



OTRS Administration Manual

Release 8.0

OTRS AG

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Contents

1	Introduction	3
1.1	About This Manual	3
1.2	Getting Started	3
1.3	Become OTRS Expert	5
2	Ticket Settings	7
2.1	Attachments	7
2.1.1	Manage Attachments	9
2.1.2	Attachment Settings	10
2.2	Auto Responses	10
2.2.1	Manage Auto Responses	10
2.2.2	Auto Response Settings	11
2.2.3	Auto Response Variables	14
2.3	Priorities	14
2.3.1	Manage Priorities	16
2.3.2	Priority Settings	18
2.4	Queues	18
2.4.1	Manage Queues	18
2.4.2	Queue Settings	20
2.5	Queues Auto Responses	23
2.5.1	Manage Queues Auto Responses Relations	23
2.5.2	Queues Auto Responses Settings	24
2.6	Salutations	24
2.6.1	Manage Salutations	25
2.6.2	Salutation Settings	25
2.6.3	Salutation Variables	28
2.7	Service Level Agreements	29
2.7.1	Manage Service Level Agreements	29
2.7.2	Service Level Agreement Settings	31
2.8	Services	32
2.8.1	Manage Services	33
2.8.2	Service Settings	34
2.9	Signatures	34
2.9.1	Manage Signatures	34
2.9.2	Signature Settings	37
2.9.3	Signature Variables	37

2.10	SMS Templates	38
2.10.1	Manage SMS Templates	38
2.10.2	SMS Template Settings	41
2.10.3	SMS Template Variables	41
2.11	SMS Templates Queues	43
2.11.1	Manage SMS Templates Queues Relations	43
2.12	States	44
2.12.1	Manage States	45
2.12.2	State Settings	46
2.12.3	State Configuration Options	48
2.13	Templates	48
2.13.1	Manage Templates	49
2.13.2	Template Settings	49
2.13.3	Template Variables	52
2.14	Templates Attachments	53
2.14.1	Manage Templates Attachments Relations	53
2.15	Templates Queues	54
2.15.1	Manage Templates Queues Relations	54
2.16	Types	56
2.16.1	Manage Types	56
2.16.2	Type Settings	57
3	Communication & Notifications	59
3.1	Admin Notification	59
3.1.1	Administrative Message Settings	59
3.2	Appointment Notifications	61
3.2.1	Manage Appointment Notifications	61
3.2.2	Appointment Notification Settings	62
3.2.3	Appointment Notification Variables	67
3.3	Communication Log	69
3.3.1	Communication Log Overview	70
3.4	Email Addresses	71
3.4.1	Manage Email Addresses	72
3.4.2	Email Address Settings	73
3.5	PGP Keys	74
3.5.1	Manage PGP Keys	75
3.5.2	PGP Configuration Options	75
3.6	Postmaster Filters	76
3.6.1	Manage Postmaster Filters	76
3.6.2	Postmaster Filter Settings	77
3.7	PostMaster Mail Accounts	80
3.7.1	Manage Mail Accounts	81
3.7.2	Mail Account Settings	81
3.8	S/MIME Certificates	83
3.8.1	Manage S/MIME Certificates	84
3.8.2	S/MIME Configuration Options	85
3.9	Ticket Notifications	85
3.9.1	Manage Ticket Notifications	86
3.9.2	Ticket Notification Settings	87
3.9.3	Ticket Notification Variables	94
4	Users, Groups & Roles	99
4.1	Agents	99
4.1.1	Manage Agents	99

4.1.2	Agent Settings	102
4.1.3	Agent Back End Sources	102
4.1.4	Agent Configuration Options	106
4.2	Agents Groups	106
4.2.1	Manage Agents Groups Relations	106
4.2.2	Agents Groups Relations Reference	108
4.3	Agents Roles	109
4.3.1	Manage Agents Roles Relations	109
4.4	Customers	110
4.4.1	Manage Customers	111
4.4.2	Customer Settings	112
4.5	Customers Groups	113
4.5.1	Manage Customers Groups Relations	114
4.5.2	Customers Groups Relations Reference	116
4.6	Customer Users	116
4.6.1	Manage Customer Users	117
4.6.2	Customer User Settings	120
4.6.3	Customer User Back Ends	121
4.6.4	Multiple Customer User Back Ends	127
4.6.5	Customer User Data in Dynamic Fields	128
4.7	Customer Users Customers	129
4.7.1	Manage Customer Users Customers Relations	129
4.8	Customer Users Groups	131
4.8.1	Manage Customer Users Groups Relations	132
4.8.2	Customer Users Groups Relations Reference	133
4.9	Customer Users Services	134
4.9.1	Manage Customers Users Services Relations	134
4.9.2	Manage Default Services	135
4.10	Groups	136
4.10.1	Manage Groups	136
4.10.2	Group Settings	137
4.10.3	Default Groups	138
4.11	Roles	138
4.11.1	Manage Roles	138
4.11.2	Role Settings	139
4.12	Roles Groups	139
4.12.1	Manage Roles Groups Relations	140
4.12.2	Roles Groups Relations Reference	141
5	Processes & Automation	143
5.1	Access Control Lists (ACL)	143
5.1.1	Manage Access Control Lists	143
5.1.2	ACL Settings	147
5.1.3	Edit ACL Structure	147
5.1.4	ACL Examples	148
5.1.5	ACL Reference	154
5.2	Dynamic Fields	160
5.2.1	Manage Dynamic Fields	161
5.2.2	Dynamic Field Settings	162
5.2.3	Display Dynamic Fields on Screens	172
5.2.4	Set Default Value via Ticket Event Module	173
5.2.5	Set Default Value via User Preferences	174
5.3	Generic Agent	175
5.3.1	Manage Generic Agent Jobs	175

5.3.2	Generic Agent Job Settings	176
5.4	Process Management	181
5.4.1	Manage Processes	182
5.4.2	Process Elements	184
5.4.3	Example process	186
5.5	Web Services	204
5.5.1	Manage Web Services	206
5.5.2	Web Service Settings	209
6	Agent Interface	219
6.1	Styles	219
6.1.1	Manage Styles	219
7	External Interface	223
7.1	Customer Service Catalogue	223
7.1.1	Manage Categories	223
7.1.2	Manage Items	225
7.2	Custom Pages	228
7.2.1	Manage Custom Pages	228
7.2.2	Custom Page Settings	231
7.3	Home Page	231
7.3.1	Hero Unit	231
7.3.2	Ticket List	233
7.3.3	Image Teasers	233
7.3.4	Link Lists	234
7.3.5	Content Cards	236
7.4	Layout	236
7.4.1	Include Custom Scripts	240
8	OTRS Group Services	245
8.1	Cloud Services	245
8.1.1	Manage Cloud Services	245
8.2	Support Data Collector	247
8.2.1	Manage Support Data Collector	248
8.2.2	Collected Data	249
8.3	System Registration	251
8.3.1	Manage System Registration	252
9	Chat	255
9.1	Chat Channels	255
9.1.1	Manage Chat Channels	256
9.1.2	Chat Channel Settings	256
9.1.3	Manage Chat Support	257
9.2	Chat Integration	258
10	Administration	261
10.1	Calendars	261
10.1.1	Manage Calendars	261
10.1.2	Calendar Settings	263
10.1.3	Import Appointments	264
10.2	FAQ Category	265
10.2.1	Manage FAQ Categories	265
10.2.2	FAQ Category Settings	266
10.3	FAQ Language	267
10.3.1	Manage FAQ Languages	267

10.3.2	FAQ Language Settings	268
10.4	Package Manager	268
10.4.1	Manage Packages	268
10.5	Performance Log	271
10.6	Session Management	272
10.6.1	Manage Sessions	272
10.7	SQL Box	275
10.7.1	Query SQL statements	275
10.7.2	SQL Settings	276
10.7.3	SQL Examples	276
10.8	System Configuration	277
10.8.1	Manage System Configurations	277
10.8.2	Using The Navigation Tree	281
10.8.3	Import And Export System Configurations	283
10.9	System Log	283
10.9.1	System Log Configuration Options	284
11	Glossary	285
	Index	287



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OTRS (Open Technology – Real Service) is an open source ticket request system with many features to manage customer telephone calls and emails. It is distributed under the GNU General Public License (GPL) and tested on various Linux platforms. Do you receive many e-mails and want to answer them with a team of agents? You’ re going to love OTRS!

1.1 About This Manual

This manual is intended for use by OTRS administrators. The chapters describe the administration of the OTRS software. The administrator interface is available in the *Admin* menu item of the main menu, when you logged in as an administrator. Administrators are users, who are member of the *admin* group.

The administrator interface contains several modules collected into groups. Use the filter box in the left sidebar to find a particular module by just typing the name to filter.

This manual shows you the configuration possibilities needed to solve common problems. The chapters:

1. Identify a typical use-case for the administrator, to aid in orientation, and explain **what** OTRS does to provide a solution (**warranty**).
2. Direct you **how** to configure OTRS to fit your use-case (**utility**).

The chapters are the same as the modules in the administrator interface. The order of the chapters are also the same as they are displayed alphabetically in the (English) administrator interface. However, the steps to do to configure a fresh new OTRS installation is different from this order. We recommend to configure OTRS to do the steps as explained below.

1.2 Getting Started

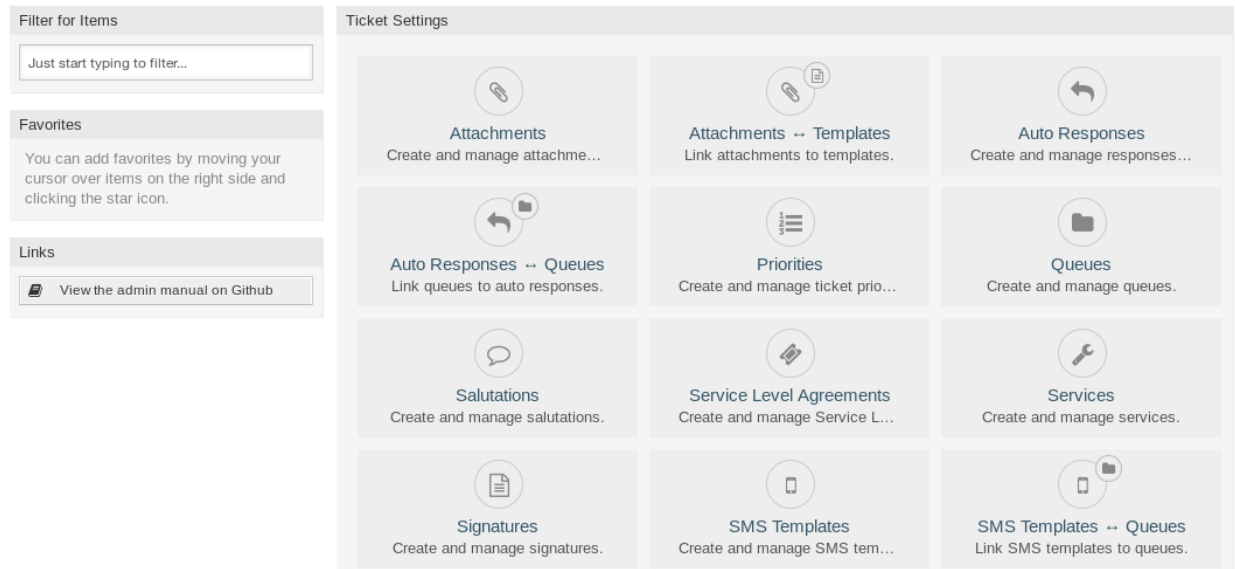


Fig. 1: Administrator Interface

Note: OTRS is installed by the *Customer Solution Team*. Please contact the *Customer Solution Team* via support@otrs.com or in the [OTRS Portal](#).

A fresh new OTRS installation contains only the default settings. You need to customize your system to work properly and meet your needs.

First, you need to check some [System Configuration](#) and modify the values, if needed. [FQDN](#), [SystemID](#) and [Core::SendmailModule](#) are the most important. Defining [working hours](#) and [public holidays](#) are also needed to calculate the escalation times correctly in OTRS.

Then, open the [PostMaster Mail Accounts](#) module to add email addresses used by the system. For sending email, you can add more [Email Addresses](#).

To improve the security, [PGP Keys](#) or [S/MIME Certificates](#) can be used for encryption of emails.

Let's continue with users, but you might need to add some [Groups](#) and/or [Roles](#) to the system first. It is recommended to create new groups for each main queues. There are some groups in your OTRS, but no roles are defined by default. You can add roles, if needed, and you can set the [Roles Groups](#) relations.

The next step is to add [Agents](#) to the system and set the [Agents Groups](#) and/or [Agents Roles](#) relations.

Now you can add [Customers](#) and [Customer Users](#). Customers are companies and customer users are the employees of the company.

Note: Both agents and customer users can log in using Active Directory or LDAP for authentication. In these cases doesn't need to add users manually.

Like for agents, customers users can also assign to groups using the [Customer Users Groups](#) management screen. Similarly, [Customer Users Customers](#) relations can also be set.

Your OTRS installation already contains a standard salutation and a standard signature, but you might need to edit them or create new [Salutations](#) and [Signatures](#). Queues can not be created without salutations and signatures, and only one salutation and signature can be assigned to a queue.

After system addresses, salutations, signatures, groups are set, you can continue the setup with *Queues*. Each queue has to assign to a group, and only the group members can see the tickets in the assigned queue.

Now you can add *Auto Responses* and assign them to queues using the *Queues Auto Responses* management screen. Your OTRS installation already contains some automatic responses, you can use or edit them instead of create new ones.

To reduce the time needed for answering the tickets, *Templates* or *SMS Templates* can be created.

Normal templates can contain *Attachments*, and you can assign the uploaded attachments to templates using the *Templates Attachments* management screen.

When templates are created, you can set the templates to use in queues in the *Templates Queues* or *SMS Templates Queues* management screens.

You need to review the default *Priorities*, *States* and *Types*, and add new elements, if needed.

The customer requests can be categorize into services. If you would like to use this possibility, then create some *Services* and set the *Customer Users Services* relations. Furthermore, *Service Level Agreements* can be assign to the services.

Now you can add some notifications to be received by agents, if particular events occur. You can do this in the *Ticket Notifications* screen.

To help agents to organize appointments, you can setup the *Calendars* and the *Appointment Notifications*.

Tickets, articles and other objects in OTRS can be extended with *Dynamic Fields* or can be reduced with *Access Control Lists (ACL)*.

Without doing everything manually, the number of failure can be reduced. Automatize some process in OTRS using *Generic Agent* jobs or creating processes with *Process Management*. The incoming emails can be pre-processed and dispatched automatically by defining some *Postmaster Filters*.

If external systems need to integrate with OTRS, *Web Services* will be very useful for this.

However OTRS has many features by default, you can extend the functionality by installing packages with the *Package Manager*.

If your system is ready for productive work, don' t forget to register it by using the *System Registration* procedure.

Finally, you can set the *Home Page*, the *Custom Pages* and the *Layout* of the external interface, as well as you can define a *Customer Service Catalogue* displayed in the external interface.

1.3 Become OTRS Expert

The next chapters of this manual describe the features and configuration settings of OTRS more detailed. There is a separated manual for *Configuration Options References*, that gives you a good overview of *System Configuration*, that can be modify the behavior of OTRS.

A *ticket* is similar to a medical report created for a hospital patient. When a patient first visits the hospital, a medical report is created to hold all necessary personal and medical information on him. Over multiple visits, as he is attended to by the same or additional doctors, the attending doctor updates the report by adding new information on the patient's health and the ongoing treatment. This allows any other doctors or the nursing staff to get a complete picture on the case at hand. When the patient recovers and leaves the hospital, all information from the medical report is archived and the report is closed.

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

Every ticket is stored and archived with complete information. Since tickets are handled like normal emails, attachments and contextual annotations will also be stored with each email. In addition, information on relevant dates, employees involved, working time needed for ticket resolution, etc. are also saved. At any later stage, tickets can be sorted, and it is possible to search through and analyze all information using different filtering mechanisms.

2.1 Attachments

For any size of organization it is often required to send a service agreement, the terms of service or a privacy statement out when a customer signs a contract.

OTRS can handle an infinite number of attachments (PDF, image, etc.) and can bundle them into templates. Your agents don't need to maintain the attachments on their own, nor don't they need to upload them again and again - they can just use the predefined templates.

Use this screen to add attachments for use in templates. A fresh OTRS installation doesn't contain any attachments by default. The attachment management screen is available in the *Attachments* module of the *Ticket Settings* group.

Ticket#2018100615486000019 — User cannot login to his outlook.

Back Print Priority People Communication Pending Close Miscellaneous Move

Article Overview - 1 Article(s)

NO.	☆	≡	SENDER	VIA	SUBJECT	CREATED	
1		←	Wyle Coyote	Phone	User cannot login to his	10/06/2018 11:44	

#1 – User cannot login to his outlook. – Wyle Coyote – 10/06/2018 11:44 (Europe/Berlin) via Phone by S...

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

Mark Print Split Forward Reply

The user reports outlook will not accept his password.

Linked Objects
none

Ticket Information

Age: 0 m
 Created: 10/06/2018 11:44 (Europe/Berlin)
 Created by: Super Admin
 State: open
 Locked: unlock
 Priority: 3 normal
 Queue: Postmaster
 Customer ID: acme.co
 Accounted time: 0
 Owner: Super Admin

Customer Information

Firstname: Wyle
 Lastname: Coyote
 Username: we
 Email: we@acme.example.com
 Customer: Acme Inc.
 Street: 123 Anywhere St.
 Zip: 12346
 City: Somewhereviell
 Country: United States of [...]
 URL: https://acme.exap[...]

Fig. 1: Ticket Zoom Screen

Attachment Management

Actions

+ Add Attachment

Filter for Attachments

Just start typing to filter...

List

NAME	FILENAME	COMMENT	VALIDITY	CHANGED	CREATED	DELETE
Product Manual Annex	troubleshooting-guide.doc		valid	10/10/2018 05:01	10/10/2018 05:01	🗑️
Service Agreement	service-agreement.pdf		valid	10/06/2018 10:42	10/06/2018 10:42	🗑️

Fig. 2: Attachment Management Screen

2.1.1 Manage Attachments

To add an attachment:

1. Click on the *Add Attachments* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Add Attachment

★ Name:

★ Attachment: Nincs kijelölve fájl.

★ Validity:

Comment:

or

Fig. 3: Add Attachment Screen

To edit an attachment:

1. Click on an attachment in the list of attachments.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

Edit Attachment

★ Name:

Attachment: Nincs kijelölve fájl.

★ Validity:

Comment:

or or

Fig. 4: Edit Attachment Screen

To delete an attachment:

1. Click on the trash icon in the last column of the overview table.
2. Click on the *Confirm* button.

Note: If several attachments are added to the system, use the filter box to find a particular attachment by just typing the name to filter.

List



NAME	FILENAME	COMMENT	VALIDITY	CHANGED	CREATED	DELETE
Product Manual Annex	troubleshooting-guide.doc		valid	10/10/2018 05:01	10/10/2018 05:01	
Service Agreement	service-agreement.pdf		valid	10/06/2018 10:42	10/06/2018 10:42	

Fig. 5: Delete Attachment Screen

2.1.2 Attachment Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Attachment * Open the file dialog to add a file from the file system. This field is mandatory in the attachment add screen, but optional in the attachment edit screen. Adding a new file in the edit screen will overwrite the existing attachment.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

2.2 Auto Responses

Quick and transparent service is vital to maintaining a good working relationship with your customer. Email, fax, social media and other non-real-time communication are patient, but you want to engage your customer immediately upon receipt of a request.

OTRS allows you to respond to a customer immediately upon receipt of a request giving the customers instantaneous feedback assuring them that their request is in processing, establishing expectation.

Automatic responses can be sent 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 closed or rejected ticket, etc.

Use this screen to add automatic responses for use in queues. A fresh OTRS installation contains some automatic responses by default. The automatic response management screen is available in the *Auto Responses* module of the *Ticket Settings* group.

2.2.1 Manage Auto Responses

Note: Adding automatic responses requires a valid system address. Create system addresses in the [Email Addresses](#) screen.

NAME	TYPE	COMMENT	VALIDITY	CHANGED	CREATED
default follow-up (after a ticket follow-up has been added)	auto follow up		valid	09/18/2018 15:17	09/18/2018 15:17
default reject (after follow-up and rejected of a closed ticket)	auto reject		valid	09/18/2018 15:17	09/18/2018 15:17
default reject/new ticket created (after closed follow-up with new ticket creation)	auto reply/new ticket		valid	09/18/2018 15:17	09/18/2018 15:17
default reply (after new ticket has been created)	auto reply		valid	09/18/2018 15:17	09/18/2018 15:17

Fig. 6: Auto Response Management Screen

To add an automatic response:

1. Click on the *Add Auto Response* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Warning: Auto responses can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit an automatic response:

1. Click on an automatic response in the list of automatic responses.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

Note: If several automatic responses are added to the system, use the filter box to find a particular automatic response by just typing the name to filter.

2.2.2 Auto Response Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Subject * The subject of the email sent to the users.

Response The body of the email sent to the users.

Type * The event type that triggers the sending of this automatic response. Only one automatic response can be sent automatically. The following event types are available:

auto follow up Confirms receipt of the follow-up.

auto reject The message rejects a customer follow-up.

Add Auto Response

★ Name:

★ Subject:

Response:

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

Format | Font | Size | | | | Source

★ Type:

★ Auto response from:

★ Validity:

Comment:

or

Fig. 7: Add Auto Response Screen

auto remove Deletion of a ticket, done by the system.

auto reply A newly raised ticket will trigger this auto response.

auto reply/new ticket This message informs the customer of the new ticket number.

Auto response from * The sender email address, from which the automatic response will be sent.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

2.2.3 Auto Response Variables

Using variables in the text makes it possible to personalize messages. Variables, known as OTRS tags, are replaced by OTRS when generating the message. Find a list of available tags stems for this resource at the bottom of both add and edit screens.

For example, the variable `<OTRS_TICKET_TicketNumber>` expands to the ticket number allowing a template to include something like the following.

```
Ticket#<OTRS_TICKET_TicketNumber>
```

This tag expands, for example to:

```
Ticket#2018101042000012
```

2.3 Priorities

Sometimes tickets are not equally created. One ticket may need more focus than another. A customer may be given a higher priority by the service desk to help raise customer satisfaction in a pinch or to ensure that a long-running request receives special attention. Keeping track of these higher priority requests is important, as well as handling them quickly.

OTRS provides a traffic light system based per default five levels of priorities to handle this task.

- Blue: very low
- Green: low
- Grey: normal
- Pink: high
- Red: very high

The colors are based on the ID (very low being ID 1) in the database. Changing the names should be done with this in mind. New priorities have the color gray.

Use this screen to add priorities to the system. A fresh OTRS installation contains five default priority levels. The priority management screen is available in the *Priorities* module of the *Ticket Settings* group.

Reference

You can use the following tags:

<OTRS_CUSTOMER_SUBJECT[20]>

To get the first 20 character of the subject.

<OTRS_CUSTOMER_EMAIL[5]>

To get the first 5 lines of the email.

<OTRS_CUSTOMER_REALNAME>

To get the name of the ticket's customer user (if given).

<OTRS_CUSTOMER_*>

To get the article attribute (e.g. <OTRS_CUSTOMER_From>, <OTRS_CUSTOMER_To>, <OTRS_CUSTOMER_Cc>, <OTRS_CUSTOMER_Subject>, <OTRS_CUSTOMER_Body>).

<OTRS_CUSTOMER_DATA_*>

Options of the current customer user data (e.g. <OTRS_CUSTOMER_DATA_UserFirstname>).

<OTRS_OWNER_*>

Ticket owner options (e.g. <OTRS_OWNER_UserFirstname>).

<OTRS_RESPONSIBLE_*>

Ticket responsible options (e.g. <OTRS_RESPONSIBLE_UserFirstname>).

<OTRS_CURRENT_*>

Options of the current user who requested this action (e.g. <OTRS_CURRENT_UserFirstname>).

<OTRS_TICKET_*>

Options of the ticket data (e.g. <OTRS_TICKET_TicketNumber>, <OTRS_TICKET_TicketID>, <OTRS_TICKET_Queue>, <OTRS_TICKET_State>).

<OTRS_TICKET_DynamicField_*>

Options of ticket dynamic fields internal key values (e.g. <OTRS_TICKET_DynamicField_TestField>, <OTRS_TICKET_DynamicField_TicketFreeText1>).

<OTRS_TICKET_DynamicField_*_Value>

Options of ticket dynamic fields display values, useful for Dropdown and Multiselect fields (e.g. <OTRS_TICKET_DynamicField_TestField_Value>, <OTRS_TICKET_DynamicField_TicketFreeText1_Value>).

<OTRS_CONFIG_*>

Config options (e.g. <OTRS_CONFIG_HttpType>).

Example response:

```
Thanks for your email.

You wrote:
<snip>
<OTRS_CUSTOMER_EMAIL[6]>
```

Fig. 9: Auto Response Variables

NAME	VALIDITY	CHANGED	CREATED
1 very low	valid	09/18/2018 15:17	09/18/2018 15:17
2 low	valid	09/18/2018 15:17	09/18/2018 15:17
3 normal	valid	09/18/2018 15:17	09/18/2018 15:17
4 high	valid	09/18/2018 15:17	09/18/2018 15:17
5 very high	valid	10/12/2018 09:51	09/18/2018 15:17

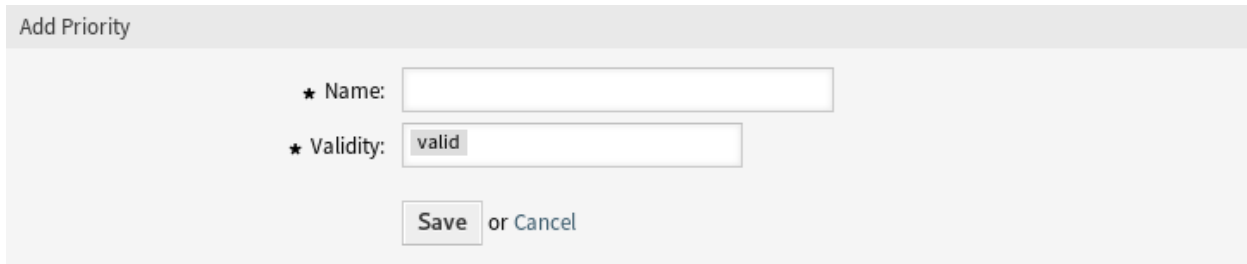
Fig. 10: Priority Management Screen

2.3.1 Manage Priorities

Note: When creating a customized list of priorities, please keep in mind that they are sorted alphabetically in the priority selection box in the user interface.

To add a priority:

1. Click on the *Add Priority* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.



Add Priority

★ Name:

★ Validity:

or

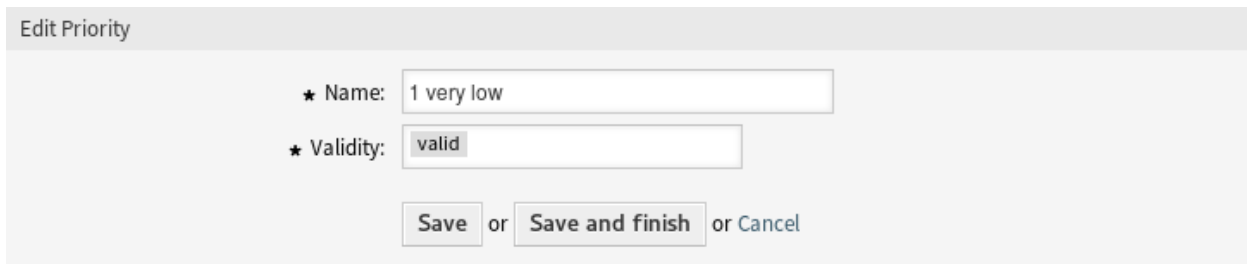
Fig. 11: Add Priority Screen

Warning: Priorities can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

Note: It's recommended to limit your system to 5 priorities or less and reuse the current 5 to keep the use of the traffic light system.

To edit a priority:

1. Click on a priority in the list of priorities.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.



Edit Priority

★ Name:

★ Validity:

or or

Fig. 12: Edit Priority Screen

Note: If several priorities are added to the system, use the filter box to find a particular priority by just typing the name to filter.

Notice

This priority is used in the following config settings:

- ExternalFrontend::TicketCreate###PriorityDefault
- ExternalFrontend::TicketDetailView###PriorityDefault
- FAQ::ApprovalTicketPriority
- PostmasterDefaultPriority
- Process::DefaultPriority
- Ticket::Frontend::AgentTicketBulk###PriorityDefault
- Ticket::Frontend::AgentTicketClose###PriorityDefault
- Ticket::Frontend::AgentTicketEmail###Priority
- Ticket::Frontend::AgentTicketFreeText###PriorityDefault
- Ticket::Frontend::AgentTicketNote###PriorityDefault
- Ticket::Frontend::AgentTicketOwner###PriorityDefault
- Ticket::Frontend::AgentTicketPending###PriorityDefault
- Ticket::Frontend::AgentTicketPhone###Priority
- Ticket::Frontend::AgentTicketPriority###PriorityDefault
- Ticket::Frontend::AgentTicketResponsible###PriorityDefault
- Ticket::Frontend::AgentTicketSMS###Priority

You can either have the affected settings updated automatically to reflect the changes you just made or do it on your own by pressing 'update manually'.



Fig. 13: Priority Validation Dialog

If you change the name of a priority which is used in the system configuration, a validation check will warn you and give you the following options:

Save and update automatically Apply the change and also update the affected settings.

Don't save, update manually Apply the change, but don't update the affected settings. The updates need to be done manually.

Cancel Cancel the action.

Warning: Changing the name of this object should be done with care, the check only provides verification for certain settings and ignores things where the name can't be verified. Some examples are dashboard filters, access control lists (ACLs), and processes (sequence flow actions) to name a few. Documentation of your setup is key to surviving a name change.

2.3.2 Priority Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

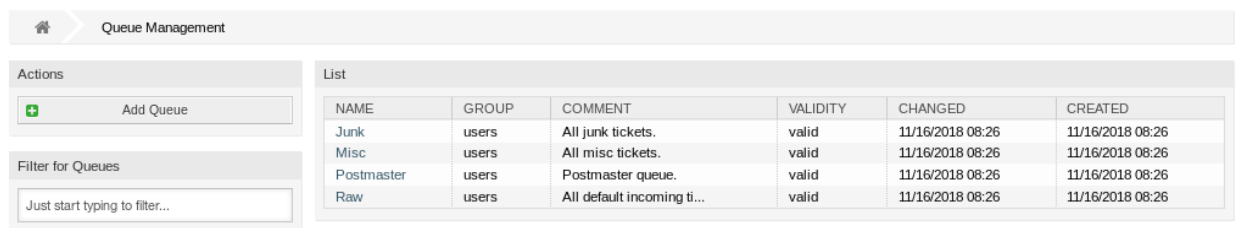
Validity * Set the validity of this resource. Each resource can be used in OTRS only, if this field is set to *valid*. Setting this field to *invalid* or *invalid-temporarily* will disable the use of the resource.

2.4 Queues

Teams need a workspace and the ability to dispatch work based on skill level, security level, department or responsibility just to name a few. Other teams may also need to view or react in these requests as well.

OTRS uses queues to provide your teams with structure. Queues provide a powerful way to divide and disperse the work to the responsible group of people.

Use this screen to add queues to the system. In a fresh 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. The queue management screen is available in the *Queues* module of the *Ticket Settings* group.



NAME	GROUP	COMMENT	VALIDITY	CHANGED	CREATED
Junk	users	All junk tickets.	valid	11/16/2018 08:26	11/16/2018 08:26
Misc	users	All misc tickets.	valid	11/16/2018 08:26	11/16/2018 08:26
Postmaster	users	Postmaster queue.	valid	11/16/2018 08:26	11/16/2018 08:26
Raw	users	All default incoming ti...	valid	11/16/2018 08:26	11/16/2018 08:26

Fig. 14: Queue Management Screen

2.4.1 Manage Queues

To add a queue:

1. Click on the *Add Queue* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

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 (Notify by)
(minutes): 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.

★ Ticket lock after a follow up:

If a ticket is closed and the customer sends a follow up the ticket will be locked to the old owner.

★ System address:

Will be the sender address of this queue for email answers.

Default sign key (/):

★ Salutation:

The salutation for email answers.

★ Signature:

The signature for email answers.

Calendar:

★ Validity:

Comment:

Chat Channel:

Chat channel that will be used for communication related to the tickets in this queue.

Warning: Queues can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a queue:

1. Click on a queue in the list of queues.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

Note: If several queues are added to the system, use the filter box to find a particular queue by just typing the name to filter.

If you change the name of a queue which is used in the system configuration, a validation check will warn you and give you the following options:

Save and update automatically Apply the change and also update the affected settings.

Don't save, update manually Apply the change, but don't update the affected settings. The updates need to be done manually.

Cancel Cancel the action.

Warning: Changing the name of this object should be done with care, the check only provides verification for certain settings and ignores things where the name can't be verified. Some examples are dashboard filters, access control lists (ACLs), and processes (sequence flow actions) to name a few. Documentation of your setup is key to surviving a name change.

2.4.2 Queue Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Sub-queue of It is possible to add the new queue under an existing one as sub-queue. This will be displayed as *Parent Queue::Child Queue*.

