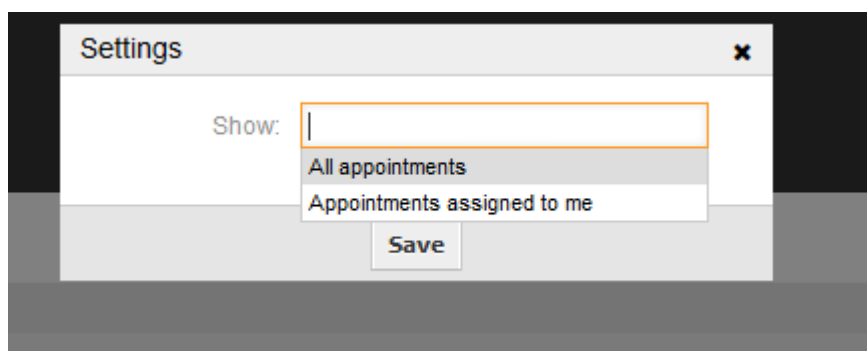
The *Jump* button is used to access a certain date directly without a need to go every date in between to access a certain date (maybe one year earlier or later). A click on the button opens a date picker, which highlights all dates which have already appointments stored. A mouseover shows the number of appointments with to the current date. A click on a date brings the agent to the related time range and displays all appointments.

Figure 6.11. Today and Jump buttons in calendar overview screen



On the right side of the main widget (on top of the navigation buttons) a gear wheel appears on mouse over, which is used to access a visibility filter:

Figure 6.12. User preferences for calendar overview screen



Here you can choose, if you want to see all available appointments, or just the ones that are directly assigned to you.

1.2.5. Agenda Overview

Within the agenda overview, an agent is able to display the appointments of all available (accessible) calendars in a table-like overview. This overview is designed to have a detailed list of upcoming appointments in a structured table. Like in the calendar overview appointments can be created, edited or deleted. This view supports a monthly, weekly and daily point of view on available appointments.

Figure 6.13. Agenda overview screen

Agenda Overview

Month | Week | Day

Manage Calendars | Add Appointment

10/10/2016 - 10/16/2016 #41 Today < >

CALENDAR	TITLE	START DATE	END DATE	ALL-DAY	REPEAT
10/12/2016 MyNewCalendar	TestAppointment	10/12/2016 08:00:00	10/12/2016 20:00:00	No	Yes
10/13/2016 MyNewCalendar	TestAppointment	10/13/2016 08:00:00	10/13/2016 20:00:00	No	No
10/14/2016 MyNewCalendar	TestAppointment	10/14/2016 08:00:00	10/14/2016 20:00:00	No	No
10/15/2016 MyNewCalendar	TestAppointment	10/15/2016 08:00:00	10/15/2016 20:00:00	No	No

Powered by OTRS

1.2.6. Management of calendar appointments

Within the calendar overview, to add new appointments it's either possible to click on the *Add Appointment* button or click on the overview widget. It's also possible to drag over a range of the widget to setup a rough time span. Right after that, a modal dialog appears where the data can be inserted:


Figure 6.14. Appointment edit screen

Appointment
✕

Basic information

* Title:

Description:

Location: 


* Calendar: ✕


Resource

This feature is currently not available.

[↗ Upgrade to OTRS Business Solution™](#)

Date/Time

Start date: / /  - :

End date: / /  - :

All-day:

Repeat:

Notification

Notification:

Link

Ticket:

Save
 Copy

The only mandatory fields of the basic information are the appointment title and the related calendar to assign the appointment to. The description and location are optional fields. If the location contains a value, a related link icon will show up next to the field which by default links to Google map to get a better picture of the location. This link is configurable through the system configuration option `AgentAppointmentEdit::Location::Link`.

Within the *Date/Time section*, the related start date and end date needs to be selected.

The *All-day* checkbox indicates that the appointment takes place on the whole day. If it's activated, time of the start date and the end date will be disabled and set to 00:00.

The *Repeat* option is used to define appointment recurrences and will be described separately, see section *Repeating appointments* below.

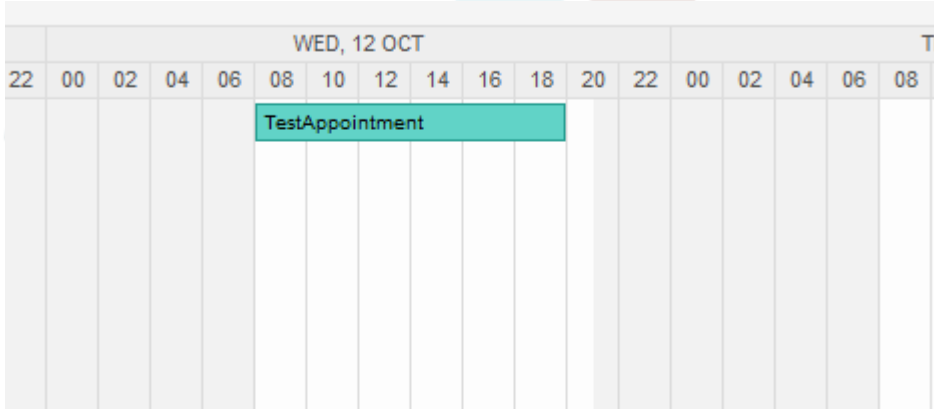
The *Notification* option is used to define appointment notifications and will be described separately, see section *Notifications* below.

The *Link* option is used to define appointment links to foreign objects (like tickets) and will be described separately, see section *Link tickets to appointments* below.

If the appointment already exists, the *Copy* and *Delete* buttons appear at the bottom of the modal dialog, provided that the current agent has the related permissions. The *Copy* button will just ignore the changes in the dialog and create a copy of the current appointment at the same time range with same information. The *Delete* button will delete related appointment, but the agent will face a question if they are really sure they want to delete the appointment, for security reasons.

Once the appointment has been saved, it appears in the overview of the page:

Figure 6.15. Appointment display in calendar overview screen

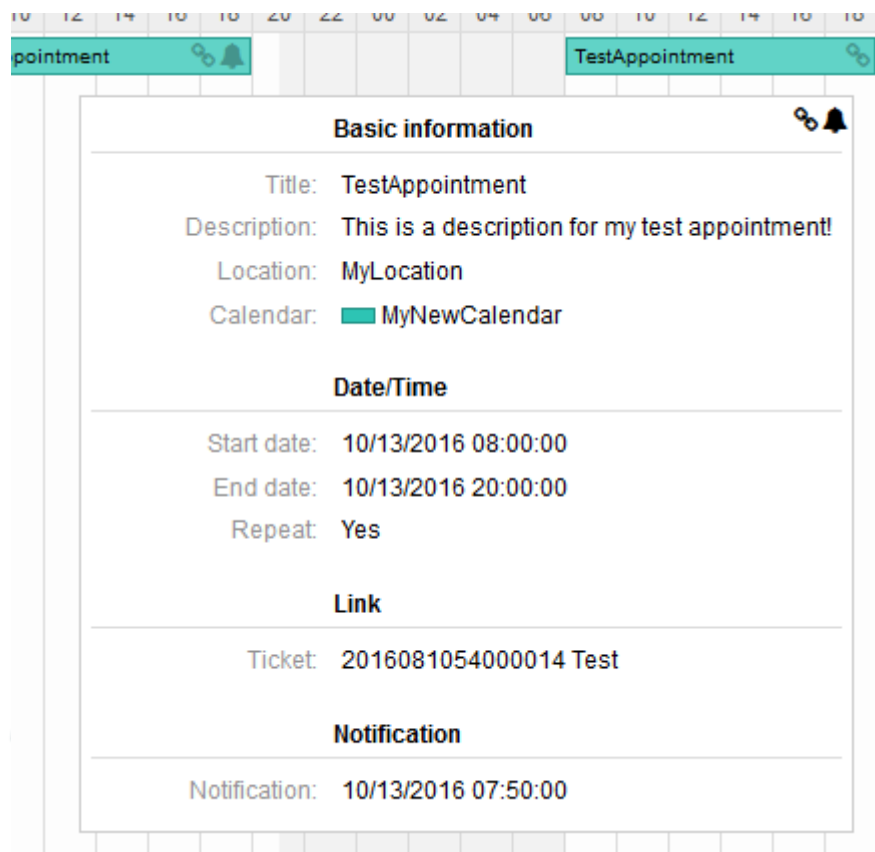


WED, 12 OCT															TH				
22	00	02	04	06	08	10	12	14	16	18	20	22	00	02	04	06	08		
					TestAppointment														

With a click on the appointment, the modal dialog opens again and appointment can be edited. If the agent has the correct permission, the appointment can also be edited via drag and drop to either move the complete appointment to another place (date/time) or just increase/decrease the start- and/or the end-time by dragging the appointment on the related handles on the left or the right end.

If the cursor of the mouse hovers over a certain appointment, a tooltip with the related appointment information appears:

Figure 6.16. Appointment tooltip

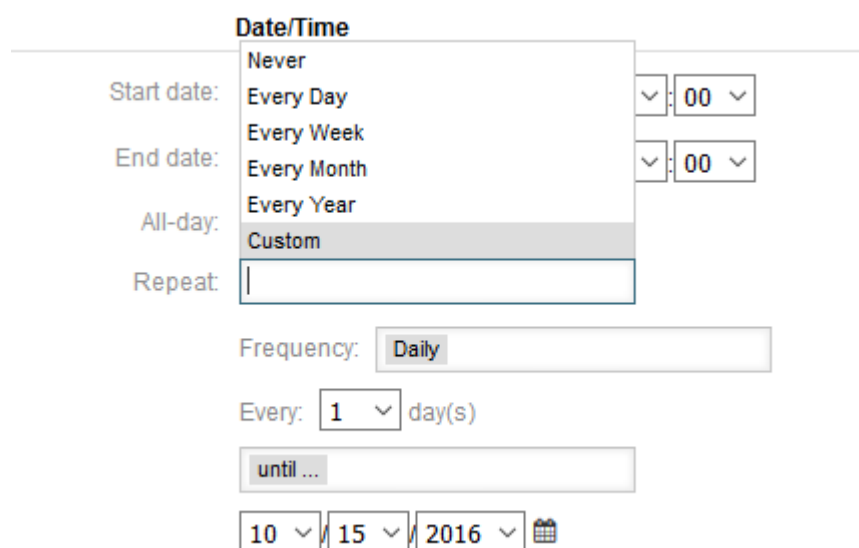


1.2.7. Repeating appointments

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

For this to work it is either possible to use pre-defined frequencies of the occurrences, or to define custom settings:

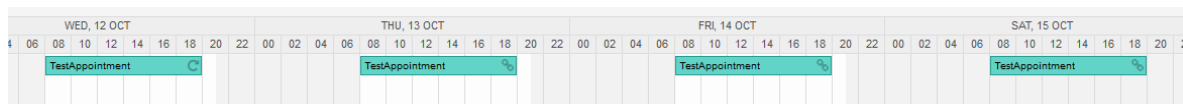
Figure 6.17. Edit screen of a repeating appointment



After the selection is finished, it's necessary to define the runtime of the recurrences. It's possible to choose either a date to repeat until, or an amount of times to repeat.

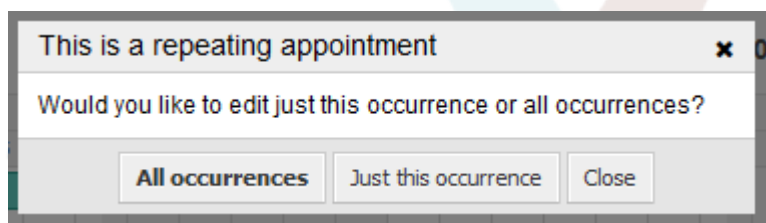
After all decisions are made and the settings are saved successfully, the appointment will be marked a recurring appointment. The parent appointment will be marked with circle-arrow-symbol and the child appointments with a chain-symbol.

Figure 6.18. Repeating appointments in calendar overview screen



Future changes to the parent appointment will affect the children automatically, without any further message. If an agent is about to change one of the child appointments, a message will ask what would they like to update:

Figure 6.19. Edit screen of a repeating child appointment



If the update affects all appointments, the behavior will be the same as with the update of the parent appointment. All options (including the recurring settings) are changeable.

If just the current (child) occurrence is affected, it's not possible to change the repeating settings, but a related message and a link to the parent appointment will be provided:

Figure 6.20. Repeating settings of a child appointment

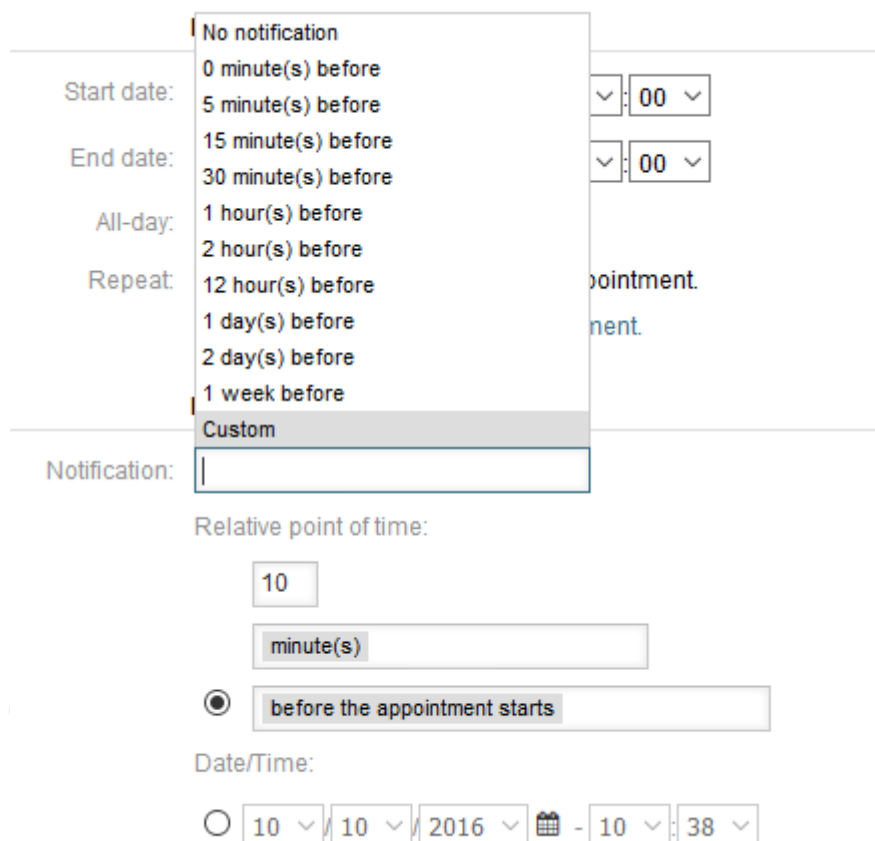
Repeat: This an occurrence of a repeating appointment.
[Click here to edit the parent appointment.](#)

The enabled repeating option will be additionally displayed in the tooltip of the related appointment(s).

1.2.8. Taarifa

Within the edit screen of an appointment, it is possible to setup a date to notify about the appointment. As in the settings for appointment repeat, it is possible to use pre-defined templates for notifications (i.e. 5 minutes before, 15 minutes before etc.) or to setup a custom point of time:

Figure 6.21. Notification settings in appointment edit screen



The custom settings for notifications are split into a relative point of time (like 5 minutes after the appointment has been started, 2 hours before the appointment ends etc.) and an explicit date time value, which can additionally be selected with a date picker. The related section needs to be enabled with a radio button, hence the disabled section will be ignored.

If an appointment has an active notification setting, the date/time string of the notification will be displayed in the tooltip. In addition to that, the appointment will be marked with a bell-symbol to indicate that there is an active notification set, without any mouse over actions.

1.2.9. Event-based appointment/calendar notifications

As in the well-known ticket notifications, this package comes up with an event based notification mechanism, that can be handled using an administration interface. Within that interface, notification event entries can be created, updated and/or deleted to react on different OTRS events with related filters, recipients and content templates.

During the installation of the package, one default entry *Appointment reminder notification* will be installed.

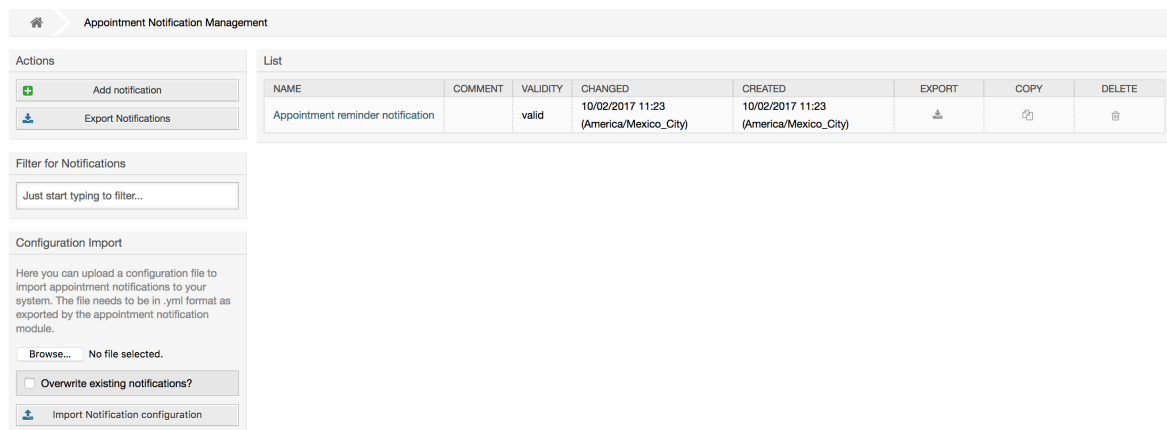
The management frontend for notification templates can be reached using the administration menu:

Figure 6.22. Calendar/Appointment notification management link

Appointment Notifications
Create and manage appointment notifications.

In the notification overview, all available notification templates can be displayed. Within that overview, such templates can be created, edited, imported/exported and, of course, deleted.

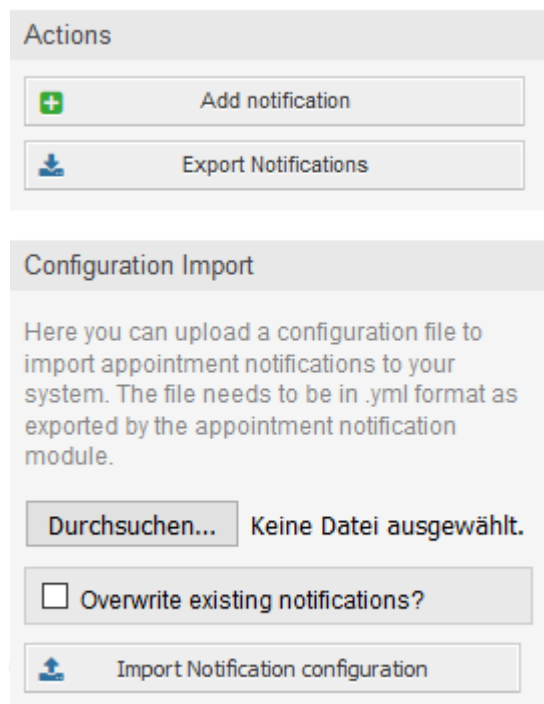
Figure 6.23. Calendar/Appointment notification management overview



NAME	COMMENT	VALIDITY	CHANGED	CREATED	EXPORT	COPY	DELETE
Appointment reminder notification		valid	10/02/2017 11:23 (America/Mexico_City)	10/02/2017 11:23 (America/Mexico_City)			




From the left sidebar, notification entries can either be created, exported or imported. The complete set of available entries can be exported, or an already exported file can be used to import notification entries.

Figure 6.24. Sidebar in calendar/appointment notification overview



The main table on the right side will display the available appointment notifications. For each line, the related entry can be edited by clicking on the name column, exported with a click on the export icon, copied with a click on the copy icon or even deleted. All icons relates just to the single entries (not like the export notifications button in the sidebar).

Figure 6.25. Table in calendar/appointment notification overview

List							
NAME	COMMENT	VALIDITY	CHANGED	CREATED	EXPORT	COPY	DELETE
Appointment reminder notification		valid	10/02/2017 11:23 (America/Mexico_City)	10/02/2017 11:23 (America/Mexico_City)			

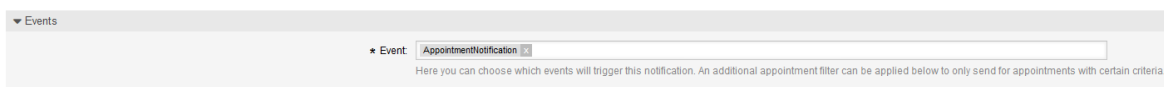
In order to create a new or update an existing entry, edit screen can be used, same as in the ticket notifications. Within that screen, it is needed to define some basic parameters, like a name, which needs to be unique for the OTRS system (it cannot even conflict with a name from the ticket notifications).

Each notification entry can be made selectable as an option in the agent preferences. Optionally, a tooltip message for the related notification entry in the user preferences can be inserted, which will be displayed to the user on mouse over.

If needed, a comment for the entry can be added which will be displayed in the overview screen of the administration interface. Last but not least, the validity state can be selected (valid by default).

To let the template react on OTRS events, at least one of the available events need to be selected from the list in *Events* widget.

Figure 6.26. Event definition for calendar/appointment notifications



Enclosed is a list of possible events with description:

AppointmentCreate

Executed after an appointment has been created.

AppointmentUpdate

Executed after an appointment has been updated.

AppointmentDelete

Executed after an appointment has been deleted.

AppointmentNotification

This is a special appointment event that will be executed by the OTRS daemon in time. If an appointment contains a date/time value for notifications, as already described in this documentation, and such a notification date is reached, the OTRS daemon will execute the event `AppointmentNotification` for every related appointment separately.

CalendarCreate

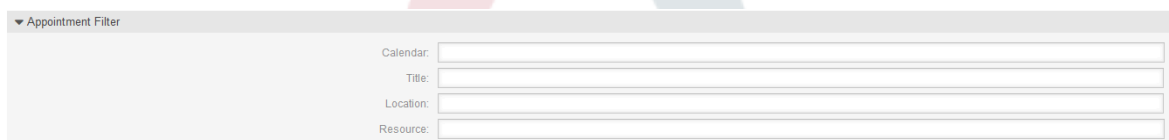
Executed after a calendar has been created.

CalendarUpdate

Executed after a calendar has been updated.

The appointment filter widget can optionally be used to narrow the list of appointments by matching configured values:

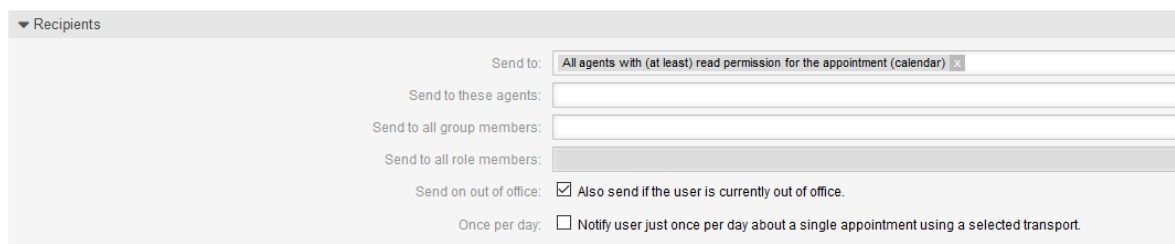
Figure 6.27. Filter settings in calendar/appointment notifications



For example, here it's possible to select which calendar the related appointment needs to be part of, or a part or complete title or location of the appointment. Also, it's possible to choose from a list of teams or resources assigned to the appointments (available only with **OTRS Business Solution™**).

Within the *Recipient* widget, the related recipients can be selected which would receive generated notifications.

Figure 6.28. Recipient settings in calendar/appointment notifications



▼ Recipients

Send to:

Send to these agents:

Send to all group members:

Send to all role members:

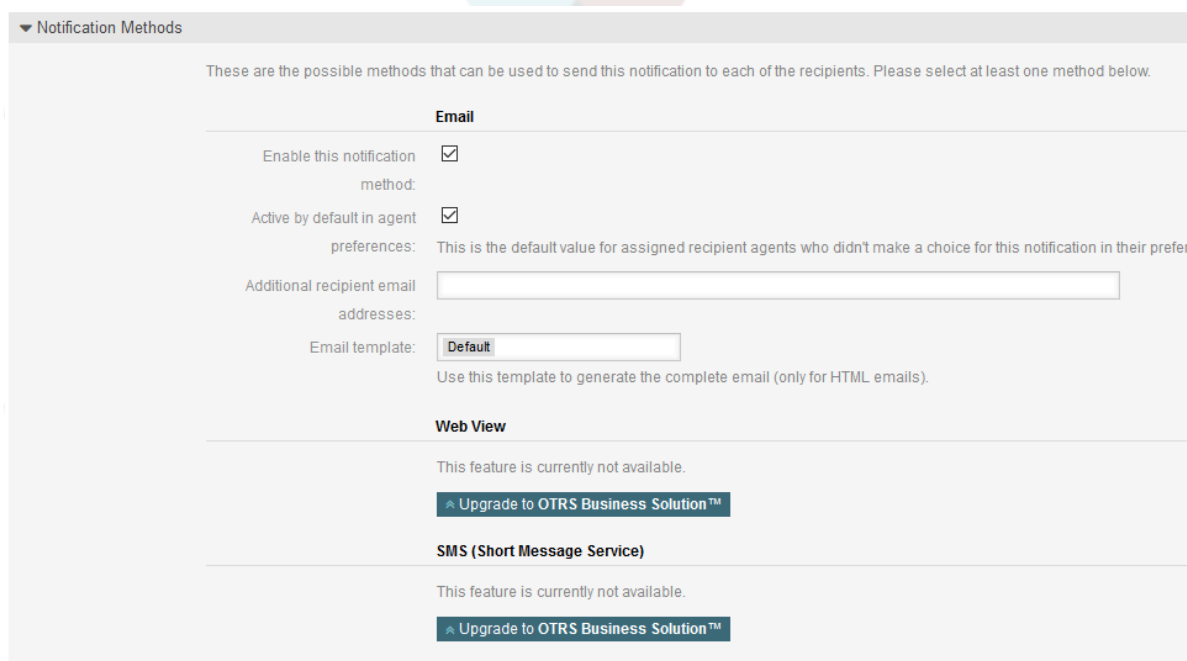
Send on out of office: Also send if the user is currently out of office.

Once per day: Notify user just once per day about a single appointment using a selected transport.

All resource related list entries are available only with **OTRS Business Solution™**.

Within the *Notification Methods* widget, an available transport can be selected (*Email*, *SMS* or *Web View*), as well as additional recipients and email templates.

Figure 6.29. Notification methods in calendar/appointment notifications



▼ Notification Methods

These are the possible methods that can be used to send this notification to each of the recipients. Please select at least one method below.

Email

Enable this notification method:

Active by default in agent preferences:

Additional recipient email addresses:

Email template:

Use this template to generate the complete email (only for HTML emails).

Web View

This feature is currently not available.

[Upgrade to OTRS Business Solution™](#)

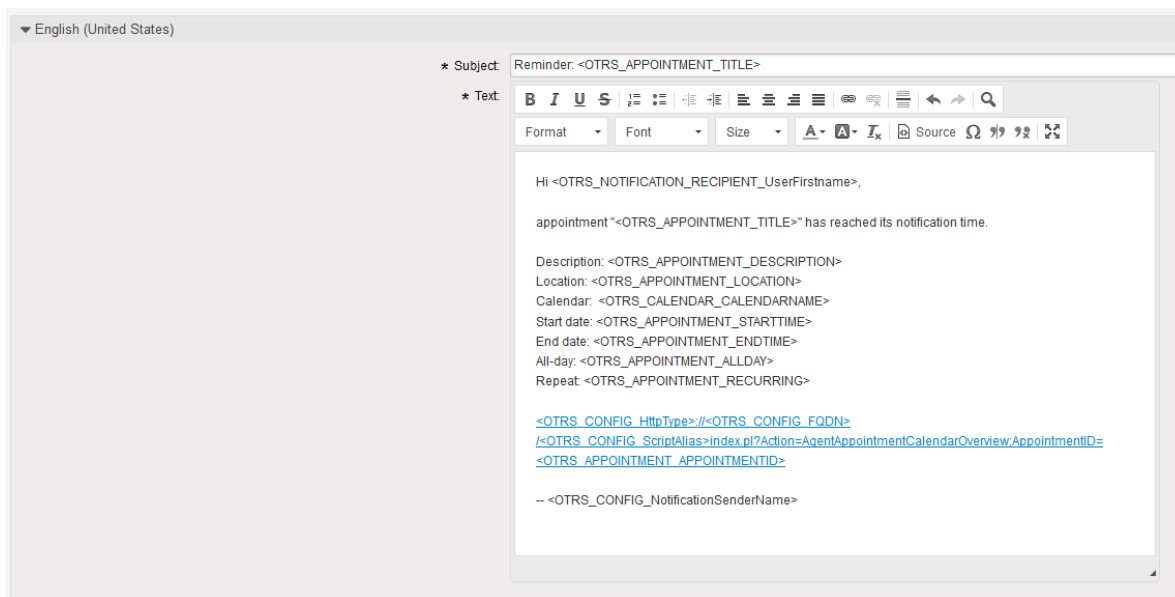
SMS (Short Message Service)

This feature is currently not available.

[Upgrade to OTRS Business Solution™](#)

The main content of a notification can be defined in the localized subject and the body fields. Here it's possible to define static text content mixed with OTRS smart tags, if needed. The default notification entry shows how such a body and subject can look like.

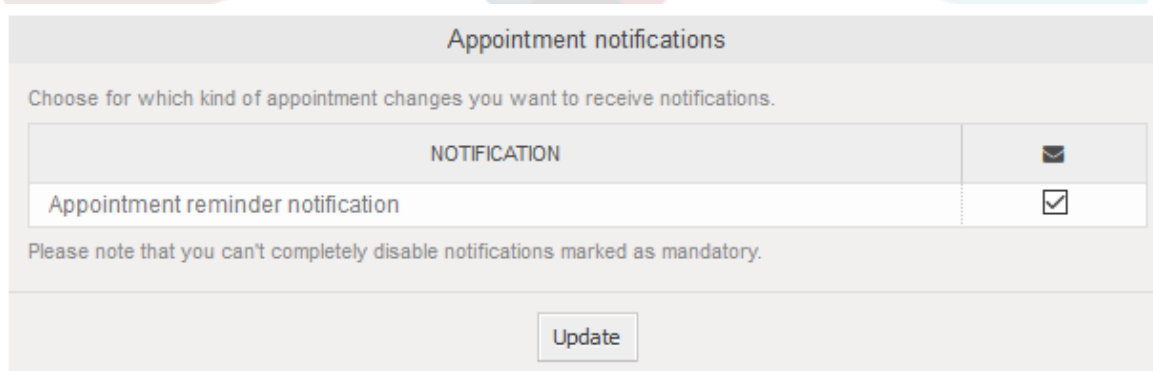
Figure 6.30. Notification body in calendar/appointment notifications



A full list of available smart tags is provided in the *Tag Reference* widget at the bottom of the page.

For every added notification entry which has the option *Show in agent preferences* enabled, a new option will be displayed in the related user preferences widget of every agent. With these options, every agent can select which types of notifications and by which available transport method they want to receive.

Figure 6.31. Show in agent preferences option in calendar/appointment notifications



1.2.10. Link tickets to appointments


The appointment calendar comes with an abstraction layer to link external objects with appointments, using the OTRS internal link object. Those additional objects can come up with external packages without any further need to update the code of the calendar directly.

Basically, within the edit screen of an appointment it is possible to link existing tickets. Tickets can be searched by their ticket numbers and/or ticket titles via an autocompletion field. Once the agent clicks on a result, the related ticket will be saved in a result box and after the appointment has been saved, the ticket will be linked to the appointment.

Figure 6.32. Ticket link option in appointment edit screen

Link

Ticket:

2016081054000014 Test 

Additionally, it's possible to link multiple tickets to one appointment. Since the normal OTRS link object is used to create the connection between both objects, the link will be displayed in the ticket zoom screen as well.

Figure 6.33. Linked appointments table in ticket zoom screen

▼ Linked: Appointment				
TITLE	DESCRIPTION	START TIME	END TIME	LINKED AS
TestAppointment	This is a description for my test appointment!	10/10/2016 16:00:00	10/11/2016 04:00:00	Normal

Those links can either be created through an existing appointment in the related edit dialog, using the overviews or via the link feature in the ticket zoom.

Figure 6.34. Appointment linking from ticket zoom screen

Select Target Object

Link object Ticket#2016081054000014 with:

Search

Title:

Description:

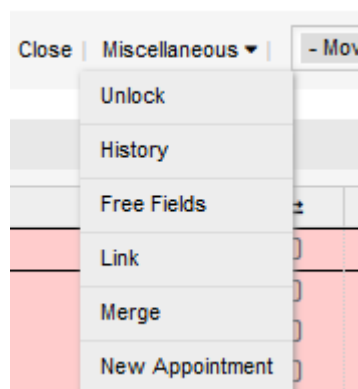
Calendar:

- GCS
- GMS
- GSD
- MyNewCalendar
- Public Holidays

Select all | Clear all | Confirm

Via the ticket zoom screen, it's additionally possible to create a new appointment, which links the related ticket automatically to the newly created appointment. There is a new option *New Appointment* located in the ticket action menu *Miscellaneous*.

Figure 6.35. New appointment link in ticket zoom screen



After a click on the link, the agent will be forwarded to the calendar overview, which automatically opens a new appointment dialog, that has the related ticket pre-linked and can be filled out as usual.

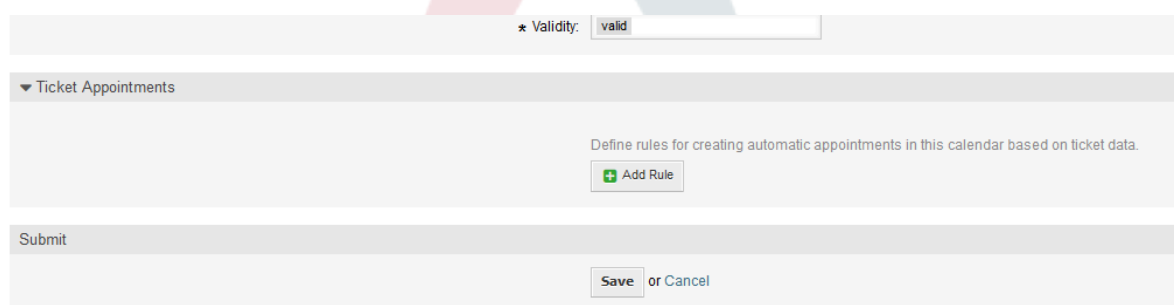
1.2.11. Managed ticket appointments

To make a step back to the calendar management, the package offers the possibility to automatically create and update appointments in calendars, using a special ticket search rule within the calendar edit screen.

Tickets can have special date/time entries like pending times, escalation times (first response time, update time etc.) or assigned dynamic field from type date/time. Logically, the calendars are able to show those date/time entries, but since the calendar appointments needs to have time ranges consisting of a start time and an end time, it's needed to define a related end time for managed appointments, as times like the pending time points to just a single date/time value.

Below the basic calendar configuration in the calendar edit screen, a special widget called *Ticket Appointments* takes care about the rules to be used for automatic appointment creation.

Figure 6.36. Ticket appointments configuration in calendar edit screen



It's necessary to define rules to describe a ticket search for tickets, which will result in automatically created and managed appointments in the related calendar. It's possible to define multiple rules with different parameters to combine several types of tickets within the same calendar.

A rule consists of the following parameters to generate proper ticket searches:

Tarehe ya kuanza

A dropdown list, that indicates the special date/time value of the related tickets. This can be either the pending time, the different escalation times or a dynamic field from type date/time assigned to the ticket.

End date

This can be a relative time value, counted from the selected start time (like +5 minutes, +1 hour etc.) or a dynamic field from type date/time, pointing to an absolute date and time value.

Foleni

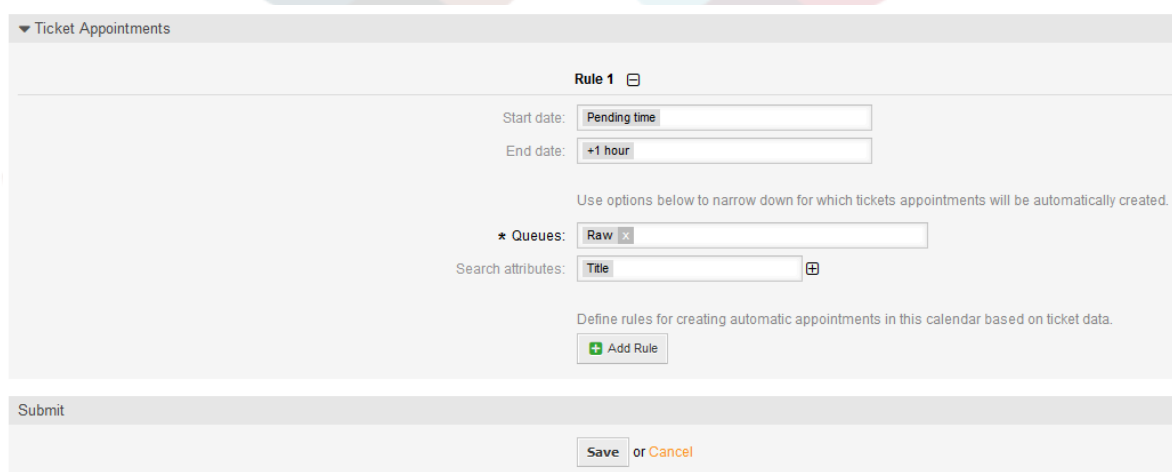
A multi-selectable dropdown list, that indicates the queues the related tickets needs to be located in. This field is mandatory and can't be left unfilled.

Search attributes

This is a list of additional (optional) search attributes to provide more detailed filter possibilities to the agent. It acts like the search attributes in ticket search screen of the agent interface. Single attributes can be selected, added to the form and filled out with filter values.

An overview of the configuration for such a rule looks as follows:

Figure 6.37. Ticket appointment rule in calendar edit screen



▼ Ticket Appointments

Rule 1

Start date:

End date:

Use options below to narrow down for which tickets appointments will be automatically created.

* Queues:

Search attributes:

Define rules for creating automatic appointments in this calendar based on ticket data.

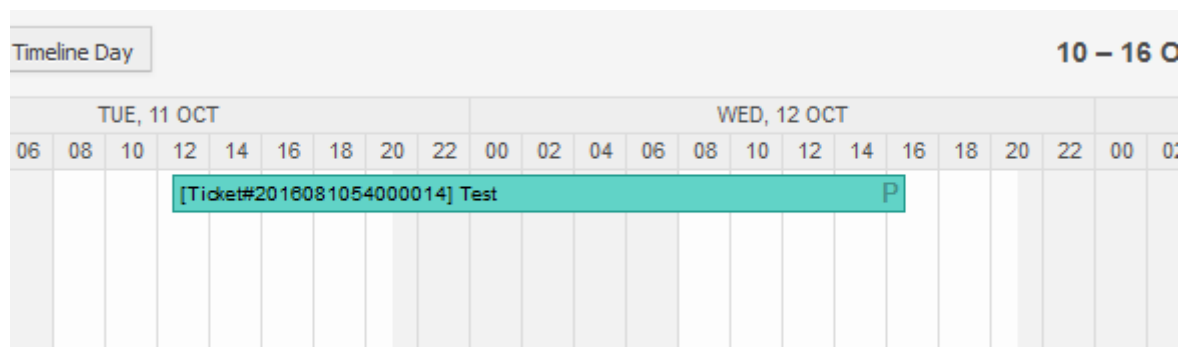
Submit

or

The rule in the screenshot will find all tickets that have a pending time and would add one hour to the related pending time to generate the end time and create appointments for the set of found tickets during the search. The tickets additionally needs to be located in queue *Raw*.

An example of an automatically added appointment looks as follows:

Figure 6.38. Ticket appointment in calendar overview screen



The *P* symbol indicates that this appointment includes a pending time as the start time value. The end time value is a dynamic field from type date/time in this example to display a bigger appointment for that test purpose.

Special appointments of different types will be marked with related symbols:

P

Appointments of tickets with pending time as the start time.

E

Appointments of tickets with escalation times as the start time (first response time, update time, solution time).

D

Appointments of tickets with a dynamic field from type date/time as the start time.

The edit screen of such a special appointment looks as follows:

Figure 6.39. Edit screen of a ticket appointment

Appointment
✕

Basic information

* Title: [Ticket#2016081054000014] Test

Description:

Location:

Calendar: MyNewCalendar

Resource

This feature is currently not available.

[Upgrade to OTRS Business Solution™](#)

Date/Time

Start date: / / - :

End date: / / - :

All-day: No

Repeat: Never

Notification

Notification:

Link

Ticket:

Save

The appointment title will be displayed as ticket number and title and cannot be changed, since it's automatically created, updated and removed, depending on the related ticket. Title will be displayed as a link to the related ticket zoom screen.

Of course, it's still possible to define basic information like a description and a location, which will be stored for that single appointment. For such appointments it's also possible to define notification times and link additional tickets.

Some of those start time values are variable and therefore updatable by the related agent and some are not.

For instance the pending time is a value that can be changed using the pending ticket action in the ticket zoom of the related ticket. Dynamic field values can be changed easily, too.

An escalation value like first response time or the update time are special values which will be computed using a Service / SLA entry assigned to the related ticket.

If, for instance, an automatically created appointment of type pending time is changed using the calendar overview, the related value will be updated in the ticket as well, which is the same behavior as for special appointments of type dynamic field. Therefore it's either possible to update the related ticket using the ticket zoom, or by just updating the appointment that writes back all needed changes to the ticket.

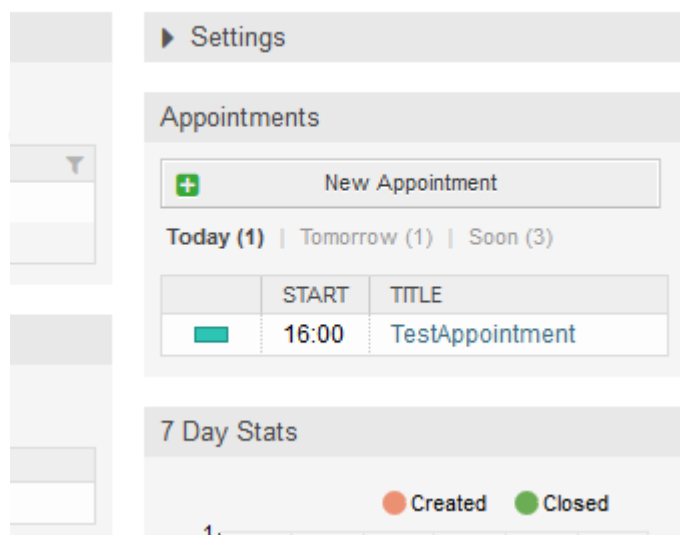
Appointments from type escalation time cannot be updated using the related appointments, as those values are not changeable directly by the agent. Such appointments are simply read-only on the related values, as well as on the drag and drop features/handles.

On every update on the calendar definition or the related tickets, the automatically created appointments will be updated as well. This work will be done by the OTRS daemon in the background. Therefore, it's necessary to have the daemon running for this feature to work properly!

1.2.12. Dashboard widget for upcoming appointments

To have a quick overview about upcoming appointments, it's possible to enable a dashboard widget called *Appointments*.

Figure 6.40. Today filter in upcoming appointments dashboard widget



This widget displays upcoming appointments of every accessible calendar by the agent in a simplified manner.

It offers the possibility to create new appointments with a click on the *New Appointment* button, which forwards the agent to the calendar overview screen and opens a new appointment dialog.

The widget content consists of three filter entries:

Leo

Displays upcoming appointments for the current date.

Kesho

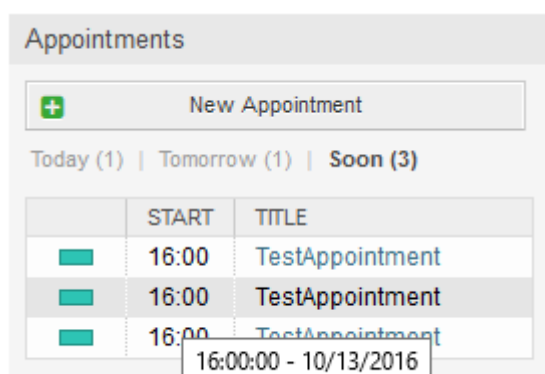
Displays upcoming appointments for the next day.

Soon

Soon means the next five days, excluding today and tomorrow.

Like in the other dashboard widgets, the agent can switch between the filters by clicking on the filter name:

Figure 6.41. Soon filter in upcoming appointments dashboard widget



Since the appointment information is simplified and needs to be compact in order to be displayed properly in the small widget, it's possible to show more detailed information about every value in the related tooltip while hovering over the column, as visible in the previous screenshot.

Basically just the color of the related calendar, the start time of the appointment and the appointment title will be displayed to the agent. On hovering over the related column, further information will be displayed if needed. If the agent clicks on such an appointment, the browser redirects to the calendar overview screen and opens the related appointment to show the full set of information.

2. The Ticket Timeline View

2.1. Maelezo

The ticket timeline view provides a chronological view of all actions which happened on a ticket (which includes articles, owner changes, incoming mails, etc). With the ticket timeline view, agents are able to get a good overview of a ticket in less time.

2.2. Usanidi

Usanidi wa Mfumo

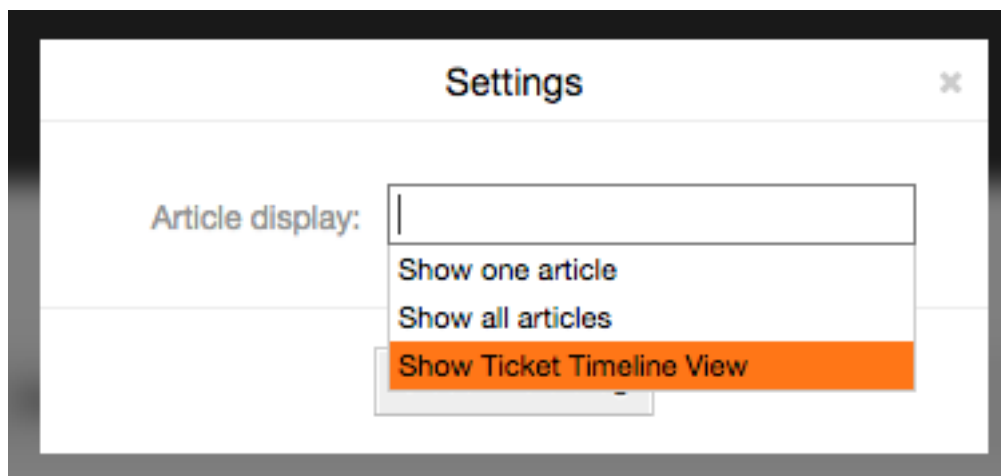
NoTimelineViewAutoArticle

Navigation: Frontend::Agent

Disables automatic opening of the last customer article in the timeline view in AgentTicketZoom.

2.3. Usage

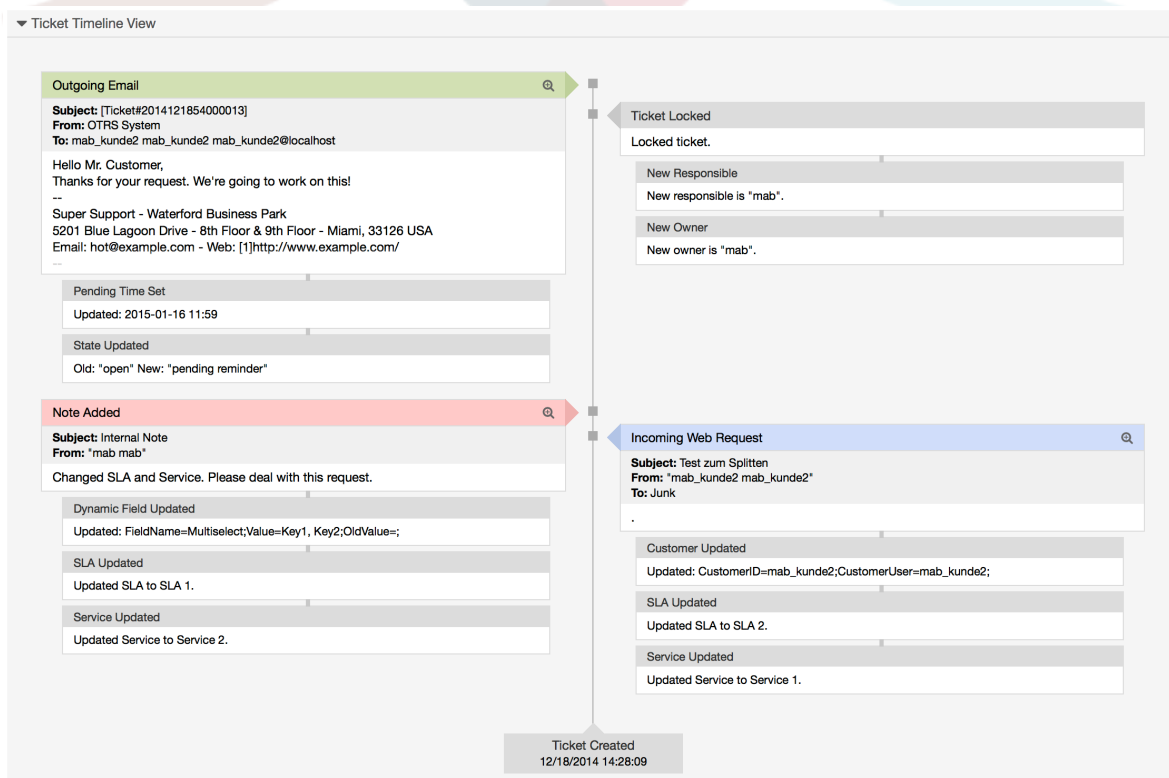
Figure 6.42. Switching to the Ticket Timeline View



To access the ticket timeline view, use the gear icon in the top right corner of the article widget in the ticket zoom screen. You will be redirected to the timeline view and this view will be kept as a preference until you change back to another view.

In the ticket timeline view, you can work on the ticket as you're used to. You can inspect the time of each event in the timeline by hovering the little square next to each event with your mouse cursor. You can view the full content of articles by using the zoom icon on top of the certain articles box, where you will find all common article actions such as Reply, Split, Forward, etc.

Figure 6.43. Using the Ticket Timeline View



3. The Article Attachment Overview

3.1. Maelezo

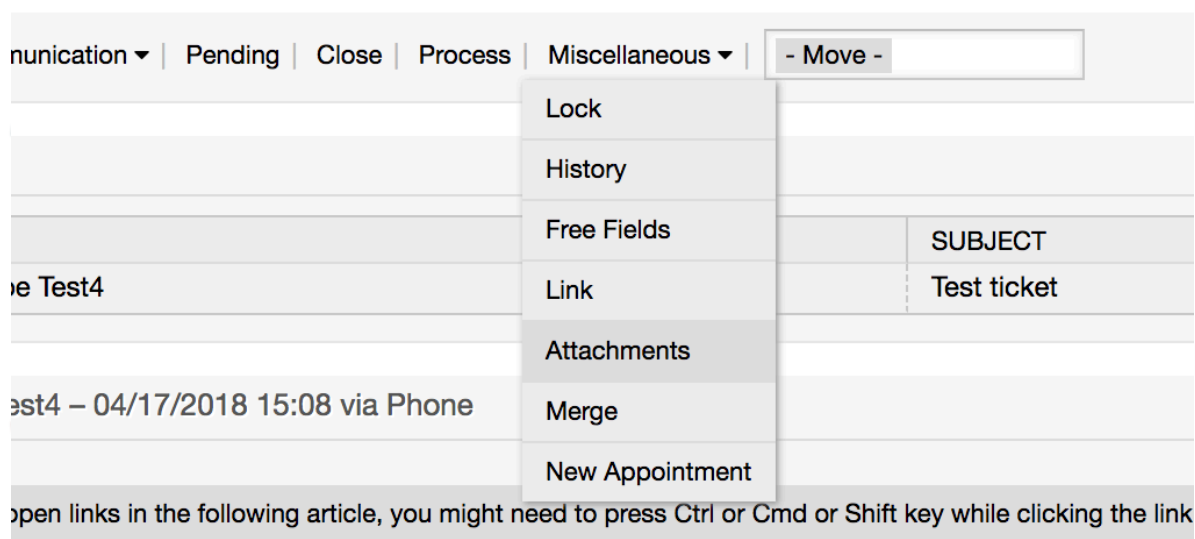
The article attachment overview enables you to view a list of all attachments in a ticket. Attachments will be listed by attributes such as file name, file type, file size, date of addition and which article they belong to. From the overview screen, you can download certain attachments or create an archive file which contains multiple or all attachments of the ticket you're viewing.

3.2. Usanidi

No further configuration needed.

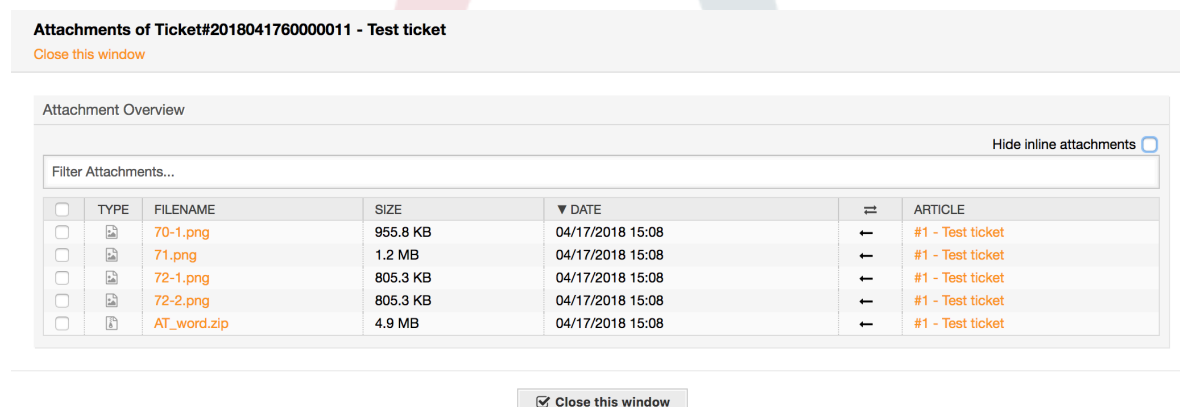
3.3. Usage

Figure 6.44. Switching to the article attachment overview



Once a ticket has at least one attachment, a new menu entry, *Attachments*, will appear under the 'Miscellaneous' menu cluster. Clicking it will open a popup which contains a list of all attachments.

Figure 6.45. Using the article attachment overview



4. System Configuration User Specific Settings

4.1. Maelezo

This functionality allows agent users to define their own values for some system configuration settings. These values can be defined in the user preferences section in the new *Advanced* pane.

Administrators are able to review the user defined values for those settings and reset them if necessary and to forbid or allow user modifications on specific settings.

4.2. Usanidi

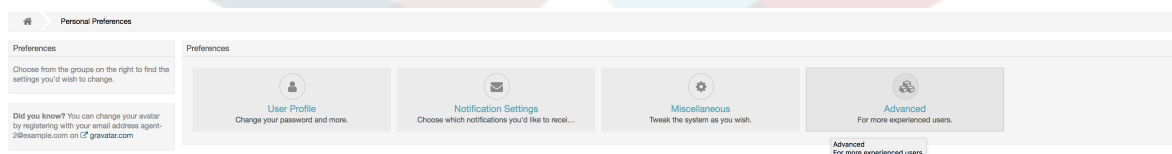
No further configuration needed.

4.3. Usage

4.3.1. Set user specific value

Every agent can define a value for a setting using the *Personal preferences* screen. Once you are in this screen, select the *Advanced* option in the preferences panel.

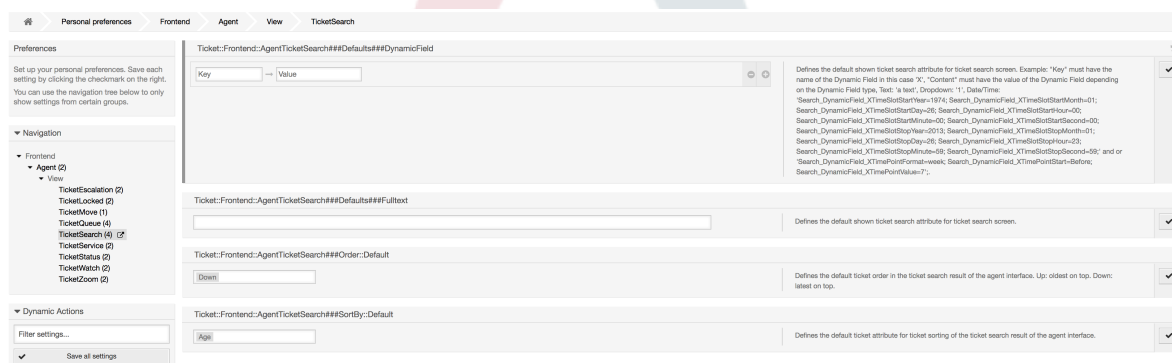
Figure 6.46. Accessing the user specific settings



Using the navigation widget in the left side bar, select the desired group of settings. Then you can change the value for a specific setting and save it using the *check mark* button in the right side of the setting widget.

Once you modified a value, it is possible to revert this change using the *Reset to default* icon button present in the right top corner of the modified setting widget.

Figure 6.47. Reverting a setting to default value



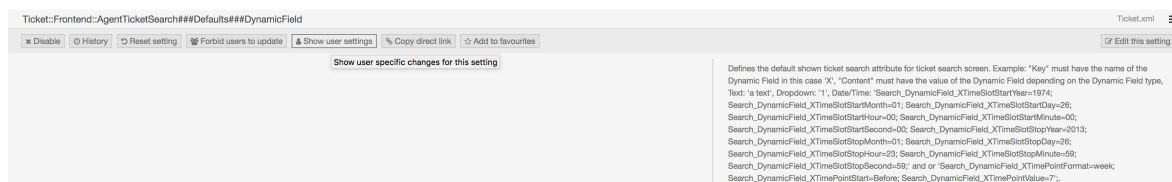
4.3.2. Review user specific settings

When a setting is available for user modification, all users are able to set their own values. Depending on the nature of the setting, values can be very different among users, and

also compared to the original global value. OTRS includes an administrative tool to review and delete user set values if needed.

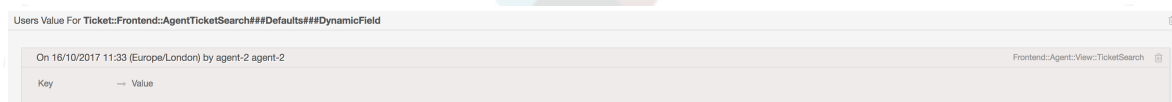
Click on the *Show user settings* button from the alternative menu on the settings that are enabled to show the *Review users setting values* screen.

Figure 6.48. Access to user values of a particular setting



On this screen all of the user specific values for the selected setting will be shown. To delete a single value click on the trash can icon in the right corner of every setting widget, or delete all user values for this setting by clicking on the trash icon in the outer setting widget.

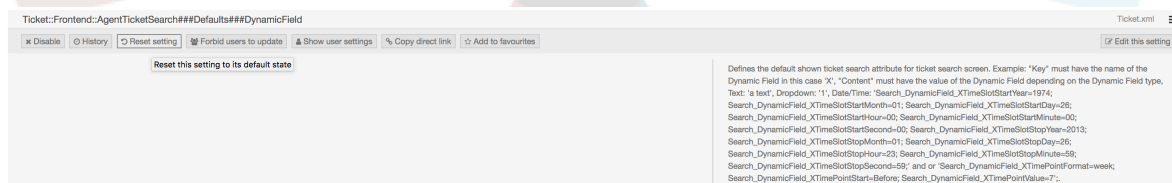
Figure 6.49. Usage of the user specific values screen



4.3.3. Reset globally and locally

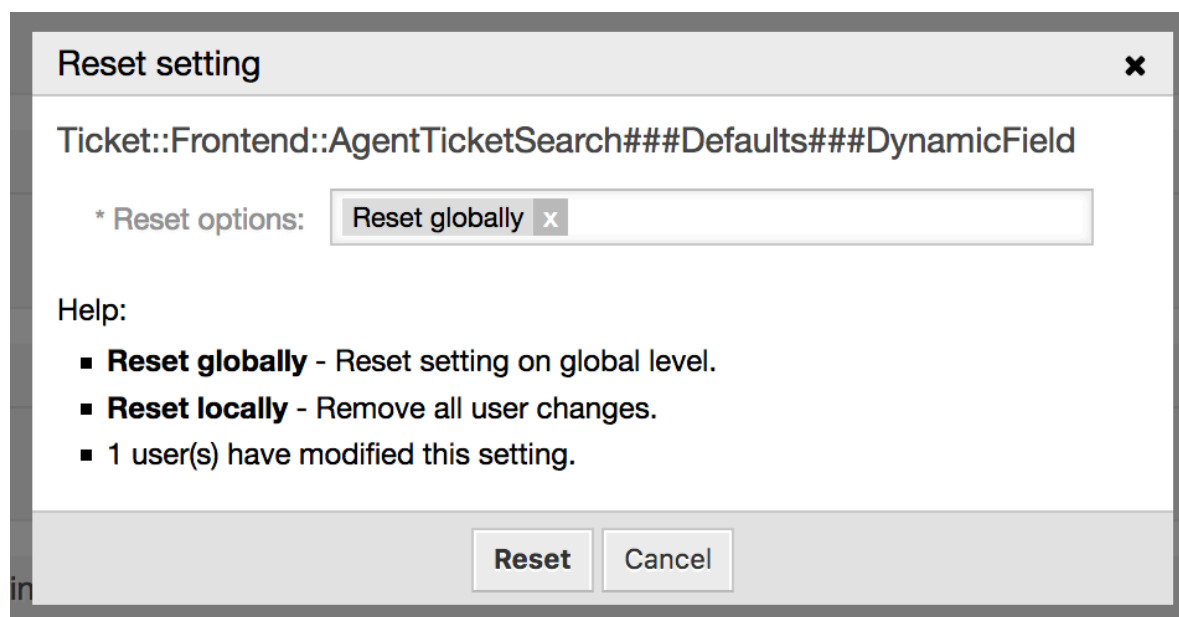
For the settings that are enabled to hold user values *Reset setting* button will either reset the setting completely or just the user values.

Figure 6.50. Access to the setting reset dialog



Clicking on the *Reset setting* button will display a dialog showing the possible reset options.

Figure 6.51. Choosing the reset scope



5. Notification Methods

5.1. Maelezo

Ticket and appointment calendar notifications can be sent to their recipients using one or multiple methods. Every notification can activate its preferred method to be sent, and by default all notifications are sent using the email method, where the information about the notification is embedded into an email for the recipient.

However, OTRS offers more transportation methods to send the notifications, please take a look below for their configuration and usage.

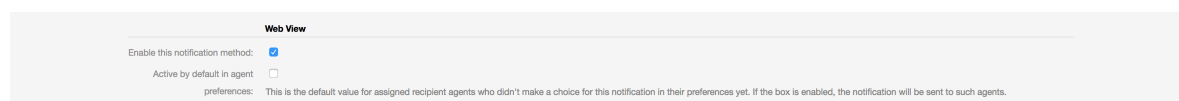
5.2. Notification Web View

This transportation method is only intended for agents and instead of actually sending the notifications in any form, they are stored in the system database in order to be displayed in an special screen in the agent interface.

5.2.1. Setting up and Using the Notification Web View

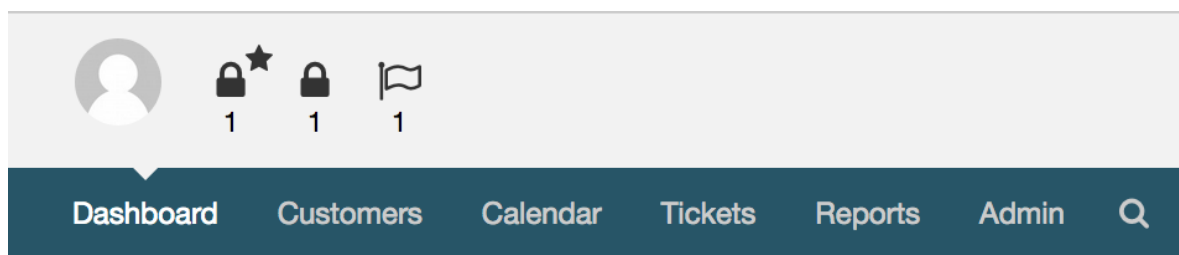
To set up the notification web view for agents, it's just as simple as clicking on its activation check-box for every notification.

Figure 6.52. Enabling the Notification Web View



Once you've enabled the notification web view for a certain notification, agents will see a new icon on top of their screen in OTRS (within the tool-bar) every time a new notification arrives.

Figure 6.53. Notification Web View Icon on the Tool-bar

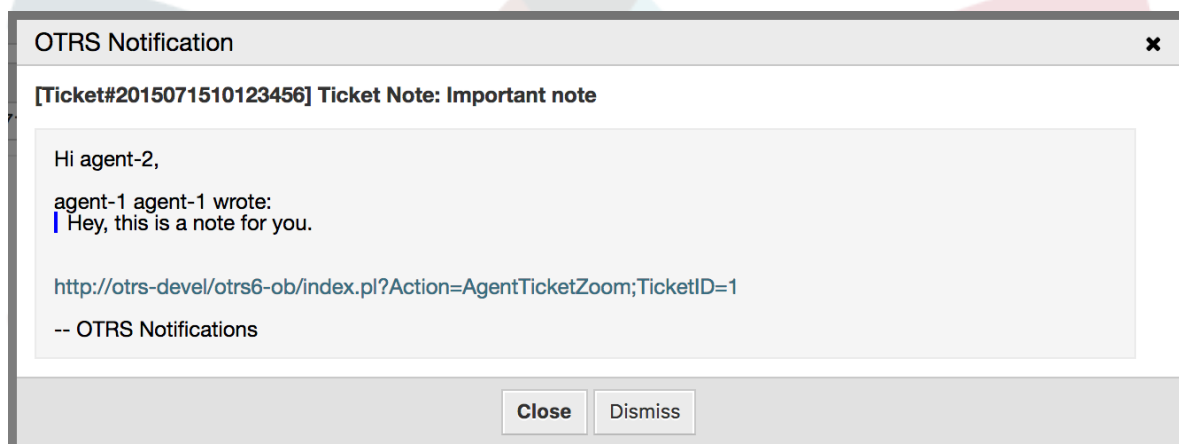


Clicking this icon, agents will get an overview of all of their notifications where they can read and dismiss them.

Figure 6.54. Notification Web View Overview



Figure 6.55. Notification Web View Detail



5.3. SMS Notifications

SMS notification is technically a notification method besides the existing email method and can be activated for each notification (e.g. *Ticket new note notification* or *Ticket create notification*) on the *Notification Event* screen in the Admin interface.

5.3.1. Setting up SMS Notifications

Before taking advantage of SMS notification transport method, you must first activate the SMS cloud service.

In order to use SMS as a way of notification for users and customers, you have to buy an SMS unit package. Please get in touch with sales@otrs.com on this matter. Once you've bought a package, you will be able to look up your current contingent of remaining SMS units on the admin screen for the SMS cloud service.

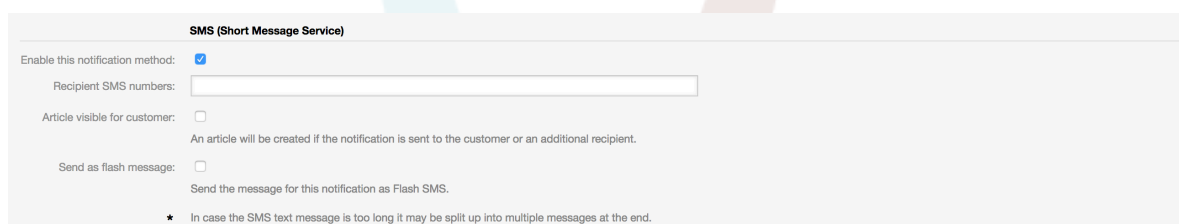
To make SMS available for notifications, you have to enable it for the notification of your choice in *Ticket Notification* or *Appointment Notification* screen in the Admin interface.

Besides the existing Email notification method, you can enable SMS notifications by enabling the checkbox as to be seen in the screenshot below.

Please be careful using the *Send by default* checkbox on SMS notifications. Enabling this checkbox will cause this notification to be sent by SMS to all agents with a phone number stored in the configured field. This could cause a high usage of your available SMS units!

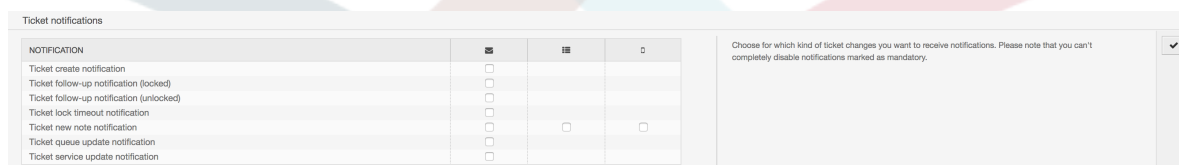
On this screen, you can also add more generic phone numbers (e.g. for archiving purposes) which will receive all of the relevant notifications (besides the addressed agents). Please note that all of these recipients will be treated as customers (regarding article creation).

Figure 6.56. Enabling SMS Notifications



If you configured a notification to be visible in the agent preferences, agents will now be able to enable/disable SMS notifications manually on their own for this notification.

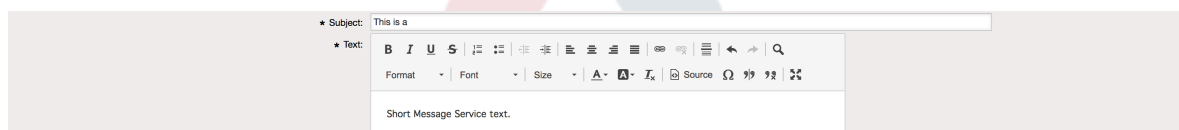
Figure 6.57. Agent Preferences SMS Notification Settings



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

SMS notification text will be constructed on fly by combining both *Subject* and *Text* fields of the corresponding language. You can of course use supported OTRS tags in these fields, and additionally URLs can be shortened by activating URL shortening option in cloud service configuration.

Figure 6.58. SMS Notification Text Fields



6. The SLA Field Selection Dialog

6.1. Maelezo

The field selection dialog enables you to configure alert messages customers should see when they select specific SLAs on ticket creation on the customer frontend. These popup messages could contain information about the SLA the customer is about to select and to give them the possibility to re-think their decision.

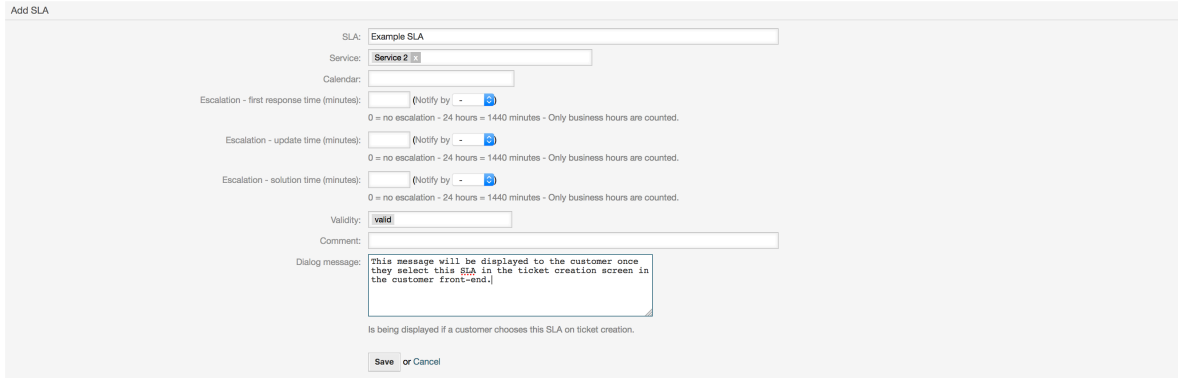
6.2. Usanidi

No further configuration needed.

6.3. Usage

6.3.1. Configuring the SLA message

Figure 6.59. SLA configuration



Add SLA

SLA:

Service:

Calendar:

Escalation - first response time (minutes): (Notify by: -
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.

Escalation - update time (minutes): (Notify by: -
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.

Escalation - solution time (minutes): (Notify by: -
0 = no escalation - 24 hours = 1440 minutes - Only business hours are counted.

Validity:

Comment:

Dialog message:

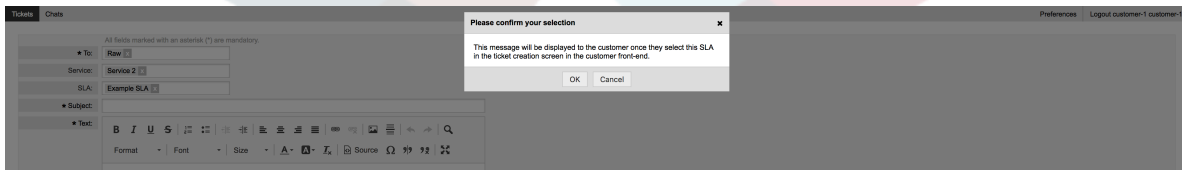
Is being displayed if a customer chooses this SLA on ticket creation.

or

You can configure the message on each SLA by using the SLA administration screen.

6.3.2. How the message looks in the customer front-end

Figure 6.60. SLA message



Tickets Chats

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

* To:

Service:

SLA:

* Subject:

* Text:

Format: Font: Size:

Please confirm your selection

This message will be displayed to the customer once they select this SLA in the ticket creation screen in the customer front-end.

Preferences Logout customer-1 customer-1

This is what the customer will see once he selects the SLA this message is configured for. He can either confirm or deny his selection, the latter one will reset the SLA selection afterwards.

7. SMS Communication Channel

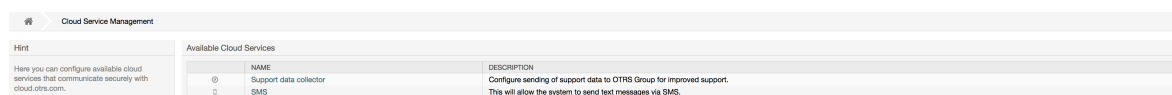
7.1. Maelezo

This feature brings another communication channel to your OTRS instance: SMS (Short Message Service). It allows you to leverage SMS cloud service to send out messages and store them as article in tickets.

7.2. Activating SMS Cloud Service

Before taking advantage of SMS cloud service, you must first activate it. To do so, please visit the *Cloud Services* screen in Admin interface, and click on SMS entry in table.

Figure 6.61. Cloud Services Screen in Admin Interface



NAME	DESCRIPTION
Support data collector	Configure sending of support data to OTRS Group for improved support.
SMS	This will allow the system to send text messages via SMS.

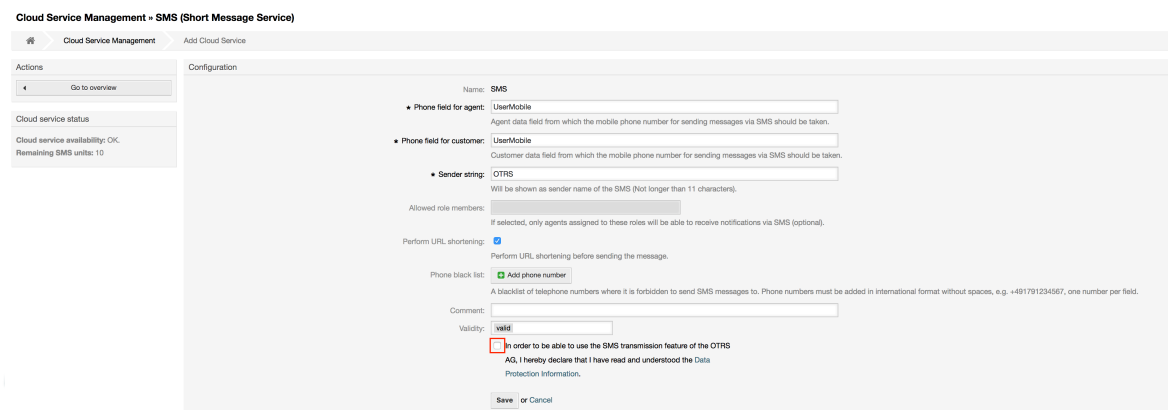
Hint: Here you can configure available cloud services that communicate securely with cloud.ots.com.

Note

In order to use SMS cloud service, you have to buy an SMS unit package. Please get in touch with sales@otrs.com on this matter. Once you've bought a package, you will be able to look up your current contingent of remaining SMS units in the sidebar of the cloud service configuration screen.

To activate SMS cloud service, make sure to accept the Data Protection agreement by selecting the checkbox.

Figure 6.62. Activating SMS Cloud Service



On this screen, you can also set up some additional parameters of the SMS cloud service, e.g. the sender string which should be used for the SMS text messages or the agent/customer preference field name which should be used to take the mobile phone number from.

Note

If you change value for the customer preference field, make sure to update the configuration options of the address book in the system configuration to reflect this change:

- CustomerUser::Frontend::AgentCustomerUserAddressBook###SearchParameters###SMS
- CustomerUser::Frontend::AgentCustomerUserAddressBook###DefaultFields###SMS
- CustomerUser::Frontend::AgentCustomerUserAddressBook###ShowColumns###SMS

This will make sure your configuration stays in sync and phone numbers can be found/copied from correct fields.

Allowed role members is an optional white list of agent roles whose members will be able to receive SMS notifications. If undefined, all agents will have a possibility of receiving SMS notifications.

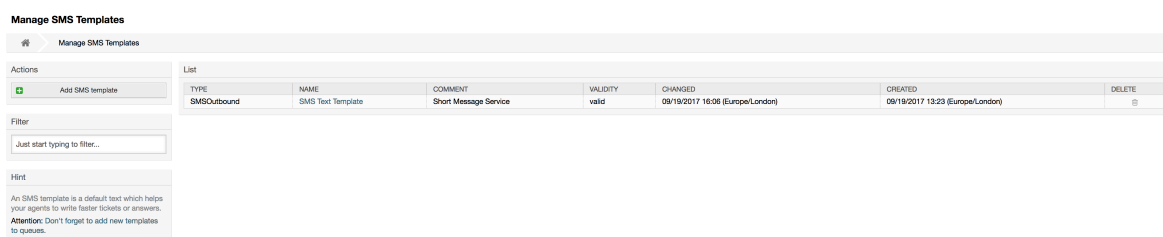
Perform URL shortening checkbox controls the feature of shortening links in SMS texts. If enabled, any link submitted as part of SMS text will be shortened by using OTRS cloud URL shortening service. Links will be shortened only if their length is larger than resulting shortened URL, in order to keep SMS costs down.

By adding specific phone numbers to the *Phone black list*, you can make sure these numbers will never receive any SMS text via cloud service (whether it's a notification or an article). Make sure to input phone numbers in international format, complete with plus sign (+) and country code, without any spaces.

7.3. Configuring SMS Templates

In order to benefit from SMS templates, you must first configure them for specific screens and assign them to correct queues. You can find *SMS template management* screen in the Admin interface.

Figure 6.63. Manage SMS Templates



SMS templates behave similar to regular email templates. You define them first, and then assign to queues with which you would like to use them.

Template Type field determines for which screen the template will be visible:

Answer

Template will be visible for *Reply via SMS article* action.

Create

Template will be visible in *New SMS ticket* screen.

SMSOutbound

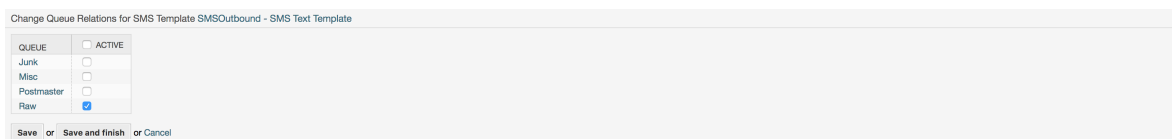
Template will be visible in *SMS Outbound* screen.

Note

Create type templates only supports these smart tags: `<OTRS_CURRENT_*>` and `<OTRS_CONFIG_*>`.

When you define an SMS template, don't forget to add them to queues. You can do this by following link in the sidebar or via *SMS Templates* ↔ *Queues* link in the admin interface.

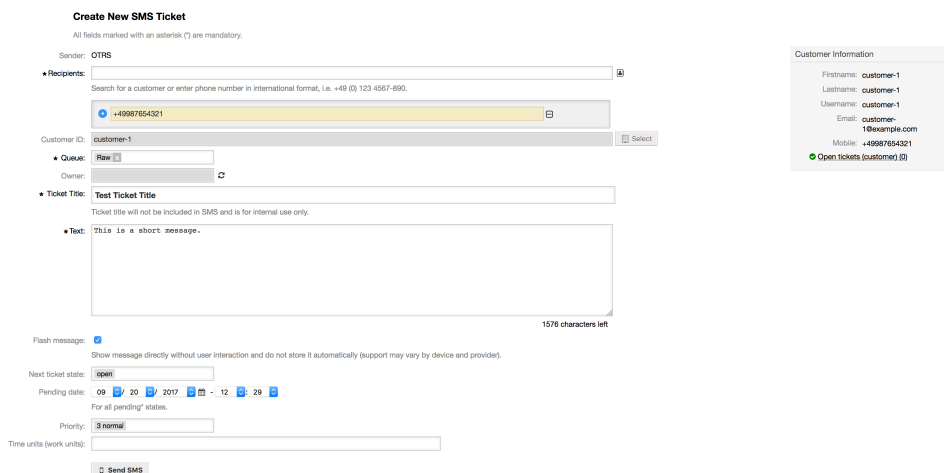
Figure 6.64. Manage SMS Templates



7.4. Creating SMS Tickets

To create a ticket with SMS article as a first one, please go to the *New SMS ticket* screen accessible via *Tickets* menu on the main tool-bar.

Figure 6.65. New SMS Ticket Screen



This screen behaves similar to new email and phone screens, with some notable exceptions. Instead of email addresses, *Recipients* field accepts only phone numbers in international format, complete with plus sign (+) and country code. You can also search for customer users via this field, provided they have a valid phone number stored in preference field which is configured in cloud service configuration screen.

You may also utilize address book by clicking on small icon next to the recipients field. Search form will allow you to find customer user you are looking for, and add their phone number to the list of recipients.

Note

Ticket Title field will not be included in SMS and is for internal use only. Customer will receive message based exclusively on the contents of the *Text* field.

If you have configured SMS templates of type Create, and you have them assigned to currently chosen *Queue*, you will have the option of populating the *Text* field with pre-configured message.

Flash message checkbox controls if message will be showed directly on the device without user interaction and not stored automatically.

Note

Support for flash messages (also known as *Class 0* messages) may vary by device and provider. OTRS cannot guarantee if this flag will be honored by service provider or supported by receiving device.

By clicking *Send SMS* button, ticket will be created with an SMS article, provided SMS cloud service accepted the message. If any errors were encountered, you will be notified, and ticket will not be created.

7.5. Creating SMS Articles

To add an SMS to an existing ticket, you can use *SMS Outbound* action on the main ticket tool-bar (*Communication* section).

Figure 6.66. New SMS Ticket Screen

Outbound SMS for Ticket#201805226000018 – TEst

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

[Cancel & close](#)

Sender: Master

* Recipients:

Search for a customer or enter phone number in international format, i.e. +49 (0) 123 4567-890.

Text Template:

Setting a template will overwrite any text.

* Text:

1584 characters left

Flash message:

Show message directly without user interaction and do not store it automatically (support may vary by device and provider).

Next ticket state:

If you already have an article, you can also use *Reply via SMS* action on the article toolbar. Simply select the article in question, and either click on the button, or choose name of the template (if you have it configured for this screen).

Figure 6.67. New SMS Ticket Screen

#1 – Welcome to OTRS! – OTRS Feedback – 09/19/2017 12:30 (Europe/London) via Email

Mark | Print | Split | Bounce | Forward | Reply: | [Reply via SMS](#)

Welcome to OTRS! [Reply to this article via SMS](#)

If customer user has defined phone number, it will be automatically inserted in the recipients list. It doesn't matter if article was created in a different communication channel (e.g. Email), it should be correctly recognized and substituted with valid phone number.

Note

Please note that SMS character counter might not be reflecting the final message size. This is especially true if message text contains OTRS tags or links and URL shortening feature is turned on. Since text replacement will occur during sending of the message, there is no way to guarantee final size, and counter should be taken only for informative purposes.

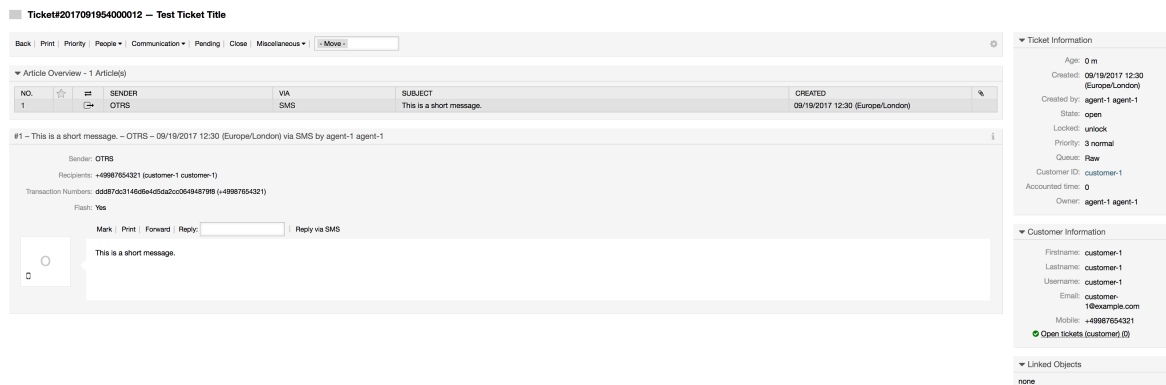
7.6. Displaying SMS Articles

SMS articles can be displayed as they were sent out right in the ticket zoom screen. Their contents will reflect the final state of the message as queued by the SMS cloud service for sending (with all tags replaced and links shortened).

Recipients of an SMS article are listed inside the *Recipients* field. They can be shown in two formats: just phone numbers or phone numbers with name of corresponding customer

users. In addition to this field, *Transaction Numbers* will contain a reference message ID mapped to the recipients phone number. These numbers can be used for debugging purposes, since they can be connected to specific messages handled by the cloud service.

Figure 6.68. SMS Article Display



In addition to the article header field, transaction numbers can also be found in *Ticket History* screen. This screen will contain an entry for every message sent out via SMS cloud service, with corresponding transaction and phone number in it.

Figure 6.69. SMS Ticket History Entries

AGENT	ACTION	ARTICLE
agent-1 agent-1	Created ticket [2017091954000012] in "Raw" with priority "3 normal" and state "open".	
agent-1 agent-1	Changed customer to "CustomerID=customer-1;CustomerUser=customer-1;".	
agent-1 agent-1	Added SMS for "+49987654321".	Q
agent-1 agent-1	Sent SMS to +49987654321 (ddd87dc3146d6e4d5da2cc06494879f8).	
agent-1 agent-1	Reset of unlock time.	
agent-1 agent-1	Changed owner to "agent-1" (2).	

8. The Dynamic Field *Contact with Data*

This feature allows to add contacts with data to tickets.

8.1. Maelezo

8.1.1. Definition of Data Sources

The data sources for this feature reside on the Dynamic Fields of the new *Contact with data* type, this mean that each dynamic field of this type is a new data source. The name of the dynamic field will become the name of the data source, as they are both the same.

For each data source (dynamic field) a list of contact attributes can be defined (each attribute can contain only one text based value). The contact attributes can be set as mandatory and searchable if needed. The sort order of the attributes can be also defined.

Contact attributes for each data source could contain any information about the contact as needed, such as different addresses, telephone, birthday, anniversaries, favorite food, hobbies, etc.

Note

The attributes Name and ValidID are always mandatory and they are not automatically added, so for each new data source these attributes must be added manually.

Within the data source definition (or dynamic field configuration) they must be represented by the keys Name and ValidID respectively while the values could be Name and Validity for example.

8.1.2. Contact Management

After having at least one data source (Contact with data Dynamic Field) defined, contacts information can be added to the source to populate it.

Apart from the Name and ValidID, each data source could contain different contact information as defined by the data source (e.g. a data source could have an E-mail field while another could contain Telephone and/or Mobile fields).

The management (adding or updating) contact for the data sources is done by an special screen that can be called from the Ticket menu (*Edit contacts with data*) in the main navigation bar.

8.1.3. Adding Contacts to Tickets

For each configured contact with data dynamic field, a contact created specifically for this dynamic field (or data source) can be chosen from any ticket create or ticket action screen where the dynamic field has been previously configured.

The contact attributes will be shown in the ticket zoom screen.

8.1.4. Usage of Contacts in Search and Statistics

Tickets can be found in search and statistics via the required attribute Name.

The Name can also be returned as a field value.

8.2. Usanidi

Usanidi wa Mfumo

AdminContactWithData::RunInitialWildcardSearch

Navigation: Frontend::Admin::View::ContactWithData

Defines if a search with placeholder should be executed when initially calling the contact management.

Frontend::Module###AdminContactWithData

Navigation: Frontend::Admin::ModuleRegistration

Allows to distribute contact and contact detail management permissions via group definition.

8.3. Usage

An exemplary usage of contacts with data is as follows:

1. Create a new dynamic field of type *Contact with data*.
2. Set the possible contact attributes (possible values). Name and ValidID are required for any Contact with data Dynamic Field.
 - Add Name attribute (Key: Name, Value: *Name*).
 - Add ValidID attribute (Key: ValidID, Value: *Validity*).
 - Add any other attribute such as Telephone attribute (Key: Telephone, Value: *Phone*).
3. Add the list of mandatory attribute keys comma separated (Name and ValidID are not needed).
4. Set the attribute key order list comma separated as: Name,Telephone,ValidID.
5. Add the list of searchable attribute keys comma separated (Name is not needed).
6. Populate the data source by adding at least one contact in the newly created data source by using *Tickets → Edit contacts with data* screen from the main navigation bar.
7. Add the new dynamic field to the screen's configuration where it should be shown. For example in *New Phone Ticket* screen by updating the system configuration setting: `Ticket::Frontend::AgentTicketPhone###DynamicField` and do the same for `Ticket::Frontend::AgentTicketZoom###DynamicField`.
8. Go to *New phone ticket* screen, and notice that the new field is there. Add all ticket needed information.
9. Select an existing contact using autocomplete and choosing a contact.
- 10The assigned contact and its attributes will be shown in the ticket zoom screen.
- 11It is possible to update the attributes of the contact by clicking the *Edit contact data* button that appears in the right side of the title of the contact data box (if the current user is a member of the groups defined in system configuration setting `Frontend::Module###AdminDynamicFieldContactWithData`).
- 12If is necessary to change the contact for this ticket, it can be done via any other ticket action where the dynamic field is configured for display.

9. The Chat

9.1. Maelezo

The chat feature allows for chats between agents and customers using the OTRS frontend. Once enabled, customers (or public users) can start chats with agents and vice versa. Finished chats can be archived and attached to tickets, or can be downloaded as PDF by agents, customers and public users.

Each chat is assigned to a chat channel. Chat channels are like chat rooms. Each chat channel is assigned to a certain group which controls the permissions for this channel. If no chat channel is selected when a chat is created, this chat will be created in a default channel (which is automatically created if it doesn't exist).

9.2. Usanidi

The following system configuration options are relevant for this feature. Please note that you can also define a list of fixed texts which are being displayed to public users and

customers in the chat module. For more information on which texts can be changed, please have a look at the system configuration (Core::Chat).

ChatEngine::Active

Controls whether or not the chat feature is enabled.

ChatEngine::ChatDirection::PublicToAgent

Controls whether or not public users should be able to start chats (please note that the frontend module configuration for the public chat frontend in PublicFrontend::Module###PublicChat has to be enabled, too).

ChatEngine::ChatDirection::CustomerToAgent

Controls whether or not customers should be able to start chats (please note that the frontend module configuration for the customer chat frontend in CustomerFrontend::Module###CustomerChat has to be enabled, too).

ChatEngine::ChatDirection::AgentToCustomer

Controls whether or not agents should be able to start chats with customers directly.

ChatEngine::ChatDirection::AgentToAgent

Controls whether or not agents should be able chat with each other.

ChatEngine::PermissionGroup::ChatReceivingAgents, ChatEngine::PermissionGroup::ChatNotificationAgents, ChatEngine::PermissionGroup::ChatStartingAgents

Defines groups for the certain features. Receiving: Groups which can receive and accept chat requests. Notification: Groups which can receive notifications about new/pending chat requests. Starting: Groups which are allowed to start new chats at all.

ChatEngine::DefaultAgentName

A default name which should be displayed to customers and public users instead of the real name of the chatting agents. If empty or disabled, the real agent name will be shown.

ChatEngine::DefaultAgentNameNumbers

Controls whether or not numbers should be added to the agents default name in case more than one agent is in a chat to allow customers/public users to distinguish between the different agents (e.g. "Support Agent 1", "Support Agent 2" etc.).

ChatEngine::PublicInterface::AllowChatChannels

Defines, if chat channel selection should be enabled for public users. If set to "no", chats from public users will go to the default channel automatically (ChatEngine::DefaultChatChannel).

ChatEngine::PublicInterface::AvailabilityCheck

Defines, if chat channels should only be selectable in the public interface if at least one agent with sufficient permissions is available in this channel.

ChatEngine::CustomerInterface::AllowChatChannels

Defines, if chat channel selection should be enabled for customer users. If set to "no", chats from customer users will go to the default channel automatically (ChatEngine::DefaultChatChannel).

ChatEngine::CustomerInterface::AvailabilityCheck

Defines, if chat channels should only be selectable in the customer interface if at least one agent with sufficient permissions is available in this channel.

ChatEngine::CustomerThreshold

Amount of minutes which need to pass before a *no agent is available* message is being displayed to the customer/public user who started the chat request. The message can be configured using ChatEngine::Texts::CustomerFrontend::NoAgentsAvailable::NewTicket or ChatEngine::Texts::CustomerFrontend::NoAgentsAvailable::AddToExisting (customer interface) and ChatEngine::Texts::PublicFrontend::NoAgentsAvailable (public interface).

ChatEngine::AgentOnlineThreshold

If an agent is not active in OTRS within this threshold, they will be automatically set to *unavailable for chat* (see Agents: Set up availability).

ChatEngine::DefaultChatChannel

Name of the default chat channel. This channel must not be created manually and can't be deleted. This channel is taken as target chat channel in case chat channel selection is disabled for any interface.

ChatEngine::ChatTTL

After how many hours a closed chat should be deleted from the database. Closed chats can still be viewed and downloaded by customers. After a chat has been deleted from the database, it will no longer be possible for customers to view or download it.

ChatEngine::ChatDecayTime

After how many days chats which are not closed should be deleted from the database automatically in order to keep the database clean. Please note that this setting can possibly delete chats which are still in use if they are older than the configured amount of days.

ChatEngine::ChatOrder

Defines, if new chats should be prepended or appended to the list of active chats in the active chats widget in the chat manager.

9.3. Setup

In order to be able to create your first chat, you need to setup certain things in your OTRS instance.

9.3.1. Admin: Create chat channels and assign permissions

In the admin area in OTRS, you'll find a new entry *Chat Channel* (AdminChatChannel). Use this screen to add new channels. You'll need to assign an existing agent group to each channel you'll create. You can use the screens *Agents ↔ Groups* or *Agents ↔ Roles* to assign permissions. There are new chat-specific permissions which are described below.

Available Chat Permissions

CHAT_OBSERVER

Users with this permission type will only be able to observe chats in this channel after they have been invited to them. They will not be able to accept or observe chats in

this channel on their own and if they are the only agents currently available in this channel, customers/public users will not be able to create a new chat in this channel. Observers can still invite other agents to a chat they currently observe.

CHAT_PARTICIPANT

Users with this permission type will be able to take part in a chat, but only after they get invited to it. After they're in a chat, they can change the chat channel, discard the chat etc. They will not be able to accept a customer/public user chat request on their own.

CHAT_OWNER

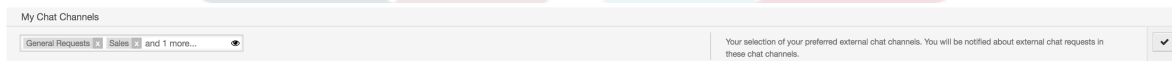
Users with this permission type will be able to accept chat customer/public requests and do all kinds of observer and participant actions on a chat.

Note

To use the chat in general, agents still need to have at least `ro` permissions to the groups set up in `ChatEngine::PermissionGroup::ChatReceivingAgents` and `ChatEngine::PermissionGroup::ChatStartingAgents`.

9.3.2. Agents: Select Active Chat Channels

Figure 6.70. Setting up preferred chat channels



As an agent, you'll need to select in which chat channels you want to be available. Customers will only be able to create a new chat request on a certain channel if at least one agent with owner permissions has selected this channel in their preferences and is set as available for external chats (see next section).

9.3.3. Agents: Set up Availability

Figure 6.71. Setting up Chat Availability



To be available for any chats, you'll need to use the chat tool-bar switch. It's a three-way switch with these states: unavailable for chats (empty circle), available for internal (agent-to-agent) chats (empty circle with tick sign), available for internal and external (customer-to-agent, public-to-agent) chats (filled circle with tick sign). Just click the toggle in order to change your availability.

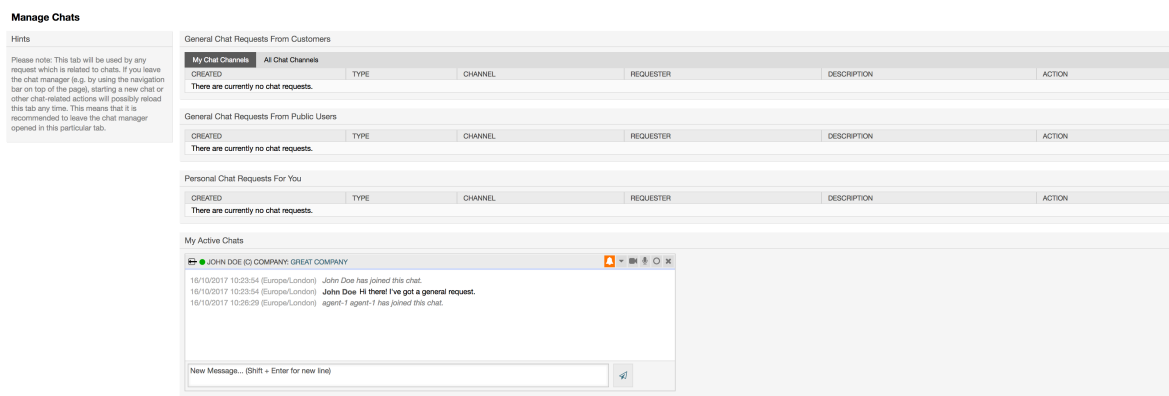
Note

Your availability will be reset to *internal chats only* each time you log in to OTRS again.

9.4. General Usage

9.4.1. The Chat Manager

Figure 6.72. The Chat Managing Screen



The chat manager is the central point of the chat feature. As an agent, here you can manage your chats and see and accept open requests. The chat manager provides a list of chat requests from customers, public users and other agents, as well as an overview over all active chats. Open the chat manager by using *Chat* in the main navigation of OTRS.

9.4.2. Starting New Chats

- *Agent to agent*

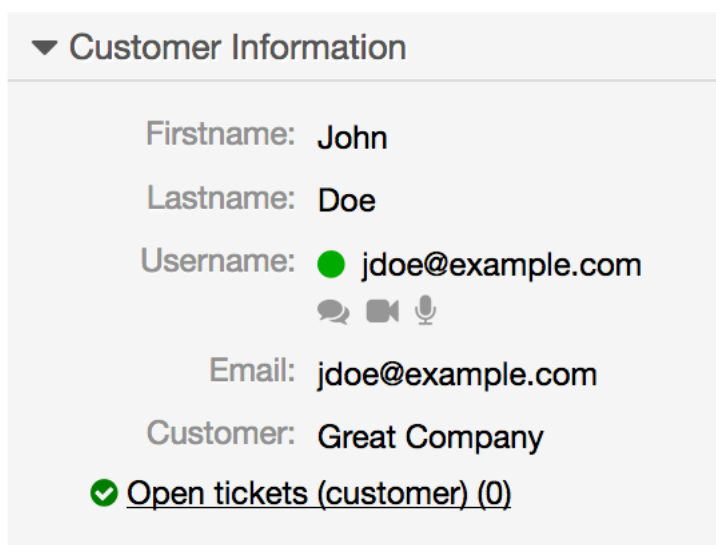
To start a chat with another agent, you can use the user on-line widget from the dashboard. Agents who are able to use the chat, will have a chat icon next to their name which you can click on. Once clicked, a chat form will open which you can use to enter your first chat message to this agent. After the chat request has been sent to the other agent, you can watch the chat in the chat manager.

- *Agent to customer*

To start a chat with a customer, you can use the customer user widget from the customer information center when viewing a certain customer. On-line customers will have a chat icon next to their name which you can click on. Once clicked, a chat form will open which you can use to enter your first chat message to this customer user. After the chat request has been sent to the customer, you can watch the chat in the chat manager.

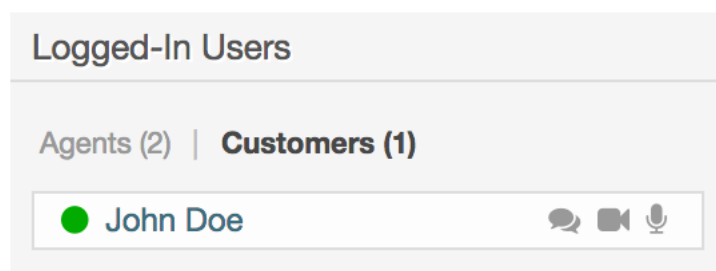
Another possibility is to create a chat from the ticket zoom. If the customer user who is selected in this ticket is currently on-line, you'll be able to use a chat icon next to their user name in the customer information box in right sidebar (see figure below).

Figure 6.73. Starting an A2C chat from ticket zoom



Additionally, you will be able to start chat with customer users by clicking on chat icons next to their name in the user on-line widget on the dashboard.

Figure 6.74. Starting an A2C chat from dashboard



- *Customer to agent*

Customers are not able to start a chat directly with a certain agent, but only to create generic chat requests. To do this, customers can use the item *Chats* → *Create new chat* from the customer interface main navigation.

Figure 6.75. Starting a C2A chat



- *Public to agent*

Users of the public interface are also not able to start a chat directly with a certain agent, but only to create generic chat requests using the public chat module (`public.pl?Action=PublicChat`). If you would like to integrate the public chat module into your website, you can use the `IsIframe` parameter. The OTRS header and footer will then be removed from the view (`public.pl?Action=PublicChat;IsIframe=1`).

9.4.3. Handling Chat Requests

If there is a new chat request in one of the channels you (as an agent) have permissions for, you'll receive a browser notification which allows you to go directly to the chat manager. After you've opened the chat manager, you can see a list of open requests of all types (see figure below).

Figure 6.76. An Open Chat Request

General Chat Requests From Customers					
My Chat Channels		All Chat Channels			
CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
16/10/2017 10:23:54 (Europe/London)	Customer	General Requests	John Doe	Hi there! I've got a general request.	Open chat

Use the *Open chat* button from the list to see the details of the request. Clicking the button will open an overlay which provides several actions on this request. Given that you've got sufficient permissions, you can accept the request or change the channel for this request. Changing the channel will follow the same rules as creating new request: you can only move the request to a channel which has active agents in it.

Changing the chat channel without accepting the request could be used to dispatch chats to the right department for example.

Figure 6.77. Open Chat Request Details

Chat preview ✕

Chat protocol

[16/10/2017 10:23:54 (Europe/London)] John Doe has joined this chat.
 [16/10/2017 10:23:54 (Europe/London)] John Doe Hi there! I've got a general request.

Change chat channel

Current chat channel: General Requests

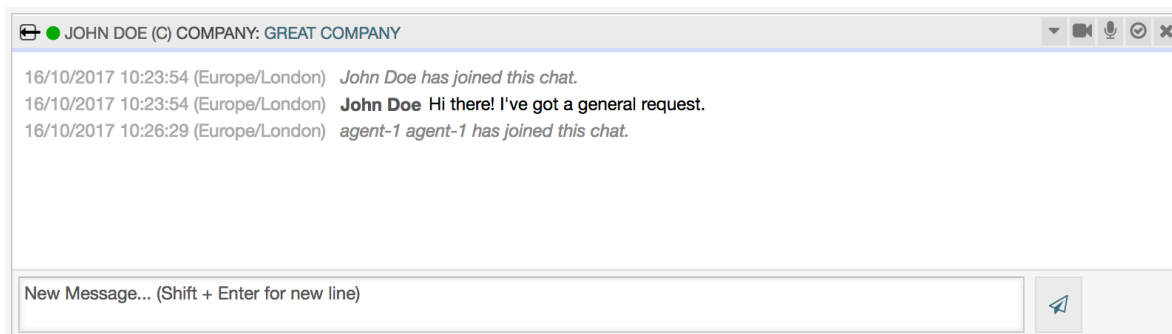
Available channels: ↻

Update Channel Accept Cancel

If you want to enter a chat, you can use the *Accept* button from the chat detail overlay box. The chat will then be removed from the list of requests, added to the list of your active chats and the customer/public user will receive a message that you've entered the chat.

9.4.4. The Chat Widget

Figure 6.78. The chat widget



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

To send messages, you can use the text field in the chat widget in your list of active chats. Once you are done with typing your message, submit it by either clicking the send icon next to the text field, or using tab and enter (consecutively). When the message has been sent, the cursor will jump back to the text field to allow for easily continuing to type.

Following you'll find a list of possible actions in the chat widget.

- *Action: Monitor & close*

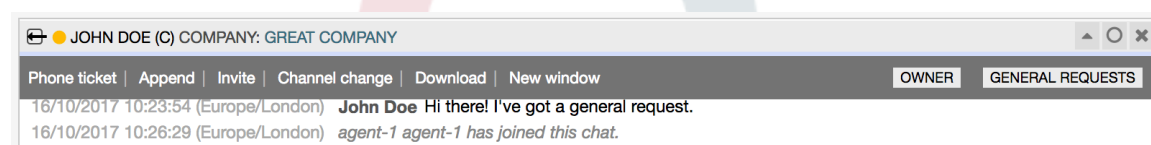
From the chat widget head top right hand side, you can close the chat by clicking the "x" icon. Clicking the circle icon right next to the close icon, allows you to set up a personal monitoring for this chat, which is again a three-way switch (no monitoring = empty circle, only monitor customer activity = empty circle with tick icon, monitor all actions = filled circle with tick icon). When monitoring a chat, browser notifications will show up each time there is a new action in this chat.

Also from the header, you can expand a tool-bar of advanced chat actions for this chat using the triangle icon. The tool-bar also shows you the channel this chat takes place in and which role you have in this chat (e.g. Owner).

Figure 6.79. Monitor a chat



Figure 6.80. Advanced chat actions



- *Action: Phone ticket*

Using the *Phone ticket* link from the advanced tool-bar, allows you to create a phone ticket to which the current chat will be appended to as an article. After you've successfully created the ticket, the chat will get closed automatically.

- *Action: Append*

Allows you to append this chat as an article to a selected ticket. After the article has been created, the chat will get closed automatically.

- **Action: Invite**

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

- **Action: Channel change**

Using this link, you can change the channel for this chat. For the selection of the target channel the same rules apply as for initially selecting a chat channel.

- **Action: Download**

Lets you download the complete history of this chat as PDF.

- **Action: New window**

Opens this chat in a separate popup window. You can use this window in the same way as the chat widget and both the widget and the popup can be used at the same time.

- **Action: Observer**

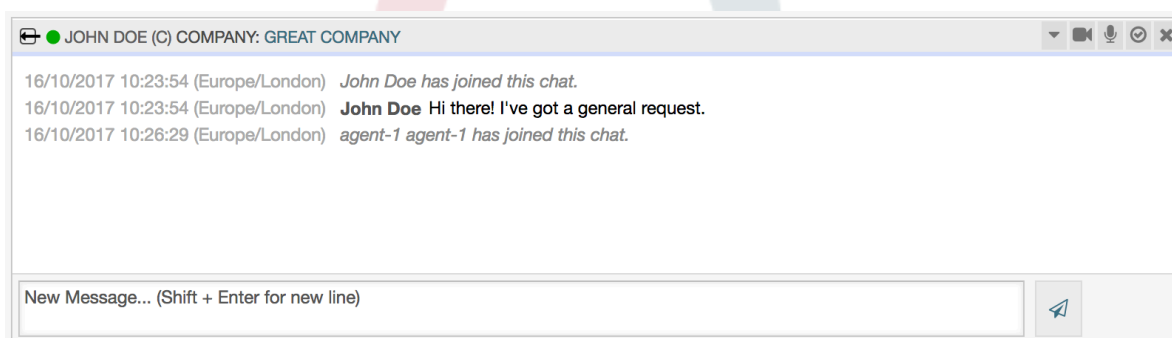
When you have been invited to a chat by another agent, you can decide if you want to join the chat as observer or participant (depending on your permission level). Once you click the action from your tool-bar, a new chat widget will be added to the list of your active chats which is the chat you have been invited to. If you join the chat as observer, you will only be able to read what others are contributing to the chat and you will be invisible to customers or public users. Agents will still receive a message that you joined the chat as observer. As an observer, you have the possibility to become a participant anytime by using the advanced action tool-bar in your chat widget (depending on your permission level).

- **Action: Participant**

If you want to contribute something to the chat you have been invited to, you can join it as a participant. Customers/public users and agents will receive a message that you have entered the chat. As a participant, you can become an observer anytime by using the advanced action tool-bar in your chat widget.

9.4.5. User availability

Figure 6.81. The chat widget



Every chat participant has colored icon (circle) before his/her name in the *Chat widget* header, which represents participant availability. Icon color represents participant state as follows:

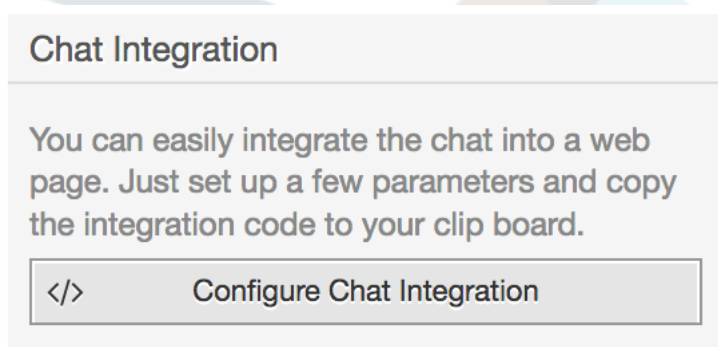
- *Active* - participant is active (available and on-line).
- *Away* - participant is away (available, but there was no request sent to the server from this user for some time - default 5 minutes, see `ChatEngine::AgentOnlineThreshold`).
- *Inactive* - participant is inactive (chat request is not accepted yet or participant left the chat).
- *Unavailable* - participant is unavailable (set via *Availability* button).
- *Off-line* - participant has logout or session has expired.

9.5. Advanced Usage

9.5.1. Chat Integration in Web Pages

You can easily integrate the public chat into a website. In the chat manager, administrators can access a button to open public chat integration configuration and snippet generator.

Figure 6.82. Configure Chat Integration Button



9.5.1.1. Usanidi

Configuration tab contains several parameters that can be tweaked to suit your needs. While most of them are self-explanatory, *General Settings* section contains several important options:

Display Chat if no agent is available

If enabled, this option controls whether the chat will be displayed regardless of agent's presence in the system. If not enabled, if there are no agents currently on-line and available for chat, widget will be hidden.

Fall-back URL

This option is taken into account only if above option is enabled. If there are no agents present and after some time, users of the public chat will be presented with a message containing this link.

Pre-selected channel

Default chat channel selection for public chat requests. This chat channel will be pre-selected in the chat widget, but users will be able to change it if needed.

Figure 6.83. Configuration Tab

Chat Integration ✕

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

Configuration Integration Code Preview

General Settings

Display Chat if no agent is available

Fall-back URL (only applies if above is set to "Yes")

Pre-selected channel

Layout & Colors

Position of the chat widget

Delay (in milliseconds) until the chat shows up

Height in pixels to which the chat should expand

Should the chat already be maximized when it shows up?

Background color of the inner chat window

Background color of the headline on top of the chat

Text color of the headline on top of the chat

Background color of the send button

Text color of the send button

Text color of the chatter Name in the chat

Texts

Headline

Placeholder for the channel selection

Placeholder for the name input

Placeholder for the message input

Confirmation message if the user decides to close the chat

Message which is displayed after the chat was ended by an agent

All other options pertains layout, colors and texts used by the chat widget. You can tweak them to match your overall website theme.

Note

Please note that changes made in the configuration tab will not be saved. Every time you open this dialog, all fields will be reset to default values.

9.5.1.2. Integration Code

Integration Code tab contains necessary code snippets for insertion in a website, so public chat can work. All changes in the *Configuration* tab are applied immediately to the snippets, so you can make your changes and copy the code to your clipboard right afterwards.

Figure 6.84. Integration Code Tab

Chat Integration ✕

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

Configuration Integration Code Preview

Integration Code

Integrate this into the <head> section of your page:

Integrate this into the bottom of your page (after jQuery has been loaded):

```
<link rel="stylesheet" href="https://otrs-devel/otrs6-ob-web/skins/Custom/default/css/Core.Pt
<script type="text/javascript" src="https://otrs-devel/otrs6-ob-web/js/
<script type="text/javascript">
Core.Public.Chat.Init({
  OTRSURL : "https://otrs-devel/otrs6-ob/",
  ShowIfNoAgentAvailable : "0",
  iFrameURLFallback : "",
  PreselectedChannelID : "0",
  Position : "right",
  FadeInDelay : "1000",
  ExpandHeight : "36px",
  ExpandToFullHeight : "0",
  BackgroundColor : "#fff",
  HeadlineBackground : "#999",
  HeadlineTextColor : "#fff",
  SendButtonBackground : "#333",
  SendButtonTextColor : "#fff",
  ChatterNameColor : "#f92",
  Headline : "How can we help you?",
  PlaceholderChannel : "Please select a topic for your request...",
  PlaceholderName : "Your name...",
  PlaceholderText : "Your message...",
  CloseConfirmMessage : "Are you sure you would like to end the chat?",
  ChatClosedMessage : "Thank you! The chat was ended."
});
</script>
```

Close

Code from the first field should be added to the <HEAD> section of your web page.

Code from the second field should be inserted into the bottom of the page: before closure of the <BODY> tag, but after the line that loads *jQuery* library.

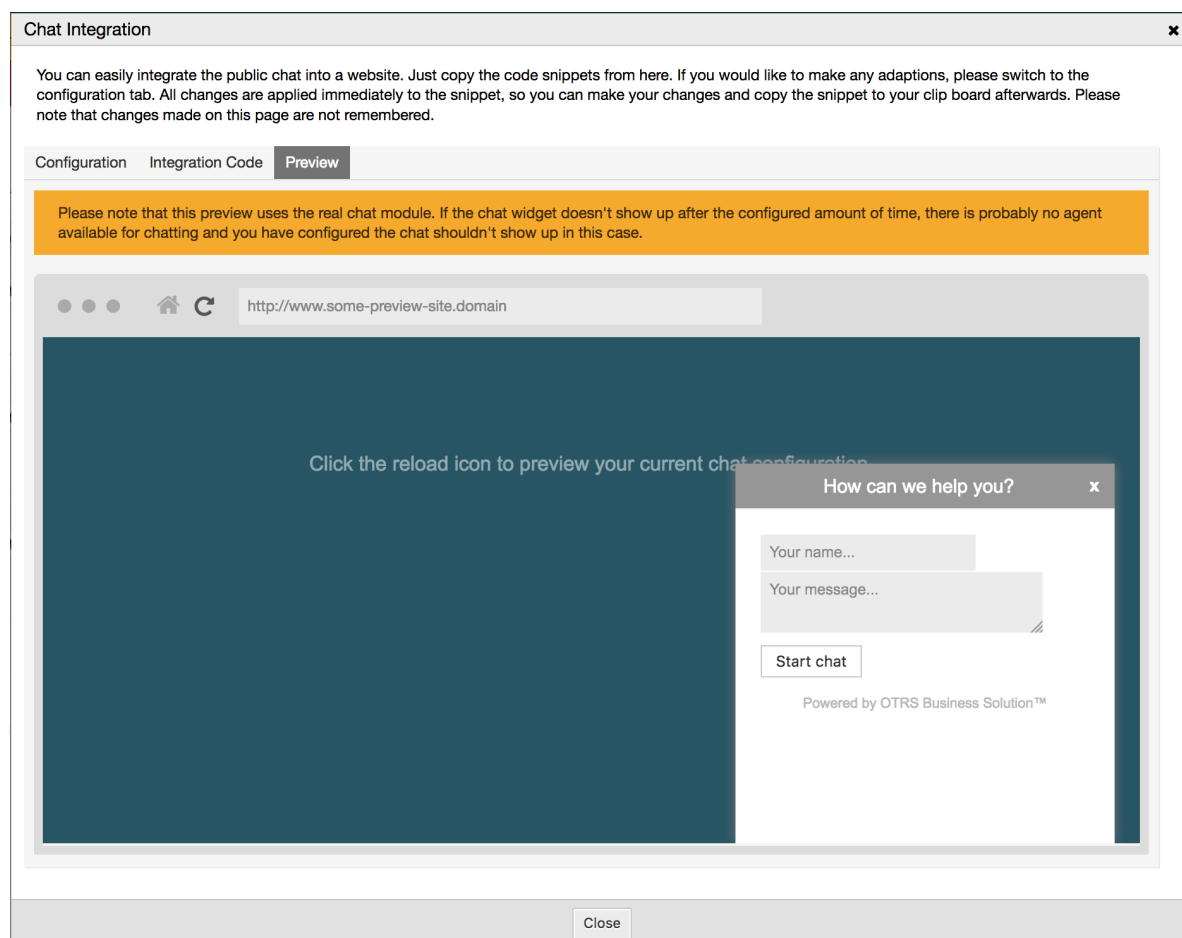
Note

Please note that your web page must also include *jQuery* library for the code snippets to work. This can be recognized by reference to the `jquery.js` or `jquery.min.js` file somewhere in the page.

9.5.1.3. Preview

Using the *Preview* tab you can see the chat widget in action. In the browser simulator below, you can see the chat widget look based on current configuration.

Figure 6.85. Preview Tab



By clicking on the reload icon, you can refresh the simulation at any time.

Note

Please note that the preview uses the real chat module. If the chat widget doesn't show up after the configured amount of time, there are probably no agents available for chatting and you have configured the chat shouldn't show up in this case.

9.5.1.4. Troubleshooting

- If you cannot see the chat widget, but everything seems in order, make sure you have at least one agent who is externally available for chat. Or switch on the *Display Chat if no agent is available* option in the *Configuration* tab, and refresh the code.
- If you get mixed-content warnings in your browser console, make sure that OTRS configuration option `HttpType` is properly set. For example, if you are running OTRS on SSL, this configuration option must be set to `https`. Your website must run on the same protocol for chat widget to work.
- If you get errors saying that `$` variable is undefined, make sure that *jQuery* library is included in your web page, and that chat related code is placed below it.

10. Video and Audio Calls

10.1. Maelezo

The video and audio calls feature provides real-time calls between two users right from the comfort of the OTRS frontend. The calls will be provided over a direct peer-to-peer connection established between two users, where possible. This feature depends heavily on the chat, which must be active for video and audio calls to be possible.

Note

Video and audio calls are based on a quite young technology called WebRTC. The implementation of WebRTC APIs in modern browsers is an ongoing effort. Currently, OTRS video and audio calls are supported only in the latest versions of Mozilla Firefox and Google Chrome (for Chrome a HTTPS Enabled Web Server is required).

To use this feature correctly the OTRS system must have a valid contract with the OTRS group.

10.2. Usanidi

The following system configuration options are relevant for this feature.

`ChatEngine::Active`

Controls whether or not the video and audio calling feature is enabled. Please note that the same switch will control the chat feature too.

`ChatEngine::PermissionGroup::VideoChatAgents`

Defines the group for the video and audio calling features. Only agents with permission in this group will be able to make video and audio calls.

10.3. Setup

In order to be able to start video and audio calls, you need to setup certain things in your OTRS instance.

10.3.1. Chat Setup

You need a working chat setup in your system. Make sure to carefully read the Setup section of the chat feature.

10.3.2. HTTPS Enabled Web Server

Currently, Google Chrome will allow access to a user's media streams only to web applications served over the HTTPS protocol (SSL) with valid signed certificates. Make sure you have set the **HttpType** config option to `https`, too. Setting up a web server to be accessible via HTTPS is outside of the scope of this manual.

10.3.3. Availability for calls

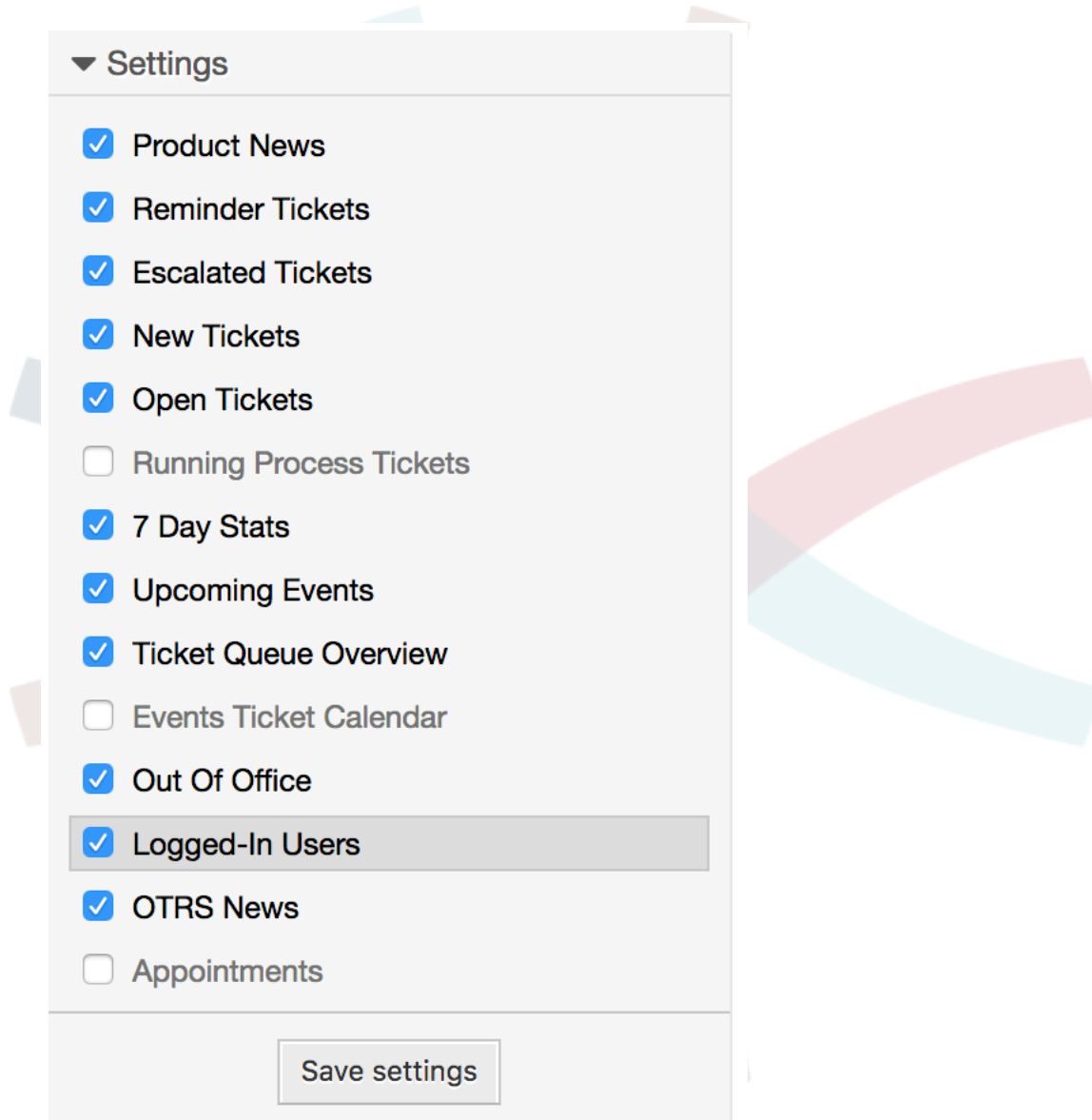
To be available for video and audio calls, you have to make sure you are available for chats too. Please refer to the instructions in Agents: Set up Availability for more information.

10.3.4. On-line User Dashboard Widget

For a convenient way to start the calls, please activate the *On-line* widget on the Dashboard.

1. Go to the Dashboard and expand the *Settings* widget.
2. Check the *On-line* widget and make sure to click *Save settings*.

Figure 6.86. Setting up the On-line widget on Dashboard



10.4. Usage

10.4.1. Chat Requirement

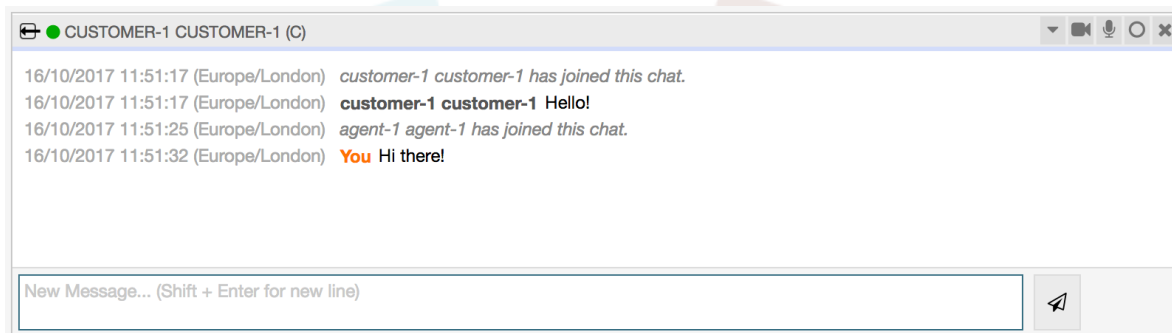
Video and audio calls are tied to existing chats. As an agent, you will be able to initiate calls inside and outside of chats. Customer users will be able to initiate calls only from an active chat.

If a chat does not yet exist, it will be created when the call is initiated. In these "ad-hoc" chats, the chat parties are joined automatically. When a call is terminated, these chats will remain active until they are closed manually.

10.4.2. Making the Video Calls

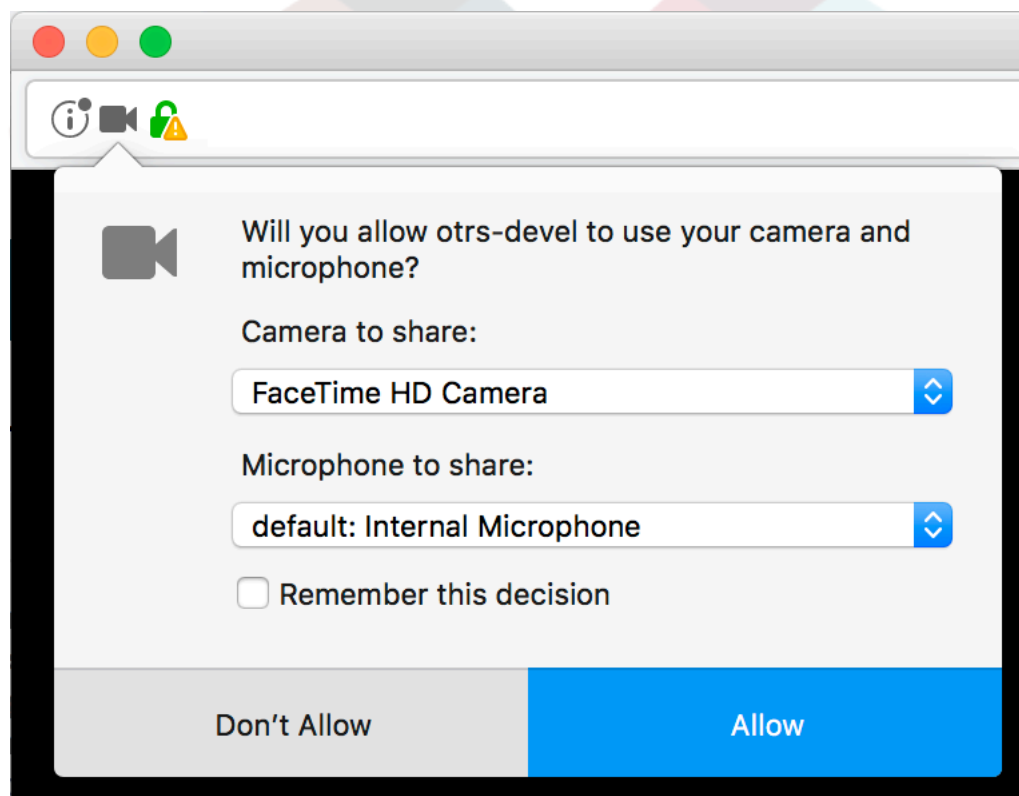
To make a call inside of an active chat, simply click on the small video camera button in the chat header.

Figure 6.87. Making a call inside the chat



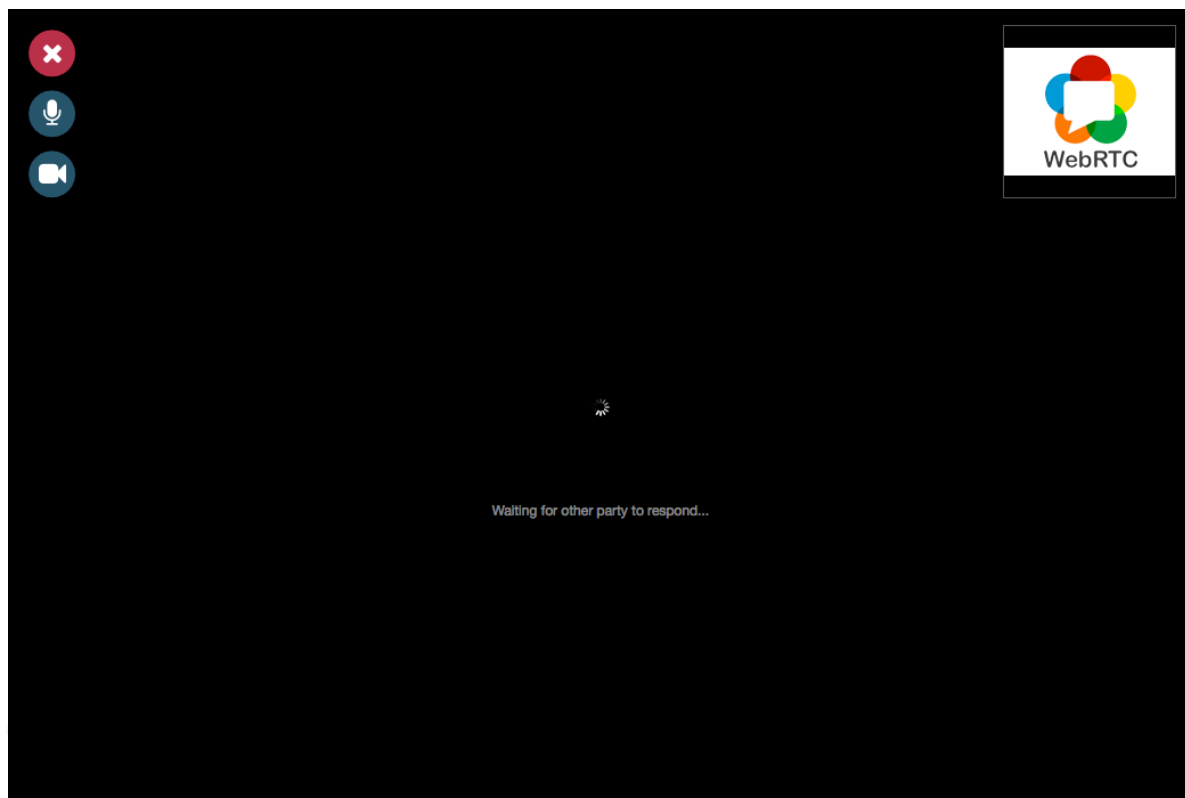
A popup window will open, and depending on your browser, you will be asked to share your video and audio streams. On systems with several cameras and microphones, you will be able to choose exactly the one you would like to use from the drop down list.

Figure 6.88. Media Permission Request



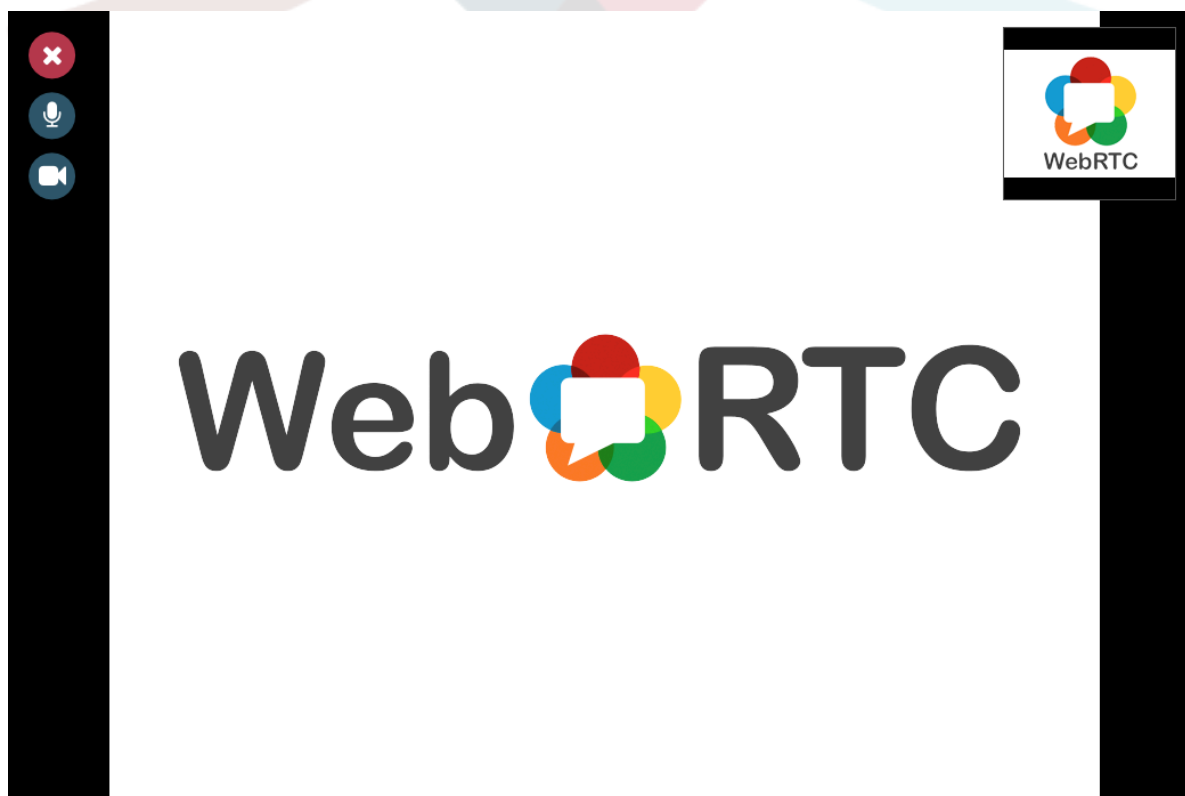
Once you confirm your choice, an invitation will be sent to the other party asking them to join. You will be notified of the progress via a message in the center of the screen.

Figure 6.89. Waiting for the other party



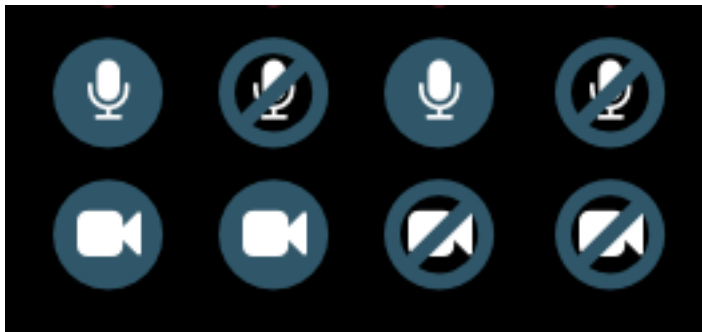
Please just wait a little while until the connection is established. Then you will be able to see and hear the other party.

Figure 6.90. Established Connection



To control your streams, simply toggle the mute buttons on the left side.

Figure 6.91. Mute Buttons



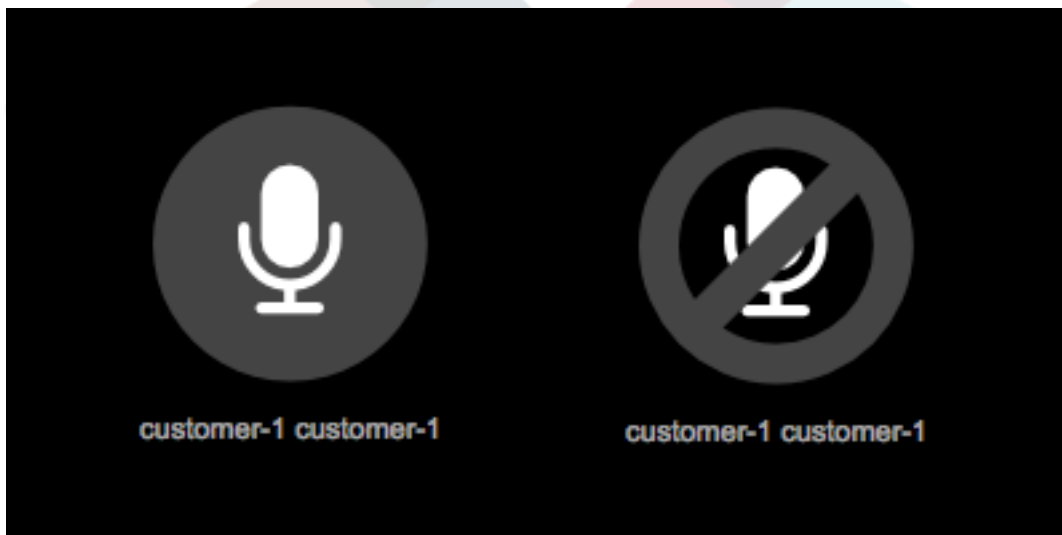
To leave a call, simply click on the big red *Close* button. The other party will be notified.

10.4.3. Audio Calls

The only difference between video and audio calls is that audio calls will mute your video stream initially (which you will be able to turn on later in the call). The video stream will be muted for both parties by default, but they will be able to control it.

If the other party has muted their video stream, instead of the video you will see a large microphone icon in the center, along with their name. The icon will reflect the state of their audio stream, and if they mute it too, it will be crossed.

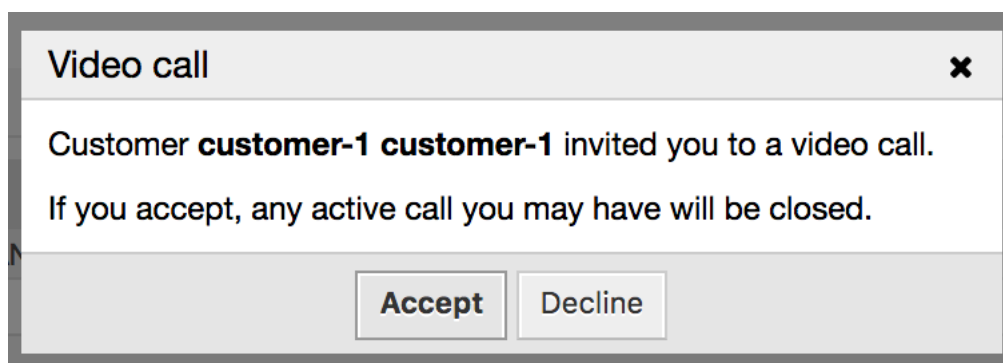
Figure 6.92. Audio Only



10.4.4. Call Invitations

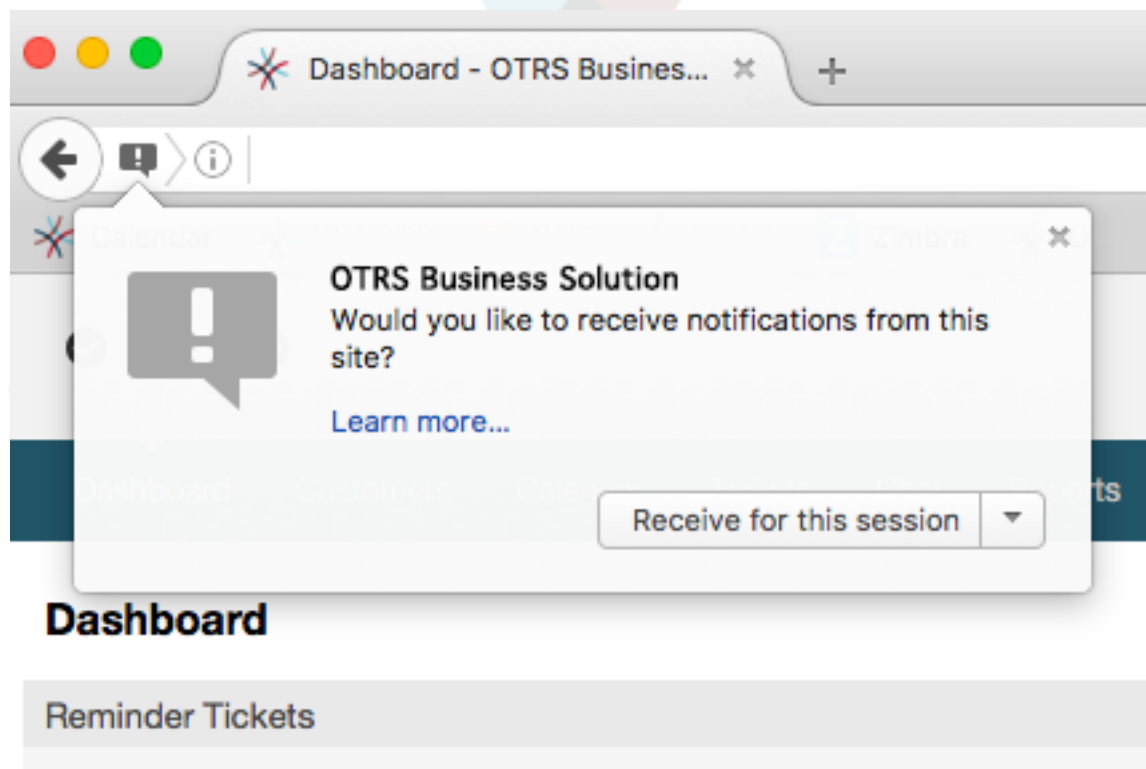
If you have made yourself available for chats (either internal or external), video and audio call invitations are received automatically by one of the active tabs in the same user session. When you receive an invitation, a modal dialog will be displayed on your screen, allowing you to accept or decline the invitation.

Figure 6.93. Call Invitation



Your browser may also present you a notification with sound. This heavily depends on the used browser and operating system settings, and if permission has been granted to OTRS to trigger such notifications. A permission request will be displayed the first time you change your chat availability.