Group * It is possible to limit access to the selected group. The group creates a permission link between the queue and an agent or a customer user.

Unlock timeout minutes Any ticket on open, which is locked, in this queue will automatically unlock after the set amount of minutes. The value *0* (default) means tickets in this queue remain locked.

Escalation - first response time (minutes) The maximum amount of working time allowed before the agent contacts with the customer.

Note: First response time will not trigger for an email ticket or telephone ticket created by an agent.

Escalation - update time (minutes) The maximum amount of working time allowed between the agent contacts with the customer.

Edit 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 (Notify by)
 (minutes): 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.

★ Ticket lock after a follow up:
 If a ticket is closed and the customer sends a follow up the ticket will be locked to the old owner.

★ System address:
 Will be the sender address of this queue for email answers.

Default sign key
 (vo5162@virtual.otrs.com):

★ Salutation:
 The salutation for email answers.

★ Signature:
 The signature for email answers.

Calendar:

★ Validity:

Comment:

Chat Channel:

2.4. Queues

Chat channel that will be used for communication related to the tickets in this queue.

21

 or or

Notice

This queue is used in the following config settings:

- ExternalFrontend::TicketCreate###QueueDefault
- Ticket::Frontend::UserDefaultQueue

You can either have the affected settings updated automatically to reflect the changes you just made or do it on your own by pressing 'update manually'.



Fig. 17: Queue Validation Dialog

Escalation - solution time (minutes) The maximum amount of working time allowed until the ticket is marked as solved.

Note: Solution time will not reset if the ticket is reopened.

Follow up Option * Specify the handling of a follow up on closed tickets. Possible values:

- new ticket** The follow up will create a new ticket.
- possible** The follow up will reopen the already closed ticket.
- reject** The follow up will be rejected.

See also:

See [Auto Responses](#) chapter for more information.

Ticket lock after a follow up * Only applicable if the *Follow up Option* is set to *possible*. Locks the previously closed ticket, upon reopening, to the last owner. This ensures that a follow up for a ticket is processed by the agent that has previously handled that ticket.

Warning: This does not take out-of-office into account. Use this setting with care to ensure or in combination with *Unlock timeout minutes*.

System address * Select one of the [Email Addresses](#) as the sender identity for this queue.

Note: This is an ID in the database. Making changes to the [Email Addresses](#) can have adverse effects here.

Default sign key This is only active if [PGP Keys](#) or [S/MIME Certificates](#) is enabled in the [System Configuration](#). Choose the key to sign emails per default.

Salutation * Select one of the defined [Salutations](#).

Signature * Select one of the defined *Signatures*.

Calendar Select the calendar which defines working hours for this queue. Calendars are defined in the *System Configuration*.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

Chat Channel Chat channel that will be used for communication related to the tickets in this queue.

2.5 Queues Auto Responses

Communicating a change in, for example, service times, service levels or other information which would be good for a customer to know when opening a ticket can be a tedious and error-ridden task. Attempting to make sure all departments have the correct information and transmitting this to their customers poses a challenge.

OTRS gives you the power to quickly assign the appropriate automatic responses to any queue, containing pertinent service information, ensuring this information reaches your customers before expectations aren't reached.

Use this screen to add one or more automatic responses to one or more queues. The management screen is available in the *Queues Auto Responses* module of the *Ticket Settings* group.

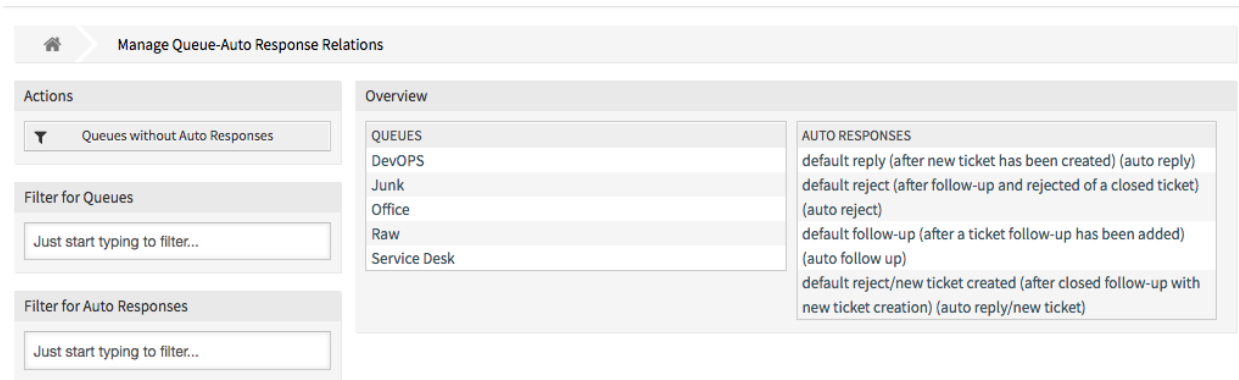


Fig. 18: Manage Queue-Auto Response Relations

2.5.1 Manage Queues Auto Responses Relations

To assign an automatic response to a queue:

1. Click on a queue in the *Queues* column.
2. Select the automatic responses you would like to add the queue to.
3. Click on the *Save* or *Save and finish* button.

Change Auto Response Relations for Queue Raw

auto reply:

auto reject:

auto follow up:

auto reply/new ticket:

auto remove:

or or

Fig. 19: Change Auto Response Relations for Queue

Note: It is not possible to assign multiple queues to an automatic response by clicking on the automatic response name. A click on the automatic response will open to the [Auto Responses](#) screen.

Note: If several automatic responses or queues are added to the system, use the filter box to find a particular automatic response or queue by just typing the name to filter.

2.5.2 Queues Auto Responses Settings

The following settings are available when assigning some automatic responses to a queue.

auto reply This automatic response will be sent to users, when they send a message to the queue, and the message is not a follow-up message of a ticket.

auto reject This automatic response will be sent to users, when they send a message to the queue and *reject* is set as *Follow up Option* in the queue settings.

auto follow up This automatic response will be sent to users, when they send a message to the queue and *possible* is set as *Follow up Option* in the queue settings.

auto reply/new ticket This automatic response will be sent to users, when they send a message to the queue and *new ticket* is set as *Follow up Option* in the queue settings.

auto remove This automatic response will be sent to users, when the remove option is enabled.

Note: *Auto reply*, *auto reject* and *auto reply/new ticket* mutually cancel each other based on the [Queues](#) settings. Only one will take effect per queue.

2.6 Salutations

Addressing customers must be done in a standardized way. Your customers may not always be external customers requiring a less formal greeting.

OTRS provides you with the tools needed to create a standardized communication form for any one of your queues. As defined in the [Queue Settings: Salutations, Templates, and Signatures](#) are combined to ensure a well formed standardized email communication.

Salutations can be linked to one or more *Queues*. A salutation is used only in email answers to tickets.

Use this screen to add salutations to the system. A fresh OTRS installation already contains a standard salutation. The salutation management screen is available in the *Salutations* module of the *Ticket Settings* group.

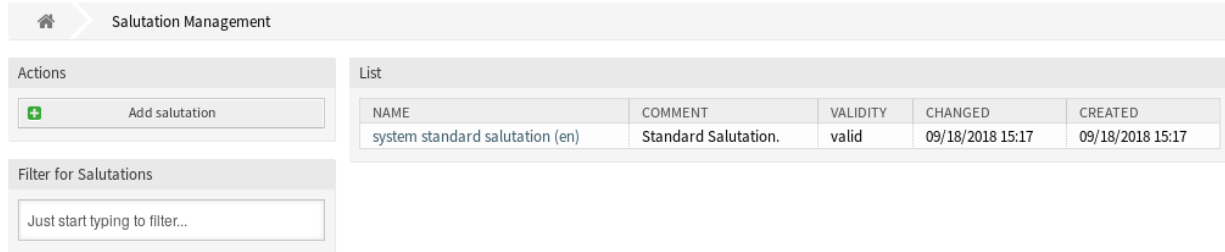


Fig. 20: Salutation Management Screen

2.6.1 Manage Salutations

To add a salutation:

1. Click on the *Add Salutation* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Warning: Salutations can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a salutation:

1. Click on a salutation in the list of salutations.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

Note: If several salutations are added to the system, use the filter box to find a particular salutation by just typing the name to filter.

Warning: Before invalidating this object, please go to the *Queues* module of the *Ticket Settings* group and make sure all queues using this setting are using a valid object.

2.6.2 Salutation Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Add Salutation

★ Name:

Salutation:

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

Format | Font | Size | | | | Source |

★ Validity:

Comment:

or

Fig. 21: Add Salutation Screen

Edit Salutation

★ Name:

Salutation:

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

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

Dear <OTRS_CUSTOMER_REALNAME>,
Thank you for your request.

★ Validity:

Comment:

or or

Fig. 22: Edit Salutation Screen

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Salutation The text that will be placed to the beginning of new emails.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

2.6.3 Salutation Variables

Using variables in the text makes it possible to personalize messages. Variables, known as OTRS tags, are replaced by OTRS when generating the message. Find a list of available tags stems for this resource at the bottom of both add and edit screens.

Hint

You can use the following tags:

<OTRS_OWNER_*>
Ticket owner options (e. g. <OTRS_OWNER_UserFirstname>).

<OTRS_RESPONSIBLE_*>
Ticket responsible options (e. g. <OTRS_RESPONSIBLE_UserFirstname>).

<OTRS_CURRENT_*>
Options of the current user who requested this action (e. g. <OTRS_CURRENT_UserFirstname>).

<OTRS_TICKET_*>
Options of the ticket data (e. g. <OTRS_TICKET_TicketNumber>, <OTRS_TICKET_TicketID>, <OTRS_TICKET_Queue>, <OTRS_TICKET_State>).

<OTRS_CUSTOMER_DATA_*>
Options of the current customer user data (e. g. <OTRS_CUSTOMER_DATA_UserFirstname>).

<OTRS_CONFIG_*>
Config options (e. g. <OTRS_CONFIG_HttpType>).

Example salutation:

Dear <OTRS_CUSTOMER_REALNAME>,
Thank you for your request.

Fig. 23: Salutation Variables

For example, the variable <OTRS_CUSTOMER_DATA_UserLastname> expands to the customer's last name to be included in something like the following.

Dear <OTRS_CUSTOMER_DATA_UserFirstname> <OTRS_CUSTOMER_DATA_UserLastname>,

This tag expands, for example to:

Dear Lisa Wagner,

2.7 Service Level Agreements

Your organization must meet the time demands of your customers. Timely service matters. Response to questions, updates on issues, and solutions must be provided in an agreed amount of time. The agent must receive notification of possible breaches, to prevent ticket escalation.

OTRS scales well with your needs and offers management of service level agreements (SLAs). OTRS provides you with the possibility to create numerous service level agreements covering all of your service and customer need. Each [SLA](#) can cover multiple services and define the availability of service and escalation periods.

Use this screen to add service level agreements to the system. A fresh OTRS installation doesn't contain any service level agreements by default. The service level agreement management screen is available in the *Service Level Agreements* module of the *Ticket Settings* group.

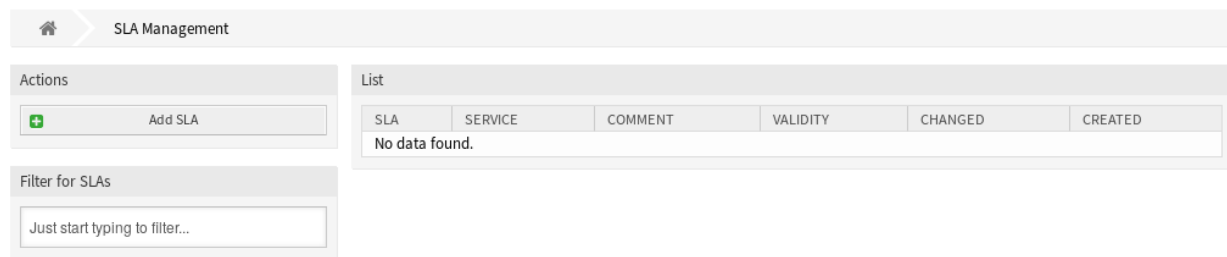


Fig. 24: Service Level Agreement Management Screen

See also:

To use this feature, [Ticket::Service](#) must be activated in the [System Configuration](#) under the *Administration* group to be selectable in the ticket screens. You may click on the link in the warning message of the notification bar to directly jump to the configuration setting.

2.7.1 Manage Service Level Agreements

Note: Adding service level agreements requires, that at least one service is added to the system. Create services in the [Services](#) screen.

To add a service level agreement:

1. Click on the *Add SLA* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Warning: Service level agreements can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a service level agreement:

1. Click on a service level agreement in the list of service level agreements.

Add SLA

★ SLA:

Service:

Calendar:

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

Fig. 25: Add Service Level Agreement Screen

2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

Edit SLA : VIP customers

★ SLA:

Service:

Calendar:

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

Fig. 26: Edit Service Level Agreement Screen

Note: If several service level agreements are added to the system, use the filter box to find a particular service level agreement by just typing the name to filter.

2.7.2 Service Level Agreement Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

SLA * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Service Select one or more of the *Services* to be assigned to this SLA.

Calendar Select the calendar which defines working hours for this queue. Calendars are defined in the *System Configuration*.

Escalation - first response time (minutes) The maximum amount of working time allowed before the agent contacts with the customer.

Note: First response time will not trigger for an email ticket or telephone ticket created by an agent.

Escalation - update time (minutes) The maximum amount of working time allowed between the agent contacts with the customer.

Escalation - solution time (minutes) The maximum amount of working time allowed until the ticket is marked as solved.

Note: Solution time will not reset if the ticket is reopened.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

Dialog message Is being displayed if a customer chooses this SLA on ticket creation (only in the external interface).

2.8 Services

Requests to your service desk should be categorized based on affected *service* to correctly reach a team of experts to deal with the issue. Because not all your agents can deal with specific problems. Lack of experience or access to resources to fix an issue requires defining the service affected in a ticket helps to categorize the issue and target the correct teams.

OTRS allows adding all services offered to your customers. These services may be later bound to *Service Level Agreements* to ensure a timely solution based on customer-specific agreements.

Use this screen to add services to the system. A fresh OTRS installation doesn't contain any services by default. The service management screen is available in the *Services* module of the *Ticket Settings* group.



Fig. 27: Service Management Screen

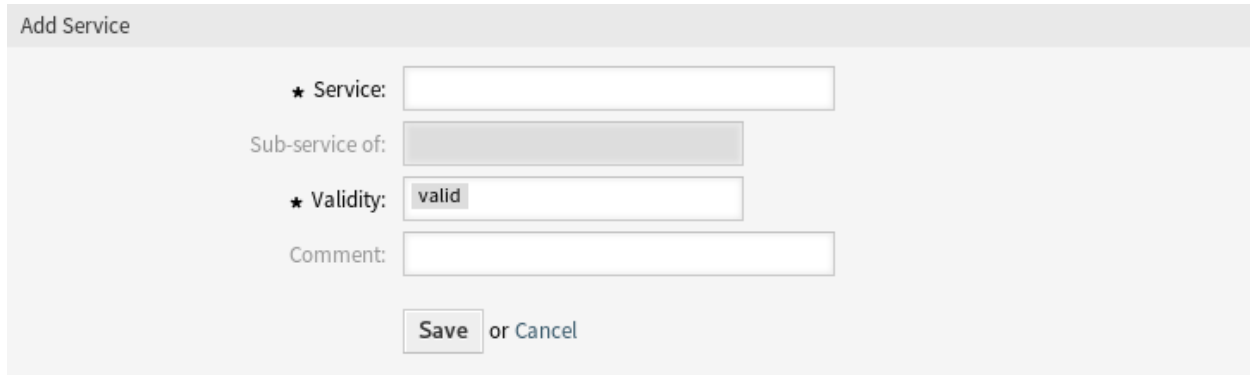
See also:

To use this feature, `Ticket::Service` must be activated in the *System Configuration* under the *Administration* group to be selectable in the ticket screens. You may click on the link in the warning message of the notification bar to directly jump to the configuration setting.

2.8.1 Manage Services

To add a service:

1. Click on the *Add Service* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.



Add Service

* Service:

Sub-service of:

* Validity:

Comment:

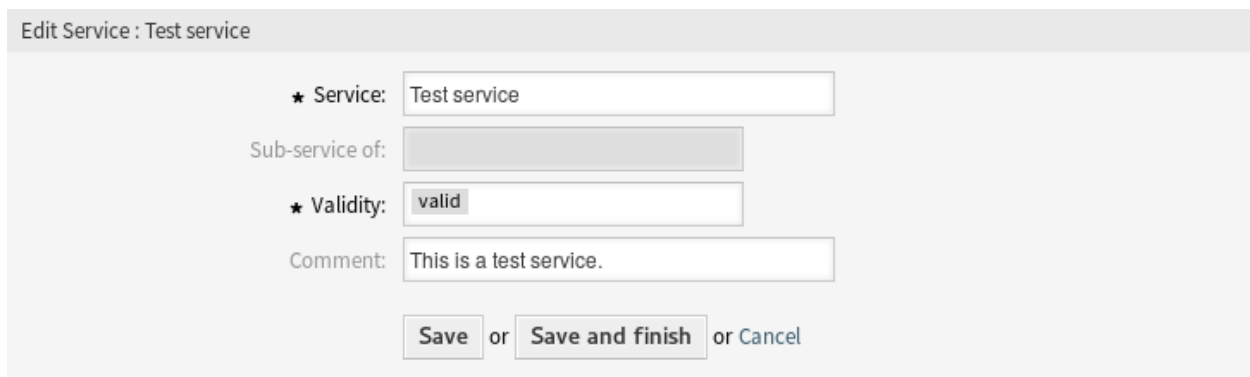
or

Fig. 28: Add Service Screen

Warning: Services can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a service:

1. Click on a service in the list of services.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.



Edit Service : Test service

* Service:

Sub-service of:

* Validity:

Comment:

or or

Fig. 29: Edit Service Screen

Note: If several services are added to the system, use the filter box to find a particular service by just typing the name to filter.

Warning: Changing the name of this object should be done with care, the check only provides verification for certain settings and ignores things where the name can't be verified. Some examples are dashboard filters, access control lists (ACLs), and processes (sequence flow actions) to name a few. Documentation of your setup is key to surviving a name change.

2.8.2 Service Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Service * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Sub-service of It is possible to add the new service under an existing one as sub-service. This will be displayed as *Parent Service::Child Service*.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

Note: A service can only be selectable in the ticket screens, if the service is assigned to the customer user of the ticket or it is set as default service for all customer users in the *Customer Users Services* screen.

2.9 Signatures

Corporate identity and team information are essential in each communication. The name of the employee writing and other vital details like disclaimers are some examples of necessary information to include in the communication with the customer.

OTRS provides you with the same tools here, as with *Salutations*, to create a standardized communication form for any one of your queues. As defined in the *Queue Settings: Salutations, Templates, and Signatures* are combined to ensure a well formed standardized email communication.

Signatures can be linked to one or more *Queues*. A signature is used only in email answers to tickets.

Use this screen to add signatures to the system. A fresh OTRS installation already contains a standard signature. The signature management screen is available in the *Signatures* module of the *Ticket Settings* group.

2.9.1 Manage Signatures

To add a signature:

1. Click on the *Add Signature* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.



Fig. 30: Signature Management Screen

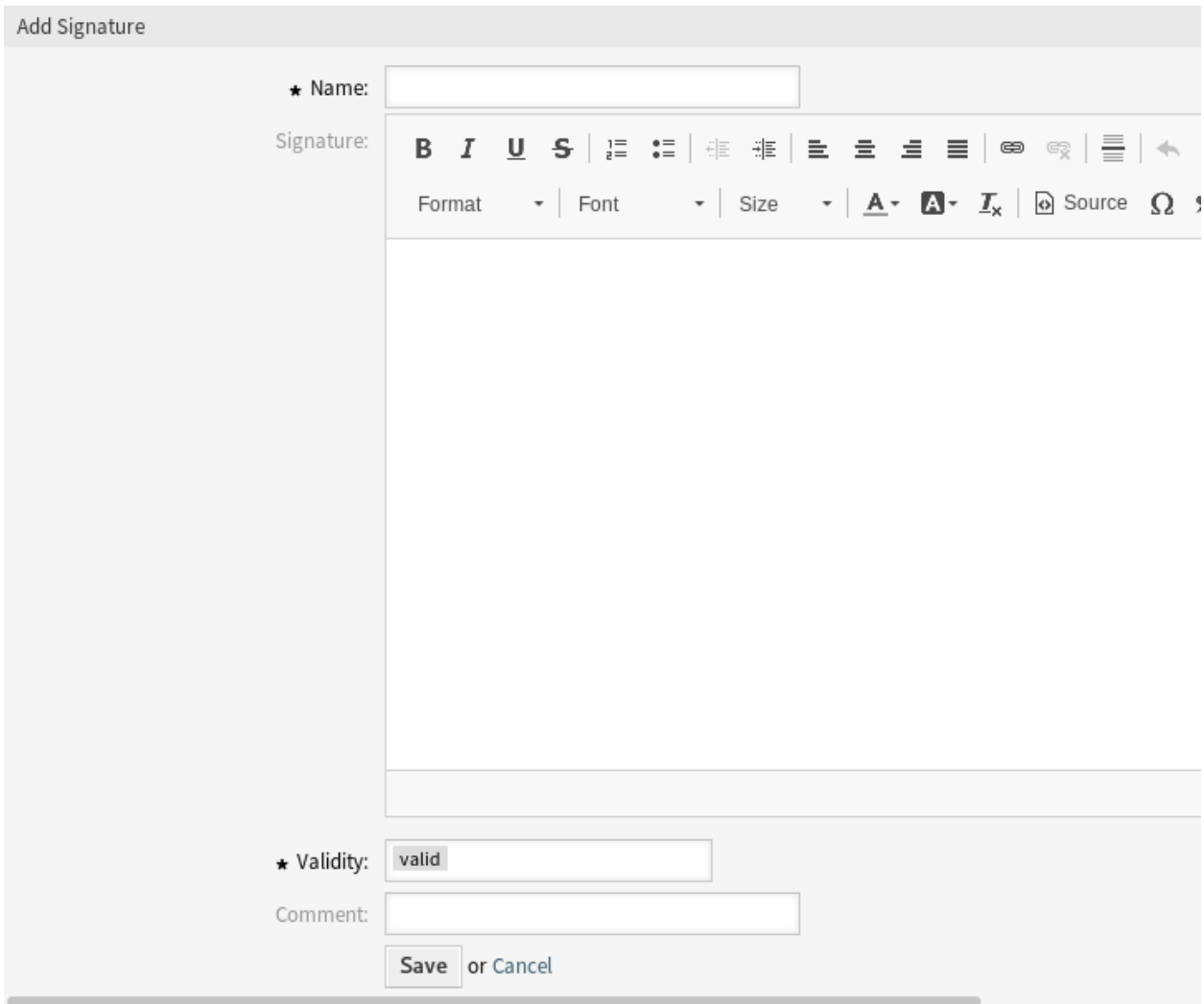


Fig. 31: Add Signature Screen

Warning: Signatures can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a signature:

1. Click on a signature in the list of signatures.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

★ Name:

Signature:

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

Format | Font | Size | | | | Source |

Your Ticket-Team

<OTRS_Agent_UserFirstname> <OTRS_Agent_UserLastname>

--

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

--

★ Validity:

Comment:

or or

Fig. 32: Edit Signature Screen

Note: If several signatures are added to the system, use the filter box to find a particular signature by just typing the name to filter.

Warning: Before invalidating this object, please go to the *Queues* module of the *Ticket Settings* group and make sure all queues using this setting are using a valid object.

2.9.2 Signature Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Signature The text that will be placed to the end of new emails.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

2.9.3 Signature Variables

Using variables in the text makes it possible to personalize messages. Variables, known as OTRS tags, are replaced by OTRS when generating the message. Find a list of available tags stems for this resource at the bottom of both add and edit screens.

Hint

You can use the following tags:

<OTRS_OWNER_*>

Ticket owner options (e. g. <OTRS_OWNER_UserFirstname>).

<OTRS_RESPONSIBLE_*>

Ticket responsible options (e. g. <OTRS_RESPONSIBLE_UserFirstname>).

<OTRS_CURRENT_*>

Options of the current user who requested this action (e. g. <OTRS_CURRENT_UserFirstname>).

<OTRS_TICKET_*>

Options of the ticket data (e. g. <OTRS_TICKET_TicketNumber>, <OTRS_TICKET_TicketID>, <OTRS_TICKET_Queue>, <OTRS_TICKET_State>).

<OTRS_CUSTOMER_DATA_*>

Options of the current customer user data (e. g. <OTRS_CUSTOMER_DATA_UserFirstname>).

<OTRS_CONFIG_*>

Config options (e. g. <OTRS_CONFIG_HttpType>).

Example signature:

```
Your OTRS-Team
<OTRS_CURRENT_UserFirstname> <OTRS_CURRENT_UserLastname>
--
```

Fig. 33: Signature Variables

For example, the variable `<OTRS_CURRENT_UserFirstname>` `<OTRS_CURRENT_UserLastname>` expands to the agent's first and last name allowing a template to include something like the following.

```
Best regards,  
  
<OTRS_CURRENT_UserFirstname> <OTRS_CURRENT_UserLastname>
```

This tag expands, for example to:

```
Best regards,  
  
Steven Weber
```

2.10 SMS Templates

An on-call duty should be alarmed about incidents on an email servers, therefore cannot get an email from OTRS. Additionally, in the case where customers have no internet access, it's imperative to ensure good contact.

OTRS provides SMS as a cloud service and allows, as with email, management of this communication via templates.

An SMS template is a default text which helps your agents to write faster tickets or answers.

Use this screen to add SMS templates for use in communications. A fresh OTRS installation doesn't contain any SMS templates by default. The SMS template management screen is available in the *SMS Templates* module of the *Ticket Settings* group.



Fig. 34: SMS Template Management Screen

2.10.1 Manage SMS Templates

Note: To be able to use SMS cloud service in OTRS, you have to activate it first in *Cloud Services* module.

To add an SMS template:

1. Click on the *Add SMS Template* button in the left sidebar.

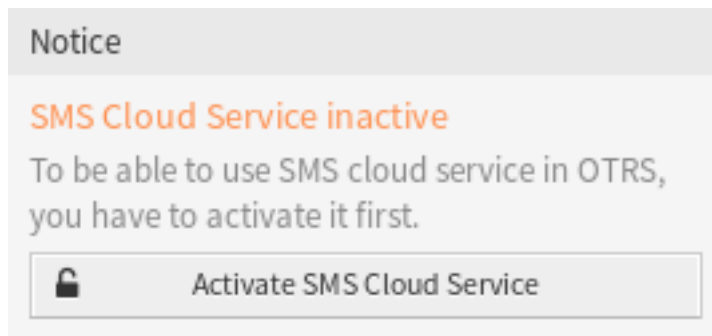


Fig. 35: Activate SMS Cloud Service

2. Fill in the required fields.
3. Click on the *Save* button.

 A form titled "Add Template" with a light grey background. It contains several input fields and a checkbox. The fields are:

- "* Type:" with a dropdown menu showing "Answer".
- "* Name:" with an empty text input field.
- "* Template:" with a large empty text area.
- "Flash message:" with an unchecked checkbox.
- Below the checkbox, the text: "Show message directly without user interaction and do not store it automatically (support may vary by device and provider)."
- "* Validity:" with a dropdown menu showing "valid".
- "Comment:" with an empty text input field.
- At the bottom, a "Save" button followed by the text "or Cancel".

Fig. 36: Add SMS Template Screen

To edit an SMS template:

1. Click on an SMS template in the list of SMS templates.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

To delete an SMS template:

1. Click on the trash icon in the list of SMS templates.
2. Click on the *Confirm* button.

Edit SMS Template

★ Type:

★ Name:

★ Template:

Flash message:

Show message directly without user interaction and do not store it automatically (support may vary by device and provider).

★ Validity:

Comment:

or

Fig. 37: Edit SMS Template Screen

List

TYPE	NAME	COMMENT	VALIDITY	CHANGED	CREATED	DELETE
Answer	Test		valid	10/16/2018 11:11 (Europe/Budapest)	10/16/2018 11:11 (Europe/Budapest)	

Fig. 38: Delete SMS Template Screen

Note: If several SMS templates are added to the system, a filter box is useful to find a particular SMS template by just typing to filter.

2.10.2 SMS Template Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Type * There are different kind of SMS templates that are used for different purposes. A template can be:

Answer To be used as a ticket response with *Reply via SMS* in the article menu of the ticket screen.

Create To be used for a new SMS ticket.

SMSOutbound To be used for sending a new SMS to a customer user from within the ticket menu of the ticket screen.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Template The body of the email sent to the users.

Warning: The maximum length of text message that you can send is 918 characters. However, if you send more than 160 characters then your message will be broken down in to chunks of 153 characters before being sent to the recipient' s handset. We recommend keeping the messages to less than 160 characters.

Flash message Show message directly without user interaction and do not store it automatically (support may vary by device and provider).

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

2.10.3 SMS Template Variables

Using variables in the text makes it possible to personalize messages. Variables, known as OTRS tags, are replaced by OTRS when generating the message. Find a list of available tags stems for this resource at the bottom of both add and edit screens.

For example, the variable `<OTRS_TICKET_TicketNumber>` expands to the ticket number allowing an SMS template to include something like the following.

```
Ticket#<OTRS_TICKET_TicketNumber> has been raised in <OTRS_Ticket_Queue>.
```

This tag expands, for example to:

```
Ticket#2018101042000012 has been raised in Postmaster.
```

Reference

You can use the following tags:

<OTRS_OWNER_*>

Ticket owner options (e. g. <OTRS_OWNER_UserFirstname>).

<OTRS_RESPONSIBLE_*>

Ticket responsible options (e. g. <OTRS_RESPONSIBLE_UserFirstname>).

<OTRS_CURRENT_*>

Options of the current user who requested this action (e. g. <OTRS_CURRENT_UserFirstname>).

<OTRS_TICKET_*>

Options of the ticket data (e. g. <OTRS_TICKET_TicketNumber>, <OTRS_TICKET_TicketID>, <OTRS_TICKET_Queue>, <OTRS_TICKET_State>).

<OTRS_TICKET_DynamicField_*>

Options of ticket dynamic fields internal key values (e. g. <OTRS_TICKET_DynamicField_TestField>, <OTRS_TICKET_DynamicField_TicketFreeText1>).

<OTRS_TICKET_DynamicField_*_Value>

Options of ticket dynamic fields display values, useful for Dropdown and Multiselect fields (e. g. <OTRS_TICKET_DynamicField_TestField_Value>, <OTRS_TICKET_DynamicField_TicketFreeText1_Value>).

<OTRS_CUSTOMER_DATA_*>

Options of the current customer user data (e. g. <OTRS_CUSTOMER_DATA_UserFirstname>).

<OTRS_CONFIG_*>

Config options (e. g. <OTRS_CONFIG_HttpType>).

Note: Create type templates only supports this smart tags: **<OTRS_CURRENT_*>** and **<OTRS_CONFIG_*>**

Example template:

```
The current ticket state is: "<OTRS_TICKET_State>"
Your mobile phone is: "<OTRS_CUSTOMER_UserMobile>"
```

Fig. 39: SMS Template Variables

2.11 SMS Templates Queues

Communicating a change to a template, or distribution of a new communication requirement, can be tedious and error-ridden because it requires that all teams pull the information and publish it appropriately.

OTRS gives you the power to quickly assign the appropriate SMS templates to any queue, containing pertinent ticket information, ensuring this information reaches your customers and agents.

Use this screen to add one or more SMS templates to one or more queues. The management screen is available in the *SMS Templates Queues* module of the *Ticket Settings* group.



Fig. 40: Manage SMS Template-Queue Relations

2.11.1 Manage SMS Templates Queues Relations

To assign an SMS template to one or more queues:

1. Click on an SMS template in the *SMS Templates* column.
2. Select the queues you would like to add the SMS template to.
3. Click on the *Save* or *Save and finish* button.

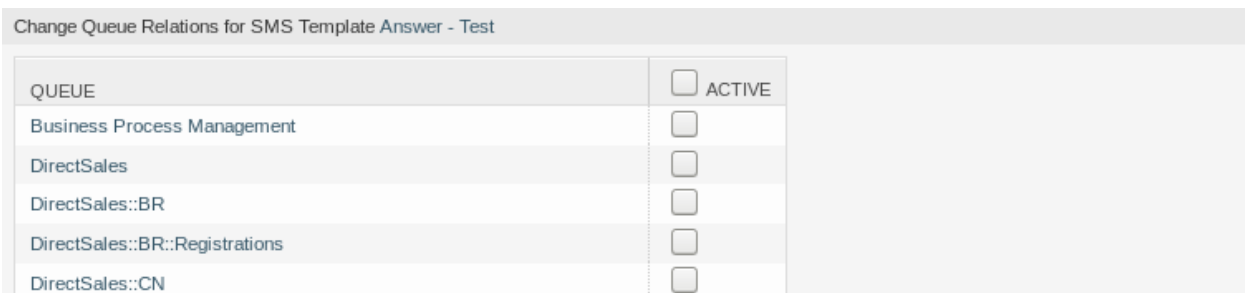


Fig. 41: Change Queue Relations for SMS Template

To assign a queue to one or more SMS templates:

1. Click on a queue in the *Queues* column.
2. Select the SMS templates you would like to add the queue to.
3. Click on the *Save* or *Save and finish* button.