Figure 6.94. Notification Permission Request

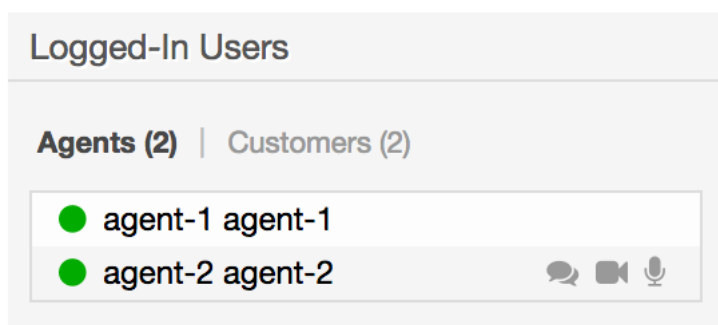


10.4.5. Other ways to start Video and Audio Calls

- *Agent to Agent*

To start a video or audio call with another agent, with whom you do not have an active chat, you can use the *On-line* widget on the dashboard.

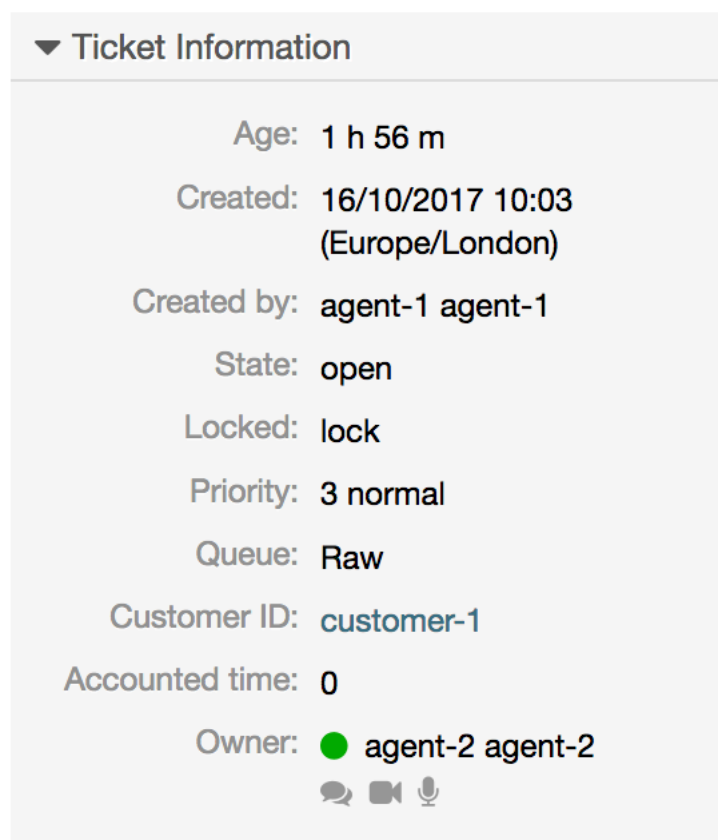
Figure 6.95. Online widget on the Dashboard



Agents who are able to receive calls will have a video camera and microphone icon next to their name which you can click on. Once clicked, a popup window will open, asking you to share your media streams. The connection will be established afterwards.

Calling other agents is possible also via Owner and Responsible fields in ticket zoom. In this case, check will also be done to make sure the other agent is available, before allowing the call to be initiated.

Figure 6.96. Calling other agents from Ticket Zoom



- *Agent to Customer*

To start a video or audio call with a customer, with whom you do not have an active chat, you can use the customer user widget in the Customer Information Center when viewing a certain customer. Available customers will have call icons next to their name

which you can click on. Once clicked, a popup window will open asking you to share your media streams. The connection will be established afterwards.

Figure 6.97. Making a call from Customer Information Center

Customer Information Center – customer-1

CUSTOMER USER ID	CUSTOMER USER INFORMATION	OPEN	CLOSED	PHONE TICKET	EMAIL TICKET	EDIT
customer-1	*customer-1 customer-1* <customer-1@example.com>	1	0	Create	Create	⌵

Another possibility is to make a call directly from the ticket zoom. If the customer user who is assigned to this ticket is currently on-line, you'll be able to use call buttons next to their user name in customer information box in right sidebar.

Figure 6.98. Making a call from Ticket Zoom

▼ Customer Information

Firstname: customer-1

Lastname: customer-1

Username: ● customer-1
🗨️ 📹 🎤

Email: customer-1@example.com

! Open tickets (customer) (1)

- *Customer to Agent*

Customer users will be able to initiate calls from an active chat only. To do this, customers can use the video and audio call links in the header of an active chat to initiate calls.

Figure 6.99. Starting a Video Call from Customer interface

📹 Video Call 🗨️ Audio Call 📄 Download Chat

10/18/2017 10:51:17 customer-1 customer-1 has joined this chat.

10/18/2017 10:51:17 customer-1 customer-1 Hello!

10/18/2017 10:51:25 agent-1 agent-1 has joined this chat.

10/18/2017 10:51:32 agent-1 agent-1 Hi there!

When customers click on a link, they will be asked for permission to their media streams, similar to agents. An invitation will be sent and the connection will be established if the agent on the other side accepts the request.

The difference between video and audio calls in the customer interface compared to the agent interface is minimal. Customers will see their calls inside the same window as the chat. Only one additional button is provided: Fullscreen. It will resize the video to the extent of the browser window. Other than that, everything as in the agent interface applies.

- *Public to Agent*

Users of the public interface are not able to make audio and video calls.

10.5. Connection

In the best case scenario, video and audio calls will be streamed over a direct peer-to-peer connection between users' browsers. The requirement is that the user's network allows connection over a high port that WebRTC uses, and can advertise this to the other party. To this end, there are several mechanisms in place to aid in connecting.

- *STUN (Session Traversal Utilities for NAT)*

STUN is a standardized set of methods and a network protocol to allow an end host to discover its public IP address if it is located behind a NAT. OTRS provides a cloud service with STUN to all systems with a valid contract, and this data is shared with the other party to allow the connection to be established.

In case of a connection via STUN, only the connection data is stored on the OTRS servers, the connection itself is still directly between two users.

- *TURN (Traversal Using Relays around NAT) over UDP*

TURN is a protocol that assists in traversal of network address translators or firewalls for multimedia applications. OTRS also provides TURN cloud service which can help clients on networks masqueraded by symmetric NAT devices and it supports the connection of a user behind a NAT.

In case of a connection established via TURN server, media streams will be routed through the server (like a proxy). In this situation, all packets are securely transmitted to the other side. The access to the TURN server is encrypted and secured by often changed credentials, which are provided automatically.

- *TURN over TCP*

In case all UDP traffic is blocked between two users, the TURN server over TCP is a last resort for a successful connection. While TCP is not an ideal protocol for transmitting media packets, it's a last resort in an effort to connect two users and share their streams.

Same as with TURN over UDP, media streams will be routed through the server and sent to the other side. The infrastructure for all STUN and TURN services is highly scalable based on demand and can even be provided for different geographic locations, in order to provide the best possible throughput.

11. Maswali yanasoulizwa mara kwa mara

11.1. Maelezo

The FAQ functionality provides an FAQ or rather a knowledge database.

It facilitates speeding-up the knowledge transfer between agents or (using a public web interface) between organizations and their customers, therefore effectively saving time.

11.2. Usanidi

The following system configuration options are relevant for this feature.

```
DynamicFields::ObjectType###FAQ
```

DynamicField object registration.

`FAQ::CacheTTL`

Cache Time To Leave for FAQ items.

`FAQ::Default::Language`

Default language for FAQ articles on single language mode.

`FAQ::Default::RootCategoryComment`

Default category name.

`FAQ::Default::RootCategoryName`

Default category name.

`FAQ::Default::State`

Default state for FAQ entry.

`FAQ::FAQHook`

The identifier for a FAQ, e.g. `FAQ#`, `KB#`, `MyFAQ#`. The default is `FAQ#`.

`FAQ::MultiLanguage`

Enable multiple languages on FAQ module.

`FAQ::TitleSize`

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

`FAQ::Voting`

Enable voting mechanism on FAQ module.

`FAQ::ApprovalGroup`

Group for the approval of FAQ articles.

`FAQ::ApprovalQueue`

Queue for the approval of FAQ articles.

`FAQ::ApprovalRequired`

New FAQ articles need approval before they get published.

`FAQ::ApprovalTicketBody`

Ticket body for approval of FAQ article.

`FAQ::ApprovalTicketDefaultState`

Default state of tickets for the approval of FAQ articles.

`FAQ::ApprovalTicketPriority`

Default priority of tickets for the approval of FAQ articles.

`FAQ::ApprovalTicketSubject`

Ticket subject for approval of FAQ article.

`FAQ::ApprovalTicketType`

Default type of tickets for the approval of FAQ articles.

FAQ::Explorer::ItemList::VotingResultColors

CSS color for the voting result.

FAQ::Explorer::ItemList::VotingResultDecimalPlaces

Decimal places of the voting result.

FAQ::Explorer::LastChange::Limit

Number of shown items in last changes.

FAQ::Explorer::LastChange::Show

Show last change items in defined interfaces.

FAQ::Explorer::LastChange::ShowSubCategoryItems

Show items of subcategories.

FAQ::Explorer::LastCreate::Limit

Number of shown items in last created.

FAQ::Explorer::LastCreate::Show

Show last created items in defined interfaces.

FAQ::Explorer::LastCreate::ShowSubCategoryItems

Show items of subcategories.

FAQ::Explorer::Path::Show

Show FAQ path yes/no.

FAQ::Explorer::QuickSearch::Show

Interfaces where the quick search should be shown.

FAQ::Explorer::Top10::Limit

Number of shown items in the top 10 feature.

FAQ::Explorer::Top10::Show

Show top 10 items in defined interfaces.

FAQ::Explorer::Top10::ShowSubCategoryItems

Show items of subcategories.

FAQ::Item::Field1

Definition of FAQ item free text field.

FAQ::Item::Field2

Definition of FAQ item free text field.

FAQ::Item::Field3

Definition of FAQ item free text field.

FAQ::Item::Field4

Definition of FAQ item free text field.

FAQ::Item::Field5

Definition of FAQ item free text field.

FAQ::Item::Field6

Definition of FAQ item free text field.

FAQ::Item::HTML

Show FAQ Article with HTML.

FAQ::Item::Voting::Rates

Rates for voting. Key must be in percent.

FAQ::Item::Voting::Show

Show voting in defined interfaces.

FAQ::Agent::RelatedArticles::Enabled

Enable the related article feature for the agent frontend.

FAQ::Customer::RelatedArticles::Enabled

Enable the related article feature for the customer frontend.

FAQ::KeywordArticleList::SearchLimit

Limit for the search to build the keyword FAQ article list.

FAQ::TicketCompose###IncludeInternal

Include internal fields on a FAQ based Ticket.

FAQ::TicketCompose###InsertMethod

Defines the information to be inserted in a FAQ based Ticket. "Full FAQ" includes text, attachments and inline images.

FAQ::TicketCompose###ShowFieldNames

Include the name of each field in a FAQ based Ticket.

FAQ::TicketCompose###ShowInsertLinkButton

Show "Insert FAQ Link" Button in AgentFAQZoomSmall for public FAQ Articles.

FAQ::TicketCompose###ShowInsertTextAndLinkButton

Show "Insert FAQ Text & Link" / "Insert Full FAQ & Link" Button in AgentFAQZoomSmall for public FAQ Articles.

FAQ::TicketCompose###ShowInsertTextButton

Show "Insert FAQ Text" / "Insert Full FAQ" Button in AgentFAQZoomSmall.

FAQ::TicketCompose###UpdateArticleSubject

Define if the FAQ title should be concatenated to article subject.

LinkObject::PossibleLink###8301

This setting defines that a 'FAQ' object can be linked with other 'FAQ' objects using the 'Normal' link type.

LinkObject::PossibleLink###8302

This setting defines that a 'FAQ' object can be linked with other 'FAQ' objects using the 'ParentChild' link type.

LinkObject::PossibleLink###8303

This setting defines that a 'FAQ' object can be linked with other 'Ticket' objects using the 'Normal' link type.

LinkObject::PossibleLink###8304

This setting defines that a 'FAQ' object can be linked with other 'Ticket' objects using the 'ParentChild' link type.

FAQ::Agent::StateTypes

List of state types which can be used in the agent interface.

Frontend::HeaderMetaModule###3-FAQSearch

Module to generate html OpenSearch profile for short FAQ search.

FAQ::Frontend::JournalOverview###Small

Defines an overview module to show the small view of a FAQ journal.

FAQ::Frontend::Overview###Small

Defines an overview module to show the small view of a FAQ list.

FAQ::Frontend::OverviewSmall###DynamicField

Dynamic fields shown in the FAQ small format overview screen of the agent interface.

FAQ::Frontend::AgentFAQRelatedArticles###DefaultLanguages

The default languages for the related FAQ articles.

FAQ::Frontend::AgentFAQRelatedArticles###Position

Defines the position where the related FAQ articles widget is located.

FAQ::Frontend::AgentFAQRelatedArticles###QueuesEnabled

List of queue names for which the related article feature is enabled.

FAQ::Frontend::AgentFAQRelatedArticles###ShowLimit

Output limit for the related FAQ articles.

LinkObject::ComplexTable###FAQ

Define which columns are shown in the linked FAQs widget (LinkObject::ViewMode = "complex"). Note: Only FAQ attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

LinkObject::ComplexTable::SettingsVisibility###FAQ

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js and Core.Agent.LinkObject.js.

Frontend::Module###AgentFAQAdd

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQCategory

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQDelete

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQEdit

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQExplorer

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQHistory

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQJournal

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQLanguage

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQPrint

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQRelatedArticles

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQRichText

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQSearch

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQSearchSmall

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQZoom

Frontend module registration for the agent interface.

Loader::Module::AgentFAQAdd###002-FAQ

Loader module registration for the agent interface.

Loader::Module::AgentFAQCategory###002-FAQ

Loader module registration for the agent interface.

Loader::Module::AgentFAQEdit###002-FAQ

Loader module registration for the agent interface.

Loader::Module::AgentFAQExplorer###002-FAQ

Loader module registration for the agent interface.

Loader::Module::AgentFAQJournal###002-FAQ

Loader module registration for the agent interface.

Loader::Module::AgentFAQLanguage###002-FAQ

Loader module registration for the agent interface.

Loader::Module::AgentFAQSearch###002-FAQ

Loader module registration for the agent interface.

Loader::Module::AgentFAQZoom###002-FAQ

Loader module registration for the agent interface.

Frontend::Navigation###AgentFAQAdd###002-FAQ

Main menu item registration.

Frontend::Navigation###AgentFAQCategory###002-FAQ

Main menu item registration.

Frontend::Navigation###AgentFAQExplorer###002-FAQ

Main menu item registration.

Frontend::Navigation###AgentFAQJournal###002-FAQ

Main menu item registration.

Frontend::Navigation###AgentFAQLanguage###002-FAQ

Main menu item registration.

Frontend::Navigation###AgentFAQSearch###002-FAQ

Main menu item registration.

Frontend::Navigation###AgentFAQSearchSmall###002-FAQ

Main menu item registration.

Frontend::Search###FAQ

FAQ search backend router of the agent interface.

Frontend::ToolBarModule###90-FAQ::AgentFAQAdd

Toolbar Item for a shortcut.

DashboardBackend###0398-FAQ-LastChange

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually.

DashboardBackend###0399-FAQ-LastCreate

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually.

FAQ::Frontend::AgentFAQAdd###DynamicField

Dynamic fields shown in the FAQ add screen of the agent interface.

FAQ::Frontend::AgentFAQAdd###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

FAQ::Frontend::AgentFAQAdd###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

FAQ::Frontend::AgentFAQEdit###DynamicField

Dynamic fields shown in the FAQ edit screen of the agent interface.

FAQ::Frontend::AgentFAQEdit###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

FAQ::Frontend::AgentFAQEdit###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

FAQ::Frontend::AgentFAQExplorer###Order::Default

Defines the default FAQ order in the FAQ Explorer result of the agent interface. Up: oldest on top. Down: latest on top.

FAQ::Frontend::AgentFAQExplorer###SearchLimit

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the agent interface.

FAQ::Frontend::AgentFAQExplorer###ShowColumns

Defines the shown columns in the FAQ Explorer. This option has no effect on the position of the column.

FAQ::Frontend::AgentFAQExplorer###ShowInvalidFAQItems

Show invalid items in the FAQ Explorer result of the agent interface.

FAQ::Frontend::AgentFAQExplorer###SortBy::Default

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the agent interface.

FAQ::Frontend::AgentFAQExplorer###TitleSize

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the agent interface.

FAQ::Frontend::AgentFAQJournal###JournalLimit

Maximum number of FAQ articles to be displayed in the FAQ journal in the agent interface.

FAQ::Frontend::AgentFAQJournal###ShowColumns

Defines the shown columns in the FAQ journal. This option has no effect on the position of the column.

FAQ::Frontend::AgentFAQJournal###TitleSize

Maximum size of the titles in a FAQ article to be shown in the FAQ journal in the agent interface.

FAQ::Frontend::AgentFAQPrint###DynamicField

Dynamic fields shown in the FAQ print screen of the agent interface.

FAQ::Frontend::AgentFAQSearch###Defaults###ApprovedSearch

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###CategoryIDs

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###CreatedUserIDs

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###Fulltext

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimePoint

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimeSlot

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimePoint

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimeSlot

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###Keyword

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###LanguageIDs

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###LastChangedUserIDs

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###Number

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###RateSearchType

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###StateIDs

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###Title

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###ValidIDs

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###Defaults###VoteSearchType

Defines the default shown FAQ search attribute for FAQ search screen.

FAQ::Frontend::AgentFAQSearch###DynamicField

Dynamic fields shown in the FAQ search screen of the agent interface.

FAQ::Frontend::AgentFAQSearch###Order::Default

Defines the default FAQ order of a search result in the agent interface. Up: oldest on top. Down: latest on top.

FAQ::Frontend::AgentFAQSearch###SearchCSVDynamicField

Dynamic Fields used to export the search result in CSV format.

FAQ::Frontend::AgentFAQSearch###SearchLimit

Maximum number of FAQ articles to be displayed in the result of a search in the agent interface.

FAQ::Frontend::AgentFAQSearch###ShowColumns

Defines the shown columns in the FAQ search. This option has no effect on the position of the column.

FAQ::Frontend::AgentFAQSearch###SortBy::Default

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the agent interface.

FAQ::Frontend::AgentFAQSearch###TitleSize

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the agent interface.

FAQ::Frontend::AgentFAQZoom###DynamicField

Dynamic fields shown in the FAQ zoom screen of the agent interface.

FAQ::Frontend::AgentHTMLFieldHeightDefault

Set the default height (in pixels) of inline HTML fields in AgentFAQZoom.

FAQ::Frontend::AgentHTMLFieldHeightMax

Set the maximum height (in pixels) of inline HTML fields in AgentFAQZoom.

FAQ::Frontend::MenuModule###000-Back

Shows a link in the menu to go back in the FAQ zoom view of the agent interface.

FAQ::Frontend::MenuModule###010-Edit

Shows a link in the menu to edit a FAQ in the its zoom view of the agent interface.

FAQ::Frontend::MenuModule###020-History

Shows a link in the menu to access the history of a FAQ in its zoom view of the agent interface.

FAQ::Frontend::MenuModule###030-Print

Shows a link in the menu to print a FAQ in the its zoom view of the agent interface.

FAQ::Frontend::MenuModule###040-Link

Shows a link in the menu that allows linking a FAQ with another object in the zoom view of such FAQ of the agent interface.

FAQ::Frontend::MenuModule###050-Delete

Shows a link in the menu that allows to delete a FAQ in its zoom view in the agent interface.

PreferencesGroups###FAQJournalOverviewSmallPageShown

Parameters for the pages (in which the FAQ items are shown) of the small FAQ journal overview.

PreferencesGroups###FAQOverviewSmallPageShown

Parameters for the pages (in which the FAQ items are shown) of the small FAQ overview.

Loader::Agent::CommonCSS###200-FAQ

List of CSS files to always be loaded for the agent interface.

Loader::Agent::CommonJS###200-FAQ

List of JS files to always be loaded for the agent interface.

Frontend::Output::OutputFilterTextAutoLink###FAQ

A filter for HTML output to add links behind a defined string. The element Image allows two input kinds. First the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

CustomerFrontend::HeaderMetaModule###3-FAQSearch

Module to generate HTML OpenSearch profile for short FAQ search in the customer interface.

FAQ::Customer::StateTypes

List of state types which can be used in the customer interface.

FAQ::Frontend::CustomerFAQOverview###DynamicField

Dynamic fields shown in the FAQ overview screen of the customer interface.

FAQ::Frontend::CustomerFAQRelatedArticles###DefaultLanguages

The default languages for the related FAQ articles.

FAQ::Frontend::CustomerFAQRelatedArticles###QueuesEnabled

List of queue names for which the related article feature is enabled.

FAQ::Frontend::CustomerFAQRelatedArticles###ShowLimit

Output limit for the related FAQ articles.

FAQ::Frontend::CustomerFAQRelatedArticles###VoteStarsVisible

Show the stars for the articles with a rating equal or greater like the defined value (set value '0' to deactivate the output).

CustomerFrontend::Module###CustomerFAQExplorer

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerFAQPrint

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerFAQRelatedArticles

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerFAQSearch

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerFAQZoom

Frontend module registration for the customer interface.

Loader::Module::CustomerFAQExplorer###002-FAQ

Loader module registration for the agent interface.

Loader::Module::CustomerFAQSearch###002-FAQ

Loader module registration for the agent interface.

Loader::Module::CustomerFAQZoom###002-FAQ

Loader module registration for the agent interface.

Loader::Module::CustomerTicketMessage###002-FAQ

Loader module registration for the agent interface.

CustomerFrontend::Navigation###CustomerFAQExplorer###002-FAQ

Main menu item registration.

CustomerFrontend::Navigation###CustomerFAQSearch###002-FAQ

Main menu item registration.

FAQ::Frontend::CustomerFAQExplorer###Order::Default

Defines the default FAQ order in the FAQ Explorer result of the customer interface. Up: oldest on top. Down: latest on top.

FAQ::Frontend::CustomerFAQExplorer###SearchLimit

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the customer interface.

FAQ::Frontend::CustomerFAQExplorer###SearchPageShown

Number of FAQ articles to be displayed in the FAQ Explorer of the customer interface.

FAQ::Frontend::CustomerFAQExplorer###SortBy::Default

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the customer interface.

FAQ::Frontend::CustomerFAQExplorer###TitleSize

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the customer interface.

FAQ::Frontend::CustomerFAQPrint###DynamicField

Dynamic fields shown in the FAQ print screen of the customer interface.

FAQ::Frontend::CustomerFAQSearch###DynamicField

Dynamic fields shown in the FAQ search screen of the customer interface.

FAQ::Frontend::CustomerFAQSearch###Order::Default

Defines the default FAQ order of a search result in the customer interface. Up: oldest on top. Down: latest on top.

FAQ::Frontend::CustomerFAQSearch###SearchCSVDynamicField

Dynamic Fields used to export the search result in CSV format.

FAQ::Frontend::CustomerFAQSearch###SearchLimit

Maximum number of FAQ articles to be displayed in the result of a search in the customer interface.

FAQ::Frontend::CustomerFAQSearch###SearchPageShown

Number of FAQ articles to be displayed on each page of a search result in the customer interface.

FAQ::Frontend::CustomerFAQSearch###SortBy::Default

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the customer interface.

FAQ::Frontend::CustomerFAQSearch###TitleSize

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the customer interface.

FAQ::Frontend::CustomerFAQZoom###DynamicField

Dynamic fields shown in the FAQ zoom screen of the customer interface.

FAQ::Frontend::CustomerHTMLFieldHeightDefault

Set the default height (in pixels) of inline HTML fields in CustomerFAQZoom (and PublicFAQZoom).

FAQ::Frontend::CustomerHTMLFieldHeightMax

Set the maximum height (in pixels) of inline HTML fields in CustomerFAQZoom (and PublicFAQZoom).

FAQ::Public::StateTypes

List of state types which can be used in the public interface.

PublicFrontend::CommonParam###Action

Default value for the Action parameter for the public frontend. The Action parameter is used in the scripts of the system.

PublicFrontend::HeaderMetaModule###3-FAQSearch

Module to generate HTML OpenSearch profile for short FAQ search in the public interface.

FAQ::Frontend::PublicFAQOverview###DynamicField

Dynamic fields shown in the FAQ overview screen of the public interface.

Loader::Module::PublicFAQExplorer###002-FAQ

Loader module registration for the public interface.

Loader::Module::PublicFAQRSS###002-FAQ

Loader module registration for the public interface.

Loader::Module::PublicFAQSearch###002-FAQ

Loader module registration for the public interface.

Loader::Module::PublicFAQZoom###002-FAQ

Loader module registration for the public interface.

PublicFrontend::Module###PublicFAQ

Frontend module registration for the public interface.

PublicFrontend::Module###PublicFAQExplorer

Frontend module registration for the public interface.

PublicFrontend::Module###PublicFAQPrint

Frontend module registration for the public interface.

PublicFrontend::Module###PublicFAQRSS

Frontend module registration for the public interface.

PublicFrontend::Module###PublicFAQSearch

Frontend module registration for the public interface.

PublicFrontend::Module###PublicFAQZoom

Frontend module registration for the public interface.

PublicFrontend::Navigation###PublicFAQExplorer###002-FAQ

Main menu item registration.

PublicFrontend::Navigation###PublicFAQSearch###002-FAQ

Main menu item registration.

FAQ::Frontend::PublicFAQExplorer###Order::Default

Defines the default FAQ order in the FAQ Explorer result of the public interface. Up: oldest on top. Down: latest on top.

FAQ::Frontend::PublicFAQExplorer###SearchLimit

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the public interface.

FAQ::Frontend::PublicFAQExplorer###SearchPageShown

Number of FAQ articles to be displayed in the FAQ Explorer of the public interface.

FAQ::Frontend::PublicFAQExplorer###SortBy::Default

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the public interface.

FAQ::Frontend::PublicFAQExplorer###TitleSize

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the public interface.

FAQ::Frontend::PublicFAQPrint###DynamicField

Dynamic fields shown in the FAQ print screen of the public interface.

FAQ::Frontend::PublicFAQSearch###DynamicField

Dynamic fields shown in the FAQ search screen of the public interface.

FAQ::Frontend::PublicFAQSearch###Order::Default

Defines the default FAQ order of a search result in the public interface. Up: oldest on top. Down: latest on top.

FAQ::Frontend::PublicFAQSearch###SearchCSVDynamicField

Dynamic Fields used to export the search result in CSV format.

FAQ::Frontend::PublicFAQSearch###SearchLimit

Maximum number of FAQ articles to be displayed in the result of a search in the public interface.

FAQ::Frontend::PublicFAQSearch###SearchPageShown

Number of FAQ articles to be displayed on each page of a search result in the public interface.

FAQ::Frontend::PublicFAQSearch###SortBy::Default

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the public interface.

FAQ::Frontend::PublicFAQSearch###TitleSize

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the public interface.

FAQ::Frontend::PublicFAQZoom###DynamicField

Dynamic fields shown in the FAQ zoom screen of the public interface.

GenericInterface::Operation::Module###FAQ::LanguageList

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###FAQ::PublicCategoryList

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###FAQ::PublicFAQGet

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###FAQ::PublicFAQSearch

GenericInterface module registration for the operation layer.

11.3. Included Features

11.3.1. FAQ Explorer

Intuitive navigation and flexible mapping of theme hierarchies within the FAQ Explorer enable easy navigation through the database.

11.3.2. WYSIWYG Editor

Using the WYSIWYG Editor you can change the formatting of articles and include screenshots or images.

11.3.3. FAQ Articles

FAQ articles with various attributes like "Symptom", "Problem", "Solution", "Title", "Language", "Category", "Keywords", "State", "Created" and "Changed"

11.3.4. FAQ Attachments

You can add attachments to FAQ articles, which are available in the customer interface, too (e. g. user guides in pdf format).

11.3.5. Agent And Customer Interfaces

Using the FAQ state you can determine the interface(s), in which an FAQ article should be displayed. Articles with their state set to "internal" are only visible for agents via the Agent Interface; Articles whose state is set to "external" are also displayed in the protected customer section, and articles tagged as "public" are available in the non-protected public area as well.

11.3.6. Comfortable Navigation / Clickable Keywords

The key words feature enables comfortable navigation to alternative articles using clickable key words.

11.3.7. Linked Objects

FAQ articles can be linked to other objects such as tickets, FAQ articles or (CMDB) configuration items.

11.3.8. Full-text And Quick Search

You can execute a full-text and quick search in the entire knowledge database. You can also use OTRS operators for "AND" or "OR" relations.

11.3.9. Top 10 Articles

An overview showing the Top 10 most often accessed, most recently generated and most recently changed articles.

11.3.10. Ranking / Voting Of FAQ Articles

A personal ranking / voting of FAQ articles providing other users with information about the quality of FAQ articles.

11.3.11. This might be helpful (agent and customer ticket creation)

An additional widget for the customer ticket creation providing you helpful faq article related for the insert subject and text.

11.3.12. Inserting FAQ Articles In OTRS Replies

You can insert FAQ articles (including images and attachments) in new tickets or replies you generate in OTRS.

11.3.13. Release Workflow

Workflow to release FAQ articles that have been newly generated or changed.

11.3.14. RSS Feeds For Public FAQ Articles

In the public area, an option is provided to subscribe to RSS Feeds providing information about changes in FAQ articles.

11.3.15. OpenSearch Format

The FAQ Module supports Open Search format (enabling quick searches directly from the browser).

11.3.16. Create Links Using The Category Name

It is possible to refer to FAQ items by creating a link for web browser using the category name instead of just the category ID

Category parameter is the full category path, each sub-category is separated by "::" (which is also called the "Category Long Name"). Imagine the following category tree:

```
| --GrandParent
|   |--Parent
|   |   |--|Son
```

To create a link to the "Son" category we need to specify the following path: Category=GrandParent::Parent::Son.

See the link examples below:

from: <http://localhost/otrs/index.pl?Action=AdminFAQExplorer;CategoryID=1>

to: <http://localhost/otrs/index.pl?Action=AdminFAQExplorer;Category=Misc>

Other Examples:

<http://localhost/otrs/index.pl?Action=AdminFAQExplorer;Category=My%20Category>

<http://localhost/otrs/index.pl?Action=CustomerFAQExplorer;Category=GrandParent::Parent::Son>

<http://localhost/otrs/index.pl?Action=PublicFAQExplorer;Category=My%20Category::Subcategory>

11.3.17. Generic Interface FAQ Connector For Public Interface

Allow you to use the functions for FAQ public interface via OTRS Generic Interface by adding the following operations.

- LanguageList

This operation returns the list of all FAQ languages available in the system. The response of this operation is a list of languages including the ID and Name for each language.

- PublicCategoryList

This operation is used to get the system FAQ categories that have at least one public FAQ item, as a consequence also the category ancestors are also listed even if they don't have any public FAQ item. The output of this operation is a list of categories including ID and Name for each category.

- PublicFAQSearch

By using this operation is possible to perform a FAQ search for the public FAQ items using the same search parameters as in the public web interface. It will return a list of IDs for matched FAQ items.

- PublicFAQGet

This operation can be used to easily obtain one or more FAQ items. The response will one or more main containers called 'FAQItem' that has all the FAQ item information, including attachments, each attachment is represented by an 'Attachment' sub-containers and they could be more than one.

11.3.18. Dynamic Fields for FAQ

Basic Dynamic Fields (Text, TextArea, Checkbox, Dropdown, Multiselect, Date and Date/Time) has been implemented for FAQ items. Its creation, behavior and configuration is similar to the Dynamic Fields for Ticket.

Already created Dynamic Fields can not be used for FAQ, new Dynamic Fields for FAQ (exclusively) has to be created (Same as Ticket and Article Dynamic Fields).

Dynamic Fields extend FAQ by adding multiple options to store and present information on FAQ Items, beyond the normal fields (e.g. Symptom, Problem, Solution, etc.).

11.4. Usage

This functionality use default system groups:

- All users are able to:
 - Use FAQ Explorer.

- Add, Edit, Delete, Zoom, Print and Link FAQ Articles.
- Use FAQ Journal.
- Use FAQ Search.
- admin.

Users in this group are able to:

- Add, Edit and Delete FAQ Categories.
- Add, Edit and Delete FAQ Languages.
- users.

Users in this group are able to:

- Approve FAQ Articles.

Note

The group to approve FAQ Articles can be changed using SysConfig.

All users regardless of their group membership will have a new menu called "FAQ" in the navigation bar that is in the top of the screen (after re-login), similar to the "Ticket" menu.

11.4.1. Create A New FAQ Article

This example shows how to create a new FAQ article.

1. From the Navigation Bar, click on "FAQ" and then on "New" (from the opened FAQ menu option).
2. Fill the required information.

There are three possible FAQ states: "internal": only agents can see the FAQ article, "external": agents and registered customer can see the FAQ article and "public": this FAQ articles are accessible from the OTRS public interface.

By default the system has the Category "Misc" and the Languages "en" for English and "de" for German. (more Categories and Languages can be added to the system).

On a clean system there are four multiple line fields (with other two more than can be added if needed), their names and visibility can be changed in the system configuration.

3. Click on the "Create" button.

This will create a new FAQ article that can be accessed from the FAQ Explorer

Note

By default the FAQ article does not need an approval procedure, if this functionality is enabled and the user is also a member of the FAQ Approval group, a selection to set the approval state is also shown in this screen.

11.4.2. Create a New Category

This example shows how to create a new FAQ category.

Note

Be sure that the logged user is a member of "admin" group.

1. From FAQ menu click on "Category Management".

A list of available categories is shown (from there is also possible to edit or delete them)

2. Click on "Add Category" from the Actions side bar.

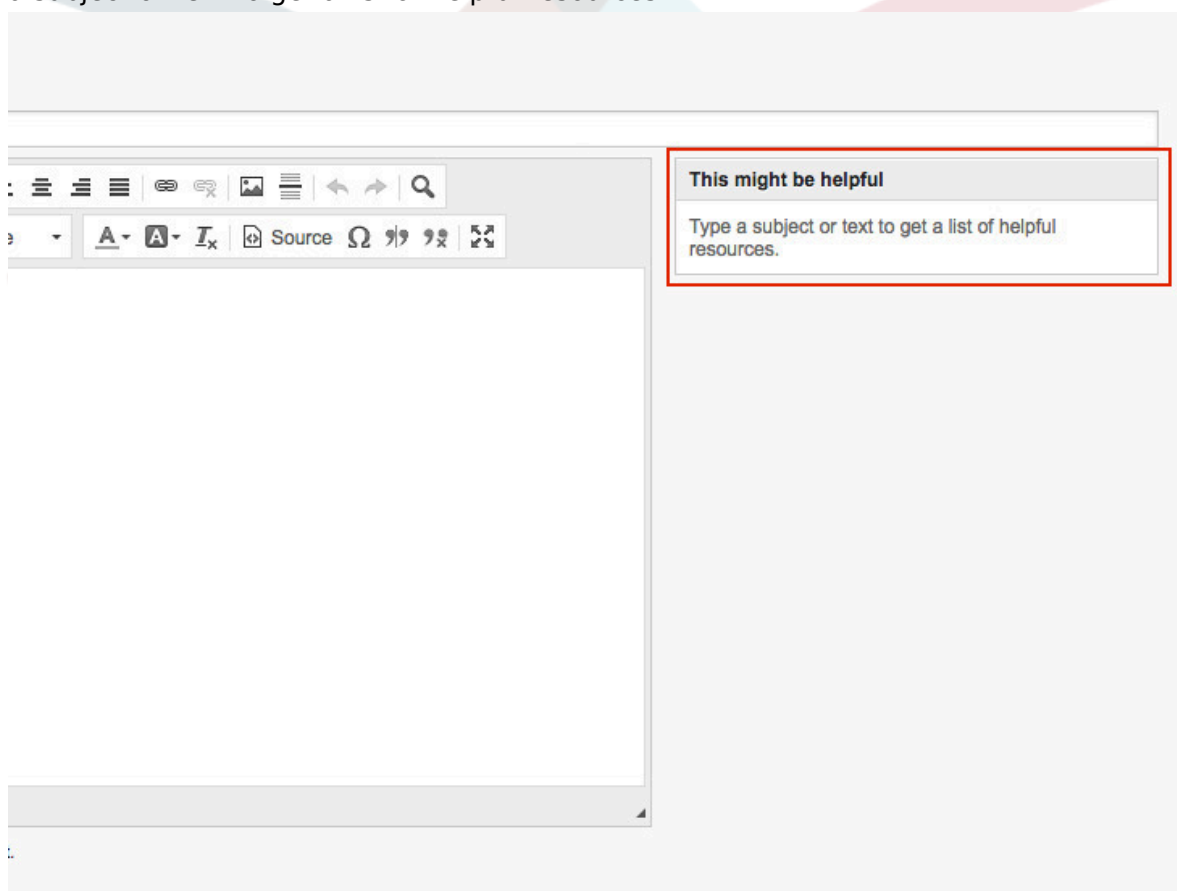
3. Fill the required information.

Notice that a category can be a sub item from a wider category, this is helpful to organize FAQ articles in a hierarchical way (this hierarchies can be drilled down from the FAQ Explorer).

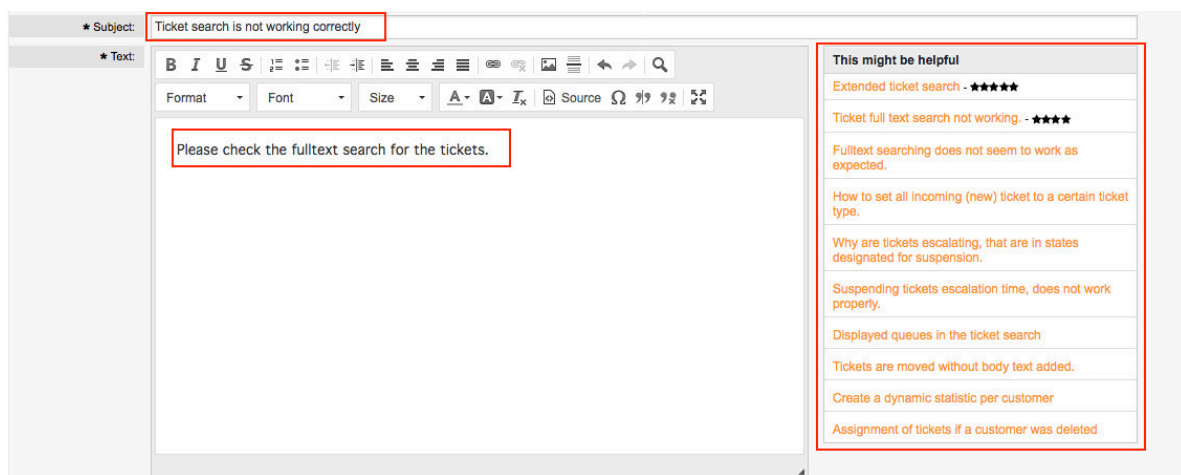
4. Click on "Submit" button, and the new category will be ready to use.

11.4.3. Related Articles (This might be helpful during the customer ticket creation)

A new widget in the customer ticket creation will be visible. The widget should help the customer to get directly a helpful solution without a ticket creation. The user must type a subject or text to get a list of helpful resources.



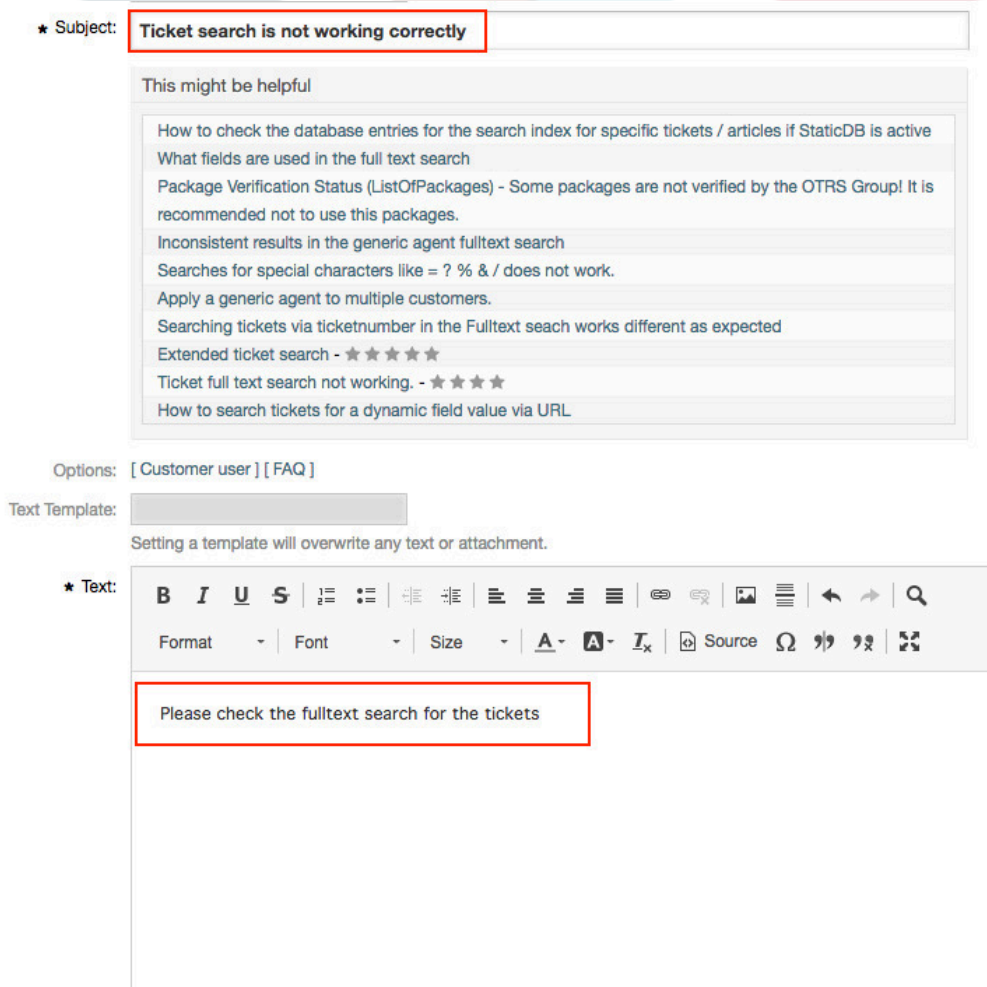
For the output of the helpful article list all external and public FAQ article will be considered (but only FAQ article with the default language or the user language).



11.4.4. Related Articles (This might be helpful during the agent ticket creation)

A widget in the agent ticket phone and email creation will be visible. The widget should help the agent to get directly a helpful solution for the current situation. The agent must type a subject or text to get a list of helpful resources.

For the output of the helpful article list all internal, external and public FAQ article will be considered (but only FAQ article with the default language or the user language).



11.4.5. Collection/Sorting for the related (helpful) articles

For the related FAQ article collection the insert content in the subject and text will be used. After every whitespace (for the subject only after 10 characters or if already some text in the text field exists) a check in the background collect possible new helpful FAQ article for the list. The keywords (every single word) from the insert subject and text will be compared with all keywords from the FAQ articles and all matched articles will be added to the result list. The matched articles will be ordered with a keyword quantifier, the last change time and the create time.

The occurrence of the words in the text and title will be counted and the quantifier will be calculated with the defined keywords in the FAQ articles. If the word is a keyword in a FAQ article the quantifier for this FAQ article will be increased (word counter + current FAQ article quantifier). Here is a example for the related FAQ article ordering:

```

We have some FAQ Article with the following keywords:
- FAQArticle 1 with keywords: 'itsm', 'changemanagement', 'ticket'
- FAQArticle 2 with keywords: 'itsm', 'changemanagement'
- FAQArticle 3 with keywords: 'ticket'
Some example words from the subject and text (with a counter for the occur in the
subject and text):
- changemanagement (5)
- ticket (4)
- itsm (1)
Result for the collection (FAQArticleID => Calculated Quantifier):
- FAQArticle 1 => 11 - ( changemanagement (5) + ticket (4) + itsm (1) = Quantifier
(11) )
- FAQArticle 2 => 6 - ( changemanagement (5) + itsm (1) = Quantifier (6) )
- FAQArticle 3 => 4 - ( ticket (4) = Quantifier (4) )

```

If two articles have the same keyword quantifier the last change time and create time will also be used for the sorting.

To provide good helpful FAQ article for the ticket creation, you need good maintained keywords in the FAQ articles.

12. Share Search Templates

12.1. Maelezo

This functionality allows agent users to share their own search templates with all agents.

12.2. Usanidi

Usanidi wa Mfumo

```
Ticket::Frontend::AgentTicketSearch###GlobalProfileGroup
```

```
Navigation: Frontend::Agent::View::TicketSearch
```

Defines the groups whose agents can set up global search templates.

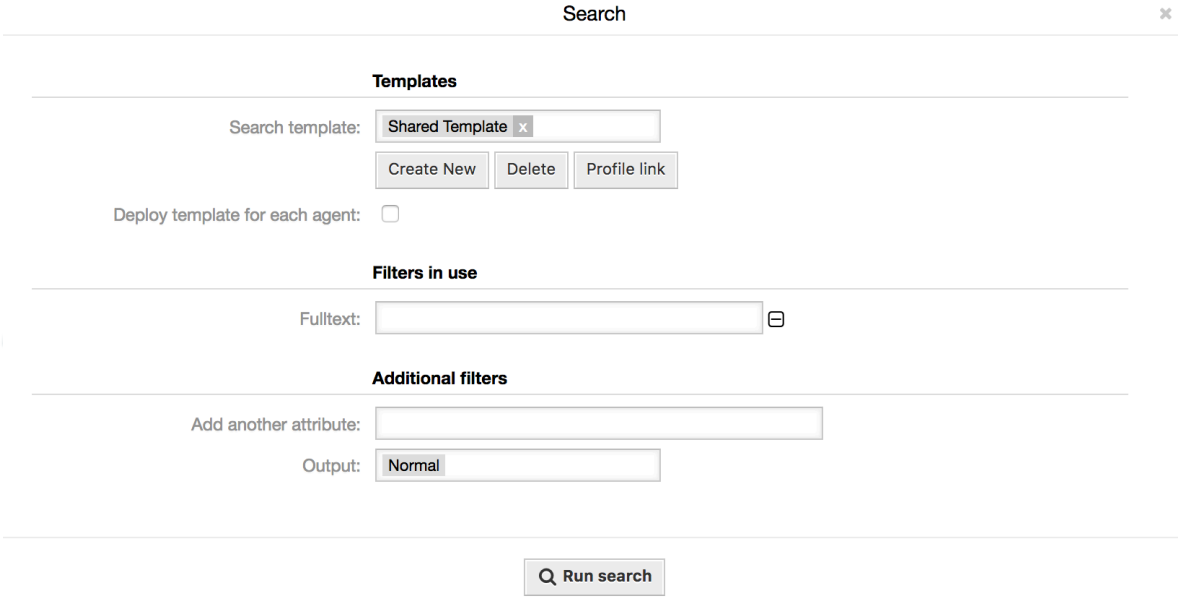
12.3. Usage

12.3.1. AgentTicketSearch - Add share search profile

Switch to the ticket search area (AgentTicketSearch). Now select a name for your search template and press "Add". You can then configure the search parameters as usual.

You will now also see the new option "Deploy template for each agent". If this option is set and you then perform your search, your search template is then available for every other agent.

Figure 6.100. Deploy template for each agent



The screenshot shows the 'Search' interface with the following sections:

- Templates:** A dropdown menu for 'Search template' is set to 'Shared Template'. Below it are buttons for 'Create New', 'Delete', and 'Profile link'. A checkbox for 'Deploy template for each agent' is currently unchecked.
- Filters in use:** A 'Fulltext:' search box with a clear button.
- Additional filters:** An 'Add another attribute:' search box and an 'Output:' dropdown menu set to 'Normal'.
- A 'Run search' button with a magnifying glass icon is located at the bottom of the configuration area.

Groups can be defined using the SysConfig option "Ticket::Frontend::AgentTicketSearch####GlobalProfileGroup". Only agents in these groups can create "Global" search templates.

Global search templates can only be revoked by the agent who created the template.

Chapter 7. Kuboresha Utendaji

Inayoonyeshwa chini ni orodha ya mbinu za kuboresha utendaji wa usakinishaji wako wa OTRS, ikijumuisha usanidi, uandikaji kanuni, matumizi ya kumbukumbu, na mengine.

1. OTRS

Kuna njia tofauti za kuboresha utendaji wa OTRS.

1.1. ModuliKielelezoTiketi

There are two backend modules for the index for the ticket queue view:

```
Kernel::System::Ticket::IndexAccelerator::RuntimeDB
```

This is the default option, and will generate each queue view on the fly from the ticket table. You will not have performance trouble until you have about 60,000 open tickets in your system.

```
Kernel::System::Ticket::IndexAccelerator::StaticDB
```

The most powerful module, should be used when you have above 80,000 open tickets. It uses an extra `ticket_index` table, which will be populated with keywords based on ticket data. Use `bin/otrs.Console.pl Maint::Ticket::QueueIndexRebuild` for generating an initial index after switching backends.

You can change the used `IndexAccelerator` module via `SysConfig`.

1.2. Ticket Search Index

OTRS uses a special search index to perform full-text searches across fields in articles from different communication channels.

To create an initial index, use `bin/otrs.Console.pl Maint::Ticket::FulltextIndex --rebuild`.

Note

Actual article indexing happens via an OTRS daemon job in the background. While articles which were just added in the system are marked for indexing immediately, it could happen their index is available within a few minutes.

There are some options available for fine tuning the search index:

```
Ticket::SearchIndex::IndexArchivedTickets
```

Defines if archived tickets will be included in the search index (off by default). This is advisable to keep the index small on large systems with archived tickets. If this is turned off, archived tickets will not be found by full-text searches.

```
Ticket::SearchIndex::Attribute
```

The attribute `WordCountMax` defines the maximum number of words which will be processed to build up the index. For example only the first 1000 words of an article body are stored in the article search index. The attributes `WordLengthMin` and `WordLengthMax` are used as word length boundaries. Only words with a length between these two values are stored in the article search index.

Ticket::SearchIndex::Filters

There are three default filters defined:

- The first filter strips out special chars like: , & < > ? " ! * | ; [] () + \$ ^=
- The second filter strips out words which begin or ends with one of following chars: ' : .
- The third filter strips out words which do not contain a word-character: a-z, A-Z, 0-9, _

Ticket::SearchIndex::StopWords

There are so-called stop-words defined for some languages. These stop-words will be skipped while creating the search index.

1.3. Article Storage (Email, Phone and Internal Articles)

There are two different backend modules for the article storage of phone, email and internal articles (configured via Ticket::Article::Backend::MIMEBase::ArticleStorage):

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

This default module will store attachments in the database.

Note

Don't use it with large setups.

Pro: works with multiple front end servers.

Con: requires much storage space in the database.

Kernel::System::Ticket::Article::Backend::MIMEBase::ArticleStorageFS

Use this module to store attachments on the local file system.

Note

Recommended for large setups.

Faida: Ni ya kasi!

Con: If you have multiple front end servers, you must make sure the file system is shared between the servers. Place it on an NFS share or preferably a SAN or similar solution.

Note

You can switch from one back-end to the other on the fly. You can switch the back-end in the SysConfig, and then run the command line utility `bin/otrs.Console.pl Admin::Article::StorageSwitch` to put the articles from the database onto the filesystem or the other way around. You can use the `--target` option to specify the target backend. Please note that the entire process can take considerable time to run, depending on the number of articles you have and the available CPU power and/or network capacity.

```
shell> bin/otrs.Console.pl Admin::Article::StorageSwitch --target ArticleStorageFS
```

Hati: Kubadilisha mazingira ya nyuma ya hifadhi kutoka hifadhidata kuwa mfumo wa mafaili

If you want to keep old attachments in the database, you can activate the SysConfig option `Ticket::Article::Backend::MIMEBase::CheckAllStorageBackends` to make sure OTRS will still find them.

1.4. Kuhifadhi Tiketi

Kwa kuwa OTRS inaweza kutumika kama mfumo wa kuzuia ukaguzi, kufuta tiketi zilizo-fungwa inaweza kuwa sio wazo zuri. Kwa hiyo tumetengeneza kipengele kinachokuruhusu kuhifadhi tiketi kwenye nyaraka.

Tickets that match certain criteria can be marked as "archived". These tickets are not accessed if you do a regular ticket search or run a Generic Agent job. The system itself does not have to deal with a huge amount of tickets any longer as only the "latest" tickets are taken into consideration when using OTRS. This can result in a huge performance gain on large systems.

Kutumia kipengele cha nyaraka fuata hatua zifuatazo kirahisi:

1. Amilisha mfumo wa nyaraka katika SysConfig

Katika kurasa ya msimamizi, nenda kwenye SysConfig na chagua Tiketi ya kundi hilo. Katika Kiini::Tiketi unakuta chaguo Tiketi::MfumoNyaraka ambao umesetiwa kuwa "hapana" kwa chaguo-msingi. Badilisha mpangilio huu kuwa "ndiyo" na hifadhi mabadiliko.

2. Fafanua kazi ya WakalaWajumla

On the Admin page, select GenericAgent and add a new job there.

a. Mpangilio wa kazi

Toa jina kwa

b. Chujio la Tiketi

Vichujio vya tiketi vinatafuta tiketi ambazo zinafanana na kigezo kilichochaguliwa. Inaweza kuwa wazo zuri kuweka kwenye nyaraka zile tiketi zilizo kwenye hali iliy-ofungwa na zimefungwa miezi michache nyuma.

c. Kitendo cha Tiketi

Katika kifungu hiki, seti sehemu yenye lebo "Hifadhi kwenye Nyaraka tiketi zilizochaguliwa" kuwa "hifadhi tiketi kwenye nyaraka".

d. Hifadhi kazi

Mwisho wa kurasa utapata chaguo la kuhifadhi kazi.

e. Tiketi zilizoathirika.

Mfumo utaonyesha tiketi zote zitakazohifadhiwa kwenye nyaraka wakati wa kutekeleza kazi ya Wakala wa Ujumla.

3. Tafuta Tiketi

Ukitafuta tiketi, mfumo kwa kawaida unatafuta tiketi zisizo kwenye nyaraka. Kama ukitaka kutafuta tiketi za kwenye nyaraka pia, ongeza kirahisi "tafuta nyaraka" wakati wa kufafanua vigezo vya kutafuta.

1.5. Hifadhi muda

OTRS caches a lot of temporary data in `/opt/otrs/var/tmp`. Please make sure that this uses a high performance file system/storage. If you have enough RAM, you can also try to put this directory on a ramdisk like this:

```
shell> /opt/otrs/bin/otrs.Console.pl Maint::Session::DeleteAll
shell> /opt/otrs/bin/otrs.Console.pl Maint::Cache::Delete
shell> sudo mount -o size=16G -t tmpfs none /opt/otrs/var/tmp

# add persistent mount point in /etc/fstab
```

Note

Please note that this will be a non-permanent storage that will be lost on server reboot. All your sessions (if you store them in the filesystem) and your cache data will be lost.

There is also a centralized memcached based cache backend available for purchase from OTRS Group.

2. Hifadhidata

Masula ya DB yanategemeana na hifadhidata inayotumika. Jifunze kupitia nyaraka za hifadhidata yako au onana na msimamizi wa hifadhidata yako.

2.1. MySQL

Kama ukitumia jedwali la MySQL la aina MyISAM (ambalo ni chaguo-msingi), na ukafuta sehemu kubwa ya jedwali au kama umefanya mabadiliko mengi kwenye jedwali yenye safu mlalo zenye urefu unaobadilika (majedwali yenye safuwima VARCHAR, BLOB na NAKALA), lazima uunganishe vipande vya faili la data (majedwali) kwa kutumia amri "sadifisha"

Unatakiwa kujaribu hili kama mysqld daemon inahitaji sana kutoka kwenye muda wako wa CPU. Sadifisha majedwali - tiketi, tiketi_historia na makala (ona Hati chini).

```
shell> mysql -u user -p database
mysql> optimize table ticket;
mysql> optimize table ticket_history;
mysql> optimize table article;
```

Hati: Kuongeza ufanisi wa majedwali msingi ya data.

2.2. PostgreSQL

PostgreSQL is best tuned by modifying the `postgresql.conf` file in your PostgreSQL data directory. For advice on how to do this, reference the following articles:

- <http://www.revsys.com/writings/postgresql-performance.html>

-
- <http://varlena.com/GeneralBits/Tidbits/perf.html>
 - http://varlena.com/GeneralBits/Tidbits/annotated_conf_e.html Type your translation here

If performance is still not satisfactory, we suggest that you join the PostgreSQL Performance mailing list (<http://www.postgresql.org/community/lists/>), and ask questions there. The folks on the PostgreSQL list are very friendly and can probably help.

3. Web Server

OTRS comes with a built-in web server that is correctly preconfigured for many production use cases. Please see the file `Kernel/WebApp.conf` for further tuning possibilities in high-load environments, where for example the number of active worker processes needs to be increased.



Appendix A. Rasilimali za Ziada

otrs.com

The OTRS website with source code, documentation and news is available at www.otrs.com. Here you can also find information about professional services and OTRS Administrator training seminars from OTRS Group, the creator of OTRS.

Mailing Lists

Table A.1. Mailing Lists

Name & URL	Maelezo
announce@otrs.org	Orodha ya hali chini ya msongamano, kwa Kiingereza, kwa ajili ya matangazo ya matoleo mapya ya OTRS na masuala ya usalama.
otrs@otrs.org	Orodha ya hali ya kati kwenda juu ya msongamano, kwa Kiingereza, ambapo unaweza kupata maswali ya aina zote yanayohusika na msaada kuhusu bidhaa.
otrs-de@otrs.org	Orodha ya hali ya kati kwenda juu ya msongamano, kwa Kijerumani, ambapo unaweza kupata maswali ya aina zote yanayohusika na msaada kuhusu bidhaa.
dev@otrs.org	Orodha ya hali ya kati, kwa Kiingereza, ambapo waundaji wa OTRS wanajadili masuala mbali mbali ya usanifu na utekelezaji.

Translations

You can help translate OTRS to your language at Transifex.

Ufuatiliaji makosa

To report software defects, please visit <http://bugs.otrs.org/> (see figure below). Please take note of the difference between a bug and a configuration issue. Configuration issues are problems that you encounter when setting a system, or general questions regarding the use of OTRS. Bug reports should only be used for issues with the source code of OTRS or other open source OTRS modules itself. For configuration issues, you should either use the [commercial support, available from OTRS](#), or the public mailing lists.

Figure A.1. Kifaa cha ufwatiliajimakosa

The screenshot shows the OTRS Portal bugtracker interface. At the top right, the OTRS Portal logo is displayed. Below it is a navigation bar with links: Home, New, Browse, Search, Reports, New Account, Log In, and Forgot Password. The main heading reads "Welcome to the OTRS bugtracker". Below this are four circular icons: "File a Bug" (bug icon), "Search" (magnifying glass icon), "Open a New Account" (gear icon), and "Documentation" (book icon). A search input field is present with the placeholder text "Enter a bug # or some search terms". Below the search field is a "Common Queries" section with two rows of links: "Bugs reported in the last 24 hours" and "last 7 days", and "Bugs changed in the last 24 hours" and "last 7 days". At the bottom of the page, a secondary navigation bar contains the same links as the top bar.



Appendix B. Configuration Options Reference

1. CloudService

CloudServices::Disabled

Defines if the communication between this system and OTRS Group servers that provide cloud services is possible. If set to 'Disable cloud services', some functionality will be lost such as system registration, support data sending, upgrading to and use of OTRS Business Solution™, OTRS Verify™, OTRS News and product News dashboard widgets, among others.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

2. CloudService → Admin → ModuleRegistration

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

Cloud service admin module registration for the transport layer.

Thamani chaguo-msingi:

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

3. Core

ConfigImportAllowed

Inadhibiti kama kiongozi anaruhusiwa kuleta usanidi wa mfumo uliohifadhiwa katika UsanidiMfumo

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

DemoSystem

Runs the system in "Demo" mode. If enabled, agents can change preferences, such as selection of language and theme via the agent web interface. These changes are only valid for the current session. It will not be possible for agents to change their passwords.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

FQDN

Inafafanua jina la kiko la lilifuzu la mfumo. Mpangilio huu unatumika kama unaobadilika, OTRS_CONFIG_FQDN inayopatikana katika kila umbizo la ujumbe kwa programu tumizi, kujenga viunganishi kwenye tiketi katika mfumo wako.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- yourhost.example.com

Organization

Jina la kampuni litakalohusishwa katika barua pepe zinazotoka nje kama kichwa-X.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Example Company

ProductName

Inafafanua jina la programu tumizi, inayoonyeshwa katikakiolesura cha wavuti, vichupo na ufio wa kichwa wa kivinjari cha wavuti.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- OTRS 7

Secure::DisableBanner

If enabled, the OTRS version tag will be removed from the Webinterface, the HTTP headers and the X-Headers of outgoing mails. NOTE: If you change this option, please make sure to delete the cache.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

SystemID

Inafafanua kitambulishi cha mfumo. Kila namba ya tiketi na tungo ya kipindi cha http inacho kitambulisho hiki. Hii inahakikisha kwamba kila tiketi ambayo ipo katika mfumo wako itashughulikiwa kama iliyokuwa inafuatiliwa (Inatumika wakati wa kuwasiliana kati ya mifani 2 ya OTRS).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '10'

4. Core → AppointmentCalendar

AgentAppointmentEdit::Location::Link###1-GoogleMaps

Defines an icon with link to the google map page of the current location in appointment edit screen.

Thamani chaguo-msingi:

```

---
CSSClass: GoogleMaps
IconName: fa-globe fa-lg
Target: _blank
Text: Location
URL: http://maps.google.com/maps?z=7&q=

```

AppointmentCalendar::CalendarColors

List of colors in hexadecimal RGB which will be available for selection during calendar creation. Make sure the colors are dark enough so white text can be overlaid on them.

Thamani chaguo-msingi:

```

---
- '#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'
- '#00FDFF'
- '#008CFF'
- '#002EFF'
- '#8931FF'
- '#FF39FF'
- '#FF2987'
- '#FF726E'
- '#FFCE6E'
- '#FFFB6D'
- '#CEFA6E'
- '#68F96E'
- '#68FDFF'
- '#68FBD0'
- '#6ACFFF'

```

```
- '#6E76FF'
- '#D278FF'
- '#FF7AFF'
- '#FF7FD3'
```

AppointmentCalendar::CalendarLimitOverview

Maximum number of active calendars in overview screens. Please note that large number of active calendars can have a performance impact on your server by making too much simultaneous calls.

Thamani chaguo-msingi:

```
--- '10'
```

AppointmentCalendar::Import::RecurringMonthsLimit

OTRS doesn't support recurring Appointments without end date or number of iterations. During import process, it might happen that ICS file contains such Appointments. Instead, system creates all Appointments in the past, plus Appointments for the next N months (120 months/10 years by default).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '120'
```

5. Core → AppointmentCalendar → Plugin

AppointmentCalendar::Plugin###0100-Ticket

Defines the ticket plugin for calendar appointments.

Thamani chaguo-msingi:

```
---
Module: Kernel::System::Calendar::Plugin::Ticket
Name: Ticket
URL: <OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl?
Action=AgentTicketZoom;TicketID=%s
```

6. Core → AppointmentCalendar → TicketAppointments

AppointmentCalendar::TicketAppointmentSearchParams

Defines the list of params that can be passed to ticket search function.

Thamani chaguo-msingi:

```
---
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

```

AppointmentCalendar::TicketAppointmentType###0100-FirstResponseTime

Defines the ticket appointment type backend for ticket escalation time.

Thamani chaguo-msingi:

```

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

```

AppointmentCalendar::TicketAppointmentType###0200-UpdateTime

Defines the ticket appointment type backend for ticket escalation time.

Thamani chaguo-msingi:

```

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

```

AppointmentCalendar::TicketAppointmentType###0300-SolutionTime

Defines the ticket appointment type backend for ticket escalation time.

Thamani chaguo-msingi:

```

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

```

AppointmentCalendar::TicketAppointmentType###0400-PendingTime

Defines the ticket appointment type backend for ticket pending time.

Thamani chaguo-msingi:

```

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

```

AppointmentCalendar::TicketAppointmentType###0500-DynamicField

Defines the ticket appointment type backend for ticket dynamic field date time.

Thamani chaguo-msingi:

```

---
Event: TicketDynamicFieldUpdate_.*

```

```
Key: DynamicField_%s
Mark: D
Module: Kernel::System::Calendar::Ticket::DynamicField
Name: DynamicField_%s
```

7. Core → Auth → Agent → TwoFactor

AuthTwoFactorModule

Defines the two-factor module to authenticate agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Kernel::System::Auth::TwoFactor::GoogleAuthenticator
```

AuthTwoFactorModule::AllowEmptySecret

Defines if agents should be allowed to login if they have no shared secret stored in their preferences and therefore are not using two-factor authentication.

Thamani chaguo-msingi:

```
--- '1'
```

AuthTwoFactorModule::AllowPreviousToken

Defines if the previously valid token should be accepted for authentication. This is slightly less secure but gives users 30 seconds more time to enter their one-time password.

Thamani chaguo-msingi:

```
--- '1'
```

AuthTwoFactorModule::SecretPreferencesKey

Defines the agent preferences key where the shared secret key is stored.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- UserGoogleAuthenticatorSecretKey
```

8. Core → Auth → Customer

Customer::AuthModule

Inafafanua moduli ya kuwahalalisha wateja.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Customer::AuthModule::DB::CryptType

If "DB" was selected for Customer::AuthModule, the encryption type of passwords must be specified.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- sha2

Customer::AuthModule::DB::CustomerKey

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,jina la safu wima kwa ajili ya funguo wa mteja katika jedwali la mteja lazima libainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- login

Customer::AuthModule::DB::CustomerPassword

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,jina la safu wima kwa ajili ya neno la siri la mteja katika jedwali la mteja lazima libainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- pw

Customer::AuthModule::DB::DSN

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,DNS kwa jilia ya kuunganisha kwenye jedwali la mteja linaweza kubainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::DB::Password

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, neno la siri la kuunganisha kwenye jedwali la mteja linaweza kubainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

--- some_password

Customer::AuthModule::DB::Table

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,jina la jedwali ambapo data za mteja wako zitahifadhiwa lazima libainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- customer_user

Customer::AuthModule::DB::Type

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,viendeshaji hifadhi data(mara nyingi ugunduzi wa otomatiki unatumika) vinaweza kubainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- mysql
```

Customer::AuthModule::DB::User

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, jina la mtumiaji la kuunganisha kwenye jedwali la mteja linaweza kubainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- some_user
```

Customer::AuthModule::DB::bcryptCost

If "bcrypt" was selected for CryptType, use cost specified here for bcrypt hashing. Currently max. supported cost value is 31.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '12'
```

Customer::AuthModule::HTTPBasicAuth::Replace

Kama "Uhifadhi wa msingi wa HTTP" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kubainisha kwenye sehemu zilizo wazi za majina ya watumiaji (mfano kwa viko kwa example_domain\user kwa mtumiaji).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- example_domain\\
```

Customer::AuthModule::HTTPBasicAuth::ReplaceRegExp

Kama "Uhifadhi wa msingi wa HTTP" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kubainisha (kwa kutumia RegExp) kuachanisha sehemu za MTUMIAJI_WA_MBALI (mfano kuongoa viko mkia). RegExp-Note, \$1 itakuwa muingio mpya.

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::AccessAttr

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kubainisha sifa za kufikia hapa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- memberUid
```

Customer::AuthModule::LDAP::AlwaysFilter

Kama "LDAP" imechaguliwa unaweza kuongeza kichuja katika kila ulizo la LDAP, mfano (barua pepe=*), (tabaka la kipengele = mtumiaji) au (!tabaka la kipengele = tarakilishi).

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::BaseDN

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji DN ya msingi lazima ibainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::Die

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kubainisha kama programu tumizi zitaacha kufanya kazi kama mfano muunganisho wa kwenye seva hauwezi kuanzishwa kwasababu ya matatizo ya mtandao.

Thamani chaguo-msingi:

```
--- '1'
```

Customer::AuthModule::LDAP::GroupDN

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kuanzisha hapa kama mtumiaji anaruhusiwa kuhalalisha kwasababu yuo kwenye posix-Group, mfano mtumiaji anahitaji kuwa kwenye kikundi xyz kutumia OTRS. Bainisha kikundi, nani anaweza kufikia mfumo.

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::Host

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, mwenyeji wa LDAP anaweza kubainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ldap.example.com
```

Customer::AuthModule::LDAP::Params

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji na parameta maalum zinahitajika kwa jaili ya moduli ya Net::LDAP, unaweza kubainisha hapa. Angalia "perldoc Net::LDAP" kwa taarifa zaidi kuhusu parameta.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
async: '0'  
port: '389'
```

```
timeout: '120'  
version: '3'
```

Customer::AuthModule::LDAP::SearchUserDN

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji na na watumiaji wako wana uwezo usiojulikana wa kufikia mti wa LDAP, lakini unataka kutafuta kupitia data, unaweza kufanya hivi na mtumiaji ambaye anafikia mpangilio orodha wa LDAP. Bainisha jina la mtumiaji kwa huyu mtumiaji wa maalum hapa.

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::SearchUserPw

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji na na watumiaji wako wana uwezo usiojulikana wa kufikia mti wa LDAP, lakini unataka kutafuta kupitia data, unaweza kufanya hivi na mtumiaji ambaye anafikia mpangilio orodha wa LDAP. Bainisha neno la siri kwa huyu mtumiaji wa maalum hapa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- some_password
```

Customer::AuthModule::LDAP::UID

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, kitambulishi cha mtumiaji lazima kibainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- uid
```

Customer::AuthModule::LDAP::UserAttr

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, sifa za mtumiaji zinaweza kubainishwa. Kwa LDAP posixGroups wanatumia UID, kwa wasio LDAP posixGroups wanatumia DN kamili ya mtumiaji.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UID
```

Customer::AuthModule::LDAP::UserSuffix

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji na kama unahitaji kuongeza kiambishi kwa kila jina la mteja la kuingia, bainisha hapa, mfano unataka kuandika jina la mtumiaji lakini katika mpangilio orodha wako wa LDAP ipo user@domain.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '@domain.com'
```

Customer::AuthModule::Radius::Die

Kama "Nusu kipenyo" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kubainisha kama programu tumizi zitaacha kufanya kazi kama mfano muunganisho wa kwenye seva hauwezi kuanzishwa kwasababu ya matatizo ya mtandao.

Thamani chaguo-msingi:

```
--- '1'
```

Customer::AuthModule::Radius::Host

Kama "Nusu kipenyo" kimechaguliwa kwa ajili ya Moduli ya kuhalalisha::Mteja, mwenyeji wa nusu kipenyo lazima ibainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- radiushost
```

Customer::AuthModule::Radius::Password

Kama "Nusu kipenyo" kimechaguliwa kwa ajili ya Moduli ya kuhalalisha::Mteja, neno la siri kuhalalisha kwa mwenyeji wa nusu kipenyo lazima ibainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- radiussecret
```

9. Core → Auth → Customer → TwoFactor

Customer::AuthTwoFactorModule

Defines the two-factor module to authenticate customers.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Kernel::System::CustomerAuth::TwoFactor::GoogleAuthenticator
```

Customer::AuthTwoFactorModule::AllowEmptySecret

Defines if customers should be allowed to login if they have no shared secret stored in their preferences and therefore are not using two-factor authentication.

Thamani chaguo-msingi:

```
--- '1'
```

Customer::AuthTwoFactorModule::AllowPreviousToken

Defines if the previously valid token should be accepted for authentication. This is slightly less secure but gives users 30 seconds more time to enter their one-time password.

Thamani chaguo-msingi:

```
--- '1'
```

Customer::AuthTwoFactorModule::SecretPreferencesKey

Defines the customer preferences key where the shared secret key is stored.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- UserGoogleAuthenticatorSecretKey
```

10. Core → Autoload

AutoloadPerlPackages###1000-Test

Example package autoload configuration.

This setting is not active by default.

Thamani chaguo-msingi:

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

11. Core → Cache

Cache::InBackend

If enabled, the cache data will be stored in cache backend.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Cache::InMemory

If enabled, the cache data be held in memory.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Cache::Module

Chagua hifadhi muda ya mazingira ya nyuma ya kutumia.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Cache::SubdirLevels

Bainisha ngazi ngapi za vipengele vya mpangilio orodha vya kutumia wakati wa kute-geneza faili la hifadhi muda. Hii izuie mafaili mengi kuwa kwenye mpangilio orodha moja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '2'

12. Core → Chat

ChatEngine::Active

Inaamsha usaidizi katika maongezi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

ChatEngine::ChatDecayTime

Number of days after chat will be deleted.

Thamani chaguo-msingi:

--- '365'

ChatEngine::ChatDirection::AgentToAgent

Inafanikisha kuanza maongezi na wakala kutoka kwenye kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

ChatEngine::ChatDirection::AgentToCustomer

Inafanikisha kuanza maongezi na mteja kutoka kwenye kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

ChatEngine::ChatDirection::CustomerToAgent

Makes it possible to start a chat with an agent from the external interface as authenticated user.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

ChatEngine::ChatDirection::PublicToAgent

Makes it possible to start a chat with an agent from the external interface as unauthenticated user.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

ChatEngine::ChatIntegration::VideoChatEnabled

Defines if the video and audio calling feature is enabled for integrated chat.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

ChatEngine::ChatOrder

Defines the order of chat windows.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

ChatEngine::ChatTTL

Number of hours after closed chat will be deleted.

Thamani chaguo-msingi:

--- '24'

ChatEngine::DefaultAgentName

Default agent name in the external interface. If enabled, the real name of the agent will not be visible to users while using the chat.

This setting is not active by default.

Thamani chaguo-msingi:

--- Support Agent

ChatEngine::DefaultAgentNameNumbers

Defines if numbers should be appended to DefaultAgentName. If enabled, together with DefaultAgentName will be numbers (e.g. 1,2,3,...).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

ChatEngine::DefaultChatChannel

Name of default chat channel. If this channel does not exist, it will be created automatically. Please do not create a chat channel with the same name as default chat channel. The default channel won't be displayed, if chat channels are enabled in Customer interface and Public interface. All agent to agent chats will be in the default channel.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Default channel

ChatEngine::ExternalFrontend::AllowChatChannels

Defines if users in the external interface are able to select Chat Channel. If not, chat will be created in default Chat Channel.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

ChatEngine::ExternalFrontend::AvailabilityCheck

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

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

ChatEngine::ExternalFrontend::NoAnswerThreshold

Defines the period of time (in minutes) before no answer message is displayed to the users in the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '5'

ChatEngine::ExternalFrontend::VideoChatEnabled

Defines if the video and audio calling feature is enabled for users of the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

ChatEngine::PermissionGroup::ChatReceivingAgents

Kundi la wakala ambalo linaweza kukubali maombi ya maongezi na kufanya maongezi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- users

ChatEngine::PermissionGroup::ChatStartingAgents

Kundi la wakala ambalo linaweza kutengeneza maombi ya maongezi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- users

ChatEngine::PermissionGroup::VideoChatAgents

Agent group that can use video calling feature in chats.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- users

Ticket::Agent::DisplayNotificationIfUnavailable

If enabled, a notification will be displayed on each page if the current agent is not available for chat.

Thamani chaguo-msingi:

--- '1'

Ticket::Agent::StartChatFromTicket###AllowChatOnlyIfCustomerAvailable

If enabled, starting a chat from agent ticket zoom view will only be possible, if the ticket customer is on-line.

Thamani chaguo-msingi:

--- '1'

Ticket::Agent::StartChatFromTicket###Allowed

Sets if a chat request can be sent out from agent ticket zoom view.

Thamani chaguo-msingi:

--- '1'

Ticket::Agent::StartChatFromTicket###PermissionLevel

Permission level to start a chat with customer from agent ticket zoom view.

Thamani chaguo-msingi:

--- ro

Ticket::Agent::StartChatFromTicket###RequiredLock

Defines if locking a ticket is required to start a chat with the customer from the ticket zoom view.

Thamani chaguo-msingi:

--- 0

Ticket::Agent::StartChatWOTicket

If enabled, agents can start a chat with a customer without a ticket.

Thamani chaguo-msingi:

--- '1'

Ticket::Agent::UnavailableForExternalChatsOnLogin

If enabled it will check agents availability on login. If user is available for external chats, it will reduce availability to internal chats only.

Thamani chaguo-msingi:

```
--- '1'
```

13. Core → CommunicationChannel

CommunicationChannel###Chat

Defines chat communication channel.

Thamani chaguo-msingi:

```
---  
Description: Chat communication channel.  
Icon: fa-comment  
Module: Kernel::System::CommunicationChannel::Chat  
Name: Chat
```

CommunicationChannel###Email

Defines email communication channel.

Thamani chaguo-msingi:

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

CommunicationChannel###Internal

Defines internal communication channel.

Thamani chaguo-msingi:

```
---  
Description: Internal communication channel.  
Icon: fa-cloud  
Module: Kernel::System::CommunicationChannel::Internal  
Name: OTRS
```

CommunicationChannel###Phone

Defines phone communication channel.

Thamani chaguo-msingi:

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

CommunicationChannel###SMS

Defines SMS communication channel.

Thamani chaguo-msingi:

```
---  
Description: SMS communication channel.  
Icon: fa-mobile  
Module: Kernel::System::CommunicationChannel::SMS  
Name: SMS
```

14. Core → CommunicationChannel → MIMEBase

Ticket::Article::Backend::MIMEBase::ArticleDataDir

Specifies the directory to store the data in, if "FS" was selected for ArticleStorage.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Article::Backend::MIMEBase::ArticleStorage

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

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Article::Backend::MIMEBase::CheckAllStorageBackends

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Article::Backend::MIMEBase::IndexAttachmentNames

Specifies whether the (MIMEBase) article attachments will be indexed and searchable.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

15. Core → CommunicationLog

CommunicationLog::PurgeAfterHours::AllCommunications

Defines the number of hours a communication will be stored, whichever its status.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '744'
```

CommunicationLog::PurgeAfterHours::SuccessfulCommunications

Defines the number of hours a successful communication will be stored.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '168'
```

CommunicationLog::Transport###CloudService

Registers a log module, that can be used to log communication related information.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

CommunicationLog::Transport###Email

Registers a log module, that can be used to log communication related information.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

16. Core → Crypt → PGP

PGP

Inawezesha msaada wa PGP. Wakati msaada wa PGP umewezeshwa kwa ajili ya kuipa na usimbaji fiche barua bebe, inashauriwa kwamba seva ya wavuti kufanya kazi kama mtumiaji wa OTRS. Vinginevyo kutakuwa na matatizo na mapendeleo wakati wa kufikia mpangilio orodha wa .gnupg.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

PGP::Bin

Inafanua njia ya kufika kwenye jozi ya PGP.

This setting is not active by default.

Thamani chaguo-msingi:

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

PGP::Key::Password

Inaweka neno la siri kwa kibonye cha PGP ya binafsi

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PGP::Log

Sanidi matini batli yako kwa ajili ya PGP.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
BADSIG: The PGP signature with the keyid has not been verified successfully.  
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 keyid is good.
```

PGP::Method

Sets the method PGP will use to sing and encrypt emails. Note Inline method is not compatible with RichText messages.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Detached
```

PGP::Options

Inaweka chaguo kwa binari za PGP.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PGP::Options::DigestPreference

Sets the preferred digest to be used for PGP binary.

Thamani chaguo-msingi:

```
--- sha256
```

PGP::TrustedNetwork

Enable this if you trust in all your public and private pgp keys, even if they are not certified with a trusted signature.

Thamani chaguo-msingi:

--- 0

17. Core → Crypt → SMIME

SMIME

Wezesha msaada wa S/MIME.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

SMIME::Bin

Inafafanua njia ya kufungua jozi ya ssl. Inaweza kuhitaji HOME env($\$ENV\{HOME\} = \text{'/var/lib/wwwrun'}$);).

This setting is not active by default.

Thamani chaguo-msingi:

--- /usr/bin/openssl

SMIME::CacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili yasifa za cheti cha SSL.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '86400'

SMIME::CertPath

Inabainisha mpangilio orodha ambapo vyeti cha SSL vimehifadhiwa.

This setting is not active by default.

Thamani chaguo-msingi:

--- /etc/ssl/certs

SMIME::FetchFromCustomer

Enables fetch S/MIME from CustomerUser backend support.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

SMIME::PrivatePath

Inabainisha mpango ordha ambapo Vyeti vya SSL binafsi vimehifadhiwa.

This setting is not active by default.

Thamani chaguo-msingi:

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

18. Core → Customer

Customer::DefaultUserID

Defines the (agent) user identifier for actions triggered by customers.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

CustomerDisableCompanyTicketAccess

Chaguo hili litakuzuia kufikia tiketi za kampuni za mteja, ambazo hazikujatengenezwa na mtumiaji wa mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

CustomerGroupAlwaysGroups

Defines the groups every customer user will be in (if CustomerGroupSupport is enabled and you don't want to manage every customer user for these groups).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- users
```

CustomerGroupCompanyAlwaysGroups

Defines the groups every customer will be in (if CustomerGroupSupport is enabled and you don't want to manage every customer for these groups).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- users
```

CustomerGroupPermissionContext###001-CustomerID-same

Defines a permission context for customer to group assignment.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
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
```

CustomerGroupPermissionContext###100-CustomerID-other

Defines a permission context for customer to group assignment.

This setting is not active by default.

Thamani chaguo-msingi:

```

---
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
  
```

CustomerGroupSupport

Activates support for customer and customer user groups.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

--- 0
  
```

CustomerPreferences

Fafanua vigezo kwa jedwali la upendeleo la mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

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

19. Core → DB → Mirror

Core::MirrorDB::AdditionalMirrors###1

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Thamani chaguo-msingi:

```

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

Core::MirrorDB::AdditionalMirrors###2

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Thamani chaguo-msingi:

```

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

```
User: some_user
```

Core::MirrorDB::AdditionalMirrors###3

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Thamani chaguo-msingi:

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

Core::MirrorDB::AdditionalMirrors###4

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Thamani chaguo-msingi:

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

Core::MirrorDB::AdditionalMirrors###5

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Thamani chaguo-msingi:

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

Core::MirrorDB::DSN

OTRS can use one or more readonly mirror databases for expensive operations like fulltext search or statistics generation. Here you can specify the DSN for the first mirror database.

This setting is not active by default.

Thamani chaguo-msingi:

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

Core::MirrorDB::Password

Specify the password to authenticate for the first mirror database.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- some_password
```

Core::MirrorDB::User

Specify the username to authenticate for the first mirror database.

This setting is not active by default.

Thamani chaguo-msingi:

--- some_user

20. Core → DocumentSearch → Driver

DocumentSearch::Drivers::Appointment::Enabled

It controls availability for Appointment search driver.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

DocumentSearch::Drivers::ArticleChat::Enabled

It controls availability for ArticleChat search driver.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

DocumentSearch::Drivers::ArticleMIME::Enabled

It controls availability for ArticleMIME search driver.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

DocumentSearch::Drivers::ArticleSMS::Enabled

It controls availability for ArticleSMS search driver.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

DocumentSearch::Drivers::CustomPageContent::Enabled

It controls availability for Custom Page Content search driver.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

DocumentSearch::Drivers::FAQ::Enabled

It controls availability for FAQ search driver.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

DocumentSearch::Drivers::ServiceCatalogueContent::Enabled

It controls availability for Customer Service Catalogue Content search driver.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

DocumentSearch::Drivers::Ticket::Enabled

It controls availability for Ticket search driver.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

21. Core → Draft

FormDraftTTL###Ticket

Defines time in minutes since last modification for drafts of specified type before they are considered expired.

Thamani chaguo-msingi:

```
--- '10080'
```

22. Core → DynamicFields → Driver-Registration

DynamicFields::Driver###ActivityID

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###Checkbox

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###ContactWithData

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###Date

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###DateTime

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###Dropdown

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###Multiselect

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###ProcessID

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###Text

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###TextArea

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

23. Core → DynamicFields → Object-TypeRegistration

DynamicFields::ObjectType###Article

Usajili wa kipengele cha uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::ObjectType###CustomerCompany

Usajili wa kipengele cha uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::ObjectType###CustomerUser

Usajili wa kipengele cha uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::ObjectType###FAQ

Usajili wa kipengele cha uga wenye nguvu.

Thamani chaguo-msingi:

```
---  
DisplayName: FAQ  
Module: Kernel::System::DynamicField::ObjectType::FAQ
```


Prio: '200'

DynamicFields::ObjectType###Ticket

Usajili wa kipengele cha uga wenye nguvu.

Thamani chaguo-msingi:

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

24. Core → Email

AdminEmail

Inafafanua anwani ya barua pepe ya msimamizi wa mfumo. Itaonyeshwa katika skrini za makosa ya programu tumizi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- support@<OTRS_CONFIG_FQDN>
```

CheckEmailAddresses

Inafanya programu tumizi kuangalia sintaksi ya anwani ya barua pepe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

CheckEmailInvalidAddress

Inafafanua semi za kawaida ambazo zinachuja anwani za barua pepe ambazo hazitakiwi kutumika katika program tumizi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

CheckEmailValidAddress

Inafafanua semi za kawaida ambazo zinazuia baadhi ya anwani kwenye uangalizi wa sintaksi("Uangalizi wa Anwani za Barua pepe" umewekwa kuwa "Yes"). Tafadhali ingia regex katika uga huu kwa ajili ya anwani za barua pepe, ambazo kisintentiki zipo batili, lakini ni za lazima kwa ajili ya mfumo (mfano "root@localhost").

This setting can not be deactivated.

Thamani chaguo-msingi:

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

CheckMXRecord

Inafanya programu tumizi kuangalia kumbukumbu ya MX ya anwani za barua pepe kabla ya kutuma barua pepe au kukusanya kielezo au tiketi ya barua pepe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

CheckMXRecord::Nameserver

Inafafanua anwani ya seva ya DNS iliyojitotelea, kama muhimu kwa ajili ya ukaguaji wa "Angalia rekodi ya MX".

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ns.example.com
```

Fetchmail::Bin

Defines the fall-back path to open fetchmail binary. Note: The name of the binary needs to be 'fetchmail', if it is different please use a symbolic link.

This setting is not active by default.

Thamani chaguo-msingi:

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

NotificationSenderEmail

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- otrs@<OTRS_CONFIG_FQDN>
```

NotificationSenderName

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- OTRS Notifications
```

Sendmail::DefaultHeaders

Defines default headers for outgoing emails.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
```

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

SendmailBcc

Tuma bariu pepe za kwenda nje zote kupitia bcc kwa anwani iliyobainishwa. Tafadhali tumia hii kwa sababu za chelezo.

Thamani chaguo-msingi:

```
--- ''
```

SendmailEncodingForce

Inalazimisha usimbaji wa barua pepe zinatoka nje (7bit|8bit|quoted-printable|base64).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- base64
```

SendmailEnvelopeFrom

Kama imewekwa, anwani hii inatumika kama mtumaji wa bahasha katika ujumbe unaokwenda nje (hakuna taarifa- angalia chini). Kama hakuna anwani iliyobainishwa mtumaji wa bahasha ni sawa anwani ya barua pepe ya foleni

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

SendmailModule

Inafafanua moduli ya kutuma barua pepe. "TumaBarua pepe" moja kwa moja inatumia bainari ya tumabarua pepe ya mfumo endeshi. Taratibu yoyote ya "SMTP" inatumia seva maalum (nje) ya baruapepe. "UsitumeBaruapepe" haitumi barua pepe na inafaa kwa majaribio ya mfumo.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

SendmailModule::AuthPassword

Kama moja ya taratibu za "SMTP" itachaguliwa kama Moduli ya Barua pepe ya kutuma, na uhalalishaji kwenye seva ya barua pepe unahitajika, neno la siri lazima libainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- MailserverPassword
```

SendmailModule::AuthUser

Kama moja ya taratibu za "SMTP" itachaguliwa kama Moduli ya Barua pepe ya kutuma, na uhalalishaji kwenye seva ya barua pepe unahitajika, jina la mtumiaji lazima libainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- MailserverLogin
```

SendmailModule::CMD

Kama "Tuma Barua pepe" ilichaguliwa kama Moduli ya kutuma barua pepe, eneo la pacha tuma barua pepe na michaguo inayohusika lazima ibainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

SendmailModule::Host

Kama moja ya taratibu za "SMTP" itachaguliwa kama Moduli ya Barua pepe ya kutuma, mwenyeji wa barua pepe ambaye anatumia lazima abainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- mail.example.com
```

SendmailModule::Port

Kama moja ya taratibu za "SMTP" itachaguliwa kama Moduli ya Barua pepe ya kutuma, kituo tarishi ambacho seva yako ya barua pepe inasikiliza kwa ajili ya miunganisho inayoingia lazima ibainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '25'
```

SendmailNotificationEnvelopeFrom

If set, this address is used as envelope sender header in outgoing notifications. If no address is specified, the envelope sender header is empty (unless SendmailNotificationEnvelopeFrom::FallbackToEmailFrom is set).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

SendmailNotificationEnvelopeFrom::FallbackToEmailFrom

If no SendmailNotificationEnvelopeFrom is specified, this setting makes it possible to use the email's from address instead of an empty envelope sender (required in certain mail server configurations).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

25. Core → Email → PostMaster

AutoResponseForWebTickets

If this option is enabled, tickets created via the web interface, via external or agent interface, will receive an autoresponse if configured. If this option is not enabled, no autoresponses will be sent.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

KeepStateHeader

Defines the PostMaster header to be used on the filter for keeping the current state of the ticket.

Thamani chaguo-msingi:

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

LoopProtectionLog

Njia ya faili ya batli (Inatumika tu kama "FS" ilichaguliwa kwa ajili ya Moduli ya Kulinda Kitanzi na ni lazima).

This setting can not be deactivated.

Thamani chaguo-msingi:

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

LoopProtectionModule

Moduli ya kulinda kitanzi chaguo-msingi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0000-BounceEmail

Executes follow-up checks on OTRS Header 'X-OTRS-Bounce'.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0100-Subject

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

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0200-References

Executes follow-up checks on In-Reply-To or References headers for mails that don't have a ticket number in the subject.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0300-Body

Executes follow-up checks on email body for mails that don't have a ticket number in the subject.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0400-Attachments

Executes follow-up checks on attachment contents for mails that don't have a ticket number in the subject.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0500-RawEmail

Executes follow-up checks on the raw source email for mails that don't have a ticket number in the subject.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::NewTicket::AutoAssignCustomerIDForUnknownCustomers

Controls if CustomerID is automatically copied from the sender address for unknown customers.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

PostMaster::PreCreateFilterModule###000-FollowUpArticleVisibilityCheck

Module to check if arrived emails should be marked as internal (because of original forwarded internal email). IsVisibleForCustomer and SenderType define the values for the arrived email/article.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###000-DecryptBody

Module to filter encrypted bodies of incoming messages.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Module: Kernel::System::PostMaster::Filter::Decrypt  
StoreDecryptedBody: '0'
```

PostMaster::PreFilterModule###000-DetectAttachment

Module used to detect if attachments are present.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###000-DetectBounceEmail

Module to check if a incoming e-mail message is bounce.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition1

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
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
```

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition2

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
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
```

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition3

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
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
```

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition4

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
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
```

PostMaster::PreFilterModule###000-MatchDBSource

Moduli ya kutumia hifadhi ya kichujua cha hifadhi data.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###000-SMIMEFetchFromCustomer

Module to fetch customer users SMIME certificates of incoming messages.

Thamani chaguo-msingi:

```
---
```

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

PostMaster::PreFilterModule###1-Match

Moduli ya kuchuja na kuendesha ujumbe unaoingia. Funga/zuia barua pepe taka kutoka: noreply@ address.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###2-Match

Moduli ya kuchuja na kuendesha ujumbe zinazolingia. Pata namba yenye tarakimu 4 kwenye matini huru ya tiketi, tumia regex kufananisha mfano =>'(.+?)@.+?', na tumia () kama [***] katika seti ya =>.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###3-NewTicketReject

Zuia barua pepe zote zinazolingia ambazo hazina namba ya tiketi halali katika somo kutoka: @example.com address.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###4-CMD

Mpangilio wa mfano wa CMD. Inapuuzia barua pepe ambapo CMD ya nje inarudisha baadhi ya matokeo katika STDOUT (Barua pepe zitapitishwa katika TDIN ya some.bin).

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###5-SpamAssassin

Mfano wa mpangilio wa barua taka muuaji. Puuzia barua pepe ambazo zimewekwa alama kama barua taka muuaji.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###6-SpamAssassin

Mfano wa mpangilio wa barua taka muuaji. Hamisha barua pepe zilizowekwa alama kwenye foleni ya barua taka.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule::NewTicketReject::Body

Inafanua kiini cha matini ya barua pepe zilizokataliwa

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "\nDear Customer,\n\nUnfortunately we could not detect a valid ticket number\n\nyour subject, so this email can't be processed.\n\nPlease create a new ticket via the customer panel.\n\nThanks for your help!\n\nYour Helpdesk Team\n"
```

PostMaster::PreFilterModule::NewTicketReject::Sender

Inamfanua mtumaji wa barua pepe zilizokataliwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- noreply@example.com
```

PostMaster::PreFilterModule::NewTicketReject::Subject

Inafanua somo kwa barua pepe zilizokataliwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Email Rejected
```

PostMasterMaxEmailSize

Ukubwa wa upeo wa juu katika baiti K kwa ajili ya barua pepe ambazo zinawezwa kuchukuliwa kwa kutumia POP3/POP3S/IMAP/IMAPS (Baiti K).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '16384'

PostMasterReconnectMessage

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

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '20'

PostmasterAutoHTML2Text

Badilisha barua pepe za HTML katika ujumbe mfupi wa maneno.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

PostmasterBounceEmailAsFollowUp

Indicates if a bounce e-mail should always be treated as normal follow-up.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

PostmasterDefaultPriority

Inafafanua kipaumbele chaguo msingi cha tiketi mpya.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 3 normal

PostmasterDefaultQueue

Inafafanua foleni chaguo msingi ya mkuu wa posta.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Raw

PostmasterDefaultState

Inafafanua hali chaguo-msingi ya tiketi mpya.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- new

PostmasterFollowUpOnUnlockAgentNotifyOnlyToOwner

Tuma taarifa za ufuatiliaji za wakala kwa mmiliki tu, kama tiketi imefunguliwa (Chaguo-msingi ni kutuma taarifa kwa mawakala wote).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

PostmasterFollowUpState

Inafanua hali ya tiketi kama ikipata kufatiliwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- open

PostmasterFollowUpStateClosed

Inafanua hali ya tiketi kama ikipata kufuatiwa na tiketi ilikuwa tayari imefungwa.

This setting is not active by default.

Thamani chaguo-msingi:

--- open

PostmasterHeaderFieldCount

Fafanua namba za uga wa kichwa katika moduli za kiolesura kwa kuongeza na kusakisha kichuja cha mchapishajimkuu. Inawezakuwa hadi uga 99.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '12'

PostmasterMaxEmails

Majibu ya barua pepe ya otomatiki ya upeo wa juu kwenda anwani yake yenyewe ya barua pepe kwa siku (Ulinzi wa kitanzi).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '40'

PostmasterMaxEmailsPerAddress

Maximal auto email responses to own email-address a day, configurable by email address (Loop-Protection).

Thamani chaguo-msingi:

--- {}

PostmasterUserID

Bainisha kitambulisho cha mtumiaji cha hifadhi data cha mkuu wa posti.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

PostmasterX-Header

Inafafanua vichwa vyote vya X ambavyo vinatakiwa kutambazwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

SendNoAutoResponseRegExp

Kama regex inafanana, hakuna ujumbe utakaotumwa na kiitiko cha ototmatiki.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

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

26. Core → Event → AppointmentCalendar

AppointmentCalendar::EventModulePost###100-Notification

Appointment calendar event module that prepares notification entries for appointments.

Thamani chaguo-msingi:

```

---
Event: (AppointmentCreate|AppointmentUpdate|AppointmentDelete|AppointmentNotification|
CalendarCreate|CalendarUpdate)
Module: Kernel::System::Calendar::Event::Notification
  
```

AppointmentCalendar::EventModulePost###200-TicketAppointments

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

Thamani chaguo-msingi:

```

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

27. Core → Event → CustomPage

CustomPage::EventModulePost###1000-IndexManagement

Marks down the object involved on the event.

Thamani chaguo-msingi:

```

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

Transaction: '0'

28. Core → Event → CustomerCompany

CustomerCompany::EventModulePost###2000-UpdateCustomerUsers

Moduli ya tukio inayosasisha mteja mtumiaji baada ya usasishaji wa mteja.

Thamani chaguo-msingi:

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

CustomerCompany::EventModulePost###2100-UpdateDynamicFieldName

Event module that updates customer company object name for dynamic fields.

Thamani chaguo-msingi:

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

CustomerCompany::EventModulePost###2300-UpdateTickets

Moduli ya tukio inayosasisha tiketi baada ya usasishaji wa mteja.

Thamani chaguo-msingi:

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

CustomerCompany::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

29. Core → Event → CustomerUser

CustomerUser::EventModulePost###2000-UpdateDynamicFieldName

Event module that updates customer user object name for dynamic fields.

Thamani chaguo-msingi:

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

CustomerUser::EventModulePost###2100-UpdateSearchProfiles

Event module that updates customer user search profiles if login changes.

Thamani chaguo-msingi:

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

CustomerUser::EventModulePost###2200-UpdateServiceMembership

Moduli ya tukio inayosasisha uanachama wa huduma za mteja mtumiaji kama ameingiza mabadiliko.

Thamani chaguo-msingi:

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

CustomerUser::EventModulePost###2300-UpdateTickets

Moduli ya tukio inayosasisha tiketi baada ya usasishaji wa mteja mtumiaji.

Thamani chaguo-msingi:

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

CustomerUser::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

30. Core → Event → DynamicField

DynamicField::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

31. Core → Event → FAQ

FAQ::EventModulePost###1000-IndexManagement

Marks down the object involved on the event.

Thamani chaguo-msingi:

```
---
```



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

32. Core → Event → LinkObject

LinkObject::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

33. Core → Event → Package

Package::EventModulePost###9000-SupportDataSend

Package event module to file a scheduler task for update registration.

Thamani chaguo-msingi:

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

Package::EventModulePost###9100-TriggerWebserverReload

Package event module to trigger a production web server reload, if allowed by the configuration.

Thamani chaguo-msingi:

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

Package::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

34. Core → Event → Queue

DynamicField::EventModulePost###1000-TicketIndexManagement

Event module that performs an update statement on document search indices if a dynamic field was deleted.

Thamani chaguo-msingi:

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

Queue::EventModulePost###2300-UpdateQueue

Moduli ya tukio ambayo inafanya tamko la usasishwaji katika Kielezoo cha Tiketi kuipa jina foleni kama inahitajika na DBTuli inatumika.

Thamani chaguo-msingi:

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

Queue::EventModulePost###2400-TicketIndexManagement

Event module that performs an update statement on document search ticket index if group has been changed.

Thamani chaguo-msingi:

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

Queue::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

35. Core → Event → ServiceCatalogueItem

ServiceCatalogueItem::EventModulePost###1000-ServiceCatalogueIndexManagement

Marks down the object involved on the event.

Thamani chaguo-msingi:

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

36. Core → Event → Ticket

AppointmentCalendar::EventModulePost###1000-IndexManagement

Marks down the object involved on the event.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###1000-IndexManagement

Marks down the object involved on the event.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###2300-ArchiveRestore

Restores a ticket from the archive (only if the event is a state change to any open available state).

Thamani chaguo-msingi:

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

Ticket::EventModulePost###2600-AcceleratorUpdate

Sasisha kiharakishi cha kielezo cha tiketi.

Thamani chaguo-msingi:

```
---  
Event: TicketStateUpdate|TicketQueueUpdate|TicketLockUpdate  
Module: Kernel::System::Ticket::Event::TicketAcceleratorUpdate
```

Ticket::EventModulePost###2700-ForceOwnerResetOnMove

Inaweka upya na inamfungua mmiliki wa tiketi kama ilikuwa imeamishwa kwenye foleni.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###2800-ForceStateChangeOnLock

Inalazimisha kuchagua hali tofauti za tiketi (Kutoka sasa) baada ya kitendo cha kufunga. Fafanua hali ya sasa kama funguo, na hali ijayo baada ya kitendo cha kufunga kama maudhui.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###3000-ResponsibleAutoSet

Inamuweka otomatiki mmhusika wa tiketi (Kama hajawekwa bado) baada ya usasishwaji wa mmiliki wa kwanza.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###3100-LockAfterCreate

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

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Action: AgentTicketPhone|AgentTicketEmail  
Event: TicketCreate  
Module: Kernel::System::Ticket::Event::LockAfterCreate  
Transaction: '1'
```

Ticket::EventModulePost###3300-TicketPendingTimeReset

Inaweka muda wa kusubiri wa tiketi kuwa 0 kama hali imebadilishwa kuwa hali ya kutokusubiria.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###3600-ForceUnlockOnMove

Inalazimisha kufungua tiketi baada ya kuhamishwa kwenye foleni nyingine.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###4000-TicketArticleNewMessageUpdate

Sasisha alama ya tiketi "Imeonekana" kama kila makala imeonekana au makala mpya imetengenezwa.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###4100-DynamicFieldFromCustomerUser

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

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###4300-EscalationStopEvents

Moduli ya tukio la tiketi ambalo linaamsha tukio la kusimamishwa kuwa upandishwaji.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###7000-NotificationEvent

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

Thamani chaguo-msingi:

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

Ticket::EventModulePost###950-TicketAppointments

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

Thamani chaguo-msingi:

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

Ticket::EventModulePost###9600-TicketDynamicFieldDefault

Usajili wa moduli ya tukio. Kwa utendaji wa zaidi unaweza kuweka tukio chochezi (mfano Tukio => Tengeneza tiketi). Hii inawezekana tu kama uga wenye nguvu wa tiketi inahitaji tukio hilo.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###9700-GenericAgent

Usajili wa moduli ya tukio. Kwa utendaji wa zaidi unaweza kuweka tukio chochezi (mfano Tukio => Tengeneza tiketi).

Thamani chaguo-msingi:

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

Ticket::EventModulePost###9800-TicketProcessSequenceFlows

Usajili wa moduli ya tukio. Kwa utendaji wa zaidi unaweza kuweka tukio chochezi (mfano Tukio => Tengeneza tiketi).

Thamani chaguo-msingi:

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

Ticket::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###9990-EscalationIndex

Sasisha kielezo cha kupanda cha tiketi baada ya sifa ya tiketi kusasishwa.

Thamani chaguo-msingi:

```
---
Event: TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|TicketCreate|ArticleCreate|
TicketDynamicFieldUpdate|TicketTypeUpdate|TicketServiceUpdate|TicketCustomerUpdate|
TicketPriorityUpdate|TicketMerge
Module: Kernel::System::Ticket::Event::TicketEscalationIndex
Transaction: '1'
```

37. Core → FAQ

FAQ::Agent::StateTypes

Orodha ya aina ya hali ambazo zinaweza kutumika katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

FAQ::CacheTTL

Muda wa maswali yaliyyoulizwa mara myingi kufutika kutoka kwenye kumbukumbu

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '172800'
```

FAQ::Customer::StateTypes

Orodha ya aina ya hali ambazo zinaweza kutumika katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

- external
- public

FAQ::Default::Language

Chaguo-msingi la lugha ya makala ya maswali yaliyoulizwa mara nyingi katika lugha moja.

This setting is not active by default.

Thamani chaguo-msingi:

--- en

FAQ::Default::RootCategoryComment

Jina la chaguo-msingi la kategori

This setting can not be deactivated.

Thamani chaguo-msingi:

--- default comment

FAQ::Default::RootCategoryName

Jina la chaguo-msingi la kategori

This setting can not be deactivated.

Thamani chaguo-msingi:

--- FAQ

FAQ::Default::State

Hali ya chaguo-msingi ya ingizo la maswali yaliyoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- internal (agent)

FAQ::FAQHook

Kitambulishi cha maswali yanayoulizwa mara kwa mara, mfano maswali yanayoulizwa mara kwa mara#,KB#, MyFAQ#. Chaguo msingi ni maswali yanayoulizwa mara kwa mara#.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- FAQ#

FAQ::MultiLanguage

Wezesha Lugha nyingi nyingi katika maswali haya.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

FAQ::Public::StateTypes

Orodha ya aina ya hali ambazo zinaweza kutumika katika kiolesura cha umma.

This setting can not be deactivated.

Thamani chaguo-msingi:

- public

FAQ::TitleSize

Ukubwa wa upeo wa juu chaguo msingi wa vichwa katika makala ya maswali yanayoulizwa mara kwa mara kuonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '50'

FAQ::Voting

Wezesha

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

38. Core → FAQ → Approval

FAQ::ApprovalGroup

Makundi ya idhini kwa maswali yaliyoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- users

FAQ::ApprovalQueue

Foleni ya idhini ya makala ya maswali yanayoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- FAQ_Approval

FAQ::ApprovalRequired

Makala mpya ya maswali yanahitaji idhinisho kabla hayatolewa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

FAQ::ApprovalTicketBody

Kiini cha tiketi kwa Idhini ya makala ya maswali yanayoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi,\n\na new FAQ article needs your approval before it can be published.\n\n \ FAQ# : <OTRS_FAQ_NUMBER>\n Title : <OTRS_FAQ_TITLE>\n Author :  
<OTRS_FAQ_AUTHOR>\n \ State : <OTRS_FAQ_STATE>\n\nIf you want to do this, click on this link:\n\n<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl?  
Action=AgentFAQEdit;ItemID=<OTRS_FAQ_ITEMID>\n\nYour  
OTRS Notification Master\n"
```

FAQ::ApprovalTicketDefaultState

Hali ya chaguo-msingi kwa tiketi za idhini ya makala ya maswali yaliyoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- new
```

FAQ::ApprovalTicketPriority

Kipaumbele cha chaguo-msingi cha tiketi kwa idhini ya makala ya maswali

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 3 normal
```

FAQ::ApprovalTicketSubject

Somo la tiketi kwa Idhini ya makala ya maswali yanayoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- FAQ approval required for FAQ# <OTRS_FAQ_NUMBER>
```

FAQ::ApprovalTicketType

Hali ya chaguo-msingi kwa tiketi za makala ya maswali yaliyoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Unclassified
```

39. Core → FAQ → Explorer

FAQ::Explorer::LastChange::Limit

Namba ya vitu vilivoonyweshwa katika mabadiliko ya mwisho.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '3'

FAQ::Explorer::LastChange::Show

Inaonyesha vipengele vilivyobadilishwa katika kiolesura kilichofafanuliwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

internal: internal (agent)

FAQ::Explorer::LastChange::ShowSubCategoryItems

Inaonyesha vipengele vya kategori.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

FAQ::Explorer::LastCreate::Limit

Namba ya vitu vilivotengenezwa mwishoni.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '3'

FAQ::Explorer::LastCreate::Show

Inaonyesha vipengele vilivyotengenezwa mwishoni katika kiolesura kilichofafanuliwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

internal: internal (agent)

FAQ::Explorer::LastCreate::ShowSubCategoryItems

Inaonyesha vipengele vya kategori.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

FAQ::Explorer::Path::Show

Onyesha njia ya maswali ndio/hapana.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

FAQ::Explorer::QuickSearch::Show

Kiolesura ambacho utafutaji wa haraka unatakiwa kuonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- {}
```

FAQ::Explorer::Top10::Limit

Namba ya vitu vilivoonyweshwa katika vipengele 10 bora.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '10'
```

FAQ::Explorer::Top10::Show

Inaonyesha vipengele 10 bora katika kiolesura kilichofafanuliwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
internal: internal (agent)
```

FAQ::Explorer::Top10::ShowSubCategoryItems

Inaonyesha vipengele vya kategori.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

40. Core → FAQ → Item

FAQ::Item::Field1

Ufafanuzi wa uga ya matini huru ya kipengele cha maswali yanayoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

FAQ::Item::Field2

Ufafanuzi wa uga ya matini huru ya kipengele cha maswali yanayoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Caption: Problem
```

```
Prio: '200'  
Show: public
```

FAQ::Item::Field3

Ufafanuzi wa uga ya matini huru ya kipengele cha maswali yanayoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

FAQ::Item::Field4

Ufafanuzi wa uga ya matini huru ya kipengele cha maswali yanayoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

FAQ::Item::Field5

Ufafanuzi wa uga ya matini huru ya kipengele cha maswali yanayoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

FAQ::Item::Field6

Ufafanuzi wa uga ya matini huru ya kipengele cha maswali yanayoulizwa mara kwa mara.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

FAQ::Item::HTML

Onyesha makala ya maswali na HTML

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

41. Core → FAQ → Item → Voting

FAQ::Item::Voting::Show

Inaonyesha kupiga kura katika kiolesura kilichofafanuliwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

42. Core → FAQ → RelatedArticles

FAQ::Agent::RelatedArticles::Enabled

Enable the related article feature for the agent frontend.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

FAQ::KeywordArticleList::SearchLimit

Limit for the search to build the keyword FAQ article list.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5000'
```

43. Core → FAQ → TicketCompose

FAQ::TicketCompose###IncludeInternal

Jumuisha sehemu za ndani za maswali yaliyoulizwa mara kwa mara kulingana na tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

FAQ::TicketCompose###InsertMethod

Fafanua taarifa itakayoingizwa kwenye maswali yanayoulizwa mara kwa mara kwa misingi ya tiketi. "Maswali yaliyojaa nayayoulizwa mara kwa mara" yanayojumuisha nakala, viambatanishi na taswaira ya mstari wa ndani.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Full
```

FAQ::TicketCompose###ShowFieldNames

Jumuisha jina la kila sehemu ya maswali yaliyoulizwa mara nyingi kulingana na tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

FAQ::TicketCompose###ShowInsertLinkButton

Inaonyesha kitufe cha " Ingiza kiunganishi cha maswali yanayoulizwa mara kwa mara" katika wakala fifiza wa maswali yanayoulizwa mara kwa mara kwa makala ya maswali yanayoulizwa mara kwa mara ya umma.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

FAQ::TicketCompose###ShowInsertTextAndLinkButton

Inaonyesha kitufe cha "Ingiza matini ya maswali yanayoulizwa mara kwa mara & kiunganishi" / "ingiza mawali yanayoulizwa mara kwa mara yote &kiunganishi" katika wakala fifiza wa maswali yanayoulizwa mara kwa mara kwa makala ya maswali yanayoulizwa mara kwa mara ya umma.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

FAQ::TicketCompose###ShowInsertTextButton

Inaonyesha kitufe cha " Ingiza matini ya maswali yanayoulizwa mara kwa mara" / "Ingiza maswali yanayoulizwa mara kwa mara yote" katika wakala fifiza wa maswali yanayoulizwa mara kwa mara

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

FAQ::TicketCompose###UpdateArticleSubject

Eleza kama kichwa cha habari cha maswali yaliyoulizwa maranyingi kiunganishwe na somo la makala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

44. Core → GoogleChrome

GoogleChrome::Bin

Defines the path to the Google Chrome or Chromium binary.

This setting is not active by default.

Thamani chaguo-msingi:

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

45. Core → LinkObject

LinkObject::IgnoreLinkedTicketStateTypes

Inafanua tiketi ambazo aina ya hali ya tiketi isiorodheshwe katika orodha ya tiketi zilizounganishwa.

Thamani chaguo-msingi:

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

LinkObject::PossibleLink###0200

Inaunganisha tiketi 2 na kiunganishi aina ya "Kawaida".

Thamani chaguo-msingi:

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

LinkObject::PossibleLink###0201

Inaunganisha tiketi 2 na kiunganishi aina ya "ZaziMtoto".

Thamani chaguo-msingi:

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

LinkObject::PossibleLink###1200

Links appointments and tickets with a "Normal" type link.

Thamani chaguo-msingi:

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

LinkObject::PossibleLink###8301

Mpangilio huu unafanua kwamba kipengele cha maswali yanayoulizwa mara kwa mara kinaweza kuunganishwa na kipengele kingine cha maswali yanayoulizwa mara kwa mara kwa kutumia kiunganishi aina ya 'kawaida'.

Thamani chaguo-msingi:

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

LinkObject::PossibleLink###8302

Mpangilio huu unafafanua kwamba kipengele cha maswali yanayoulizwa mara kwa mara kinaweza kuunganishwa na kipengele kingine cha tiketi kwa kutumia kiunganishi aina ya 'ZaziMtoto'.

Thamani chaguo-msingi:

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

LinkObject::PossibleLink###8303

Mpangilio huu unafafanua kwamba kipengele cha maswali yanayoulizwa mara kwa mara kinaweza kuunganishwa na kipengele kingine cha tiketi kwa kutumia kiunganishi aina ya 'kawaida'.

Thamani chaguo-msingi:

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

LinkObject::PossibleLink###8304

Mpangilio huu unafafanua kwamba kipengele cha maswali yanayoulizwa mara kwa mara kinaweza kuunganishwa na kipengele kingine cha tiketi kwa kutumia aina ya kiunganishi kizazi.

Thamani chaguo-msingi:

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

LinkObject::ShowDeleteButton

Determines if a button to delete a link should be displayed next to each link in each zoom mask.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

LinkObject::StrikeThroughLinkedTicketStateTypes

For these state types the ticket numbers are striked through in the link table.

Thamani chaguo-msingi:

```
---  
- merged
```

LinkObject::Type###Normal

Inafafanua aina ya kiunganishi 'Kawaida'. Kama jina la chanzo na jina lengwa yana thamani sawa, kiunganishi kilichotokea hakina uelekeo; vinginevyo ni kiungo chenye uelekeo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
SourceName: Normal  
TargetName: Normal
```

LinkObject::Type###ParentChild

Inafafanua aina ya kiunganishi 'ZaziMtoto'. Kama jina la chanzo na jina lengwa yana thamani sawa, kiunganishi kilichotokea hakina uelekeo; vinginevyo ni kiungo chenye uelekeo.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

LinkObject::TypeGroup###0001

Inafafanua aina ya kiunganishi vikundi. Aina za viunganishi zilizokatika kikundi kimoja zinajifuta zenyewe. Mfano: Kama tiketi A imeunganishwa na kiunganishi 'Kawaida' na tiketi B, tiketi hizi haziwezi kuunganishwa tena na kiunganishi kutoka 'Zazi mtoto'.

Thamani chaguo-msingi:

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

LinkObject::ViewMode

Inaamua jinsi ambayo vipengele vilivyunganishwa vitaonyeshwa katika kila barakoa ya kukuza.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Simple
```

46. Core → Log

CGILogPrefix

Bainisha matini ambayo inatokea katika faili la batli kuchangia hati ya CGI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- OTRS-CGI
```

LogModule

Inafafanua moduli batli kwa mfumo. "Faili" inaandika jumbe zote katika faili batli lilipo, "BatliMfumo" unatumia batli mfumo jini wa mfumo mfano syslogd

This setting can not be deactivated.

Thamani chaguo-msingi:

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

LogModule::LogFile

Kama "Faili" limechagulia kwa Moduli batli, failibatli lazima libainishwe. Kama faili halipo, litatengenezwa na mfumo.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- /tmp/otrs.log

LogModule::LogFile::Date

Inaongeza kiendelezi na mwaka na mwezi wa ukweli katika faili la batli. Faili la batli litatengenezwa kila mwezi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

LogModule::SysLog::Charset

Kama "BatliMfumo" ilichagulia moduli ya batli, seti ya herufi ambayo itumike kuingia ibainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- utf-8

LogModule::SysLog::Facility

Kama "BatliMfumo" imechaguliwa kwa ajili ya ModuliBatli, kituo batli maalum kitabainishwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- user

MinimumLogLevel

Set the minimum log level. If you select 'error', just errors are logged. With 'debug' you get all logging messages. The order of log levels is: 'debug', 'info', 'notice' and 'error'.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- error

47. Core → MailQueue

MailQueue

MailQueue configuration settings.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

48. Core → PDF

PDF::LogoFile

Inabainisha njia kwenda kwenye faili kwa ajili ya nembo katika kichwa cha ukurasa (gif|jpg|png, 700 x 100 pikseli).

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PDF::MaxPages

Inafafanua namba ya upeo wa juu ya kurasa kwa kila faili la PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '100'
```

PDF::PageSize

Inafafanua kiwango cha ukubwa wa kurasa za PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- a4
```

PDF::TTFontFile###Monospaced

Fafanua njia na faili la TTF kumudu fonti za nafasimoja katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSansMono.ttf
```

PDF::TTFontFile###MonospacedBold

Fafanua njia na faili la TTF kumudu fonti za herufi nzito za nafasimoja katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSansMono-Bold.ttf
```

PDF::TTFontFile###MonospacedBoldItalic

Fafanua njia na faili la TTF kumudu fonti za italiki za herufi nzito za nafasimoja katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSansMono-BoldOblique.ttf
```

PDF::TTFontFile###MonospacedItalic

Fafanua njia na faili la TTF kumudu fonti za italiki za nafasimoja katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSansMono-Oblique.ttf
```

PDF::TTFontFile###Proportional

Fafanua njia na faili la TTF kumudu fonti zilizosawa katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSans.ttf
```

PDF::TTFontFile###ProportionalBold

Fafanua njia na faili la TTF kumudu fonti za herufi nzito zilizosawa katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSans-Bold.ttf
```

PDF::TTFontFile###ProportionalBoldItalic

Fafanua njia na faili la TTF kumudu fonti za italiki za herufi nzito zilizosawa katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSans-BoldOblique.ttf
```

PDF::TTFontFile###ProportionalItalic

Fafanua njia na faili la TTF kumudu fonti za italiki zilizosawa katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSans-Oblique.ttf
```

49. Core → Package

OTRSBusiness::ReleaseChannel

Bainisha mkondo utakao tumika kuchukua usasishwaji wa OTRS Business Solution™. Onyo: Matoleo ya maendeleo yanaweza yasiwe kamili, mfumo wako unaweza kupata matatizo yasiyoweza kupona na kwa hali za zilizokithiri unaweza kuwa hauwezi kuji.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Package::AllowLocalModifications

If this setting is enabled, local modifications will not be highlighted as errors in the package manager and support data collector.

This setting is not active by default.

Thamani chaguo-msingi:

--- 0

Package::AllowNotVerifiedPackages

If this setting is enabled, it is possible to install packages which are not verified by OTRS Group. These packages could threaten your whole system!

Thamani chaguo-msingi:

--- 0

Package::FileUpload

Inawezeshesha upakiaji wa faili katika mazinga ya mbele ya msimamizi ya kifurushi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Package::Proxy

Inachukua vifurushi kupitia seva mbadala. Inaandika juu kwa "Wakala mtumiaji wa tovuti::Seva mbadala".

This setting is not active by default.

Thamani chaguo-msingi:

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

Package::RepositoryAccessRegExp

Inafanua maelezo ya kawaida ya IP ya kufikia hifadhi ya ndani. Unahitaji kuwezesha hii ili kuweza kufikia hifadhi yako ya ndani na kifurushi:: Orodha ya hifadhi inahitajika kwa mwenyeji wa mbali.

This setting is not active by default.

Thamani chaguo-msingi:

--- 127\.\0\.\0\.\1

Package::RepositoryList

Inafanua orodha ya hifadhi za mtandaoni. Usanidi mwingine unaweza kutumika kama hifadhi, kwa mfano: kibonye="http://example.com/otrs/public.pl?Action=PublicRepository;File=" na maudhui="Baadhi ya majina".

This setting is not active by default.

Thamani chaguo-msingi:

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

Package::RepositoryRoot

Inafanua sehemu ya kupata orodha hifadhi mtandaoni kwa vifurushi vilivyoongezwa. Jibu la kwanza lililopo litatumika.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Package::ShowFeatureAddons

Inageuza onyesho la orodha ya vifaa vya nyongeza ya vipengele vya OTRS katika msimamizi wa kifurushi.

Thamani chaguo-msingi:

```
--- '1'
```

Package::Timeout

Inaweka muda wa kuisha (katika sekunde) kwa vifurushi vya kupakua. Inaandika kwa juu ya "wakala wa mtumiaji wa tovuti::Muda umekwisha".

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '120'
```

50. Core → PerformanceLog

PerformanceLog

Wezesha batli ya utendaji (Kuingiza muda wa kujibu wa ukurasa). Itaathiri utendaji wa mfumo. Frontend::Module###AdminPerformanceLog lazima iwezesha.

Thamani chaguo-msingi:

```
--- 0
```

PerformanceLog::File

Bainisha njia ya faili kwa ajili ya batli ya utendaji.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PerformanceLog::FileMax

Inafanua ukubwa wa upeo wa juu (katika MB) wa faili la batli.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '25'

51. Core → Permission

EditAnotherUsersPreferencesGroup

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

This setting can not be deactivated.

Thamani chaguo-msingi:

--- admin

SwitchToUser

Inawaruhusu viongozi kuingia kama wateja wengine, kupitia paneli ya uongozi ya watumiaji.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

System::Customer::Permission

Inafanua ruhusa zinazopatikana za kiwango kwa wateja ndani ya programu tumizi. Kama ruhusa zaidi zinahitajika, unaweza kuziingiza hapa. Ruhusa lazima zifanuliwe kuwa za ufanisi. Tafadhali hakikisha kwamba wakati wa kuongeza ruhusa zozote zilitajwa kabla, kwamba ruhusa ya "rw" ibakie kuwa ingizo la mwisho.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

System::Permission

Ruhusa zinazopatikana za kiwango kwa mawakala ndani ya programu tumizi. Kama ruhusa zaidi zinahitajika, zinaweza kuingizwa hapa. Ruhusa lazima zifanuliwe kuwa za ufanis. Baadhi ya ruhusa nzuri zimejengwa ndani: Kidokezo, Kungoja, Mteja, matini huru, kusogeza, Kutunga, uhusika, kutuma mbele na uundaji. Hakikisha kwamba "rw" sikuzote ni ruhusa ya mwisho kusajiliwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

- rw

52. Core → ProcessManagement

Process::ActivityTypes

Defines the activity types which can be used in the system.

Thamani chaguo-msingi:

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

Process::CacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya mazingira ya nyuma ya mchakato wa DB.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '3600'
```

Process::DefaultLock

Chaguo hili linafafanua ufungwaji chaguo msingi wa tiketi ya mchakato.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- unlock
```

Process::DefaultPriority

Chaguo hili linafafanua kipaumbele chaguo msingi ya tiketi ya mchakato.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 3 normal
```

Process::DefaultQueue

Chaguo hili linafafanua foleni chaguo msingi ya tiketi ya mchakato.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Raw
```

Process::DefaultState

Chaguo hili linafafanua hali chaguo msingi ya tiketi ya mchakato.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- new
```


Process::DynamicFieldProcessManagementActivityID

Chaguo hili linafafanua uga wenye nguvu ambao kitambulisho cha kipengele halisi cha shughuli wa usimamizi wa mchakato kinahifadhiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ProcessManagementActivityID
```

Process::DynamicFieldProcessManagementActivityStatus

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ProcessManagementActivityStatus
```

Process::DynamicFieldProcessManagementProcessID

Chaguo hili linafafanua uga wenye nguvu ambao kitambulisho kipengele halisi cha mchakato wa usimamizi wa mchakato kinahifadhiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ProcessManagementProcessID
```

Process::Entity::Prefix

Viambishi awali vya vipengeee halisi vya Usimamizi wa mchakato chaguo msingi kwa ajili ya kitambulisho cha kipengee halisi ambavyo vinatengenezwa otomatiki.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Activity: A  
ActivityDialog: AD  
Process: P  
SequenceFlow: SF  
SequenceFlowAction: SFA
```

Process::NavBarOutput::CacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya Moduli ya matokeo ya mwambaa wa uaburi wa mchakato wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '900'
```

ProcessManagement::SequenceFlow::Debug::Enabled

If enabled debugging information for sequence flows is logged.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

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

Filter for debugging sequence flows. Note: More filters can be added in the format <OTRS_TICKET_Attribute> e.g. <OTRS_TICKET_Priority>.

This setting is not active by default.

Thamani chaguo-msingi:

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

ProcessManagement::SequenceFlow::Debug::LogPriority

Inafafanua kipaumbele ambacho taarifa zinawekwa batli na kuwasilishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- debug
```

53. Core → Queue

QueuePreferences###ChatChannel

Chat channel to queue mapping.

Thamani chaguo-msingi:

```
---
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'
```

QueuePreferences###Comment2

Vigezo vya maoni ya 2 ya mfano wa foleni.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: TextArea
Cols: '50'
Desc: Define the queue comment 2.
Label: Comment2
Module: Kernel::Output::HTML::QueuePreferences::Generic
PrefKey: Comment2
Rows: '5'
```

54. Core → ReferenceData

ReferenceData::OwnCountryList

Mpangalio huu unakuruhusu kutendua orodha ya nchi ilijengewa ndani kwa orodha yako ya nchi. Inatumika hasa kama unataka kutumia nchi chache usichaguazo.

This setting is not active by default.

Thamani chaguo-msingi:

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

55. Core → SLA

SLAPreferences###Comment2

Vigezo vya maoni ya 2 ya mfano wa sifa za SLA.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Block: TextArea  
Cols: '50'  
Desc: Define the sla comment 2.  
Label: Comment2  
Module: Kernel::Output::HTML::SLAPreferences::Generic  
PrefKey: Comment2  
Rows: '5'
```

SLAPreferences###FieldSelectionDialogText

Text which is being displayed on selection of this SLA on the new ticket screen.

Thamani chaguo-msingi:

```
---  
Block: TextArea  
Cols: '51'  
Desc: Is being displayed if a customer chooses this SLA on ticket creation.  
Label: Dialog message  
Module: Kernel::Output::HTML::SLAPreferences::Generic  
PrefKey: FieldSelectionDialogText  
Rows: '5'
```

56. Core → SMS

SMS::MessageTextLimit

Defines the hard limit for number of characters that can be sent via SMS per message.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1600'
```

SMSTemplate::Types

Defines the list of types for SMS templates.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

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

57. Core → SOAP

SOAP::Keep-Alive

Wezesha kichwa cha muunganisho weka-hai kwa ajili ya majibu ya SOAP.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

58. Core → Service

ServicePreferences###Comment2

Vigezo vya maoni ya 2 ya sifa za mfano wa huduma.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: TextArea
Cols: '50'
Desc: Define the service comment 2.
Label: Comment2
Module: Kernel::Output::HTML::ServicePreferences::Generic
PrefKey: Comment2
Rows: '5'
```

59. Core → Session

AgentSessionLimit

Sets the maximum number of active agents within the timespan defined in Session-MaxIdleTime.

Thamani chaguo-msingi:

```
--- '100'
```

AgentSessionLimitPriorWarning

Sets the maximum number of active agents within the timespan defined in Session-MaxIdleTime before a prior warning will be visible for the logged in agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '90'
```

AgentSessionPerUserLimit

Sets the maximum number of active sessions per agent within the timespan defined in SessionMaxIdleTime.

Thamani chaguo-msingi:

--- '20'

CustomerSessionLimit

Sets the maximum number of active customers within the timespan defined in SessionMaxIdleTime.

Thamani chaguo-msingi:

--- '100'

CustomerSessionPerUserLimit

Sets the maximum number of active sessions per customers within the timespan defined in SessionMaxIdleTime.

Thamani chaguo-msingi:

--- '20'

SessionAgentOnlineThreshold

Defines the period of time (in minutes) before agent is marked as "away" due to inactivity (e.g. in the "Logged-In Users" widget or for the chat).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '5'

SessionCSRFProtection

Ulinzi dhidi ya CSRF (Cross Site Request Forgery) kutumia (Kwa taarifa zaidi anaglia http://en.wikipedia.org/wiki/Cross-site_request_forgery).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

SessionCheckRemoteIP

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

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

SessionCustomerOnlineThreshold

Defines the period of time (in minutes) before customer is marked as "away" due to inactivity (e.g. in the "Logged-In Users" widget or for the chat).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5'
```

SessionDeletelfNotRemoteID

Inafuta kipindi kama kitambulisho cha kipindi kinatumika na anwani batili ya IP ya mbali.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

SessionDeletelfTimeToOld

Inafuta vipindi vilivyoombwa kama vina muda ulioisha.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

SessionDir

Kama "DB" inachaguliwa kwa ajili ya Moduli ya kipindi, mpangilio orodha ambapo data za kipindi zitahifadhiwa lazima zibainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

SessionMaxIdleTime

Sets the inactivity time (in seconds) to pass before a session is killed and a user is logged out.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '7200'
```

SessionMaxTime

Inafafanua upeo wa juu wa muda halali (katika sekunde) kwa kitambulisho cha kipindi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '57600'
```

SessionModule

Inafafanua moduli inayotumika kuhifadhi data ya kipindi. Na "DB" seva ya mazingira ya mbele inaweza kugawanywa kutoka kwenye seva ya db. "FS" ni haraka.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

SessionName

Fafanua jina la funguo wa kipindi. Mfano Kipindi, Kitambulisho cha kipindi au OTRS.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- OTRSAgentInterface
```

SessionTable

Kama "DB" inachaguliwa kwa ajili ya Moduli ya kipindi, jedwali katika hifadhi data ambapo data za kipindi zitahifadhiwa lazima zibainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- sessions
```

SessionUseCookieAfterBrowserClose

Inahifadhi vidakuzi baada ya kivinjari kufungwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

60. Core → Stats

Stats::DynamicObjectRegistration###Ticket

Moduli ya kutengeneza takwimu za tiketi.

Thamani chaguo-msingi:

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

Stats::DynamicObjectRegistration###TicketAccountedTime

Moduli ya kutengeneza takwimu za tiketi za muda unaohusika

Thamani chaguo-msingi:

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

Stats::DynamicObjectRegistration###TicketList

Inaamua kaam moduli ya takwimu inaweza kutengeneza orodha za tiketi.

Thamani chaguo-msingi:

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

Stats::DynamicObjectRegistration###TicketSolutionResponseTime

Moduli kutengeneza ufumbuzi wa tiketi na takwimu za muda za majibu.

Thamani chaguo-msingi:

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

Stats::MaxXaxisAttributes

Inafafanua upeo wa juu wa namba chaguo msingi ya sifa za jira X kwa ajili ya mzani wa muda.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '1000'
```

Stats::StatsHook

Inaweka ndoano ya takwimu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Stat#
```

Stats::StatsStartNumber

Anza namba kwa ajili ya hesabu ya takwimu. Kila takwimu mpya ongeza namba hii.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '10000'
```

61. Core → Stats → Reports

StatsReportConfig::CacheTTL

Cache time in seconds for the statistics reports backend.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '3600'
```

62. Core → SystemMaintenance

SystemMaintenance::IsActiveDefaultLoginErrorMessage

Sets the default error message for the login screen in the agent interface, it's shown when a running system maintenance period is active.

Thamani chaguo-msingi:

```
--- We are performing scheduled maintenance. Login is temporarily not available.
```

SystemMaintenance::IsActiveDefaultLoginMessage

Sets the default message for the login screen in the agent interface, it's shown when a running system maintenance period is active.

Thamani chaguo-msingi:


```
--- We are performing scheduled maintenance. We should be back online shortly.
```

SystemMaintenance::IsActiveDefaultNotification

Weka ujumbe chaguo msingi kwa taarifa itaonyeshwa wakati wa matengenezo ya mfumo unaendelea.

Thamani chaguo-msingi:

```
--- We are performing scheduled maintenance.
```

SystemMaintenance::TimeNotifyUpcomingMaintenance

Inawekea dakika taarifa inaonyeshwa kwa ilani kuhusu kipindi cha marekebisho ya mfumo ujao.

Thamani chaguo-msingi:

```
--- '30'
```

63. Core → Ticket

AdminTemplate::SubjectMethod###KeepTicketNumber

Defines the behavior for the subject method "overwrite". If the option is enabled, the ticket number will not be overwritten.

Thamani chaguo-msingi:

```
--- 0
```

AgentSelfNotifyOnAction

Inabainisha kama wakala apokee taarifa ya barua pepe kwa ajili ya matendo yake.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

CustomerNotifyJustToRealCustomer

Sends customer notifications just to the mapped customer.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

DynamicFieldFromCustomerUser::Mapping

Define a mapping between variables of the customer user data (keys) and dynamic fields of a ticket (values). The purpose is to store customer user data in ticket dynamic fields. The dynamic fields must be present in the system and should be enabled for AgentTicketFreeText, so that they can be set/updated manually by the agent. They mustn't be enabled for AgentTicketPhone, AgentTicketEmail and AgentTicketCustomer. If they were, they would have precedence over the automatically set values. To use this mapping, you have to also activate the Ticket::EventModulePost###4100-DynamicFieldFromCustomerUser setting.

This setting is not active by default.

Thamani chaguo-msingi:

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

OTREscalationEvents::DecayTime

Muda katika dakika baada ya kutoa tukio, ambacho uarifu wa kupandishwa kupya na kuanza kwa matukio kumefutwa.

Thamani chaguo-msingi:

```
--- '1440'
```

StandardTemplate2QueueByCreating

Orodha ya vielezo vya viwango chaguo msingi ambavyo vimepewa otomatiki kwa foleni mpya wakati wa kutengenezwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

StandardTemplate::Types

Infafanua aina ya orodha kwa vielezo.

Thamani chaguo-msingi:

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

Ticket::ArchiveSystem

Inaamilisha mfumo wa uhifadhi wa tiketi kuwa na mfumo wa haraka kwa kuhamisha baadhi ya tiketi nje ya upeo wa kila siku. Kutafuta tiketi hizi, bendera ya hifadhi za nyaraka inabidi iwezesha katika utafutaji wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::ArchiveSystem::RemoveSeenFlags

Inadhibiti kama alama zilizoonekana za tiketi na makala zimeondolewa wakati tiketi zimwekwa kwenye nyaraka.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::ArchiveSystem::RemoveTicketWatchers

Inatoa taarifa za mwangaliaji wa tiketi wakati imehifadhiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::ChangeOwnerToEveryone

Badilii mmiliki wa tiketi kuwa kila mtu(Inafaa kwa ASP). Mara nyingi wakala tu mwenye ruhusa za rw katika foleni ya tiketi itaonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::CustomModule###001-CustomModule

Pakia (Inafafanua tena) fomula saidizi katika kiini::Mfumo::Tiketi. Inatumika kuongeza kirahisi hali hukidhi haja binafsi.

This setting is not active by default.

Thamani chaguo-msingi:

--- Kernel::System::Ticket::Custom

Ticket::CustomQueue

Jina la foleni maalum. Foleni maalum ni uchaguzi wa foleni wa foleni zako unazozipendelea na zinazeweza kuchaguliwa katika mipangilio ya mapendeleo.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- My Queues

Ticket::CustomService

Jina la huduma maalum. Huduma maalum ni uchaguzi wa huduma wa huduma zako unazozipendelea na zinazeweza kuchaguliwa katika mipangilio ya mapendeleo.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- My Services

Ticket::CustomerArchiveSystem

Amilisha mfumo wa uhifadhi wa tiketi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::DefineEmailFrom

Inafafanua jinsi uga wa Kutoka kutoka kwenye barua pepe (umetumwa kutoka kwenye majibu na tiketi za barua pepe) unatakiwa ufanane.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- SystemAddressName

Ticket::DefineEmailFromSeparator

Inafafanua kitenganishi kati ya majina halisi la mawakala na anwani za barua pepe za foleni zilizogaiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- via

Ticket::Frontend::DefaultRecipientDisplayType

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

Thamani chaguo-msingi:

--- Realname

Ticket::Frontend::DefaultSenderDisplayType

Default display type for sender (From) names in the ticket zoom screen of the agent interface.

Thamani chaguo-msingi:

--- Realname

Ticket::GenericAgentRunLimit

Set the limit of tickets that will be executed on a single genericagent job execution.

Thamani chaguo-msingi:

--- '4000'

Ticket::GenericAgentTicketSearch###ExtendedSearchCondition

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

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Hook

Kitambulishi cha tiketi, mfano. Tiketi #, Simu#, Tiketizangu#. Chaguo-msingi ni Tiketi#.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Ticket#

Ticket::HookDivider

Kitenganishi kati ya ndoano ya tiketi na namba ya tiketi. Mfano ':

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::IncludeUnknownTicketCustomers

Include unknown customers in ticket filter.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::IndexModule

IndexAccelerator: to choose your backend TicketViewAccelerator module. "RuntimeDB" generates each queue view on the fly from ticket table (no performance problems up to approx. 60.000 tickets in total and 6.000 open tickets in the system). "StaticDB" is the most powerful module, it uses an extra ticket-index table that works like a view (recommended if more than 80.000 and 6.000 open tickets are stored in the system). Use the command "bin/otrs.Console.pl Maint::Ticket::QueueIndexRebuild" for initial index creation.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Kernel::System::Ticket::IndexAccelerator::RuntimeDB
```

Ticket::InvalidOwner::StateChange

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

Thamani chaguo-msingi:

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

Ticket::MergeDynamicFields

Orodha ya uga zenye nguvu ambazo zimeunganishwa katika tiketi kuu wakati wa mchakato wa kuunganisha. Uga zenye nguvu tu amabzo zipo wazi katika tiketi kuu zitawekwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- []
```

Ticket::NewArticleIgnoreSystemSender

Ignore system sender article types (e. g. auto responses or email notifications) to be flagged as 'Unread Article' in AgentTicketZoom or expanded automatically in Large view screens.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::NumberGenerator

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

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::NumberGenerator::CheckSystemID

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

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::NumberGenerator::Date::UseFormattedCounter

Wezesha ukubwa kihesabuji cha tiketi cha upeo wa chini (kama "Tarehe" ilichaguliwa kama kitengenezaji tiketi).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::NumberGenerator::MinCounterSize

Sets the minimal ticket counter size if "AutoIncrement" was selected as TicketNumberGenerator. Default is 5, this means the counter starts from 10000.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '5'

Ticket::PendingAutoStateType

Inaamua hali zinazowezekana kwa ajili ya tiketi zinazongoja ambazo zimebadilisha hali baada ya kikomo cha muda kufika.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::PendingNotificationNotToResponsible

Disables sending reminder notifications to the responsible agent of a ticket (Ticket::Responsible needs to be enabled).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::PendingNotificationOnlyToOwner

Tuma taarifa za kukumbusha za tiketi iliyofunguliwa baada ya kufikia tarehe kukumbushwa. (Inatumwa kwa mmiliki wa tiketi tu).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::PendingReminderStateType

Inafafanua aina ya hali ya kikumbusho cha tiketi zinazogoja.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Responsible

Wezesha kipengele cha uwajibikaji cha tiketi kuweka ufatiliaji wa tiketi maalum.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::ResponsibleAutoSet

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Service

Inaruhusu kufafanua huduma na SLA kwa ajili ya tiketi (mfano barua pepe, eneo kazi, mtandao,...) na sifa ya kupanda kwa ajili ya SLA(kama huduma/SLA ya tiketi imeruhusiwa).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Service::Default::UnknownCustomer

Inaruhusu huduma chaguo-msingi kuchaguliwa pia kwa wateja wasiokuwepo.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Service::KeepChildren

Inaacha huduma zote katika orodha hata kama ni vipengele vidogo vya vipengele batili.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::StateAfterPending

Inafafanua hali ipi iwekwe otomatiki (maudhui), baada ya muda wa kusubiri wa hali (funguo) kufikia.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::SubjectFormat

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

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Left

Ticket::SubjectFwd

Matini mwanzoni mwa somo wakati barua pepe inatumwa mbele, mfano FW, Fwd, au WG.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Fwd

Ticket::SubjectRe

Matini mwanzoni mwa somo katika majibu ya barua pepe, mfano RE,AW au AS.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Re
```

Ticket::SubjectSize

Max size of the subjects in an email reply and in some overview screens.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Type

Enables ticket type feature.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Type::Default

Defines the default ticket type.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Unclassified
```

Ticket::UnlockOnAway

Fungua tiketi kidokezo kinapoongezwa na mmiliki hayupo ofisini.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::UnlockStateType

Defines the valid states for unlocked tickets. To unlock tickets the script "bin/otrs.Console.pl Maint::Ticket::UnlockTimeout" can be used.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::ViewableLocks

Defines the viewable locks of a ticket. NOTE: When you change this setting, make sure to delete the cache in order to use the new value. Default: unlock, tmp_lock.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::ViewableSenderTypes

Fafanua aina ya chaguo-msingi inayoonekana ya mtumaji ta tiketi (chaguo-msingi: mteja).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- ''customer''
```

Ticket::ViewableStateType

Inafafanua aina ya hali halali ya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Watcher

Wezesha au lemeza kipengele cha mwangaliaji tiketi, kufuatilia tiketi bila kuwa mmiliki au muhusika.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::WatcherGroup

Wezesha kipengele cha kiangalizi cha tiketi katika makundi yaliyoorodheshwa tu.

This setting is not active by default.

Thamani chaguo-msingi:

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

64. Core → Ticket → ACL

ACL::CacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya mazingira ya nyuma ya DB ACL.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '3600'
```

ACLKeysLevel1Change

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya kwanza ya muundo wa ACL.

Thamani chaguo-msingi:

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

ACLKeysLevel1Match

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya kwanza ya muundo wa ACL.

Thamani chaguo-msingi:

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

ACLKeysLevel2::Possible

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya pili ya muundo wa ACL.

Thamani chaguo-msingi:

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

ACLKeysLevel2::PossibleAdd

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya pili ya muundo wa ACL.

Thamani chaguo-msingi:

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

ACLKeysLevel2::PossibleNot

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya pili ya muundo wa ACL.

Thamani chaguo-msingi:

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

ACLKeysLevel2::Properties

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya pili ya muundo wa ACL.

Thamani chaguo-msingi:

```
---  
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
```

ACLKeysLevel2::PropertiesDatabase

Inafanua vipengele ambavyo vinapatikana katika ngazi ya pili ya muundo wa ACL.

Thamani chaguo-msingi:

```
---  
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
```

ACLKeysLevel3::Actions###100-Default

Inafafa vipengelee ambavyo vinapatikana kwa ajili ya 'Kitendo' katika ngazi ya tatu ya muundo wa ACL.

Thamani chaguo-msingi:

```
---  
- AgentTicketBounce  
- AgentTicketClose  
- AgentTicketCompose  
- AgentTicketCustomer  
- AgentTicketForward  
- AgentTicketEmail  
- AgentTicketEmailOutbound  
- AgentTicketEmailResend  
- AgentTicketFreeText  
- AgentTicketHistory  
- AgentTicketLink  
- AgentTicketLock  
- AgentTicketMerge  
- AgentTicketMove  
- AgentTicketNote  
- AgentTicketOwner  
- AgentTicketPending  
- AgentTicketPhone  
- AgentTicketPhoneInbound  
- AgentTicketPhoneOutbound  
- AgentTicketPlain  
- AgentTicketPrint  
- AgentTicketPriority  
- AgentTicketProcess
```

```
- AgentTicketResponsible
- AgentTicketSearch
- AgentTicketWatcher
- AgentTicketZoom
- AgentLinkObject
- AgentSplitSelection
```

Ticket::Acl::Module###1-Ticket::Acl::Module

Moduli za ACL ambazo zinakubali kufunga tiketi zazi tu kama ndogo zake zimefungwa tayari ("Hali" inaonyesha hali ambazo hazipataki kwa tiketi zazi hadi tiketi ndogo zote ziwe zimefungwa).

This setting is not active by default.

Thamani chaguo-msingi:

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

TicketACL::Debug::Enabled

Kama imewezeshwa kueua taarifa kwa ajili ya ACL imewekwa batli.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

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

Chuja kwa ajili ya ueuaji wa ACL. Angalizo: Sifa za tiketi zaidi vinaweza kuongezwa katika umbizo <OTRS_TICKET_Attribute> mfano <OTRS_TICKET_Priority>.

This setting is not active by default.

Thamani chaguo-msingi:

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

TicketACL::Debug::LogPriority

Inafafanua kipaumbele ambacho taarifa zinawekwa batli na kuwasilishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- debug
```

TicketACL::Default::Action

Thamani za ACL chaguo msingi kwa ajili ya vitendo vya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- {}
```

65. Core → Ticket → DynamicFieldDefault

Ticket::TicketDynamicFieldDefault###Element1

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element10

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element11

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element12

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element13

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element14

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element15

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element16

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
```

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

Ticket::TicketDynamicFieldDefault###Element2

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element3

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element4

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element5

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Event: ''
```



```
Name: ''  
Value: ''
```

Ticket::TicketDynamicFieldDefault###Element6

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element7

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element8

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element9

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (<http://otrs.github.io/doc/>), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Value: ''

66. Core → Ticket → FulltextSearch

Ticket::SearchIndex::Attribute

Basic fulltext index settings. Execute "bin/otrs.Console.pl Maint::Ticket::FulltextIndexRebuild" in order to generate a new index.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::SearchIndex::Filters

Regex ya kielezo cha nakala kamili inachuja kuondoa sehemu za makala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::SearchIndex::ForceUnfilteredStorage

Force the storage of the original article text in the article search index, without executing filters or applying stop word lists. This will increase the size of the search index and thus may slow down fulltext searches.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::SearchIndex::IndexArchivedTickets

Defines whether to index archived tickets for fulltext searches.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::SearchIndex::StopWords###Custom

Customizable stop words for fulltext index. These words will be removed from the search index.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
```

- MyStopWord

Ticket::SearchIndex::StopWords###de

German stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

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

Ticket::SearchIndex::StopWords###en

English stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

```
--  
- 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  
- 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
- 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
- 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
```

Ticket::SearchIndex::StopWords####es

Spanish stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

```
---
- un
- una
- unas
- unos
- uno
- sobre
- todo
- también
- tras
- otro
- algún
- 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
- 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
- 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
- trabaja
- trabajamos
- trabajais
- trabajan
- podria
- podrias
- podriamos

```
- podrian  
- podriais  
- yo  
- aquel
```

Ticket::SearchIndex::StopWords###fr

French stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

```
--  
- 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  
- 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
- 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

Ticket::SearchIndex::StopWords###it

Italian stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

- 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
- 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
- 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

Ticket::SearchIndex::StopWords###nl

Dutch stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

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

Ticket::SearchIndex::WarnOnStopWordUsage

Display a warning and prevent search when using stop words within fulltext search.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::SearchIndexModule

Helps to extend your articles full-text search (From, To, Cc, Subject and Body search). It will strip all articles and will build an index after article creation, increasing fulltext searches about 50%. To create an initial index use "bin/otrs.Console.pl Maint::Ticket::FulltextIndexRebuild".