Note: If several SMS templates or queues are added to the system, use the filter box to find a particular SMS template or queue by just typing the name to filter.

TEMPLATE	ACTIVE
Answer - Test	<input type="checkbox"/>

Save or Save and finish or Cancel

Fig. 42: Change SMS Template Relations for Queue

Multiple SMS templates or queues can be assigned in both screens at the same time. Additionally clicking on an SMS template or clicking on a queue in the relations screen will open the *Edit SMS Template* screen or the *Edit Queue* screen accordingly.

Warning: Accessing a queue or an SMS template provides no back link to the relations screen.

2.12 States

Active tracking of tickets leads to a better sense of workload and provides metrics as a key performance indicator. Sorting tasks and setting appointments can help to level-off the workload and keep your service desk running.

OTRS uses ticket states to ensure that your agents always know which tickets are being attended to and which not. Additionally, detailed reports on the states of your tickets can be provided by ticket search or reports and personalized sorting is possible using dashboards and queue and service overviews.

Nine states are pre-defined. More states can be added, but the default states are enough to get you going and mostly enough for any situation.

The default states are the following:

closed successful A ticket is complete. The customer received a solution which worked.

closed unsuccessful A ticket is complete. The customer received no solution or the solution was not appropriate.

merged The ticket content is found in a different ticket.

new The ticket is created by the customer without contact with an agent.

open The ticket is currently in progress. Customer and agent are in contact with each another.

pending auto close+ The ticket will be set as *closed successful* upon reaching the pending time.

pending auto close- The ticket will be set as *closed unsuccessful* upon reaching the pending time.

pending reminder The ticket should be worked on again upon reaching the pending time.

removed The ticket has been removed from the system.

Note: Pending jobs are checked per default every two hours and forty-five minutes. This time is a static time, which means the times are 02:45, 04:45, 06:45 and so on. The job can be run more often or seldom and are configured in the *System Configuration* module of the *Administration* group.

Use this screen to add states to the system. A fresh OTRS installation contains several states by default. The state management screen is available in the *States* module of the *Ticket Settings* group.

NAME	TYPE	COMMENT	VALIDITY	CHANGED	CREATED
closed successful	closed	Ticket is closed ...	valid	09/18/2018 15:17	09/18/2018 15:17
closed unsuccessful	closed	Ticket is closed ...	valid	09/18/2018 15:17	09/18/2018 15:17
merged	merged	State for merged ...	valid	09/18/2018 15:17	09/18/2018 15:17
new	new	New ticket create...	valid	09/18/2018 15:17	09/18/2018 15:17
open	open	Open tickets.	valid	09/18/2018 15:17	09/18/2018 15:17
pending auto close+	pending auto	Ticket is pending...	valid	09/18/2018 15:17	09/18/2018 15:17
pending auto close-	pending auto	Ticket is pending...	valid	09/18/2018 15:17	09/18/2018 15:17
pending reminder	pending reminder	Ticket is pending...	valid	09/18/2018 15:17	09/18/2018 15:17
removed	removed	Customer removed ...	valid	09/18/2018 15:17	09/18/2018 15:17

Fig. 43: State Management Screen

2.12.1 Manage States

To add a state:

1. Click on the *Add State* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Fig. 44: Add State Screen

Warning: States can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a state:

1. Click on a state in the list of states.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

Edit State

* Name:

* State type:

* Validity:

Comment:

or or

Fig. 45: Edit State Screen

Note: If several states are added to the system, use the filter box to find a particular state by just typing the name to filter.

If you change the name of a state which is used in the system configuration, a validation check will warn you and give you the following options:

Save and update automatically Apply the change and also update the affected settings.

Don't save, update manually Apply the change, but don't update the affected settings. The updates need to be done manually.

Cancel Cancel the action.

Warning: Changing the name of this object should be done with care, the check only provides verification for certain settings and ignores things where the name can't be verified. Some examples are dashboard filters, access control lists (ACLs), and processes (sequence flow actions) to name a few. Documentation of your setup is key to surviving a name change.

2.12.2 State Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

State type * Every state is linked to a type, which needs to be specified if a new state is created or an existing one is edited. The following types are available:

- closed
- merged
- new
- open
- pending auto
- pending reminder
- removed

Notice

This state is used in the following config settings:

- ExternalFrontend::TicketDetailView###StateDefault
- PostmasterFollowUpState
- PostmasterFollowUpStateClosed
- Ticket::Frontend::AgentTicketBulk###StateDefault
- Ticket::Frontend::AgentTicketCompose###StateDefault
- Ticket::Frontend::AgentTicketEmail###StateDefault
- Ticket::Frontend::AgentTicketEmailOutbound###StateDefault
- Ticket::Frontend::AgentTicketFreeText###StateDefault
- Ticket::Frontend::AgentTicketNote###StateDefault
- Ticket::Frontend::AgentTicketOwner###StateDefault
- Ticket::Frontend::AgentTicketPhone###StateDefault
- Ticket::Frontend::AgentTicketPhoneInbound###State
- Ticket::Frontend::AgentTicketPriority###StateDefault
- Ticket::Frontend::AgentTicketResponsible###StateDefault
- Ticket::Frontend::AgentTicketSMS###StateDefault
- Ticket::Frontend::AgentTicketSMSOutbound###StateDefault

You can either have the affected settings updated automatically to reflect the changes you just made or do it on your own by pressing 'update manually'.



Fig. 46: State Validation Dialog

Note: State types are predefined and cannot be changed in the software due to their special mechanics. When adding new states for *pending auto* and *pending reminder* state types you must make further configurations in the *System Configuration* module of the *Administration* group.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

2.12.3 State Configuration Options

The following options are relevant and noteworthy. Please review these when managing states:

- `Daemon::SchedulerCronTaskManager::Task###TicketPendingCheck`
- `Ticket::StateAfterPending`

2.13 Templates

Providing the correct and consistent answer all the time regardless of employee or knowledge-level is important to maintain a professional appearance to your customers. Additionally, speed in sending standard answers is key to wading through the masses of requests in growing service desks.

OTRS templates offer you a variety of ways to deal with standardizing communications and help to pre-define texts so that the customer always receives the same level and quality of service from all agents.

Use this screen to add templates for use in communications. A fresh OTRS installation already contains a template by default. The template management screen is available in the *Templates* module of the *Ticket Settings* group.



TYPE	NAME	ATTACHMENTS	COMMENT	VALIDITY	CHANGED	CREATED	DELETE
Answer	empty answer	0		valid	09/18/2018 15:17	09/18/2018 15:17	

Fig. 47: Template Management Screen

2.13.1 Manage Templates

Note: To add attachments to a template, it needs to create the attachment first in the *Attachments* screen.

To add a template:

1. Click on the *Add Template* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

To edit a template:

1. Click on a template in the list of templates.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

To delete a template:

1. Click on the trash icon in the list of templates.
2. Click on the *Confirm* button.

Note: If several templates are added to the system, a filter box is useful to find a particular template by just typing to filter.

2.13.2 Template Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Type * There are different kind of templates that are used for different purposes. A template can be:

Answer To be used as a ticket response or reply.

Create To be used for new phone or email ticket.

Email To be used for writing an email to a customer user or to someone else.

Forward To be used to forward an article to someone else.

Note To be used to create notes.

Phone call To be used for inbound and outbound phone calls.

Process dialog To be used in process management to pre-fill text of articles in user task activity dialogs.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Subject The subject of the article added by the template.

Subject method Specify how the current article subject should be dealt with. The following methods are available:

Combine The template subject will be added after the current article subject.

Edit Template

★ Type:

★ Name:

Subject:

Subject method:

Specify if the current article subject should be Combined, Kept or Overwritten with the subject from the template.

Template:

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

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

Attachments:

★ Validity:

Comment:

or or

Fig. 49: Edit Template Screen

List

TYPE	NAME	ATTACHMENTS	COMMENT	VALIDITY	CHANGED	CREATED	DELETE
Answer	empty answer	0		valid	09/18/2018 15:17	09/18/2018 15:17	

Fig. 50: Delete Template Screen

Keep The current article subject will be kept.

Overwrite The current article subject will be replaced with the template subject.

Template The body of the article added by the template.

Attachments It is possible to add one or more attachments to this template. Attachments can be added in the *Attachments* screen.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

2.13.3 Template Variables

Using variables in the text makes it possible to personalize messages. Variables, known as OTRS tags, are replaced by OTRS when generating the message. Find a list of available tags stems for this resource at the bottom of both add and edit screens.

Reference

You can use the following tags:

<OTRS_OWNER_*>

Ticket owner options (e. g. <OTRS_OWNER_UserFirstname>).

<OTRS_RESPONSIBLE_*>

Ticket responsible options (e. g. <OTRS_RESPONSIBLE_UserFirstname>).

<OTRS_CURRENT_*>

Options of the current user who requested this action (e. g. <OTRS_CURRENT_UserFirstname>).

<OTRS_TICKET_*>

Options of the ticket data (e. g. <OTRS_TICKET_TicketNumber>, <OTRS_TICKET_TicketID>, <OTRS_TICKET_Queue>, <OTRS_TICKET_State>).

<OTRS_TICKET_DynamicField_*>

Options of ticket dynamic fields internal key values (e. g. <OTRS_TICKET_DynamicField_TestField>, <OTRS_TICKET_DynamicField_TicketFreeText1>).

<OTRS_TICKET_DynamicField_*_Value>

Options of ticket dynamic fields display values, useful for Dropdown and Multiselect fields (e. g. <OTRS_TICKET_DynamicField_TestField_Value>, <OTRS_TICKET_DynamicField_TicketFreeText1_Value>).

<OTRS_CUSTOMER_DATA_*>

Options of the current customer user data (e. g. <OTRS_CUSTOMER_DATA_UserFirstname>).

<OTRS_CONFIG_*>

Config options (e. g. <OTRS_CONFIG_HttpType>).

Note: Create type templates only supports this smart tags: **<OTRS_CURRENT_*>** and **<OTRS_CONFIG_*>**

Example template:

```
The current ticket state is: "<OTRS_TICKET_State>"
Your email address is: "<OTRS_CUSTOMER_UserEmail>"
```

Fig. 51: Template Variables

For example, the variable `<OTRS_TICKET_TicketNumber>` expands to the ticket number allowing a template to include something like the following.

```
Ticket#<OTRS_TICKET_TicketNumber>
```

This tag expands, for example to:

```
Ticket#2018101042000012
```

2.14 Templates Attachments

Making changes to standard attachments is sometimes overwhelming. The question is, “Where were the attachments used?” or “How to quickly update them across the board?”. It’s also important to know who are using which attachments, before updating them. A new attachment can have multiple uses within your organization.

OTRS empowers you to manage this providing you an overview to manage the 1:n relationships and quickly identify the templates using your attachments.

Use this screen to add one or more attachments to one or more templates. To use this function, at least one attachment and one template need to have been added to the system. The management screen is available in the *Templates Attachments* module of the *Ticket Settings* group.

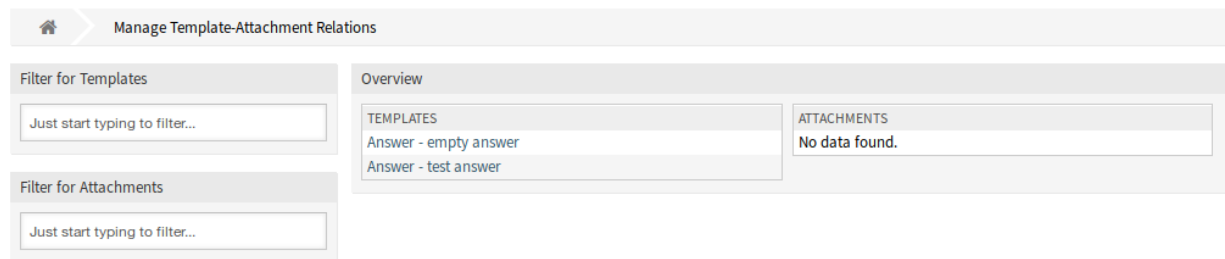


Fig. 52: Manage Template-Attachment Relations

2.14.1 Manage Templates Attachments Relations

To add some attachments to a template:

1. Click on a template in the *Templates* column.
2. Select the attachments you would like to add to the template.
3. Click on the *Save* or *Save and finish* button.

To assign an attachment to some templates:

1. Click on an attachment in the *Attachments* column.
2. Select the templates you would like to assign the attachment to.
3. Click on the *Save* or *Save and finish* button.

Change Attachment Relations for Template Answer - Signed contract

ATTACHMENT	<input type="checkbox"/> ACTIVE
Product Manual Annex (troubleshooting-guide.doc)	<input type="checkbox"/>
Service Agreement (service-agreement.pdf)	<input checked="" type="checkbox"/>

Save or Save and finish or Cancel

Fig. 53: Change Attachment Relations for Template

Change Template Relations for Attachment Service Agreement

TEMPLATE	<input type="checkbox"/> ACTIVE
Answer - empty answer	<input type="checkbox"/>
Answer - Signed contract	<input checked="" type="checkbox"/>

Save or Save and finish or Cancel

Fig. 54: Change Template Relations for Attachment

Note: If several templates or attachments are added to the system, use the filter box to find a particular template or attachment by just typing the name to filter.

Multiple templates or attachments can be assigned in both screens at the same time. Additionally clicking on a template or clicking on an attachment in the relations screen will open the *Edit Template* screen or the *Edit Attachment* screen accordingly.

Warning: Accessing a template or an attachment provides no back link to the relations screen.

2.15 Templates Queues

Sharing, distributing and making changes to standard text modules and information for sharing with customers or communication between teams can be an impossible mission.

OTRS can quickly aid you in ensuring that all of your teams have the correct templates available for use by assignment based on the queue.

Use this screen to add one or more templates to one or more queues. To use this function, at least one template and one queue need to have been added to the system. The management screen is available in the *Templates Queues* module of the *Ticket Settings* group.

2.15.1 Manage Templates Queues Relations

To assign a template to a queue:



Fig. 55: Manage Template-Queue Relations Screen

1. Click on a template in the *Templates* column.
2. Select the queues you would like to add the template to.
3. Click on the *Save* or *Save and finish* button.



Fig. 56: Change Queue Relations for Template

To assign a queue to a template:

1. Click on a queue in the *Queues* column.
2. Select the templates you would like to assign the queue to.
3. Click on the *Save* or *Save and finish* button.

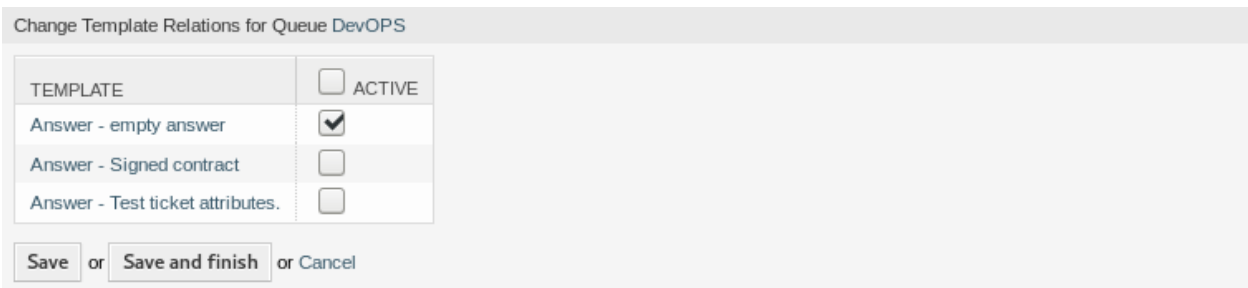


Fig. 57: Change Template Relations for Queue

Note: If several templates or queues are added to the system, use the filter box to find a particular template or queue by just typing the name to filter.

Multiple templates or queues can be assigned in both screens at the same time. Additionally clicking on a template or clicking on a queue in the relations screen will open the *Edit Template* screen or the *Edit Queue* screen accordingly.

Warning: Accessing a queue or a template provides no back link to the relations screen.

2.16 Types

Good KPIs require knowing the type of work your organization performs. Not all tasks take the same amount of effort even when performed by the same team. Creating a queue structure for this purpose can be overpowered due to the amount of configuration required to create and manage a queue.

OTRS provisions for KPIs with minimal overhead using ticket types. Typical types used in IT service desks are *unclassified*, *incident* and *problem*. You can quickly define new types with ease.

Use this screen to add types to the system. A fresh OTRS installation contains an *unclassified* type by default. The type management screen is available in the *Types* module of the *Ticket Settings* group.

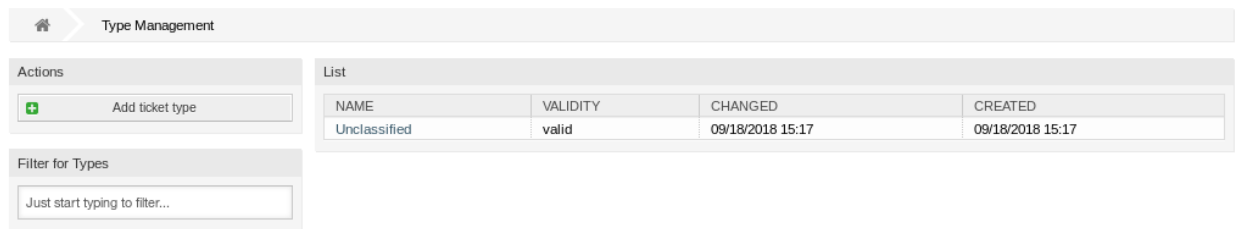


Fig. 58: Type Management Screen

Warning: Services must first be activated via [System Configuration](#) under the *Administration* group to be selectable in the ticket screens. You may click on the link in the warning message to directly jump to the configuration setting.

Please activate Type first! →

Fig. 59: Type Activation Warning

2.16.1 Manage Types

To add a type:

1. Click on the *Add Ticket Type* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Fig. 60: Add Type Screen

Warning: Types can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a type:

1. Click on a type in the list of types.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

Fig. 61: Edit Type Screen

Note: If several types are added to the system, use the filter box to find a particular type by just typing the name to filter.

2.16.2 Type Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

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

Communication & Notifications

Clear, complete, and transparent communication is key to ensuring that your organization offers outstanding service to your customers. Your organization would like to give your customers the most consistent service and ensure that your service is highly recognizable, every time. Your teams want to have an identity which instills a specific sense of security and familiarity.

OTRS provides you with the tools to build teams, trust and security to better and uniformly serve your customer. With system addresses you can assign your inbound mails to certain teams and allow them all to use the same address without causing confusion by using team mailboxes via a mail client. Templates, automatic answers, and attachment management let you leverage central management of the most important communications. Many other tools are also available and covered in the sections below.

3.1 Admin Notification

Corporations may need to make general announcements to everyone or publish news to several groups of agents or individuals. Also, OTRS administrator may need to contact with specific agents regarding an event.

OTRS gives the administration the tool *Admin Notification* making sending announcements and news to the masses of users accurate and timely, to target group of people, simple. Administrators can send notifications based on a specific list of recipients, or a group of users inside OTRS, with powerful text editor enhanced content.

Use this screen to send administrative messages to specific agents, group or role members. The message compose screen is available in the *Admin Notification* module of the *Communication & Notifications* group.

3.1.1 Administrative Message Settings

The following settings are available when composing an administrative message. The fields marked with an asterisk are mandatory.

From * This email address will be added into the *From* field of the message.

Create Administrative Message

★ From:

Send message to users:

Send message to group members:

Group members need to have permission: ro
 rw

Also send to customers in groups:

★ Subject:

★ Body:

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

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

Fig. 1: Create Administrative Message Screen

Send message to users One or more *Agents* can be selected in this field, to whom the message will be sent.

Send message to group members One or more *Groups* can be selected in this field, to whose members the message will be sent.

Group members need to have permission With these radio buttons can be selected, if a group member need read-only or read-write permissions to receive the message.

Also send to customers in groups Select this checkbox to send the message also for customers in groups.

Note: This option is available only, if *CustomerGroupSupport* setting is enabled.

Subject * The subject of the messages.

Body * The body text of the message.

3.2 Appointment Notifications

Missing appointments can damage your image with a customer. Once there is an appointment assigned in the calendar, it's normal to receive notification:

- Upon a new or changed event
- Upon cancellation of an event
- Before the event, as a reminder

Notification relieves the agent the stress of mentally tracking appointments.

OTRS appointment notifications satisfies this need. Here an administrator can easily set notifications with general rules, including trigger events and filters. Afterward, appointments fitting the bill notify the correct users at the correct time.

Use this screen to add appointment notifications to the system. In a fresh OTRS installation an appointment reminder notification is already added by default. The appointment notification management screen is available in the *Appointment Notifications* module of the *Communication & Notifications* group.

3.2.1 Manage Appointment Notifications

To add an appointment notification:

1. Click on the *Add Notification* button in the left sidebar.
2. Fill in the required fields as explained in *Appointment Notification Settings*.
3. Click on the *Save* button.

To edit an appointment notification:

1. Click on an appointment notification in the list of appointment notifications.
2. Modify the fields as explained in *Appointment Notification Settings*.
3. Click on the *Save* or *Save and finish* button.

To delete an appointment notification:

1. Click on the trash icon in the list of appointment notifications.

Appointment Notification Management

Actions

- Add notification
- Export Notifications

Filter for Notifications

Just start typing to filter...

Configuration Import

Here you can upload a configuration file to import appointment notifications to your system. The file needs to be in .yaml format as exported by the appointment notification module.

Tallózás... Nincs kijelölve fájl.

Overwrite existing notifications?

Import Notification configuration

NAME	COMMENT	VALIDITY	CHANGED	CREATED	EXPORT	COPY	DELETE
Appointment reminder notification		valid	09/18/2018 15:17	09/18/2018 15:17			

Fig. 2: Appointment Notification Management Screen

2. Click on the *Confirm* button.

NAME	COMMENT	VALIDITY	CHANGED	CREATED	EXPORT	COPY	DELETE
Appointment reminder notification		valid	09/18/2018 15:17	09/18/2018 15:17			

Fig. 3: Delete Appointment Notification Screen

To export all appointment notifications:

1. Click on the *Export Notifications* button in the left sidebar.
2. Choose a location in your computer to save the `Export_Notification.yaml` file.

To import appointment notifications:

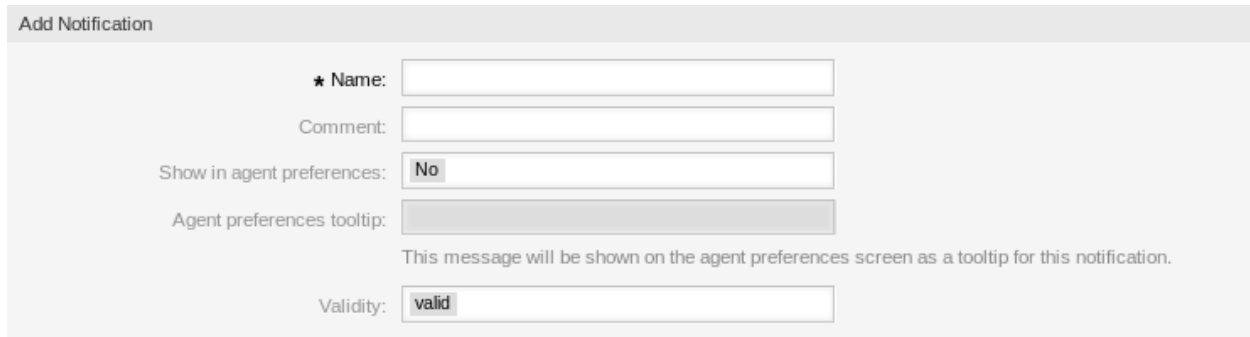
1. Click on the *Browse...* button in the left sidebar.
2. Select a previously exported `.yaml` file.
3. Click on the *Overwrite existing notifications?* checkbox, if you would like to overwrite the existing notifications.
4. Click on the *Import Notification configuration* button.

3.2.2 Appointment Notification Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

See also:

For an example, see the default appointment reminder notification which is included in a fresh OTRS installation.

Basic Appointment Notification Settings


Add 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:

Fig. 4: Appointment Notification Settings - Basic

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

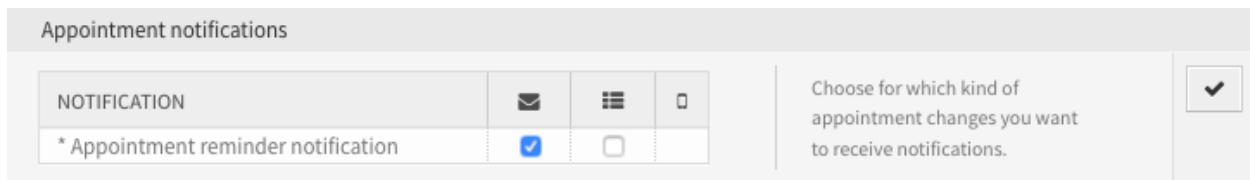
Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

Show in agent preferences Define how the notification should be displayed in agent preferences. The following options are available:

No The notification won't be displayed in agent preferences. The notification is sent to all appropriate agents by the defined method.

Yes The notification will be displayed in agent preferences for selection. The agents may opt-in or opt-out.

Yes, but require at least one active notification method. The notification will be displayed in agent preferences, but require at least one active notification method. This is annotated by an asterisk next to the name.



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

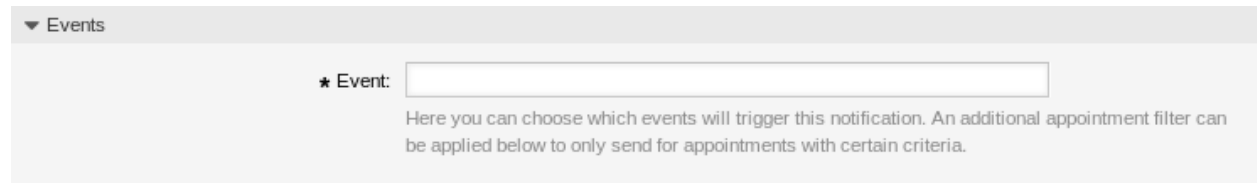
Choose for which kind of appointment changes you want to receive notifications.

Fig. 5: Personal Appointment Notification Settings

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

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

Appointment Events



▼ Events

* Event:

Here you can choose which events will trigger this notification. An additional appointment filter can be applied below to only send for appointments with certain criteria.

Fig. 6: Appointment Notification Settings - Events

Event Here you can choose which events will trigger this notification. An additional appointment filter can be applied below to only send for appointments with certain criteria.

Possible events are:

AppointmentCreate Executed after an appointment has been created.

AppointmentUpdate Executed after an appointment has been updated.

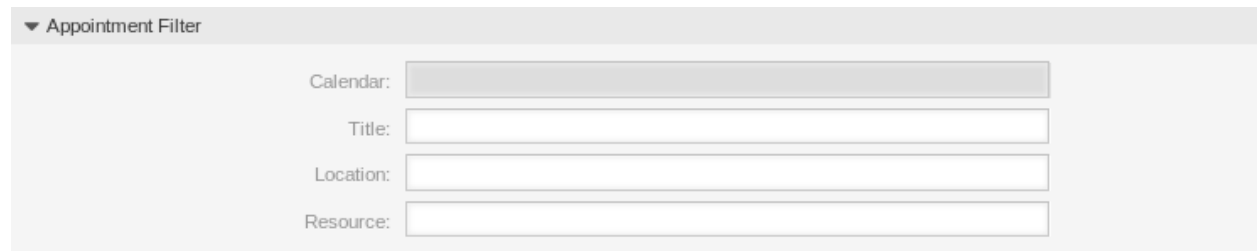
AppointmentDelete Executed after an appointment has been deleted.

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 this kind of event for every related appointment separately.

CalendarCreate Executed after a calendar has been created.

CalendarUpdate Executed after a calendar has been updated.

Appointment Filter



▼ Appointment Filter

Calendar:

Title:

Location:

Resource:

Fig. 7: Appointment Notification Settings - Appointment Filter

This widget can optionally be used to narrow the list of appointments by matching configured values:

Calendar Select which calendar the related appointment needs to be part of.

Title Filter for a part or complete title of the appointment.

Location Filter for a part or complete location of the appointment.

Resource Choose from a list of teams or resources assigned to the appointments.

Appointment Notification Recipients

Send to Select which agents should receive the notifications. Possible values are:

▼ Recipients

Send to:

Send to these agents:

Send to all group members (agents only):

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.

Fig. 8: Appointment Notification Settings - Recipients

- Agent (resources), who are selected within the appointment
- All agents with (at least) read permission for the appointment (calendar)
- All agents with write permission for the appointment (calendar)

Send to these agents One or more agents can be selected who should receive the notifications.

Send to all group members (agents only) One or more groups can be selected whom agents should receive the notifications.

Send to all role members One or more roles can be selected whom agents should receive the notifications.

Send on out of office If this option is checked, the notification will be sent even if the agent is currently out of office.

Once per day Notify users just once per day about a single appointment using a selected transport. If this is the first notification about an appointment, then the notification will be sent. If a notification was already sent before and this option is checked, the OTRS daemon will check the time the last notification was sent. If there was no notification sent in the last 24 hours, the notification will be sent again.

Appointment Notification Methods

Enable this notification method Enable or disable this notification method. A notification method can be email, web view or SMS.

Note: To use the SMS notification method, *Cloud Services* need to be enabled.

Additional recipient email addresses Additional recipients can be added here. Use comma or semicolon to separate the email addresses.

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

Email template Select which email template should be used for the notification.

Note: Additional email templates can be added by placing a `.tt` file into the folder `<OTRS_Home>/Kernel/Output/HTML/Templates/Standard/NotificationEvent/Email/`. See the existing email templates for an example.

▼ 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:

Additional recipient email addresses:

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:

SMS (Short Message Service)

Fig. 9: Appointment Notification Settings - Notification Methods

Enable email security Checking this option will encrypt the notification email.

Note: To use this feature, *PGP Keys* or *S/MIME Certificates* need to be enabled.

Email security level If *Enable email security* is checked, then this setting is activated. The following options are available:

PGP sign only Sign only the notification email with PGP key. If no PGP keys have been added to the system, this option is not visible.

PGP encrypt only Encrypt only the notification email with PGP key. If no PGP keys have been added to the system, this option is not visible.

PGP sign and encrypt Sign and encrypt the notification email with PGP key. If no PGP keys have been added to the system, this option is not visible.

SMIME sign only Sign only the notification email with S/MIME certificate. If no S/MIME certificates have been added to the system, this option is not visible.

SMIME encrypt only Encrypt only the notification email with S/MIME certificate. If no S/MIME certificates have been added to the system, this option is not visible.

SMIME sign and encrypt Sign and encrypt the notification email with S/MIME certificate. If no S/MIME certificates have been added to the system, this option is not visible.

Note: To use this feature, *PGP Keys* or *S/MIME Certificates* need to be enabled.

If signing key/certificate is missing Select the method, that should be used if signing key or certificate is missing.

If encryption key/certificate is missing: Select the method, that should be used if encryption key or certificate is missing.

Appointment Notification Text

The main content of a notification can be added for each languages with localized subject and body text. It is also possible to define static text content mixed with OTRS smart tags.

Subject * The localized subject for a specific language.

Text * The localized body text for a specific language.

Add new notification language Select which languages should be added to create localized notifications. The language of the customer or agent will be used as found in the customer and agent preferences. Secondly, the system default language will be chosen. The fall back will always be English.

Warning: Deleting a language in *DefaultUsedLanguages* setting that already has a notification text here will make the notification text unusable. If a language is not present or enabled on the system, the corresponding notification text could be deleted if it is not needed anymore.

3.2.3 Appointment Notification Variables

Using variables in the text makes it possible to personalize messages. Variables, known as OTRS tags, are replaced by OTRS when generating the message. Find a list of available tags stems for this resource at the

▼ Notification Text

▼ English (United States)

* Subject:

* Text:

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

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

Add new notification language:

Fig. 10: Appointment Notification Settings - Notification Text

bottom of both add and edit screens.

▼ Tag Reference

Notifications are sent to an agent.
You can use the following tags:

<OTRS_APPOINTMENT_TITLE[20]>
To get the first 20 character of the appointment title.

<OTRS_APPOINTMENT_*>
To get the appointment attribute (e. g. <OTRS_APPOINTMENT_APPOINTMENTID>, <OTRS_APPOINTMENT_STARTTIME>, <OTRS_APPOINTMENT_DESCRIPTION>).

<OTRS_CALENDAR_*>
To get the calendar attribute (e. g. <OTRS_CALENDAR_CALENDARID>, <OTRS_CALENDAR_CALENDARNAME>, <OTRS_CALENDAR_COLOR>).

<OTRS_*> or <OTRS_NOTIFICATION_RECIPIENT_*>
Attributes of the recipient user for the notification (e. g. <OTRS_UserFullname> or <OTRS_NOTIFICATION_RECIPIENT_UserFullname>).

<OTRS_CONFIG_*>
Config options (e. g. <OTRS_CONFIG_ContentType>).