This setting can not be deactivated.

Thamani chaguo-msingi:

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

67. Core → Ticket → Permission

CustomerTicket::Permission###1-GroupCheck

Module to check the group permissions for customer access to tickets.

Thamani chaguo-msingi:

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

CustomerTicket::Permission###2-CustomerUserIDCheck

Module to grant access if the CustomerUserID of the ticket matches the CustomerUserID of the customer.

Thamani chaguo-msingi:

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

CustomerTicket::Permission###3-CustomerIDCheck

Module to grant access if the CustomerID of the ticket matches the CustomerID of the customer.

Thamani chaguo-msingi:

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

CustomerTicket::Permission###4-CustomerGroupCheck

Module to grant access if the CustomerID of the customer has necessary group permissions.

Thamani chaguo-msingi:


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

Ticket::Permission###1-OwnerCheck

Module to grant access to the owner of a ticket.

Thamani chaguo-msingi:

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

Ticket::Permission###2-ResponsibleCheck

Module to grant access to the agent responsible of a ticket.

Thamani chaguo-msingi:

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

Ticket::Permission###3-GroupCheck

Module to check the group permissions for the access to tickets.

Thamani chaguo-msingi:

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

Ticket::Permission###4-WatcherCheck

Module to grant access to the watcher agents of a ticket.

Thamani chaguo-msingi:

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

Ticket::Permission###5-CreatorCheck

Module to grant access to the creator of a ticket.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::Permission###6-InvolvedCheck

Module to grant access to any agent that has been involved in a ticket in the past (based on ticket history entries).

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::Permission::CreatorCheck::Queues

Optional queue limitation for the CreatorCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::Permission::InvolvedCheck::Queues

Optional queue limitation for the InvolvedCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::Permission::OwnerCheck::Queues

Optional queue limitation for the OwnerCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::Permission::ResponsibleCheck::Queues

Optional queue limitation for the ResponsibleCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Thamani chaguo-msingi:

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

68. Core → Time

CalendarWeekDayStart

Inafanua siku ya kwanza ya wiki kwa kichagua tarehe.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

MaximumCalendarNumber

Maximum Number of a calendar shown in a dropdown.

This setting is not active by default.

Thamani chaguo-msingi:

--- '50'

OTRSTimeZone

Sets the time zone being used internally by OTRS to e. g. store dates and times in the database. **WARNING:** This setting must not be changed once set and tickets or any other data containing date/time have been created.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- UTC

ShowUserTimeZoneSelectionNotification

If enabled, users that haven't selected a time zone yet will be notified to do so. Note: Notification will not be shown if (1) user has not yet selected a time zone and (2) OTRSTimeZone and UserDefaultTimeZone do match and (3) are not set to UTC.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

TimeInputFormat

Inafafanua umbizo umbizo ingizo la tarehe linalotumika katika fomu (hiari au uga ingizo).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Option

TimeInputMinutesStep

Defines the available steps in time selections. Select "1 minute" to be able to select all minutes of one hour from 1-59. Select "30 minutes" to only make full and half hours available.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

TimeShowAlwaysLong

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

TimeShowCompleteDescription

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

TimeVacationDays

Adds the permanent vacation days.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime

Adds the one time vacation days.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours

Inafafanua masaa na siku za wiki za kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeZone

This setting is deprecated. Set OTRSTimeZone instead.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '+0'
```

UserDefaultTimeZone

Sets the time zone that will be assigned to newly created users and will be used for users that haven't yet set a time zone. This is the time zone being used as default to convert date and time between the OTRS time zone and the user's time zone.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- UTC
```

69. Core → Time → Calendar1

CalendarWeekDayStart::Calendar1

Inafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar1

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar1

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar1

Inafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

```
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

TimeZone::Calendar1

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar1Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 1
```

70. Core → Time → Calendar2

CalendarWeekDayStart::Calendar2

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar2

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
'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
```

TimeVacationDaysOneTime::Calendar2

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:


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

TimeWorkingHours::Calendar2

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
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'  
- '14'  
- '15'  
- '16'  
- '17'  
- '18'
```

```

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

```

TimeZone::Calendar2

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

--- UTC

TimeZone::Calendar2Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Calendar Name 2

71. Core → Time → Calendar3

CalendarWeekDayStart::Calendar3

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

TimeVacationDays::Calendar3

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

---
'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
```

TimeVacationDaysOneTime::Calendar3

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar3

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

```

TimeZone::Calendar3

Inafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

--- UTC

TimeZone::Calendar3Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Calendar Name 3

72. Core → Time → Calendar4

CalendarWeekDayStart::Calendar4

Inafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

TimeVacationDays::Calendar4

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

---
'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
  
```

TimeVacationDaysOneTime::Calendar4

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

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

TimeWorkingHours::Calendar4

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

---
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'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'
```

Wed:

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

TimeZone::Calendar4

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

--- UTC

TimeZone::Calendar4Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Calendar Name 4

73. Core → Time → Calendar5

CalendarWeekDayStart::Calendar5

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar5

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar5

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar5

Inafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

```

TimeZone::Calendar5

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

--- UTC

TimeZone::Calendar5Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 5
```

74. Core → Time → Calendar6

CalendarWeekDayStart::Calendar6

Inafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar6

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar6

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar6

Inafanua masaa na siku za wiki za kalenda ilivyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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'
- '14'
- '15'
- '16'
- '17'
- '18'
- '19'
- '20'

Wed:

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

TimeZone::Calendar6

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

--- UTC

TimeZone::Calendar6Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Calendar Name 6

75. Core → Time → Calendar7

CalendarWeekDayStart::Calendar7

Inafanua siku ya kwanza ya wiki kwa kuchagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

TimeVacationDays::Calendar7

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar7

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar7

Inafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

```
- '16'  
- '17'  
- '18'  
- '19'  
- '20'
```

TimeZone::Calendar7

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar7Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 7
```

76. Core → Time → Calendar8

CalendarWeekDayStart::Calendar8

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar8

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
'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
```

TimeVacationDaysOneTime::Calendar8

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar8

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
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'  
- '14'  
- '15'  
- '16'
```

```

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

```

TimeZone::Calendar8

Inafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar8Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 8
```

77. Core → Time → Calendar9

CalendarWeekDayStart::Calendar9

Inafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar9

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

---
'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
```

TimeVacationDaysOneTime::Calendar9

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar9

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

```

TimeZone::Calendar9

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

--- UTC

TimeZone::Calendar9Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Calendar Name 9

78. Core → Web

Frontend::Module###AdminSystemConfigurationUser

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin

```

79. Core → WebUserAgent

WebUserAgent::DisableSSLVerification

Zima uhalalishaji wa cheti wa SSL, kwa mfano kama ukitumia seva mbadala ya HTTPS iliyowazi. Tumia kwa tahadhari yako mwenyewe!

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

WebUserAgent::Proxy

Inafafanua miunganiko kwa ajili ya http/ftp, kupitia seva mbadala.

This setting is not active by default.

Thamani chaguo-msingi:

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

WebUserAgent::Timeout

Inaweka muda wa kuisha (katika sekunde) kwa http/ftp za kupakua.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '15'
```

80. Daemon

Daemon::PID::Path

If enabled the daemon will use this directory to create its PID files. Note: Please stop the daemon before any change and use this setting only if <\$OTRSHome>/var/run/ can not be used.

This setting is not active by default.

Thamani chaguo-msingi:

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

81. Daemon → Log

Daemon::Log::DaysToKeep

Defines the number of days to keep the daemon log files.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Daemon::Log::RotationType

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- otrs
```

Daemon::Log::STDERR

If enabled the daemon will redirect the standard error stream to a log file.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Daemon::Log::STDOUT

If enabled the daemon will redirect the standard output stream to a log file.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

82. Daemon → ModuleRegistration

DaemonModules###SchedulerCronTaskManager

The daemon registration for the scheduler cron task manager.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

DaemonModules###SchedulerFutureTaskManager

The daemon registration for the scheduler future task manager.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

DaemonModules###SchedulerGenericAgentTaskManager

The daemon registration for the scheduler generic agent task manager.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

DaemonModules###SchedulerTaskWorker

The daemon registration for the scheduler task worker.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

DaemonModules###SystemConfigurationSyncManager

The daemon registration for the configuration deployment sync manager.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

83. Daemon → Scheduler-CronTaskManager → Task

Daemon::SchedulerCronTaskManager::Task###AccessTokenDeleteExpired

Delete expired access-tokens.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###AccessTokenGenerateNewKey

Generate new access-token key, and from now on all new tokens will use this key, and also purges the older ones.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::AccessToken::Keys
Params:
- --generate
- --keep
- '3'
Schedule: 00 04 * * *
TaskName: AccessTokenGenerateNewKey
```

Daemon::SchedulerCronTaskManager::Task###ArticleSearchIndexRebuild

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

Thamani chaguo-msingi:

```
---
```

```

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

Daemon::SchedulerCronTaskManager::Task###CommunicationLogDelete

Checks for communication log entries to be deleted.

Thamani chaguo-msingi:

```

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

Daemon::SchedulerCronTaskManager::Task###ConfigurationDeployment-Cleanup

Removes old system configuration deployments (Sunday mornings).

This setting can not be deactivated.

Thamani chaguo-msingi:

```

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

Daemon::SchedulerCronTaskManager::Task###ContractCheck

Checks the contract status of the system.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

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

Daemon::SchedulerCronTaskManager::Task###CoreCacheCleanup

Delete expired cache from core modules.

Thamani chaguo-msingi:

```

---
Function: CleanUp
MaximumParallelInstances: '1'
Module: Kernel::System::Cache
  
```

```
Params:  
- Expired  
- '1'  
Schedule: 20 0 * * 0  
TaskName: CoreCacheCleanup
```

Daemon::SchedulerCronTaskManager::Task###Custom1

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom2

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Function: ''  
MaximumParallelInstances: '1'  
Module: ''  
Params: []  
Schedule: '* * * * *'  
TaskName: Custom2
```

Daemon::SchedulerCronTaskManager::Task###Custom3

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom4

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom5

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom6

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom7

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom8

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom9

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###EscalationCheck

Triggers ticket escalation events and notification events for escalation.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###FetchMail

Fetch emails via fetchmail.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###FetchMailSSL

Fetch emails via fetchmail (using SSL).

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###GenerateDashboardStats

Generate dashboard statistics.

Thamani chaguo-msingi:

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



```
Schedule: 5 * * * *  
TaskName: GenerateDashboardStats
```

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile1

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile2

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile3

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile4

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

Thamani chaguo-msingi:

```

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

```

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile5

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

Thamani chaguo-msingi:

```

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

```

Daemon::SchedulerCronTaskManager::Task###GeneticInterfaceDebugLog-Cleanup

Renew existing SMIME certificates from customer backend. Note: SMIME and SMIME::FetchFromCustomer needs to be enabled in SysConfig and customer backend needs to be configured to fetch UserSMIMECertificate attribute.

Thamani chaguo-msingi:

```

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

```

Daemon::SchedulerCronTaskManager::Task###IndexMaintenance

Verify indices structure and index missing documents.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

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

```

Daemon::SchedulerCronTaskManager::Task###LoaderCacheDelete

Delete expired loader cache weekly (Sunday mornings).

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###MailAccountFetch

Fetch incoming emails from configured mail accounts.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###MailQueueSend

Checks for queued outgoing emails to be sent.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###NotificationViewDeleteExpired

Delete expired notifications from Notification View screen.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###RegistrationUpdateSend

Sends registration information to OTRS group.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###RemoveClosedChats

Remove closed chats older than ChatEngine::ChatTTL.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###RemoveOldChats

Remove old chats.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIMECertificates

Renew existing SMIME certificates from customer backend. Note: SMIME and SMIME::FetchFromCustomer needs to be enabled in SysConfig and customer backend needs to be configured to fetch UserSMIMECertificate attribute.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###SessionDeleteExpired

Delete expired sessions.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###SpoolMailsReprocess

Reprocess mails from spool directory that could not be imported in the first place.

Thamani chaguo-msingi:

```
---
Function: Execute
```

```

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

Daemon::SchedulerCronTaskManager::Task###StatsReportsGenerateCron

Generate statistics reports.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

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

Daemon::SchedulerCronTaskManager::Task###SupportDataCollectAsynchronous

Collect support data for asynchronous plug-in modules.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

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

Daemon::SchedulerCronTaskManager::Task###TicketAcceleratorRebuild

Rebuild the ticket index for AgentTicketQueue.

Thamani chaguo-msingi:

```

---
Function: TicketAcceleratorRebuild
MaximumParallelInstances: '1'
Module: Kernel::System::Ticket
Params: []
Schedule: 01 01 * * *
TaskName: TicketAcceleratorRebuild
  
```

Daemon::SchedulerCronTaskManager::Task###TicketDraftDeleteExpired

Delete expired ticket draft entries.

Thamani chaguo-msingi:

```

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

Daemon::SchedulerCronTaskManager::Task###TicketNumberCounterCleanup

Removes old ticket number counters (each 10 minutes).

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###TicketPendingCheck

Process pending tickets.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###TicketUnlockTimeout

Unlock tickets that are past their unlock timeout.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###WebUploadCacheCleanup

Delete expired upload cache hourly.

Thamani chaguo-msingi:

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

84. Daemon → SchedulerGenericAgentTaskManager

Daemon::SchedulerGenericAgentTaskManager::SleepTime

Defines a sleep time in microseconds between tickets while they are been processed by a job.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Daemon::SchedulerGenericAgentTaskManager::TicketLimit

Defines the maximum number of affected tickets per job.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '4000'

85. Daemon → SchedulerGenericInterfaceTaskManager

Daemon::SchedulerGenericInterfaceTaskManager::FutureTaskTimeDiff

Defines the default the number of seconds (from current time) to re-schedule a generic interface failed task.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '300'

86. Daemon → SchedulerTaskWorker

Daemon::SchedulerTaskWorker::MaximumWorkers

Defines the maximum number of tasks to be executed as the same time. Note: Options below 5 might result in a slow processing of the tasks and are not recommended.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '5'

Daemon::SchedulerTaskWorker::NotificationRecipientEmail

Specifies the email addresses to get notification messages from scheduler tasks.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- root@localhost

87. Frontend → Admin

Events###Appointment

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- AppointmentCreate  
- AppointmentUpdate  
- AppointmentDelete  
- AppointmentNotification
```

Events###Article

Orodha ya matukio ya makala zote yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- ArticleCreate  
- ArticleUpdate  
- ArticleSend  
- ArticleBounce  
- ArticleAgentNotification  
- ArticleCustomerNotification  
- ArticleAutoResponse  
- ArticleFlagSet  
- ArticleFlagDelete  
- ArticleCustomerFlagSet  
- ArticleCustomerFlagDelete  
- ArticleAgentNotification  
- ArticleCustomerNotification  
- ArticleEmailSendingQueued  
- ArticleEmailSendingSent  
- ArticleEmailSendingError
```

Events###Calendar

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

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Events###CustomerCompany

Orodha ya matukio yote ya Kampuni ya mteja yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Events###CustomerUser

Orodha ya matukio yote ya MtejaMtumiaji yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- CustomerUserAdd
```

- CustomerUserUpdate

Events###DynamicField

Orodha ya matukio ya Uga wenye Nguvu zote yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Events###LinkObject

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

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Events###Package

Orodha ya matukio ya vifurushi vyote yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Events###Queue

Orodha ya matukio yote ya foleni yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Events###Ticket

Orodha ya matukio yote ya foleni yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- TicketCreate  
- TicketDelete  
- 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

```

88. Frontend → Admin → ModuleRegistration

Frontend::Module###Admin

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```

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

```

Frontend::Module###AdminACL

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin

```

```
GroupRo: []  
NavBarName: Admin  
Title: Access Control Lists (ACL)
```

Frontend::Module###AdminAppointmentCalendarManage

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminAppointmentNotificationEvent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminAttachment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Attachments
```

Frontend::Module###AdminAutoResponse

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Auto Responses
```

Frontend::Module###AdminChatChannel

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS Business Solution™.  
Group:
```

```
- admin
GroupRo: []
NavBarName: Admin
Title: Chat Channel
```

Frontend::Module###AdminCloudServiceSMS

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: SMS
```

Frontend::Module###AdminCloudServices

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Cloud Services
```

Frontend::Module###AdminCommunicationLog

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Communication Log GUI
```

Frontend::Module###AdminContactWithData

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin contact with data.
Group:
- admin
GroupRo: []
NavBarName: Ticket
Title: Admin Contact With Data
```

Frontend::Module###AdminCustomPage

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
```

```
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Admin Custom Page
```

Frontend::Module###AdminCustomerCompany

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Edit Customer Companies.  
Group:  
- admin  
- users  
GroupRo: []  
NavBarName: Customers  
Title: Customer Companies
```

Frontend::Module###AdminCustomerGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Customers ↔ Groups
```

Frontend::Module###AdminCustomerUser

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Edit Customer Users.  
Group:  
- admin  
- users  
GroupRo: []  
NavBarName: Customers  
Title: Customer Users
```

Frontend::Module###AdminCustomerUserCustomer

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Customer Users ↔ Customers
```

Frontend::Module###AdminCustomerUserGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Customer Users ↔ Groups
```

Frontend::Module###AdminCustomerUserService

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Customer Users ↔ Services
```

Frontend::Module###AdminDynamicField

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Dynamic Fields GUI
```

Frontend::Module###AdminDynamicFieldCheckbox

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: Dynamic Fields Checkbox Backend GUI
```

Frontend::Module###AdminDynamicFieldContactWithData

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS Business Solution™.  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: Dynamic Fields Contact Data Backend GUI
```

Frontend::Module###AdminDynamicFieldDateTime

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Date Time Backend GUI
```

Frontend::Module###AdminDynamicFieldDropdown

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Drop-down Backend GUI
```

Frontend::Module###AdminDynamicFieldInvalid

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Invalid Backend GUI
```

Frontend::Module###AdminDynamicFieldMultiselect

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Multiselect Backend GUI
```

Frontend::Module###AdminDynamicFieldText

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Text Backend GUI
```

Frontend::Module###AdminEmail

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Admin Notification
```

Frontend::Module###AdminExternalHomePage

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Admin External Home Page
```

Frontend::Module###AdminExternalLayout

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Admin External Interface Layout
```

Frontend::Module###AdminGenericAgent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: GenericAgent
```

Frontend::Module###AdminGenericInterfaceDebugger

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Admin  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: GenericInterface Debugger GUI
```

Frontend::Module###AdminGenericInterfaceErrorHandlerDefault

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:


```
---  
Description: Admin  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: GenericInterface ErrorHandler GUI
```

Frontend::Module###AdminGenericInterfaceErrorHandlerRequestRetry

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Admin  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: GenericInterface ErrorHandler GUI
```

Frontend::Module###AdminGenericInterfaceInvokerDefault

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Admin  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: GenericInterface Invoker GUI
```

Frontend::Module###AdminGenericInterfaceInvokerEvent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Admin  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: GenericInterface Invoker Event GUI
```

Frontend::Module###AdminGenericInterfaceMappingSimple

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Admin  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: GenericInterface Web Service Mapping GUI
```

Frontend::Module###AdminGenericInterfaceMappingXSLT

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service Mapping GUI
```

Frontend::Module###AdminGenericInterfaceOperationDefault

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Operation GUI
```

Frontend::Module###AdminGenericInterfaceOperationRPC

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface RPC Operation GUI
```

Frontend::Module###AdminGenericInterfaceTransportHTTPREST

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface TransportHTTPREST GUI
```

Frontend::Module###AdminGenericInterfaceTransportHTTPSOAP

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface TransportHTTPSOAP GUI
```

Frontend::Module###AdminGenericInterfaceWebservice

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Admin  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: GenericInterface Web Service GUI
```

Frontend::Module###AdminGenericInterfaceWebserviceHistory

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Admin  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: GenericInterface Web Service History GUI
```

Frontend::Module###AdminGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Groups
```

Frontend::Module###AdminInit

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: Initialization
```

Frontend::Module###AdminLog

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: System Log
```

Frontend::Module###AdminMailAccount

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Mail Accounts
```

Frontend::Module###AdminNotificationEvent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Ticket Notifications
```

Frontend::Module###AdminPGP

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: PGP Key Management
```

Frontend::Module###AdminPackageManager

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Software Package Manager.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Package Manager
```

Frontend::Module###AdminPerformanceLog

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Performance Log
```

Frontend::Module###AdminPostMasterFilter

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PostMaster Filters
```

Frontend::Module###AdminPriority

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Priorities
```

Frontend::Module###AdminProcessManagement

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Process Management
```

Frontend::Module###AdminProcessManagementActivity

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity GUI
```

Frontend::Module###AdminProcessManagementActivityDialog

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity Dialog GUI
```

Frontend::Module###AdminProcessManagementPath

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Path GUI
```

Frontend::Module###AdminProcessManagementSequenceFlow

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Sequence Flow GUI
```

Frontend::Module###AdminProcessManagementSequenceFlowAction

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Sequence Flow Action GUI
```

Frontend::Module###AdminQueue

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Queues
```

Frontend::Module###AdminQueueAutoResponse

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Queues ↔ Auto Responses
```

Frontend::Module###AdminQueueSMSTemplates

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SMS Templates ↔ Queues
```

Frontend::Module###AdminQueueTemplates

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates ↔ Queues
```

Frontend::Module###AdminRegistration

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Registration
```

Frontend::Module###AdminRole

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles
```

Frontend::Module###AdminRoleGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles ↔ Groups
```

Frontend::Module###AdminRoleUser

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Agents ↔ Roles
```

Frontend::Module###AdminSLA

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Service Level Agreements
```

Frontend::Module###AdminSMIME

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: S/MIME Management
```

Frontend::Module###AdminSMSTemplate

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: SMS Templates
```

Frontend::Module###AdminSalutation

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Salutations
```

Frontend::Module###AdminSelectBox

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:


```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SQL Box
```

Frontend::Module###AdminService

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Services
```

Frontend::Module###AdminServiceCatalogue

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalogue.
```

Frontend::Module###AdminServiceCatalogueCategories

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalogue Categories
```

Frontend::Module###AdminServiceCatalogueItems

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalogue Items
```

Frontend::Module###AdminSession

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Session Management
```

Frontend::Module###AdminSignature

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Signatures
```

Frontend::Module###AdminState

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: States
```

Frontend::Module###AdminSupportDataCollector

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Support Data Collector
```

Frontend::Module###AdminSystemAddress

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Email Addresses
```

Frontend::Module###AdminSystemConfiguration

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Description: Admin.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: System Configuration
```

Frontend::Module###AdminSystemConfigurationDeployment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Manage System Configuration Deployments.  
Group:  
- admin  
- users  
GroupRo: []  
NavBarName: SystemConfiguration  
Title: System Configuration Deployment
```

Frontend::Module###AdminSystemConfigurationGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Description: Admin.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: System Configuration Group
```

Frontend::Module###AdminSystemMaintenance

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: System Maintenance
```

Frontend::Module###AdminTemplate

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Templates
```

Frontend::Module###AdminTemplateAttachment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Templates ↔ Attachments
```

Frontend::Module###AdminType

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Types
```

Frontend::Module###AdminUser

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Create and manage agents.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Agents
```

Frontend::Module###AdminUserGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Agents ↔ Groups
```

Frontend::Module###AgentDaemonInfo

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Admin  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: Shows information on how to start OTRS Daemon
```

Frontend::NavBarModule###11-AdminContactWithData

Agent frontend module registration (disable 'Edit contacts with data' link if there is no source field configured).

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::NavBar::AdminContactWithData
```

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Frontend::NavigationModule###Admin

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: ''
Description: Admin modules overview.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: ''
```

Frontend::NavigationModule###AdminACL

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Automation
Description: Configure and manage ACLs.
Group:
- admin
GroupRo: []
IconBig: fa-check-square-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Access Control Lists (ACL)
```

Frontend::NavigationModule###AdminAppointmentCalendarManage

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Administration
Description: Create and manage calendars.
Group:
- admin
GroupRo: []
IconBig: fa-calendar
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Calendars
```

Frontend::NavigationModule###AdminAppointmentNotificationEvent

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Communication
Description: Create and manage appointment notifications.
Group:
- admin
GroupRo: []
IconBig: fa-bell-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Appointment Notifications
```

Frontend::NavigationModule###AdminAttachment

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Ticket
Description: Create and manage attachments.
Group:
- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Attachments
```

Frontend::NavigationModule###AdminAutoResponse

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminChatChannel

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Administration
Description: Create and manage chat channels.
Group:
- admin
GroupRo: []
IconBig: fa-comments-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Chat Channel
```

Frontend::NavigationModule###AdminCloudServices

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: OTRSGroup
Description: Manage OTRS Group cloud services.
Group:
- admin
GroupRo: []
IconBig: fa-cloud
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Cloud Services
```

Frontend::NavigationModule###AdminCommunicationLog

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Communication
Description: Display communication log entries.
Group:
- admin
GroupRo: []
IconBig: fa-table
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Communication Log
```

Frontend::NavigationModule###AdminCustomPage

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: External
Description: Manage Custom Pages.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Custom Pages
```

Frontend::NavigationModule###AdminCustomerCompany

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Users
Description: Create and manage customers.
Group:
- admin
- users
GroupRo: []
IconBig: fa-building-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customers
```

Frontend::NavigationModule###AdminCustomerGroup

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
```

```
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
```

Frontend::NavigationModule###AdminCustomerUser

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Users
Description: Create and manage customer users.
Group:
- admin
- users
GroupRo: []
IconBig: fa-male
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer User
```

Frontend::NavigationModule###AdminCustomerUserCustomer

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminCustomerUserGroup

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminCustomerUserService

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
```



```
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
```

Frontend::NavigationModule###AdminDynamicField

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminEmail

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Communication
Description: Send notifications to users.
Group:
- admin
GroupRo: []
IconBig: fa-quote-right
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Admin Notification
```

Frontend::NavigationModule###AdminExternalHomePage

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: External
Description: Manage the Home Page.
Group:
- admin
GroupRo: []
IconBig: fa-home
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Home Page
```

Frontend::NavigationModule###AdminExternalLayout

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: External
```

```
Description: Manage the Layout.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-paint-brush  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: Layout
```

Frontend::NavigationModule###AdminGenericAgent

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
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
```

Frontend::NavigationModule###AdminGenericInterfaceWebservice

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: Automation  
Description: Create and manage web services.  
Group:  
- admin  
GroupRo: []  
IconBig: ''  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: Web Services
```

Frontend::NavigationModule###AdminGroup

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: Users  
Description: Create and manage groups.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-users  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: Groups
```

Frontend::NavigationModule###AdminLog

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: Administration  
Description: View system log messages.
```

```
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Log
```

Frontend::NavigationModule###AdminMailAccount

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminNotificationEvent

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminPGP

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminPackageManager

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminPerformanceLog

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Administration
Description: View performance benchmark results.
Group:
- admin
GroupRo: []
IconBig: fa-bar-chart
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Performance Log
```

Frontend::NavigationModule###AdminPostMasterFilter

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Communication
Description: Filter incoming emails.
Group:
- admin
GroupRo: []
IconBig: fa-filter
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PostMaster Filters
```

Frontend::NavigationModule###AdminPriority

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Ticket
Description: Create and manage ticket priorities.
Group:
- admin
GroupRo: []
IconBig: fa-list-ol
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Priorities
```

Frontend::NavigationModule###AdminProcessManagement

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Automation
Description: Configure Processes.
Group:
- admin
```

```
GroupRo: []
IconBig: fa-sitemap
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Process Management
```

Frontend::NavigationModule###AdminQueue

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Ticket
Description: Create and manage queues.
Group:
- admin
GroupRo: []
IconBig: fa-folder
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Queues
```

Frontend::NavigationModule###AdminQueueAutoResponse

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminQueueSMSTemplates

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminQueueTemplates

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminRegistration

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: OTRSGroup
Description: Manage system registration.
Group:
- admin
GroupRo: []
IconBig: fa-edit
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Registration
```

Frontend::NavigationModule###AdminRole

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Users
Description: Create and manage roles.
Group:
- admin
GroupRo: []
IconBig: fa-circle-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Roles
```

Frontend::NavigationModule###AdminRoleGroup

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminRoleUser

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminSLA

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminSMIME

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminSMSTemplate

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Ticket
Description: Create and manage SMS templates.
Group:
- admin
GroupRo: []
IconBig: fa-mobile
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SMS Templates
```

Frontend::NavigationModule###AdminSalutation

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Ticket
Description: Create and manage salutations.
Group:
- admin
GroupRo: []
IconBig: fa-comment-o
IconSmall: ''
```

```
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: Salutations
```

Frontend::NavigationModule###AdminSelectBox

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: Administration  
Description: Execute SQL statements.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-terminal  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: SQL Box
```

Frontend::NavigationModule###AdminService

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: Ticket  
Description: Create and manage services.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-wrench  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: Services
```

Frontend::NavigationModule###AdminServiceCatalogue

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: External  
Description: Manage Customer Service Catalogue.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-sitemap  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: Customer Service Catalogue
```

Frontend::NavigationModule###AdminSession

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: Administration  
Description: Manage existing sessions.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-clock-o  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
```

Name: Session Management

Frontend::NavigationModule###AdminSignature

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: Ticket  
Description: Create and manage signatures.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-file-text-o  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: Signatures
```

Frontend::NavigationModule###AdminState

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: Ticket  
Description: Create and manage ticket states.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-ticket  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: States
```

Frontend::NavigationModule###AdminSupportDataCollector

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: OTRSGroup  
Description: Manage support data.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-search  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: Support Data Collector
```

Frontend::NavigationModule###AdminSystemAddress

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
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
```

Frontend::NavigationModule###AdminSystemConfiguration

Admin area navigation for the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Block: Administration  
Description: Edit the system configuration settings.  
Group:  
- admin  
GroupRo: []  
IconBig: ''  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: System Configuration
```

Frontend::NavigationModule###AdminSystemMaintenance

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: Administration  
Description: Schedule a maintenance period.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-wrench  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: System Maintenance
```

Frontend::NavigationModule###AdminTemplate

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
Block: Ticket  
Description: Create and manage templates.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-file-text-o  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: Templates
```

Frontend::NavigationModule###AdminTemplateAttachment

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---  
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
```

Frontend::NavigationModule###AdminType

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Ticket
Description: Create and manage ticket types.
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Types
```

Frontend::NavigationModule###AdminUser

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Users
Description: Create and manage agents.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents
```

Frontend::NavigationModule###AdminUserGroup

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Users
Description: Link agents to groups.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents ↔ Groups
```

90. Frontend → Admin → ModuleRegistration → Loader

Loader::Module::Admin###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.css
JavaScript:
- Core.Agent.Admin.js
- Core.UI.AllocationList.js
```

```
- Core.Agent.TableFilters.js
```

Loader::Module::AdminACL###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.ACL.css  
JavaScript:  
- Core.Agent.Admin.ACL.js
```

Loader::Module::AdminAppointmentCalendarManage###002-Calendar

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.AppointmentCalendar.Manage.css  
- thirdparty/spectrum-1.8.0/spectrum.css  
JavaScript:  
- thirdparty/clipboardjs-1.7.1/clipboard.min.js  
- thirdparty/spectrum-1.8.0/spectrum.js  
- Core.Agent.Admin.AppointmentCalendar.Manage.js
```

Loader::Module::AdminAppointmentNotificationEvent###002-Calendar

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.NotificationEvent.css  
JavaScript:  
- Core.Agent.Admin.NotificationEvent.js
```

Loader::Module::AdminAttachment###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.Attachment.js
```

Loader::Module::AdminAutoResponse###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.AutoResponse.js
```

Loader::Module::AdminCloudServiceSMS###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
```

```
---
CSS:
- Core.Agent.Admin.CloudService.SMS.css
JavaScript:
- Core.Agent.Admin.CloudServiceSMS.js
```

Loader::Module::AdminCloudServices###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.CloudServices.css
```

Loader::Module::AdminCommunicationLog###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Loader::Module::AdminCustomPage###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.CustomPage.js
- Core.UI.InputFields.js
```

Loader::Module::AdminCustomerCompany###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.CustomerCompany.js
```

Loader::Module::AdminCustomerGroup###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.CustomerGroup.js
```

Loader::Module::AdminCustomerUser###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
```

```
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.Admin.CustomerUser.js
```

Loader::Module::AdminCustomerUserCustomer###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerUserService.js
```

Loader::Module::AdminCustomerUserGroup###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerGroup.js
```

Loader::Module::AdminCustomerUserService###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerUserService.js
```

Loader::Module::AdminDynamicField###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.DynamicField.css  
JavaScript:  
- Core.Agent.Admin.DynamicField.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminDynamicFieldCheckbox###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.DynamicField.js  
- Core.Agent.Admin.DynamicFieldCheckbox.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminDynamicFieldContactWithData###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:
```

```
---  
- Core.Agent.Admin.DynamicField.css  
JavaScript:  
- Core.Agent.Admin.DynamicField.js  
- Core.Agent.Admin.DynamicFieldDropdown.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminDynamicFieldDateTime###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.DynamicField.css  
JavaScript:  
- Core.Agent.Admin.DynamicField.js  
- Core.Agent.Admin.DynamicFieldDateTime.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminDynamicFieldDropdown###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.DynamicField.css  
JavaScript:  
- Core.Agent.Admin.DynamicField.js  
- Core.Agent.Admin.DynamicFieldDropdown.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminDynamicFieldInvalid###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.DynamicField.css  
JavaScript:  
- Core.Agent.Admin.DynamicField.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminDynamicFieldMultiselect###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.DynamicField.css  
JavaScript:  
- Core.Agent.Admin.DynamicField.js  
- Core.Agent.Admin.DynamicFieldMultiselect.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminDynamicFieldText###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
```

```
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldText.js
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminExternalHomePage###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.ExternalHomePage.css
- thirdparty/spectrum-1.8.0/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalHomePage.js
```

Loader::Module::AdminExternalLayout###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.ExternalHomePage.css
- Core.Agent.Admin.ExternalLayout.css
- thirdparty/spectrum-1.8.0/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalLayout.js
```

Loader::Module::AdminGenericAgent###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.GenericAgent.js
```

Loader::Module::AdminGenericInterfaceDebugger###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceDebugger.js
```

Loader::Module::AdminGenericInterfaceErrorHandlingDefault###002-Gener- icInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
```



```
JavaScript:  
- Core.Agent.Admin.GenericInterfaceErrorHandling.js
```

Loader::Module::AdminGenericInterfaceErrorHandlingRequestRetry###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceErrorHandling.js  
- Core.Agent.Admin.GenericInterfaceErrorHandlingRequestRetry.js
```

Loader::Module::AdminGenericInterfaceInvokerDefault###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceInvoker.js
```

Loader::Module::AdminGenericInterfaceInvokerEvent###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceInvokerEvent.js
```

Loader::Module::AdminGenericInterfaceMappingSimple###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceMapping.js
```

Loader::Module::AdminGenericInterfaceMappingXSLT###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:
```

```
- Core.Agent.Admin.GenericInterfaceMappingXSLT.js
```

Loader::Module::AdminGenericInterfaceOperationDefault###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceOperation.js
```

Loader::Module::AdminGenericInterfaceOperationRPC###001-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceOperation.js
```

Loader::Module::AdminGenericInterfaceTransportHTTPREST###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceTransportHTTPREST.js
```

Loader::Module::AdminGenericInterfaceTransportHTTPSOAP###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
- Core.Agent.SortedTree.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceTransportHTTPSOAP.js  
- Core.Agent.SortedTree.js
```

Loader::Module::AdminGenericInterfaceWebservice###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceWebservice.js
```

Loader::Module::AdminGenericInterfaceWebserviceHistory###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceWebserviceHistory.js
```

Loader::Module::AdminGroup###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.Group.js
```

Loader::Module::AdminLog###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.Log.js
```

Loader::Module::AdminMailAccount###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.MailAccount.js
```

Loader::Module::AdminNotificationEvent###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.NotificationEvent.css  
JavaScript:  
- Core.Agent.Admin.NotificationEvent.js
```

Loader::Module::AdminPGP###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.PGP.js
```

Loader::Module::AdminPackageManager###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.PackageManager.css  
JavaScript:  
- Core.Agent.Admin.PackageManager.js
```

Loader::Module::AdminPerformanceLog###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.PerformanceLog.css
```

Loader::Module::AdminPostMasterFilter###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.PostMasterFilter.css  
JavaScript:  
- Core.Agent.Admin.PostMasterFilter.js
```

Loader::Module::AdminPriority###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.Priority.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminProcessManagement###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
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
```

Loader::Module::AdminProcessManagementActivity###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
```

```
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
```

Loader::Module::AdminProcessManagementActivityDialog###002-Process-Management

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js
```

Loader::Module::AdminProcessManagementPath###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js
```

Loader::Module::AdminProcessManagementSequenceFlow###002-Process-Management

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
```

Loader::Module::AdminProcessManagementSequenceFlowAction###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.js
- Core.Agent.Admin.ProcessManagement.js
```

Loader::Module::AdminQueue###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.Queue.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminQueueAutoResponse###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.QueueAutoResponse.js
```

Loader::Module::AdminQueueSMSTemplates###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.QueueSMSTemplates.js
```

Loader::Module::AdminQueueTemplates###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.QueueTemplates.js
```

Loader::Module::AdminRegistration###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.Registration.css  
JavaScript:  
- Core.Agent.Admin.Registration.js
```

Loader::Module::AdminRole###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.Role.js
```

Loader::Module::AdminRoleGroup###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.RoleGroup.js
```

Loader::Module::AdminRoleUser###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.RoleUser.js
```

Loader::Module::AdminSLA###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.SLA.js
```

Loader::Module::AdminSMIME###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.SMIME.js
```

Loader::Module::AdminSMSTemplate###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.SMSTemplate.js
```

Loader::Module::AdminSalutation###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.Salutation.js
```

Loader::Module::AdminSelectBox###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.SelectBox.js
```

Loader::Module::AdminService###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:
```

```
- Core.Agent.Admin.Service.js
```

Loader::Module::AdminServiceCatalogue###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.ServiceCatalogue.css
```

Loader::Module::AdminServiceCatalogueCategories###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Categories.js
```

Loader::Module::AdminServiceCatalogueItems###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Items.js
```

Loader::Module::AdminSession###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.Session.js
```

Loader::Module::AdminSignature###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.Signature.js
```

Loader::Module::AdminState###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.State.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminSupportDataCollector###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:


```
---  
CSS:  
- Core.Agent.Admin.SupportDataCollector.css  
JavaScript:  
- Core.Agent.Admin.SupportDataCollector.js
```

Loader::Module::AdminSystemAddress###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Admin.SystemAddress.js
```

Loader::Module::AdminSystemConfiguration###001-Framework

Loader module registration for the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
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
```

Loader::Module::AdminSystemConfigurationDeployment###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Admin.SystemConfiguration.css  
JavaScript:  
- thirdparty/clipboardjs-1.7.1/clipboard.min.js  
- Core.SystemConfiguration.js  
- Core.Agent.Admin.SystemConfiguration.js
```

Loader::Module::AdminSystemConfigurationGroup###001-Framework

Loader module registration for the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
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
```

Loader::Module::AdminSystemConfigurationUser###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.Form.js
- Core.Agent.Admin.SystemConfiguration.js
- Core.Agent.Admin.SystemConfigurationUser.js
```

Loader::Module::AdminSystemMaintenance###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.SystemMaintenance.js
```

Loader::Module::AdminTemplate###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.Template.js
```

Loader::Module::AdminTemplateAttachment###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.TemplateAttachment.js
```

Loader::Module::AdminType###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.Type.js
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminUserGroup###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
```

```
JavaScript:
- Core.Agent.Admin.UserGroup.js
```

91. Frontend → Admin → ModuleRegistration → MainMenu

Frontend::Navigation###Admin###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: a
  Block: ItemArea
  Description: Admin modules overview.
  Group:
  - admin
  GroupRo: []
  Link: Action=Admin
  LinkOption: ''
  Name: Admin
  NavBar: Admin
  Prio: '10000'
  Type: Menu
```

Frontend::Navigation###AdminACL###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminAppointmentCalendarManage###002-Calendar

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Manage different calendars.
  Group:
  - admin
  GroupRo: []
  Link: Action=AdminAppointmentCalendarManage
  LinkOption: ''
  Name: Manage Calendars
  NavBar: Calendar
  Prio: '9000'
  Type: ''
```

Frontend::Navigation###AdminAppointmentNotificationEvent###002-Calendar

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminAttachment###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminAutoResponse###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminChatChannel###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminCloudServiceSMS###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminCloudServices###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminCommunicationLog###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminContactWithData###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: ''
  Block: ''
  Description: Edit contacts with data.
  Group:
  - admin
  GroupRo: []
  Link: Action=AdminContactWithData
  LinkOption: ''
  Name: Edit contacts with data
  NavBar: Ticket
  Prio: '900'
  Type: ''
  
```

Frontend::Navigation###AdminCustomPage###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```

--- []
  
```

Frontend::Navigation###AdminCustomerCompany###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```

---
- 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: ''
  
```

Frontend::Navigation###AdminCustomerGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```

--- []
  
```

Frontend::Navigation###AdminCustomerUser###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```

---
- 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: ''
```

Frontend::Navigation###AdminCustomerUserCustomer###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminCustomerUserGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminCustomerUserService###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminDynamicField###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminEmail###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminExternalHomePage###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminExternalLayout###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminGenericAgent###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminGenericInterfaceDebugger###002-GenericInterface

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminGenericInterfaceWebservice###002-GenericInterface

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminLog###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminMailAccount###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminNotificationEvent###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminPGP###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminPackageManager###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminPerformanceLog###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminPostMasterFilter###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminPriority###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminProcessManagement###002-ProcessManagement

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminQueue###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminQueueAutoResponse###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminQueueSMSTemplates###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminQueueTemplates###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminRegistration###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminRole###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminRoleGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminRoleUser###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSLA###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSMIME###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSMSTemplate###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSalutation###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSelectBox###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminService###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminServiceCatalogue###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminServiceCatalogueCategories###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminServiceCatalogueItems###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSession###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSignature###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminState###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSupportDataCollector###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSystemAddress###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSystemConfiguration###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSystemConfigurationDeployment###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSystemConfigurationGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminSystemMaintenance###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminTemplate###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminTemplateAttachment###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminType###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminUser###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AdminUserGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

92. Frontend → Admin → View → ContactWithData

AdminContactWithData::RunInitialWildcardSearch

Runs an initial wildcard search of the existing contacts with data when accessing the AdminContactWithData module.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

93. Frontend → Admin → View → CustomPage

Frontend::Admin::AdminCustomPage###RichText

Uses richtext for viewing and editing ticket notification.

Thamani chaguo-msingi:

--- '1'

Frontend::Admin::AdminCustomPage###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '320'

Frontend::Admin::AdminCustomPage###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '620'

94. Frontend → Admin → View → CustomerCompany

AdminCustomerCompany::RunInitialWildcardSearch

Runs an initial wildcard search of the existing customer company when accessing the AdminCustomerCompany module.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

95. Frontend → Admin → View → CustomerUser

AdminCustomerUser::RunInitialWildcardSearch

Inatafuta utafutaji wa kwanza wa kibambo egemezi wa mtumiaji wa mteja ayiekuwepo wakati wa kufikia moduli ya mteja mtumiaji kiongozi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

AdminCustomerUser::UseAutoComplete

Controls if the autocomplete field will be used for the customer ID selection in the AdminCustomerUser interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

96. Frontend → Admin → View → NotificationEvent

AppointmentNotification::Transport###Email

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '1'
Icon: fa fa-envelope
Module: Kernel::System::Calendar::Event::Transport::Email
Name: Email
Prio: '100'
```

AppointmentNotification::Transport###NotificationView

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-th-list
Module: Kernel::System::Calendar::Event::Transport::NotificationView
Name: Web View
Prio: '110'
```

AppointmentNotification::Transport###SMS

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```

---
AgentEnabledByDefault: '0'
Icon: fa fa-mobile
Module: Kernel::System::Calendar::Event::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'

```

Frontend::Admin::AdminAppointmentNotificationEvent###EventObjectTypes

Defines the event object types that will be handled via AdminAppointmentNotificationEvent.

Thamani chaguo-msingi:

```

---
- Calendar
- Appointment

```

Frontend::Admin::AdminAppointmentNotificationEvent###RichText

Uses richtext for viewing and editing ticket notification.

Thamani chaguo-msingi:

```

--- '1'

```

Frontend::Admin::AdminAppointmentNotificationEvent###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```

--- '320'

```

Frontend::Admin::AdminAppointmentNotificationEvent###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```

--- '620'

```

Frontend::Admin::AdminNotificationEvent###RichText

Uses richtext for viewing and editing ticket notification.

Thamani chaguo-msingi:

```

--- '1'

```

Frontend::Admin::AdminNotificationEvent###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```

--- '320'

```

Frontend::Admin::AdminNotificationEvent###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Notification::CharactersPerLine

Defines the number of character per line used in case an HTML article preview replacement on TemplateGenerator for EventNotifications.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '80'
```

Notification::Transport###Email

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '1'
Icon: fa fa-envelope
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::Email
Name: Email
Prio: '100'
```

Notification::Transport###NotificationView

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-th-list
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::NotificationView
Name: Web View
Prio: '110'
```

Notification::Transport###SMS

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-mobile
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'
```

97. Frontend → Admin → View → SelectBox

AdminSelectBox::AllowDatabaseModification

Inadhibiti kama kiongozi anaruhusiwa kufanya mabadiliko kwenye hifadhi data kupitia Kisanduku cha kiongozi cha kuchagua.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

98. Frontend → Admin → View → SysConfig

ConfigLevel

Inaweka hatua ya usanidi ya kiongozi. Inategemeana na hatua ya usanidi, baadhi ya michaguo ya usanidi wa mfumo haitoonyeshwa. Hatua za usanidi zipo katika mpangilio wa kupanda: Mtaalam, kiwango cha juu, Aliyemwanzo. Hatua ya Usanidi ya usanidi ikiwa ya juu zaidi(mfano anayeanza ndo kubwa)inapunguza ajali za mtumiaji kusanidi mfumo kwa jinsi ambayo hautoweza kutumika tena.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '100'

99. Frontend → Agent

AgentLoginLogo

The logo shown on top of the login box of the agent 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.

Thamani chaguo-msingi:

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

AgentLogo

Nembo iliyoonyeshwa kwenye kichwa cha kiolesura cha wakala. URL kwenye taswira inaweza URL inayofanana na gamba la taswira la mpangilio orodha, au URL nzima kwenye seva ya wavuti.

Thamani chaguo-msingi:

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

AgentLogoCustom###default

Nembo inayoonyeshwa katika kichwa cha kiolesura cha wakala kwa ajili gamba "chaguo-msingi". Angalia "Nembo ya wakala" kwa ufafanuzi zaidi.

This setting is not active by default.

Thamani chaguo-msingi:

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

AgentLogoCustom###highcontrast

The logo shown in the header of the agent interface for the skin "High Contrast". See "AgentLogo" for further description.

Thamani chaguo-msingi:

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

AgentLogoCustom###slim

Nembo inayoonyeshwa katika kichwa cha kiolesura cha wakala kwa ajili gamba "slim". Angalia "Nembo ya wakala" kwa ufafanuzi zaidi.

Thamani chaguo-msingi:

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

AutoComplete::Agent###CustomerSearch

Inafafanua michaguo ya usanidi kwa ajili ya kipengele cha ukamilifu otomatiki.

Thamani chaguo-msingi:

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

AutoComplete::Agent###Default

Inafafanua michaguo ya usanidi kwa ajili ya kipengele cha ukamilifu otomatiki.

Thamani chaguo-msingi:

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

AutoComplete::Agent###DynamicFieldContactWithData

Inafafanua michaguo ya usanidi kwa ajili ya kipengele cha ukamilifu otomatiki.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

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

```

AutoComplete::Agent###UserSearch

Inafafanua michaguo ya usanidi kwa ajili ya kipengele cha ukamilifu otomatiki.

Thamani chaguo-msingi:

```

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

```

CustomerDBLink

Inafafanua kiungo cha nje kwenye hifadhi data ya mteja (mfano 'http://yourhost/customer.php?CID=[% Data.CustomerID %]' or ").

This setting can not be deactivated.

Thamani chaguo-msingi:

```

--- '[% Env("CGIHandle") %]?Action=AgentCustomerInformationCenter;CustomerID=[%
Data.CustomerID
| uri %]'

```

CustomerDBLinkClass

Inafafanua sifa ya lengo katika kiunganishi cha hifadhi data ya mteja ya nje. Mfano 'AsPopup PopupType_TicketAction'.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

--- ''

```

CustomerDBLinkTarget

Inafafanua sifa ya lengo katika kiunganishi cha hifadhi data ya mteja ya nje. Mfano 'target="cdb"'.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

--- ''

```

DefaultOverviewColumns

General ticket data shown in the ticket overviews (fall-back). Note that TicketNumber can not be disabled, because it is necessary.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

---
Age: '2'

```

```
Changed: '1'  
Created: '1'  
CustomerCompanyName: '1'  
CustomerID: '2'  
CustomerName: '1'  
CustomerUserID: '1'  
EscalationResponseTime: '1'  
EscalationSolutionTime: '1'  
EscalationTime: '1'  
EscalationUpdateTime: '1'  
Lock: '2'  
Owner: '2'  
PendingTime: '1'  
Priority: '1'  
Queue: '2'  
Responsible: '1'  
SLA: '1'  
Sender: '2'  
Service: '1'  
State: '2'  
Subject: '1'  
TicketNumber: '2'  
Title: '2'  
Type: '1'
```

Frontend::AvatarEngine

Define which avatar engine should be used for the agent avatar on the header and the sender images in AgentTicketZoom. 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.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Gravatar

Frontend::CommonParam###Action

Fafanua chaguo-msingi inayotumika katika Moduli-Mbelenyuma kama hakuna kigezo cha kitendo iliyotolewa na url kwa kiole sura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- AgentDashboard

Frontend::CommonParam###QueueID

Kitambulisho cha foleni chaguo-msingi kinachotumika na mfumo katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Frontend::CommonParam###TicketID

Kitambulisho cha tiketi chaguo-msingi kinachotumika na mfumo katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

Frontend::CustomerUser::Item###1-GoogleMaps

Inafanua kipengee cha mteja, ambacho kinatengeneza ikoni ya ramani za google katika mwisho wa kifungu cha taarifa cha mteja.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
---
Attributes: UserStreet;UserCity;UserCountry;
CSS: Core.Agent.CustomerUser.GoogleMaps.css
CSSClass: GoogleMaps
IconName: fa-globe
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserStreet;UserCity;
Target: _blank
Text: Location
URL: http://maps.google.com/maps?z=7&q=
```

Frontend::CustomerUser::Item###15-OpenTickets

Kipengee cha mteja (Ikoni) ambacho kinaonyesha tiketi zilizofunguliwa za mteja huyu kama taarifa za kuzuliwa. Kuweka Kuingia kwa mteja mtumiaji kuwa 1 kutafuta tiketi kulingana na jina la kuingia kuliko kitambulisho cha mteja.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketSearch
Attributes: StateType=Open;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '0'
IconNameNoOpenTicket: fa-check-circle
IconNameOpenTicket: fa-exclamation-circle
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Open tickets (customer)
```

Frontend::CustomerUser::Item###16-OpenTicketsForCustomerUserLogin

Kipengee cha mteja (Ikoni) ambacho kinaonyesha tiketi zilizofunguliwa za mteja huyu kama taarifa za kuzuliwa. Kuweka Kuingia kwa mteja mtumiaji kuwa 1 kutafuta tiketi kulingana na jina la kuingia kuliko kitambulisho cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketSearch
Attributes: StateType=Open;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '1'
IconNameNoOpenTicket: fa-check-circle
IconNameOpenTicket: fa-exclamation-circle
```

```
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Open tickets (customer user)
```

Frontend::CustomerUser::Item###17-ClosedTickets

Kipengee cha mteja (Ikoni) ambacho kinaonyesha tiketi zilizofungwa za mteja huyu kama taarifa za kuzuiliwa. Kuweka Kuingia kwa mteja mtumiaji kuwa 1 kutafuta tiketi kulingana na jina la kuingia kuliko kitambulisho cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketSearch
Attributes: StateType=Closed;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '0'
IconNameNoOpenTicket: fa-power-off
IconNameOpenTicket: fa-power-off
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Closed tickets (customer)
```

Frontend::CustomerUser::Item###18-ClosedTicketsForCustomerUserLogin

Kipengee cha mteja (Ikoni) ambacho kinaonyesha tiketi zilizofungwa za mteja huyu kama taarifa za kuzuiliwa. Kuweka Kuingia kwa mteja mtumiaji kuwa 1 kutafuta tiketi kulingana na jina la kuingia kuliko kitambulisho cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketSearch
Attributes: StateType=Closed;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '1'
IconNameNoOpenTicket: fa-power-off
IconNameOpenTicket: fa-power-off
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Closed tickets (customer user)
```

Frontend::CustomerUser::Item###2-Google

Inafafanua kipengee cha mteja, ambacho kinatengeneza ikoni ya google katika mwisho wa kifungu cha taarifa cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Attributes: UserFirstname;UserLastname;
CSS: Core.Agent.CustomerUser.Google.css
CSSClass: Google
IconName: fa-google
Module: Kernel::Output::HTML::CustomerUser::Generic
```

```
Required: UserFirstname;UserLastname;
Target: _blank
Text: Google
URL: http://google.com/search?q=
```

Frontend::CustomerUser::Item###2-LinkedIn

Inafafanua kipengee cha mteja, ambacho kinatengeneza ikoni ya LinkedIn katika mwisho wa kifungu cha taarifa cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Attributes: UserFirstname;UserLastname;
CSS: Core.Agent.CustomerUser.LinkedIn.css
CSSClass: LinkedIn
IconName: fa-linkedin
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserFirstname;UserLastname;
Target: _blank
Text: LinkedIn
URL: http://www.linkedin.com/commonSearch?type=people&keywords=
```

Frontend::CustomerUser::Item###3-XING

Inafafanua kipengee cha mteja, ambacho kinatengeneza ikoni ya XING katika mwisho wa kifungu cha taarifa cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Attributes: UserFirstname;UserLastname;
CSS: Core.Agent.CustomerUser.Xing.css
CSSClass: Xing
IconName: fa-xing
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserFirstname;UserLastname;
Target: _blank
Text: XING
URL: https://www.xing.com/app/search?op=search;keywords=
```

Frontend::Gravatar::ArticleDefaultImage

Define which avatar default image should be used for the article view if no gravatar is assigned to the mail address. Check <http://gravatar.com/site/implement/images/> for further information.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- mm
```

Frontend::Gravatar::DefaultImage

Define which avatar default image should be used for the current agent if no gravatar is assigned to the mail address of the agent. Check <http://gravatar.com/site/implement/images/> for further information.

This setting can not be deactivated.

Thamani chaguo-msingi:


```
--- mm
```

Frontend::HeaderMetaModule###100-Refresh

Defines the module to generate code for periodic page reloads.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::HeaderMeta::Refresh
```

Frontend::HeaderMetaModule###2-TicketSearch

Moduli ya kutengeneza umbo la Utafutaji wazi wa html kwa utafutaji wa tiketi mfupi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Action: AgentTicketSearch  
Module: Kernel::Output::HTML::HeaderMeta::AgentTicketSearch
```

Frontend::HeaderMetaModule###3-FAQSearch

Module to generate html OpenSearch profile for short FAQ search.

Thamani chaguo-msingi:

```
---  
Action: AgentFAQSearch  
Module: Kernel::Output::HTML::HeaderMeta::AgentFAQSearch
```

InfoFile

File that is displayed in the Kernel::Modules::AgentInfo module, if located under Kernel/Output/HTML/Templates/Standard/AgentInfo.tt.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- AgentInfo
```

InfoKey

Inafanua kibonye cha kuangaliwa na moduli ya Kiini::Moduli::Taarifa Za Wakala. Kama huyu mtumiaji anapendelea kibonye cha ndio, ujumbe utakubaliwa na mfumo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- wpt22
```

LoginURL

Defines an alternate login URL for the agent interface.

This setting is not active by default.

Thamani chaguo-msingi:

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

LogoutURL

Defines an alternate logout URL for the agent interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- http://host.example.com/thanks-for-using-otrs.html
```

LostPassword

Amilisha kipengele cha neno la siri lilopotea kwa wakala, katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

ModernizeFormFields

Use new type of select and autocomplete fields in agent interface, where applicable (InputFields).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

NewTicketInNewWindow::Enabled

Kama imewezeshwa, Simu ya tiketi na barua pepe ya tiketi zitafunguliwa katika windows mpya.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

NoTimelineViewAutoArticle

Disables automatic opening of the last customer article in the timeline view in AgentTicketZoom.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

NotificationBodyLostPassword

Defines the body text for notification mails sent to agents, about new password.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi <OTRS_USERFIRSTNAME>,\n\n\nHere's your new OTRS password.\n\n\nNew password:  
<OTRS_NEWPW>\n\n\nYou can log in via the following URL:\n\n\n<OTRS_CONFIG_HttpType>://  
<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl\n\n"
```

NotificationBodyLostPasswordToken

Defines the body text for notification mails sent to agents, with token about new requested password.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi <OTRS_USERFIRSTNAME>,\n\nYou or someone impersonating you has requested to
change your OTRS\npassword.\n\nIf you want to do this, click on the link below.
You will receive another email containing the password.\n
\n<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl?
Action=LostPassword;Token=<OTRS_TOKEN>\n\nIf
you did not request a new password, please ignore this email.\n          "
```

NotificationSubjectLostPassword

Inafafanua somo kwa barua pepe za taarifa zilizotumwa kwa mawakala, kuhusu neno jipya la siri.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- New OTRS password
```

NotificationSubjectLostPasswordToken

Inafafanua somo kwa ajili ya barua pepe za taarifa zilizotumwa kwa mawakala, na alama ya neno jipya la siri lililoombwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- New OTRS password request
```

OpenMainMenuOnHover

Kama imewezeshwa, ngazi ya kwanza ya menyu kuu itafunguka katika uambaaji wa juu wa kipanya (badala ya kubofya tu)

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

PossibleNextActions

Defines the list of possible next actions on an error screen, a full path is required, then is possible to add external links if needed.

Thamani chaguo-msingi:

```
---
'[% Env('CGIHandle') %]?Action=AgentDashboard': Go to dashboard!
```

PreApplicationModule###AgentInfo

Inafafanua moduli inayotumika kupakia michaguo maalum ya mtmiaji au kuonyesha taarifa.

This setting is not active by default.

Thamani chaguo-msingi:

--- Kernel::Modules::AgentInfo

ShowMotd

Inaonyesha ujumbe wa siku katika skrini ya kuingilia ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AccountTime

Amilisha muda wa kusebiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::BulkAccountedTime

Inafafanua kama uhusishwaji wa muda lazima uwekwe katika tiketi zote katika tendo ya wingi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::CustomerInfoCompose

Inaonyesha taarifa za mtumiaji wa mteja (simu na barua pepe) katika skrini ya kutunga.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::CustomerInfoComposeMaxSize

Ukumbwa wa upeo wa juu (katika herufi) wa jedwali la taarifa za mteja (Simu na barua pepe) katika skrini ya kutunga.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '22'

Ticket::Frontend::CustomerInfoZoomMaxSize

Ukubwa wa upeo wa juu (katika herufi) wa jedwali la taarifa za mteja katika mandhari iliyokuzwa ya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '22'

Ticket::Frontend::DynamicFieldsZoomMaxSizeArticle

Urefu wa upeo wa juu (katika herufi) ya uga wenye nguvu katika makala ya mandhari iliyokuzwa ya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '160'

Ticket::Frontend::DynamicFieldsZoomMaxSizeSidebar

Urefu wa upeo wa juu (katika herufi) ya uga wenye nguvu katika upao wa pembeni wa mandhari iliyokuzwa ya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '18'

Ticket::Frontend::InformAgentMaxSize

Ukubwa wa upeo wa juu (katika safu mlalo) wa kikasha cha mawakala walio taarifiwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '3'

Ticket::Frontend::InvolvedAgentMaxSize

Ukubwa wa upeo juu (katika safu mlalo) wa kikasha wa mawakala wanaohusika katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '3'

Ticket::Frontend::ListType

Inaonyesha orodha ya foleni Kuu/ndogo iliyopo katika mfumo katika fomu ya mti au orodha.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- tree

Ticket::Frontend::MaxQueueLevel

inafafanua upeo wa juu wa kina wa foleni.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '5'

Ticket::Frontend::NeedAccountedTime

Defines if time accounting is mandatory in the agent interface. If enabled, a note must be entered for all ticket actions (no matter if the note itself is configured as active or is originally mandatory for the individual ticket action screen).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::NewOwnerSelection

Inaonyesha chaguo la mmiliki katika simu na tiketi za barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::NewQueueOwnSelection

Determines which options will be valid of the recipient (phone ticket) and the sender (email ticket) in the agent interface.

This setting is not active by default.

Thamani chaguo-msingi:

'1': First Queue
'2': Second Queue

Ticket::Frontend::NewQueueSelectionString

Determines the strings that will be shown as recipient (To:) of the phone ticket and as sender (From:) of the email ticket in the agent interface. For Queue as NewQueueSelectionType "<Queue>" shows the names of the queues and for SystemAddress "<Realname> <<Email>>" shows the name and email of the recipient.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- <Queue>

Ticket::Frontend::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) in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Queue

Ticket::Frontend::NewResponsibleSelection

Inaonyesha uchaguzi husika katika simu na tiketi za barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::PendingDiffTime

Muda katika sekunde ambao unaongezwa kwneye muda halisi kama hali ya kusubiri ikiwekwa (chaguo-msingi: 86400 = siku 1).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '86400'

Ticket::Frontend::RedirectAfterCloseDisabled

Disables the redirection to the last screen overview / dashboard after a ticket is closed.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::ShowCustomerTickets

Inaonyesha tiketi za historia za mteja katika simu ya tiketi ya wakala, Barua pepe za tiketi za wakala na mteja wa tiketi za wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::TextAreaEmail

Imeruhusu upana katika windows kwa ajili ya kutunga barua pepe.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '82'

Ticket::Frontend::TextAreaNote

Imeruhusu upana katika windows kwa ajili ya kutunga kidokezo.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '78'

Ticket::Frontend::TimeUnits

Inaweka vigawe vya muda vinavyopendelewa (mfano vigawe vya kazi, masaa, dakika).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '(work units)'
```

Ticket::Frontend::UserDefaultQueue

Defines the default queue for new tickets in the agent interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Postmaster
```

100. Frontend → Agent → ArticleComposeModule

Ticket::Frontend::ArticleComposeModule###1-EmailSecurity

Module to define the email security options to use (PGP or S/MIME).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::ArticleCompose::Security  
ParamType: Single
```

Ticket::Frontend::ArticleComposeModule###2-SignEmail

Moduli ya kutunga ujumbe uliosainiwa (PGP au S/MIME).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::ArticleCompose::Sign  
ParamType: Single
```

Ticket::Frontend::ArticleComposeModule###3-CryptEmail

Module to encrypt composed messages (PGP or S/MIME).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::ArticleCompose::Crypt  
ParamType: Multiple
```

101. Frontend → Agent → FAQJournalOverview

FAQ::Frontend::JournalOverview###Small

Inaeleza mapitio ya moduli kuonyesha muonekano mdogo wa jarida la maswali yaliy-oulizwa mara kwa mara.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::FAQJournalOverview::Small  
Name: Small  
NameShort: S
```

102. Frontend → Agent → FAQOverview

FAQ::Frontend::Overview###Small

Inaeleza mapitio ya moduli kuonyesha muonekano mdogo wa orodha ya maswali yaliyolizwa mara kwa mara.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::FAQOverview::Small  
Name: Small  
NameShort: S
```

FAQ::Frontend::OverviewSmall###DynamicField

Dynamic fields shown in the FAQ small format overview screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

103. Frontend → Agent → FAQRelatedArticles

FAQ::Frontend::AgentFAQRelatedArticles###DefaultLanguages

The default languages for the related FAQ articles.

Thamani chaguo-msingi:

```
---  
- en
```

FAQ::Frontend::AgentFAQRelatedArticles###Position

Defines the position where the related FAQ articles widget is located.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

FAQ::Frontend::AgentFAQRelatedArticles###QueuesEnabled

List of queue names for which the related article feature is enabled.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
```

- Raw

FAQ::Frontend::AgentFAQRelatedArticles###ShowLimit

Output limit for the related FAQ articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '10'
```

104. Frontend → Agent → FrontendNo- tification

Frontend::NotifyModule###1000-CloudServicesDisabled

Defines the module to display a notification if cloud services are disabled.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::NotifyModule###1100-SystemContract

Defines the module to display a notification in different interfaces on different occasions for System Contract.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::NotifyModule###2000-UID-Check

Inafafanua moduli ya kuonyesha taarifa katika kiolesura cha wakala, kama mfumo unatumika na mtumiaji wa muongozaji(mara zote usipende kufanya kazi kama kiongozi)

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::UIDCheck
```

Frontend::NotifyModule###2500-AgentSessionLimit

Defines the module to display a notification in the agent interface, if the agent session limit prior warning is reached.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

```
Module: Kernel::Output::HTML::Notification::AgentSessionLimit
```

Frontend::NotifyModule###3000-ShowAgentOnline

Inafafanua moduli inayoonyesha mawakala wote walioingia sasa katika kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::Notification::AgentOnline  
ShowEmail: '1'
```

Frontend::NotifyModule###4000-ShowCustomerOnline

Defines the module that shows all the currently logged in customers in the agent interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::Notification::CustomerOnline  
ShowEmail: '1'
```

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

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

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::NotifyModule###5000-Ticket::TicketEscalation

Moduli ya kuonyesha taarifa na upandaji (Upeo wa juu ulioonyeshwa: upeo wa juu wa upandaji ulioonyeshwa, Upandaji katika dakika: Onyesha tiketi itakayopanda ndani, hifadhi muda ya muda: Hifadhi muda ya upandaji uliohesabiwa katika sekunde).