Example notification:

Subject: `Reminder: <OTRS_APPOINTMENT_TITLE>`

Text:

```
Hi <OTRS_NOTIFICATION_RECIPIENT_UserFirstname>,

appointment "<OTRS_APPOINTMENT_TITLE>" has reached its notification
time.

Description: <OTRS APPOINTMENT_DESCRIPTION>
Location: <OTRS_APPOINTMENT_LOCATION>
Calendar: <OTRS_CALENDAR_CALENDARNAME>
Start date: <OTRS_APPOINTMENT_STARTTIME>
End date: <OTRS_APPOINTMENT_ENDTIME>
All-day: <OTRS_APPOINTMENT_ALLDAY>
Repeat: <OTRS_APPOINTMENT_RECURRING>
```

Fig. 11: Appointment Notification Variables

For example, the variable `<OTRS_APPOINTMENT_TITLE[20]>` expands to the first 20 characters of the title allowing a template to include something like the following.

```
Title: <OTRS_APPOINTMENT_TITLE[20]>
```

This tag expands, for example to:

```
Title: Daily meeting in the...
```

3.3 Communication Log

Managers, leaders, team leads, and system administrators may need to track past communication to follow up specific messages. In some cases, issues arise, and a target recipient did not receive a message. Without access to the mail server logs, tracking the communication is difficult.

OTRS introduces the *Communication Log* module. It's designed to track the communication: building and spooling the mail and the connection between client and server.

Use this screen to inspect the internal logs about communication handling. The communication log overview screen is available in the *Communication Log* module of the *Communication & Notifications* group.

Fig. 12: Communication Log Overview Screen

3.3.1 Communication Log Overview

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

Fig. 13: Account Status Screen

Account status This widget will signal if you have any issues with configured accounts used for fetching or sending messages.

Communication status This widget will notify you if there are any errors with either account connections or message processing.

Communication state This widget will display if there are any active communications currently in the system.

Average processing time This 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.

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

Communication Log Overview (2)				
STATUS	▲ TYPE	≡	ACCOUNT	START TIME
✓	Connection	⇄	imap.example.com / test3065508080300003 (IMAP)	08/01/2017 09:46:43
✗	Message	⇄	imap.example.com / test3065508080300003 (IMAP)	08/01/2017 09:46:43

Communication Log Details (8)			
▲ #	PRIORITY	MODULE	INFORMATION
1	🔊	Kernel::System::MailAccount::IMAP	Open connection to 'imap.example.com' (test3065508080300003).
2	🔊	Kernel::System::MailAccount::IMAP	1 messages available for fetching (test3065508080300003/imap.example.com).
3	🔊	Kernel::System::MailAccount::IMAP	Prepare fetching of message '1/1' (Size: 12.3 KB) from server.
4	🔊	Kernel::System::MailAccount::IMAP	Message '1' successfully received from server.
5	🔊	Kernel::System::MailAccount::IMAP	Message '1' marked for deletion.
6	🔊	Kernel::System::MailAccount::IMAP	Fetches 0 message(s) from server (test3065508080300003/imap.example.com).
7	🔊	Kernel::System::MailAccount::IMAP	Executed deletion of marked messages from server (test3065508080300003/imap.example.com).
8	🔊	Kernel::System::MailAccount::IMAP	Connection to 'imap.example.com' closed.

Fig. 14: Communication Log Detailed View Screen

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

Connection This type of logs will contain any log messages coming from the modules responsible for connecting to your accounts and fetching/receiving messages.

Message This type of 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. 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.

3.4 Email Addresses

The main channel of communication with the customers is often email. An organization consists of multiple department or teams. Email addresses differ for each group which is servicing your customer. You may have the following:

```
support@example.org
hr@exapmle.org
sales@example.org
```

These addresses are just some examples, and you may have many more. You use these channels to receive and send messages, and in mail clients, one can often send with the wrong address.

OTRS manages as many email addresses for your teams as needed. All your email addresses, whether for sending or receiving, are kept and configured nicely in one place. In the *Queue Settings*, the correct address is always chosen preventing that someone working in multiple roles sends an email out with the wrong account.

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 this screen to add system email addresses to the system. An email address is already added to the system at installation time of OTRS. The email address management screen is available in the *Email Addresses* module of the *Communication & Notifications* group.

EMAIL ADDRESS	DISPLAY NAME	QUEUE	VALIDITY	CHANGED	CREATED
vo5162@virtual.otrs.com	Virtual OTRS vo5162	DevOPS	valid	09/18/2018 15:17	09/18/2018 15:17

Fig. 15: Email Address Management Screen

3.4.1 Manage Email Addresses

To add an email address:

1. Click on the *Add System Address* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Fig. 16: Email Address Add Screen

Warning: Email addresses can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

Note: Once an email address is added and set to valid, OTRS cannot send an email to this address. This prevents loopbacks which could crash your system. If you need to transfer information between departments

please use the ticket split option in the article menu. This will allow you to create a new ticket to another team for assigning a task, for example.

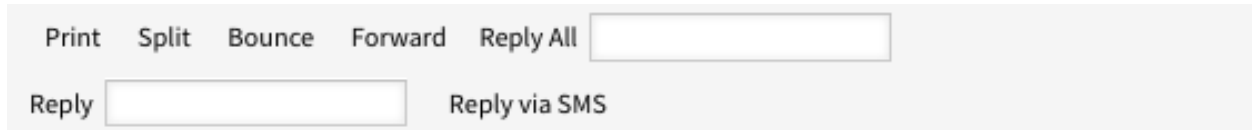


Fig. 17: Article Menu

To edit an email address:

1. Click on an email address in the list of email addresses.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

 A screenshot of the 'Edit System Email Address' form. The form has a title bar 'Edit System Email Address'. It contains several fields:

- '* Email address:' with the value 'vo5162@virtual.otrs.com'
- '* Display name:' with the value 'Virtual OTRS vo5162'
- A note: 'The display name and email address will be shown on mail you send.'
- '* Queue:' with the value 'DevOPS'
- '* Validity:' with the value 'valid'
- A note: 'This system address cannot be set to invalid, because it is used in one or more queue(s).'
- 'Comment:' with the value 'Standard Address.'

 At the bottom, there are three buttons: 'Save', 'Save and finish', and 'Cancel', separated by 'or' text.

Fig. 18: Email Address Edit Screen

Note: If several email addresses are added to the system, use the filter box to find a particular email address by just typing the name to filter.

3.4.2 Email Address Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Email address * The email address to be added.

Display name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the sender information of the article.

Queue * The queue, to which the email address will be added as default email address.

Note: This setting will apply if the email is distributed via the recipient address. This setting can be overridden by *Postmaster Filters* or in the *Mail Account Settings* when *Dispatching by selected Queue*

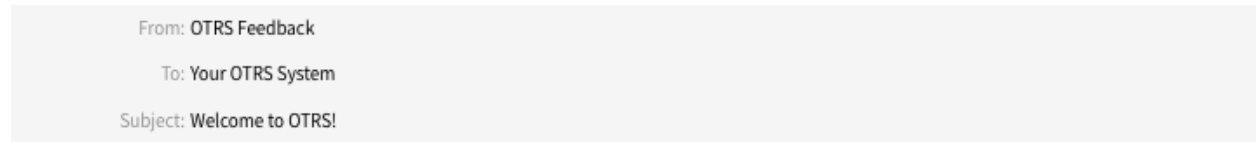


Fig. 19: Sender Information

is chosen.

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

Note: An email address can only be set to *invalid* or *invalid-temporarily*, if it is not assigned to any queue.

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

3.5 PGP Keys

Secure communications protect your customers and you. In the GDPR encryption is explicitly mentioned as one of the security and personal data protection measures in a few articles. Although under the GDPR encryption is not mandatory, it is indeed essential in some areas.

OTRS empowers you to encrypt communications where needed by means of *S/MIME Certificates* or *PGP Keys*.

Note: Setup of services and software required for encryption are not covered here because of independence to this software.

Use this screen to add PGP keys to the system. The PGP management screen is available in the *PGP Keys* module of the *Communication & Notifications* group.



Fig. 20: PGP Management Screen

3.5.1 Manage PGP Keys

Note: To be able to use PGP keys in OTRS, you have to activate its setting first.

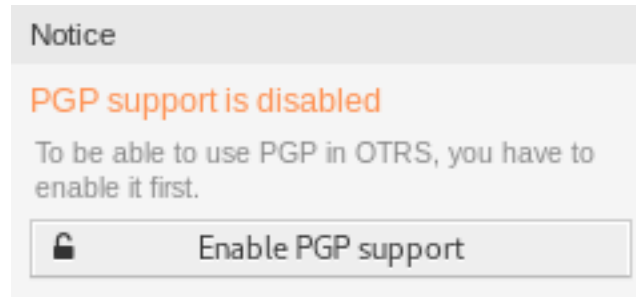


Fig. 21: Enable PGP Support

To add a PGP key:

1. Click on the *Add PGP Key* button in the left sidebar.
2. Click on *Browse...* button to open the file dialog.
3. Select a PGP key from the file system.
4. Click on the *Add* button.

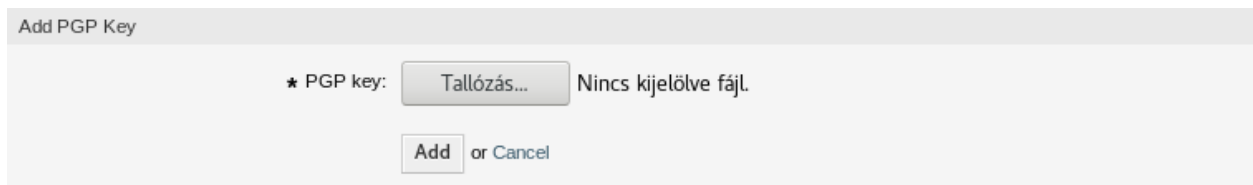


Fig. 22: Add PGP Key Screen

To delete a PGP key:

1. Click on the trash icon in the list of PGP keys.
2. Click on the *Confirm* button.

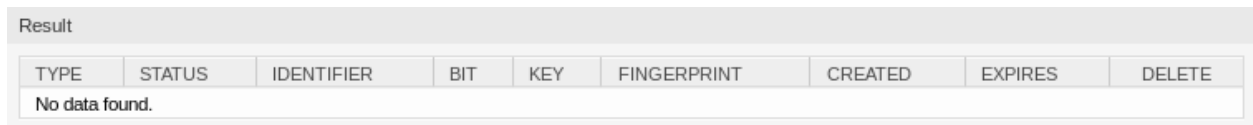


Fig. 23: Delete PGP Key Screen

Note: If several PGP keys are added to the system, use the search box to find a particular PGP key.

3.5.2 PGP Configuration Options

Core → Crypt → PGP

3.6 Postmaster Filters

Pre-sorting standard mail done in a mail room takes care that not every piece of mail sent to the office goes to the same group of people. After a second look at the envelope, rerouting occurs where needed.

OTRS uses so-called *postmaster filters* to read the email's envelope and take further action. Depending upon, for example, a subject or sender, an email bound for the service desk could land in a sub-queue or be redirected to a completely different team to create transparency and give your customer the fastest service possible.

Use this screen to add postmaster filters to the system. The postmaster filter management screen is available in the *PostMaster Filters* module of the *Communication & Notifications* group.



Fig. 24: Postmaster Filter Management Screen

3.6.1 Manage Postmaster Filters

Note: When adding or editing a postmaster filter, please keep in mind that they are evaluated in *ASCllbetical* order by name.

To add a postmaster filter:

1. Click on the *Add PostMaster Filter* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

To edit a postmaster filter:

1. Click on a postmaster filter in the list of postmaster filters.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

To delete a postmaster filter:

1. Click on the trash icon in the list of postmaster filters.
2. Click on the *Confirm* button.

Note: If several postmaster filters are added to the system, a filter box is useful to find a particular postmaster filter by just typing to filter.


List	
NAME	DELETE
SPAM filter	

Fig. 25: Delete Postmaster Filter Screen

3.6.2 Postmaster Filter Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

▼ Example

Filter Condition

Header 1: Value 1:

Set Email Headers

Header 1: Value 1:

Fig. 26: Postmaster Filter Settings Example

Basic Postmaster Filter Settings

Add PostMaster Filter

* Name:

* Stop after match:

Fig. 27: Postmaster Filter Settings - Basic

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Note: When adding or editing one of the postmaster filters, remember multiple filters may apply to a single mail. Rules are executed and sorted by the ASCII value of the names. Based on the sorted order in the overview, they are applied from top to bottom. Look at the [ASCII table](#) to see how to sort your names based on the *ASCIIbetical* order.

Stop after match * Postmaster filters are evaluated in *ASCIIbetical* order. This setting defines the evaluation of the subsequent postmaster filters.

No All postmaster filters are executed.

Yes The current postmaster filter is still evaluated, but evaluation of the remaining filters is canceled.

▼ Filter Condition (AND Condition)

Search header field: for value: Negate:

Search header field: for value: Negate:

Fig. 28: Postmaster Filter Settings - Filter Condition

Filter Condition

A postmaster filter consists of one or more conditions that must be met in order for the defined actions to be executed on the email. Filter conditions can be defined for specific mail header entries or for strings in the mail body.

Search header field ...**for value** Select a mail header or an X-OTRS header from the first drop-down list, and enter a value as search term for the selected mail header to the second field. Even regular expressions can be used for extended pattern matching.

A list of mail header entries can be found in [RFC5322](#). It is also possible to define X-OTRS headers as filter condition. The different X-OTRS headers and their meaning are the following:

X-OTRS-AttachmentCount This contains as value the number of attachments which are contained in the email (e.g. 0 for mails without attachments).

X-OTRS-AttachmentExists 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.

X-OTRS-BodyDecrypted If the incoming mail was encrypted, it is possible to add a search term to look for the body of the incoming encrypted mail.

X-OTRS-CustomerNo Set the customer ID for the ticket.

X-OTRS-CustomerUser Set the customer user for the ticket.

X-OTRS-DynamicField-<DynamicFieldName> Saves an additional information value for the ticket on <DynamicFieldName> dynamic field. The possible values depend on dynamic field configuration (e.g. text: *Notebook*, date: *2010-11-20 00:00:00*, integer: *1*).

X-OTRS-FollowUp-* These headers are the same as the ones without the *FollowUp* prefix, but these headers are applied only for follow-up mails.

X-OTRS-FollowUp-State-Keep If set to *1*, the incoming follow-up message will not change the ticket state. For this purpose the header can be customized in the system configuration using option *KeepStateHeader*.

X-OTRS-Ignore If set to *Yes* or *True*, the incoming message will completely be ignored and never delivered to the system.

X-OTRS-IsVisibleForCustomer Controls if the article is shown to customer users. Possible values are *0* or *1*.

X-OTRS-Lock Set the lock state of a ticket. Possible values are *lock* or *unlock*.

X-OTRS-Loop If set to *Yes* or *True*, no auto answer is delivered to the sender of the message (mail loop protection).

X-OTRS-Owner Set the agent as owner for the ticket.

X-OTRS-OwnerID Set the agent ID as owner for the ticket.

X-OTRS-Priority Set the priority for the ticket.

X-OTRS-Queue Defines the queue in which the ticket should be sorted. If a queue is set with this header, this setting has priority over all other filter rules that refer to queues. If you use a sub-queue, specify it as *Parent::Sub*.

X-OTRS-Responsible Set the agent as responsible for the ticket.

X-OTRS-ResponsibleID Set the agent ID as responsible for the ticket.

X-OTRS-SenderType Set the sender type for the ticket. Possible values are *agent*, *system* or *customer*.

X-OTRS-Service Set the service for the ticket. If you use a sub-service, specify it as *Parent::Sub*.

X-OTRS-SLA Set the service level agreement for the ticket.

X-OTRS-State Set the state for the ticket.

X-OTRS-State-PendingTime Set the pending time for the ticket (you 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), *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: Settings like *+1d 12h* are not possible. You can specify *+36h* instead.

X-OTRS-Title Set the title for the ticket.

X-OTRS-Type Set the type for the ticket.

Warning: These headers must be manually injected into the mail by means not provided for by OTRS. OTRS only accepts *X-OTRS* headers from trusted sources.

See also:

The [Mail Account Settings](#) defines the trust level.

Negate If checked, the condition will use the negate search term.

Set Email Headers

▼ Set Email Headers

Set email header: with value:

Set email header: with value:

Fig. 29: Postmaster Filter Settings - Set Email Headers

In this section you can choose the actions that are triggered if the filter rules match.

Set email header ···with value Select an X-OTRS header from the first drop-down list, and add a value to the second field that should be set as value of the selected X-OTRS header.

See also:

The X-OTRS headers are already described above.

3.7 PostMaster Mail Accounts

Just as a company doesn't just have one department which receives traditional mail, your service desk will also serve multiple teams. Each team can have its physical email mailbox.

OTRS eases setup for email mailboxes. OTRS manages polling one or multiple email mailboxes of any internet standard type.

Use this screen to add mail accounts to the system. The mail account management screen is available in the *PostMaster Mail Accounts* module of the *Communication & Notifications* group.

The screenshot shows the 'Mail Account Management' interface. On the left, there is an 'Actions' panel with a green plus icon and the text 'Add Mail Account'. Below it is a 'Filter for Mail Accounts' section with a text input field containing the placeholder 'Just start typing to filter...'. At the bottom left is a 'Hint' section with the following text: '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.'

The main area is titled 'List' and contains a table with the following data:

HOST/USERNAME	TYPE	COMMENT	VALIDITY	CHANGED	CREATED	DELETE	RUN NOW!
mail.example.com / test	IMAP	This is a mail ac...	valid	10/18/2018 10:54	10/18/2018 10:54		Fetch mail

Fig. 30: Mail Account Management Screen

Warning: When fetching mail, OTRS deletes the mail from the POP or IMAP server. There is no option to also keep a copy on the server. If you want to retain a copy on the server, you should create forwarding rules on your mail server. Please consult your mail server documentation for details.

Note: If you choose IMAP, you can specify a folder for collection. Selective dispatching of mails is then possible.

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 default installation, the mail is fetched every 10 minutes when the OTRS daemon is running.

3.7.1 Manage Mail Accounts


To add a mail account:

1. Click on the *Add Mail Account* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

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 [Cancel](#)

Fig. 31: Add Mail Account Screen

To edit a mail account:

1. Click on a mail account in the list of mail accounts.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

To delete a mail account:

1. Click on the trash icon in the list of mail accounts.
2. Click on the *Confirm* button.

Note: If several mail accounts are added to the system, a filter box is useful to find a particular mail account by just typing to filter.

3.7.2 Mail Account Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Edit 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 or [Cancel](#)

Fig. 32: Edit Mail Account Screen

List

HOST/USERNAME	TYPE	COMMENT	VALIDITY	CHANGED	CREATED	DELETE	RUN NOW!
mail.example.com / test	IMAP	This is a mail ac...	valid	10/18/2018 10:54	10/18/2018 10:54		Fetch mail

Fig. 33: Delete Mail Account Screen

Type * There are different kind of protocols that are used for fetching mail. The following protocols are supported:

- IMAP
- IMAPS
- IMAPTLS
- POP3
- POP3S
- POP3TLS

Username * The username of the mail account.

Password * The password of the mail account.

Host * The host name of the mail account. Specify how the current article subject should be dealt with. The following methods are available:

IMAP Folder The folder in the mail account to be fetched. Other folders remain untouched.

Trusted If *Yes* is selected, 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 this option to *Yes* only for known senders.

See also:

The `X-OTRS` headers are explained in the filter conditions of [Postmaster Filters](#).

Dispatching The distribution of incoming messages can be controlled if they need to be sorted by queue or by the content of the *To:* field.

Dispatching by email To: field 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 [Email Addresses](#) screen. 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 postmaster default queue after a default installation.

See also:

The postmaster default queue can be changed in system configuration setting [PostmasterDefaultQueue](#).

Dispatching by selected Queue All incoming messages will be sorted into the specified queue. The address where the mail was sent to is disregarded in this case.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

3.8 S/MIME Certificates

Faculty and staff have key roles safeguarding critical information by implementing information security policies, standards, and controls. Safe email communication is a vital part of protecting this communication.

OTRS empowers you to encrypt communications where needed by means of *S/MIME Certificates* or *PGP Keys*.

Note: Setup of services and software required for encryption are not covered here because of independence to this software.

Use this screen to add S/MIME certificates to the system. The S/MIME management screen is available in the *S/MIME Certificates* module of the *Communication & Notifications* group.

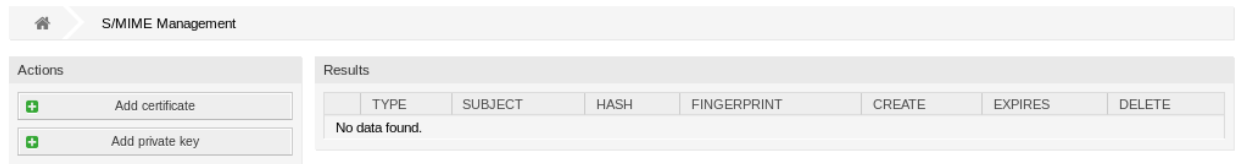


Fig. 34: S/MIME Management Screen

3.8.1 Manage S/MIME Certificates

Note: To be able to use S/MIME certificates in OTRS, you have to activate its setting first.

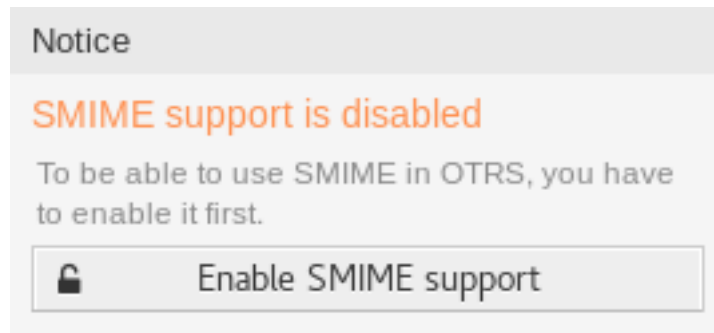


Fig. 35: Enable S/MIME Support

To add an S/MIME certificate:

1. Click on the *Add Certificate* button in the left sidebar.
2. Click on *Browse...* button to open the file dialog.
3. Select an S/MIME certificate from the file system.
4. Click on the *Add* button.

Note: Only non binary keys contain ASCII (Base64) armored data started with a `----- BEGIN CERTIFICATE -----` line can be uploaded which are most commonly `key.pem` or `root.crt`. Conversion of other formats like `cert.p7b` must be done using OpenSSL.

To add a private key:

Fig. 36: Add S/MIME Certificate Screen

1. Click on the *Add Private Key* button in the left sidebar.
2. Click on *Browse...* button to open the file dialog.
3. Select a private key from the file system.
4. Click on the *Submit* button.

Fig. 37: Add S/MIME Private Key Screen

To delete an S/MIME certificate:

1. Click on the trash icon in the list of S/MIME certificates.
2. Click on the *Confirm* button.

Results							
	TYPE	SUBJECT	HASH	FINGERPRINT	CREATE	EXPIRES	DELETE
No data found.							

Fig. 38: Delete S/MIME Certificate Screen

Note: If several S/MIME certificates are added to the system, use the filter box to find a particular S/MIME certificate by just typing the name to filter.

3.8.2 S/MIME Configuration Options

Core → Crypt → SMIME

3.9 Ticket Notifications

Streamlining communication can save hours of labor and prevent mistakes. Sending certain messages at pre-defined stages of communication not only keeps the customer and agents informed about specific events, but it can also aid your agents by programmatically doing automated updates to the customer.

The flexible OTRS is an industry leader in email communication and offers you complete control of notifications based on any event in your system.

Use this screen to add ticket notifications to the system. In a fresh OTRS installation several ticket notifications are already added by default. The ticket notification management screen is available in the *Ticket Notifications* module of the *Communication & Notifications* group.

The screenshot shows the 'Ticket Notification Management' interface. On the left, there are three main sections: 'Actions' with 'Add notification' and 'Export Notifications' buttons; 'Filter for Notifications' with a search input; and 'Configuration Import' with a file upload button, an 'Overwrite existing notifications?' checkbox, and an 'Import Notification configuration' button. The main area is a table titled 'List' with the following data:

NAME	COMMENT	VALIDITY	CHANGED	CREATED	EXPORT	COPY	DELETE
Ticket create notification		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket email delivery failure notification		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket escalation notification		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket escalation warning notification		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket follow-up notification (locked)		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket follow-up notification (unlocked)		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket lock timeout notification		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket new note notification		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket owner update notification		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket pending reminder notification (locked)		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket pending reminder notification (unlocked)		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket queue update notification		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket responsible update notification		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket service update notification		valid	09/18/2018 15:17	09/18/2018 15:17			

Fig. 39: Ticket Notification Management Screen

3.9.1 Manage Ticket Notifications

To add a ticket notification:

1. Click on the *Add Notification* button in the left sidebar.
2. Fill in the required fields as explained in *Ticket Notification Settings*.
3. Click on the *Save* button.

To edit a ticket notification:

1. Click on a ticket notification in the list of ticket notifications.
2. Modify the fields as explained in *Ticket Notification Settings*.
3. Click on the *Save* or *Save and finish* button.

To delete a ticket notification:

1. Click on the trash icon in the list of ticket notifications.
2. Click on the *Confirm* button.

List							
NAME	COMMENT	VALIDITY	CHANGED	CREATED	EXPORT	COPY	DELETE
Ticket create notification		valid	09/18/2018 15:17	09/18/2018 15:17			
Ticket email delivery failure notification		valid	09/18/2018 15:17	09/18/2018 15:17			

Fig. 40: Delete Ticket Notification Screen

To export all ticket notifications:

1. Click on the *Export Notifications* button in the left sidebar.
2. Choose a location in your computer to save the `Export_Notification.yml` file.

Warning: Certain settings are exported as numeric IDs and will break when importing to a system where these settings do not appear or reference other named items.

To import ticket notifications:

1. Click on the *Browse...* button in the left sidebar.
2. Select a previously exported `.yml` file.
3. Click on the *Overwrite existing notifications?* checkbox, if you would like to overwrite the existing notifications.
4. Click on the *Import Notification configuration* button.

3.9.2 Ticket Notification Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

See also:

For an example, see a default ticket notification which is included in a fresh OTRS installation.

Basic Ticket Notification Settings

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

Show in agent preferences Define how the notification should be displayed in agent preferences. The following options are available:

Add 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:

Fig. 41: Ticket Notification Settings - Basic

- No** The notification won't be displayed in agent preferences. The notification is sent to all appropriate agents by the defined method.
- Yes** The notification will be displayed in agent preferences for selection. The agents may opt-in or opt-out.
- Yes, but require at least one active notification method.** The notification will be displayed in agent preferences, but require at least one active notification method. This is annotated by an asterisk next to the name.

Ticket notifications

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

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

Fig. 42: Personal Ticket Notification Settings

- Agent preferences tooltip** This message will be shown on the agent preferences screen as a tooltip for this notification.
- Validity** * Set the validity of this resource. Each resource can be used in OTRS only, if this field is set to *valid*. Setting this field to *invalid* or *invalid-temporarily* will disable the use of the resource.

Events

Event Here you can choose which events will trigger this notification. An additional ticket filter can be applied below to only send for tickets with certain criteria.

▼ Events

★ Event:

Here you can choose which events will trigger this notification. An additional ticket filter can be applied below to only send for ticket with certain criteria.

Fig. 43: Ticket Notification Settings - Events

▼ Ticket Filter

State:

Priority:

Queue:

Lock:

Customer ID:

Customer User ID:

Dynamic Fields

Process:

Activity:

Activity Status:

Application Recorded:

Days Remaining:

Days Used:

Emergency Telephone:

Representation By:

Process Status:

Approved Superior:

Vacation Info:

Fig. 44: Ticket Notification Settings - Ticket Filter

Ticket Filter¹

This widget can optionally be used to narrow the list of tickets by matching configured values:

Note: The values in this list can grow as your system grows. The more *Dynamic Fields* are and features you have in your system, the longer the list will be.

State Filter for a state of the ticket.

Priority Filter for a priority of the ticket.

Queue Filter for a queue in which the ticket is located.

Lock Filter for a lock state of the ticket.

Customer ID Filter for a customer ID of the ticket.

Customer User ID Filter for a customer user ID of the ticket.

Dynamic Fields Filter for some dynamic fields added to the system. For the complete list of dynamic fields see the *Dynamic Fields* chapter.

Article Filter¹

▼ Article Filter (Only for ArticleCreate and ArticleSend event)

Article sender type:	<input type="text"/>
Customer visibility:	<input type="text"/>
Communication channel:	<input type="text"/>
Include attachments to notification:	<input type="text" value="No"/>
Attachment Name:	<input type="text"/>
Bcc:	<input type="text"/>
Body:	<input type="text"/>
Cc:	<input type="text"/>
From:	<input type="text"/>
Subject:	<input type="text"/>
To:	<input type="text"/>
SMS phone number:	<input type="text"/>
SMS text:	<input type="text"/>
SMS transaction number:	<input type="text"/>

Fig. 45: Ticket Notification Settings - Article Filter

¹ Use of regular expressions as a filter do not work here.

Note: This widget works only if `ArticleCreate` or `ArticleSend` is selected in the *Events* widget.

Article sender type Filter for the sender type of the ticket. Possible values are *agent*, *system* or *customer*.

Customer visibility Filter for the customer visibility. Possible values are *Invisible to customer* or *Visible to customer*.

Communication channel Filter for the communication channel. Possible values are *Chat*, *Email*, *OTRS*, *Phone* or *SMS*.

Include attachments to notification If *Yes* is selected, attachments will be included to notification. Selecting *No* will not use this feature.

Attachment Name Filter for attachment name.

Bcc Filter for blind carbon copy field.

Body Filter for body text.

Cc Filter for carbon copy field.

From Filter for the sender field.

Subject Filter for the subject field.

To Filter for the main recipients field.

SMS phone number Filter for an SMS phone number.

SMS text Filter for the SMS text.

SMS transaction number Filter for an SMS transaction number.

Ticket Notification Recipients

▼ Recipients

Send to:

Send to these agents:

Send to all group members (agents only):

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.

Fig. 46: Ticket Notification Settings - Recipients

Send to Select which agents should receive the notifications. Possible values are:

- Agent who created the ticket
- Agent who is responsible for the ticket
- Agent who owns the ticket

- All agents subscribed to both the ticket's queue and service
- All agents subscribed to the ticket's queue
- All agents subscribed to the ticket's service
- All agents watching the ticket
- All agents with write permission for the ticket
- All recipients of the first article
- All recipients of the last article
- Customer user of the ticket

Send to these agents One or more agents can be selected who should receive the notifications.

Send to all group members (agents only) One or more groups can be selected whom agents should receive the notifications.

Send to all role members One or more roles can be selected whom agents should receive the notifications.

Send on out of office If this option is checked, the notification will be sent even if the agent is currently out of office.

Once per day Notify users just once per day about a single ticket using a selected transport. If this is the first notification about a ticket, then the notification will be sent. If a notification was already sent before and this option is checked, the OTRS daemon will check the time the last notification was sent. If there was no notification sent in the last 24 hours, the notification will be sent again.

Ticket Notification Methods

Enable this notification method Enable or disable this notification method. A notification method can be email, web view or SMS.

Note: To use the SMS notification method, *Cloud Services* need to be enabled.

Additional recipient email addresses Additional recipients can be added here. Use comma or semicolon to separate the email addresses.

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

Email template Select which email template should be used for the notification.

Note: Additional email templates can be added by placing a `.tt` file into the folder `<OTRS_Home>/Kernel/Output/HTML/Templates/Standard/NotificationEvent/Email/`. See the existing email templates for an example.

Enable email security Checking this option will encrypt the notification email.

Note: To use this feature, *PGP Keys* or *S/MIME Certificates* need to be enabled.

Email security level If *Enable email security* is checked, then this setting is activated. The following options are available:

▼ 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:

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:

Default

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

Enable email security:

Email security level:

If signing key/certificate is

Skip notification delivery

missing:

If encryption key/certificate

Skip notification delivery

is missing:

Web View

Enable this notification

method:

SMS (Short Message Service)

Enable this notification

method:

Recipient SMS numbers:

Article visible for customer:

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

Send as flash message:

Send the message for this notification as Flash SMS.

* In case the SMS text message is too long it may be split up into multiple messages at the end.

PGP sign only Sign only the notification email with PGP key. If no PGP keys have been added to the system, this option is not visible.

PGP encrypt only Encrypt only the notification email with PGP key. If no PGP keys have been added to the system, this option is not visible.

PGP sign and encrypt Sign and encrypt the notification email with PGP key. If no PGP keys have been added to the system, this option is not visible.

SMIME sign only Sign only the notification email with S/MIME certificate. If no S/MIME certificates have been added to the system, this option is not visible.

SMIME encrypt only Encrypt only the notification email with S/MIME certificate. If no S/MIME certificates have been added to the system, this option is not visible.

SMIME sign and encrypt Sign and encrypt the notification email with S/MIME certificate. If no S/MIME certificates have been added to the system, this option is not visible.

Note: To use this feature, *PGP Keys* or *S/MIME Certificates* need to be enabled.

If signing key/certificate is missing Select the method, that should be used if signing key or certificate is missing.

If encryption key/certificate is missing: Select the method, that should be used if encryption key or certificate is missing.

Notification Text

The main content of a notification can be added for each languages with localized subject and body text. It is also possible to define static text content mixed with OTRS smart tags.

Subject * The localized subject for a specific language.

Text * The localized body text for a specific language.

Add new notification language Select which languages should be added to create localized notifications. The language of the customer or agent will be used as found in the customer and agent preferences. Secondly, the system default language will be chosen. The fall back will always be English.

Warning: Deleting a language in `DefaultUsedLanguages` setting that already has a notification text here will make the notification text unusable. If a language is not present or enabled on the system, the corresponding notification text could be deleted if it is not needed anymore.

3.9.3 Ticket Notification Variables

Using variables in the text makes it possible to personalize messages. Variables, known as OTRS tags, are replaced by OTRS when generating the message. Find a list of available tags stems for this resource at the bottom of both add and edit screens.

For example, the variable `<OTRS_TICKET_TicketNumber>` expands to the ticket number allowing a template to include something like the following.

```
Ticket#<OTRS_TICKET_TicketNumber>
```

This tag expands, for example to:

▼ Notification Text

▼ English (United States)

* Subject:

* Text:

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

Format | Font | Size | | | | Source

Add new notification language:

Fig. 48: Ticket Notification Settings - Notification Text

▼ Tag Reference

Notifications are sent to an agent or a customer.

You can use the following tags:

<OTRS_AGENT_SUBJECT[20]>

To get the first 20 character of the subject (of the latest agent article).

<OTRS_AGENT_BODY[5]>

To get the first 5 lines of the body (of the latest agent article).

<OTRS_AGENT_*>

To get the article attribute (e. g. <OTRS_AGENT_From>, <OTRS_AGENT_To>, <OTRS_AGENT_Cc>).

<OTRS_CUSTOMER_SUBJECT[20]>

To get the first 20 character of the subject (of the latest customer article).

<OTRS_CUSTOMER_BODY[5]>

To get the first 5 lines of the body (of the latest customer article).

<OTRS_CUSTOMER_REALNAME>

To get the name of the ticket's customer user (if given).

<OTRS_CUSTOMER_*>

To get the article attribute (e. g. <OTRS_CUSTOMER_From>, <OTRS_CUSTOMER_To>, <OTRS_CUSTOMER_Cc>).

<OTRS_CUSTOMER_DATA_*>

Attributes of the current customer user data (e. g. <OTRS_CUSTOMER_DATA_UserFirstname>).

<OTRS_OWNER_*> or <OTRS_TICKET_OWNER_*>

Attributes of the current ticket owner user data (e. g. <OTRS_OWNER_UserFirstname> or <OTRS_TICKET_OWNER_UserFirstname>).

<OTRS_RESPONSIBLE_*> or <OTRS_TICKET_RESPONSIBLE_*>

Attributes of the current ticket responsible user data (e. g. <OTRS_RESPONSIBLE_UserFirstname> or <OTRS_TICKET_RESPONSIBLE_UserFirstname>).

<OTRS_CURRENT_*>

Attributes of the current agent user who requested this action (e. g. <OTRS_CURRENT_UserFirstname>).

<OTRS_*> or <OTRS_NOTIFICATION_RECIPIENT_*>

Attributes of the recipient user for the notification (e. g. <OTRS_UserFullname> or <OTRS_NOTIFICATION_RECIPIENT_UserFullname>).

<OTRS_TICKET_*>

Attributes of the ticket data (e. g. <OTRS_TICKET_TicketNumber>, <OTRS_TICKET_TicketID>, <OTRS_TICKET_Queue>, <OTRS_TICKET_State>).

<OTRS_TICKET_DynamicField_*>

Ticket dynamic fields internal key values (e. g. <OTRS_TICKET_DynamicField_TestField>, <OTRS_TICKET_DynamicField_TicketFreeText1>).

<OTRS_TICKET_DynamicField_*_Value>

Ticket dynamic fields display values, useful for Dropdown and Multiselect fields (e. g. <OTRS_TICKET_DynamicField_TestField_Value>, <OTRS_TICKET_DynamicField_TicketFreeText1_Value>).

<OTRS_CONFIG_*>

Config options (e. g. <OTRS_CONFIG_HttpType>).

Example notification:

Subject: Ticket Created: <OTRS_TICKET_Title>

Text:

```
Hi <OTRS_NOTIFICATION_RECIPIENT_UserFirstname>,

ticket [<OTRS_CONFIG_TicketHook><OTRS_TICKET_TicketNumber>] has been
created in queue <OTRS_TICKET_Queue>.

<OTRS_CUSTOMER_REALNAME> wrote:
<OTRS_CUSTOMER_Body[30]>

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>
/<OTRS_CONFIG_ScriptAlias>index.pl?Action=AgentTicketZoom;TicketID=
<OTRS_TICKET_TicketID>
```


Ticket#2018101042000012

Users, Groups & Roles

Simple and complex organizations need a flexible way to control access to their service desk. Access, resources, and permissions must be orchestrated so that, the users and customers have access to the resources they need and their data is protected as needed by the system.

OTRS provides powerful tools for this purpose and their use is described in the following chapter.

4.1 Agents

Agent and access management for your service desk should be easy. Flexibility in adding, editing, invalidating access and a quick overview of which permissions a user has will help you maintain a clean permissions system and record of your setup in OTRS.

OTRS aids you giving you the power to manage agents within OTRS across multiple back ends. OTRS can use up-to ten back end sources, even marking some as read-only. Managing user settings centrally, an administrator can quickly invalidate a compromised account or set an account to out-of-office in case of an unexpected illness.

Use this screen to add agents to the system. A fresh OTRS installation contains an agent with administrator privileges by default. The agent management screen is available in the *Agents* module of the *Users, Groups & Roles* group.

Warning: The superuser account username is *root@localhost*. Don't use the superuser account to work with OTRS! Create new agents and work with these accounts instead. One of the adverse effects is that *Access Control Lists (ACL)* will not have an effect on this user.

4.1.1 Manage Agents

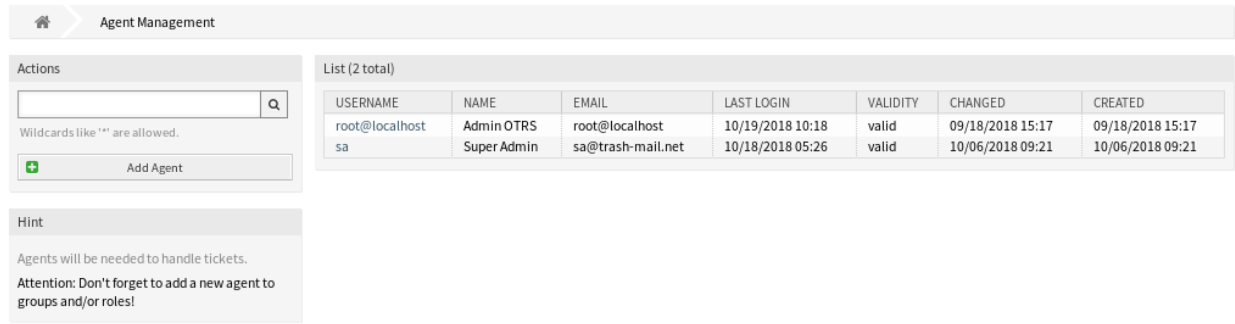


Fig. 1: Agent Management Screen

Note: Adding or editing an agent is possible only by using database back end. Using explicitly external directory services like LDAP and, based on configuration, some databases are read-only. Personal preferences like out-of-office can still be set.

To add an agent:

1. Click on the *Add Agent* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

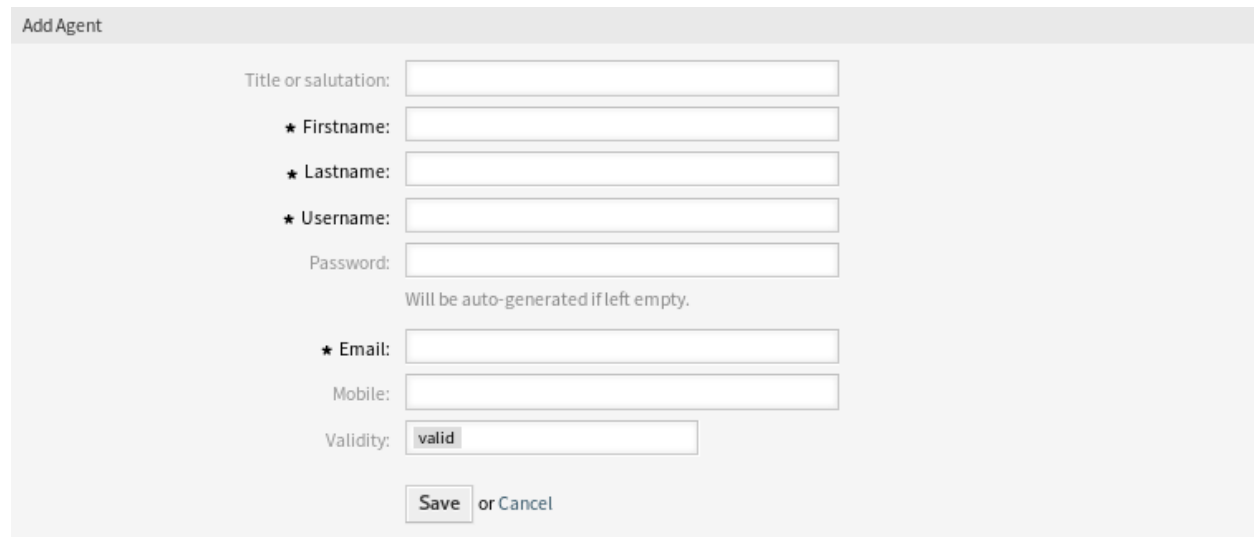


Fig. 2: Add Agent Screen

Warning: Agents can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit an agent:

1. Click on an agent in the list of agents.

2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

Edit Agent

Title or salutation:

★ Firstname:

★ Lastname:

★ Username:

Password:

★ Email:

Mobile:

Validity:

or or

Fig. 3: Edit Agent Screen

It is also possible to edit the agent personal preferences. To do this, click on the *Edit personal preferences for this agent* button in the left sidebar of the *Edit Agent* screen.

To find an agent:

1. Enter a search term to the search box in the left sidebar.
2. Click on the magnifying glass icon in the right part of the field or hit an *Enter*.

Note: If several agents are added to the system, use the search box to find a particular agent. Only the first 1000 agents are listed by default.

The agent permissions can be controlled by adding an agent to *Groups* or *Roles*. This can result a complex matrix of permissions. The effective permissions for an agent can be checked in the bottom of the *Edit Agent* screen. If roles (recommended) are used, this screen will reflect the combined permissions as dictated by the roles.

Effective Permissions for Agent

Group Permissions

GROUP	RO	MOVE_INTO	CREATE	NOTE	OWNER	PRIORITY	CHAT_OWNER	CHAT_PARTICIPANT	CHAT_OBSERVER	RW
admin	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
stats	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
users	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Table above shows effective group permissions for the agent. The matrix takes into account all inherited permissions (e.g. via roles).

Fig. 4: Effective Permissions for Agent Widget

4.1.2 Agent Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Note: These are the default fields available for the internal database table.

Title or salutation Some name prefix can be added here like *Mr., Dr., Jr., etc.*

Firstname * The first name of the agent.

Lastname * The last name of the agent.

See also:

The agent display name can be set via the system configuration setting `FirstnameLastnameOrder`.

Username * The username of the agent to login to the system.

Password The password of the agent. This will be auto-generated if left empty.

Email * The email address of the agent.

Note: The email syntax and validity of an available MX record could prevent you from submitting this form. For some systems it may be acceptable to turn off these checks. See the [Agent Configuration Options](#).

Mobile The mobile phone number of the agent.

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

4.1.3 Agent Back End Sources

Agents can be read and synchronized from an Active Directory® or LDAP server.

In case of using *On-Premise* system or ((OTRS)) *Community Edition*, you may use the following section to configure your system.

Note: The following configurations are taken care of by the *Customer Solution Team* in **OTRS**. Please contact the *Customer Solution Team* via support@otrs.com or in the [OTRS Portal](#).

Agent Authentication Back End

The users table houses your agent data per default. You may attach a directory server (LDAP/Active Directory) to your installation for authentication. To achieve this copy the following block from the `Defaults.pm` and paste it into the `Config.pm`.

```
# This is an example configuration for an LDAP auth. backend.
# (take care that Net::LDAP is installed!)
#   $Self->{AuthModule} = 'Kernel::System::Auth::LDAP';
#   $Self->{'AuthModule::LDAP::Host'} = 'ldap.example.com';
#   $Self->{'AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
```

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```

#   $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)'
# or if you want to filter with a locigal OR-Expression, like AlwaysFilter =>
→ '(|(mail=*abc.com)(mail=*xyz.com))'
#   $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.
#   $Self->{'AuthModule::LDAP::UserSuffix'} = '@domain.com';

# In case you want to convert all given usernames to lower letters you
# should activate this option. It might be helpful if databases are
# in use that do not distinguish selects for upper and lower case letters
# (Oracle, postgresql). User might be synched twice, if this option
# is not in use.
#   $Self->{'AuthModule::LDAP::UserLowerCase'} = 0;

# In case you need to use OTRS in iso-charset, you can define this
# by using this option (converts utf-8 data from LDAP to iso).
#   $Self->{'AuthModule::LDAP::Charset'} = 'iso-8859-1';

# 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,
#   };

# Die if backend can't work, e. g. can't connect to server.
#   $Self->{'AuthModule::LDAP::Die'} = 1;

```

You should uncomment the following settings as a minimum.

The minimum required to connect to a directory server is:

```
$Self->{AuthModule} = 'Kernel::System::Auth::LDAP';
$Self->{'AuthModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'AuthModule::LDAP::UID'} = 'uid';
```

Host The DNS name or IP of your directory server.

BaseDN The starting point in your directory tree.

UID The attribute used for login and identification.

Note: This is `sAMAccountName` for an Active Directory.

To use multiple back ends, add an additional section of the example code to the `Config.pm`. Please make sure to add a numeric value [1-9] to all settings to indicate which settings belong to which back end.

```
### Backend One
$Self->{AuthModule} = 'Kernel::System::Auth::LDAP';
$Self->{'AuthModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'AuthModule::LDAP::UID'} = 'uid';

### Backend Two
$Self->{AuthModule1} = 'Kernel::System::Auth::LDAP';
$Self->{'AuthModule::LDAP::Host1'} = 'ldap.example.com';
$Self->{'AuthModule::LDAP::BaseDN1'} = 'dc=example,dc=com';
$Self->{'AuthModule::LDAP::UID1'} = 'uid';
```

Warning: All back ends will be used in succession. The UID must be unique to all back ends, otherwise some side effects may occur.

To synchronize with a specific directory server (see [Agent User Data](#) below), you must add the appropriate setting to your [Agent Authentication Back End](#). To achieve this copy the following block from the `Defaults.pm` and paste it into the `Config.pm`.

```
$Self->{'AuthModule::UseSyncBackend'} = 'AuthSyncBackend';
```

To use multiple back ends, add an additional section of the example code to the `Config.pm`. Please make sure to add a numeric value [1-9] to all settings to indicate which settings belong to which back end.

```
$Self->{'AuthModule::UseSyncBackend1'} = 'AuthSyncBackend1';
```

Reuse of an [Agent Synchronization Back End](#) is also possible.

```
$Self->{'AuthModule::UseSyncBackend1'} = 'AuthSyncBackend';
```

Agent Synchronization Back End

It is advisable to synchronize the agent data so that agents need not be manually added to the users table prior to authorization. Additionally, groups and roles can be added automatically using security objects of

the directory server.

Agent User Data

Syncing user data upon login. To achieve this copy the following block from the `Defaults.pm` and paste it into the `Config.pm`.

```
# This is an example configuration for an LDAP auth sync. backend.
# (take care that Net::LDAP is installed!)
#   $Self->{AuthSyncModule} = 'Kernel::System::Auth::Sync::LDAP';
#   $Self->{'AuthSyncModule::LDAP::Host'} = 'ldap.example.com';
#   $Self->{'AuthSyncModule::LDAP::BaseDN'} = 'dc=example,dc=com';
#   $Self->{'AuthSyncModule::LDAP::UID'} = 'uid';

# The following is valid but would only be necessary if the
# anonymous user do NOT have permission to read from the LDAP tree
#   $Self->{'AuthSyncModule::LDAP::SearchUserDN'} = '';
#   $Self->{'AuthSyncModule::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) '
# or if you want to filter with a logical OR-Expression, like AlwaysFilter =>
→ '(|(mail=*abc.com)(mail=*xyz.com)) '
#   $Self->{'AuthSyncModule::LDAP::AlwaysFilter'} = '';

# AuthSyncModule::LDAP::UserSyncMap
# (map if agent should create/synced from LDAP to DB after successful login)
# you may specify LDAP-Fields as either
# * list, which will check each field. first existing will be picked ( [
→ "givenName", "cn", "_empty" ] )
# * name of an LDAP-Field (may return empty strings) ("givenName")
# * fixed strings, prefixed with an underscore: "_test", which will always
→ return this fixed string
#   $Self->{'AuthSyncModule::LDAP::UserSyncMap'} = {
#       # DB -> LDAP
#       UserFirstname => 'givenName',
#       UserLastname  => 'sn',
#       UserEmail      => 'mail',
#   };
```

The minimum required to connect to a directory server is:

```
$Self->{AuthSyncModule} = 'Kernel::System::Auth::Sync::LDAP';
$Self->{'AuthSyncModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'AuthSyncModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'AuthSyncModule::LDAP::UID'} = 'uid';
```

Host The DNS name or IP of your directory server.

BaseDN The starting point in your directory tree.

UID The attribute used for login and identification.

Note: This is `sAMAccountName` for an Active Directory.

Note: Multiple *Agent Synchronization Back End* blocks can be used. Please make sure to add a numeric value [1-9] to all settings to indicate which settings belong to which back end. Each `AuthSyncModule` must be explicitly used in an *Agent Authentication Back End*.

Agent Group Data

It is possible to use security objects to synchronize users to OTRS groups. To achieve this copy the following block from the `Defaults.pm` and paste it into the `Config.pm`.

Note: *Groups* must be available in OTRS to use this feature.

Agent Role Data

It is possible to use security objects to synchronize users to OTRS roles. To achieve this copy the following block from the `Defaults.pm` and paste it into the `Config.pm`.

Note: *Roles* must be available in OTRS to use this feature.

4.1.4 Agent Configuration Options

4.2 Agents Groups

Efficient and straightforward management of permissions is essential in a growing business. Easy assignment of a particular user to a group for quick access, or to remove access, to resources is a must in every case.

The OTRS interface provides you both with the possibility to manage an agent's access to one or more particular groups. As well, you can change multiple users access to any one group, efficiently and elegantly.

Use this screen to add one or more agents to one or more groups. To use this function, at least one agent and one group need to have been added to the system. The management screen is available in the *Agents Groups* module of the *Users, Groups & Roles* group.

4.2.1 Manage Agents Groups Relations

To assign some groups to an agent:

1. Click on an agent in the *Agents* column.
2. Select the permissions you would like to connect the agent to groups with.
3. Click on the *Save* or *Save and finish* button.

To assign some agents to a group:

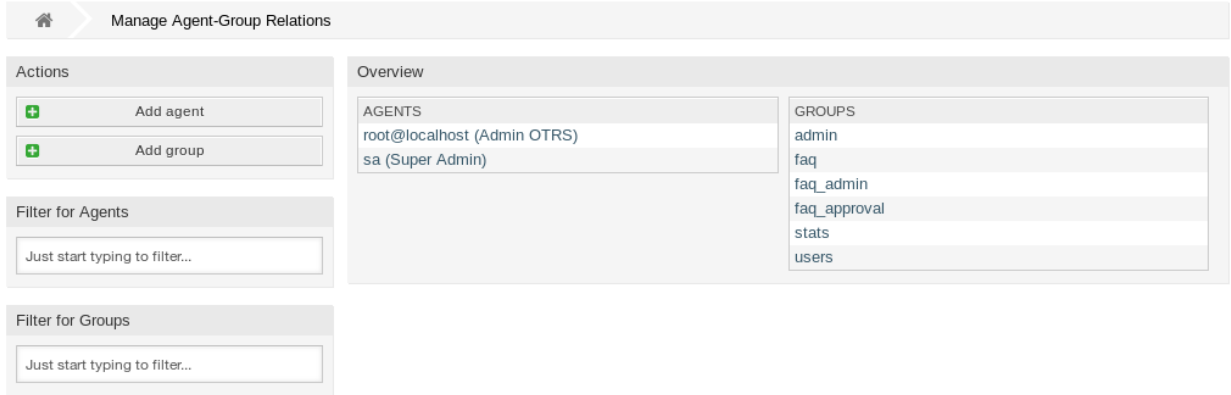


Fig. 5: Manage Agent-Group Relations

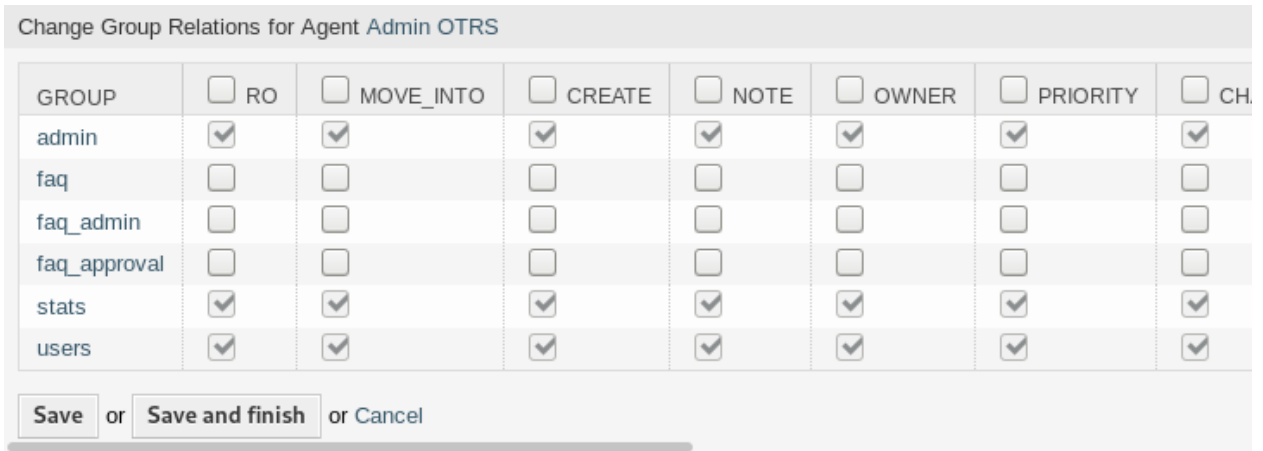


Fig. 6: Change Group Relations for Agent

1. Click on a group in the *Groups* column.
2. Select the permissions you would like to connect the group to agents with.
3. Click on the *Save* or *Save and finish* button.

Change Agent Relations for Group users

AGENT	<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	<input checked="" type="checkbox"/> PRIORITY	<input checked="" type="checkbox"/> C
root@localhost (Admin OTRS)	<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"/>
sa (Super 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"/>

Save or Save and finish or Cancel

Fig. 7: Change Agent Relations for Group

Note: If several agents or groups are added to the system, use the filter box to find a particular agent or group by just typing the name to filter.

Multiple agents or groups can be assigned in both screens at the same time. Additionally clicking on an agent or clicking on a group in the relations screen will open the *Edit Agent* screen or the *Edit Group* screen accordingly.

Warning: Accessing an agent or a group provides no back link to the relations screen.

4.2.2 Agents Groups Relations Reference

When assigning an agent to a group or vice versa, several permissions can be set as connection between an agent and a group. The following permissions are available by default:

- 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.
- chat_owner** Agents have full rights for a chat and can accept chat requests.
- chat_participant** Agents may normally participate in a chat.
- chat_observer** Agents may take part silently in a chat.
- rw** Full read and write access to the tickets in this group/queue.

See also:

Not all available permissions are shown by default. See [System::Permission](#) setting for permissions that can be added. These additional permissions can be added:

stats Gives access to the stats page.

bounce Permissions to bounce an email message (with bounce button in *Ticket Zoom* screen).

compose Permissions to compose an answer for a ticket.

customer Permissions to change the customer of a ticket.

forward Permissions to forward a message (with the forward button).

pending Permissions to set a ticket to pending.

phone Permissions to add a phone call to a ticket.

responsible Permissions to change the responsible agent for a ticket.

Note: By setting a checkbox in the header of a column will set all the checkboxes in the selected column. By setting the checkbox in the last *rw* column will set all the checkboxes in the selected row.

4.3 Agents Roles

As an organization grows, groups cannot be the denominator used for processing access rights. Roles become more and more a need because a role has a special set of permissions assigned. One mustn't give individual permissions, but the role carries the permissions built-in.

OTRS allows easy access to a predefined set of permissions via one or more roles defined. These roles are assigned easily to one or more agents, or one or more agent to a role.

Use this screen to add one or more agents to one or more roles. To use this function, at least one agent and one role need to have been added to the system. The management screen is available in the *Agents Roles* module of the *Users, Groups & Roles* group.

The screenshot shows the 'Manage Agent-Role Relations' interface. It features a breadcrumb trail at the top, an 'Actions' panel with 'Add agent' and 'Add role' buttons, and two filter boxes for agents and roles. The 'Overview' section contains a table with two columns: 'AGENTS' and 'ROLES'. The 'AGENTS' column lists 'root@localhost (Admin OTRS)' and 'sa (Super Admin)'. The 'ROLES' column lists 'Supervisor'.

AGENTS	ROLES
root@localhost (Admin OTRS)	Supervisor
sa (Super Admin)	

Fig. 8: Manage Agent-Role Relations

4.3.1 Manage Agents Roles Relations

To assign some roles to an agent:

1. Click on an agent in the *Agents* column.

2. Select the roles you would like to the agent belongs to.
3. Click on the *Save* or *Save and finish* button.

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

or or [Cancel](#)

Fig. 9: Change Role Relations for Agent

To assign some agents to a role:

1. Click on a role in the *Roles* column.
2. Select the agents you would like to add to the role.
3. Click on the *Save* or *Save and finish* button.

AGENT	<input type="checkbox"/> ACTIVE
root@localhost (Admin OTRS)	<input type="checkbox"/>
sa (Super Admin)	<input type="checkbox"/>

or or [Cancel](#)

Fig. 10: Change Agent Relations for Role

Note: If several agents or roles are added to the system, use the filter box to find a particular agent or role by just typing the name to filter.

Multiple agents or roles can be assigned in both screens at the same time. Additionally clicking on an agent or clicking on a role in the relations screen will open the *Edit Agent* screen or the *Edit Role* screen accordingly.

Warning: Accessing an agent or a role provides no back link to the relations screen.

Note: By setting the checkbox in the header of the column *Active* will set all the checkboxes in the column.

4.4 Customers

Use this screen to add customer companies to the system. A fresh OTRS installation contains no customers by default. The customer management screen is available in the *Customers* module of the *Users, Groups & Roles* group.

CUSTOMER ID	NAME	COMMENT	VALIDITY	CHANGED	CREATED
acme.co	Acme Inc.	A great company.	valid	10/06/2018 09:32	10/06/2018 09:32

Fig. 11: Customer Management Screen

4.4.1 Manage Customers

Note: Adding or editing a customer is possible only by using database back end. Using external directory services like LDAP will disable the customer management functionality.

To add a customer:

1. Click on the *Add Customer* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Add Customer

* CustomerID:

* Customer:

Street:

Zip:

City:

Country:

URL:

Comment:

* Valid:

or

Fig. 12: Add Customer Screen

Warning: Customers can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a customer:

1. Click on a customer in the list of customers.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

The screenshot shows the 'Edit Customer' form with the following fields and values:

- * CustomerID: acme.co
- * Customer: Acme Inc.
- Street: 123 Anywhere St.
- Zip: 12346
- City: Somewhereville
- Country: United States of America
- URL: https://acme.exapmle.com
- Comment: A great company.
- * Valid: valid

Buttons: Save or Save and finish or Cancel

Fig. 13: Edit Customer Screen

To find a customer:

1. Enter a search term to the search box in the left sidebar.
2. Click on the magnifying glass icon in the right part of the field or hit an *Enter*.

Note: If several customers are added to the system, use the search box to find a particular customer. Only the first 1000 customers are listed by default.

4.4.2 Customer Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Customer ID * The internal name of the customer. Should contain only letters, numbers and some special characters.

Customer * The name of this resource. Any type of characters can be entered to this field including upper-case letters and spaces. The name will be displayed in the overview table.

Street The street name of the customer.

Zip The zip code of the customer.

City The headquarter city of the customer.

Country The country of the customer. Choose a country from the list.

URL The web page or other URL of the customer.

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

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

4.5 Customers Groups

Your organization grows, and it's not practical at some point to assign permissions to individual users, you need to assign the permissions to all customer users of a customer.

OTRS allows you to assign *group* permissions to a *customer*. Access works just the same as for agents, preventing a customer from modifying and viewing a request. Thus allowing the customer to focus on the results of the original communication and funneling the discussion through one ticket.

See also:

Assign a single customer user to a group using *Customer Users Groups*.

Use this screen to add one or more customers to one or more groups. To use this function, at least one customer and one group need to have been added to the system. The management screen is available in the *Customers Groups* module of the *Users, Groups & Roles* group.

The screenshot shows the 'Manage Customer-Group Relations' interface. It features a search bar in the 'Actions' section, a list of search results for customers and groups, a filter for groups, and a section for customer default groups.

Fig. 14: Manage Customer-Group Relations

Customer group support needs to be enabled in at least one customer user *back end* to use this function. For the default OTRS *back end*, this can be enabled in the system configuration by clicking on the *Enable it here!* button.

Note: To enable this feature in systems using a directory server or multiple non-default back ends, a custom configuration file needs to be placed in `Kernel/Config/Files` (for example named `ZZZ_CustomerBackend.pm`). Once activated, all customer users from this back end will require group assignment.

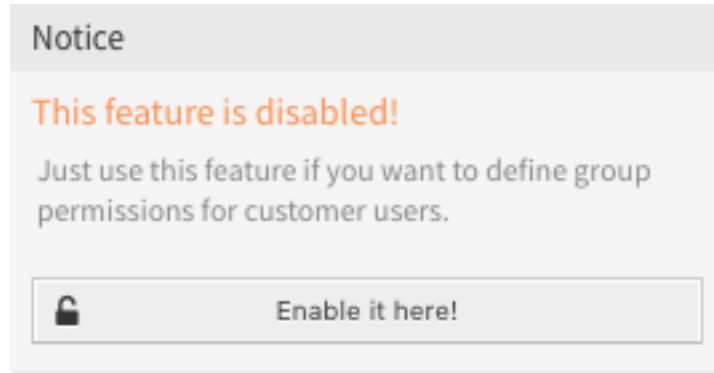


Fig. 15: Enable Customer Group Feature

Warning: After making changes to the back end, the server cache will be deleted, which may cause a temporary drop in performance.

4.5.1 Manage Customers Groups Relations

Note: To be able to use this feature, you have to activate its setting first.

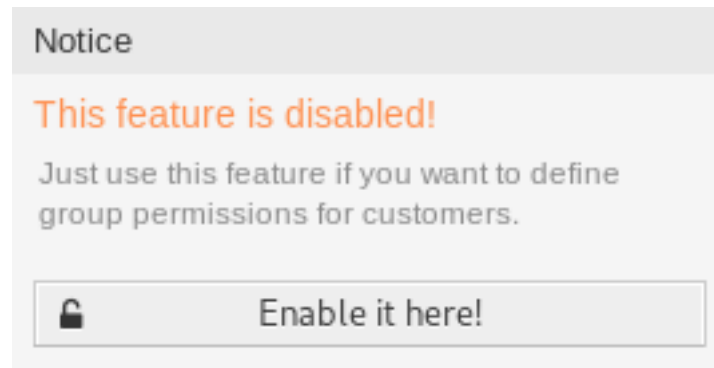


Fig. 16: Enable Customer-Group Support

To assign some groups to a customer:

1. Click on a customer in the *Customers* column.
2. Select the permissions you would like to connect the customer to groups with.
3. Click on the *Save* or *Save and finish* button.

To assign some customers to a group:

1. Click on a group in the *Groups* column.
2. Select the permissions you would like to connect the group to customers with.
3. Click on the *Save* or *Save and finish* button.

Change Group Relations for Customer Acme Inc.

GROUP	SAME CUSTOMER	
	<input type="checkbox"/> RO	<input type="checkbox"/> 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"/>

or or

Fig. 17: Change Group Relations for Customer

Change Customer Relations for Group admin

CUSTOMER (1)	SAME CUSTOMER	
	<input type="checkbox"/> RO	<input type="checkbox"/> RW
acme.co Acme Inc.	<input type="checkbox"/>	<input type="checkbox"/>

or or

Fig. 18: Change Customer Relations for Group

To change customer default groups:

1. Click on the *Edit Customer Default Groups* button in the left sidebar.
2. Add or modify groups in setting `CustomerGroupCompanyAlwaysGroups`.
3. Deploy the modified system configurations.

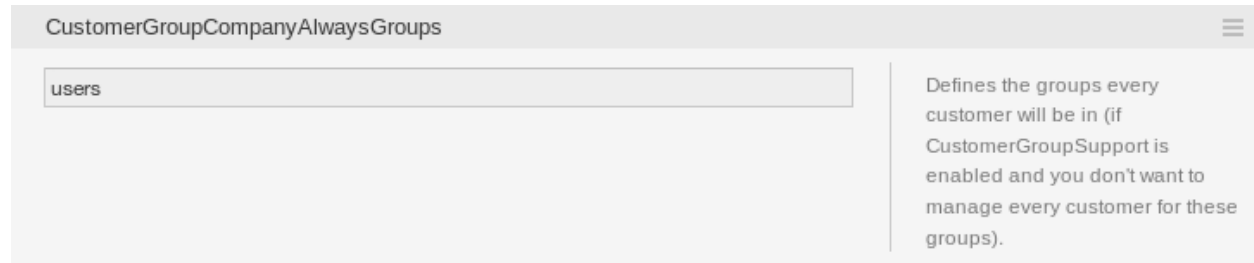


Fig. 19: `CustomerGroupCompanyAlwaysGroups` System Configuration Screen

These groups are automatically assigned to all customers.

Note: If several customers or groups are added to the system, use the search box to find a particular customer or use the filter box to find a particular group by just typing the name to filter.

Multiple customers or groups can be assigned in both screens at the same time. Additionally clicking on a customer or clicking on a group in the relations will open the *Edit Customer* screen or the *Edit Group* screen accordingly.

Warning: Accessing a customer or a group provides no back link to the relations screen.

4.5.2 Customers Groups Relations Reference

When assigning a customer to a group or vice versa, several permissions can be set as connection between a customer and a group. The following permissions are available by default:

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 resource.

rw Full read and write access to the resource.

Note: By setting a checkbox in the header of a column will set all the checkboxes in the selected column.

4.6 Customer Users

A record of who your company deals with requires more information about that individual: physical location for shipping and billing purposes, as well as contact information for email and phone contact.

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

Use this screen to add a *customer user* to the system. A fresh OTRS installation contains no customer users by default. The customer user management screen is available in the *Customer Users* module of the *Users, Groups & Roles* group.

Customer User Management

Actions

Wildcards like "*" are allowed.

+ Add Customer User

Database Backend

Hint

Customer user are needed to have a customer history and to login via customer panel.

List (1 total)

USERNAME	NAME	EMAIL	CUSTOMER ID	LAST LOGIN	VALIDITY
we	Wyle Coyote	we@acme.example.com	acme.co		valid

Fig. 20: Customer User Management Screen

4.6.1 Manage Customer Users

Warning: A customer user can only be added to the system when at least one *customer* exists. Create one or more *Customers* first.

Note: Adding or editing a customer user is possible only by using database back end. Using external directory services like LDAP will disable the customer user management functionality.

To add a customer user:

1. Click on the *Add Customer User* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Warning: Customer users can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a customer user:

1. Click on a customer user in the list of customer users.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

To find a customer user:

1. Enter a search term to the search box in the left sidebar.
2. Click on the magnifying glass icon in the right part of the field or hit an `Enter`.

Add Customer User

Title or salutation:

* Firstname:

* Lastname:

* Username:

Password:

* Email:

* CustomerID:

Phone:

Fax:

Mobile:

Street:

Zip:

City:

Country:

Comment:

* Valid:

or

Fig. 21: Add Customer User Screen

Edit Customer User

Title or salutation:

* Firstname:

* Lastname:

* Username:

Password:

* Email:

* CustomerID:

Phone:

Fax:

Mobile:

Street:

Zip:

City:

Country:

Comment:

* Valid:

or or

Fig. 22: Edit Customer User Screen

Note: If several customer users are added to the system, use the search box to find a particular customer user. Only the first 1000 customer users are listed by default.

The customer user permissions can be controlled by adding a customer or a customer user to *Groups*. This can result a complex matrix of permissions. The effective permissions for a customer user can be checked in the bottom of the *Edit Customer User* screen.

Effective Permissions for Customer User

Group Permissions

GROUP	RO	RW
users	✓	✓

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

Customer Access

CUSTOMER	DIRECT
acme.co Acme Inc.	✓

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

Fig. 23: Effective Permissions for Customer User Widget

See also:

Customer Users *Groups* needs to be enabled to use this feature.

4.6.2 Customer User Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Note: These are the default fields available for the internal database table.

Title or salutation Some name prefix can be added here like *Mr., Dr., Jr., etc.*

Firstname * The first name of the customer user.

Lastname * The last name of the customer user.

Username * The username of the customer user to login to the system.

Password The password of the customer user. This will be auto-generated if left empty.

Email * The email address of the customer user.

Customer * The customer company the customer user belongs to. Select a customer from the list of *Customers*.

Phone The phone number of the customer user.

Fax The fax number of the customer user.

Mobile The cellphone number of the customer user.

Street The street name of the customer.

Zip The zip code of the customer.

City The headquarter city of the customer.

Country The country of the customer user.

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

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

See also:

It is possible to assign multiple customers to customer users via the [Customer Users](#) [Customers](#) screen.

4.6.3 Customer User Back Ends

The system works with many customer user data attributes such as username, email address, phone number, etc. These attributes are displayed in both the agent and the external interface, and also used for the authentication of customer users.

Customer data used or displayed within the system is highly customizable. The user login and the email address are always needed for customer authentication.

You can use two types of customer back end: database or LDAP. If you already have another customer back end (e.g. SAP), it is possible to write a module that uses it.

The administrator interface does not support the configuration of external back ends. Administrators need to edit the file `Kernel/Config.pm` by copying and pasting code snippets from `Kernel/Config/Defaults.pm` manually in case of using *On-Premise* system or ((OTRS)) *Community Edition*.

Warning: Do not modify the file `Kernel/Config/Defaults.pm`, it will be overwritten after upgrading the system! Copy and paste the code snippets into `Kernel/Config.pm` instead.

Note: The following configurations are taken care of by the *Customer Solution Team* in OTRS. Please contact the *Customer Solution Team* via support@otrs.com or in the [OTRS Portal](#).

Database

This is the default customer user back end for new installations. The example below shows the configuration of a database customer back end, which uses customer user data stored in the database table `customer_user`.