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
CacheTime: '40'  
EscalationInMinutes: '120'  
Module: Kernel::Output::HTML::Notification::AgentTicketEscalation  
ShownMax: '25'
```

Frontend::NotifyModule###513-ChatAvailability-Check

Defines the module to display a notification in the agent interface, if the agent is not available for chat with customers (only if Ticket::Agent::AvailableForChatsAfterLogin is set to No).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::Notification::ChatAvailabilityCheck
```

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

Defines the module to display a notification in the agent interface, if there are invalid sysconfig settings deployed.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::NotifyModule###523-ChatPreferredChannels-Check

Defines the module to display a notification in the agent interface, if the agent is available for external chats, but forgot to set preferred channel(s).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::Notification::ChatPreferredChannelsCheck
```

Frontend::NotifyModule###5500-OutofOffice-Check

Inafafanua moduli ya kuonyesha taarifa katika kiolesura cha wakala, kama wakala aliingia nje-ya-ofisi ikiwa amilifu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::Notification::OutofOfficeCheck
```

Frontend::NotifyModule###6000-SystemMaintenance-Check

Inafafanua moduli ya kuonyesha taarifa katika kiolesura cha wakala, kama wakala aliingia wakati matengenezo ya mfumo ikiwa amilifu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::Notification::SystemMaintenanceCheck
```

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

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

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::NotifyModule###7000-AgentTimeZone-Check

Defines the module to display a notification in the agent interface, if the agent has not yet selected a time zone.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::AgentTimeZoneCheck
```

Frontend::NotifyModule###8000-Daemon-Check

Defines the module to display a notification in the agent interface if the OTRS Daemon is not running.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::DaemonCheck
```

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

Defines the module to display a notification in the agent interface, if the installation of not verified packages is activated (only shown to admins).

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::NotifyModule###9000-Generic

Defines the module that shows a generic notification in the agent 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.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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
```

105. Frontend → Agent → LinkObject

LinkObject::ComplexTable###Appointment

Define which columns are shown in the linked appointment widget (LinkObject::View-Mode = "complex"). Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

Thamani chaguo-msingi:

```
---
```

```

DefaultColumns:
  CalendarName: '1'
  Changed: '1'
  Created: '1'
  Description: '2'
  EndTime: '2'
  Location: '1'
  NotificationTime: '1'
  StartTime: '2'
Module: Kernel::Output::HTML::LinkObject::Appointment.pm
Priority:
  CalendarName: '100'
  Changed: '160'
  Created: '170'
  Description: '110'
  EndTime: '130'
  Location: '140'
  NotificationTime: '150'
  StartTime: '120'

```

LinkObject::ComplexTable###FAQ

Define which columns are shown in the linked FAQs widget (LinkObject::ViewMode = "complex"). Note: Only FAQ attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

Thamani chaguo-msingi:

```

---
DefaultColumns:
  Approved: '1'
  CategoryName: '1'
  Changed: '1'
  ContentType: '1'
  Created: '2'
  FAQNumber: '2'
  Language: '1'
  State: '2'
  Title: '2'
Module: Kernel::Output::HTML::LinkObject::FAQ.pm
Priority:
  Approved: '160'
  CategoryName: '140'
  Changed: '180'
  ContentType: '170'
  Created: '130'
  FAQNumber: '100'
  Language: '150'
  State: '120'
  Title: '110'

```

LinkObject::ComplexTable###Ticket

Define which columns are shown in the linked tickets widget (LinkObject::ViewMode = "complex"). Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```

---
DefaultColumns:
  Age: '1'
  Changed: '1'
  Created: '2'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'

```

```

EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '1'
Owner: '1'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Service: '1'
State: '2'
TicketNumber: '2'
Title: '2'
Type: '1'
Module: Kernel::Output::HTML::LinkObject::Ticket.pm
Priority:
  Age: '110'
  Changed: '120'
  Created: '310'
  CustomerCompanyName: '320'
  CustomerID: '240'
  CustomerName: '250'
  CustomerUserID: '260'
  EscalationResponseTime: '160'
  EscalationSolutionTime: '150'
  EscalationTime: '140'
  EscalationUpdateTime: '170'
  Lock: '200'
  Owner: '220'
  PendingTime: '130'
  Priority: '300'
  Queue: '210'
  Responsible: '230'
  SLA: '290'
  Service: '280'
  State: '190'
  TicketNumber: '100'
  Title: '180'
  Type: '270'

```

LinkObject::ComplexTable::SettingsVisibility###Appointment

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js.

Thamani chaguo-msingi:

```

---
- AgentTicketZoom

```

LinkObject::ComplexTable::SettingsVisibility###FAQ

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js and Core.Agent.LinkObject.js.

Thamani chaguo-msingi:

```

---
- AgentFAQZoom

```

LinkObject::ComplexTable::SettingsVisibility###Ticket

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have reg-

istered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js.

Thamani chaguo-msingi:

```
---
- AgentTicketZoom
```

106. Frontend → Agent → MIMEViewer

MIME-Viewer###application/excel

Bainisha njia ya kabadili inayoruhusu mandhari ya faili la Microsoft Excel, katika kiolesura cha tovuti.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- xlhtml
```

MIME-Viewer###application/msword

Inabainisha njia ya kabadilishaji ambayo inaruhusu mandhari ya mafaili ya Microsoft Word, katika kiolesura cha tovuti.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- wwWare
```

MIME-Viewer###application/pdf

Inabainisha njia ya kabadilishaji ambayo inaruhusu mandhari ya nyaraka za PDF, katika kiolesura cha tovuti.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- pdftohtml -stdout -i
```

MIME-Viewer###text/xml

Inabainisha njia ya kabadilishaji ambayo inaruhusu mandhari ya mafaili ya XML, katika kiolesura cha tovuti.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- <OTRS_CONFIG_Home>/scripts/tools/xml2html.pl
```

107. Frontend → Agent → ModuleRegistration

Frontend::Module###AdminAppointmentImport

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Import appointments screen.  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: Import Appointments
```

Frontend::Module###AgentAppointmentAgendaOverview

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Overview of all appointments.  
Group: []  
GroupRo: []  
NavBarName: Calendar  
Title: Agenda Overview
```

Frontend::Module###AgentAppointmentCalendarOverview

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Appointment Calendar overview page.  
Group: []  
GroupRo: []  
NavBarName: Calendar  
Title: Overview
```

Frontend::Module###AgentAppointmentEdit

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Appointment edit screen.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: Edit appointment
```

Frontend::Module###AgentAppointmentList

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Appointment list.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: Appointment list
```

Frontend::Module###AgentAppointmentPluginSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Plugin search module for autocomplete.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: Plugin search
```

Frontend::Module###AgentChat

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Agent chat screen.  
Group: []  
GroupRo: []  
NavBarName: Chat  
Title: Chat
```

Frontend::Module###AgentChatAppend

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Append Chat to Ticket.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Append Chat to Ticket
```

Frontend::Module###AgentChatAvailability

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Chat availability.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: Chat Availability
```

Frontend::Module###AgentChatDownload

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Chat download.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: Chat Download
```

Frontend::Module###AgentChatPopup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Chat popup.  
Group: []
```

```
GroupRo: []  
NavBarName: ''  
Title: Chat Popup
```

Frontend::Module###AgentChatPreview

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Chat preview.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: Chat Preview
```

Frontend::Module###AgentContactWithDataSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Agent contact with data search.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Agent Contact With Data Search
```

Frontend::Module###AgentCustomerInformationCenter

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Customer Information Center.  
Group: []  
GroupRo: []  
NavBarName: Customers  
Title: ''
```

Frontend::Module###AgentCustomerInformationCenterSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Customer Information Center Search.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: ''
```

Frontend::Module###AgentCustomerSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Agent Customer Search.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Agent Customer Search
```

Frontend::Module###AgentCustomerSearchSMS

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Agent Customer Search SMS.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Agent Customer Search SMS
```

Frontend::Module###AgentCustomerUserAddressBook

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Search customer user.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Search Customer User
```

Frontend::Module###AgentCustomerUserInformationCenter

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Customer User Information Center.  
Group: []  
GroupRo: []  
NavBarName: Customer Users  
Title: ''
```

Frontend::Module###AgentCustomerUserInformationCenterSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Customer User Information Center Search.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: ''
```

Frontend::Module###AgentDashboard

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Agent dashboard.  
Group: []  
GroupRo: []  
NavBarName: Dashboard  
Title: Agent Dashboard
```

Frontend::Module###AgentDocumentSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Document Search  
Group: []  
GroupRo: []  
NavBarName: Document Search  
Title: ''
```

Frontend::Module###AgentFAQAdd

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: FAQ Area.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: FAQ
```

Frontend::Module###AgentFAQCategory

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AgentFAQDelete

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: FAQ Delete.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: Delete
```

Frontend::Module###AgentFAQEdit

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: FAQ Edit.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: Edit
```

Frontend::Module###AgentFAQExplorer

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: FAQ Area.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: FAQ
```

Frontend::Module###AgentFAQHistory

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: FAQ History.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: History
```

Frontend::Module###AgentFAQJournal

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: FAQ Area.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: FAQ
```

Frontend::Module###AgentFAQLanguage

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AgentFAQPrint

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: FAQ Print.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: Print
```

Frontend::Module###AgentFAQRelatedArticles

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
```

```
Description: Agent FAQ Related Articles.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: Agent FAQ Related Articles
```

Frontend::Module###AgentFAQRichText

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: FAQ AJAX Responder for Richtext.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: FAQ AJAX Responder
```

Frontend::Module###AgentFAQSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: FAQ Area.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: FAQ
```

Frontend::Module###AgentFAQSearchSmall

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Search FAQ Small.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: FAQ
```

Frontend::Module###AgentFAQZoom

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: FAQ Area.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: FAQ
```

Frontend::Module###AgentInfo

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Generic Info module.  
Group: []  
GroupRo: []
```

```
NavBarName: ''  
Title: Info
```

Frontend::Module###AgentLinkObject

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Link Object.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: Link Object
```

Frontend::Module###AgentNotificationView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Notification web view.  
Group: []  
GroupRo: []  
NavBarName: Notification web view  
Title: Notification Web View
```

Frontend::Module###AgentPreferences

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Agent Preferences.  
Group: []  
GroupRo: []  
NavBarName: Preferences  
Title: ''
```

Frontend::Module###AgentSplitSelection

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket split dialog.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: ''
```

Frontend::Module###AgentStatistics

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Agent Statistics.  
Group:  
- stats  
GroupRo:  
- stats  
NavBarName: Reports
```

Title: Statistics

Frontend::Module###AgentStatisticsReports

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Statistics reports.  
Group:  
- stats  
GroupRo:  
- stats  
NavBarName: Statistics Reports  
Title: Statistics Reports
```

Frontend::Module###AgentSystemContract

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Agent  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: System Contract
```

Frontend::Module###AgentTicketArticleContent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: To view HTML attachments.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: ''
```

Frontend::Module###AgentTicketAttachment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: To download attachments.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: ''
```

Frontend::Module###AgentTicketAttachmentView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket attachments.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Attachments
```

Frontend::Module###AgentTicketBounce

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Compose Bounce Email.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Bounce
```

Frontend::Module###AgentTicketBulk

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket bulk module.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Bulk Action
```

Frontend::Module###AgentTicketClose

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Close.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Close
```

Frontend::Module###AgentTicketCompose

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Compose email Answer.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Compose
```

Frontend::Module###AgentTicketCustomer

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Customer.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Customer
```

Frontend::Module###AgentTicketEmail

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Create new email ticket.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: New email ticket
```

Frontend::Module###AgentTicketEmailOutbound

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Outbound Email.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Email Outbound
```

Frontend::Module###AgentTicketEmailResend

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Resend Ticket Email.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Email Resend
```

Frontend::Module###AgentTicketEscalationView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Overview of all escalated tickets.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Escalation view
```

Frontend::Module###AgentTicketForward

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Forward Email.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Forward
```

Frontend::Module###AgentTicketFreeText

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket FreeText.
```

```
Group: []
GroupRo: []
NavBarName: Ticket
Title: Free Fields
```

Frontend::Module###AgentTicketHistory

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket History.
Group: []
GroupRo: []
NavBarName: Ticket
Title: History
```

Frontend::Module###AgentTicketLock

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Lock.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Lock
```

Frontend::Module###AgentTicketLockedView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Locked Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Locked Tickets
```

Frontend::Module###AgentTicketMerge

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Merge.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Merge
```

Frontend::Module###AgentTicketMove

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Move.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Move
```

Frontend::Module###AgentTicketNote

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Note.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Note
```

Frontend::Module###AgentTicketOwner

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Owner.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Owner
```

Frontend::Module###AgentTicketPending

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Pending.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Pending
```

Frontend::Module###AgentTicketPhone

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Create new phone ticket.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: New phone ticket
```

Frontend::Module###AgentTicketPhoneInbound

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Incoming Phone Call.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Phone-Ticket
```

Frontend::Module###AgentTicketPhoneOutbound

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Phone Call.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Phone-Ticket
```

Frontend::Module###AgentTicketPlain

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket plain view of an email.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Plain
```

Frontend::Module###AgentTicketPrint

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Print.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Print
```

Frontend::Module###AgentTicketPriority

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Priority.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Priority
```

Frontend::Module###AgentTicketProcess

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Create new process ticket.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: New process ticket
```

Frontend::Module###AgentTicketQueue

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Overview of all open Tickets.
```

```
Group: []
GroupRo: []
NavBarName: Ticket
Title: QueueView
```

Frontend::Module###AgentTicketResponsible

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Responsible.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Responsible
```

Frontend::Module###AgentTicketResponsibleView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Responsible Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Responsible Tickets
```

Frontend::Module###AgentTicketSMS

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Create new SMS ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: New SMS ticket
```

Frontend::Module###AgentTicketSMSOutbound

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Outbound SMS.
Group: []
GroupRo: []
NavBarName: Ticket
Title: SMS Outbound
```

Frontend::Module###AgentTicketSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Search Ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Search
```

Frontend::Module###AgentTicketService

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Overview of all open Tickets.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: ServiceView
```

Frontend::Module###AgentTicketStatusView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Overview of all open tickets.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Status view
```

Frontend::Module###AgentTicketWatchView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Watched Tickets.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Watched Tickets
```

Frontend::Module###AgentTicketWatcher

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: A TicketWatcher Module.  
Group: []  
GroupRo: []  
NavBarName: Ticket-Watcher  
Title: Ticket Watcher
```

Frontend::Module###AgentTicketZoom

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Ticket Zoom.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Zoom
```

Frontend::Module###AgentUserSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Agent User Search.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Agent User Search
```

Frontend::Module###AgentVideoChat

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Video and audio call screen.  
Group: []  
GroupRo: []  
NavBarName: ''
```

Frontend::Module###AgentZoom

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Compat module for AgentZoom to AgentTicketZoom.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: ''
```

Frontend::Module###AjaxAttachment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: AJAX attachment.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: AJAX Attachment
```

Frontend::Module###Logout

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: Logout  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: ''
```

Frontend::Module###PictureUpload

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Description: Picture upload module.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Picture Upload
```

Frontend::NavBarModule###000-CustomerChat

Agent frontend module registration (disable chat link if chat feature is inactive or agent is not in chat group).

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::NavBar::AgentChat
```

Frontend::NavBarModule###1-TicketProcesses

Usajili wa moduli ya mazingira ya mbele (lemaza skrini ya michakato ya tiketi kama hakuna mchakato unaopatikana).

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::NavBar::AgentTicketProcess
```

Frontend::NavBarModule###2-AdminFavourites

Frontend module registration (show personal favorites as sub navigation items of 'Admin').

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::NavBar::AdminFavourites
```

Frontend::NavBarModule###5-TicketSMS

Frontend module registration (disable SMS ticket screen if cloud service is not activated).

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::NavBar::AgentTicketSMS
```

Frontend::NavBarModule###6-CustomerCompany

Usajili wa moduli ya mazingira ya mbele (lemaza kiunganishi cha kampuni kama hakuna kipengele cha kampuni kinachotumika).

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::NavBar::CustomerCompany
```

Frontend::NavBarModule###7-AgentTicketService

Frontend module registration (disable AgentTicketService link if Ticket Service feature is not used).

Thamani chaguo-msingi:

```
---
```

108. Frontend → Agent → ModuleRegistration → Loader

Loader::Module::AgentAppointmentAgendaOverview###002-Calendar

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.css
- Core.AppointmentCalendar.css
- Core.AppointmentCalendar.Agenda.css
JavaScript:
- thirdparty/momentjs-2.18.1/moment.min.js
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.js
- Core.Agent.AppointmentCalendar.js
```

Loader::Module::AgentAppointmentCalendarOverview###002-Calendar

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.css
- thirdparty/fullcalendar-scheduler-1.6.2/scheduler.min.css
- Core.AppointmentCalendar.css
JavaScript:
- thirdparty/momentjs-2.18.1/moment.min.js
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.js
- thirdparty/fullcalendar-scheduler-1.6.2/scheduler.min.js
- Core.Agent.AppointmentCalendar.js
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
```

Loader::Module::AgentChat###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- thirdparty/spectrum-1.8.0/spectrum.css
- Core.Agent.Chat.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.Agent.Chat.js
```

Loader::Module::AgentChatAppend###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Chat.Append.css
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.Chat.Append.js
```

Loader::Module::AgentChatPopup###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.Chat.css  
JavaScript:  
- Core.Agent.Chat.js
```

Loader::Module::AgentChatPreview###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.Chat.js  
- Core.UI.AllocationList.js  
- Core.Agent.TableFilters.js
```

Loader::Module::AgentCustomerInformationCenter###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.AllocationList.css  
JavaScript:  
- Core.UI.AllocationList.js  
- Core.Agent.Dashboard.js  
- Core.Agent.TableFilters.js  
- Core.Agent.CustomerInformationCenter.js
```

Loader::Module::AgentCustomerUserAddressBook###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.CustomerUserAddressBook.css  
JavaScript:  
- Core.Agent.CustomerUserAddressBook.js
```

Loader::Module::AgentCustomerUserInformationCenter###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.AllocationList.css  
JavaScript:  
- Core.UI.AllocationList.js  
- Core.Agent.Dashboard.js  
- Core.Agent.TableFilters.js  
- Core.Agent.CustomerUserInformationCenter.js
```

Loader::Module::AgentDashboard###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```

---
CSS:
- Core.Agent.Dashboard.css
- Core.AllocationList.css
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.css
- thirdparty/nvd3-1.7.1/nv.d3.css
JavaScript:
- thirdparty/momentjs-2.18.1/moment.min.js
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.js
- 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
- thirdparty/canvg-1.4/rgbcolor.js
- thirdparty/canvg-1.4/StackBlur.js
- thirdparty/canvg-1.4/canvg.js
- thirdparty/StringView-8/stringview.js
- Core.UI.AdvancedChart.js
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Dashboard.js
- Core.Agent.Statistics.ParamsWidget.js
  
```

Loader::Module::AgentFAQAdd###002-FAQ

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```

---
CSS:
- Core.Agent.FAQ.Detail.css
JavaScript:
- Core.Agent.FAQ.js
  
```

Loader::Module::AgentFAQCategory###002-FAQ

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```

---
JavaScript:
- Core.Agent.FAQ.ConfirmationDialog.js
  
```

Loader::Module::AgentFAQEdit###002-FAQ

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```

---
CSS:
- Core.Agent.FAQ.Detail.css
JavaScript:
- Core.Agent.FAQ.js
  
```

Loader::Module::AgentFAQExplorer###002-FAQ

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```

---
CSS:
- Core.Agent.FAQ.Detail.css
JavaScript:
  
```

```
- Core.Agent.FAQ.js
```

Loader::Module::AgentFAQJournal###002-FAQ

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Loader::Module::AgentFAQLanguage###002-FAQ

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.FAQ.ConfirmationDialog.js
```

Loader::Module::AgentFAQSearch###002-FAQ

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.FAQ.js
```

Loader::Module::AgentFAQZoom###002-FAQ

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.FAQ.Detail.css  
- Core.AllocationList.css  
JavaScript:  
- Core.Agent.FAQ.ConfirmationDialog.js  
- Core.Agent.FAQ.TicketCompose.js  
- Core.Agent.FAQ.FAQZoom.js  
- Core.UI.AllocationList.js  
- Core.UI.Table.Sort.js  
- Core.Agent.TableFilters.js  
- Core.Agent.LinkObject.js
```

Loader::Module::AgentLinkObject###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.LinkObject.SearchForm.js
```

Loader::Module::AgentNotificationView###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.AllocationList.css  
- Core.Agent.NotificationView.css
```

```
JavaScript:  
- Core.UI.AllocationList.js  
- Core.Agent.TableFilters.js  
- Core.Agent.NotificationView.js
```

Loader::Module::AgentPreferences###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
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
```

Loader::Module::AgentStatistics###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- thirdparty/nvd3-1.7.1/nv.d3.css  
- Core.Agent.Statistics.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  
- thirdparty/canvg-1.4/rgbcolor.js  
- thirdparty/canvg-1.4/StackBlur.js  
- thirdparty/canvg-1.4/canvg.js  
- thirdparty/StringView-8/stringview.js  
- Core.Agent.Statistics.js  
- Core.UI.AdvancedChart.js  
- Core.Agent.Statistics.ParamsWidget.js
```

Loader::Module::AgentStatisticsReports###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- thirdparty/nvd3-1.7.1/nv.d3.css  
- Core.Agent.StatisticsReports.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  
- Core.Agent.StatisticsReports.js
```

Loader::Module::AgentSystemContract###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.SystemContract.css
```

Loader::Module::AgentTicketAttachmentView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:  
- Core.Agent.AttachmentView.css  
JavaScript:  
- thirdparty/jquery-tablesorter-2.28.14/jquery.tablesorter.js  
- Core.UI.Table.Sort.js  
- Core.Agent.TicketAttachmentView.js
```

Loader::Module::AgentTicketBounce###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.TicketBounce.js
```

Loader::Module::AgentTicketBulk###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketBulk.js
```

Loader::Module::AgentTicketClose###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketActionCommon.js  
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketCompose###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.CustomerSearch.js  
- Core.Agent.CustomerSearchAutoComplete.js  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketCompose.js  
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketCustomer###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.CustomerSearch.js  
- Core.Agent.CustomerSearchAutoComplete.js  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketEmail###002-FAQ

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.FAQ.RelatedArticles.js
```

Loader::Module::AgentTicketEmail###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.CustomerSearch.js  
- Core.Agent.CustomerSearchAutoComplete.js  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketEmail.js  
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketEmailOutbound###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.CustomerSearch.js  
- Core.Agent.CustomerSearchAutoComplete.js  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketEmailOutbound.js  
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketEmailResend###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.CustomerSearch.js  
- Core.Agent.CustomerSearchAutoComplete.js  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketEmailResend.js
```

Loader::Module::AgentTicketEscalationView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
CSS:
```

```
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketForward###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketForward.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketFreeText###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketHistory###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.TicketHistory.css
JavaScript:
- Core.Agent.TicketHistory.js
```

Loader::Module::AgentTicketLockedView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AgentTicketQueue.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketMerge###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
```

```
JavaScript:  
- Core.Agent.TicketMerge.js
```

Loader::Module::AgentTicketMove###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketMove.js  
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketNote###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketActionCommon.js  
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketOwner###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketActionCommon.js  
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketPending###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketActionCommon.js  
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketPhone###002-FAQ

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---  
JavaScript:  
- Core.Agent.FAQ.RelatedArticles.js
```

Loader::Module::AgentTicketPhone###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
```

```
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhone.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketPhoneInbound###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhoneCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketPhoneOutbound###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhoneCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketPriority###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketProcess###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.TicketProcess.css
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketProcess.js
- Core.TicketProcess.js
```

Loader::Module::AgentTicketQueue###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AgentTicketQueue.css
```

```
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketResponsible###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketResponsibleView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketSMS###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- thirdparty/libphonenumber-js/libphonenumber-js.min.js
- Core.Agent.CustomerSearchSMS.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketSMS.js
```

Loader::Module::AgentTicketSMSOutbound###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- thirdparty/libphonenumber-js/libphonenumber-js.min.js
- Core.Agent.CustomerSearchSMS.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketSMS.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketSearch###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
```

```
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketService###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AgentTicketService.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketStatusView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketWatchView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AgentTicketQueue.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketZoom###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.TicketProcess.css
- Core.Agent.TicketMenuModuleCluster.css
- Core.AllocationList.css
JavaScript:
- thirdparty/jquery-tablesorter-2.28.14/jquery.tablesorter.js
- Core.Agent.TicketSplit.js
- Core.Agent.TicketZoom.js
```

```

- Core.UI.AllocationList.js
- Core.UI.Table.Sort.js
- Core.Agent.LinkObject.js
- Core.Agent.TableFilters.js
- Core.Agent.TicketFormDraft.js
- Core.Agent.TicketZoom.TimelineView.js

```

Loader::Module::AgentTicketZoom###010-TicketSMS

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```

---
JavaScript:
- Core.Agent.TicketSMS.js

```

Loader::Module::AgentVideoChat###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```

---
CSS:
- Core.Agent.Chat.VideoChat.css

```

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Frontend::Navigation###AgentAppointmentAgendaOverview###002-Calendar

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: ''
  Block: ItemArea
  Description: Overview of all appointments.
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentAgendaOverview
  LinkOption: ''
  Name: Agenda Overview
  NavBar: Calendar
  Prio: '6500'
  Type: ''

```

Frontend::Navigation###AgentAppointmentCalendarOverview###002-Calendar

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: ''
  Block: ItemArea
  Description: Appointment Calendar overview page.
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentCalendarOverview
  LinkOption: ''
  Name: Calendar

```

```

NavBar: Calendar
Prio: '75'
Type: Menu
- AccessKey: ''
Block: ItemArea
Description: Appointment Calendar overview page.
Group: []
GroupRo: []
Link: Action=AgentAppointmentCalendarOverview
LinkOption: ''
Name: Calendar Overview
NavBar: Calendar
Prio: '6000'
Type: ''
- AccessKey: ''
Block: ItemArea
Description: Resource Overview (OTRSCalendarResourcePlanning)
Group: []
GroupRo: []
Link: Action=AgentAppointmentCalendarOverview
LinkOption: class="PackageRequired" data-package-name="OTRSCalendarResourcePlanning"
Name: Resource Overview
NavBar: Calendar
Prio: '7000'
Type: ''
- AccessKey: ''
Block: ItemArea
Description: Create new appointment.
Group: []
GroupRo: []
Link: Action=AgentAppointmentCalendarOverview;Subaction=AppointmentCreate
LinkOption: ''
Name: New Appointment
NavBar: Calendar
Prio: '8000'
Type: ''

```

Frontend::Navigation###AgentAppointmentList###002-Calendar

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

--- []

Frontend::Navigation###AgentChat###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: ''
Block: ItemArea
Description: ''
Group: []
GroupRo: []
Link: Action=AgentChat
LinkOption: ''
Name: Chat
NavBar: Chat
Prio: '500'
Type: Menu

```

Frontend::Navigation###AgentCustomerInformationCenter###001-Frame-work

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: c
  Block: ItemArea
  Description: Customer Information Center search.
  Group: []
  GroupRo: []
  Link: Action=AgentCustomerInformationCenter
  LinkOption: onclick="window.setTimeout(function()
{Core.Agent.CustomerInformationCenterSearch.OpenSearchDialog();},
  0); return false;"
  Name: Customer Information Center
  NavBar: Customers
  Prio: '50'
  Type: ''
- AccessKey: ''
  Block: ItemArea
  Description: Customer Information Center search.
  Group: []
  GroupRo: []
  Link: Action=AgentCustomerInformationCenter
  LinkOption: ''
  Name: Customers
  NavBar: Customers
  Prio: '60'
  Type: Menu

```

Frontend::Navigation###AgentCustomerInformationCenterSearch###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```

--- []

```

Frontend::Navigation###AgentCustomerUserInformationCenter###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: y
  Block: ItemArea
  Description: Customer User Information Center search.
  Group: []
  GroupRo: []
  Link: Action=AgentCustomerUserInformationCenter
  LinkOption: onclick="window.setTimeout(function()
{Core.Agent.CustomerUserInformationCenterSearch.OpenSearchDialog();},
  0); return false;"
  Name: Customer User Information Center
  NavBar: Customers
  Prio: '55'
  Type: ''

```

Frontend::Navigation###AgentDashboard###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: d

```

```

Block: ItemArea
Description: Dashboard overview.
Group: []
GroupRo: []
Link: Action=AgentDashboard
LinkOption: ''
Name: Dashboard
NavBar: Dashboard
Prio: '50'
Type: Menu
  
```

Frontend::Navigation###AgentFAQAdd###002-FAQ

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: b
  Block: ''
  Description: New FAQ Article.
  Group: []
  GroupRo: []
  Link: Action=AgentFAQAdd
  LinkOption: ''
  Name: New
  NavBar: FAQ
  Prio: '920'
  Type: ''
  
```

Frontend::Navigation###AgentFAQCategory###002-FAQ

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: g
  Block: ''
  Description: Category Management.
  Group:
  - admin
  GroupRo: []
  Link: Action=AgentFAQCategory
  LinkOption: ''
  Name: Category Management
  NavBar: FAQ
  Prio: '950'
  Type: ''
  
```

Frontend::Navigation###AgentFAQExplorer###002-FAQ

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: f
  Block: ItemArea
  Description: FAQ Area
  Group: []
  GroupRo: []
  Link: Action=AgentFAQExplorer
  LinkOption: ''
  Name: FAQ
  NavBar: FAQ
  Prio: '350'
  Type: Menu
- AccessKey: x
  Block: ''
  
```

```

Description: FAQ Explorer
Group: []
GroupRo: []
Link: Action=AgentFAQExplorer
LinkOption: ''
Name: Explorer
NavBar: FAQ
Prio: '910'
Type: ''

```

Frontend::Navigation###AgentFAQJournal###002-FAQ

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: j
  Block: ''
  Description: FAQ Journal
  Group: []
  GroupRo: []
  Link: Action=AgentFAQJournal
  LinkOption: ''
  Name: Journal
  NavBar: FAQ
  Prio: '930'
  Type: ''

```

Frontend::Navigation###AgentFAQLanguage###002-FAQ

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: l
  Block: ''
  Description: Language Management.
  Group:
    - admin
  GroupRo: []
  Link: Action=AgentFAQLanguage
  LinkOption: ''
  Name: Language Management
  NavBar: FAQ
  Prio: '940'
  Type: ''

```

Frontend::Navigation###AgentFAQSearch###002-FAQ

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: z
  Block: ''
  Description: Search FAQ.
  Group: []
  GroupRo: []
  Link: Action=AgentFAQSearch
  LinkOption: onclick="Core.Agent.Search.OpenSearchDialog('AgentFAQSearch'); if
(event.stopPropagation)
  { event.stopPropagation(); } else { window.event.cancelBubble = true; } return
  false;"
  Name: Search
  NavBar: FAQ
  Prio: '960'
  Type: ''

```

Frontend::Navigation###AgentFAQSearchSmall###002-FAQ

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentLinkObject###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentNotificationView###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: ''
  Block: ''
  Description: View notifications
  Group: []
  GroupRo: []
  Link: Action=AgentNotificationView
  LinkOption: ''
  Name: Notification web view
  NavBar: ''
  Prio: '910'
  Type: ''
```

Frontend::Navigation###AgentPreferences###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentStatistics###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Statistics overview.
  Group:
  - stats
  GroupRo:
  - stats
  Link: Action=AgentStatistics;Subaction=Overview
  LinkOption: ''
  Name: Reports
  NavBar: Reports
  Prio: '8500'
  Type: Menu
```

```
- AccessKey: ''
Block: ''
Description: Statistics overview.
Group:
- stats
GroupRo:
- stats
Link: Action=AgentStatistics;Subaction=Overview
LinkOption: ''
Name: Statistics
NavBar: Reports
Prio: '200'
Type: ''
```

Frontend::Navigation###AgentStatisticsReports###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: ''
Block: ''
Description: ''
Group:
- stats
GroupRo:
- stats
Link: Action=AgentStatisticsReports;Subaction=Overview
LinkOption: ''
Name: Reports
NavBar: Reports
Prio: '100'
Type: ''
```

Frontend::Navigation###AgentTicketEmail###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: m
Block: ''
Description: Create new email ticket and send this out (outbound).
Group: []
GroupRo: []
Link: Action=AgentTicketEmail
LinkOption: ''
Name: New email ticket
NavBar: Ticket
Prio: '210'
Type: ''
```

Frontend::Navigation###AgentTicketEscalationView###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: e
Block: ''
Description: Overview Escalated Tickets.
Group: []
GroupRo: []
Link: Action=AgentTicketEscalationView
LinkOption: ''
Name: Escalation view
NavBar: Ticket
```

```
Prio: '120'
Type: ''
```

Frontend::Navigation###AgentTicketLockedView###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentTicketPhone###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: n
  Block: ''
  Description: Create new phone ticket (inbound).
  Group: []
  GroupRo: []
  Link: Action=AgentTicketPhone
  LinkOption: ''
  Name: New phone ticket
  NavBar: Ticket
  Prio: '200'
  Type: ''
```

Frontend::Navigation###AgentTicketProcess###002-ProcessManagement

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: p
  Block: ''
  Description: Create New process ticket.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketProcess
  LinkOption: ''
  Name: New process ticket
  NavBar: Ticket
  Prio: '220'
  Type: ''
```

Frontend::Navigation###AgentTicketQueue###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: o
  Block: ''
  Description: Overview of all Tickets per assigned Queue.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketQueue
  LinkOption: ''
  Name: Queue view
  NavBar: Ticket
  Prio: '100'
  Type: ''
- AccessKey: t
```

```

Block: ItemArea
Description: Overview of all Tickets per assigned Queue.
Group: []
GroupRo: []
Link: Action=AgentTicketQueue
LinkOption: ''
Name: Tickets
NavBar: Ticket
Prio: '200'
Type: Menu

```

Frontend::Navigation###AgentTicketResponsibleView###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentTicketSMS###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: ''
Block: ''
Description: Create new SMS ticket and send it out (outbound).
Group: []
GroupRo: []
Link: Action=AgentTicketSMS
LinkOption: ''
Name: New SMS ticket
NavBar: Ticket
Prio: '230'
Type: ''

```

Frontend::Navigation###AgentTicketSearch###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: s
Block: ''
Description: Search Tickets.
Group: []
GroupRo: []
Link: Action=AgentTicketSearch
LinkOption: onclick="window.setTimeout(function()
{Core.Agent.Search.OpenSearchDialog('AgentTicketSearch')});,
0); return false;"
Name: Search
NavBar: Ticket
Prio: '300'
Type: ''

```

Frontend::Navigation###AgentTicketService###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: i
Block: ''

```

```

Description: Overview of all open Tickets.
Group: []
GroupRo: []
Link: Action=AgentTicketService
LinkOption: ''
Name: Service view
NavBar: Ticket
Prio: '105'
Type: ''

```

Frontend::Navigation###AgentTicketStatusView###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```

---
- AccessKey: v
  Block: ''
  Description: Overview of all open Tickets.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketStatusView
  LinkOption: ''
  Name: Status view
  NavBar: Ticket
  Prio: '110'
  Type: ''

```

Frontend::Navigation###AgentTicketWatchView###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

110. Frontend → Agent → TicketOverview

Ticket::Frontend::Overview###Medium

Inaruhusu kuwa na mapitio ya tiketi ya umbizo ya kati (Taarifa za mteja =>1 - inaonyesha pia taarifa za mteja).

Thamani chaguo-msingi:

```

---
CustomerInfo: '0'
Module: Kernel::Output::HTML::TicketOverview::Medium
ModulePriority: '200'
Name: Medium
NameShort: M
OverviewMenuModules: '1'
TicketActionsPerTicket: '1'

```

Ticket::Frontend::Overview###Preview

Inaonyesha mahakikisho ya mapitio ya tiketi (Taarifa za mteja =>1 - pia inaonyesha taarifa za mteja, ukubwa wa kima cha juu cha taarifa za mteja kima cha juu.ukubwa katika sifa za mteja-taarifa).

Thamani chaguo-msingi:


```
---  
CustomerInfo: '0'  
CustomerInfoMaxSize: '18'  
DefaultPreViewLines: '25'  
DefaultViewNewLine: '90'  
Module: Kernel::Output::HTML::TicketOverview::Preview  
ModulePriority: '300'  
Name: Large  
NameShort: L  
OverviewMenuModules: '1'  
StripEmptyLines: '0'  
TicketActionsPerTicket: '1'
```

Ticket::Frontend::Overview###Small

Inaruhusu kuwa na marejeo ya tiketi ya umbizo dogo (Taarifa za mteja =>1 - inaonyesha pia taarifa za mteja).

Thamani chaguo-msingi:

```
---  
CustomerInfo: '1'  
Module: Kernel::Output::HTML::TicketOverview::Small  
ModulePriority: '100'  
Name: Small  
NameShort: S
```

Ticket::Frontend::Overview::PreviewArticleLimit

Weka hesabu ya makala ionekane katika hali timizi ya kihakiki ya marejep ya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5'
```

Ticket::Frontend::Overview::PreviewArticleSenderTypes

Inafafanu aina zipi za makala ya mtumaji zionyeshwe katika kihakiki cha tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
agent: '1'  
customer: '1'  
system: '1'
```

Ticket::Frontend::Overview::PreviewIsVisibleForCustomerExpanded

Defines if the first article should be displayed as expanded, that is visible for the related customer. If nothing defined, latest article will be expanded.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::OverviewMedium###DynamicField

Dynamic fields shown in the ticket medium format overview screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::OverviewPreview###DynamicField

Dynamic fields shown in the ticket preview format overview screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::OverviewSmall###DynamicField

Dynamic fields shown in the ticket small format overview screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

111. Frontend → Agent → TicketOverview → MenuModule

Ticket::Frontend::OverviewMenuModule###001-Sort

This setting shows the sorting attributes in all overview screen, not only in queue view.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::TicketOverviewMenu::Sort
```

Ticket::Frontend::PreMenuModule###100-Lock

Inaonyesha kiungo katika menyu kufunga/kufungua tiketi katia marejeo ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketLock
Module: Kernel::Output::HTML::TicketMenu::Lock
Name: Lock
PopupType: ''
Target: ''
```

Ticket::Frontend::PreMenuModule###200-Zoom

Inaonyesha kiungo katika menyu kukuza tiketi katika mapitio ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketZoom
Description: Look into a ticket!
Link: Action=AgentTicketZoom;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Zoom
PopupType: ''
Target: ''
```

Ticket::Frontend::PreMenuModule###210-History

Inaonyesha kiungo katika menyu kuona historia ya tiketi katika marejeo ya kila tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketHistory
Description: Show the ticket history
Link: Action=AgentTicketHistory;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: History
PopupType: TicketHistory
Target: ''
```

Ticket::Frontend::PreMenuModule###300-Priority

Inaonyesha kiungo katika menyu kuona kipaumbele cha tiketi katika marejeo ya kila tiketi ya kiolesura cha wakala

Thamani chaguo-msingi:

```
---
Action: AgentTicketPriority
Description: Change the priority for this ticket
Link: Action=AgentTicketPriority;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Priority
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::PreMenuModule###420-Note

Inaonyesha kiungo kwenye menyu kuongeza kidokezo katika tiketi kwa kila marejeo ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketNote
Description: Add a note to this ticket
Link: Action=AgentTicketNote;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Note
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::PreMenuModule###440-Close

Inaonyesha kiungo kwenye menyu kufunga tiketi katika kila marejeo ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketClose
Description: Close this ticket
Link: Action=AgentTicketClose;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Close
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::PreMenuModule###445-Move

Inaonyesha kiungo katika menyu kuhamisha tiketi katika kila marejeo ya kila tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketMove
Description: Change queue!
```

```
Module: Kernel::Output::HTML::TicketMenu::Move  
Name: Move
```

Ticket::Frontend::PreMenuModule###450-Delete

Inaonyesha kiungo katika menyu cha kufuta tiketi katika mapitio ya kila tiketi ya ki-olesura cha wakala. Udhhibiti ufikivu umeongezwa kuongesha au kutokuonyesha kiungo hiki kinaweza kufanywa kwa kutumia kibonye "Kikundi" na yaliyomo kama "rw: Kikundi cha 1; Hamia_kwenye: kikundi cha 2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Action: AgentTicketMove  
Description: Delete this ticket  
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete  
Module: Kernel::Output::HTML::TicketMenu::Generic  
Name: Delete  
PopupType: ''  
Target: ''
```

Ticket::Frontend::PreMenuModule###460-Junk

Shows a link in the menu to set a ticket as junk in every ticket overview of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Action: AgentTicketMove  
Description: Mark as Spam!  
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Junk  
Module: Kernel::Output::HTML::TicketMenu::Generic  
Name: Spam  
PopupType: ''  
Target: ''
```

TicketOverviewMenuSort###SortAttributes

Inafafanua kutoka kwenye sifa gani za tiketi wakala anaweza kuchagua mpangilio wa matokeo.

Thamani chaguo-msingi:

```
---  
Age: '1'  
Title: '1'
```

112. Frontend → Agent → ToolBar

Frontend::ToolBarModule###110-Ticket::AgentTicketQueue

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
AccessKey: q
```

```
Action: AgentTicketQueue
CssClass: QueueView
Icon: fa fa-folder
Link: Action=AgentTicketQueue
Module: Kernel::Output::HTML::ToolBar::Link
Name: Queue view
Priority: '1010010'
```

Frontend::ToolBarModule###12-ChatRequests

Moduli ya taarifa kwa kiolesura cha wakala kuangalia kama kuna maombi ya maongezi.

Thamani chaguo-msingi:

```
---
AccessKey: ''
CssClass: ChatRequests
Icon: fa fa-comments-o
Module: Kernel::Output::HTML::ToolBar::ChatRequests
Priority: '1030040'
```

Frontend::ToolBarModule###12-NotificationWebView::AgentNotificationView

Tool-bar item for a notification web view.

Thamani chaguo-msingi:

```
---
AccessKey: u
Action: AgentNotificationView
CssClass: NotificationView
Icon: fa fa-flag-o
Link: Action=AgentNotificationView
Module: Kernel::Output::HTML::ToolBar::NotificationView
Name: 'Notifications Unseen:'
Priority: '1040010'
```

Frontend::ToolBarModule###120-Ticket::AgentTicketStatus

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
AccessKey: ''
Action: AgentTicketStatusView
CssClass: StatusView
Icon: fa fa-list-ol
Link: Action=AgentTicketStatusView
Module: Kernel::Output::HTML::ToolBar::Link
Name: Status view
Priority: '1010020'
```

Frontend::ToolBarModule###13-ChatAvailability

Agent interface availability.

Thamani chaguo-msingi:

```
---
AccessKey: ''
CssClass: ChatAvailability
Icon: fa fa-circle-o
Module: Kernel::Output::HTML::ToolBar::ChatAvailability
Priority: '1030042'
```

Frontend::ToolBarModule###130-Ticket::AgentTicketEscalation

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
AccessKey: w  
Action: AgentTicketEscalationView  
CssClass: EscalationView  
Icon: fa fa-exclamation  
Link: Action=AgentTicketEscalationView  
Module: Kernel::Output::HTML::ToolBar::Link  
Name: Escalation view  
Priority: '1010030'
```

Frontend::ToolBarModule###140-Ticket::AgentTicketPhone

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
AccessKey: ''  
Action: AgentTicketPhone  
CssClass: PhoneTicket  
Icon: fa fa-phone  
Link: Action=AgentTicketPhone  
Module: Kernel::Output::HTML::ToolBar::Link  
Name: New phone ticket  
Priority: '1020010'
```

Frontend::ToolBarModule###150-Ticket::AgentTicketEmail

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
AccessKey: ''  
Action: AgentTicketEmail  
CssClass: EmailTicket  
Icon: fa fa-envelope  
Link: Action=AgentTicketEmail  
Module: Kernel::Output::HTML::ToolBar::Link  
Name: New email ticket  
Priority: '1020020'
```

Frontend::ToolBarModule###160-Ticket::AgentTicketProcess

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
AccessKey: ''
```

```

Action: AgentTicketProcess
CssClass: ProcessTicket
Icon: fa fa-sitemap
Link: Action=AgentTicketProcess
Module: Kernel::Output::HTML::ToolBar::Link
Name: New process ticket
Priority: '1020030'

```

Frontend::ToolBarModule###170-Ticket::TicketResponsible

Agent interface notification module to see the number of tickets an agent is responsible for. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

Thamani chaguo-msingi:

```

---
AccessKey: r
AccessKeyNew: ''
AccessKeyReached: ''
CssClass: Responsible
CssClassNew: Responsible New
CssClassReached: Responsible Reached
Icon: fa fa-user
IconNew: fa fa-user
IconReached: fa fa-user
Module: Kernel::Output::HTML::ToolBar::TicketResponsible
Priority: '1030010'

```

Frontend::ToolBarModule###180-Ticket::TicketWatcher

Agent interface notification module to see the number of watched tickets. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

Thamani chaguo-msingi:

```

---
AccessKey: ''
AccessKeyNew: ''
AccessKeyReached: ''
CssClass: Watcher
CssClassNew: Watcher New
CssClassReached: Watcher Reached
Icon: fa fa-eye
IconNew: fa fa-eye
IconReached: fa fa-eye
Module: Kernel::Output::HTML::ToolBar::TicketWatcher
Priority: '1030020'

```

Frontend::ToolBarModule###190-Ticket::TicketLocked

Agent interface notification module to see the number of locked tickets. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

Thamani chaguo-msingi:

```

---
AccessKey: k
AccessKeyNew: ''
AccessKeyReached: ''
CssClass: Locked
CssClassNew: Locked New
CssClassReached: Locked Reached
Icon: fa fa-lock
IconNew: fa fa-lock
IconReached: fa fa-lock
Module: Kernel::Output::HTML::ToolBar::TicketLocked

```

Priority: '1030030'

Frontend::ToolBarModule###200-Ticket::AgentTicketService

Agent interface notification module to see the number of tickets in My Services. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
CssClass: ServiceView  
Icon: fa fa-wrench  
Module: Kernel::Output::HTML::ToolBar::TicketService  
Priority: '1030035'
```

Frontend::ToolBarModule###210-Ticket::TicketSearchProfile

Agent interface module to access search profiles via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Block: ToolBarSearchProfile  
Description: Search template  
MaxWidth: '40'  
Module: Kernel::Output::HTML::ToolBar::TicketSearchProfile  
Name: Search template  
Priority: '1990010'
```

Frontend::ToolBarModule###220-Ticket::TicketSearchFulltext

Agent interface module to access fulltext search via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Block: ToolBarSearchFulltext  
Description: Fulltext...  
Module: Kernel::Output::HTML::ToolBar::Generic  
Name: Fulltext  
Priority: '1990020'  
Size: '10'
```

Frontend::ToolBarModule###230-CICSearchCustomerID

Agent interface module to access CIC search via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Block: ToolBarCICSearchCustomerID  
Description: CustomerID...
```



```
Module: Kernel::Output::HTML::ToolBar::Generic
Name: CustomerID
Priority: '1990030'
Size: '10'
```

Frontend::ToolBarModule###240-CICSearchCustomerUser

Agent interface module to access CIC search via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ToolBarCICSearchCustomerUser
Description: Customer user...
Module: Kernel::Output::HTML::ToolBar::Generic
Name: Customer User
Priority: '1990040'
Size: '10'
```

Frontend::ToolBarModule###90-FAQ::AgentFAQAdd

Kipengele cha mwambaa zana kwa ajili ya mkato.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
AccessKey: ''
Action: AgentFAQAdd
CssClass: FAQ
Icon: fa fa-question
Link: Action=AgentFAQAdd
Module: Kernel::Output::HTML::ToolBar::Link
Name: Add FAQ article
Priority: '1020090'
```

113. Frontend → Agent → View → CustomerInformationCenter

AgentCustomerInformationCenter::Backend###0050-CIC-CustomerUserList

Parameta kwa mazingira ya nyuma ya dashibodi mapitio ya orodha ya mteja mtumiaji ya kiolesura cha wakala. "Kikundi" kinatumika kuzuia kufikia khomeka (mfano Kikundi:Utawala;kikundi cha 1;kikundi cha 2;). "Chaguo-msingi" inahakiki kama mchomeko umewezeshwa kwa mchaguo-msingi au kama mtumizi anahitaji kuwezesha kwa mkono. "HifadhimudaTTLKiambo" ni muda wa hifadhi muda katika dakika kwa mchomeko.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
Description: All customer users of a CustomerID
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::CustomerUserList
Permission: ro
```

Title: Customer Users

AgentCustomerInformationCenter::Backend###0100-CIC-TicketPendingReminder

Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```

---
Attributes: TicketPendingTimeOlderMinutes=1;StateType=pending
reminder;SortBy=PendingTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been reached
Filter: Locked
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: UntilTime
Title: Reminder Tickets

```

AgentCustomerInformationCenter::Backend###0110-CIC-TicketEscalation

Parameters for the dashboard backend of the ticket escalation overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```

---
Attributes: TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'

```

```

DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All escalated tickets
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: EscalationTime
Title: Escalated Tickets
  
```

AgentCustomerInformationCenter::Backend###0120-CIC-TicketNew

Parameters for the dashboard backend of the new tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```

---
Attributes: StateType=new;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  
```

```

Title: '2'
Type: '1'
Description: All new tickets, these tickets have not been worked on yet
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: New Tickets
  
```

AgentCustomerInformationCenter::Backend###0130-CIC-TicketOpen

Parameters for the dashboard backend of the open tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```

--
Attributes: StateType=open;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All open tickets, these tickets have already been worked on, but need
  a response
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: Open Tickets / Need to be answered
  
```

AgentCustomerInformationCenter::Backend###0500-CIC-CustomerIDStatus

Parameta kwa mazingira ya nyuma ya dashibodi kifaa cha hali ya kitambulisho cha mteja cha kiolesura cha wakala. "Kikundi" kinatumika kuzuia kufikia kuchomeka (mfano Kikundi:Utawala;kikundi cha 1;kikundi cha 2;). "Chaguo-msingi" inahakiki kama mchomeko umewezeshwa kwa mchaguo-msingi au kama mtumizi anahitaji kuwezesha kwa mkono. "HifadhimudaTTLKiambo" ni muda wa hifadhi muda katika dakika kwa mchomeko.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentSmall
CacheTTLLocal: '0.5'
Default: '1'
Description: Company Status
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerIDStatus
Permission: ro
Title: Company Status
```

AgentCustomerInformationCenter::MainMenu###010-EditCustomerID

Usajili wa menyu kuu.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Link: "[% Env("Baselink") %]Action=AdminCustomerCompany;Subaction=Change;CustomerID=[%
  Data.CustomerID | uri %];Nav=0'
Name: Edit customer company
```

114. Frontend → Agent → View → CustomerUserAddressBook

CustomerUser::Frontend::Overview###AddressBook

Defines an overview module to show the address book view of a customer user list.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::CustomerUser::OverviewAddressBook
Name: AddressBook
```

115. Frontend → Agent → View → CustomerUserInformationCenter

AgentCustomerUserInformationCenter::Backend###0050-CUIC-CustomerIDList

Parameters for the dashboard backend of the customer id list overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
Description: All CustomerIDs of a customer user.
Group: ''
```

```
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::CustomerIDList
Permission: ro
Title: Customer IDs
```

AgentCustomerUserInformationCenter::Backend###0100-CUIC-TicketPendingReminder

Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. "AccessibleTickets" determines if the plugin will show only tickets assigned to a customer user directly (=0) or also all accessible tickets for this customer (=1).

Thamani chaguo-msingi:

```
---
Attributes: TicketPendingTimeOlderMinutes=1;StateType=pending
reminder;SortBy=PendingTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been reached
Filter: Locked
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: UntilTime
Title: Reminder Tickets
```

AgentCustomerUserInformationCenter::Backend###0110-CUIC-TicketEscalation

Parameters for the dashboard backend of the ticket escalation overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible set-

tings: 0 = Disabled, 1 = Available, 2 = Enabled by default. "AccessibleTickets" determines if the plugin will show only tickets assigned to a customer user directly (=0) or also all accessible tickets for this customer (=1).

Thamani chaguo-msingi:

```

---
Attributes: TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All escalated tickets
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: EscalationTime
Title: Escalated Tickets

```

AgentCustomerUserInformationCenter::Backend###0120-CUIC-TicketNew

Parameters for the dashboard backend of the new tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. "AccessibleTickets" determines if the plugin will show only tickets assigned to a customer user directly (=0) or also all accessible tickets for this customer (=1).

Thamani chaguo-msingi:

```

---
Attributes: StateType=new;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'

```

```

CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '1'
Owner: '1'
PendingTime: '1'
Priority: '1'
Queue: '1'
Responsible: '1'
SLA: '1'
Service: '1'
State: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
Description: All new tickets, these tickets have not been worked on yet
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: New Tickets
  
```

AgentCustomerUserInformationCenter::Backend###0130-CUIC-TicketOpen

Parameters for the dashboard backend of the open tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default. "AccessibleTickets" determines if the plugin will show only tickets assigned to a customer user directly (=0) or also all accessible tickets for this customer (=1).

Thamani chaguo-msingi:

```

---
Attributes: StateType=open;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
  
```



```

Description: All open tickets, these tickets have already been worked on, but need
a response
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: Open Tickets / Need to be answered
  
```

116. Frontend → Agent → View → CustomerUserSearch

CustomerUser::Frontend::AgentCustomerUserAddressBook###DefaultFields

Defines the default filter fields in the customer user address book search (CustomerUser or CustomerCompany). For the CustomerCompany fields a prefix 'CustomerCompany_' must be added.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

---
Email:
- UserLogin
- UserFirstname
- UserLastname
- UserEmail
- UserCustomerID
  
```

CustomerUser::Frontend::AgentCustomerUserAddressBook###DefaultFields###SMS

Defines the default filter fields in the customer user address book search (CustomerUser or CustomerCompany). For the CustomerCompany fields a prefix 'CustomerCompany_' must be added.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

---
- UserFirstname
- UserLastname
- UserLogin
- UserMobile
- UserCustomerID
  
```

CustomerUser::Frontend::AgentCustomerUserAddressBook###SearchParameters

Defines the search parameters for the AgentCustomerUserAddressBook screen. With the setting 'CustomerTicketTextField' the values for the recipient field can be specified.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

---
Email:
  CustomerTicketTextField: UserMailString
  Order::Default: Up
  PageShown: '50'
  SearchLimit: '10000'
  
```

SortBy::Default: UserLogin

CustomerUser::Frontend::AgentCustomerUserAddressBook###SearchParameters###SMS

Defines the search parameters for the AgentCustomerUserAddressBook screen. With the setting 'CustomerTicketTextField' the values for the recipient field can be specified.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
CustomerTicketTextField: UserMobile
Order::Default: Up
PageShown: '50'
SearchLimit: '10000'
SortBy::Default: UserLogin
```

CustomerUser::Frontend::AgentCustomerUserAddressBook###ShowColumns

Defines the shown columns and the position in the AgentCustomerUserAddressBook result screen.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Email:
- UserFirstname
- UserLastname
- UserLogin
- UserEmail
- UserCustomerID
```

CustomerUser::Frontend::AgentCustomerUserAddressBook###ShowColumns###SMS

Defines the shown columns and the position in the AgentCustomerUserAddressBook result screen.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- UserFirstname
- UserLastname
- UserLogin
- UserMobile
- UserCustomerID
```

117. Frontend → Agent → View → Dashboard

AgentCustomerInformationCenter::Backend###0600-CIC-CustomerCompanyInformation

Parameters for the dashboard backend of the customer company information of the agent interface. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLocal" is the cache time in minutes for the plugin.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentSmall
Default: '1'
Description: Customer Information
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerCompanyInformation
Title: Customer Information
```

AgentCustomerUserInformationCenter::Backend###0100-CUIC-CustomerUserInformation

Parameters for the dashboard backend of the customer user information of the agent interface. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentSmall
Default: '1'
Description: Customer User Information
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerUserInformation
Title: Customer User Information
```

AgentCustomerUserInformationCenter::Backend###0600-CUIC-CustomerCompanyInformation

Parameters for the dashboard backend of the customer company information of the agent interface. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentSmall
Default: '1'
Description: Customer Information
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerCompanyInformation
Title: Customer Information
```

DashboardBackend###0000-ProductNotify

Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentLarge
CacheTTLLocal: '1440'
Default: '1'
Description: News about OTRS releases!
```

```

Group: admin
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::ProductNotify
Title: Product News

```

DashboardBackend###0100-TicketPendingReminder

Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```

---
Attributes: TicketPendingTimeOlderMinutes=1;StateType=pending
reminder;SortBy=PendingTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been reached
Filter: Locked
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: UntilTime
Title: Reminder Tickets

```

DashboardBackend###0110-TicketEscalation

Parameters for the dashboard backend of the ticket escalation overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL-Local" is the cache time in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```

---
Attributes: TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All escalated tickets
Filter: All
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: EscalationTime
Title: Escalated Tickets

```

DashboardBackend###0120-TicketNew

Parameters for the dashboard backend of the new tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```

---
Attributes: StateType=new;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'

```

```

PendingTime: '1'
Priority: '1'
Queue: '1'
Responsible: '1'
SLA: '1'
Service: '1'
State: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
Description: All new tickets, these tickets have not been worked on yet
Filter: All
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: Age
Title: New Tickets

```

DashboardBackend###0130-TicketOpen

Parameters for the dashboard backend of the open tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL-Local" is the cache time in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```

---
Attributes: StateType=open;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All open tickets, these tickets have already been worked on.
Filter: All
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: Age
Title: Open Tickets

```

DashboardBackend###0140-RunningTicketProcess

Parameters for the dashboard backend of the running process tickets overview of the agent interface . "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```

---
Attributes: StateType=new;StateType=open;StateType=pending reminder;StateType=pending
  auto
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '0'
DefaultColumns:
  Age: '2'
  Changed: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  DynamicField_ProcessManagementActivityID: '2'
  DynamicField_ProcessManagementProcessID: '2'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been reached
Group: ''
IsProcessWidget: '1'
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: UntilTime
Title: Running Process Tickets

```

DashboardBackend###0200-Image

Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Thamani chaguo-msingi:

```

---
Block: ContentLarge
Default: '1'
Description: Some picture description!
Group: ''
Height: '140'

```

```
Link: http://otrs.org/  
LinkTitle: http://otrs.org/  
Mandatory: '0'  
Module: Kernel::Output::HTML::Dashboard::Image  
Title: A picture  
URL: http://www.otrs.com/wp-uploads//2013/10/OTRS_Logo-300x170.png  
Width: '198'
```

DashboardBackend###0210-MOTD

Shows the message of the day (MOTD) in the agent dashboard. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Block: ContentLarge  
Default: '1'  
Group: ''  
Mandatory: '0'  
Module: Kernel::Output::HTML::Dashboard::MOTD  
Title: Message of the Day
```

DashboardBackend###0250-TicketStats

Parameters for the dashboard backend of the ticket stats of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---  
Block: ContentSmall  
CacheTTLLocal: '30'  
Changed: '1'  
Closed: '1'  
Default: '1'  
Group: ''  
Mandatory: '0'  
Module: Kernel::Output::HTML::Dashboard::TicketStatsGeneric  
Permission: rw  
Title: 7 Day Stats
```

DashboardBackend###0260-TicketCalendar

Parameters for the dashboard backend of the upcoming events widget of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---  
Block: ContentSmall  
CacheTTL: '2'  
Default: '1'  
Group: ''
```



```

Limit: '6'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::Calendar
OwnerOnly: ''
Permission: rw
Title: Upcoming Events
  
```

DashboardBackend###0270-TicketQueueOverview

Parameters for the dashboard backend of the queue overview widget of the agent interface. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "QueuePermissionGroup" is not mandatory, queues are only listed if they belong to this permission group if you enable it. "States" is a list of states, the key is the sort order of the state in the widget. "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```

---
Block: ContentLarge
CacheTTLLocal: '2'
Default: '1'
Description: Provides a matrix overview of the tickets per state per queue
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketQueueOverview
Permission: rw
QueuePermissionGroup: ''
Sort: SortBy=Age;OrderBy=Up
States:
  '1': new
  '4': open
  '6': pending reminder
Title: Ticket Queue Overview
  
```

DashboardBackend###0280-DashboardEventsTicketCalendar

Parameters for the dashboard backend of the ticket events calendar of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```

---
Block: ContentLarge
CacheTTL: '0'
Default: '0'
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::EventsTicketCalendar
Title: Events Ticket Calendar
  
```

DashboardBackend###0300-IFrame

Defines the parameters for the dashboard backend. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
Align: left  
Block: ContentLarge  
Default: '1'  
Description: Some description!  
Frameborder: '1'  
Group: ''  
Height: '800'  
Link: http://otrs.org/  
LinkTitle: OTRS.org/  
Mandatory: '0'  
Marginheight: '5'  
Marginwidth: '5'  
Module: Kernel::Output::HTML::Dashboard::IFrame  
Scrolling: auto  
Title: A Website  
URL: http://www.otrs.org/  
Width: '1024'
```

DashboardBackend###0390-UserOutOfOffice

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---  
Block: ContentSmall  
CacheTTLLocal: '5'  
Default: '1'  
Description: Out of Office users.  
Group: ''  
Limit: '10'  
Mandatory: '0'  
Module: Kernel::Output::HTML::Dashboard::UserOutOfOffice  
SortBy: UserFullname  
Title: Out Of Office
```

DashboardBackend###0398-FAQ-LastChange

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually.

Thamani chaguo-msingi:

```
---  
Block: ContentSmall  
Default: '1'  
Description: ''  
Group: ''  
Mandatory: '0'  
Module: Kernel::Output::HTML::Dashboard::FAQ  
Title: Latest updated FAQ articles  
Type: LastChange
```

DashboardBackend###0399-FAQ-LastCreate

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g.

Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
Default: '1'
Description: ''
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::FAQ
Title: Latest created FAQ articles
Type: LastCreate
```

DashboardBackend###0400-UserOnline

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTLLocal: '5'
Default: '0'
Description: Logged in users.
Filter: Agent
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::UserOnline
ShowEmail: '0'
SortBy: UserFullname
Title: Logged-In Users
```

DashboardBackend###0405-News

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTL: '360'
Default: '1'
Description: News about OTRS.
Group: ''
Limit: '6'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::News
Title: OTRS News
```

DashboardBackend###0410-RSS

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default

or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTL: '360'
Default: '1'
Description: Custom RSS feed.
Group: ''
Limit: '6'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::RSS
Title: Custom RSS Feed
URL: http://www.otrs.com/en/rss.xml
URL_de: http://www.otrs.com/de/rss.xml
URL_es: http://www.otrs.com/es/rss.xml
URL_nl: http://www.otrs.com/nl/rss.xml
URL_ru: http://www.otrs.com/ru/rss.xml
URL_zh: http://www.otrs.com/cn/rss.xml
```

DashboardBackend###0420-CmdOutput

Defines the parameters for the dashboard backend. "Cmd" is used to specify command with parameters. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTL" indicates the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTL: '60'
Cmd: /bin/echo Configure me please.
Default: '0'
Description: Show command line output.
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::CmdOutput
Title: Sample command output
```

DashboardBackend###0500-AppointmentCalendar

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTLLocal: '5'
Default: '0'
Description: Appointments
Filter: Today
Group: ''
```

```
IdleMinutes: '60'  
Limit: '10'  
Mandatory: '0'  
Module: Kernel::Output::HTML::Dashboard::AppointmentCalendar  
ShowEmail: '0'  
SortBy: UserFullname  
Title: Appointments
```

118. Frontend → Agent → View → Dashboard → EventsTicketCalendar

DashboardEventsTicketCalendar###CalendarWidth

Inafanua upana wa kalenda katika silimia. Chaguo msingi ni 95%.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '95'

DashboardEventsTicketCalendar###Queues

Inafanua foleni ambazo tiketi zake zinatumika kuonyesha kama matukio ya kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

- Raw

DashboardEventsTicketCalendar::DynamicFieldEndTime

Fafanua jina la uga wenye nguvu kwa ajili ya muda wa kuisha. Uga huu unabidi uongezwe kwa mkono katika mfumo kama tiketi: "Tarehe / Muda" na lazima iamilishwe katika skrini ya utengenezaji wa tiketi na/au katika skrini nyingine za kitendo cha tiketi.

Thamani chaguo-msingi:

--- TicketCalendarEndTime

DashboardEventsTicketCalendar::DynamicFieldStartTime

Fafanua jina la uga wenye nguvu kwa ajili ya muda wa kuanza. Uga huu unabidi uongezwe kwa mkono katika mfumo kama tiketi: "Tarehe / Muda" na lazima iamilishwe katika skrini ya utengenezaji wa tiketi na/au katika skrini nyingine za kitendo cha tiketi.

Thamani chaguo-msingi:

--- TicketCalendarStartTime

DashboardEventsTicketCalendar::DynamicFieldsForEvents

Fafanua uga zenye nguvu ambazo zinatumika kuonyesha matukio katika kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

- TicketCalendarStartTime

- TicketCalendarEndTime

DashboardEventsTicketCalendar::TicketFieldsForEvents

Inafafanua uga za tiketi ambazo yataonyesha matukio ya kalenda. "Ufunguo" unafafanua uga au sifa ya tiketi na "Maudhui" inafafanua jina linaloonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
CustomerID: Customer ID
CustomerUserID: Customer user
Priority: Priority
Queue: Queue
SLA: SLA
Service: Service
State: State
Title: Title
Type: Type
```

119. Frontend → Agent → View → Dashboard → TicketFilters

OnlyValuesOnTicket

Defines if the values for filters should be retrieved from all available tickets. If enabled, only values which are actually used in any ticket will be available for filtering. Please note: The list of customers will always be retrieved like this.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

120. Frontend → Agent → View → FAQAdd

FAQ::Frontend::AgentFAQAdd###DynamicField

Dynamic fields shown in the FAQ add screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

FAQ::Frontend::AgentFAQAdd###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '320'
```

FAQ::Frontend::AgentFAQAdd###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

--- '620'

121. Frontend → Agent → View → FAQEdit

FAQ::Frontend::AgentFAQEdit###DynamicField

Dynamic fields shown in the FAQ edit screen of the agent interface.

Thamani chaguo-msingi:

--- {}

FAQ::Frontend::AgentFAQEdit###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

--- '320'

FAQ::Frontend::AgentFAQEdit###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

--- '620'

122. Frontend → Agent → View → FAQ-Explorer

FAQ::Frontend::AgentFAQExplorer###Order::Default

Fafanua chaguo-msingi wa mpangilio wa maswali yanayoulizwa mara kwa mara katika matokeo ya kichunguzi cha maswali yanayoulizwa mara kwa mara ya kiolesura cha wakala. Juu: Kongwe juu. Chini: ya sasahivi juu

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Down

FAQ::Frontend::AgentFAQExplorer###SearchLimit

Namba ya upeo wa juu ya maswali yanayoulizwa mara kwa mara yanayatayoonyeshwa katika majibu ya kichunguzi cha maswali yanayoulizwa mara kwa mara ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '200'

FAQ::Frontend::AgentFAQExplorer###ShowColumns

Fafanua safu zilizoonyeshwa katika kitafuta maswali. Hili chaguo halina madhara kati-ka nafasi kwenye safu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Category: '0'  
Changed: '0'  
Language: '1'  
State: '1'  
Title: '1'  
Valid: '1'
```

FAQ::Frontend::AgentFAQExplorer###ShowInvalidFAQItems

Show invalid items in the FAQ Explorer result of the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

FAQ::Frontend::AgentFAQExplorer###SortBy::Default

Inafafanua chaguo-msingi kiumbi cha maswali yanayoulizwa mara kwa mara kwa ajili ya upangaji wa maswali yanayoulizwa mara kwa mara katika kichunguzi cha maswali yanayoulizwa mara kwa mara ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- FAQID
```

FAQ::Frontend::AgentFAQExplorer###TitleSize

Upeo wa juu wa ukubwa wa vichwa katika makala ya maswali inayoonyeshwa katika kivinjari cha maswali yanayoulizwa mara kwa mara katika kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '50'
```

123. Frontend → Agent → View → FAQJournal

FAQ::Frontend::AgentFAQJournal###JournalLimit

Namba ya upeo wa juu ya maswali yanayoulizwa mara kwa mara yanayatayoonyeshwa katika makala ya maswali yanayoulizwa mara kwa mara katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '200'

FAQ::Frontend::AgentFAQJournal###ShowColumns

Fafanua safu zilizoonyeshwa katika jarida la maswali. Hili chaguo halina madhara kati-ka nafasi kwenye safu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Category: '1'
Name: '1'
Time: '1'
Title: '1'
Valid: '1'
```

FAQ::Frontend::AgentFAQJournal###TitleSize

Upeo wa juu wa ukubwa wa vichwa katika makala ya maswali inayoonyeshwa katika jarida la maswali yanayoulizwa mara kwa mara katika kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

--- '50'

124. Frontend → Agent → View → FAQPrint

FAQ::Frontend::AgentFAQPrint###DynamicField

Dynamic fields shown in the FAQ print screen of the agent interface.

Thamani chaguo-msingi:

--- {}

125. Frontend → Agent → View → FAQSearch

FAQ::Frontend::AgentFAQSearch###Defaults###ApprovedSearch

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

--- ''

FAQ::Frontend::AgentFAQSearch###Defaults###CategoryIDs

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###CreatedUserIDs

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###Fulltext

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimePoint

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimeSlot

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimePoint

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimeSlot

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###Keyword

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###LanguageIDs

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###LastChangedUserIDs

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###Number

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###RateSearchType

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###StateIDs

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###Title

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###ValidIDs

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Defaults###VoteSearchType

Inafafana sifa ya utafutaji wa maswali yanayoulizwa mara kwa mara kwa ajili ya skrini ya utafutaji maswali yanayoulizwa mara kwa mara.

This setting is not active by default.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###DynamicField

Dynamic fields shown in the FAQ search screen of the agent interface.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###Order::Default

Fafanua chaguo-msingi wa mpangilio wa maswali yanayoulizwa mara kwa mara katika matokeo ya kutafuta katika kiolesura cha wakala. Juu: Kongwe juu. Chini: ya sasahivi juu

This setting can not be deactivated.

Thamani chaguo-msingi:

FAQ::Frontend::AgentFAQSearch###SearchCSVDynamicField

Uga zenye nguvu zimetumika kuhamisha majibu ya utafutaji katika umbizo la CSV

Thamani chaguo-msingi:

```
--- {}
```

FAQ::Frontend::AgentFAQSearch###SearchLimit

Namba ya upeo wa juu ya maswali yanayoulizwa mara kwa mara yanayatayoonyeshwa katika majibu ya uchunguzi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '200'
```

FAQ::Frontend::AgentFAQSearch###ShowColumns

Fafanua safu zilizoonyeshwa katika makala ya maswali. Hili chaguo halina madhara katika nafasi kwenye safu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Category: '1'
Changed: '1'
Language: '1'
State: '1'
Title: '1'
Valid: '1'
```

FAQ::Frontend::AgentFAQSearch###SortBy::Default

Inafafanua chaguo-msingi kiumbi cha maswali yanayoulizwa mara kwa mara kwa ajili ya upangaji wa maswali yanayoulizwa mara kwa mara katika maswali yanayoulizwa mara kwa mara tafuti ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- FAQID
```

FAQ::Frontend::AgentFAQSearch###TitleSize

Upeo wa juu wa ukubwa wa vichwa katika makala ya maswali inayoonyeshwa katika utafutaji wa maswali yanayoulizwa mara kwa mara katika kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '50'
```

126. Frontend → Agent → View → FAQ-Zoom

FAQ::Frontend::AgentFAQZoom###DynamicField

Dynamic fields shown in the FAQ zoom screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

FAQ::Frontend::AgentHTMLFieldHeightDefault

Seti urefu wa chaguo-msingi (katika pikseli) ya ndani ya mstari wa ugo wa HTML katika ukuzaji wa maswali yanayoulizwa mara kwa mara ya wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '100'
```

FAQ::Frontend::AgentHTMLFieldHeightMax

Seti upeo wa juu wa urefu (katika pikseli) ya ndani ya mstari wa ugo wa HTML katika ukuzaji wa maswali yanayoulizwa mara kwa mara ya wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '2500'
```

127. Frontend → Agent → View → FAQ-Zoom → MenuModule

FAQ::Frontend::MenuModule###000-Back

Inaonyesha kiunganishi katika orodha cha kurudi nyuma katika mandhari kuzwa ya maswali yanayoulizwa mara kwa mara ya wakala wa kiolesura.

Thamani chaguo-msingi:

```
---
Action: ''
Description: Back
Link: "[% Env("LastScreenOverview") %]"
Module: Kernel::Output::HTML::FAQMenu::Generic
Name: Back
Target: Back
```

FAQ::Frontend::MenuModule###010-Edit

Inaonyesha kiunganishi katika orodha kuhariri katika mandhari kuzwa ya maswali yanayoulizwa mara kwa mara ya wakala wa kiolesura.

Thamani chaguo-msingi:

```
---
Action: AgentFAQEdit
Description: Edit this FAQ
Link: Action=AgentFAQEdit;ItemID=[% Data.ItemID | html %];ScreenType=Popup
Module: Kernel::Output::HTML::FAQMenu::Generic
Name: Edit
Target: PopUp
```

FAQ::Frontend::MenuModule###020-History

Inaonyesha kiunganishi katika orodha kufikia historia ya maswali yanayoulizwa mara kwa mara katika mandhari kuzwa ya wakala wa kiolesura.

Thamani chaguo-msingi:

```
---
Action: AgentFAQHistory
```

```
Description: History of this FAQ
Link: Action=AgentFAQHistory;ItemID=[% Data.ItemID | html %]
Module: Kernel::Output::HTML::FAQMenu::Generic
Name: History
Target: PopUp
```

FAQ::Frontend::MenuModule###030-Print

Inaonyesha kiunganishi katika orodha kuchapisha maswali yanayoulizwa mara kwa mara katika mandhari iliyokuzwa ya wakala wa kiolesura.

Thamani chaguo-msingi:

```
---
Action: AgentFAQPrint
Description: Print this FAQ
Link: Action=AgentFAQPrint;ItemID=[% Data.ItemID | html %]
LinkParam: target="print_FAQ"
Module: Kernel::Output::HTML::FAQMenu::Generic
Name: Print
Target: PopUp
```

FAQ::Frontend::MenuModule###040-Link

Inaonyesha kiunganishi katika orodha ambacho kinaruhusu kuunganishwa kwa maswali yanayoulizwa mara kwa mara na kipengele kingine katika mandhari kuzwa ya hayo maswali yanayoulizwa mara kwa mara ya wakala wa kiolesura.

Thamani chaguo-msingi:

```
---
Action: AgentLinkObject
Description: Link another object to this FAQ item
Link: Action=AgentLinkObject;SourceObject=FAQ;SourceKey=[% Data.ItemID | html %]
Module: Kernel::Output::HTML::FAQMenu::Generic
Name: Link
Target: PopUp
```

FAQ::Frontend::MenuModule###050-Delete

Inaonyesha kiunganishi katika orodha amabcho kinaruhusu kufuta maswali yanayoulizwa mara kwa mara katika mandhani kuzwa katika wakala wa kiolesura.

Thamani chaguo-msingi:

```
---
Action: AgentFAQDelete
Description: Delete this FAQ
Link: Action=AgentFAQDelete;ItemID=[% Data.ItemID | html %]
Module: Kernel::Output::HTML::FAQMenu::Delete
Name: Delete
Target: ConfirmationDialog
```

128. Frontend → Agent → View → LinkObject

Frontend::AgentLinkObject::WildcardSearch

Anza utafutaji wa kibambo egemezi wa kipengele amilifu baada ya barakoa ya kipengele kiunganishi kuanza.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

129. Frontend → Agent → View → NotificationView

Notification::Transport::NotificationView::DaysToKeep

Defines the number of days a notification should be still shown in the notification web view screen (value of '0' means always show).