```
# CustomerUser
# (customer user database backend and settings)
$self->{CustomerUser} = {
```

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```

Name    => Translatable('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',
#       ForeignDB => 0, # set this to 1 if your table does not have
↳create_time, create_by, change_time and change_by fields

    # CaseSensitive defines if the data storage of your DBMS is case
↳sensitive and will be
    # preconfigured within the database driver by default.
    # If the collation of your data storage differs from the default
↳settings,
↳0 = CaseINSensitive )
    # you can set the current behavior ( either 1 = CaseSensitive or
↳to fit your environment.
    #
#       CaseSensitive => 0,

    # SearchCaseSensitive will control if the searches within the
↳data storage are performed
    # case sensitively (if possible) or not. Change this option to 1,
↳if you want to search case sensitive.
    # This can improve the performance dramatically on large
↳databases.
    SearchCaseSensitive => 0,
},

# customer unique id
CustomerKey => 'login',

# customer #
CustomerID    => 'customer_id',
CustomerValid => 'valid_id',

# The last field must always be the email address so that a valid
# email address like "John Doe" <john.doe@domain.com> can be
↳constructed from the fields.
    CustomerUserListFields => [ 'first_name', 'last_name', 'email' ],

#       CustomerUserListFields => ['login', 'first_name', 'last_name',
↳'customer_id', 'email'],
    CustomerUserSearchFields    => [ 'login', 'first_name', 'last_
↳name', 'customer_id' ],
    CustomerUserSearchPrefix    => '*',

```

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```

CustomerUserSearchSuffix           => '*',
CustomerUserSearchListLimit       => 250,
CustomerUserPostMasterSearchFields => ['email'],
CustomerUserNameFields            => [ 'title', 'first_name', 'last_
↳name' ],
CustomerUserEmailUniqCheck        => 1,

#           # Configures the character for joining customer user name parts. Join_
↳single space if it is not defined.
#           # CustomerUserNameFieldsJoin => '',

#           # show now own tickets in customer panel, CompanyTickets
#           CustomerUserExcludePrimaryCustomerID => 0,
#           # generate auto logins
#           AutoLoginCreation => 0,
#           # generate auto login prefix
#           AutoLoginCreationPrefix => 'auto',
#           # admin can change customer preferences
#           AdminSetPreferences => 1,
#           # use customer company support (reference to company, See_
↳CustomerCompany settings)
CustomerCompanySupport => 1,
#           # cache time to live in sec. - cache any database queries
CacheTTL => 60 * 60 * 24,
#           # Consider this source read only.
#           ReadOnly => 1,
Map => [

    # Info about dynamic fields:
    #
    # Dynamic Fields of type CustomerUser can be used within the_
↳mapping (see example below).
    # The given storage (third column) then can also be used within_
↳the following configurations (see above):
    # CustomerUserSearchFields, CustomerUserPostMasterSearchFields, _
↳CustomerUserListFields, CustomerUserNameFields
    #
    # Note that the columns 'frontend' and 'readonly' will be ignored_
↳for dynamic fields.

    # 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',           Translatable('Title or salutation'), 'title
↳',
      1, 0, 'var', '', 0, undef, undef ],
    [ 'UserFirstname',      Translatable('Firstname'),           'first_
↳name',
      1, 1, 'var', '', 0, undef, undef ],
    [ 'UserLastname',       Translatable('Lastname'),           'last_
↳name',
      1, 1, 'var', '', 0, undef, undef ],
    [ 'UserLogin',          Translatable('Username'),           'login
↳',
      1, 1, 'var', '', 0, undef, undef ],
    [ 'UserPassword',       Translatable('Password'),           'pw', _
↳
      0, 0, 'var', '', 0, undef, undef ],

```

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```

        [ 'UserEmail',          Translatable('Email'),          'email
→',          1, 1, 'var', '', 0, undef, undef ],
#          [ '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',    Translatable('CustomerID'),
→'customer_id',    0, 1, 'var', '', 0, undef, undef ],
#          [ 'UserCustomerIDs',    Translatable('CustomerIDs'),
→'customer_ids',    1, 0, 'var', '', 0, undef, undef ],
        [ 'UserPhone',        Translatable('Phone'),          'phone
→',          1, 0, 'var', '', 0, undef, undef ],
        [ 'UserFax',          Translatable('Fax'),          'fax',
→          1, 0, 'var', '', 0, undef, undef ],
        [ 'UserMobile',       Translatable('Mobile'),        'mobile
→',          1, 0, 'var', '', 0, undef, undef ],
        [ 'UserStreet',       Translatable('Street'),        'street
→',          1, 0, 'var', '', 0, undef, undef ],
        [ 'UserZip',          Translatable('Zip'),          'zip',
→          1, 0, 'var', '', 0, undef, undef ],
        [ 'UserCity',         Translatable('City'),        'city',
→          1, 0, 'var', '', 0, undef, undef ],
        [ 'UserCountry',      Translatable('Country'),
→'country',        1, 0, 'var', '', 0, undef, undef ],
        [ 'UserComment',      Translatable('Comment'),
→'comments',        1, 0, 'var', '', 0, undef, undef ],
        [ 'ValidID',          Translatable('Valid'),        'valid_
→id',            0, 1, 'int', '', 0, undef, undef ],

        # Dynamic field example
#          [ 'DynamicField_Name_X', undef, 'Name_X', 0, 0, 'dynamic_field',
→undef, 0, undef, undef ],
    ],

    # default selections
    Selections => {

#          UserTitle => {
#              'Mr.' => Translatable('Mr.'),
#              'Mrs.' => Translatable('Mrs.'),
#          },
    },
};

```

If you want to customize the customer user data, change the columns or add new ones to the `customer_user` table in the database.

For example, to add a new field for room number:

1. Add a new column `room` to table `customer_user`.

MySQL or MariaDB:

```
root> mysql -u root -p -e 'ALTER TABLE otrs.customer_user ADD room_
↳VARCHAR (250)'
```

PostgreSQL (from the `/opt/otrs` directory):

```
otrs> psql -c 'ALTER TABLE customer_user ADD COLUMN room varchar(250)'
```

2. Copy the `$Self->{CustomerUser}` section from `Kernel/Config/Defaults.pm` into `Kernel/Config.pm`.
3. Add the new column to the `Map` array.

```
[ 'UserRoom', 'Room', 'room', 0, 1, 'var', '', 0, undef, undef ],
```

You can set the HTTP link target and link class (the last two keys) to `undef` 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 (it is `' '` in this example).

Note: It is recommended to always use English words for names.

See also:

Names can be translated into other languages with custom translation files. See the [Custom Translation File](#) chapter in the developer manual.

LDAP

If you have an LDAP directory with your customer user data, you can use it as the customer user back end. The example below shows the configuration of a LDAP customer user back end.

```
# CustomerUser
# (customer user ldap backend and settings)
$Self->{CustomerUser} = {
  Name => 'LDAP Backend',
  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:
```

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```

#           # SourceCharset => 'iso-8859-1',
#           # die if backend can't work, e. g. can't connect to server
Die => 0,
#           # 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'],
#           # Configures the character for joining customer user name parts. Join
↳single space if it is not defined.
CustomerUserNameFieldsJoin => '',
#           # show customer user and customer tickets in the external interface
CustomerUserExcludePrimaryCustomerID => 0,
#           # add a ldap filter for valid users (expert setting)
#           # CustomerUserValidFilter => '(! (description=gesperrt))',
#           # admin can't change customer preferences
AdminSetPreferences => 0,
#           # cache time to live in sec. - cache any ldap queries
CacheTTL => 0,
#           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',      Translatable('Title or salutation'), 'title',
↳
           1, 0, 'var', '', 1, undef, undef ],
           [ 'UserFirstname',  Translatable('Firstname'),
↳'givenname',
           1, 1, 'var', '', 1, undef, undef ],
           [ 'UserLastname',   Translatable('Lastname'),           'sn',
↳
           1, 1, 'var', '', 1, undef, undef ],
           [ 'UserLogin',      Translatable('Username'),           'uid',
↳
           1, 1, 'var', '', 1, undef, undef ],
           [ 'UserEmail',      Translatable('Email'),             'mail',
↳
           1, 1, 'var', '', 1, undef, undef ],
           [ 'UserCustomerID', Translatable('CustomerID'),        'mail',
↳
           0, 1, 'var', '', 1, undef, undef ],
#           # [ 'UserCustomerIDs', Translatable('CustomerIDs'),
↳'second_customer_ids', 1, 0, 'var', '', 1, undef, undef ],

```

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```

        [ 'UserPhone',      Translatable('Phone'),
→'telephonenumber',      1, 0, 'var', '', 1, undef, undef ],
        [ 'UserAddress',   Translatable('Address'),
→'postaladdress',       1, 0, 'var', '', 1, undef, undef ],
        [ 'UserComment',   Translatable('Comment'),
→'description',         1, 0, 'var', '', 1, undef, undef ],

        # this is needed, if "SMIME::FetchFromCustomer" is active
        # [ 'UserSMIMECertificate', 'SMIMECertificate', 'userSMIMECertificate
→', 0, 1, 'var', '', 1, undef, undef ],

        # Dynamic field example
        # [ 'DynamicField_Name_X', undef, 'Name_X', 0, 0, 'dynamic_field',
→undef, 0, undef, undef ],
    ],
};

```

To activate and configure the LDAP back end:

1. Copy the `$Self->{CustomerUser}` section from `Kernel/Config/Defaults.pm` into `Kernel/Config.pm`.
2. Remove the comments (`#` characters) from the beginning of the lines.

If additional customer user attributes are stored in your LDAP directory, such as a manager name, a mobile phone number, or a department, this information can be displayed in OTRS.

To display additional customer user attributes from LDAP directory:

1. Expand the `Map` array in `Kernel/Config.pm` with the entries for these attributes.

```

[ 'UserMobilePhone', 'Mobile Phone', 'mobilephone', 1, 0, 'var', '', 1,
→undef, undef ],

```

Note: It is recommended to always use English words for names.

See also:

Names can be translated into other languages with custom translation files. See the [Custom Translation File](#) chapter in the developer manual.

4.6.4 Multiple Customer User Back Ends

If you want to use more than one customer user data source, the `CustomerUser` configuration parameter should be expanded with a number, like `CustomerUser1` and `CustomerUser2`.

The following configuration example shows usage of both a database and an LDAP customer user back end.

```

# Data source 1: customer user database back end and settings.
$Self->{CustomerUser1} = {
    Name    => 'Database Backend',
    Module => 'Kernel::System::CustomerUser::DB',

```

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```

Params => {
    DSN => 'DBI:odbc:yourdsn',
    DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
    User => '',
    Password => '',
    Table => 'customer_user',
},
# Other setting here.
};

# Data source 2: customer user LDAP back end and settings.
$self->{CustomerUser2} = {
    Name => 'LDAP Backend',
    Module => 'Kernel::System::CustomerUser::LDAP',
    Params => {
        Host => 'bay.csuhayward.edu',
        BaseDN => 'ou=seas,o=csuh',
        SSCOPE => 'sub',
        UserDN => '',
        UserPw => '',
        AlwaysFilter => '',
        Die => 0,
        Params => {
            port => 389,
            timeout => 120,
            async => 0,
            version => 3,
        },
    },
    # Other setting here.
};

```

It is possible to integrate up to 10 different customer back ends. Use the *Customer Users* screen to view or edit (assuming write access is enabled) all customer user data.

4.6.5 Customer User Data in Dynamic Fields

Sometimes it can be useful to also store customer user data directly in dynamic fields of a ticket, for example to create special statistics on this data.

The dynamic field values are set, when a ticket is created or when the customer user of a ticket is changed. The values of the dynamic fields are taken from the customer user data. This works for all back ends, but is especially useful for LDAP back ends.

To activate this optional feature:

1. Activate the setting `Ticket::EventModulePost###4100-DynamicFieldFromCustomerUser`.
2. Activate the setting `DynamicFieldFromCustomerUser::Mapping`. This setting contains the configuration of which customer user field entry should be stored in which ticket dynamic field.
3. Create the dynamic fields, if the dynamic fields are not present in the system yet.
4. Enable the dynamic fields in setting `Ticket::Frontend::AgentTicketFreeText###DynamicField`, so that they can be set manually.

Note: The dynamic field must not be enabled in the following settings:

- `Ticket::Frontend::AgentTicketPhone###DynamicField`
- `Ticket::Frontend::AgentTicketEmail###DynamicField`
- `Ticket::Frontend::AgentTicketCustomer###DynamicField`

If they were, they would have precedence over the automatically set values.

4.7 Customer Users Customers

In an organization, for example, which views its customers as it's departments and teams, a customer user may have to have access to multiple customers tickets for controlling purposes. Maybe you have partners who represent several different companies, or a corporation wants to have a look at all the requests of their subsidiaries.

For all situations, OTRS provides the means. Aside from a primary customer, your customer users can gain access to multiple customer tickets as defined by you.

Use this screen to add one or more customer users to one or more customers. To use this function, at least one customer user and one customer need to have been added to the system. The management screen is available in the *Customer Users Customers* module of the *Users, Groups & Roles* group.



Fig. 24: Manage Customer User-Customer Relations

4.7.1 Manage Customer Users Customers Relations

Note: This module is for assigning a *customer user* to additional *customer* records. The primary customer is assigned via the *Customer User Settings*.

To assign some customers to a customer user:

1. Click on a customer user in the *Customer Users* column.
2. Select the customers you would like to assign to the customer user.
3. Click on the *Save* or *Save and finish* button.

To assign some customer users to a customer:

1. Click on a customer in the *Customers* column.
2. Select the customer users you would like to assign to the customer.
3. Click on the *Save* or *Save and finish* button.

Change Customer Relations for Customer User Wyle Coyote (we)

CUSTOMER (0)	<input type="checkbox"/> ACTIVE
No data found.	

Save or Save and finish or Cancel

Fig. 25: Change Customer Relations for Customer User

Change Customer User Relations for Customer Acme Inc.

CUSTOMER USER (0)	<input type="checkbox"/> ACTIVE
No data found.	

Save or Save and finish or Cancel

Fig. 26: Change Customer User Relations for Customer

Before **OTRS** version 7.0.14 it was only possible to enable or disable access to company tickets for customer users for every customer user back end via `CustomerUserExcludePrimaryCustomerID` parameter. It was not possible to select the primary customer ID, because it was assumed to be always there anyways, and for the same reason it is still not possible if `CustomerUserExcludePrimaryCustomerID` is disabled for that customer user back end.

In order to allow privilege separation for customer users of a common company, it should be possible to remove access to tickets of the same company and then individually reassign access to specific customer users. Then these customer users have company ticket access while all others do not.

To allow privilege separation for the customer users of the same company:

1. Go to the *System Configuration* screen.
2. Search for the setting `CustomerDisableCompanyTicketAccess` and enable it to make sure not all customer users get access to company tickets until the configuration is finished.
3. Copy the `$Self->{CustomerUser}` section from `Kernel/Config/Defaults.pm` into `Kernel/Config.pm`.
4. Remove the comment (`#` character) from the beginning of the line contained `CustomerUserExcludePrimaryCustomerID` and set the value to 1.