Thamani chaguo-msingi:

```
--- '30'
```

NotificationView::Frontend::AgentNotificationView###DefaultColumns

Columns that can be filtered in the notification web view of the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Age: '2'
Name: '2'
ObjectReference: '2'
ObjectType: '2'
Subject: '2'
```

NotificationView::Frontend::BulkFeature

Enables notification web view bulk action feature for the agent frontend to work on more than one notification at a time.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

NotificationView::Frontend::BulkFeatureGroup

Enables notification web view bulk action feature only for the listed groups.

This setting is not active by default.

Thamani chaguo-msingi:

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

NotificationView::Frontend::Overview###Small

Allows having a small format notification web view.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::NotificationView::Small
ModulePriority: '100'
Name: Small
NameShort: S
```


NotificationView::ObjectType###Appointment

Defines the settings for appointment notification.

Thamani chaguo-msingi:

```
---
FilterPrio: '1020'
Hook: "[% Translate("Appointment") | html %]:"
Link: Action=AgentAppointmentCalendarOverview;AppointmentID=[% Data.ObjectID | html
%]
Name: Appointment Notifications
```

NotificationView::ObjectType###Calendar

Defines the settings for calendar notification.

Thamani chaguo-msingi:

```
---
FilterPrio: '1030'
Hook: "[% Translate("Calendar") | html %]:"
Link: Action=AgentAppointmentCalendarManage;Subaction=Edit;CalendarID=[% Data.ObjectID
| html %]
Name: Calendar Notifications
```

NotificationView::ObjectType###Ticket

Defines the settings for ticket notification.

Thamani chaguo-msingi:

```
---
FilterPrio: '1010'
Hook: "[% Config("Ticket::Hook") | html %]:"
Link: Action=AgentTicketZoom;TicketID=[% Data.ObjectID | html %]
Name: Ticket Notifications
```

130. Frontend → Agent → View → Preferences

AgentPreferencesGroups

Defines groups for preferences items.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Description: Change your password and more.
  Icon: fa-user
  Key: UserProfile
  Name: User Profile
  Prio: '1000'
- Description: Choose which notifications you'd like to receive.
  Icon: fa-envelope
  Key: NotificationSettings
  Name: Notification Settings
  Prio: '1001'
- Description: Change the system appearance and more.
  Icon: fa-cog
  Key: Miscellaneous
  Name: Miscellaneous
  Prio: '1002'
```

```
- Description: For more experienced users.
  Icon: fa-cubes
  Key: Advanced
  Name: Advanced
  Prio: '1003'
```

PreferencesGroups###AppointmentNotificationEvent

Transport selection for appointment notifications. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Choose for which kind of appointment changes you want to receive notifications.
Label: Appointment notifications
Module: Kernel::Output::HTML::Preferences::AppointmentNotificationEvent
PrefKey: AdminAppointmentNotifcationEventTransport
PreferenceGroup: NotificationSettings
Prio: '8001'
```

PreferencesGroups###Avatar

Defines the users avatar. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Block: Avatar
Desc: Change your avatar image.
Key: Avatar
Label: Avatar
Module: Kernel::Output::HTML::Preferences::Avatar
PreferenceGroup: UserProfile
Prio: '1000'
```

PreferencesGroups###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.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Active: '1'
Data:
  '|': '|'
  ';': ';'
  '\t': '\t'
  '|': '|'
DataSelected: '0'
Desc: Select the separator character used in CSV files (stats and searches). If you
      don't select a separator here, the default separator for your language will be used.
```

```
Key: CSV Separator
Label: CSV Separator
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserCSVSeparator
PreferenceGroup: Miscellaneous
Prio: '4000'
```

PreferencesGroups###Comment

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```
---
Active: '0'
Block: Input
Data: "[% Env("UserComment") %]"
Desc: This is a Description for Comment on Framework.
Key: Comment
Label: Comment
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserComment
PreferenceGroup: Miscellaneous
Prio: '6000'
```

PreferencesGroups###CommunicationLogPageShown

Parameters for the pages (in which the communication log entries are shown) of the communication log overview.

Thamani chaguo-msingi:

```
---
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'
```

PreferencesGroups###CreateNextMask

Parameters for the CreateNextMask object in the preference view of the agent interface. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Data:
```

```
'0': Create Ticket
AgentTicketZoom: Ticket Zoom
DataSelected: ''
Desc: Configure which screen should be shown after a new ticket has been created.
Key: ''
Label: Screen after new ticket
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserCreateNextMask
PreferenceGroup: Miscellaneous
Prio: '3000'
```

PreferencesGroups###CustomChatChannelExternal

Parameters for the ChatChannel object in the preference view of the agent interface.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Your selection of your preferred external chat channels. You will be notified
      about external chat requests in these chat channels.
Label: My Chat Channels
Module: Kernel::Output::HTML::Preferences::CustomChatChannel
Permission: ro
PrefKey: ExternalChannels
PreferenceGroup: NotificationSettings
Prio: '10000'
```

PreferencesGroups###CustomQueue

Parameters for the CustomQueue object in the preference view of the agent interface. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Your queue selection of your preferred queues. You also get notified about those
      queues via email if enabled.
Key: ''
Label: My Queues
Module: Kernel::Output::HTML::Preferences::CustomQueue
Permission: ro
PreferenceGroup: NotificationSettings
Prio: '1000'
```

PreferencesGroups###CustomService

Parameters for the CustomService object in the preference view of the agent interface. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Your service selection of your preferred services. You also get notified about
      those services via email if enabled.
Key: ''
Label: My Services
Module: Kernel::Output::HTML::Preferences::CustomService
PreferenceGroup: NotificationSettings
Prio: '1000'
```

PreferencesGroups###DocumentSearchPageShown

Parameters for the pages (in which the document are shown) of the document search.

Thamani chaguo-msingi:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
  '50': '50'
DataSelected: '10'
Desc: Document limit per page for Document Search Results.
Key: ''
Label: Document Search Results Page Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: AgentDocumentSearchPageShown
PreferenceGroup: Miscellaneous
Prio: '8100'

```

PreferencesGroups###DynamicField

Defines the config parameters of this item, to be shown in the preferences view. 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.

This setting is not active by default.

Thamani chaguo-msingi:

```

---
Active: '1'
Block: Input
Data: "[% Env("UserDynamicField_NameX") %]"
Desc: This is a Description for DynamicField on Framework.
Key: Default value for NameX
Label: NameX
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserDynamicField_NameX
PreferenceGroup: Miscellaneous
Prio: '7000'

```

PreferencesGroups###DynamicFieldsOverviewPageShown

Parameters for the pages (in which the dynamic fields are shown) of the dynamic fields overview. 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.

Thamani chaguo-msingi:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'

```

```

DataSelected: '25'
Desc: Dynamic fields limit per page for Dynamic Fields Overview.
Key: ''
Label: Dynamic Fields Overview Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: AdminDynamicFieldsOverviewPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'

```

PreferencesGroups###FAQJournalOverviewSmallPageShown

Parameta za kurasa (ambazo vipengee vya maswali yanayoulizwa mara kwa mara zimeonyeshwa) za mapitio madogo ya jarida la maswali yanayoulizwa mara kwa mara.

Thamani chaguo-msingi:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Select how many items should be shown in Journal Overview "Small" by default.
Key: Limit.
Label: FAQ Journal Overview "Small" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserFAQJournalOverviewSmallPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'

```

PreferencesGroups###FAQOverviewSmallPageShown

Parameta za kurasa (ambazo vipengee vya maswali yanayoulizwa mara kwa mara zimeonyeshwa) za mapitio madogo ya maswali yanayoulizwa mara kwa mara.

Thamani chaguo-msingi:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Select how many items should be shown in Overview "Small" by default.
Key: Limit.
Label: FAQ Overview "Small" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserFAQOverviewSmallPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'

```

PreferencesGroups###GoogleAuthenticatorSecretKey

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```

---
Active: '0'
Block: Input
Desc: Enter your shared secret to enable two factor authentication.
Key: Shared Secret
Label: Google Authenticator
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserGoogleAuthenticatorSecretKey
PreferenceGroup: UserProfile
Prio: '0600'
ValidateRegex: ^([A-Z2-7]{16})$
ValidateRegexMessage: The secret you supplied is invalid. The secret must only contain
  letters (A-Z, uppercase) and numbers (2-7) and must consist of 16 characters.

```

PreferencesGroups###Language

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```

---
Active: '1'
Desc: Select the main interface language.
Key: ''
Label: Language
Module: Kernel::Output::HTML::Preferences::Language
NeedsReload: '1'
PrefKey: UserLanguage
PreferenceGroup: UserProfile
Prio: '1000'

```

PreferencesGroups###NotificationEvent

Transport selection for ticket notifications. 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.

Thamani chaguo-msingi:

```

---
Active: '1'
Desc: Choose for which kind of ticket changes you want to receive notifications. Please
  note that you can't completely disable notifications marked as mandatory.
Label: Ticket notifications
Module: Kernel::Output::HTML::Preferences::NotificationEvent
PrefKey: AdminNotificationEventTransport
PreferenceGroup: NotificationSettings
Prio: '8000'

```

PreferencesGroups###NotificationViewFilterSettings

Parameters for notification web view filters.

Thamani chaguo-msingi:

```

---
Active: '0'
Desc: Column ticket filters for Notification web view type "Small".
Key: ''
Label: Enabled filters.
Module: Kernel::Output::HTML::Preferences::ColumnFilters
PrefKey: UserFilterColumnsEnabled
PreferenceGroup: Miscellaneous

```

Prio: '8100'

PreferencesGroups###NotificationViewSmallPageShown

Parameters for the pages (in which the notifications are shown) of the small notifications view.

Thamani chaguo-msingi:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Notification limit per page for Notification web view "Small".
Key: ''
Label: Notification web view "Small" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserNotificationViewSmallPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'

```

PreferencesGroups###OutOfOffice

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```

---
Active: '1'
Block: OutOfOffice
Desc: If you're going to be out of office, you may wish to let other users know by
      setting the exact dates of your absence.
Key: ''
Label: Out Of Office Time
Module: Kernel::Output::HTML::Preferences::OutOfOffice
PrefKey: UserOutOfOffice
PreferenceGroup: UserProfile
Prio: '4000'

```

PreferencesGroups###Password

Defines the config parameters of this item, to be shown in the preferences view. 'PasswordRegExp' allows to match passwords against a regular expression. Define the minimum number of characters using 'PasswordMinSize'. Define 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' controls 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. 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.

Thamani chaguo-msingi:

```

---
Active: '1'

```



```

Area: Agent
Desc: Set a new password by filling in your current password and a new one.
Label: Change password
Module: Kernel::Output::HTML::Preferences::Password
PasswordMaxLoginFailed: '0'
PasswordMin2Characters: '0'
PasswordMin2Lower2UpperCharacters: '0'
PasswordMinSize: '0'
PasswordNeedDigit: '0'
PasswordRegExp: ''
PreferenceGroup: UserProfile
Prio: '0500'

```

PreferencesGroups###RefreshTime

Parameters for the RefreshTime object in the preference view of the agent interface. 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.

Thamani chaguo-msingi:

```

---
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'

```

PreferencesGroups###Skin

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```

---
Active: '1'
Desc: Select your preferred layout for the software.
Key: ''
Label: Skin
Module: Kernel::Output::HTML::Preferences::Skin
NeedsReload: '1'
PrefKey: UserSkin
PreferenceGroup: Miscellaneous
Prio: '100'

```

PreferencesGroups###Theme

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Select your preferred theme for OTRS.
Key: ''
Label: Theme
Module: Kernel::Output::HTML::Preferences::Theme
NeedsReload: '1'
PrefKey: UserTheme
PreferenceGroup: Miscellaneous
Prio: '3000'
```

PreferencesGroups###TicketOverviewFilterSettings

Parameters for the column filters of the small ticket overview. 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.

Thamani chaguo-msingi:

```
---
Active: '0'
Desc: Column ticket filters for Ticket Overviews type "Small".
Key: ''
Label: Enabled filters.
Module: Kernel::Output::HTML::Preferences::ColumnFilters
PrefKey: UserFilterColumnsEnabled
PreferenceGroup: Miscellaneous
Prio: '8100'
```

PreferencesGroups###TicketOverviewMediumPageShown

Parameters for the pages (in which the tickets are shown) of the medium ticket overview. 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.

Thamani chaguo-msingi:

```
---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '20'
Desc: Ticket limit per page for Ticket Overview "Medium".
Key: ''
Label: Ticket Overview "Medium" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserTicketOverviewMediumPageShown
PreferenceGroup: Miscellaneous
Prio: '8100'
```

PreferencesGroups###TicketOverviewPreviewPageShown

Parameters for the pages (in which the tickets are shown) of the ticket preview overview. Please note: setting 'Active' to 0 will only prevent agents from editing set-

tings 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.

Thamani chaguo-msingi:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '15'
Desc: Ticket limit per page for Ticket Overview "Preview".
Key: ''
Label: Ticket Overview "Preview" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserTicketOverviewPreviewPageShown
PreferenceGroup: Miscellaneous
Prio: '8200'

```

PreferencesGroups###TicketOverviewSmallPageShown

Parameters for the pages (in which the tickets are shown) of the small ticket overview. 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.

Thamani chaguo-msingi:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Ticket limit per page for Ticket Overview "Small".
Key: ''
Label: Ticket Overview "Small" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserTicketOverviewSmallPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'

```

PreferencesGroups###TimeZone

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```

---
Active: '1'
Desc: Select your personal time zone. All times will be displayed relative to this
      time zone.
Key: ''
Label: Time Zone

```

```
Module: Kernel::Output::HTML::Preferences::TimeZone  
PrefKey: UserTimeZone  
PreferenceGroup: UserProfile  
Prio: '3500'
```

PreferencesTable

Defines the name of the table where the user preferences are stored.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- user_preferences
```

PreferencesTableKey

Inafafanua safu wima za kuhifadhi vibonye kwa ajili ya jedwali la mapendeleo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- preferences_key
```

PreferencesTableUserID

Inafafanua jina la safu wima ya kuhifadhi kitambulishi cha mtumiaji katika jedwali la mapendeleo

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- user_id
```

PreferencesTableValue

Inafafanua jina la safu wima ya kuhifadhi data katika jedwali la mapendeleo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- preferences_value
```

131. Frontend → Agent → View → Stats

Stats::CustomerIDAsMultiSelect

Inaonyesha vitambulisho vya mteja katika uga wa uchaguzi wa wingi (haitumiki kama una vitambulisho vya mteja vingi).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Stats::CustomerUserLoginsAsMultiSelect

Shows all the customer user identifiers in a multi-select field (not useful if you have a lot of customer user identifiers).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Stats::DefaultSelectedDynamicObject

Inafafanu chaguo chaguo msingi katika menyu kunjuzi kwa vipengele vyenye nguvu (Kutoka: ubainishi wa kawaida).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Ticket

Stats::DefaultSelectedFormat

Inafafanu chaguo chaguo msingi katika menyu kunjuzi kwa ajili ya umbizo la takwimu (Kutoka: ubainishi wa kawaida). Tafadhali ingiza kibonye umbizo (Angalia takwimu::Umbizo).

This setting can not be deactivated.

Thamani chaguo-msingi:

- Print
- CSV
- Excel
- D3::BarChart
- D3::LineChart
- D3::StackedAreaChart

Stats::DefaultSelectedPermissions

Inafafanu chaguo chaguo msingi katika menyu kunjuzi kwa ajili ya ruhusa (Kutoka: ubainishi wa kawaida).

This setting can not be deactivated.

Thamani chaguo-msingi:

- stats

Stats::ExchangeAxis

Inawaruhusu mawakala kubadilisha jira la takwimu kama wakitengeneza.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Stats::Format

Inafafanua umbizo tokeo la takwimu zote zinazowezezana.

This setting can not be deactivated.

Thamani chaguo-msingi:

CSV: CSV
D3::BarChart: 'Graph: Bar Chart'

```
D3::LineChart: 'Graph: Line Chart'  
D3::StackedAreaChart: 'Graph: Stacked Area Chart'  
Excel: Excel  
Print: Print
```

Stats::SearchLimit

Inafafanua kikomo cha utafutaji kwa ajili ya takwimu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1000'
```

Stats::SearchPageShown

Defines the default maximum number of statistics per page on the overview screen.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '50'
```

Stats::UseAgentElementInStats

Inawaruhusu mawakala kutengeneza takwimu zinazohusiana na mtu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Stats::UseInvalidAgentInStats

Inaruhusu mawakala batili kutengeneza takwimu zinazohusiana na mtu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

132. Frontend → Agent → View → TicketBounce

Ticket::Frontend::AgentTicketBounce###Permission

Inahitaji ruhusa kutumia skrini inayodunda ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- bounce
```

Ticket::Frontend::AgentTicketBounce###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya tiketi inayodunda ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketBounce###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya tiketi inayodunda ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- closed successful
```

Ticket::Frontend::AgentTicketBounce###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya tiketi inayodunda ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- open  
- closed
```

Ticket::Frontend::BounceText

Inafafanua taarifa za tiketi chaguo-msingi zilizodunda kwa mteja/mtumaji katika skrini ya tiketi zilizodunda za kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Your email with ticket number "<OTRS_TICKET>" is bounced to "<OTRS_BOUNCE_TO>".  
Contact this address for further information.
```

133. Frontend → Agent → View → TicketBulk

Ticket::Frontend::AgentTicketBulk###DynamicField

Dynamic fields shown in the ticket bulk screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketBulk###IsVisibleForCustomerDefault

Defines if the note in the ticket bulk screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketBulk###Owner

Inamuweka mmiliki wa tiketi katika skrini ya wingi ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketBulk###Priority

Inaonyesha michaguo ya kipaumbele cha tiketi katika skrini ya wingi ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketBulk###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini iliyojaa ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketBulk###RequiredLock

Imefungwa otomatiki na inamuweka mmiliki katika wakala wa sasa baada ya kuchagua kitendo cha wingi.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketBulk###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya wingi ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketBulk###State

Sets the state of a ticket in the ticket bulk screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketBulk###StateDefault

Defines the default next state of a ticket, in the ticket bulk screen of the agent interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketBulk###StateType

Defines the next state of a ticket, in the ticket bulk screen of the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```

Ticket::Frontend::AgentTicketBulk###TicketType

Inaweka aina ya tiketi katika skrini ya wingi ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::BulkFeature

Wezesha kipengele cha kitendo cha wingi cha tiketi kwa wakala ufanya kazi na tiketi zaidi ya moja kwa muda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::BulkFeatureGroup

Wezesha kipengele cha kitendo cha wingi cha tiketi kwa makundi yaliyoorodheshwa tu.

This setting is not active by default.

Thamani chaguo-msingi:

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

134. Frontend → Agent → View → TicketClose

Ticket::Frontend::AgentTicketClose###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi iliyofungwa ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
---
```

Ticket::Frontend::AgentTicketClose###DynamicField

Dynamic fields shown in the ticket close screen of the agent interface.

Thamani chaguo-msingi:

```
---
```

Ticket::Frontend::AgentTicketClose###FormDraft

Allows to save current work as draft in the close ticket screen of the agent interface.

Thamani chaguo-msingi:

```
---
```

Ticket::Frontend::AgentTicketClose###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya tiketi iliyofungwa, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
```

Ticket::Frontend::AgentTicketClose###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya tiketi iliyofungwa, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
```

Ticket::Frontend::AgentTicketClose###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya kufunga ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

Ticket::Frontend::AgentTicketClose###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya tiketi ya kufunga ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

Ticket::Frontend::AgentTicketClose###IsVisibleForCustomerDefault

Defines if the note in the close ticket screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###Note

Ruhusu kuongeza vidokezo katika skrini ilifungwa ya tiketi ya kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketClose###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketClose###Owner

Inamuweka mmiliki wa tiketi katika skrini ya kufunga ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###Permission

Inahitaji ruhusa kutumia skrini ya tiketi iliyofungwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- close

Ticket::Frontend::AgentTicketClose###Priority

Inaonyesha michaguo ya kipaumbele cha tiketi katika skrini ya tiketi ya kufunga ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini iliyofungwa ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

--- 3 normal

Ticket::Frontend::AgentTicketClose###Queue

Weka foleni kwenye skrini ya kufunga kwa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###RequiredLock

Inafanua kama kufuli la tiketi inahitajika katika mandhari ya kufunga tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketClose###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya tiketi iliyofungwa ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###RichTextHeight

Inafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '100'

Ticket::Frontend::AgentTicketClose###RichTextWidth

Inafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AgentTicketClose###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###Service

Sets the service in the close ticket screen of the agent interface (Ticket::Service needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###State

Sets the state of a ticket in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketClose###StateDefault

Inafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya kufunga tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- closed successful

Ticket::Frontend::AgentTicketClose###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###StateType

Fafanua hali zinafouata za tiketi baada ya kuongeza kidokezo, katika skrini ya tiketi iliyofungwa ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

- closed

Ticket::Frontend::AgentTicketClose###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi zilizo-fungwa katika kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketClose###TicketType

Sets the ticket type in the close ticket screen of the agent interface (Ticket::Type needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketClose###Title

Shows the title field in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

135. Frontend → Agent → View → TicketCompose

Ticket::Frontend::AgentTicketCompose###DynamicField

Dynamic fields shown in the ticket compose screen of the agent interface.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketCompose###FormDraft

Allows to save current work as draft in the ticket compose screen of the agent interface.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketCompose###IsVisibleForCustomerDefault

Defines if the message in the ticket compose screen of the agent interface is visible for the customer by default.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketCompose###Permission

Inahitaji ruhusa kutumia skrini ya kutunga ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- compose

Ticket::Frontend::AgentTicketCompose###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya kutunga ya tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketCompose###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

--- '320'

Ticket::Frontend::AgentTicketCompose###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AgentTicketCompose###StateDefault

Inafafanua hali ijayo ya tiketi chaguo msingi kama imetungwa / imejibiwa katika skrini ya kutunga ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketCompose###StateType

Fafanua hali zinafouta zinazowezekana baada ya kutunga/kujibu tiketi katika skrini na kutunga tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- open  
- closed  
- pending auto  
- pending reminder
```

Ticket::Frontend::ComposeAddCustomerAddress

Ongeza anwani za barua pepe za wateja kwa mpokeaji katika skrini ya kutunga tiketi ya kiolesura cha wakala. Anwani za barua pepe za wateja hazitoongezwa kama aina ya makala ni barua pepe za ndani.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::ComposeReplaceSenderAddress

Inabadilisha anwani ya barua pepe ya mtumaji wa mwanzo naya mteja wa katika kutunga jibu katika skrini ya kutunga tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::Quote

Inafanua tabia iliyotumika kwa ajili ya nukuu za barua pepe za makala iliyowazi katika skrini ya kutunga tiketi ya kiolesura cha wakala. Kama ipo tupu au haija amilishwa, barua pepe halisi hatizonukuliwa lakini zita ambatanishwa kwenye majibu.

Thamani chaguo-msingi:

```
--- '>'
```

Ticket::Frontend::ResponseFormat

Inafanua umbizo la majibu katika skrini ya kutunga ya tiketi ya kiolesura ya wakala ([% Data.OrigFrom | html %] is From 1:1, [% Data.OrigFromName | html %] is only realname of From).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ' [% Data.Salutation | html %]  
 [% Data.StdResponse | html %]'
```



```
[% Data.Signature | html %]  
  
[% Data.CreateTime | Localize("TimeShort") %] - [% Data.OrigFromName | html %] [%  
Translate("wrote") | html %]:  
  
[% Data.Body | html %]
```

Ticket::Frontend::ResponseQuoteMaxLines

Inafafanua namba ya upeo wa juu ya mistari iliyonukuliwa kuongezwa katika majibu.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '99'
```

136. Frontend → Agent → View → TicketCustomer

Ticket::Frontend::AgentTicketCustomer###Permission

Inahitaji ruhusa kubadilisha mteja wa tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- customer
```

Ticket::Frontend::AgentTicketCustomer###RequiredLock

Inafafanua kama kufuli la tiketi litahitajika mteja wa tiketi katika kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketCustomer::CustomerIDReadOnly

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

137. Frontend → Agent → View → TicketEmailNew

Ticket::Frontend::AgentTicketEmail###Body

Inaweka matini ya chaguo-msingi kwa tiketi za barua pepe mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketEmail###DynamicField

Dynamic fields shown in the ticket email screen of the agent interface.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketEmail###HistoryComment

Inafanua maoni ya historia kwa kitendo cha skrini ya tiketi ya barua pepe, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketEmail###HistoryType

Inafanua aina ya historia kwa kitendo cha skrini ya tiketi ya barua pepe, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- EmailAgent

Ticket::Frontend::AgentTicketEmail###IsVisibleForCustomer

Sets the default article customer visibility for new email tickets in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketEmail###Priority

Inaweka kipaumbele chaguo-msingi kwa tiketi mpya za barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 3 normal

Ticket::Frontend::AgentTicketEmail###RichTextHeight

Inafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '320'

Ticket::Frontend::AgentTicketEmail###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AgentTicketEmail###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketEmail###SenderType

Inaweka aina ya mtumaji chaguo-msingi kwa tiketi mpya za barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- agent

Ticket::Frontend::AgentTicketEmail###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketEmail###SplitLinkType

Sets the default link type of split tickets in the agent interface.

Thamani chaguo-msingi:

Direction: Target
LinkType: ParentChild

Ticket::Frontend::AgentTicketEmail###StateDefault

Inaweka hali chaguo-msingi ijayo, baada ya kutengeneza tiketi za barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- open

Ticket::Frontend::AgentTicketEmail###StateType

Itaamua hali ya tiketi inayowezekana ifuatayo, baada ya kutengeneza tiketi ya barua pepe mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

Ticket::Frontend::AgentTicketEmail###Subject

Inaweka kipaumbele chaguo-msingi kwa tiketi mpya za barua pepe(mfano 'barua pepe zilizofungwa nje') katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketEmail::CustomerIDReadOnly

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

138. Frontend → Agent → View → TicketEmailOutbound

Ticket::Frontend::AgentTicketEmailOutbound###DynamicField

Dynamic fields shown in the email outbound screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketEmailOutbound###FormDraft

Allows to save current work as draft in the email outbound screen of the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketEmailOutbound###IsVisibleForCustomerDefault

Defines if the message in the email outbound screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketEmailOutbound###Permission

Inahitaji ruhusa kutumia skrini ya iliyofungwa nje ya barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- compose
```

Ticket::Frontend::AgentTicketEmailOutbound###RequiredLock

Inafanua kama kufuli la tiketi inahitajika katika mandhari yabarua pepe iliyofungwa nje ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketEmailOutbound###RichTextHeight

Inafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '300'
```

Ticket::Frontend::AgentTicketEmailOutbound###RichTextWidth

Inafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketEmailOutbound###StateDefault

Inafanua hali ijayo chaguo msingi ya tiketi baada ya ujumbe kutumwa, katika skrini ya tiketi iliyofungwa nje ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketEmailOutbound###StateType

Fafanua hali zinazofuata zinazowezekana baada ya kutuma ujumbe katika skrini ya barua pepe ya nje ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```

139. Frontend → Agent → View → TicketEmailResend

Ticket::Frontend::AgentTicketEmailResend###IsVisibleForCustomerDefault

Defines if the message in the email resend screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketEmailResend###Permission

Required permissions to use the email resend screen in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- compose
```

Ticket::Frontend::AgentTicketEmailResend###RequiredLock

Defines if a ticket lock is required in the email resend screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketEmailResend###RichTextHeight

Inafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '300'
```

Ticket::Frontend::AgentTicketEmailResend###RichTextWidth

Inafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '620'
```

140. Frontend → Agent → View → TicketEscalation

Ticket::Frontend::AgentTicketEscalationView###DefaultColumns

Columns that can be filtered in the escalation view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```

---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '2'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'

```

Ticket::Frontend::AgentTicketEscalationView###Order::Default

Inafanua mpangilio wa tiketi chaguo-msingi (Baada ya kupanga vipaumbele) katika mandhari ya kuona kupanda ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Up

Ticket::Frontend::AgentTicketEscalationView###SortBy::Default

Inafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika mandhari ya kupanda ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- EscalationTime

Ticket::Frontend::AgentTicketEscalationView###TicketPermission

Inafanua ruhusa zinazohitajika kuonyesha tiketi katika mandhari ya kupandishwa ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- rw

Ticket::Frontend::AgentTicketEscalationView###ViewableTicketsPage

Inaonyesha tiketi zote zilizowazi (hata kama zimefungwa) katika mandhari ya kupandishwa juu ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '50'
```

141. Frontend → Agent → View → TicketForward

Ticket::Frontend::AgentTicketForward###DynamicField

Dynamic fields shown in the ticket forward screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketForward###FormDraft

Allows to save current work as draft in the ticket forward screen of the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketForward###IsVisibleForCustomerDefault

Defines if the message in the ticket forward screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketForward###Permission

Inahitaji ruhusa kutumia skrini ya kutuma mbele ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- forward
```

Ticket::Frontend::AgentTicketForward###RequiredLock

Inafanua kama kufuli la tiketi inahitajika katika mandhari ya tiketi ya kupeleka mbele ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketForward###RichTextHeight

Inafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '100'
```


Ticket::Frontend::AgentTicketForward###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketForward###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya tiketi kutumwa mbele, katika skrini ya tiketi ya kupeleka mbele ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- closed successful
```

Ticket::Frontend::AgentTicketForward###StateType

Fafanua hali zinazifuata baada ya kupeleka tiketi katika skrini ya kutuma mbele ya tiketi ya kiolesura cha tiketi.

Thamani chaguo-msingi:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```

142. Frontend → Agent → View → TicketFreeText

Ticket::Frontend::AgentTicketFreeText###Body

Inafafanua kiini cha kidokezo chaguo msingi katika skrini ya matini huru ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketFreeText###DynamicField

Dynamic fields shown in the ticket free text screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketFreeText###FormDraft

Allows to save current work as draft in the ticket free text screen of the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketFreeText###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya matini huru ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- '%FreeText'

Ticket::Frontend::AgentTicketFreeText###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya matini huru ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi.

Thamani chaguo-msingi:

--- AddNote

Ticket::Frontend::AgentTicketFreeText###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###IsVisibleForCustomerDefault

Defines if the note in the ticket free text screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###Note

Ruhusu kuongeza vidokezo katika tiketi huru ya skini ya matini ya kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketii::Mazingira ya mbele::Inahitaji muda uliohesabika

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketii::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketFreeText###Owner

Inamuweka mmiliki wa tiketi katika skrini matini huru ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketFreeText###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketFreeText###Permission

Inahitaji ruhusa kutumia skrini ya matini huru ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketFreeText###Priority

Inaonyesha michaguo ya kipaumbele cha tiketi katika skrini ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketFreeText###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini huru ya matini ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketFreeText###Queue

Weka foleni kwenye skrini ya matini huru ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###RequiredLock

Inafanua kama kufuli la tiketi inahitajika katika mandhari ya matini huru ya tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###RichTextHeight

Inafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '100'

Ticket::Frontend::AgentTicketFreeText###RichTextWidth

Inafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AgentTicketFreeText###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###Service

Sets the service in the ticket free text screen of the agent interface (Ticket::Service needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketFreeText###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###State

Sets the state of a ticket in the ticket free text screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###StateDefault

Inafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

--- open

Ticket::Frontend::AgentTicketFreeText###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketFreeText###StateType

Inafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

- open

```
- closed  
- pending reminder  
- pending auto
```

Ticket::Frontend::AgentTicketFreeText###Subject

Inafafanua somo chaguo-msingi ya kidokezo katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketFreeText###TicketType

Sets the ticket type in the ticket free text screen of the agent interface (Ticket::Type needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketFreeText###Title

Shows the title field in the ticket free text screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

143. Frontend → Agent → View → TicketHistory

Ticket::Frontend::HistoryOrder

Inaonyesha historia ya tiketi (mpangilio uliogeuzwa) katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- normal
```

Ticket::Frontend::HistoryTypes###000-Framework

Inadhibiti jinsi ya kuonyesha maingizo ya historia ya tiketi kama thamani zinazosomeka.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
AddNote: Added note (%s).  
ArchiveFlagUpdate: Changed archive state to "%s".  
Bounce: Bounced to "%s".  
CustomerUpdate: Changed customer to "%s".  
EmailAgent: Sent email to customer.
```

```

EmailCustomer: Added email. %s
EmailResend: Resent email to "%s".
EscalationResponseTimeNotifyBefore: Notified about response time escalation.
EscalationResponseTimeStart: Started response time escalation.
EscalationResponseTimeStop: Stopped response time escalation.
EscalationSolutionTimeNotifyBefore: Notified about solution time escalation.
EscalationSolutionTimeStart: Started solution time escalation.
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.

```

Ticket::Frontend::HistoryTypes###001-Framework

Inadhibiti jinsi ya kuonyesha maingizo ya historia ya tiketi kama thamani zinazosomeka.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

---
AddSMS: Added SMS for "%s".

```

144. Frontend → Agent → View → TicketLocked

Ticket::Frontend::AgentTicketLockedView###DefaultColumns

Columns that can be filtered in the locked view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```

---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
  
```

Ticket::Frontend::AgentTicketLockedView###Order::Default

Inafanua mpangilio wa tiketi chaguo-msingi katika mandhari ya kuona ya tiketi iliyofungwa ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Up

Ticket::Frontend::AgentTicketLockedView###SortBy::Default

Inafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika mandhari ya tiketi zilizofungwa ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Age

145. Frontend → Agent → View → TicketMerge

Ticket::Frontend::AgentTicketMerge###Permission

Inahitaji ruhusa kutumia skrini ya kuunganisha ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- rw

Ticket::Frontend::AgentTicketMerge###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya kuunganisha tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketMerge###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '100'

Ticket::Frontend::AgentTicketMerge###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AutomaticMergeSubject

Wakati tiketi zinaungwanishwa, kidokezo kitaongezwa otomatiki kwenye tiketi ambayo sio amililifu. Hapa unaweza kufafanua somo la kidokezo hiki (Somo hili haliwezi kubadilishwa na wakala).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Ticket Merged

Ticket::Frontend::AutomaticMergeText

Wakati tiketi zinaungwanishwa, kidokezo kitaongezwa otomatiki kwenye tiketi ambayo sio amililifu. Hapa unaweza kufafanua kiini cha kidokezo hiki (Matini haya hayawezi kubadilishwa na wakala).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Merged Ticket <OTRS_TICKET> to <OTRS_MERGE_TO_TICKET>.

Ticket::Frontend::MergeText

Wakati tiketi zinaunganishwa, wakala anaweza kutaarifiwa kwa barua pepe kwa kuweka kwenye kisanduku cha kuangalia "Mjulisha mtumaji". Katika eneo la matini haya, unaweza kuelezea matini yaliyoundwa kabla ambayo baadae yanaweza kubadilishwa na mawakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Your email with ticket number "<OTRS_TICKET>" is merged to "<OTRS_MERGE_TO_TICKET>".
```

146. Frontend → Agent → View → TicketMove

Ticket::Frontend::AgentTicketMove###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi iliyohamishwa ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
---
```

Ticket::Frontend::AgentTicketMove###DynamicField

Dynamic fields shown in the ticket move screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketMove###FormDraft

Allows to save current work as draft in the ticket move screen of the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketMove###NextScreen

Itaamua skrini inayofuata baada ya tiketi kuhamishwa. Mapitio ya skrini ya mwisho yatarudisha skrini ya mapitio ya mwisho (Mfano matokeo ya utafutaji, mandhari ya foleni, dashibodi). Tiketi kuzwa itarudi kwenye tiketi kuzwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- TicketZoom
```

Ticket::Frontend::AgentTicketMove###Note

Ruhusu kuongeza vidokezo katika tiketi huru ya skrini ya matini ya kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketMove###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketMove###Priority

Inaonyesha michaguo ya kipaumbele cha tiketi katika skrini ya tiketi ya kuhamisha ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketMove###RequiredLock

Imefungwa otomatiki na inamuweka mmiliki katika wakala wa sasa baada ya kufungua skrini ya kuhamisha tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketMove###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '100'

Ticket::Frontend::AgentTicketMove###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AgentTicketMove###State

Inaruhusu kuweka hali mpya ya tiketi katika skrini ya kutoa ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketMove###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketMove###StateType

Inafafanua hali ijayo ya tiketi baada ya kuhamishiwa kwenye foleni nyingine, katika skrini ya kuhamisha tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

- open
- closed

Ticket::Frontend::AgentTicketMove###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi zilihamishwa katika kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::MoveType

Itaamua kama orodha za foleni zinaaowezekana kuhamisha tiketi zionyeshwe katika orodha kunjuzi au katika window mpya ya kiolesura cha wakala. Kama "Window Mpya" imewekwa unaweza kuongeza kidokezo cha kuhamisha katika tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- form

147. Frontend → Agent → View → TicketNote

Ticket::Frontend::AgentTicketNote###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya vidokezo ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketNote###DynamicField

Dynamic fields shown in the ticket note screen of the agent interface.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketNote###FormDraft

Allows to save current work as draft in the ticket note screen of the agent interface.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketNote###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya kidokezo cha tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- '%Note'

Ticket::Frontend::AgentTicketNote###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya kidokezo cha tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- AddNote

Ticket::Frontend::AgentTicketNote###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###IsVisibleForCustomerDefault

Defines if the note in the ticket note screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###Note

Ruhusu kuongeza vidokezo katika tiketi ya kidokezo ya skini ya kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Ticket::Mazingira ya mbele::Inahitaji muda uliohesabika

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketNote###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketNote###Owner

Inamuweka mmiliki wa tiketi katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###Permission

Inahitaji ruhusa kutumia skrini ya kidokezo ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- note

Ticket::Frontend::AgentTicketNote###Priority

Inaonyesha michaguo ya kipaumbele ya tiketi katika skrini ya kidokezo ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini dokezi ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

--- 3 normal

Ticket::Frontend::AgentTicketNote###Queue

Weka foleni kwenye skrini ya kidokezo cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketNote###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketNote###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya kidokezo cha tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketNote###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketNote###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketNote###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketNote###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AgentTicketNote###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###Service

Sets the service in the ticket note screen of the agent interface (Ticket::Service needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###State

Sets the state of a ticket in the ticket note screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

--- open

Ticket::Frontend::AgentTicketNote###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketNote###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```

Ticket::Frontend::AgentTicketNote###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiket yenye kidokezo ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketNote###TicketType

Sets the ticket type in the ticket note screen of the agent interface (Ticket::Type needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###Title

Shows the title field in the ticket note screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

148. Frontend → Agent → View → TicketOwner

Ticket::Frontend::AgentTicketOwner###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketOwner###DynamicField

Dynamic fields shown in the ticket owner screen of the agent interface.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketOwner###FormDraft

Allows to save current work as draft in the ticket owner screen of the agent interface.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketOwner###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya mmiliki wa tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- '%Owner'

Ticket::Frontend::AgentTicketOwner###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya mmiliki wa tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- AddNote

Ticket::Frontend::AgentTicketOwner###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani atarifiwe kuhusu kidokezo hiki, katika skrini ya mmiliki wa tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya mmiliki wa tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###IsVisibleForCustomerDefault

Defines if the note in the ticket owner screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###Note

Ruhusu kuongeza vidokezo katika skrini ya tiketi miliki ya tiketi iliyokuzwa katika kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketOwner###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketOwner###Owner

Inamuweka mmiliki wa tiketi katika skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketOwner###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketOwner###Permission

Inahitaji ruhusa kutumia skrini ya mmiliki ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- owner

Ticket::Frontend::AgentTicketOwner###Priority

Inaonyesha michaguo ya kipaumbele ya tiketi katika skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini ya mmiliki wa tiketi katika tiketi iliyokuzwa ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

--- 3 normal

Ticket::Frontend::AgentTicketOwner###Queue

Weka foleni kwenye skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###RequiredLock

Inafanua kama kufuli la tiketi inahitajika katika mandhari ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya mmiliki wa tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###RichTextHeight

Inafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

--- '100'

Ticket::Frontend::AgentTicketOwner###RichTextWidth

Inafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AgentTicketOwner###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###Service

Sets the service in the ticket owner screen of a zoomed ticket in the agent interface (Ticket::Service needs to be enabled).

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###State

Sets the state of the ticket in the ticket owner screen of a zoomed ticket in the agent interface.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###StateDefault

Inafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- open

Ticket::Frontend::AgentTicketOwner###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketOwner###StateType

Inafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Frontend::AgentTicketOwner###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa ya kiolesura cha wakala.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketOwner###TicketType

Sets the ticket type in the ticket owner screen of a zoomed ticket in the agent interface (Ticket::Type needs to be enabled).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###Title

Shows the title field in the ticket owner screen of a zoomed ticket in the agent interface.

Thamani chaguo-msingi:

```
--- 0
```

149. Frontend → Agent → View → TicketPending

Ticket::Frontend::AgentTicketPending###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPending###DynamicField

Dynamic fields shown in the ticket pending screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketPending###FormDraft

Allows to save current work as draft in the ticket pending screen of the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPending###HistoryComment

Inafanua maoni ya historia kwa kitendo cha skrini ya tiketi inayosubiri, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '%Pending'
```

Ticket::Frontend::AgentTicketPending###HistoryType

Inafanua aina ya historia kwa kitendo cha skrini ya tiketi inayosubiri, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- AddNote
```

Ticket::Frontend::AgentTicketPending###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya kusubiri ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPending###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya kusubiri ya tiketi ya tikei iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPending###IsVisibleForCustomerDefault

Defines if the note in the ticket pending screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPending###Note

Ruhusu kuongezwa kwa vidokezo katika skrini inayosubiri tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala. Inaweza kuandikwa kwa kupitilizwa kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPending###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPending###Owner

Inamuweka mmiliki wa tiketi katika skrini inayosubiri ya tiketi ya tiketi iliyokuzwa kati-ka kiolesura cha wakala.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPending###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPending###Permission

Inahitaji ruhusa kutumia skrini ya tiketi inayongoja ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- pending

Ticket::Frontend::AgentTicketPending###Priority

Inaonyesha michaguo ya kipaumbele ya tiketi katika skrini ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPending###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini ya kusubiri ya tiketi katika tiketi iliyokuzwa ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

--- 3 normal

Ticket::Frontend::AgentTicketPending###Queue

Weka foleni kwenye skrini ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPending###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPending###RequiredLock

Inafanua kama kufuli la tiketi inahitajika katika mandhari ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketPending###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPending###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPending###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

--- '100'

Ticket::Frontend::AgentTicketPending###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AgentTicketPending###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPending###Service

Sets the service in the ticket pending screen of a zoomed ticket in the agent interface (Ticket::Service needs to be enabled).

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPending###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPending###State

Sets the state of the ticket in the ticket pending screen of a zoomed ticket in the agent interface.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketPending###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- pending reminder
```

Ticket::Frontend::AgentTicketPending###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Frontend::AgentTicketPending###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi inayosubiri ya tiketi iliyokuzwa ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPending###TicketType

Sets the ticket type in the ticket pending screen of a zoomed ticket in the agent interface (Ticket::Type needs to be enabled).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###Title

Shows the title field in the ticket pending screen of a zoomed ticket in the agent interface.

Thamani chaguo-msingi:

```
--- 0
```

150. Frontend → Agent → View → TicketPhoneInbound

Ticket::Frontend::AgentTicketPhoneInbound###Body

Inafafanua matini kiini ya kidokezo chaguo msingi kwa skrini iliyofungwa ndani ya tiketi ya simu ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketPhoneInbound###DynamicField

Dynamic fields shown in the ticket phone inbound screen of the agent interface.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketPhoneInbound###FormDraft

Allows to save current work as draft in the ticket phone inbound screen of the agent interface.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketPhoneInbound###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini iliyofungwa ndani ya simu ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketPhoneInbound###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini iliyofungwa ndani ya simu ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- PhoneCallCustomer

Ticket::Frontend::AgentTicketPhoneInbound###Permission

Inahitaji ruhusa kutumia skrini ya iliyofungwa ndani ya simu ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- phone

Ticket::Frontend::AgentTicketPhoneInbound###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya simu ya tiketi iliyofungwa ndani ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPhoneInbound###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

--- '200'

Ticket::Frontend::AgentTicketPhoneInbound###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

--- '475'

Ticket::Frontend::AgentTicketPhoneInbound###SenderType

Inafafanu aina ya mtumaji chaguo msingi kwa ajili ya tiketi za simu katika skrini ili-fungwa ndani ya tiketi ya simu ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- customer

Ticket::Frontend::AgentTicketPhoneInbound###State

Inafafanua hali ijayo ya tiketi chaguo-msingi baada ya kuongeza kidokezo cha simu katika skrini ya simu zilizofungwa ndani za tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

--- open

Ticket::Frontend::AgentTicketPhoneInbound###StateType

Hali za tiketi zijazo ziwezekanazo baada ya kuongeza kidokezo cha simu katika skrini iliyofungwa ndani ya simu ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

Ticket::Frontend::AgentTicketPhoneInbound###Subject

Inafafanua somo chaguo-msingi kwa tiketi za simu katika skrini ya tiketi ya simu zili-zofungwa ndani ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

151. Frontend → Agent → View → TicketPhoneNew

Ticket::Frontend::AgentTicketPhone###Body

Inaweka matini chaguo-msingi kwa tiketi mpya za simu. Mfano 'Tiketi mpya kupitia simu' katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketPhone###DynamicField

Dynamic fields shown in the ticket phone screen of the agent interface.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketPhone###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya tiketi ya simu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketPhone###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya tiketi ya simu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- PhoneCallCustomer

Ticket::Frontend::AgentTicketPhone###IsVisibleForCustomer

Sets the default article customer visibility for new phone tickets in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketPhone###Priority

Inaweka kipaumbele chaguo-msingi kwa tiketi mpya za simu katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 3 normal

Ticket::Frontend::AgentTicketPhone###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

--- '320'

Ticket::Frontend::AgentTicketPhone###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AgentTicketPhone###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPhone###SenderType

Inaweka aina ya mtumaji chaguo-msingi kwa tiketi mpya za simu katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- customer

Ticket::Frontend::AgentTicketPhone###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPhone###SplitLinkType

Weka aina ya kiunganishi chaguo msingi ya tiketi zilizogawanywa katika kiolesura cha wakala.

Thamani chaguo-msingi:

Direction: Target
LinkType: ParentChild

Ticket::Frontend::AgentTicketPhone###StateDefault

Inaweka hali chaguo-msingi ijayo kwa ajili ya tiketi za simu mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketPhone###StateType

Itaamua hali ya tiketi inayowezekana ifuatayo, baada ya kutengeneza tiketi ya simu mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- pending auto
- pending reminder
- closed
```

Ticket::Frontend::AgentTicketPhone###Subject

Weka somo chaguo-msingi kwa tiketi za simu mpya(mfano 'Simu') katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPhone::AllowMultipleFrom

Inadhibiti kama kuna ingizo zaidi moja linawezwa kuwekwa katika tiketi ya simu mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPhone::CustomerIDReadOnly

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

152. Frontend → Agent → View → TicketPhoneOutbound

Ticket::Frontend::AgentTicketPhoneOutbound###Body

Inafafanua matini kiini ya kidokezo chaguo msingi kwa skrini iliyofungwa nje ya tiketi ya simu ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPhoneOutbound###DynamicField

Dynamic fields shown in the ticket phone outbound screen of the agent interface.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketPhoneOutbound###FormDraft

Allows to save current work as draft in the ticket phone outbound screen of the agent interface.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketPhoneOutbound###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya tiketi iliyofungwa, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketPhoneOutbound###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini iliyofungwa nje ya simu ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- PhoneCallAgent

Ticket::Frontend::AgentTicketPhoneOutbound###Permission

Inahitaji ruhusa kutumia skrini ya iliyofungwa nje ya simu ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- phone

Ticket::Frontend::AgentTicketPhoneOutbound###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya simu ya tiketi iliyofungwa nje ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketPhoneOutbound###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:


```
--- '200'
```

Ticket::Frontend::AgentTicketPhoneOutbound###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '475'
```

Ticket::Frontend::AgentTicketPhoneOutbound###SenderType

Inafafanu aina ya mtumaji chaguo msingi kwa ajili ya tiketi za simu katika skrini ili-fungwa nje ya tiketi ya simu ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- agent
```

Ticket::Frontend::AgentTicketPhoneOutbound###State

Inafafanua hali ijayo ya tiketi chaguo-msingi baada ya kuongeza kidokezo cha simu katika skrini ya simu zilizofungwa nje za tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- closed successful
```

Ticket::Frontend::AgentTicketPhoneOutbound###StateType

Hali za tiketi zijazo ziwezekanazo baada ya kuongeza kidokezo cha simu katika skrini iliyofungwa nje ya simu ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

Ticket::Frontend::AgentTicketPhoneOutbound###Subject

Inafafanua somo chaguo-msingi kwa tiketi za simu katika skrini ya tiketi ya simu zilizofungwa nje ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

153. Frontend → Agent → View → TicketPrint

Ticket::Frontend::AgentTicketPrint###DynamicField

Dynamic fields shown in the ticket print screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

154. Frontend → Agent → View → TicketPriority

Ticket::Frontend::AgentTicketPriority###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi inayowajibika ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPriority###DynamicField

Dynamic fields shown in the ticket priority screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketPriority###FormDraft

Allows to save current work as draft in the ticket priority screen of the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPriority###HistoryComment

Inafanua maoni ya historia kwa kitendo cha skrini iliyofungwa nje ya simu ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '%Priority'
```

Ticket::Frontend::AgentTicketPriority###HistoryType

Inafanua aina ya historia kwa kitendo cha skrini ya kipaumbele cha tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- AddNote
```

Ticket::Frontend::AgentTicketPriority###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya kipaumbele cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya kipaumbele ya tiketi ya tikei iliyokuzwa katika kiolesura cha wakala

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPriority###IsVisibleForCustomerDefault

Defines if the note in the ticket priority screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPriority###Note

Ruhusu kuongeza vidokezo katika skrini ya tiketi ya kipaumbele ya tiketi iliyokuzwa katika kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketPriority###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketPriority###Owner

Inamuweka mmiliki wa tiketi katika skrini kipaumbele cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPriority###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPriority###Permission

Inahitaji ruhusa kutumia skrini ya kipaumbele ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- priority

Ticket::Frontend::AgentTicketPriority###Priority

Inaonyesha michaguo ya kipaumbele ya tiketi katika skrini ya kipaumbele ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketPriority###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini ya kipaumbele ya tiketi katika tiketi iliyokuzwa ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

--- 3 normal

Ticket::Frontend::AgentTicketPriority###Queue

Weka foleni kwenye skrini ya tiketi yenye kipaumbele ya tiketi iliyokuzwa katika kiolesura cha wakala

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPriority###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPriority###RequiredLock

Inafanua kama kufuli la tiketi inahitajika katika mandhari ya kipaumbele ya tiketi ya tiketi iliyokuzwa kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketPriority###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya kipaumbele cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPriority###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketPriority###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPriority###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPriority###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPriority###Service

Sets the service in the ticket priority screen of a zoomed ticket in the agent interface (Ticket::Service needs to be enabled).

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPriority###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPriority###State

Sets the state of the ticket in the ticket priority screen of a zoomed ticket in the agent interface.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPriority###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya kipaumbele cha tiketi ya tiiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketPriority###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya kipaumbele cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Frontend::AgentTicketPriority###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya kipaumbele cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPriority###TicketType

Sets the ticket type in the ticket priority screen of a zoomed ticket in the agent interface (Ticket::Type needs to be enabled).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###Title

Shows the title field in the ticket priority screen of a zoomed ticket in the agent interface.

Thamani chaguo-msingi:

```
--- 0
```

155. Frontend → Agent → View → TicketProcess

Ticket::Frontend::AgentTicketProcess###SplitLinkType

Sets the default link type of split tickets in the agent interface.

Thamani chaguo-msingi:

```
---  
Direction: Target  
LinkType: ParentChild
```

Ticket::Frontend::AgentTicketProcess###StateType

Itaamua hali ya tiketi inayowezezana ifuatayo, kwa mchakato wa tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

---
- new
- open
- pending auto
- pending reminder
- closed

```

Ticket::Frontend::AgentTicketProcess::CustomerIDReadOnly

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```

--- '1'

```

156. Frontend → Agent → View → TicketQueue

Ticket::Frontend::AgentTicketQueue###Blink

Amilisha utaratibu unaokonyeza wa foleni ambao una tiketi ya zamani.

This setting can be overridden in the user preferences.

Thamani chaguo-msingi:

```

--- 0

```

Ticket::Frontend::AgentTicketQueue###DefaultColumns

Columns that can be filtered in the queue view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```

---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'

```

Title: '2'
Type: '1'

Ticket::Frontend::AgentTicketQueue###HideEmptyQueues

Show queues even when only locked tickets are in.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketQueue###HighlightAge1

Inaweka umri katika dakika (hatua ya kwanza) kwa kuonyesha foleni ambazo zina tiketi ambazo hazija guswa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1440'

Ticket::Frontend::AgentTicketQueue###HighlightAge2

Inaweka umri katika (hatua ya pili) kwa kuonyesha foleni ambazo zina tiketi ambazo hazija guswa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '2880'

Ticket::Frontend::AgentTicketQueue###Order::Default

Inafafanua utaratibu wa kupanga chaguo-msingi kwa foleni zote katika mazingira ya foleni, baada ya kupanga vipaumbele.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Up

Ticket::Frontend::AgentTicketQueue###PreSort::ByPriority

Inafafanua kama upangaji wa awali kwa kipaumbele ufanywe kwenye mandhari ya kuona ya foleni.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketQueue###QueueSort

Inapanga tiketi (kwa kupanda au kushuka) wakati foleni moja imechaguliwakatika mandhari ya foleni na baada ya tiketi kupangwa kwa kipaumbele. Thamani: 0 = kupanga (Ya zaman juu, chaguo msingi), 1 = Kushuka (Ya sasa juu). Tumia kitambulisho cha foleni kwa ajili ya ufunguo na 0 au 1 kwa ajili ya thamani.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
'3': '0'  
'7': '1'
```

Ticket::Frontend::AgentTicketQueue###SortBy::Default

Inafanua upangaji wa vigezo chaguo msingi kwa foleni zote zinazoonyeshwa katika muonekano wa foleni.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

Ticket::Frontend::AgentTicketQueue###StripEmptyLines

Toa mistari iliyowazi katika mapitio ya tiketi katika mandhari ya foleni.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketQueue###UseSubQueues

Include tickets of subqueues per default when selecting a queue.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketQueue###ViewAllPossibleTickets

Inaonyesha foleni zote za ro na rw katika mandhari ya foleni.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketQueue###VisualAlarms

Enable highlighting queues based on ticket age.

Thamani chaguo-msingi:

```
--- 0
```

157. Frontend → Agent → View → TicketResponsible

Ticket::Frontend::AgentTicketResponsible###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi inayowajibika ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketResponsible###DynamicField

Dynamic fields shown in the ticket responsible screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketResponsible###FormDraft

Allows to save current work as draft in the ticket responsible screen of the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketResponsible###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini inayohusika ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '%Responsible'
```

Ticket::Frontend::AgentTicketResponsible###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya tiketi inayohusika, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- AddNote
```

Ticket::Frontend::AgentTicketResponsible###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya kuhusika ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya kuhusika ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###IsVisibleForCustomerDefault

Defines if the note in the ticket responsible screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###Note

Ruhusu kuongeza vidokezo katika skrini ya tiketi wajibika ya kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketResponsible###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketResponsible###Owner

Inamuweka mmiliki wa tiketi katika skrini inayohusika ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###Permission

Inahitaji ruhusa kutumia skrini ya inayohusika ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- responsible

Ticket::Frontend::AgentTicketResponsible###Priority

Inaonyesha michaguo ya kipaumbele cha tiketi katika skrini inayohusika ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini husika ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

--- 3 normal

Ticket::Frontend::AgentTicketResponsible###Queue

Weka foleni kwenye skrini ya tiketi husika ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya uhusika wa tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya tiketi inayohusika ya kiolesura cha wakala.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketResponsible###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketResponsible###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

--- '100'

Ticket::Frontend::AgentTicketResponsible###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

--- '620'

Ticket::Frontend::AgentTicketResponsible###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###Service

Sets the service in the ticket responsible screen of the agent interface (Ticket::Service needs to be enabled).

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###State

Sets the state of a ticket in the ticket responsible screen of the agent interface.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini husika ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

--- open

Ticket::Frontend::AgentTicketResponsible###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya tiketi inayohusika ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

- open
- pending reminder

- pending auto

Ticket::Frontend::AgentTicketResponsible###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya inahusika ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketResponsible###TicketType

Sets the ticket type in the ticket responsible screen of the agent interface (Ticket::Type needs to be enabled).

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketResponsible###Title

Shows the title field in the ticket responsible screen of the agent interface.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketResponsibleView###DefaultColumns

Columns that can be filtered in the responsible view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

Ticket::Frontend::AgentTicketResponsibleView###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi katika mandhari ya kuona inayohusika ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Up

Ticket::Frontend::AgentTicketResponsibleView###SortBy::Default

Inafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika mandhari yanayohusika ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Age

158. Frontend → Agent → View → TicketSMSNew

Ticket::Frontend::AgentTicketSMS###DynamicField

Dynamic fields shown in the SMS ticket screen of the agent interface.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketSMS###IsVisibleForCustomer

Sets the default article customer visibility for new SMS tickets in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketSMS###Priority

Sets the default priority for new SMS tickets in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 3 normal

Ticket::Frontend::AgentTicketSMS###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketSMS###SenderType

Sets the default sender type for new SMS tickets in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- agent
```

Ticket::Frontend::AgentTicketSMS###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketSMS###StateDefault

Sets the default next ticket state, after the creation of an SMS ticket in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketSMS###StateType

Determines the next possible ticket states, after the creation of a new SMS ticket in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

Ticket::Frontend::AgentTicketSMS###Subject

Sets the default title for new SMS tickets in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSMS###Text

Sets the default text for new SMS tickets in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSMS::CustomerIDReadOnly

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```


159. Frontend → Agent → View → TicketSMSOutbound

Ticket::Frontend::AgentTicketSMSOutbound###DynamicField

Dynamic fields shown in the SMS outbound screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketSMSOutbound###FormDraft

Allows to save current work as draft in the SMS outbound screen of the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketSMSOutbound###IsVisibleForCustomerDefault

Defines if the message in the SMS outbound screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketSMSOutbound###Permission

Required permissions to use the SMS outbound screen in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- compose
```

Ticket::Frontend::AgentTicketSMSOutbound###RequiredLock

Defines if a ticket lock is required in the SMS outbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketSMSOutbound###StateDefault

Defines the default next state of a ticket after the message has been sent, in the SMS outbound screen of the agent interface.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketSMSOutbound###StateType

Defines the next possible states after sending a message in the SMS outbound screen of the agent interface.

Thamani chaguo-msingi:

```

---
- open
- closed
- pending reminder
- pending auto
  
```

160. Frontend → Agent → View → TicketSearch

Ticket::Frontend::AgentTicketSearch###ArticleCreateTime

Inahusisha muda wa kutengeneza makala katika utafutaji wa tiketi wa kiolesura cha wakala.

Thamani chaguo-msingi:

```

--- 0
  
```

Ticket::Frontend::AgentTicketSearch###DefaultColumns

Columns that can be filtered in the ticket search result view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```

---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
  
```

Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimePoint

Inafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```

--- ''
  
```

Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimeSlot

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###CustomerID

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###CustomerUserLogin

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###DynamicField

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi. Mfano: "Kibonye" lazima iwe na jina la uga wenye nguvu kwa hapa ni 'X', "Maudhui" lazima iwe na thamani ua uga wenye nguvu kutegemeana na aina ya uga wenye nguvu, Matini:'Matini', Kunjuzi: '1', Tarehe/Muda: Mwaka wa kuanza wa majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa=1974; Mwezi wa kuanza wa majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa=01; Siku ya kuanza ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa=26; Saa ya kuanza ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =00; Dakika ya kuanza ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa = 00; Sekunde ya kuanza ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa = 00; Mwaka wa kuisha wa majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =2013; Mwezi wa kuisha wa majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =01; Siku ya kuisha ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =26; Saa ya kuisha ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =23; Dakika ya kuisha ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =59; Sekunde ya kuisha ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =59; na au Umbizo la pointi ya muda X ya uga wenye nguvu uliotafutafutwa = Week; Mwanzo wa pointi ya muda X ya uga wenye nguvu uliotafutafutwa = Kabla; Thamani ya pointi ya muda X ya uga wenye nguvu uliotafutafutwa = 7;

This setting can be overridden in the user preferences.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###Fulltext

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting can be overridden in the user preferences.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Body

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Cc

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_From

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Subject

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_To

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###QueueIDs

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###SLAIDs

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###SearchInArchive

Defines the default shown ticket search attribute for ticket search screen (AllTickets/ArchivedTickets/NotArchivedTickets).

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###ServiceIDs

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###StateIDs

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimePoint

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimeSlot

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimePoint

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimeSlot

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimePoint

Data chaguo msingi kutumika katika sifa kwa ajili ya skrini ya kutafuta ya tiketi. Mfano: "Umbizo la Muda la Kutengeneza Tiketi= mwaka; Mwanzo wa Muda wa kutengeneza tiketi= Mwisho; Pointi ya muda wa kutengeneza tiketi=2;".

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimeSlot

Data chaguo-msingi kutumia katika sifa kwa ajili ya skrini ya kutafuta ya tiketi: "Mwaka wa kuanza wa muda wa kutengeneza tiketi=2010; Mwezi wa kuanza wa muda wa kutengeneza tiketi=10; Siku ya kuanza ya muda wa kutengeneza tiketi=4; Mwaka wa kuacha wa muda wa kutengeneza tiketi =2010; Mwezi wa kuacha wa muda wa kutengeneza tiketi = 11; Siku ya kuacha ya muda wa kutengeneza tiketi=3;".

This setting is not active by default.

Thamani chaguo-msingi:

Ticket::Frontend::AgentTicketSearch###Defaults###TicketEscalationTimePoint

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketSearch###Defaults###TicketEscalation-TimeSlot

Inafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketSearch###Defaults###TicketNumber

Inafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketSearch###Defaults###Title

Inafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

--- ''

Ticket::Frontend::AgentTicketSearch###DynamicField

Dynamic fields shown in the ticket search screen of the agent interface.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketSearch###ExtendedSearchCondition

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

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketSearch###GlobalProfileGroup

Defines the groups whose agents can set up global search templates.

Thamani chaguo-msingi:

```
---  
- admin
```

Ticket::Frontend::AgentTicketSearch###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi katika matokeo ya utafutaji ya tiketi ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Down
```

Ticket::Frontend::AgentTicketSearch###SearchArticleCSVTree

Inahamisha mti wa makala yote katika majibu ya utafutajii (inaweza athiri utendaji wa mfumo).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketSearch###SearchCSVData

Data zinazotumika kuhamisha matokeo ya kutafuta katika umbizo la CSV.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- TicketNumber  
- Age  
- Created  
- Closed  
- FirstLock  
- FirstResponse  
- State  
- Priority  
- Queue  
- Lock  
- Owner  
- UserFirstname  
- UserLastname  
- CustomerID  
- CustomerName  
- From  
- Subject  
- AccountedTime  
- ArticleTree  
- SolutionInMin  
- SolutionDiffInMin  
- FirstResponseInMin  
- FirstResponseDiffInMin
```

Ticket::Frontend::AgentTicketSearch###SearchCSVDynamicField

Uga zenye nguvu zimetumika kuhamisha majibu ya utafutaji katika umbizo la CSV

Thamani chaguo-msingi:

```
--- {}
```


Ticket::Frontend::AgentTicketSearch###SearchLimit

Namba ya upeo wa juu wa tiketi zitakazo onyeshwa katika matokeo katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '2000'
```

Ticket::Frontend::AgentTicketSearch###SearchPageShown

Namba ta tiketi zitakazoonyeshwa katika kila ukurasa wa matokeo ya utafutaji katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '40'
```

Ticket::Frontend::AgentTicketSearch###SearchViewableTicketLines

Namba ya mistari (kwa kila tiketi) ambazo zinaonyeshwa na kifaa ha utafutaji katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '10'
```

Ticket::Frontend::AgentTicketSearch###SortBy::Default

Inafafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga matokeo ya utafutaji wa tiketi ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

161. Frontend → Agent → View → TicketService

Ticket::Frontend::AgentTicketService###DefaultColumns

Columns that can be filtered in the service view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```
---  
Age: '2'  
Changed: '1'  
Created: '1'  
CustomerCompanyName: '1'  
CustomerID: '2'  
CustomerName: '1'
```

```

CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '2'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'

```

Ticket::Frontend::AgentTicketService###Order::Default

Inafanua utaratibu wa kupanga chaguo-msingi kwa huduma zote katika mazingira ya huduma, baada ya kupanga vipaumbele.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Up

Ticket::Frontend::AgentTicketService###PreSort::ByPriority

Inafanua kama upangaji wa awali kwa kipaumbele ufanywe kwenye mandhari ya kuona ya huduma.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

Ticket::Frontend::AgentTicketService###ServiceSort

Inapanga tiketi (kwa kupanda au kushuka) wakati foleni moja imechaguliwakatika mandhari ya huduma na baada ya tiketi kupangwa kwa kipaumbele. Thamani: 0 = kupanga (Ya zaman juu, chaguo msingi), 1 = Kushuka (Ya sasa juu). Tumia kitambulisho cha huduma kwa ajili ya ufunguo na 0 au 1 kwa ajili ya thamani.

This setting is not active by default.

Thamani chaguo-msingi:

```

---
'3': '0'
'7': '1'

```

Ticket::Frontend::AgentTicketService###SortBy::Default

Inafanua upangaji wa vigezo chaguo msingi kwa huduma zote zinazoonyeshwa kati-ka muonekano wa huduma.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Age

Ticket::Frontend::AgentTicketService###StripEmptyLines

Toa mistari iliyowazi katika mapitio ya tiketi katika mandhari ya huduma.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::AgentTicketService###ViewAllPossibleTickets

Inaonyesha tiketi zote za ro na rw katika mandhari ya kuona huduma.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

162. Frontend → Agent → View → TicketStatus

Ticket::Frontend::AgentTicketStatusView###DefaultColumns

Columns that can be filtered in the status view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```

---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'

```

Ticket::Frontend::AgentTicketStatusView###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi (Baada ya kupanga vipaumbele) katika mandhari ya kuona hali ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Down

Ticket::Frontend::AgentTicketStatusView###SortBy::Default

Inafafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika mandhari ya hali ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Age

Ticket::Frontend::AgentTicketStatusView###ViewableTicketsPage

Number of tickets to be displayed in each page.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '50'

163. Frontend → Agent → View → TicketWatch

Ticket::Frontend::AgentTicketWatchView###DefaultColumns

Columns that can be filtered in the watch view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```

---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'

```

Ticket::Frontend::AgentTicketWatchView###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi katika mandhari ya kuangalia ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Up

Ticket::Frontend::AgentTicketWatchView###SortBy::Default

Inafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika mandhari ya kuangalia ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Age

164. Frontend → Agent → View → TicketZoom

Ticket::Frontend::AgentTicketZoom###DynamicField

Dynamic fields shown in the sidebar of the ticket zoom screen of the agent interface.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketZoom###ProcessDisplay

Inaonyesha mipangilio ya inayobadilisha michaguo msingi kw aajili ya mchakato wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

 NavBarName: Processes
 WidgetTitle: Process Information

Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicField

Dynamic fields shown in the process widget in ticket zoom screen of the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicFieldGroups

Vikundi vya uga zenye nguvu kwa ajili ya mchakato wa kifaa. Ufunguo ndio jina la kikundi, thamani ina uga unatakaonyeshwa. Mfano 'Funguo => Kikundi Changu', 'Maudhui: Jina_X, Jina Y'.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- {}

Ticket::Frontend::AgentTicketZoom###Widgets###0100-TicketInformation

Agent ticket zoom widget that displays ticket data in the side bar.

Thamani chaguo-msingi:

```
---  
Async: '1'  
Location: Sidebar  
Module: Kernel::Output::HTML::TicketZoom::TicketInformation
```

Ticket::Frontend::AgentTicketZoom###Widgets###0200-CustomerInformation

Agent ticket zoom widget that displays customer information for the ticket in the side bar.

Thamani chaguo-msingi:

```
---  
Async: '1'  
Location: Sidebar  
Module: Kernel::Output::HTML::TicketZoom::CustomerInformation
```

Ticket::Frontend::AgentTicketZoom###Widgets###0210-ContactWithData

Agent ticket zoom widget that displays contact with data dynamic field in the side bar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Async: '1'  
Location: Sidebar  
Module: Kernel::Output::HTML::TicketZoom::ContactWithData
```

Ticket::Frontend::AgentTicketZoom###Widgets###0300-LinkTable

Agent ticket zoom widget that displays a table of objects linked to the ticket.

Thamani chaguo-msingi:

```
---  
Async: '1'  
Location: Main  
Module: Kernel::Output::HTML::TicketZoom::LinkTable
```

Ticket::Frontend::AgentTicketZoom###Widgets###0400-ProcessInformation

Agent ticket zoom widget that displays process information for the ticket.