```
CustomerUserExcludePrimaryCustomerID => 1,
```

5. Set *Customer Users Customers* relations for customer users who need to have access to company tickets.
6. Go to the *System Configuration* screen.
7. Search for the setting `CustomerDisableCompanyTicketAccess` and disable it to allow access to company tickets only for customer users configured in step 5.

Note: If several customer users or customers are added to the system, use the search box to find a particular customer user or customer. Only the first 1000 customer users and customers are listed by default.

Multiple customer users or customers can be assigned in both screens at the same time. Additionally clicking on a customer user or clicking on a customer in the relations screen will open the *Edit Customer User* screen or the *Edit Customer* screen accordingly.

Warning: Accessing a customer user or a customer provides no back link to the relations screen.

Note: By setting a checkbox in the header of a column will set all the checkboxes in the selected column.

4.8 Customer Users Groups

Customer users shouldn't need to be bothered with the internal workings of your service desk. A single point of contact request can trigger several processes within your organization, all of which having the customer user information attached and are visible to the customer.

OTRS allows you to assign *group* permissions to customer users. Access works just the same as for agents, preventing a customer from modifying and viewing a request. Thus allowing the customer to focus on the results of the original communication and funneling the discussion through one ticket.

See also:

Assign a group to an entire customer using *Customers Groups*.

Use this screen to add one or more customer users to one or more groups. To use this function, at least one customer user and one group need to have been added to the system. The management screen is available in the *Customers Users Groups* module of the *Users, Groups & Roles* group.

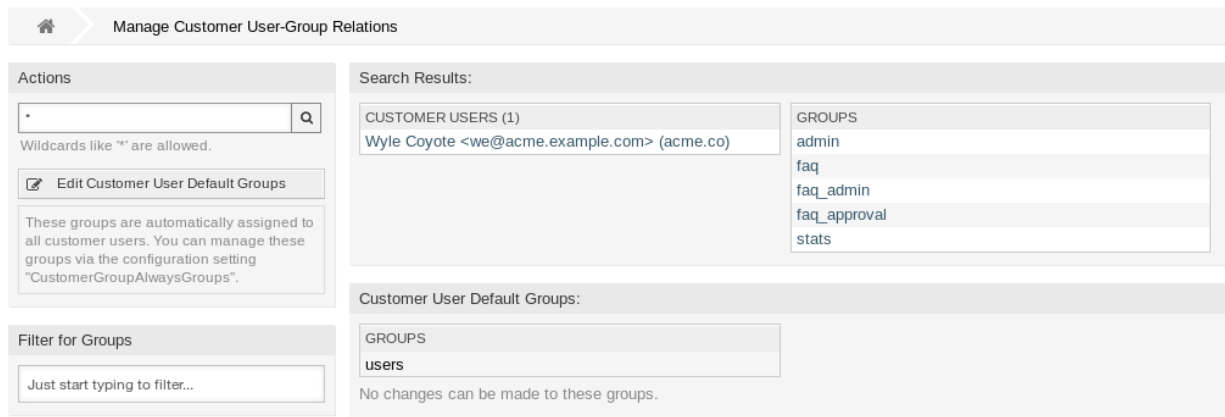


Fig. 27: Manage Customer User-Group Relations

Customer group support needs to be enabled in at least one customer user *back end* to use this function. For the default OTRS *back end*, this can be enabled in the system configuration by clicking on the *Enable it here!* button.

Note: To enable this feature in systems using a directory server or multiple non-default back ends, a custom configuration file needs to be placed in `Kernel/Config/Files` (for example named

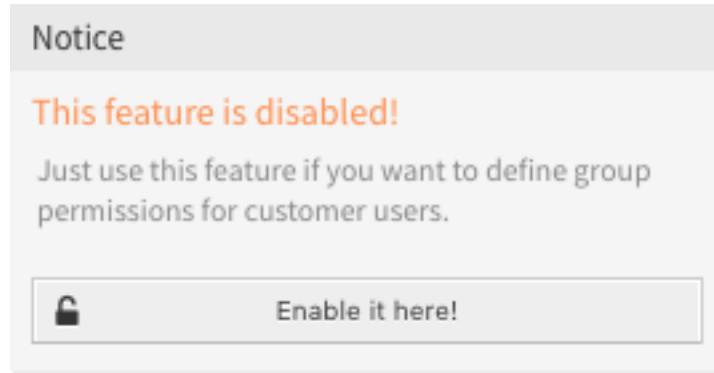


Fig. 28: Enable Customer Group Feature

ZZZ_CustomerBackend.pm). Once activated, all customer users from this back end will require group assignment.

Warning: After making changes to the back end, the server cache will be deleted, which may cause a temporary drop in performance.

4.8.1 Manage Customer Users Groups Relations

To assign some groups to a customer user:

1. Click on a customer user in the *Customer Users* column.
2. Select the permissions you would like to connect the customer user to groups with.
3. Click on the *Save* or *Save and finish* button.

Change Group Relations for Customer User Wyle Coyote (we)

GROUP	<input type="checkbox"/> RO	<input type="checkbox"/> 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"/>

or or

Fig. 29: Change Group Relations for Customer User

To assign some customer users to a group:

1. Click on a group in the *Groups* column.
2. Select the permissions you would like to connect the group to customer users with.

3. Click on the *Save* or *Save and finish* button.

CUSTOMER USER (1)	<input type="checkbox"/> RO	<input type="checkbox"/> RW
Wyle Coyote <we@acme.example.com> (acme.co)	<input type="checkbox"/>	<input type="checkbox"/>

or
 or

Fig. 30: Change Customer User Relations for Group

To change customer user default groups:

1. Click on the *Edit Customer User Default Groups* button in the left sidebar.
2. Add or modify groups in setting `CustomerGroupAlwaysGroups`.
3. Deploy the modified system configurations.

CustomerGroupAlwaysGroups

users

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).

Fig. 31: CustomerGroupAlwaysGroups System Configuration Screen

These groups are automatically assigned to all customer users.

Note: If several customer users or groups are added to the system, use the search box to find a particular customer user or use the filter box to find a particular group by just typing the name to filter.

Multiple customer users or groups can be assigned in both screens at the same time. Additionally clicking on a customer user or clicking on a group in the relations screen will open the *Edit Customer User* screen or the *Edit Group* screen accordingly.

Warning: Accessing a customer user or a group provides no back link to the relations screen.

4.8.2 Customer Users Groups Relations Reference

When assigning a customer user to a group or vice versa, several permissions can be set as connection between a customer user and a group. The following permissions are available by default:

- ro** Read only access to the resource.
- rw** Full read and write access to the resource.

Note: By setting a checkbox in the header of a column will set all the checkboxes in the selected column.

4.9 Customer Users Services

Use this screen to add one or more customer users to one or more services. To use this function, at least one customer user and one service need to have been added to the system. The management screen is available in the *Customers Users Services* module of the *Users, Groups & Roles* group.

Fig. 32: Manage Customer User-Service Relations

4.9.1 Manage Customers Users Services Relations

To allocate some services to a customer user:

1. Click on a customer user in the *Customer Users* column.
2. Select the services you would like to allocate to the customer user.
3. Click on the *Save* or *Save and finish* button.

Fig. 33: Change Service Relations for Customer User

To allocate some customer users to a service:

1. Click on a service in the *Services* column.
2. Select the customer users you would like to allocate to the service.
3. Click on the *Save* or *Save and finish* button.

Note: If several customer users or services are added to the system, use the search box to find a particular customer user or use the filter box to find a particular service by just typing the name to filter.

Multiple customer users or services can be assigned in both screens at the same time. Additionally clicking on a customer user or clicking on a service in the relations screen will open the *Edit Customer User* screen or the *Edit Service* screen accordingly.

Allocate Customer Users to Service Test service

CUSTOMER (1)	<input type="checkbox"/> ACTIVE
Wyle Coyote <we@acme.example.com> (acme.co)	<input type="checkbox"/>

Save or **Save and finish** or Cancel

Fig. 34: Change Customer User Relations for Service

Warning: Accessing a customer user or a service provides no back link to the relations screen.

Note: By setting a checkbox in the header of a column will set all the checkboxes in the selected column.

4.9.2 Manage Default Services

It is possible to add default services, so that all customer users may access them. This prevents having to add each service to each customer user.

To edit the default services:

1. Click on the *Edit default services* button in the left sidebar.
2. Select the services which should be selectable for all customer users.
3. Click on the *Save* or *Save and finish* button.

Manage Customer User-Service Relations Allocate Services to Customer User

Actions

Go to overview

Filter for Services

Just start typing to filter...

SERVICE	<input type="checkbox"/> ACTIVE
Backup and Archiving	<input type="checkbox"/>
Communication	<input checked="" type="checkbox"/>
Desktop Management	<input type="checkbox"/>
Desktop Productivity Tools	<input type="checkbox"/>
File / Print	<input type="checkbox"/>
Helpdesk	<input type="checkbox"/>
Identity and Access Management	<input type="checkbox"/>
Internet	<input checked="" type="checkbox"/>
IT Operations	<input type="checkbox"/>
Network Access	<input checked="" type="checkbox"/>
Remote Access	<input type="checkbox"/>
Standard Desktop	<input type="checkbox"/>

Save or **Save and finish** or Cancel

Fig. 35: Allocate Services to Customer User Screen

Warning: Mixing default services and customer specific services can be confusing. If a customer user has specific services assigned, then the default services will be not applied.

4.10 Groups

Use this screen to add groups to the system. A fresh OTRS installation contains some default groups. The group management screen is available in the *Groups* module of the *Users, Groups & Roles* group.

The screenshot shows the 'Group Management' interface. On the left, there is an 'Add Group' button and a 'Filter for Groups' input field. Below that is a 'Hint' box with the following text:

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.

The main area displays a table with 3 total groups:

NAME	COMMENT	VALIDITY	CHANGED	CREATED
admin	Group of all administrators.	valid	11/16/2018 08:26	11/16/2018 08:26
stats	Group for statistics access.	valid	11/16/2018 08:26	11/16/2018 08:26
users	Group for default access.	valid	11/16/2018 08:26	11/16/2018 08:26

Fig. 36: Group Management Screen

4.10.1 Manage Groups

To add a group:

1. Click on the *Add Group* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

The 'Add Group' form contains the following fields and buttons:

- Name:** A text input field with a red asterisk indicating it is required.
- Validity:** A dropdown menu with 'valid' selected, also marked as required with a red asterisk.
- Comment:** A text input field.
- Buttons:** 'Save' and 'Cancel' buttons.

Fig. 37: Add Group Screen

Warning: Groups can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a group:

1. Click on a group in the list of groups.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

The screenshot shows the 'Edit Group' form. It contains the following fields and buttons:

- Name:** A text input field containing the text 'users'.
- Validity:** A dropdown menu currently showing 'valid'.
- Comment:** A text input field containing the text 'Group for default access.'
- Buttons:** Three buttons labeled 'Save', 'Save and finish', and 'Cancel', with 'or' text between them.

Fig. 38: Edit Group Screen

Note: If several groups are added to the system, use the filter box to find a particular group by just typing the name to filter.

4.10.2 Group Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Note: Renaming a group does not affect permissions previously given. When *group1* is now called *group2*, then all the permissions are the same for the users which used to be assigned to *group1*. This result is because OTRS uses IDs for the relationship, and not the name.

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

Note: Invalidating a group does not remove the permissions from the user, but only makes them invalid. If you reactivate this group, even with a new name, the permissions take effect.

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

4.10.3 Default Groups

Every agent's account should belong to at least one group or role. In a fresh installation, there are some pre-defined groups available:

admin Allowed to perform administrative tasks in the system.

stats Qualified to access the stats module of OTRS and generate statistics.

users Agents should belong to this group, with read and write permissions. They can then access all functions of the ticket system.

4.11 Roles

Use this screen to add roles to the system. A fresh OTRS installation contains no roles by default. The role management screen is available in the *Roles* module of the *Users, Groups & Roles* group.

The screenshot shows the 'Role Management' interface. On the left sidebar, there is an 'Add Role' button with a green plus icon. Below it is a 'Filter for Roles' input field with the placeholder text 'Just start typing to filter...'. At the bottom of the sidebar is a 'Hint' box with the text: 'Create a role and put groups in it. Then add the role to the users.' The main content area shows a table titled 'List (1 total)' with the following data:

NAME	COMMENT	VALIDITY	CHANGED	CREATED
Supervisor	A role for quality insu...	valid	10/24/2018 09:45	10/24/2018 09:45

Fig. 39: Role Management Screen

4.11.1 Manage Roles

To add a role:

1. Click on the *Add Role* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Warning: Roles can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a role:

1. Click on a role in the list of roles.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

Add Role

* Name:

* Validity:

Comment:

or

Fig. 40: Add Role Screen

Edit Role

* Name:

* Validity:

Comment:

or or

Fig. 41: Edit Role Screen

Note: If several roles are added to the system, use the filter box to find a particular role by just typing the name to filter.

4.11.2 Role Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

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

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

4.12 Roles Groups

Use this screen to add one or more roles to one or more groups. To use this function, at least one role and one group need to have been added to the system. The management screen is available in the *Roles Groups* module of the *Users, Groups & Roles* group.

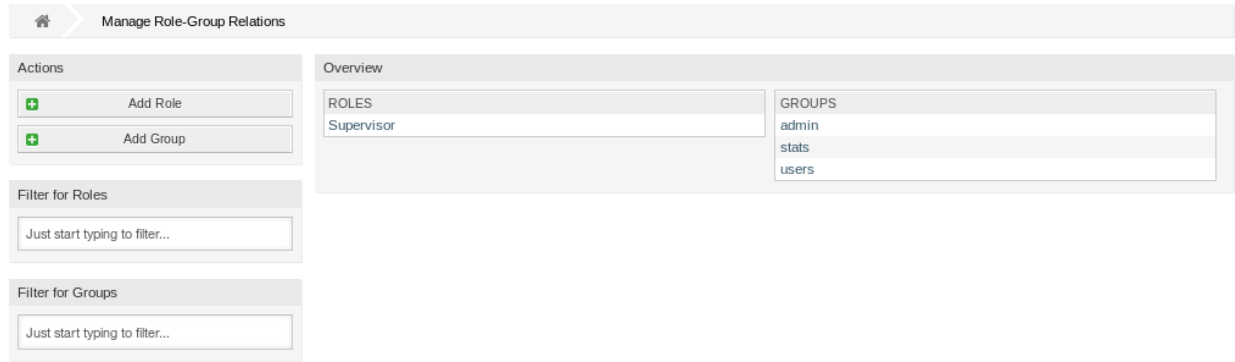


Fig. 42: Manage Role-Group Relations

4.12.1 Manage Roles Groups Relations

To assign some groups to a role:

1. Click on a role in the *Roles* column.
2. Select the permissions you would like to connect the role to groups with.
3. Click on the *Save* or *Save and finish* button.

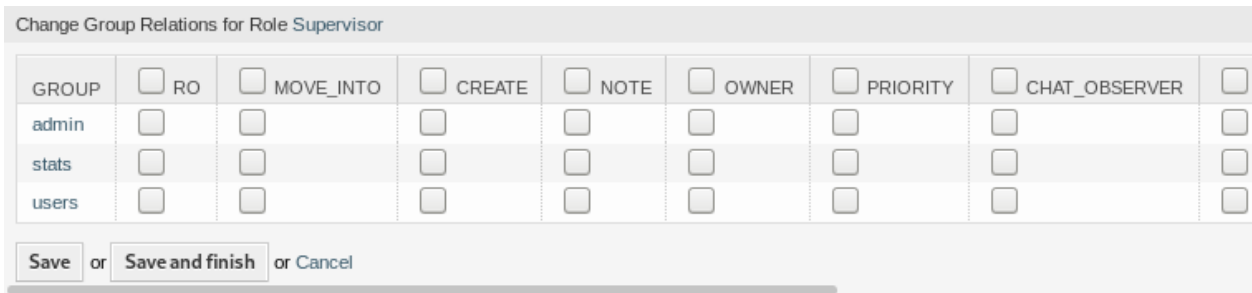


Fig. 43: Change Group Relations for Role

To assign some roles to a group:

1. Click on a group in the *Groups* column.
2. Select the permissions you would like to connect the group to roles with.
3. Click on the *Save* or *Save and finish* button.

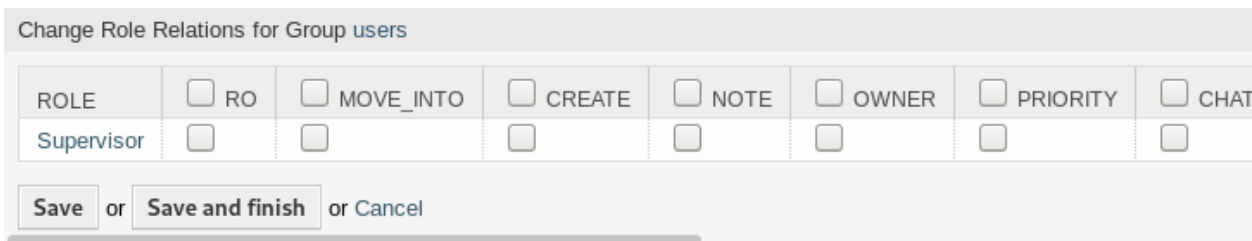


Fig. 44: Change Role Relations for Group

Note: If several roles or groups are added to the system, use the filter box to find a particular role or group by just typing the name to filter.

Multiple roles or groups can be assigned in both screens at the same time. Additionally clicking on a role or clicking on a group in the relations screen will open the *Edit Role* screen or the *Edit Group* screen accordingly.

Warning: Accessing a role or a group provides no back link to the relations screen.

4.12.2 Roles Groups Relations Reference

When assigning a role to a group or vice versa, several permissions can be set as connection between a role and a group. The following permissions are available by default:

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.

chat_observer Users with this permission type will only be able to observe chats in a channel after they have been invited.

chat_participant Users with this permission type will be able to take part in a chat, but only after they get invited to it.

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.

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

See also:

Not all available permissions are shown by default. See [System::Permission](#) setting for permissions that can be added. These additional permissions can be added:

stats Gives access to the stats page.

bounce Permissions to bounce an email message (with bounce button in *Ticket Zoom* screen).

compose Permissions to compose an answer for a ticket.

customer Permissions to change the customer of a ticket.

forward Permissions to forward a message (with the forward button).

pending Permissions to set a ticket to pending.

phone Permissions to add a phone call to a ticket.

responsible Permissions to change the responsible agent for a ticket.

Note: By setting a checkbox in the header of a column will set all the checkboxes in the selected column. By setting the checkbox in the last *rw* column will set all the checkboxes in the selected row.

Processes & Automation

Working effectively with tickets requires more than just the possibility to manually change their state, add information, communicate with other persons and finally close the tickets.

Automation frees agents from reoccurring and time-consuming tasks and allows them to focus on activities, where their interaction is required.

Process management guides customer users and agents through ticket creation to closure ensuring that tickets take defined workflows at any time.

OTRS offers many options to automate tasks based on events, time, external systems and defined processes. OTRS also includes the possibility to add individual information types to tickets and help agents to lower their error rate when working with tickets by allowing only defined activities for tickets in specific states.

5.1 Access Control Lists (ACL)

Working with tickets can become a bewildering task. Many options are given to process, or close tickets, even if they are not needed in the current state of a ticket or due to the role of the current agent. Hiding unneeded entries cleans up the menu bar and gets it easier to work with, hiding values from dynamic fields or next queues lowers chance of human error.

OTRS uses access control lists (ACL) to restrict agents and customer users on ticket options, allowing only correct and meaningful activities with a ticket. OTRS administrators can easily generate ACLs in the graphical interface to prevent ticket closure until meeting specific requirements, prevent tickets from being moved to queues before adding the defined information and much more.

Use this screen to manage access control lists in the system. A fresh OTRS installation contains no access control lists by default. The access control lists management screen is available in the *Access Control Lists (ACL)* module of the *Processes & Automation* group.

5.1.1 Manage Access Control Lists

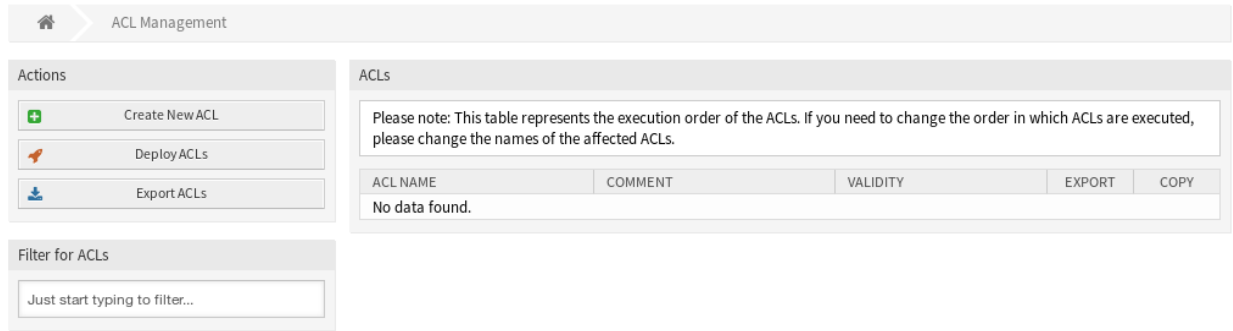


Fig. 1: ACL Management Screen

Note: When creating some access control lists, please keep in mind that they are executed alphabetically as displayed in the access control lists overview.

Warning: ACL restrictions will be ignored for the superuser account (UserID 1).

To create a new ACL:

1. Click on the *Create New ACL* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.
4. You will be redirected to *Edit ACL* screen to edit the ACL structure.

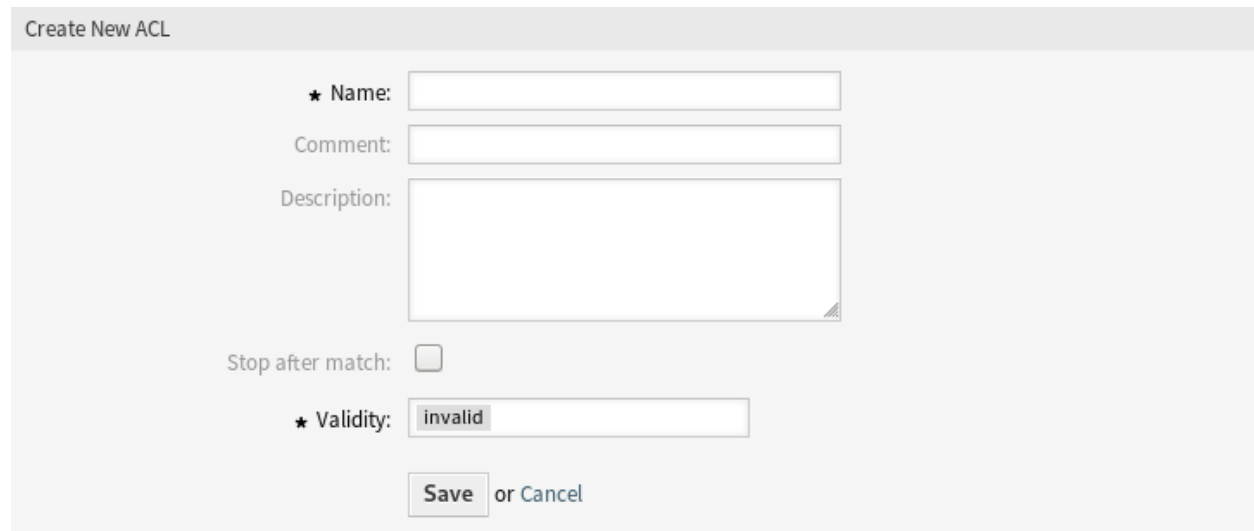


Fig. 2: Create New ACL Screen

To edit an ACL:

1. Click on an ACL in the list of ACLs or you are already redirected here from *Create New ACL* screen.

2. Modify the fields and the ACL structure.
3. Click on the *Save* or *Save and finish* button.
4. Deploy all ACLs.

To delete an ACL:

1. Click on an ACL in the list of ACLs.
2. Set the *Validity* option to *invalid* or *invalid-temporarily*.
3. Click on the *Save* button. A new *Delete Invalid ACL* button will appear in the left sidebar.
4. Click on the *Delete Invalid ACL* button.
5. Click on the *Delete* button in the confirmation screen.
6. Deploy all ACLs.

Warning: ACLs are written into `ZZZACL.pm` file in Perl format. Without deploying, all ACLs are still in this cache file even if they are deleted or the *Validity* option is set to *invalid* or *invalid-temporarily*. Don't forget to deploy all ACLs after modifications!

To deploy all ACLs:

1. Click on the *Deploy ACLs* button in the left sidebar.

Note: New or modified ACLs have to deploy in order to make affect the behavior of the system. Setting the *Validity* option to *valid* just indicates, which ACLs should be deployed.

To export all ACLs:

1. Click on the *Export ACLs* button in the left sidebar.
2. Choose a location in your computer to save the `Export_ACL.yml` file.

To import ACLs:

1. Click on the *Browse...* button in the left sidebar.
2. Select a previously exported `.yml` file.
3. Click on the *Overwrite existing ACLs?* checkbox, if you would like to overwrite the existing ACLs.
4. Click on the *Import ACL configuration(s)* button.
5. Deploy the imported ACLs with *Deploy ACLs* button.

Note: If several ACLs are added to the system, use the filter box to find a particular ACL by just typing the name to filter.

Warning: Changing the name of this object should be done with care, the check only provides verification for certain settings and ignores things where the name can't be verified. Some examples are dashboard filters, access control lists (ACLs), and processes (sequence flow actions) to name a few. Documentation of your setup is key to surviving a name change.

▼ Edit ACL Information

★ Name:

Comment:

Description:

Stop after match:

★ Validity:

▼ Edit ACL Structure

Match settings

▼ **Properties**

▼ **Queue**

Raw:

⊕

⊕

⊕

Change settings

▼ **Possible**

▼ **Ticket**

⊕

⊕ x

x

Save ACL

or or

Fig. 3: Edit ACL Structure Screen

5.1.2 ACL Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

Description Like comment, but longer text can be added here.

Stop after match ACLs are evaluated in alphabetical order. This setting disables the evaluation of the subsequent ACLs.

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

5.1.3 Edit ACL Structure

The ACL definition can be split into two big parts, *Match settings* and *Change settings*. In the matching sections the ACLs contain attributes that has to be met in order to use the ACL. If the attributes defined in the ACL do 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 contain the rules to reduce the possible options for a ticket.

Match settings

Properties 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 settings

Possible This section is used to reset the data to be reduce to only the elements that are set in this section.

PossibleAdd This section is used to add missing elements that were reduced in other ACLs. This section 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.

Modifiers

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:

[Not] This modifier is used to negate a value, for example `[Not]2 low`. Talking about priorities will be the same as to have: *1 very low, 3 normal, 4 high, 5 very high*.

[RegExp] It is used to define a regular expression for matching several values, for example `[RegExp]low`. In this case talking about priorities is the same as *1 very low, 2 low*.

[regexp] 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*.

[Notregexp] It is very similar to `[NotRegExp]` but it is case insensitive.

5.1.4 ACL Examples

Move Ticket to Queue Based on Priority

This example shows you how to allow movement into a queue of only those tickets with ticket priority *5 very high*.

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. The comment and the description fields are optional.

The screenshot shows a web form titled "Create New ACL". It contains the following fields and controls:

- Name:** A text input field containing "100-Example-ACL".
- Comment:** A text input field containing "Move Ticket to Queue Based on Priority".
- Description:** A text area containing "This example shows you how to allow movement into a queue of only those tickets with ticket priority '5 very high'".
- Stop after match:** A checkbox that is currently unchecked.
- Validity:** A dropdown menu with "invalid" selected.
- Buttons:** "Save" and "Cancel" buttons.

Fig. 4: 100-Example-ACL - Basic Settings

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).

Lastly, a section *Possible* defines modifications to the screens. In this case, from the available queues, only the queue *Alert* can be selected in a ticket screen.

Note: Don't forget to set *Validity* to *valid* and deploy the newly created ACL.

▼ Edit ACL Structure

Match settings

▼ **Properties**

▼ **Ticket**

Queue:

Raw Exact match

Priority:

5 very high Exact match

Change settings

Fig. 5: 100-Example-ACL - Match Settings

Move Ticket to Queue Based on Priority Stored in Database

This example is very similar to the first one, but in this case only tickets in the queue *Raw* and with a priority *5 very high*, both stored in the database will match. This kind of ACLs does not consider changes in the form before the ticket is really updated in the database.

Disable Ticket Close in Queue and Hide Close Button

This example shows how to disable the closing of tickets in the queue *Raw*, and hide the close action. It is possible to filter a ticket field (state) with more than one possible values to select from. It is also possible to limit the actions that can be executed for a certain ticket. In this case, the ticket cannot be closed.

Remove State

This example shows how it is possible to define negative filters (the state *closed successful* will be removed). You can also see that not defining match properties for a ticket will match any ticket, i. e. the ACL will always be applied. This may be useful if you want to hide certain values by default, and only enable them in special circumstances (e. g. if the agent is in a specific group).

Using Regular Expressions

This example shows you how you can use regular expressions for matching tickets and for filtering the available options. This ACL only shows *Hardware* services for tickets that are created in queues that start with *HW*.

▼ Edit ACL Structure

Match settings

▼ **Properties**

▼ **Ticket**

Queue:

Raw Exact match

Priority:

5 very high Exact match

Change settings

▼ **Possible**

▼ **Ticket**

Queue:

Alert Exact match

Fig. 6: 100-Example-ACL - Change Settings

▼ Edit ACL Structure

Match settings

▼ PropertiesDatabase

▼ Ticket

Queue:

Raw Exact match

Priority:

5 very high Exact match

Change settings

▼ Possible

▼ Ticket

Queue:

Alert

Fig. 7: 101-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**

▼ **Endpoint**

AgentFrontend::Ticket::Action::Close Exact match

Fig. 8: 102-Example-ACL

▼ Edit ACL Structure

Match settings

Change settings

▼ **PossibleNot**

▼ **Ticket**

State:

closed/successful Exact match

Fig. 9: 103-Example-ACL

▼ Edit ACL Structure

Match settings

▼ **Properties**

▼ **Ticket**

Queue:

[RegExp]HW x Regular express ▼ ⊕

⊕

⊕

Change settings

▼ **Possible**

▼ **Ticket**

Queue:

[RegExp]^Hardware x Regular express ▼ ⊕

⊕

⊕

Fig. 10: 104-Example-ACL

Disallow Process For Customer

This ACL restricts the process *P14* in the external interface using the customer ID *TheCustomerID*.

The screenshot shows the 'Edit ACL Structure' interface. It is divided into two main sections: 'Match settings' and 'Change settings'.

Match settings:

- Properties:**
 - CustomerUser:**
 - UserCustomerID:** A text input field containing 'TheCustomerID', a dropdown menu set to 'Exact match', and an empty text input field.
 - Two additional empty text input fields, each with a plus sign icon to its left.

Change settings:

- PossibleNot:**
 - Process:**
 - A text input field containing 'P14', a dropdown menu set to 'Exact match', and an empty text input field.
 - One additional empty text input field with a plus sign icon to its left.

Fig. 11: 105-Example-ACL

5.1.5 ACL Reference

Properties, keys and values that can be used in ACLs are highly depend on the OTRS installation. For example the possibilities can be extended by installing extension modules, as well as it can be depend on the customer user mapping set in `Config.pm`. Therefore it is not possible to provide a full ACL reference, that contains all settings.

For properties, keys and values that can be used in ACLs, see the following example ACL in YAML format.

```

---
- ChangeBy: root@localhost
  ChangeTime: 2020-04-15 16:46:23
  Comment: ACL Reference.
  ConfigMatch:
    Properties:
      # Match properties (current values from the form).
      CustomerUser:
        UserLogin:
          - some login

```

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```

UserCustomerID:
- some customer ID
Group_rw:
- some group
DynamicField:
# Names must be in DynamicField_<field_name> format.
# Values for dynamic fields 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
# more dynamic fields
Frontend:
Endpoint:
- AgentFrontend::KnowledgeBaseArticleDetailView::Property
- AgentFrontend::PersonalPreferences
- AgentFrontend::ProcessTicketNextStep
- AgentFrontend::Ticket::Action::Close
- AgentFrontend::Ticket::Action::Customer
- AgentFrontend::Ticket::Action::EmailOutbound
- AgentFrontend::Ticket::Action::FreeText
- AgentFrontend::Ticket::Action::Link
- AgentFrontend::Ticket::Action::Lock
- AgentFrontend::Ticket::Action::Merge
- AgentFrontend::Ticket::Action::Move
- AgentFrontend::Ticket::Action::Note
- AgentFrontend::Ticket::Action::Owner
- AgentFrontend::Ticket::Action::Pending
- AgentFrontend::Ticket::Action::PhoneCallInbound
- AgentFrontend::Ticket::Action::PhoneCallOutbound
- AgentFrontend::Ticket::Action::Print
- AgentFrontend::Ticket::Action::Priority
- AgentFrontend::Ticket::Action::Redirect
- AgentFrontend::Ticket::Action::Responsible
- AgentFrontend::Ticket::Action::SmsOutbound
- AgentFrontend::Ticket::Action::TicketHistory
- AgentFrontend::Ticket::Action::Unlock
- AgentFrontend::Ticket::Action::Unwatch
- AgentFrontend::Ticket::Action::Watch
- AgentFrontend::TicketArticle::Action::CopyLink
- AgentFrontend::TicketArticle::Action::Forward
- AgentFrontend::TicketArticle::Action::MarkAsImportant
- AgentFrontend::TicketArticle::Action::Plain
- AgentFrontend::TicketArticle::Action::Print
- AgentFrontend::TicketArticle::Action::Redirect
- AgentFrontend::TicketArticle::Action::Reply
- AgentFrontend::TicketArticle::Action::ReplyAll
- AgentFrontend::TicketArticle::Action::ReplyToNote

```

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```

- AgentFrontend::TicketArticle::Action::ReplyViaSms
- AgentFrontend::TicketArticle::Action::Split
- AgentFrontend::TicketArticle::Action::UnmarkAsImportant
- AgentFrontend::TicketCreateEmail
- AgentFrontend::TicketCreatePhone
- AgentFrontend::TicketCreateProcess
- AgentFrontend::TicketCreateSMS
- AgentFrontend::TicketDetailView::Property
- AgentFrontend::TicketList::Bulk
- AgentFrontend::TicketList::Filter
- ...
- ExternalFrontend::PersonalPreferences
- ExternalFrontend::ProcessTicketCreate
- ExternalFrontend::ProcessTicketNextStep
- ExternalFrontend::TicketCreate
- ExternalFrontend::TicketDetailView
- ...
Owner:
  UserLogin:
  - some login
  Group_rw:
  - some group
  Role:
  - admin
  # more owner attributes
Priority:
  ID:
  - some ID
  Name:
  - some name
  # more priority attributes
Process:
  ProcessEntityID:
  # the process that the current ticket is part of
  - Process-9c378d7cc59f0fce4cee7bb9995ee3eb
  ActivityEntityID:
  # the current activity of the ticket
  - Activity-f8b2fdebe54eeb7b147a5f8e1da5e35c
  ActivityDialogEntityID:
  # the current activity dialog that the agent/customer is using
  - ActivityDialog-aff0ae05fe6803f38de8fff6cf33b7ce
Queue:
  Name:
  - Raw
  QueueID:
  - some ID
  GroupID:
  - some ID
  Email:
  - some email
  RealName:
  - OTRS System

```

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```
# more queue attributes
Responsible:
  UserLogin:
    - some login
  Group_rw:
    - some group
  Role:
    - admin
# more responsible attributes
Service:
  ServiceID:
    - some ID
  Name:
    - some name
  ParentID:
    - some ID
# more service attributes
SLA:
  SLAID:
    - some ID
  Name:
    - some name
  Calendar:
    - some calendar
# more SLA attributes
State:
  ID:
    - some ID
  Name:
    - some name
  TypeName:
    - some state type name
  TypeID:
    - some state type ID
# more state attributes
Ticket:
  Queue:
    - Raw
  State:
    - new
    - open
  Priority:
    - some priority
  Lock:
    - lock
  CustomerID:
    - some ID
  CustomerUserID:
    - some ID
  Owner:
    - some owner
  DynamicField_Field1:
```

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```

- some value
DynamicField_MyField:
- some value
# more ticket attributes
Type:
ID:
- some ID
Name:
- some name
# more type attributes
User:
UserLogin:
- some_login
Group_rw:
- some group
Role:
- admin
PropertiesDatabase:
# Match properties (existing values from the database).
# Please note that Frontend is not in the database, but in the
↳framework.
# See section "Properties", the same configuration can be used here.
ConfigChange:
Possible:
# Reset possible options (white list).
Action:
# Possible action options (white list).
- ...
ActivityDialog:
# Limit the number of possible activity dialogs the agent/customer can
↳use in a process ticket.
- ActivityDialog-aff0ae05fe6803f38de8fff6cf33b7ce
- ActivityDialog-429d61180a593414789a8087cc4b3c6f
- ...
Endpoint:
# Limit the functions on agent interface.
- AgentFrontend::KnowledgeBaseArticleDetailView::Property
- AgentFrontend::PersonalPreferences
- AgentFrontend::ProcessTicketNextStep
- AgentFrontend::Ticket::Action::Close
- AgentFrontend::Ticket::Action::Customer
- AgentFrontend::Ticket::Action::EmailOutbound
- AgentFrontend::Ticket::Action::FreeText
- AgentFrontend::Ticket::Action::Merge
- AgentFrontend::Ticket::Action::Move
- AgentFrontend::Ticket::Action::Note
- AgentFrontend::Ticket::Action::Owner
- AgentFrontend::Ticket::Action::Pending
- AgentFrontend::Ticket::Action::PhoneCallInbound
- AgentFrontend::Ticket::Action::PhoneCallOutbound
- AgentFrontend::Ticket::Action::Priority
- AgentFrontend::Ticket::Action::Redirect

```

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```

- AgentFrontend::Ticket::Action::Responsible
- AgentFrontend::Ticket::Action::SmsOutbound
- AgentFrontend::TicketArticle::Action::CopyLink
- AgentFrontend::TicketArticle::Action::Forward
- AgentFrontend::TicketArticle::Action::Redirect
- AgentFrontend::TicketArticle::Action::Reply
- AgentFrontend::TicketArticle::Action::ReplyAll
- AgentFrontend::TicketArticle::Action::ReplyToNote
- AgentFrontend::TicketArticle::Action::ReplyViaSms
- AgentFrontend::TicketArticle::Action::Split
- AgentFrontend::TicketCreateEmail
- AgentFrontend::TicketCreatePhone
- AgentFrontend::TicketCreateProcess
- AgentFrontend::TicketCreateSMS
- AgentFrontend::TicketDetailView::Property
- AgentFrontend::TicketList::Bulk
- AgentFrontend::TicketList::Filter
- ...
# Limit the functions on external interface.
- ExternalFrontend::PersonalPreferences
- ExternalFrontend::ProcessTicketCreate
- ExternalFrontend::ProcessTicketNextStep
- ExternalFrontend::TicketCreate
- ExternalFrontend::TicketDetailView
- ...
Process:
# Limit the number of possible processes that can be started.
- Process-9c378d7cc59f0fce4cee7bb9995ee3eb
- Process-12345678901234567890123456789012
- ...
Ticket:
# Possible ticket options (white list).
Queue:
- Raw
- some other queue
State:
- some state
Priority:
- 5 very high
DynamicField_Field1:
- some value
DynamicField_MyField:
- some value
# more dynamic fields
NewOwner:
# For ticket action screens, where the Owner is already set.
- some owner
OldOwner:
# For ticket action screens, where the Owner is already set.
- some owner
Owner:
# For ticket create screens, because Owner is not set yet.

```

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```

- some owner
# more ticket attributes
PossibleAdd:
# Add options (white list).
# See section "Possible", the same configuration can be used here.
PossibleNot:
# Remove options (black list).
# See section "Possible", the same configuration can be used here.
CreateBy: root@localhost
CreateTime: 2020-04-15 16:46:23
Description: This is the long description of the ACL to explain its usage.
ID: 1
Name: 200-ACL-Reference
StopAfterMatch: 0
ValidID: 3

```

5.2 Dynamic Fields

Beside general information that required for all tickets, organizations have individual needs to add specific details to tickets. This needed information takes various formats like texts, integers, date-time and more.

OTRS supports adding a so-called *dynamic field* to handle texts, integers, drop-down lists, multi-select fields, date-time, checkboxes and more. OTRS administrators can define where those fields should be visible or editable, and of course, the dynamic fields are also available in statistics and reports.

Use this screen to manage dynamic fields in the system. A fresh OTRS installation contains three dynamic fields by default. The dynamic field management screen is available in the *Dynamic Fields* module of the *Processes & Automation* group.

The screenshot shows the 'Dynamic Fields Management' interface. On the left, there are sections for 'Ticket', 'Article', 'Customer', 'Customer User', and 'FAQ', each with a text input field and a label 'Add new field for object: [object]'. On the right, there is a table titled 'Dynamic Fields List' with 14 rows and 8 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	
ProcessManagementActivityStatus	Activity Status	3	Dropdown	Ticket	valid	
PreProcApplicationRecorded	Application Recorded	4	Dropdown	Ticket	valid	
PreProcDaysRemaining	Days Remaining	5	Text	Ticket	valid	
PreProcVacationStart	Vacation Start	6	Date	Ticket	valid	
PreProcVacationEnd	Vacation End	7	Date	Ticket	valid	
PreProcDaysUsed	Days Used	8	Text	Ticket	valid	
PreProcEmergencyTelephone	Emergency Telephone	9	Text	Ticket	valid	
PreProcRepresentationBy	Representation By	10	Textarea	Ticket	valid	
PreProcProcessStatus	Process Status	11	Text	Ticket	valid	
PreProcApprovedSuperior	Approved Superior	12	Dropdown	Ticket	valid	
PreProcVacationInfo	Vacation Info	13	Textarea	Ticket	valid	
CallerReachable	Caller reached	14	Dropdown	Article	valid	

Fig. 12: Dynamic Field Management Screen

5.2.1 Manage Dynamic Fields

To create a new dynamic field:

1. Choose an object in the left sidebar and select a dynamic field type from its drop-down.
2. Fill in the required fields.
3. Click on the *Save* button.



General

★ **Name:**
Must be unique and only accept alphabetic and numeric characters.

★ **Label:**
This is the name to be shown on the screens where the field is active.

★ **Field order:**
This is the order in which this field will be shown on the screens where is active.

Validity:

Field type:

Object type:

Fig. 13: Create New Dynamic Field Screen

To edit a dynamic field:

1. Click on a dynamic field in the list of dynamic fields.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.



General

★ **Name:**
Must be unique and only accept alphabetic and numeric characters.

★ **Label:**
This is the name to be shown on the screens where the field is active.

★ **Field order:**
This is the order in which this field will be shown on the screens where is active.

Validity:

Field type:

Object type:

Fig. 14: Edit Dynamic Field Screen

To delete a dynamic field:

1. Click on the trash icon in the last column of the overview table.
2. Click on the *Confirm* button.












Dynamic Fields List							1-14 of 14
NAME	LABEL	ORDER	TYPE	OBJECT	VALIDITY	DELETE	
ProcessManagementProcessID	Process	1	ProcessID	Ticket	valid		
ProcessManagementActivityID	Activity	2	ActivityID	Ticket	valid		
ProcessManagementActivityStatus	Activity Status	3	Dropdown	Ticket	valid		
PreProcApplicationRecorded	Application Recorded	4	Dropdown	Ticket	valid		
PreProcDaysRemaining	Days Remaining	5	Text	Ticket	valid		
PreProcVacationStart	Vacation Start	6	Date	Ticket	valid		
PreProcVacationEnd	Vacation End	7	Date	Ticket	valid		
PreProcDaysUsed	Days Used	8	Text	Ticket	valid		
PreProcEmergencyTelephone	Emergency Telephone	9	Text	Ticket	valid		
PreProcRepresentationBy	Representation By	10	Textarea	Ticket	valid		
PreProcProcessStatus	Process Status	11	Text	Ticket	valid		
PreProcApprovedSuperior	Approved Superior	12	Dropdown	Ticket	valid		
PreProcVacationInfo	Vacation Info	13	Textarea	Ticket	valid		
CallerReachable	Caller reached	14	Dropdown	Article	valid		

Fig. 15: Delete Dynamic Field Screen

Note: If several dynamic fields are added to the system, use the filter box to find a particular dynamic field by just typing the name to filter.

5.2.2 Dynamic Field Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

General Dynamic Field Settings

These settings are the same for all types of dynamic fields.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Label * This is the name to be shown on the screens where the field is active.

See also:

It is possible to add translations for a dynamic field label. Label translations have to be added manually to language translation files.

Field order * This is the order in which this field will be shown on the screens where is active.

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

Field type This type have been selected in the previous page and can not be changed here anymore. This is a read-only field.

General

★ Name: Validity:

Must be unique and only accept alphabetic and numeric characters.

★ Label: Field type:

This is the name to be shown on the screens where the field is active.

Object type:

★ Field order:

This is the order in which this field will be shown on the screens where is active.

Fig. 16: Dynamic Field General Screen

Object type This type have been selected in the previous page and can not be changed here anymore. This is a read-only field.

Note: The object type determines where the dynamic field can be used. For example dynamic field with object type *Ticket* can be used only in tickets, and can not be used in articles.

The following settings are relevant only for the particular type of dynamic fields.

Checkbox Dynamic Field Settings

Checkbox dynamic field is used to store true or false value.

Checkbox Field Settings

Default value:

This is the default value for this field.

Fig. 17: Checkbox Dynamic Field Settings

Default value * The default value for the checkbox.

Checked The checkbox is checked by default.

Unchecked The checkbox is unchecked by default.

Contact With Data Dynamic Field Settings

This dynamic field allows to add contacts with data to tickets.

Name Field * The attribute `Name` is always mandatory and it is not automatically added, so for each new data source this attribute must be added manually. Within the data source definition (or dynamic field configuration) this must be represented by the key `Name` and the value could be `Name` for example.

Contact with data Field Settings

★ Name Field:

★ ValidID Field:

Other Fields:

Add Field:

These are the possible data attributes for contacts.

Mandatory fields:

Comma separated list of mandatory keys (optional). Keys 'Name' and 'ValidID' are always mandatory and doesn't have to be listed here.

Sorted fields:

Comma separated list of keys in sort order (optional). Keys listed here come first, all remaining fields afterwards and sorted alphabetically.

Searchable fields:

Comma separated list of searchable keys (optional). Key 'Name' is always searchable and doesn't have to be listed here.

Fig. 18: Contact With Data Dynamic Field Settings

ValidID Field * The attribute `ValidID` is always mandatory and it is not automatically added, so for each new data source this attribute must be added manually. Within the data source definition (or dynamic field configuration) this must be represented by the key `ValidID` and the value could be *Validity* for example.

Other Fields These are the possible data attributes for contacts. Clicking on the button of the *Add Fields* will add two new fields, where a *Key* (internal value) and a *Value* (displayed value) can be set. With the button you can add multiple key-value pairs.

Warning: The keys `Name` and `ValidID` are already used by *Name Field* and *ValidID Field*. Do not use these keys again!

Add Fields Use this button to add more fields to dynamic field.

Mandatory fields Comma separated list of mandatory keys.

Note: Keys `Name` and `ValidID` are always mandatory and doesn't have to be listed here.

Sorted fields Comma separated list of keys in sort order. Keys listed here come first, all remaining fields afterwards and sorted alphabetically.

Searchable fields Comma separated list of searchable keys.

Note: Key `Name` is always searchable and doesn't have to be listed here.

When the dynamic field was saved, click on the name of the newly created dynamic field in the overview

table. The *Edit Dynamic Field* screen will open. There is a button *Add or edit contacts*, that points to *Tickets* → *Edit contacts with data* to add some data.

Fig. 19: Contact With Data Management Screen

To add a new contact with data:

1. Select a dynamic field from the drop-down list in *Actions* widget of the left sidebar.
2. Click on the *Add contact with data* button in the left sidebar.
3. Fill in the required fields.
4. Click on the *Save* button.

Fig. 20: Add Contact With Data Screen

To edit a contact with data:

1. Click on a contact with data in the list of contact with data entries.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

The usage of this type of dynamic field is more complex than the others. 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).
 - Type *Name* into *Name Field*.
 - Type *Validity* into *ValidID Field*.
 - Add any other attribute with *Add Fields* button such as *Telephone* attribute (key: *Telephone*, value: *Phone*).

Edit contact with data (Telephone)

★ Name:

Phone:

★ Validity:

or or

Fig. 21: Edit Contact With Data Screen

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 needed information to the ticket.
9. Select an existing contact using autocomplete and choosing a contact.
10. The assigned contact and its attributes will be shown in the *Ticket Zoom* screen.
11. It 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`).
12. If 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.

Date Dynamic Field Settings

Date dynamic field is used to store a date value.

Default date difference The difference from **now** (in seconds) to calculate the field default value (e.g. 3600 or -60).

Define years period 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. If set to **Yes** the following options will be available:

Years in the past Define the number of years in the past from the current day to display in the year selection for this dynamic field in edit screens.

Years in the future Define the number of years in the future from the current day to display in the year selection for this dynamic field in edit screens.

Show link Here you can specify an optional HTTP link for the field value in overviews and zoom screens. Example:

Date Field Settings

Default date difference:
 The difference from NOW (in seconds) to calculate the field default value (e.g. 3600 or -60).

Define years period:
 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.

Fig. 22: Date Dynamic Field Settings

```
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.