Thamani chaguo-msingi:

```
---  
Async: '1'  
Location: Process  
Module: Kernel::Output::HTML::TicketZoom::ProcessInformation
```

Ticket::Frontend::AgentZoomExpand

Shows all the articles of the ticket (expanded) in the agent zoom view.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Ticket::Frontend::ArticleAttachmentModule###1-Download

Inaonyesha kiungo cha kupakua viambatanishi vya makala katika mandhari iliyokuzwa ya makala ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::ArticleAttachment::Download
```

Ticket::Frontend::ArticleAttachmentModule###2-HTML-Viewer

Inaonyesha kiungo kufikia viambatanishi vya makala kupitia mandhari ya mtandaoni ya html katika mandhari iliyokuzwa ya makala katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::ArticleAttachment::HTMLViewer
```

Ticket::Frontend::ArticlePreViewModule###1-PGP

Moduli ya taarifa ya makala ya kiolesura cha wakala kuangalia PGP.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::ArticleCheck::PGP
```

Ticket::Frontend::ArticlePreViewModule###2-SMIME

Moduli ya taarifa ya makala ya kiolesura cha wakala kuangalia S/MIME.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::ArticleCheck::SMIME
```

Ticket::Frontend::ArticleViewModule###1-PGP

Moduli ya taarifa ya makala ya kiolesura cha wakala kuangalia PGP.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::ArticleCheck::PGP
```

Ticket::Frontend::ArticleViewModule###1-SMIME

Moduli ya kiolesura cha wakala ya kuangalia barua pepe zinazoingia katika mandhari iliyokuzwa ya tiketi kama kibonye cha S/MIME kipo na kweli.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Module: Kernel::Output::HTML::ArticleCheck::SMIME
```

Ticket::Frontend::HTMLArticleHeightDefault

Weka urefu wa chaguo-msingi (katika pikseli) ya ndani ya makala ya HTML katika kikuzaji cha tiketi cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::HTMLArticleHeightMax

Weka upeo wa juu wa urefu (katika pikseli) ya ndani ya mstari wa makala za HTML katika kikuzaji cha tiketi cha wakala

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '2500'
```

Ticket::Frontend::MaxArticlesPerPage

Kima cha chini ya namba ya makala zinazoonyeshwa katika ukurasa mmoja katika kikuza cha wakala wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1000'
```

Ticket::Frontend::MaxArticlesZoomExpand

Kima cha juu cha namba ya makala imaongezwa katika ukurasa mmoja katika Kikuza cha wakala wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '400'
```

Ticket::Frontend::PlainView

Inaonyesha link kuona tiketi ya barua pepe iliyokuzwa katika matini wazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::TicketArticleFilter

Amilisha kichuja cha makala katika mandhari ya kukuza kubainisha makala ipi ionyeshwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::ZoomCollectMeta

Whether or not to collect meta information from articles using filters configured in Ticket::Frontend::ZoomCollectMetaFilters.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::ZoomCollectMetaFilters###CVE-Google

Defines a filter to collect CVE numbers from article texts in AgentTicketZoom. 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 won't work with the preview mode.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Meta:
  Name: CVE Google Search
  Target: _blank
  URL: http://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>
  URLPreview: ''
RegExp:
- (CVE|CAN)\-(\d{3,4})\-(\d{2,})
```

Ticket::Frontend::ZoomCollectMetaFilters###CVE-Mitre

Defines a filter to collect CVE numbers from article texts in AgentTicketZoom. 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 won't work with the preview mode.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Meta:
  Name: CVE Mitre
  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>
RegExp:
- (CVE|CAN)\-(\d{3,4})\-(\d{2,})
```

Ticket::Frontend::ZoomCustomerTickets

Displays the number of all tickets with the same CustomerID as current ticket in the ticket zoom view.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::ZoomExpandSort

Inaonyesha makala zilizopangwa kawaida au kinyume, katika ukuzwaji wa tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- reverse
```

Ticket::Frontend::ZoomRichTextForce

Inaonyesha makala kama matini tajiri hata kama uandishi wa matini tajiri haujaruhusiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::ZoomAttachmentDisplayCount

Shows a count of attachments in the ticket zoom, if the article has attachments.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '20'
```

Ticket::ZoomTimeDisplay

Inaonyesha muda ulihesabiwa kwa ajili ya makala ya mandhari ya ukuzaji wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

165. Frontend → Agent → View → TicketZoom → ArticleAction

Ticket::Frontend::Article::Actions###Chat

Defines available article actions for Chat articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
```

```
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'
```

Ticket::Frontend::Article::Actions###Chat###AgentTicketSMSOutbound

Defines available article actions for SMS articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'
```

Ticket::Frontend::Article::Actions###Email

Defines available article actions for Email articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
AgentTicketBounce:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketBounce
  Prio: '300'
  Valid: '1'
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketEmailResend:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketEmailResend
  Prio: '900'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketMessageLog:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketMessageLog
  Prio: '550'
  Valid: '1'
AgentTicketNote:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketNote
  Prio: '800'
  Valid: '1'
AgentTicketPhone:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPhone
  Prio: '400'
  Valid: '1'
AgentTicketPlain:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPlain
  Prio: '600'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
```

```
Valid: '1'
```

Ticket::Frontend::Article::Actions###Email###AgentTicketSMSOutbound

Defines available article actions for SMS articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'
```

Ticket::Frontend::Article::Actions###Internal

Defines available article actions for Internal articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
AgentTicketBounce:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketBounce
  Prio: '300'
  Valid: '1'
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketNote:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketNote
  Prio: '800'
  Valid: '1'
AgentTicketPhone:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPhone
  Prio: '400'
  Valid: '1'
AgentTicketPlain:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPlain
  Prio: '600'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'
```

Ticket::Frontend::Article::Actions###Internal###AgentTicketSMSOutbound

Defines available article actions for SMS articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'
```

Ticket::Frontend::Article::Actions###Invalid

Defines available article actions for invalid articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
GetHelpLink:
  Module: Kernel::Output::HTML::ArticleAction::GetHelpLink
  Prio: '100'
  Valid: '1'
ReinstallPackageLink:
  Module: Kernel::Output::HTML::ArticleAction::ReinstallPackageLink
  Prio: '200'
  Valid: '1'
```

Ticket::Frontend::Article::Actions###Phone

Defines available article actions for Phone articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
AgentTicketBounce:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketBounce
  Prio: '300'
  Valid: '1'
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketNote:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketNote
  Prio: '800'
  Valid: '1'
AgentTicketPhone:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPhone
  Prio: '400'
  Valid: '1'
AgentTicketPlain:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPlain
  Prio: '600'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'
```

Ticket::Frontend::Article::Actions###Phone###AgentTicketSMSOutbound

Defines available article actions for SMS articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

```
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'
```

Ticket::Frontend::Article::Actions###SMS

Defines available article actions for SMS articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
AgentTicketSMSOutbound:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
  Prio: '50'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'
```

166. Frontend → Agent → View → TicketZoom → MenuModule

Ticket::Frontend::MenuModule###000-Back

Shows a link in the menu to go back in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: ''
ClusterName: ''
ClusterPriority: ''
Description: Go back
Link: "[% Env("LastScreenOverview") %];TicketID=[% Data.TicketID | html %]"
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Back
PopupType: ''
Target: ''
```

Ticket::Frontend::MenuModule###100-Lock

Shows a link in the menu to lock/unlock tickets in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketLock
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Lock / unlock this ticket
Module: Kernel::Output::HTML::TicketMenu::Lock
Name: Lock
Target: ''
```

Ticket::Frontend::MenuModule###200-History

Shows a link in the menu to access the history of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketHistory
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Show the history for this ticket
Link: Action=AgentTicketHistory;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: History
PopupType: TicketHistory
Target: ''
```

Ticket::Frontend::MenuModule###210-Print

Shows a link in the menu to print a ticket or an article in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketPrint
ClusterName: ''
ClusterPriority: ''
Description: Print this ticket
Link: Action=AgentTicketPrint;TicketID=[% Data.TicketID | html %]
LinkParam: target="print"
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Print
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###300-Priority

Shows a link in the menu to see the priority of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketPriority
ClusterName: ''
```

```
ClusterPriority: ''
Description: Change the priority for this ticket
Link: Action=AgentTicketPriority;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Priority
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###310-FreeText

Shows a link in the menu to add a free text field in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketFreeText
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Change the free fields for this ticket
Link: Action=AgentTicketFreeText;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Free Fields
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###320-Link

Shows a link in the menu that allows linking a ticket with another object in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentLinkObject
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Link this ticket to other objects
Link: Action=AgentLinkObject;SourceObject=Ticket;SourceKey=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Link
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###400-Owner

Shows a link in the menu to change the owner of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketOwner
ClusterName: People
ClusterPriority: '430'
```



```
Description: Change the owner for this ticket
Link: Action=AgentTicketOwner;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Owner
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###410-Responsible

Shows a link in the menu to change the responsible agent of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketResponsible
ClusterName: People
ClusterPriority: '430'
Description: Change the responsible for this ticket
Link: Action=AgentTicketResponsible;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Responsible
Name: Responsible
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###420-Attachments

Inaonyesha viambatanisho vyote vinavyopatikana katika tiketi.

Thamani chaguo-msingi:

```
---
Action: AgentTicketAttachmentView
ClusterName: Miscellaneous
ClusterPriority: '999'
Description: View all attachments of the current ticket.
Link: Action=AgentTicketAttachmentView;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::AttachmentView
Name: Attachments
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###420-Customer

Shows a link in the menu to change the customer who requested the ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketCustomer
ClusterName: People
ClusterPriority: '430'
Description: Change the customer for this ticket
Link: Action=AgentTicketCustomer;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Customer
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###420-Note

Shows a link in the menu to add a note in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketNote
ClusterName: Communication
ClusterPriority: '435'
Description: Add a note to this ticket
Link: Action=AgentTicketNote;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Note
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###425-Phone Call Outbound

Shows a link in the menu to add a phone call outbound in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketPhoneOutbound
ClusterName: Communication
ClusterPriority: '435'
Description: Add an outbound phone call to this ticket
Link: Action=AgentTicketPhoneOutbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Phone Call Outbound
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###426-Phone Call Inbound

Shows a link in the menu to add a phone call inbound in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketPhoneInbound
ClusterName: Communication
ClusterPriority: '435'
Description: Add an inbound phone call to this ticket
Link: Action=AgentTicketPhoneInbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Phone Call Inbound
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###427-Email Outbound

Shows a link in the menu to send an outbound email in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by

using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketEmailOutbound
ClusterName: Communication
ClusterPriority: '435'
Description: Send new outgoing mail from this ticket
Link: Action=AgentTicketEmailOutbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: E-Mail Outbound
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###429-SMS Outbound

Shows a link in the menu to send an outbound SMS in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketSMSOutbound
ClusterName: Communication
ClusterPriority: '435'
Description: Send new outgoing SMS from this ticket
Link: Action=AgentTicketSMSOutbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::SMS
Name: SMS Outbound
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###430-Merge

Shows a link in the menu that allows merging tickets in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketMerge
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Merge this ticket and all articles into another ticket
Link: Action=AgentTicketMerge;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Merge
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###440-Pending

Shows a link in the menu to set a ticket as pending in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketPending
ClusterName: ''
ClusterPriority: ''
Description: Set this ticket to pending
Link: Action=AgentTicketPending;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Pending
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###448-Watch

Shows a link in the menu for subscribing / unsubscribing from a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketWatcher
ClusterName: ''
ClusterPriority: ''
Description: Watch this ticket
Module: Kernel::Output::HTML::TicketMenu::TicketWatcher
Name: Watch
Target: ''
```

Ticket::Frontend::MenuModule###450-Close

Shows a link in the menu to close a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketClose
ClusterName: ''
ClusterPriority: ''
Description: Close this ticket
Link: Action=AgentTicketClose;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Close
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###460-Delete

Shows a link in the menu to delete a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
```

```

Action: AgentTicketMove
ClusterName: ''
ClusterPriority: ''
Description: Delete this ticket
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Delete
PopupType: ''
Target: ''

```

Ticket::Frontend::MenuModule###470-Junk

Shows a link to set a ticket as junk in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

This setting is not active by default.

Thamani chaguo-msingi:

```

---
Action: AgentTicketMove
ClusterName: ''
ClusterPriority: ''
Description: Mark this ticket as junk!
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Junk
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Spam
PopupType: ''
Target: ''

```

Ticket::Frontend::MenuModule###480-Process

Inaonyesha kiungo kwenye menyu kuandikisha tiketi katika mchakato katika mandhari iliyokuzwa ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```

---
Action: AgentTicketProcess
Cluster: ''
Description: Enroll process for this ticket
Link: Action=AgentTicketProcess;IsProcessEnroll=1;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Process
Name: Process
PopupType: TicketAction
Target: ''

```

Ticket::Frontend::MenuModule###500-ExternalLink

Shows link to external page in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```

---
Action: ''
ClusterName: Miscellaneous
ClusterPriority: ''
Description: Open an external link!
ExternalLink: '1'
Link: http://external-application.test/app/index.php?TicketID=[% Data.TicketID %]&queue_id=[%

```

```
Data.QueueID %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: External Link
PopupType: ''
Target: _blank
```

Ticket::Frontend::MenuModule###550-Appointment

Shows a link in the menu for creating a calendar appointment linked to the ticket directly from the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentAppointmentCalendarOverview
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Create a new calendar appointment linked to this ticket
Link:
  Action=AgentAppointmentCalendarOverview;Subaction=AppointmentCreate;PluginKey=0100-
  Ticket;ObjectID=[%
  Data.TicketID | uri %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: New Appointment
PopupType: ''
Target: ''
```

167. Frontend → Base

AttachmentDownloadType

Inaruhusu kuchagua kati ya kuonyesha viambatisho vya tiketi katika kivinjari (ndani ya mstari) au kuzifanya ziweze kupakuliwa (kiambatisho)

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- attachment
```

DefaultLanguage

Inafafanua lugha ya mazingira ya mbele chaguo msingi. Thamani zote ziwazekana zinaamuliwa na mafaili ya lugha yaliyopo katika mfumo (Angalia mpangilio ujao).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- en
```

DefaultTheme

Defines the default front-end (HTML) theme to be used by the agents. If you like, you can add your own theme. Please refer the administrator manual located at <http://otrs.github.io/doc/>.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Standard
```

DefaultTheme::HostBased

It is possible to configure different themes to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a valid theme on your system. Please see the example entries for the proper form of the regex.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
host1\.example\.com: SomeTheme1  
host2\.example\.com: SomeTheme2
```

DefaultUsedLanguages

Defines all the languages that are available to the application. Specify only English names of languages here.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
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  
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  
ms: Malay  
nb_NO: Norwegian  
nl: Dutch  
pl: Polish  
pt: Portuguese  
pt_BR: Portuguese (Brasil)  
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)
```

DefaultUsedLanguagesNative

Defines all the languages that are available to the application. Specify only native names of languages here.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
ar_SA: العربية
bg: Български
ca: Català
cs: Český
da: Dansk
de: Deutsch
el: Ελληνικά
en: English (United States)
en_CA: English (Canada)
en_GB: English (United Kingdom)
es: Español
es_CO: Español (Colombia)
es_MX: Español (México)
et: Eesti
fa: فارسی
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: 한국어
lt: Lietuvių kalba
lv: Latvijai
ms: Melayu
nb_NO: Norsk bokmål
nl: Nederlandse
pl: Polski
pt: Português
pt_BR: Português Brasileiro
ru: Русский
sk_SK: Slovenčina
sl: Slovenščina
sr_Cyrl: Српски
sr_Latn: Srpski
sv: Svenska
sw: Kiswahili
th_TH: #####
tr: Türkçe
uk: Українська
vi_VN: Việt Nam
zh_CN: 简体中文
zh_TW: 正體中文
```

DefaultViewLines

Inaweka namba ya mistari ambayo inaonyeshwa katika ujumbe wa maneno (mfano mistari ya tiketi katika foleni iliyokuzwa).

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '6000'

DefaultViewNewLine

Kigawa mstari otomatiki katika ujumbe wa maneno baada ya namba x ya herufi.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '90'

DisableContentSecurityPolicy

Disable HTTP header "Content-Security-Policy" to allow loading of external script contents. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing!

Thamani chaguo-msingi:

--- 0

DisableIFrameOriginRestricted

Disable HTTP header "X-Frame-Options: SAMEORIGIN" to allow OTRS to be included as an IFrame in other websites. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing!

Thamani chaguo-msingi:

--- 0

FirstnameLastnameOrder

Inabainisha mpangilio ambao jina la kwanza na jina la mwisho ya mawakala yataonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Frontend::AjaxDebug

Delivers extended debugging information in the frontend in case any AJAX errors occur, if enabled.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

Frontend::DebugMode

Wezesha au lemaza hali tumizi ya ueuzi badala ya kiolesura cha mazingira ya mbele.

Thamani chaguo-msingi:

--- 0

Frontend::MenuDragDropEnabled

Washa kokota na dondosha kwa ajili wa uabiri mkuu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Frontend::PrefixPath

Needed for operation behind a reverse proxy with a prefix path. Specify with leading, but without trailing slash (e.g. '/prefix/path').

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Frontend::RichText

Inatumia makala tajiri kwa kuangalia na kuhariri: makala, salamu, saini, vielezo vyenye viwango, majibu otomatiki na taarifa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Frontend::RichText::DefaultCSS

Inafafanua CSS chaguo-msingi inayotumika katika wahariri wa matini tondoti.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::RichText::EnhancedMode

Inafafanua kama hali timizi ya uimarishaji itumike (Wezesha matumizi ya jedwali, kubadilisha, hati chini, hati juu, Bandika kutoka kwenye Word, n.k.).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Frontend::RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).refu wa

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '320'
```

Frontend::RichTextPath

Inafafanua njia ya mhariri wa nakala tajiri ya URL.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '620'
```

Frontend::TemplateCache

Wezesha au lemaza uhifadhi muda wa violezo. ONYO: usilemaze uhifadhi muda wa kiolezo kwa ajili ya mazingira ya uzalishaji itasababisha kushuka kwa utendaji! mpangilio huu ulemazwe kwa sababu za ueuaji!

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Frontend::Themes

Amilisha dhima zinazopatikana katika mfumo. Thamani 1 inamaanisha amilifu, 0 inamaanisha isiyoamilifu.

Thamani chaguo-msingi:

```
---  
Lite: '0'  
Standard: '1'
```

HTTPSForceRedirect

Whether to force redirect all requests from http to https protocol. Please check that your web server is configured correctly for https protocol before enable this option.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

HttpType

Inafafanua aina ya itifaki, inayotumika na seva ya tovuti, kuihudumia programu tumizi. Itifaki ya https itatumika badala ya http iliyowazi, laizma ibainishwe hapa. Kutokana na kutokuwa na madhara katika mipangilio ya wavuti au tabia, haitabadilisha namna ya kufikia programu tumizi na, kama haipo sahihi haitokuzuia wewe kuingia kwenye programu tumizi. Mpangilio huu unatumika kama thamani inayobadilika tu, aina ya OTRS_CONFIG_Http ambayo ipo katika namna zote za ujumbe zinazotumika na programu tumizi, kujenga viunganishi kwenda kwenye tiketi ndani ya mfumo wako.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- http
```

OutOfOfficeMessageTemplate

Defines out of office message template. Two string parameters (%s) available: end date and number of days left.

Thamani chaguo-msingi:

```
--- '*** out of office until %s (%s d left) ***'
```

WebMaxFileUpload

Inafanua upeo wa juu wa ukubwa (katika baiti) kwa ajili ya kupakia faili kwa kivin-jari. Onyo: kuwekea chaguo hili thamani ambayo ni ndogo sana inaweza kusababisha barakoa nyingi katika OTRS yako kuacha kufanya kazi (Pengine barakoa inayochukua miingizo kutoka kwa mtumiaji)

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '24000000'
```

WebUploadCacheModule

Inachagua moduli kushughulikia upakiaji kwa kupitia kiolesura cha wavuti. "DB" inahifadhi upakuaji wote katika hifadhi data, "FS" inatumia mfumo wa faili.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Kernel::System::Web::UploadCache::DB
```

168. Frontend → Base → Loader

Loader::Agent::CommonCSS###000-Framework

Orodha ya mafaili ya CSS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Core.Reset.css
- Core.Default.css
- Core.Header.css
- Core.OverviewControl.css
- Core.OverviewSmall.css
- Core.OverviewMedium.css
- Core.OverviewLarge.css
- Core.Footer.css
- Core.PageLayout.css
- Core.Form.css
- Core.Table.css
- Core.Login.css
- Core.Widget.css
- Core.WidgetMenu.css
- Core.TicketDetail.css
- Core.Tooltip.css
- Core.Dialog.css
- Core.InputFields.css
- Core.Print.css
- Core.Animations.css
```

```
- Core.DocumentSearch.css
```

Loader::Agent::CommonCSS###001-Daemon

Orodha ya mafaili ya CSS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- Core.Agent.Daemon.css
```

Loader::Agent::CommonCSS###200-FAQ

Orodha ya mafaili ya CSS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- Core.Agent.FAQ.Default.css
```

Loader::Agent::CommonJS###000-Framework

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- thirdparty/jquery-3.2.1/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-3.3.4/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  
- Core.Form.Validate.js  
- Core.Agent.js  
- Core.Agent.Search.js  
- Core.Agent.DocumentSearch.js  
- Core.Agent.CustomerInformationCenterSearch.js  
- Core.Agent.CustomerSearch.js  
- Core.Agent.CustomerUserInformationCenterSearch.js  
- Core.Agent.Header.js  
- Core.UI.Notification.js  
- Core.Agent.Responsive.js
```

Loader::Agent::CommonJS###001-Daemon

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- Core.Agent.Daemon.js
```

Loader::Agent::CommonJS###001-JQueryMigrate

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
- thirdparty/jquery-migrate-3.0.0/jquery-migrate.js
```

Loader::Agent::CommonJS###002-Ticket

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- Core.Agent.Chat.Toolbar.js  
- Core.VideoChat.js  
- thirdparty/adaptter.js-6.4.0/adaptter.js
```

Loader::Agent::CommonJS###100-CKEditor

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- thirdparty/ckeditor-4.7.0/ckeditor.js
```

Loader::Agent::CommonJS###200-DynamicFieldContactWithData

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- Core.Agent.DynamicFieldContactWithDataSearch.js
```

Loader::Agent::CommonJS###200-FAQ

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- Core.Agent.FAQ.TicketCompose.js
```

Loader::Agent::DefaultSelectedSkin

Gamba la wakala la Jina la ndani ambalo linatumika katika kiolesura cha wakala. Tafadhali angali magamba yanayopatikana katika Mazingira ya mbele::wakala::Magamba.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- default
```

Loader::Agent::DefaultSelectedSkin::HostBased

Inawezekana kusanidi magamba tofauti, kwa mfano kutofautisha kati mawakala tofauti, wataokaotumika katika kila huduma kwenye kikoa katika programu tumizi. Kwa kutumia imizo la kawaida (regex), unaweza kusanidi jozi ya yaliyomo/kibonye kulanishisha kikoa. Thamani katika "Kibonye" ilandane na kikoa, na thamani kwenye "Yaliyomo" iwe gamba batili katika mfumo wako. Tafadhali ona maingizo ya mfano kwa ajili fomu sahihi ya imizo la kawaida.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
host1\example\com: SomeSkin1  
host2\example\com: SomeSkin2
```

Loader::Agent::ResponsiveCSS###000-Framework

List of responsive CSS files to always be loaded for the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- Core.Responsive.css
```

Loader::Agent::Skin###000-default

Gamba chaguo-msingi kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---  
Description: The Default skin of OTRS.  
HomePage: www.otrs.org  
InternalName: default  
VisibleName: OTRS
```

Loader::Agent::Skin###001-slim

Gamba chaguo-msingi kwa jili ya kiolesura cha wakala (toleo jembamba).

Thamani chaguo-msingi:

```
---  
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
```

Loader::Agent::Skin###002-high-contrast

High contrast skin for visually impaired users.

Thamani chaguo-msingi:

```
---  
Description: High contrast skin for visually impaired users.  
HomePage: www.otrs.com  
InternalName: highcontrast  
VisibleName: High Contrast
```

Loader::Enabled::CSS

If enabled, OTRS will deliver all CSS files in minified form.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Loader::Enabled::JS

Kama imezeshwa, OTRS itawasilisha mafaili yote ya JavaScript katika umbo dogo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

169. Frontend → Base → NavBarModule

Frontend::AdminModuleGroups###001-Framework

Defines available groups for the admin overview screen.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
Administration:  
  Order: '6000'  
  Title: Administration  
Automation:  
  Order: '4000'  
  Title: Processes & Automation  
Communication:  
  Order: '2000'  
  Title: Communication & Notifications  
External:  
  Order: '4500'  
  Title: External Interface
```



```
Miscellaneous:
  Order: '7000'
  Title: Miscellaneous
OTRSGroup:
  Order: '5000'
  Title: OTRS Group Services
Ticket:
  Order: '1000'
  Title: Ticket Settings
Users:
  Order: '3000'
  Title: Users, Groups & Roles
```

170. Frontend → Base → OutputFilter

Frontend::Output::FilterText###AAAURL

Fafanua chujio linalochanganua nakala katika makala, ili kutoa mwonozo kwa URL.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::FilterText::URL
Templates:
  AgentTicketZoom: '1'
```

Frontend::Output::FilterText###OutputFilterTextAutoLink

Inafafanua kichujio kushughulikia matini katika makala, ili kuonyesha maneno muhimu yaliyofafanuliwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::FilterText::AutoLink
Templates:
  AgentTicketZoom: '1'
```

Frontend::Output::OutputFilterTextAutoLink###Bugtraq

Inafafanua kichujio cha matokeo ya html ili kuongeza viunganishi nyuma ya namba za bugtraq. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
RegExp:
- Bugtraq[\s\w\?ID[\s\w\?]:[\s\w\?](\d{2,8})
- Bugtraq[\s\w\?ID[\s\w\?](\d{2,8})
- Bugtraq[\s\w\?:[\s\w\?](\d{2,8})
- Bugtraq[\s\w\?](\d{2,8})
- BID[\s\w\?:[\s\w\?](\d{2,8})
- BID[\s\w\?](\d{2,8})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Security Focus
  Image: http://www.securityfocus.com/favicon.ico
  Target: _blank
  URL: http://www.securityfocus.com/bid/<MATCH1>/info
URL2:
```

```

Description: Google
Image: http://www.google.de/favicon.ico
Target: _blank
URL: http://google.com/search?q=<MATCH>

```

Frontend::Output::OutputFilterTextAutoLink###CVE

Inafafanua kichujio cha matokeo ya html ili kuongeza viungo nyuma ya namba za CVE. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```

---
RegExp:
- (CVE|CAN)\-(\d{3,4})\-(\d{2,})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Mitre
  Image: http://cve.mitre.org/favicon.ico
  Target: _blank
  URL: http://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-<MATCH3>
URL2:
  Description: Google
  Image: http://www.google.de/favicon.ico
  Target: _blank
  URL: http://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>
URL3:
  Description: US-CERT NVD
  Image: http://nvd.nist.gov/favicon.ico
  Target: _blank
  URL: http://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>-<MATCH2>-<MATCH3>

```

Frontend::Output::OutputFilterTextAutoLink###FAQ

Kichujio cha matokeo ya HTML ili kuongeza viungo kwa tungo zilizo fafanuliwa. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```

---
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>

```

Frontend::Output::OutputFilterTextAutoLink###MSBulletins

Inafafanua kichujio cha matokeo ya html ili kuongeza viunganishi nyuma ya namba za MSBulletin. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
```

```

RegExp:
- MS[^A-Za-z]{0,5}(\d\d)?.?(\d{2,4})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Microsoft Technet
  Image: http://www.microsoft.com/favicon.ico
  Target: _blank
  URL: http://www.microsoft.com/technet/security/bulletin/MS<MATCH1>-<MATCH2>.aspx
URL2:
  Description: Google
  Image: http://www.google.de/favicon.ico
  Target: _blank
  URL: http://google.com/search?q=MS<MATCH1>-<MATCH2>

```

Frontend::Output::OutputFilterTextAutoLink###Setting1

Inafafanua kichujio cha matokeo ya html ili kuongeza viunganishi nyuma ya tungo zilizo fafanuliwa. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```

---
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

```

Frontend::Output::OutputFilterTextAutoLink###Setting2

Inafafanua kichujio cha matokeo ya html ili kuongeza viunganishi nyuma ya tungo zilizo fafanuliwa. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```

---
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
Target: _blank
URL: URL

171. Frontend → External

ExternalFrontend::CustomizationColors

List of colors in hexadecimal RGB which will be available for selection during customization of the external interface. Make sure the colors are dark enough so white text can be overlaid on them.

Thamani chaguo-msingi:

```
--  
- '#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'
```

ExternalFrontend::DefaultLanguage

Defines the method for determining the default language in the external interface. 'Auto-detect' will set language based on the user browser configuration. 'System de-

fault' will use configured value of the DefaultLanguage setting. Please note that once a user overrides the default language, their choice will be honored in the future.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Browser
```

ExternalFrontend::LanguageFallback

Defines fallback language for the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- en
```

ExternalFrontend::Languages

List of languages which will be available in external frontend. Please, make sure that it contains value selected in ExternalFrontend::LanguageFallback.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- en  
- en_CA  
- en_GB  
- de  
- es  
- es_MX  
- hu  
- zh_CN  
- pt_BR  
- fr
```

ExternalFrontend::StateMap

Defines state name map for external interface.

Thamani chaguo-msingi:

```
--- {}
```

172. Frontend → External → Auth

ExternalFrontend::Auth::LoginURL

Defines an alternate login URL for the external interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- http://host.example.com/cgi-bin/login.pl
```

ExternalFrontend::Auth::LogoutURL

Defines an alternate logout URL for the external interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- http://host.example.com/cgi-bin/logout.pl
```

173. Frontend → External → Menu

ExternalFrontend::Menu###Bottom

Bottom menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo' arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. 'Name' defines the displayed link text and 'Description' will be shown in a tooltip on hover. 'Link' is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. 'IsPublic' defines if the link will be shown to unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Target' will define link's target attribute, please use '_blank' for opening in a new tab. 'Prio' determines the order of the links, with smaller numbers displayed first.

Thamani chaguo-msingi:

```
---
- Description: Knowledge base.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /knowledge-base
  Name: Knowledge Base
  Prio: '100'
  Target: ''
- Description: Service catalogue.
  Group: []
  GroupRo: []
  IsPublic: '0'
  Link: /service-catalogue
  Name: Service Catalogue
  Prio: '200'
  Target: ''
- Description: Privacy policy example.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /c/privacy-policy-example
  Name: Privacy Policy Example
  Prio: '300'
  Target: ''
- Description: Imprint example.
  Group: []
  GroupRo: []
  IsPublic: ''
  Link: /c/imprint-example
  Name: Imprint Example
  Prio: '400'
  Target: ''
- Description: Copyright notice.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: https://otrs.com
  Name: Copyright 2018 OTRS
  Prio: '500'
  Target: ''
```

ExternalFrontend::Menu###Main

Main menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo'

arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. 'Name' defines the displayed link text and 'Description' will be shown in a tooltip on hover. 'Link' is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. 'IsPublic' defines if the link will be shown to unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Target' will define link's target attribute, please use '_blank' for opening in a new tab. 'Prio' determines the order of the links, with smaller numbers displayed first.

Thamani chaguo-msingi:

```

---
- Description: Knowledge base.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /knowledge-base
  Name: Knowledge Base
  Prio: '100'
  Target: ''
- Description: Service catalogue.
  Group: []
  GroupRo: []
  IsPublic: '0'
  Link: /service-catalogue
  Name: Service Catalogue
  Prio: '200'
  Target: ''
- Description: Custom link 2.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /error
  Name: Custom Link 2
  Prio: '300'
  Target: ''
- Description: Custom link 3.
  Group: []
  GroupRo: []
  IsPublic: ''
  Link: /ticket/overview
  Name: Custom Link 3
  Prio: '400'
  Target: ''

```

ExternalFrontend::Menu###Top

Top menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo' arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. 'Name' defines the displayed link text and 'Description' will be shown in a tooltip on hover. 'Link' is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. 'IsPublic' defines if the link will be shown to unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Target' will define link's target attribute, please use '_blank' for opening in a new tab. 'Prio' determines the order of the links, with smaller numbers displayed first.

Thamani chaguo-msingi:

```

---
- Description: Custom Link 1.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /home
  Name: Custom Link 1

```

Prio: '100'
Target: ''

174. Frontend → External → PrivacyNotice

ExternalFrontend::PrivacyNotice

Defines privacy notice configuration for the external interface. The notice will be shown to all users until they accept the privacy policy.

Thamani chaguo-msingi:

```
---
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:
  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。

```

175. Frontend → External → Route

ExternalFrontend::Route###001-Framework

Defines the application routes for the external interface. Additional routes are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo' arrays can be used to limit access of the route to members of certain groups with RW and RO permissions respectively. 'Path' defines the relative path of the route, and 'Alias' can be used for specifying an alternative path. 'Component' is the path of the Vue component responsible for displaying the route content, relative to the Components/Route folder in the app. 'IsPublic' defines if the route will be accessible for unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Props' can be used to signal that the path contain dynamic segments, and that their values should be bound to the component as props (use '1' to turn on this feature).

Thamani chaguo-msingi:

```

---
- 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'
  Path: /error
  Props: '1'
- Alias: ''
  Component: AccountResetPage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /account/reset/:token
  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: ''
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'

```

ExternalFrontend::Route###999-Development

Defines the application routes for the external interface. Additional routes are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo' arrays can be used to limit access of the route to members of certain groups with RW and RO permissions respectively. 'Path' defines the relative path of the route, and 'Alias' can be used for specifying an alternative path. 'Component' is the path of the Vue component responsible for displaying the route content, relative to the Components/Route folder in the app. 'IsPublic' defines if the route will be accessible for unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Props' can be used to signal that the path contains dynamic segments, and that their values should be bound to the component as props (use '1' to turn on this feature).

Thamani chaguo-msingi:

```
- Alias: ''
  Component: DesignSandbox
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /sandbox
  Props: ''
```

176. Frontend → External → View → KnowledgeBaseDetail

ExternalFrontend::KnowledgeBaseDetailView###DynamicField

Dynamic fields shown in the knowlegde base detail view of the external interface.

Thamani chaguo-msingi:

```
--- {}
```

177. Frontend → External → View → Preferences

CustomerPersonalPreference###Avatar

Inafanua vigezo vyote vya kipengele hiki katika mapendeleo ya mteja.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Upload your avatar image.
Key: Avatar
Label: Avatar
Module: Kernel::WebApp::Util::UserPreferenceType::Avatar
PrefKey: UserAvatar
PreferenceGroup: General
Prio: '0100'
```

CustomerPersonalPreference###GoogleAuthenticatorSecretKey

Inafanua vigezo vya usanidi vya kipengele hiki, vitaonyeshwa katika mandhari ya mapendeleo.

Thamani chaguo-msingi:

```
---
Active: '1'
Block: Input
Desc: Enter your shared secret to enable two factor authentication.
Key: Shared Secret
Label: Google Authenticator
Module: Kernel::WebApp::Util::UserPreferenceType::Generic
PrefKey: UserGoogleAuthenticatorSecretKey
PreferenceGroup: Security
Prio: '1100'
ValidateRegex: ^([A-Z2-7]{16})$
ValidateRegexMessage: The secret you supplied is invalid. The secret must only contain letters (A-Z, uppercase) and numbers (2-7) and must consist of 16 characters.
```

CustomerPersonalPreference###Language

Inafanua vigezo vyote vya kipengele hiki katika mapendeleo ya mteja.

Thamani chaguo-msingi:

```
---
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'
```

CustomerPersonalPreference###PGP

Inafanua vigezo vyote vya kipengele hiki katika mapendeleo ya mteja.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Upload your PGP key.
Key: PGP Key
Label: PGP Key
Module: Kernel::WebApp::Util::UserPreferenceType::File::PGP
PrefKey: UserPGPKey
PreferenceGroup: Security
Prio: '10000'
```

CustomerPersonalPreference###Password

Defines all the parameters for this item in the customer preferences. 'PasswordReg-Exp' allows to match passwords against a regular expression. Define the minimum number of characters using 'PasswordMinSize'. Define 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' controls the need of at least 1 digit (set to 0 or 1 to control).

Thamani chaguo-msingi:

```
---
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
PasswordMin2Characters: '0'
PasswordMin2Lower2UpperCharacters: '0'
PasswordMinSize: '0'
PasswordNeedDigit: '0'
PasswordRegExp: ''
PreferenceGroup: Security
Prio: '1000'
```

CustomerPersonalPreference###SMIME

Inafanua vigezo vyote vya kipengele hiki katika mapendeleo ya mteja.

Thamani chaguo-msingi:

```
---
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'
```

CustomerPersonalPreference###TimeZone

Inafafanua vigezo vyote vya kipengele hiki katika mapendeleo ya mteja.

Thamani chaguo-msingi:

```
---
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'
```

CustomerPersonalPreference::Groups###0001-Framework

Customer preferences categories.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Description: ''
  Label: General
  Name: General
  Order: '1000'
  Title: ''
- Description: ''
  Label: Security
  Name: Security
  Order: '2000'
  Title: ''
```

178. Frontend → External → View → TicketCreate

ExternalFrontend::TicketCreate###DynamicField

Dynamic fields options shown in the ticket message screen of the customer interface.
 NOTE: If you want to display these fields also in the ticket detail view of the external interface, you have to enable them in ExternalFrontend::TicketDetailView###DynamicField.

Thamani chaguo-msingi:

```
--- {}
```

ExternalFrontend::TicketCreate###HistoryComment

Toa maoni kwa ajili ya maingizo ya historia mapya katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

ExternalFrontend::TicketCreate###HistoryType

Inafafanua aina ya historia chaguo msingi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- WebRequestCustomer
```

ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Default-Languages

The default languages for the related knowledge base articles.

Thamani chaguo-msingi:

```
---  
- en
```

ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Enabled

Enable the related knowledge base article feature for the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Queue-Enabled

List of queue names for which the related knowledge base article feature is enabled.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
- Raw
```

ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::ShowLimit

Output limit for the related knowledge base articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5'
```

ExternalFrontend::TicketCreate###NextScreenAfterNewTicket

Itaamua skrini inayofuata baada ya tiketi ya mteja mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- TicketOverview
```

ExternalFrontend::TicketCreate###Priority

Inawaruhusu wateja kuweka kipaumbele cha tiketi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

ExternalFrontend::TicketCreate###PriorityDefault

Inafafanua kipaumbele chaguo msingi cha tiketi za mteja mpya katika kiolesura cha mteja.

Thamani chaguo-msingi:

--- 3 normal

ExternalFrontend::TicketCreate###Queue

Allows customers to set the ticket queue in the customer interface. If this is not enabled, QueueDefault should be configured.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

ExternalFrontend::TicketCreate###QueueDefault

Inafafanua foleni mchaguo msingi kwa tiketi za mteja mpya katika kiolesura cha mteja.

Thamani chaguo-msingi:

--- Postmaster

ExternalFrontend::TicketCreate###SLA

Inawaruhusu wateja kuweka SLA ya tiketi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

ExternalFrontend::TicketCreate###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na mteja.

Thamani chaguo-msingi:

--- 0

ExternalFrontend::TicketCreate###SenderType

Aina ya mtumaji kwa tiketi mpya kutoka kwa kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- customer

ExternalFrontend::TicketCreate###Service

Inawaruhusu wateja kuweka huduma ya tiketi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

ExternalFrontend::TicketCreate###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na mteja.

Thamani chaguo-msingi:

--- 0

ExternalFrontend::TicketCreate###StateDefault

Fafanua hali ya chaguo-msingi ya tiketi za mteja mpya katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- new

ExternalFrontend::TicketCreate###TicketType

Allows customers to set the ticket type in the customer interface. If this is not enabled, TicketTypeDefault should be configured.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

ExternalFrontend::TicketCreate###TicketTypeDefault

Fafanua aina ya chaguo-msingi ya tiketi kwa tiketi za mteja mpya katika kiolesura cha mteja.

Thamani chaguo-msingi:

--- Unclassified

179. Frontend → External → View → TicketDetail

ExternalFrontend::TicketDetailView###AccountedTimeDisplay

Displays the accounted time for an article in the ticket detail view of the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

ExternalFrontend::TicketDetailView###AttributesView

Shows the enabled ticket attributes in the external interface (0 = Disabled and 1 = Enabled).

This setting can not be deactivated.

Thamani chaguo-msingi:


```
---  
Owner: '0'  
Priority: '1'  
Queue: '1'  
Responsible: '0'  
SLA: '0'  
Service: '0'  
State: '1'  
Type: '0'
```

ExternalFrontend::TicketDetailView###DynamicField

Dynamic fields shown in the ticket detail view of the external interface.

Thamani chaguo-msingi:

```
--- {}
```

ExternalFrontend::TicketDetailView###FollowUpDynamicField

Dynamic fields options shown in the ticket reply section in the ticket detail view of the external interface.

Thamani chaguo-msingi:

```
--- {}
```

ExternalFrontend::TicketDetailView###HistoryComment

Defines the history comment for the ticket detail view, which gets used for ticket history in the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

ExternalFrontend::TicketDetailView###HistoryType

Defines the history type for the ticket detail view, which gets used for ticket history in the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- FollowUp
```

ExternalFrontend::TicketDetailView###NextScreenAfterFollowUp

Determines the next screen after the follow-up from the ticket detail view in the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- TicketOverview
```

ExternalFrontend::TicketDetailView###Priority

Allows customers to change the ticket priority in the external interface.

Thamani chaguo-msingi:

```
--- 0
```

ExternalFrontend::TicketDetailView###PriorityDefault

Defines the default priority of follow-up customer tickets in the ticket detail view in the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 3 normal
```

ExternalFrontend::TicketDetailView###SenderType

Defines the default sender type for tickets in the ticket detail view of the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- customer
```

ExternalFrontend::TicketDetailView###State

Allows choosing the next compose state for customer tickets in the external interface.

Thamani chaguo-msingi:

```
--- 0
```

ExternalFrontend::TicketDetailView###StateDefault

Defines the default next state for a ticket after customer follow-up in the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- open
```

ExternalFrontend::TicketDetailView###StateType

Defines the next possible states for customer tickets in the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---  
- open  
- closed
```

180. Frontend → External → View → TicketOverview

ExternalFrontend::TicketOverview###ColumnHeader

Shows either the last customer article's subject or the ticket title in the external interface.

Thamani chaguo-msingi:

--- TicketTitle

ExternalFrontend::TicketOverview###DynamicField

Dynamic fields shown in the ticket overview screen of the external interface.

Thamani chaguo-msingi:

--- {}

ExternalFrontend::TicketOverview###Owner

Show the current owner in the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

ExternalFrontend::TicketOverview###Queue

Show the current queue in the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- 0

ExternalFrontend::TicketOverview###State

Show the current state in the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

181. GenericInterface

GenericInterface::WebserviceConfig::CacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya mazingira ya nyuma ya usanidi wa huduma za wavuti.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '86400'

182. GenericInterface → ErrorHandler → ModuleRegistration

GenericInterface::ErrorHandler::Module###RequestRetry

GenericInterface module registration for an error handling module.

Thamani chaguo-msingi:

```
---  
CommunicationTypeFilter: Requester  
ConfigDialog: AdminGenericInterfaceErrorHandlerRequestRetry  
Name: RequestRetry
```

183. GenericInterface → Invoker → ModuleRegistration

GenericInterface::Invoker::Module###Test::Test

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la kihamshaji.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: Test
```

GenericInterface::Invoker::Module###Test::TestSimple

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la kihamshaji.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: TestSimple
```

184. GenericInterface → Mapping → ModuleRegistration

GenericInterface::Mapping::Module###Simple

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la kutengeneza ramani.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceMappingSimple
```

GenericInterface::Mapping::Module###Test

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la kutengeneza ramani.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
ConfigDialog: ''
```

GenericInterface::Mapping::Module###XSLT

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la kutengeneza ramani.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceMappingXSLT
```

185. GenericInterface → Operation

GenericInterface::Operation::Common::CachedAuth::AgentCacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya uhalalishaji wa wakala katika ki-olesura cha jumla.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '300'
```

GenericInterface::Operation::Common::CachedAuth::CustomerCacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya uhalalishaji wa mteja katika ki-olesura cha jumla.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '300'
```

GenericInterface::Operation::ResponseLoggingMaxSize

Defines the maximum size in KiloByte of GenericInterface responses that get logged to the gi_debugger_entry_content table.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '200'
```

186. GenericInterface → Operation → Generic → RPC

GenericInterface::Operation::Generic::RPC

Enables the usage of operation Generic::RPC.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

GenericInterface::Operation::Generic::RPC::Modules###001-Default

Registration of allowed modules used by operation Generic::RPC. Just modules below Kernel::System and Custom::Kernel::System (and Kernel::Config) are allowed for executions.

Thamani chaguo-msingi:

```
---
- Kernel::Config
```

```

- Kernel::System::CustomerCompany
- Kernel::System::CustomerUser
- Kernel::System::Encode
- Kernel::System::Group
- Kernel::System::LinkObject
- Kernel::System::Log
- Kernel::System::Main
- Kernel::System::PID
- Kernel::System::Queue
- Kernel::System::AuthSession
- Kernel::System::Ticket

```

187. GenericInterface → Operation → ModuleRegistration

GenericInterface::Operation::Module###FAQ::LanguageList

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```

---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: FAQ
Name: LanguageList

```

GenericInterface::Operation::Module###FAQ::PublicCategoryList

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```

---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: FAQ
Name: PublicCategoryList

```

GenericInterface::Operation::Module###FAQ::PublicFAQGet

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```

---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: FAQ
Name: PublicFAQGet

```

GenericInterface::Operation::Module###FAQ::PublicFAQSearch

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```

---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: FAQ
Name: PublicFAQSearch

```

GenericInterface::Operation::Module###Generic::RPC

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```

---
```

```
ConfigDialog: AdminGenericInterfaceOperationRPC  
Controller: Generic  
Name: RPC
```

GenericInterface::Operation::Module###Session::SessionCreate

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Session  
Name: SessionCreate
```

GenericInterface::Operation::Module###Session::SessionGet

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Session  
Name: SessionGet
```

GenericInterface::Operation::Module###Test::Test

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Test  
Name: Test
```

GenericInterface::Operation::Module###Ticket::TicketCreate

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketCreate
```

GenericInterface::Operation::Module###Ticket::TicketGet

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

GenericInterface::Operation::Module###Ticket::TicketHistoryGet

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---
```

```
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Ticket
Name: TicketHistoryGet
```

GenericInterface::Operation::Module###Ticket::TicketSearch

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Ticket
Name: TicketGet
```

GenericInterface::Operation::Module###Ticket::TicketUpdate

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Ticket
Name: TicketUpdate
```

188. GenericInterface → Operation → TicketCreate

GenericInterface::Operation::TicketCreate###AutoResponseType

Inafanua aina ya majibu ya otomatiki chaguo msingi ya makala kwa operesheni hii.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- auto reply
```

GenericInterface::Operation::TicketCreate###HistoryComment

Inafanua maoni ya historia kwa uendeshaji huu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '%GenericInterface Create'
```

GenericInterface::Operation::TicketCreate###HistoryType

Inafanua aina ya historia kwa uendeshaji huu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- NewTicket
```

GenericInterface::Operation::TicketCreate###IsVisibleForCustomer

Defines the default visibility of the article to customer for this operation.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '1'

189. GenericInterface → Operation → TicketSearch

GenericInterface::Operation::TicketSearch###Order::Default

Inafanua mpangilio wa tiketi chaguo-msingi katika matokeo ya utafutaji ya tiketi ya mchakato huu. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Down

GenericInterface::Operation::TicketSearch###SearchLimit

Namba ya upeo wa juu wa tiketi zitakazo onyeshwa katika matokeo ya mchakato huu.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- '500'

GenericInterface::Operation::TicketSearch###SortBy::Default

Inafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga matokeo ya utafutaji wa tiketi ya uendeshaji huu.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- Age

190. GenericInterface → Operation → TicketUpdate

GenericInterface::Operation::TicketUpdate###AutoResponseType

Inafanua aina ya majibu ya otomatiki chaguo msingi ya makala kwa operesheni hii.

This setting can not be deactivated.

Thamani chaguo-msingi:

--- auto follow up

GenericInterface::Operation::TicketUpdate###HistoryComment

Inafanua maoni ya historia kwa uendeshaji huu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '%GenericInterface Note'
```

GenericInterface::Operation::TicketUpdate###HistoryType

Inafafanua aina ya historia kwa uendeshaji huu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- AddNote
```

GenericInterface::Operation::TicketUpdate###IsVisibleForCustomer

Defines the default visibility of the article to customer for this operation.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

191. GenericInterface → Transport → ModuleRegistration

GenericInterface::Transport::Module###HTTP::REST

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la usafirishaji.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPREST  
Name: REST  
Protocol: HTTP
```

GenericInterface::Transport::Module###HTTP::SOAP

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la usafirishaji.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPSOAP  
Name: SOAP  
Protocol: HTTP
```

GenericInterface::Transport::Module###HTTP::Test

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la usafirishaji.

This setting is not active by default.

Thamani chaguo-msingi:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPTest  
Name: Test
```

Protocol: HTTP

192. WebApp

WebApp::DefaultRedirect

Defines the default redirect. Use '/external' for the external or '/otrs/index.pl' for the agent interface, or an absolute URL if you want to redirect to an external site.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- /external
```

WebApp::SSO::RemoteUserSecret

Shared secret for SSO. Reverse proxies must pass a REMOTE_USER and a REMOTE_USER_SECRET header with the value of this setting, only then REMOTE_USER will be accepted and usable for HTTPBasicAuth.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

WebApp::Server::AutomaticReloadFile

Defines the path to a file that should signal the need to reload the web server. It will only work correctly with the default value; change this only if you intend to use this file for other purposes (like triggering a cluster-wide web server reload - in this case you have to handle the actual reloads on your own).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- <OTRS_CONFIG_Home>/var/run/otrs.WebServer.pid.needs-reload
```

WebApp::Server::TriggerAutomaticReloads

If active, certain operations like package changes and external interface setting changes will trigger a hot reload of the production web server on the current node. This can be turned off if you plan to restart the web server manually or if another mechanism is used to perform the needed restarts.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

193. WebApp → API → Customer → Account

WebApp::API::Customer::Account::EmailBlacklist

Kama amilifu, hakuna usemi wa mara kwa mara utaoweza kufananisha na anwani ya barua pepe ya mtumiaji kuruhusu usajili.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
- \@your\.domain\.example$
```

WebApp::API::Customer::Account::EmailWhitelist

Kama amilifu, moja ya usemi wa mara kwa mara upaswa kufanana na anwani ya barua pepe ya mtumiaji kuruhusu usajili.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
- \@your\.domain\.example$
```

WebApp::API::Customer::Account::Recover

Enables customers to recover their own accounts via the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

WebApp::API::Customer::Account::RecoverBody

Defines the body for an email with password recovery instructions for customer users, containing a link to request a new password.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi <OTRS_USERFIRSTNAME>,\n\nYou or someone impersonating you has requested to
change your OTRS password.\n\nIf you want to do this, click on this link. You will
receive another email containing the password.\n\n<OTRS_CONFIG_ContentType>://
<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/external/account/reset/<OTRS_TOKEN>
\n\nIf
you did not request a new password, please ignore this email.\n"
```

WebApp::API::Customer::Account::RecoverSubject

Defines the subject for an email with password recovery instructions for customer users.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- New OTRS password request
```

WebApp::API::Customer::Account::Register

Enables customers to create their own accounts via the external interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

WebApp::API::Customer::Account::RegisterBody

Inafanua kiini cha matini cha barua pepe za taarifa zilizotumwa kwenda kwa wateja, kuhusu akaunti mpya.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi <OTRS_USERFIRSTNAME>,\n\nYou or someone impersonating you has created a new
OTRS account for you.\n\nFull name: <OTRS_USERFIRSTNAME> <OTRS_USERLASTNAME>\nUser
name: <OTRS_USERLOGIN>\nPassword: <OTRS_USERPASSWORD>\n\nYou can log in via the
following URL. We encourage you to change your password in the user preferences
after logging in.\n\n<OTRS_CONFIG_HttpType>://
<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/external\n
\"
```

WebApp::API::Customer::Account::RegisterSubject

Inafanua somo kwa ajili ya barua pepe za taarifa zilizotumwa kwa wateja, kuhusu akaunti mpya.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- New OTRS Account!
```

WebApp::API::Customer::Account::ResetBody

Defines the body for an email with new password for customer users.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi <OTRS_USERFIRSTNAME>,\n\nYour new password is: <OTRS_NEWPW>\n\nYou can log
in via the following URL. We encourage you to change your password in the user
preferences
after logging in.\n\n<OTRS_CONFIG_HttpType>://
<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/external\n
\"
```

WebApp::API::Customer::Account::ResetSubject

Defines the subject for an email with new password for customer users.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- New OTRS password
```

194. WebApp → APIClient

WebApp::APIClient###CloseTimeout

Defines timeout in milliseconds for the closing of a WebSocket connection in the frontend applications. Value of '0' will disable the timeout. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

WebApp::APIClient###MaxReconnectionDelay

Defines maximum delay in milliseconds when trying to re-establish a WebSocket connection in the frontend applications. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '10000'
```

WebApp::APIClient###OpenTimeout

Defines timeout in milliseconds for the opening of a WebSocket connection in the frontend applications. Value of '0' will disable the timeout. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

WebApp::APIClient###PrimaryProtocol

Defines primary API client communication protocol in the frontend applications. Please note that WebSocket option will fall back automatically to XHR in certain situations (e.g. file uploads). Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ws
```

WebApp::APIClient###ReconnectionDelayIncrement

Defines increment delay in milliseconds with every reconnection attempt of a WebSocket connection in the frontend applications. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1000'
```

WebApp::APIClient###ResponseTimeout

Defines timeout in milliseconds for the responses of WebSocket requests in the frontend applications. Value of '0' will disable the timeout. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '30000'
```

Appendix C. Leseni ya Nyaraka Huru ya GNU

Toleo 1.1, Machi 2000

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0. UTANGULIZI

Lengo la hii Leseni ni kutengeneza mwongozo, daftari, au nyaraka nyingine iliyoandikwa "huru" katika hali ya uhuru: kumhakikishia kila mtu uhuru wa kunakili na kuisambaza upya, bila au kwa kuibadilisha, kwa biashara au sio kwa biashara. Kwa hali ya juu zaidi, hii Leseni inahifadhi kwa ajili ya mwandishi na mchapishaji jinsi ya kupata sifa kwa kazi zao, na sio kuonekana wahusika wa kubadili kaziza wengine.

Hii Leseni ni aina ya "nakilikushoto", ambayo inamaanisha kwamba kazi zitokanazo na nyaraka lazima nazo ziwe huru katika hali hiyo hiyo. Inaongezea kwenye GNU General Public Licence, ambayo ni leseni ya nakalakushoto iliyoundwa kwa ajili ya programu za bure.

Tumeunda hii leseni ili kuweza kuitumia kwa ajili ya miongozo ya programu za bure, kwa sababau programu za bure zinahitaji nyaraka za bure: programu ya bure lazima ije na miongozo inayotoa uhuru sawa na ule unaotolewa na programu. Lakini hii leseni haina kikomo kwa miongozo ya programu; inaweza kutumika kwa ajili ya kazi zozote za nakala, bila kujali mada au kwamba inachapishwa kama kitabu. Tunashauri hii leseni kwa kazi ambazo lengo lake ni maelekezo au marejeo.

1. UTUMIKAJI NA FASILI

Leseni inafanya kazi kwa mwongozo wowote au kazi nyingine ambayo ina notisi iliyowekwa na mmiliki wa hakimiliki inayosema inaweza kusambazwa chini ya makubaiano ya Leseni hii. "Waraka", hapa chini, unaashiria mwongozo wowote au kazi. Mwanachama yoyote wa umma ni mmiliki wa leseni, na anaitwa "wewe".

"Toleo Lililobadilishwa" la Nyaraka inamaanisha kazi yoyote yenye Nyaraka au sehemu yake, aidha nakala isiyobadilishwa, au yenye mabadiliko na/au iliyotafsiriwa kwenda lugha nyingine.

"Kifungu cha Sekondari" ni kiambatanisho kilichopewa jina au kifungu cha mambo ya mbele ya nyaraka, inayohusika kipekee na uhusiano wa mchapishaji au mwandishi wa nyaraka na kichwa cha habari cha ujumla cha nyaraka (au kwa mambo yanayohusiana), na haina kitu ambacho kinaweza kuingia moja kwa moja ndani ya kichwa cha habari cha ujumla. (Kwa Mfano, kama Nyaraka ni sehemu ya kitabu cha hisabati, Kifungu cha Sekondari hakiwezi kuelezea hesabu yoyote.) Uhusiano huo unaweza kuwa wa muunganiko wa kihistoria au mambo yanayohusika, au sheria, biashara, falsafa, maadili au nafasi ya siasa inayohusiana nazo.

"Vifungu Visivyoathirika" ni Vifungu fulani vya Sekondari ambavyo vichwa vyao vimeteuliwa, kama vile vya Vifungu Visivyoathirika, katika notisi isemayo nyaraka imetolewa chini ya Leseni hii.

"Nakala za Jalada" ni vifungu vifupi vya maneno ambavyo vimeorodheshwa, kama Nakala za Mbele za Jalada au Nakala za Nyuma za Jalada, katika notisi inayosema Nyaraka imetolewa chini ya Leseni hii.

Naka "Angavu" ya Nyaraka inamaanisha nakala inayoweza kusomwa na mashine, inayowakilishwa katika umbo ambalo ubainishwaji wake unapatikana kwa umma kwa ujumla, ambao maudhui yake yanaweweza kuonekana na kuhaririwa moja kwa moja na kwa urahisi kwa kutumia vihariri vya nakala za ujumla au (kwa ajili ya taswira zilizojengwa na pikseli) programu za uchoraji za ujumla au (kwa ajili ya michoro) baadhi ya vihariri vya michoro vinavyopatikana kirahisi, na ambavyo vinafaa kwa ajili ya ingizo la nakala kwenye vinavyoandaa umbizo au kwa ajili ya tafsiri otomatiki kwa maumbo mbali mbali, vinavyofaa kwa ajili ya ingizo la viandaa umbizo la nakala. Nakala iliyotengenezwa katika faili lenye umbizo Angavu, ambalo dhulisho mabadiliko yake imeundwa kuzuia au kukatisha tamaa maboresho ya wasomaji sio Angavu. Nakala ambayo siyo "Angavu" inaitwa "Isiyo angavu".

Mifano ya maumbo yanayofaa kwa ajili ya nakala Angavu inajumuisha: ASCII wazi bila dhulisho mabadiliko, umbizo la maingizo la Texinfo, umbizo la maingizo la LaTeX, SGML au XML kwa kutumia DTD inayopatikana kwa umma, na HTML ya kawaida iliyoundwa kwa ajili ya mabadiliko ya mwanadamu. Maumbo yasiyo angavu yanajumuisha: PostScript, PDF, maumbo binafsi ambayo yanaweza kusomwa na kuhaririwa na vichakatishi vya maneno binafsi tu, SGML au XML ambazo DTD na/au vifaa vya uchakatishaji havipatikani kwa ujumla, na HTML zinazozalishwa na mashine zinazotengenezwa na baadhi ya vichakatishi maneno kwa ajili ya matokeo tu.

"Ukurasa wa mbele" inamaanisha, kwa kitabu kilichochapishwa, ukurasa wa mbele wenyewe, kujumuisha na kurasa zinazofwata kama zinavyohitajika kushikilia, kusomwa, vitu ambavyo hii Leseni inahitaji vionekane kwenye ukurasa wa mbele. Kwa kazi zenye maumbo ambayo hayana ukurasa wa mbele wowote kama huu, "Ukurasa wa Mbele" inamaanisha nakala karibu ya muonekano muhimu wa kichwa cha habari cha kazi, kabla ya mwanzo wa kiini cha nakala.

2. KUNAKILI BILA KUBADILISHA KITU

Unaweza kunakili na kusambaza waraka kwa njia yoyote, aidha kwa biashara au sio kwa biashara, ukizingatia kwamba hii Leseni, notisi za hakimiliki, na notisi za leseni zinasema hii Leseni inafanya kazi kwa waraka huu inakuwepo kwa kila nakala, na huongezi masharti mengine yoyote kwa yale yaliyopo kwenye hii leseni. Hutakiwi kutumia vipimo vya kiu-fundi kuzuia au kudhibiti usomaji au utengenezaji wa nakala zingine zaidi ya zile ulizotengeneza au kusambaza. Hata hivyo unaweza kupokea fidia kwa ajili ya nakala. Kama ukisambaza idadi ya kutosha ya nakala pia ni lazima ufuate masharti katika kifungu cha 3.

Unaweza pia kuazima nakala, chini ya masharti sawa na yaliyosemwa juu, na unaweza kuonyesha kwa umma.

3. KUNAKILI KATIKA IDADI

Kama ukichapisha nakala za Nyaraka zenye idadi zaidi ya 100, na notisi ya leseni ya nyaraka inahitaji Nakala za Jalada, unatakiwa kujumuisha nakala zinazobeba, zinazosomeka na kuonekana kwa urahisi, Nakala za jalada zote hizi: Nakala za Jalada la Mbele katika jalada la mbele, na Nakala za Jalada la nyuma kwenye jalada la nyuma. Majalada yote lazima yaonyeshe kiurahisi na kwa kusomeka kwamba wewe ndiyo mchapishaji wa hizi nakala. Jalada la mbele lazima lionyeshe kichwa cha habari kizima chenye maneno yote yenye usawa na kuonekana. Unaweza kuongeza vitu vingine kwenye jalada kwa nyongeza. Kunakili na mabadiliko yenye kikomo kwa jalada, ikiwa tu zinahifadhi kichwa cha habari cha nyaraka na kuridhisha masharti haya, inaweza kuchukuliwa kama kunakili bila mabadiliko kwa upande mwingine.

Kama nakala zinazotakiwa kwa ajili ya majalada yote ni nyingi sana ili kutosha vizuri, unatakiwa kuweka za kwanza zikiwa zimeorodheshwa (nyingi kadri zitakavyotosha) katika jalada halisi, na kuendelea na zinazofwata katika kurasa za karibu.

Kama ukichapisha au kusambaza nakala Zisizo Angavu za Nyaraka idadi zaidi ya 100, lazima aidha ujumuishe nakala Angavu isomwayo na mashine pamoja na nakala Isiyo Angavu, au tamka kwenye au kwa kila nakala Isiyo Angavu eneo linalofikika na umma la mtandao wa kompyuta, lenye nakala kamili Angavu ya Nyaraka, isiyokuwa na nyongeza yoyote, ambayo mtandao wa ujumla wa umma una uwezo wa kupakua bila kujulikana, bila gharama yoyote, kwa kutumia kanuni za kawaida za mtandao wa umma. Kama ukitumia chaguo la mwisho, lazima uchukue hatua kwa uangalifu, ukianza usambazaji wa nakala Zisizo Angavu kwa idadi, kuhakikisha hii nakala Angavu itabakia ikipatikana katika eneo tajwa, mpaka angalau mwaka mmoja tangu mara ya mwisho umegawa nakala Isiyo Angavu (mwenyewe au kupitia mawakala wako au wauzaji wa rejareja) wa toleo hilo kwa umma.

Inaombwa na sio lazima, kwamba uwasiliane na waandishi wa nyaraka kabla ya kusambaza upya idadi kubwa ya nakala, kuwapa nafsi ya kukupa toleo lililosasishwa la nyaraka.

4. MABADILIKO

Unaweza kunakili na kusambaza Toleo Lililobadilishwa la Nyaraka chini ya masharti ya kifungu 2 na 3 juu, ikiwa kwamba unatoa Toleo Lililobadilishwa chini ya Leseni hii, na Toleo Lililobadilishwa likichukua jukumu la Nyaraka, hivyo usambazaji wa leseni na ubadilishaji wa Toleo Lililobadilishwa kwa yoyote anaemiliki nakala yake. Kwa zaidi, unatakiwa kufanya haya mambo kwenye Toleo Lililobadilishwa.

- A. Tumia katika Ukurasa wa Mada (na kwenye majalada kama yapo) mada tofauti kutoika ile ya Nyaraka, na zile za matoleo ya nyuma (ambazo zinatakiwa, kama zilikuwepo kuorodheshwa katika kifungu cha Historia cha Nyaraka). Unaweza kutumia mada sawa na ya toleo la nyuma kama mchapishaji halisi wa toleo hilo akitoa ruhusa.
- B. Orodha kwenye Ukurasa wa Mbele, kama waandishi, mtu mmoja au zaidi au vyombo vilivyohusika na uandishi wa mabadiliko katika Matoleo Mapya, pamoja na japo waandishi wakuu watano wa Nyaraka (waandishi wakuu wote, kama ina chini ya watano).
- C. Tamka katika ukurasa wa mbele jina la mchapishaji wa Toleo Lililobadilishwa, kama mchapishaji.
- D. Hifadhi notisi za hakimiliki zote za Nyaraka.
- E. Ongeza notisi sahihi ya hakimiliki kwa mabadiliko yake karibu na na notisi nyingine za hakimiliki.
- F. Jumuishwa, baada tu ya notisi za hakimiliki, notisi ya leseni kuupa umma ruhusa ya kutumia Toleo Lililobadilishwa chini ya sheria za Leseni, katika mfumo ulioonyeshwa katika kiambatanisho chini.
- G. Hifadhi katika notisi hiyo ya leseni orodha kamili ya Vifungu Visivyoathirika na Nakala za Jalada zinazotakiwa zilizotolewa katika notisi ya leseni ya Nyaraka.
- H. Ongeza nakala isiyobadilishwa ya Leseni hii.
- I. Hifadhi kifungu kiitwacho "Historia", na mada yake, na iongezee kifaa kinachosema japo mada, mwaka, waandishi wapya, na mchapishaji wa Toleo Lililobadilishwa kama ilivyo kwenye Ukurasa wa Mada. Kama hakuna kifungu kiitwacho "Historia" katika Nyaraka, tengeneza moja inayosema mada, mwaka, waandishi, na mchapishaji wa Nyaraka kama ilivyo kwenye Ukurasa wa Mada, kisha ongeza kifaa kinacholeleza Toleo Lililobadilishwa, kama ilivyoielezwa kwenye sentensi iliyopita.
- J. Hifadhi eneo la mtandao, kama lipo, ikiwa katika Nyaraka kwa ajili ya ufikivu wa umma kwenye nakala Wazi ya Nyaraka, na hivyo hivyo maeneo ya mtandao yaliyo kwenye Nyaraka kwa ajili ya matoleo yaliyopita iliyokuwa ikijikita. Hizi zinaweza kuwek-

wa kwenye kifungu "Historia". Unaweza kuondoa eneo la mtandao kwa kazi ambayo ilichapishwa japo miaka miine kabla ya Nyaraka yenyewe, au mchapishaji halisi wa toleo husika akiruhusu.

K. Katika kifungu chochote kilichoandikwa "Shukrani" au "Kujitolea", hifadhi mada za vifungu, na hifadhi kwenye vifungu vitu vyote na muonekano wa kila Shukrani ya mchangiaji na/au kujitolea yaliyotolewa.

L. Hifadhi Vifungu vyote Visivyoathirika vya Nyaraka, bila kubadilishwa nakala na katika sheria zake. Nambari za Vifungu au kinachofanania hazichukuliwi kama sehemu ya kichwa cha kifungu.

M. Futa kifungu chochote kiitwacho "Idhini". Kifungu kama hicho hakitakiwi kuwepo katika Toleo Lililobadilishwa.

N. Hutakiwi kukipa upya jina "Idhini" kipengele chochote kilichopo au kuingiliana majina na Kipengele Kisichobadilika chochote.

Kama Toleo Lililobadilishwa linajumuisha vifungu vya mambo ya mbele vipya au viambat-anisho ambavyo vina sifa kama Vifungu vya Sekondari na havina kitu chochote kilichonakiliwa kutoka kwenye Nyaraka, unaweza kwa uamuzi wako mwenyewe kuteua baadhi au vifungu vyote hivi kuwa Visivyobadilika. Kufanya hivi, ongeza vichwa vyao vya habari kwenye orodha ya Vifungu Visivyobadilika katika Matoleo Yaliyobadilishwa ya notisi ya leseni. Hivi vichwa vya habari lazima viwe tofauti na vile vya vifungu vingine.

Unaweza kuongeza kipengele kiitwacho "Idhini", ikiwa kwamba haina kitu kingine lakini idhini au uthibitisho wa Toleo Lako jipya kutoka kwa makundi mbali mbali--kwa mfano, kauli ya mapitio ya watu au kwamba nakala imeidhinishwa na shirika au mamlaka ya ufafanuzi wa viwango.

Unaweza kuongeza kifungu cha mpaka maneno matano kama Nakala ya Jalada la Mbele, na kiungu cha mpaka maneno 25 kama Nakala ya Jalada la Nyuma, kwenye mwisho wa orodha ya Nakala za Majalada katika Toleo Lililobadilishwa. Kifungu kimoja tu cha Nakala ya Jalada la Mbele na Nakala ya Jalada la Nyuma kinaweza kuongezwa na (au kupitia mipango iliyofanywa na) chombo chochote kimoja. Kama nyaraka tayari inajumuisha nakala ya jalada kutoka kwenye jalada hilo hilo, iliyoongezwa kabla na wewe au kwa mpango uliofanywa na chombo kile kile ambacho unakitumikia, huwezi kuongeza nyingine; lakini unaweza kuwa mbadala wa lililokuwepo, kwa ruhusa ya wazi kutoka kwa mchapishaji aliyeongeza ya zamani.

Mwandishi (waandishi) na mchapishaji (wachapishaji) wa nyaraka hawatoi ruhus akwa leseni hii kutumia majina yao kwa utangazaji au kwa madai au kama idhini ya Toleo lolote jipya.

5. KUJUMUISHA NYARAKA

Unaweza kuunganisha Nyaraka hiyo na Nyaraka nyingine zilizotolewa chini ya Leseni hii, chini ya masharti yaliyofafanuliwa katika kifungu 4 juu kwa matoleo yaliyobadilishwa, ikiwa kwamba unajumuisha katika muunganiko Vifungu vyote Visivyoathirika vya nyaraka zote halisi, ambazo hazijabadilishwa, na kuziorodhesha zote kama Vifungu Visivyoathirika vya kazi yako katika notisi yake ya leseni.

Kazi iliyounganishwa inahitaji kuwa na nakala moja ya hii Leseni, na Vifungu Visivyoathirika vingi vinavyofanana vinaweza kubadilishwa na nakala moja. Kama kuna Vifungu Visivyoathirika vingi vyenye jina moja lakini maudhui tofauti, fanya kichwa cha kila kifungu kuwa cha kipekee kwa kuongeza mwishoni mwake, katika mabano, jina la mwandishi halisi au mchapishaji wa kifungu hicho kama anajulikana, au namba ya kipekee. Fanya mabadiliko hayo hayo kwenye vichwa vya vifungu katika orodha ya Vifungu Visivyoathirika kwenye notisi ya leseni ya kazi iliyojumuishwa.

Katika majumuisho, lazima ujumuishie kifungu chochote kilichoandikwa "Historia" katika nyaraka halisi zozote, kutengeneza kifungu kimoja kiitwacho "Historia"; hivyo hivyo juumuisha vifungu vyovyote viitwavyo "Shukrani", na vifungu vyovyote viitwavyo "Kujitolea." Lazima ufute vifungu vyote viitwavyo "Endorsements."

6. MKUSANYIKO WA NYARAKA

Unaweza kutengeneza mkusanyiko unaojumuisha Nyaraka hiyo na nyaraka nyingine zilizotolewa chini ya Leseni hii, na kubadilisha nakala binafsi za leseni hii katika nyaraka tofauti kwa kutumia nakala moja ambayo imejumuishwa na mkusanyiko huu, ikiwa kwamba unafuata sheria za Leseni hii, kwa kunakili bila mabadiliko katika kila nyaraka kwa mambo mengine yote.

Unaweza kutoa dondoo ya nyaraka moja kutoka kwenye mkusanyiko, na kuisambaza kibinafsi chini ya hii Leseni, ikiwa umeingiza nakala ya leseni hii kwenye nyaraka hiyo, na kufuata hii Leseni katika mambo mengine yote kuhusu kunakili bila mabadiliko ya nyaraka hiyo.

7. KUJUMUISHA NA KAZI BINAFSI

Mkusanyiko wa Nyaraka au sehemu zake na nyaraka nyingine tofauti na huru au kazi, juu ya au ndani ya hifadhi ya wingi au chombo cha usambazaji, haihesabiki kwa ujumla kama Toleo lililobadilishwa la Nyaraka, ikiwa hakuna hakimiliki ya ukusanyaji iliyoombwa. Mkusanyiko wa aina hii unaitwa "aggregate", na hii Leseni haifanyi kazi kwenye kazi nyingine za binafsi ambazo zimejumuishwa na Nyaraka, kwa kuwa zimejumuishwa, kama zenyewe siyo sehemu za kazi ya Nyaraka.

Kama mahitaji ya Nakala ya Jalada ya kifungu 3 yanaweza kutumika kwenye hizi nakala za Nyaraka, basi kama nyaraka ni ndogo zaidi ya robo ya mkusanyiko mzima, Nakala za Jalada la Nyaraka zinaweza kuwekwa kwenye majalada ambayo yanazunguka Nyaraka tu ndani ya mkusanyiko. La sivyo lazima zitokee kwenye majalada kwenye mkusanyiko wote.

8. TAFSIRI

Tafsiri inachukuliwa kama aina ya ubadilishaji, kwa hiyo unaweza kusambaza tafsiri ya Nyaraka chini ya masharti ya kifungu 4. Kubadilisha Vifungu Visivyobadilika kwa tafsiri inahitaji rufusa maalumu kutoka kwa wanaoshikilia hakimiliki, lakini unaweza kujumuisha tafsiri ya baadhi au Vifungu Visivyobadilika vyote, kama nyongeza kwa matoleo halisi ya hivi Vifungu Visivyobadilika. Unaweza kujumuisha tafsiri ya hii Leseni ikiwa kwamba umejumuishwa pia toleo halisi la Kiingereza la hii Leseni. Ikitokea kutokuwapo na makubaliano kati ya tafsiri na toleo halisi la Kiingereza la hii Leseni, toleo halisi la Kiingereza litatumika.

9. USITISHAJI

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