Prevent entry of dates in the future Selecting this option will prevent entering a date that is after the current date.

Prevent entry of dates in the past Selecting this option will prevent entering a date that is before the current date.



Date / Time Dynamic Field Settings

Date / time dynamic field is used to store a date time value.

The settings for this type of dynamic field is the same as for date dynamic field.

Dropdown Dynamic Field Settings

Drop-down dynamic field is used to store a single value, from a closed list.

Possible values These are the possible data attributes for contacts. Clicking on the  button will add two new fields, where a key (internal value) and a value (displayed value) can be set. With the  button you can add multiple key-value pairs.

Default value This is the default value for this field and this will be shown on the edit screens.

Date / Time Field Settings

Default date difference:
 The difference from NOW (in seconds) to calculate the field default value (e.g. 3600 or -60).

Define years period:
 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.

Fig. 23: Date / Time Dynamic Field Settings

Add empty value If this option is activated an extra value is defined to show as a - in the list of possible values. This special value is empty internally.

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.

Multiselect Dynamic Field Settings

Possible values These are the possible data attributes for contacts. Clicking on the  button will add two new fields, where a key (internal value) and a value (displayed value) can be set. With the  button you can add multiple key-value pairs.

Default value This is the default value for this field and this will be shown on the edit screens.

Add empty value If this option is activated an extra value is defined to show as a - in the list of possible values. This special value is empty internally.

Tree View Activate this option to display values as a tree.

Dropdown Field Settings

Possible values:

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.

Fig. 24: Dropdown Dynamic Field Settings

Multiselect Field Settings

Possible values: ★ Key: ★ Value:

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.

Fig. 25: Multiselect Dynamic Field Settings

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.

Text Dynamic Field Settings

Text dynamic field is used to store a single line string.

Default value This is the default value for this field and this will be shown on the edit screens.

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 Clicking on the button will add two new fields, where a regular expression and an error message can be added.

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:

Fig. 26: Text Dynamic Field Settings

Textarea Dynamic Field Settings

Textarea dynamic field is used to store a multiple line string.

Number of rows The height (in lines) for this field in the edit mode.

Number of cols The width (in characters) for this field in the edit mode.

Default value This is the default value for this field and this will be shown on the edit screens.

Check RegEx Here you can specify a regular expression to check the value. The regex will be executed with the modifiers `xms`. Example:

Add RegEx Clicking on the button will add two new fields, where a regular expression and an error message can be added.

Database Dynamic Field

Note: To use this type of dynamic field, an **OTRS** service package is needed. Please contact at sales@otrs.com for an upgrade.

Web Service Dynamic Field

Textarea Field Settings

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:

Fig. 27: Textarea Dynamic Field Settings

Note: To use this type of dynamic field, an **OTRS** service package is needed. Please contact at sales@otrs.com for an upgrade.

5.2.3 Display Dynamic Fields on Screens

To display a dynamic field on a screen:

1. Make sure that the dynamic field *Validity* is set to *valid*.
2. Open the *System Configuration* module in the admin interface.
3. Navigate to *Frontend* → *Agent* → *View* and select a view to add the dynamic field to.
4. Find the setting ends with `###DynamicField` and click on the *Edit this setting* button.
5. Click on the + button to add the dynamic field.
6. Enter the name of the dynamic field to the text box and click on the tick button.
7. Select *1 - Enabled* or *2 - Enabled and required*.
8. Click on the tick button on the right to save the setting.
9. Deploy the modified system configuration.

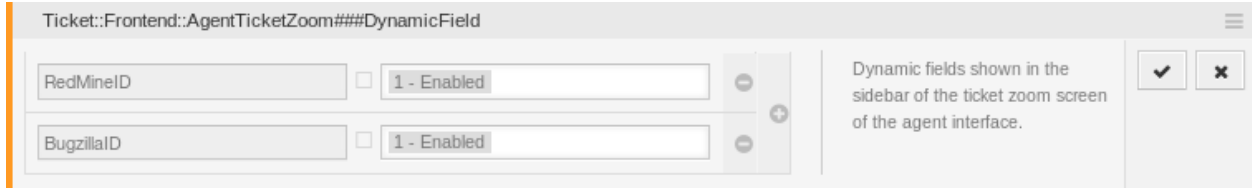


Fig. 28: Display Dynamic Fields on Screen

Note: It is possible to add multiple dynamic fields at the same time. To do this, repeat steps 5-7.

5.2.4 Set Default Value via Ticket Event Module

A ticket event (e.g. `TicketCreate`) can trigger a value set for a certain field, if the field does not have a value yet.

1. Open the *System Configuration* module in the admin interface.
2. Navigate to *Core* → *Event* → *Ticket* and search for the setting `Ticket::EventModulePost###9600-TicketDynamicFieldDefault`.
3. Click on the *Edit this setting* button to activate the setting.
4. Click on the tick button on the right to save the setting.
5. Deploy the modified system configuration.

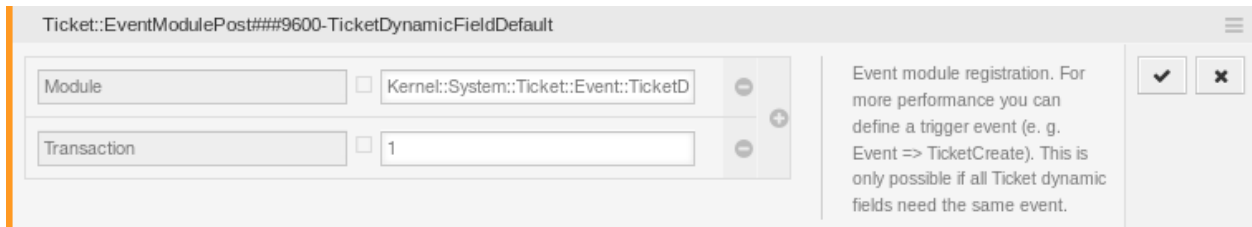


Fig. 29: Activate Ticket Event Module

Example: activate *Field1* in `TicketCreate` event:

1. Open the *System Configuration* module in the admin interface.
2. Navigate to *Core* → *Ticket* → *DynamicFieldDefault* and search for the setting `Ticket::TicketDynamicFieldDefault###Element1`.
3. Click on the *Edit this setting* button to activate the setting.
4. Click on the tick button on the right to save the setting.
5. Deploy the modified system configuration.

Note: This configuration can be set in any of the 16 `Ticket::TicketDynamicFieldDefault###Element` settings.

See also:

Fig. 30: Activate Dynamic Field in Ticket Create Event

If more than 16 fields need to be set up, a custom XML file must be placed in `$OTRS_HOME/Kernel/Config/Files/XML` directory to extend this feature.

5.2.5 Set Default Value via User Preferences

The dynamic field default value can be overwritten with a user defined value stored in the personal preferences.

1. Open the *System Configuration* module in the admin interface.
2. Navigate to *Frontend* → *Agent* → *View* → *Preferences* and search for the setting `Preferences-Groups###DynamicField`.
3. Click on the *Edit this setting* button to activate the setting.
4. Click on the tick button on the right to save the setting.
5. Deploy the modified system configuration.

Fig. 31: Activate Dynamic Field in Personal Preferences

Click on your avatar on the top left corner, and select *Personal Preferences* → *Miscellaneous* to add a default value for the dynamic field.

The screenshot shows a user interface for configuring a dynamic field. At the top, the field name 'NameX' is displayed. Below it, there is a label 'Default value for NameX:' followed by an empty text input box. To the right of the input box, there is a description: 'This is a Description for DynamicField on Framework.' and a small square button with a checkmark icon.

Fig. 32: Dynamic Field in Personal Preferences

This setting is an example of how to create an entry in the user preferences screen to set an exclusive dynamic field `Name_X` default value for the selected user. The limitation of this setting is that it only permits the use of one dynamic field. If two or more fields will use this feature, it is necessary to create a custom XML configuration file to add more settings similar to this one.

Note: 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`

5.3 Generic Agent

Processing tickets require often a workflow. Let's say "if-then" activities.

If specific conditions match like:

- A ticket is from one particular customer.
- A ticket is assigned to an appropriate queue.
- A ticket has a defined priority.
- A ticket contains defined keywords.

Outlined activities must be performed like changing the ticket priority, moving the ticket to another group, assigning a service to a ticket, and many more.

Also time-based activities can be required like cleaning up the spam-queue once a week.

OTRS supports this with the *Generic Agent*. Here, simple or compound time and event-based tasks are configurable in the OTRS front end without the requirement to learn a scripting language. Depending on search criteria, and time or event criteria, tickets will automatically be acted upon.

Use this screen to manage generic agent jobs in the system. A fresh OTRS installation contains no generic agent jobs by default. The generic agent job management screen is available in the *Generic Agent* module of the *Processes & Automation* group.

5.3.1 Manage Generic Agent Jobs

To create a new generic agent job:

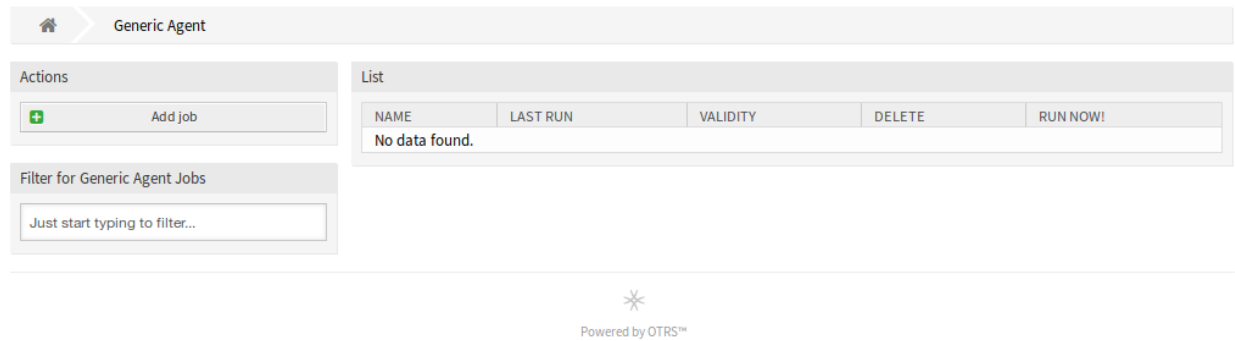


Fig. 33: Generic Agent Management Screen

1. Click on the *Add Job* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

To edit a generic agent job:

1. Click on a generic agent job in the list of generic agent jobs.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

To delete a generic agent job:

1. Click on the trash icon in the fourth column of the overview table.
2. Click on the *Confirm* button.

Note: If several generic agent jobs are added to the system, use the filter box to find a particular generic agent job by just typing the name to filter.

5.3.2 Generic Agent Job Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

General Job Settings

Job Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Validity Set the validity of this resource. This resource can be used in OTRS only, if this field is set to *Yes*. Setting this field to *No* will disable the use of the resource.

Automatic Execution

Fill in this section to set the times for automatic execution of the job.

Job Settings

★ Job name:

Validity:

▶ Automatic Execution (Multiple Tickets)

▶ Event Based Execution (Single Ticket)

▶ Select Tickets

▶ Update/Add Ticket Attributes

▶ Add Note

▶ Execute Ticket Commands

▶ Execute Custom Module

Save Changes

or Cancel

Fig. 34: Create New Generic Agent Job Screen

Job Settings

★ Job name:

Validity:

- ▶ Automatic Execution (Multiple Tickets)
- ▶ Event Based Execution (Single Ticket)
- ▶ Select Tickets
- ▶ Update/Add Ticket Attributes
- ▶ Add Note
- ▶ Execute Ticket Commands
- ▶ Execute Custom Module

Save Changes

or or [Cancel](#)

Fig. 35: Edit Generic Agent Job Screen

List

NAME	LAST RUN	VALIDITY	DELETE	RUN NOW!
Test job		valid	Delete	Run this task

Fig. 36: Delete Generic Agent Job Screen

Job Settings

★ Job name:

Validity:

Fig. 37: Job Settings - General

▼ Automatic Execution (Multiple Tickets)

SCHEDULE MINUTES	SCHEDULE HOURS	SCHEDULE DAYS
<input type="text"/>	<input type="text"/>	<input type="text"/>

Currently this generic agent job will not run automatically.
To enable automatic execution select at least one value from minutes, hours and days!

Fig. 38: Job Settings - Automatic Execution

Schedule minutes Select the minutes in which the job has to be executed. For example if *10* is selected, the job will be executed in every hour in 00:10, 01:10, 02:10, etc.

Schedule hours Select the hours in which the job has to be executed. For example if *10* is selected for minutes and *02* is selected for hours, the job will be executed in every day in 02:10.

Schedule days Select the days in which the job has to be executed. For example if *10* is selected for minutes, *02* is selected for hours and *Fri* is selected for days, the job will be executed in every week in Friday 02:10.

Event Based Execution

Fill in this section to set events that trigger the execution of the job.

▼ Event Based Execution (Single Ticket)

Event Triggers:	TYPE	EVENT	DELETE
<p>Additionally or alternatively to a periodic execution, you can define ticket events that will trigger this job. If a ticket event is fired, the ticket filter will be applied to check if the ticket matches. Only then the job is run on that ticket.</p>			
Add Event Trigger:	<input type="text" value="Ticket"/>	<input type="text" value="EscalationResponseTimeNotifyBefore"/>	
<p>To add a new event select the event object and event name.</p>			

Fig. 39: Job Settings - Event Based Execution

Event Triggers This is a list of already added events. If no events are added yet, the list contains no elements. Elements can be deleted by clicking on the trash icon in the last column.

Add Event Trigger Select an object and a related event that will trigger the job.

Select Tickets

This section contains all the attributes, that you can use to select the affected tickets.

Fields are self-explained, so there is no additional explanation here.

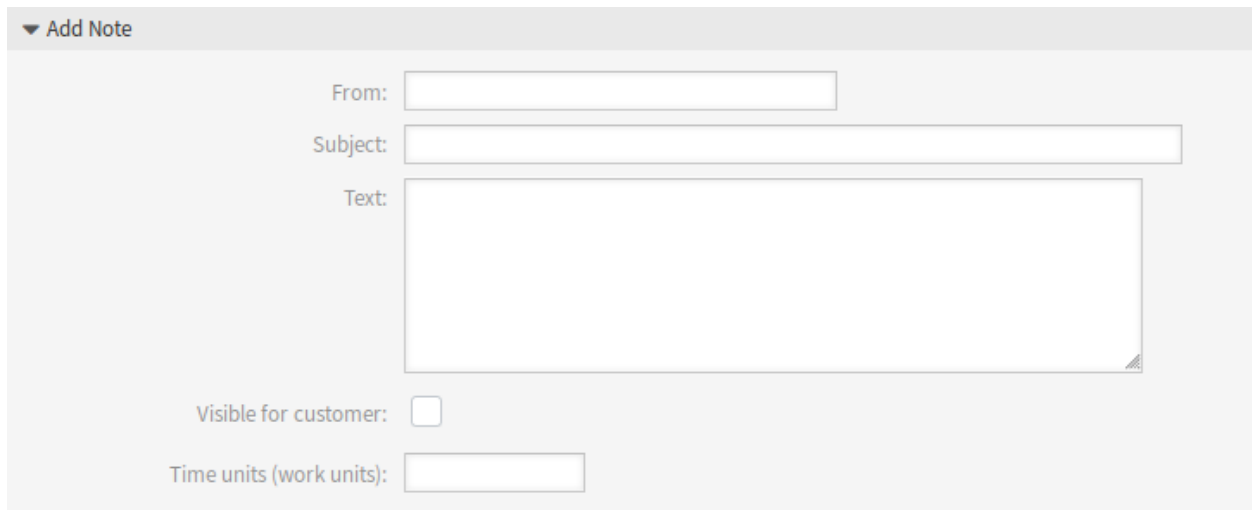
Update/Add Ticket Attributes

Fill in this section to update and/or add ticket attributes.

Fields are self-explained, so there is no additional explanation here.

Add Note

Fill in this section to add a note to tickets that are affected by job execution.



▼ Add Note

From:

Subject:

Text:

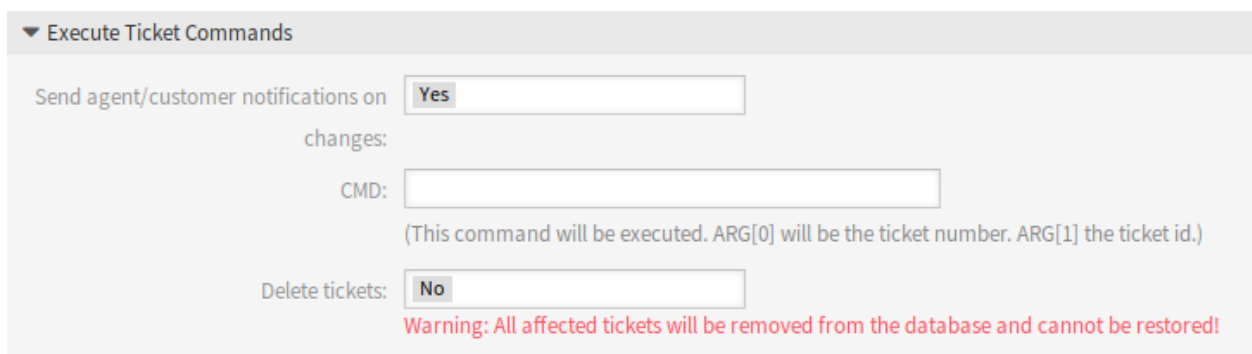
Visible for customer:

Time units (work units):

Fig. 40: Job Settings - Add Note

Execute Ticket Commands

Fill in this section, if you would like to make execute a custom command with the job.



▼ Execute Ticket Commands

Send agent/customer notifications on

changes:

CMD:

(This command will be executed. ARG[0] will be the ticket number. ARG[1] the ticket id.)

Delete tickets:

Warning: All affected tickets will be removed from the database and cannot be restored!

Fig. 41: Job Settings - Execute Ticket Commands

Send agent/customer notifications on changes If Yes is selected, a notification will be sent to agents and customers about ticket changes.

CMD Enter a command here, that will be executed. ARG[0] will be the ticket number. ARG[1] the ticket ID.

Note: Use : : as directory separator, if the value contains a path.

Delete tickets If Yes is selected, the generic agent job will delete the matched tickets.

Warning: All affected tickets will be removed from the database and cannot be restored!

Execute Custom Module

Fill in this section, if you would like to make execute a custom module with the job.

▼ Execute Custom Module

Module:

Param 1 key: Param 1 value:

Param 2 key: Param 2 value:

Param 3 key: Param 3 value:

Param 4 key: Param 4 value:

Param 5 key: Param 5 value:

Param 6 key: Param 6 value:

Fig. 42: Job Settings - Execute Custom Module

Module This is the path for the module to be executed.

Note: Use : : as directory separator, if the value contains a path.

Param key Enter the key of the parameter, that should be passed to the module.

Param value Enter the value of the parameter, that should be passed to the module.

5.4 Process Management

Maximizing performance while minimizing human error is a requirement of organizations of all sizes. This need is covered by defined processes and workflows, for recurring tasks. Ensuring all required information is available in the right place, and contacts are informed about their responsibilities like adding information, approving requests, etc.

OTRS supports this requirement by process management. Process tickets help by using the required mandatory and optional fields (see *Dynamic Fields*) that information is not forgotten upon ticket creation or during later steps of the process. Process tickets are simple to handle for customer users and agents, so no intensive training is required.

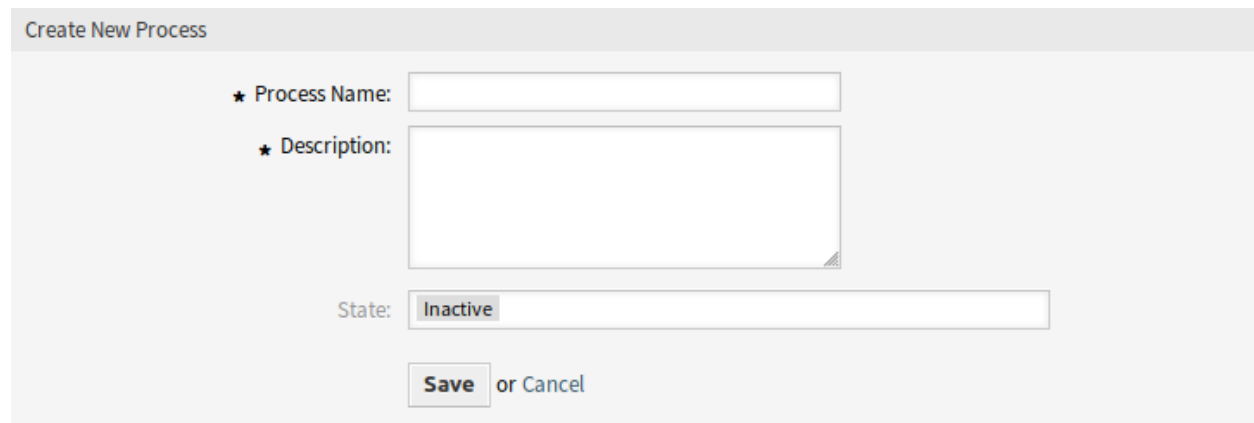
Processes are designed completely and efficiently within the OTRS front end to fit the requirements of your organization.

Use this screen to manage processes in the system. The process management screen is available in the *Process Management* module of the *Processes & Automation* group.

5.4.1 Manage Processes

To create a new process:

1. Click on the *Create New Process* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.
4. Add activities, user task activity dialogs, sequence flows and sequence flow actions.
5. Set *State* to *Active*.
6. Deploy all processes.



The screenshot shows a web form titled "Create New Process". It features two required input fields: "Process Name" and "Description", each preceded by a star icon. Below these is a "State" dropdown menu with "Inactive" selected. At the bottom of the form are two buttons: "Save" and "Cancel".

Fig. 43: Create New Process Screen

To edit a process:

1. Click on a process in the list of processes.
2. Modify the fields and the process path.
3. Click on the *Save* or *Save and finish* button.
4. Deploy all processes.

To copy a process:

1. Click on the copy icon in the fifth column of list of processes.
2. Click on the newly created process to edit it.

To delete a process:

1. Click on a process in the list of processes.
2. Set the *State* option to *Inactive*.
3. Click on the *Save* button. A new *Delete Inactive Process* button will appear in the left sidebar.
4. Click on the *Delete Inactive Process* button.
5. Click on the *Delete* button in the confirmation screen.

6. Deploy all processes.

Warning: Processes are written into file in Perl format. Without deploying, all processes are still in this cache file even if they are deleted or the *State* option is set to *Inactive* or *FadeAway*. Don't forget to deploy all processes after modifications!

Give some time for agents to complete the running process tickets before the process will be deleted. It is possible to mark a process for deletion, i. e. set the process as not to be selected anymore. Process states can be:

Active Processes can be used in new process tickets.

FadeAway Processes cannot be selected any more for new tickets, but existing tickets still can use the process.

Inactive Processes are deactivated and cannot be used for new or existing tickets.

To deploy all processes:

1. Click on the *Deploy All Processes* button in the left sidebar.

Note: New or modified processes have to deploy in order to make affect the behavior of the system. Setting the *State* option to *Active* just indicates, which processes should be deployed.

To export a process:

1. Click on the export icon in the fourth column of list of processes.
2. Choose a location in your computer to save the `Export_ProcessEntityID_xxx.yml` file.

Warning: The exported file contains only the process itself, and doesn't contain the *Queues*, *Agents*, *Dynamic Fields*, etc. needed for the process.

To import a process:

1. Click on the *Browse...* button of the *Configuration Import* widget in the left sidebar.
2. Select a previously exported `.yml` file.
3. Click on the *Import process configuration* button.
4. Deploy all processes.

Note: Before import a process, it is still necessary to create all *Queues*, *Agents* and *Dynamic Fields*, as well as to set *System Configuration*, that are needed by each process before the import. If the process requires the use of *Access Control Lists (ACL)* those are also needed to be set manually.

Note: If several processes are added to the system, use the filter box to find a particular process by just typing the name to filter.

5.4.2 Process Elements

The element names of the process modeler have been adapted to the *Business Process Model and Notation* (BPMN) ISO naming convention. The following task activities can be used as basic elements of the process.

Script task activity Script task activity is executed by the process management module and it can set dynamic field values or manage tickets automatically.

Edit Activity "Example task activity"

Cancel & close

The screenshot shows a web-based form for editing a script task activity. The form is divided into two main sections: 'Activity' and 'Script Settings'.
 In the 'Activity' section, there are several fields:
 - 'Activity name': A text input field containing 'Example task activity'.
 - 'Activity type': A dropdown menu with 'Script task activity' selected.
 - 'Activity description': A large text area for entering a description.
 - 'Activity error code': A text input field.
 - 'Can start processes in': A dropdown menu with 'Agent Interface' selected.
 Below the 'Activity error code' field, there is a note: 'Define a custom error code for script or service task activities. The custom error code must be a positive integer number.'
 The 'Script Settings' section contains:
 - A prompt: 'Please select the script which should be triggered immediately if this activity is set.'
 - 'Script': A dropdown menu with 'DynamicFieldSet' selected.
 - A 'Configure' button next to the script dropdown.

Fig. 44: Script Task Activity Window

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Activity name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces.

Activity type * The following types of task activities can be used:

- Script task activity (selected for now)
- Service task activity
- User task activity

Activity description Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity.

Activity error code Define a custom error code for script or service task activities. The custom error code must be a positive integer number.

Can start processes in Defines, where can the processes be started by the agents or customer users. A process can be started in the following interfaces:

- Agent Interface
- Agent and External Interface
- External Interface

Script * In this drop-down can be selected which script should be triggered immediately if the activity is set. Click on the *Configure* button to add parameters (key-value pairs) for the script.

Service task activity Service task activity uses a web service to complete the task.

Edit Activity "Example task activity"
Cancel & close

▼ Activity

★ Activity name:

★ Activity type:

Activity description:

Activity error code:

Define a custom error code for script or service task activities. The custom error code must be a positive integer number.

Can start processes in:

▼ Service Settings

Please select the invoker which should be triggered immediately if this activity is set.

★ Web Service:

★ Invoker:

Fig. 45: Service Task Activity Window

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Activity name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces.

Activity type * The following types of task activities can be used:

- Script task activity
- Service task activity (selected for now)
- User task activity

Activity description Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity.

Activity error code Define a custom error code for script or service task activities. The custom error code must be a positive integer number.

Can start processes in Defines, where can the processes be started by the agents or customer users. A process can be started in the following interfaces:

- Agent Interface
- Agent and External Interface
- External Interface

Web Service * Select one of the *Web Services* from the drop-down list.

Invoker * Select an invoker for the web service. Click on the *Configure* button to add parameters for the invoker.

User task activity User task activity can be used when the task is being done by an agent or a customer user.

Edit Activity "Example task activity"
Cancel & close

▼ Activity

★ Activity name:

★ Activity type:

▼ User Task Activity Dialogs

You can assign User Task Activity Dialogs to this Activity by dragging the elements with the mouse from the left list to the right list. Ordering the elements within the list is also possible by drag 'n' drop.

Filter available User Task Activity Dialogs...

ASSIGNED USER TASK ACTIVITY DIALOGS

AVAILABLE USER TASK ACTIVITY DIALOGS

Request filed	A	
Recording the Application for leave	A,E	
Approval	A	

Create New User Task Activity Dialog

Fig. 46: User Task Activity Window

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Activity name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces.

Activity type * The following types of task activities can be used:

- Script task activity
- Service task activity
- User task activity (selected for now)

User Task Activity Dialogs You can assign user task activity dialogs to this activity by dragging the elements with the mouse from the left list to the right list. Ordering the elements within the list is also possible by drag and drop.

Click on the *Create New User Task Activity Dialog* button to create new dialogs.

5.4.3 Example process

Processes are more complex than other resources in OTRS. To create a process, you need to do several steps. The following chapters shows you, how to define a process from the specification and create the needed resources. Let' s see an example to make it more demonstrative. We will define a book order process.

Process Specification

The book order process has four states.

Recording the demand Before an order will 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
--

Approval by manager The head of the employee's department needs to decide on the order. In case of a denial, a reason should be recorded by the manager. In case of approval, the order is passed to the purchasing department.

Processing by purchasing department Purchasing now has the task to find out where the book can be ordered with the best conditions. If it is out of stock, this can be recorded in the order. In case of a successful order purchasing will record the supplier, the price and the delivery date.

Processing by the mail room The shipment will arrive at the company. The incoming goods department checks the shipment and records the date of receipt. Now the employee will be informed that their order has arrived and is ready to be collected.

Introduce The Process Elements

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.

From the analysis of the example process we can identify the following necessary items:

- Possibility to record data, let's call this *user task activity dialog*.
- Check which can react to changed data automatically, let's call this *sequence flow*.
- Change which can be applied to a process ticket after successful transitions of a process ticket, let's call this *sequence flow action*.
- 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 *activity*.

Now, with 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 is still missing is an area where for each workflow the order of the steps can be specified. Let's call this *process*.

Create Necessary Resources

Before the creation of the process and its parts is necessary to prepare the system. We need to define some *Queues*, *Agents* and *Dynamic Fields* as well as set some *System Configuration* settings.

Create the following *Queues*:

- Management
- Employees
- Purchasing
- Post office

Create the following *Agents*:

- Manager
- Employee

Create the following *Dynamic Fields*:

Object	Type	Name	Label	Possible values
Ticket	Text	Title	Title	
Ticket	Text	Author	Author	
Ticket	Text	ISBN	ISBN	
Ticket	Dropdown	Status	Status	<ul style="list-style-type: none"> • Approval • Approval denied • Approved • Order denied • Order placed • Shipment received
Ticket	Text	Supplier	Supplier	
Ticket	Text	Price	Price	
Ticket	Date	DeliveryDate	Delivery date	
Ticket	Date	DateOfReceipt	Date of receipt	

Set the following *System Configuration* settings:

- Ticket::Responsible
 - Enabled
- Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicFieldGroups
 - Book → Title, Author, ISBN
 - General → Status
 - Order → Price, Supplier, DeliveryDate
 - Shipment → DateOfReceipt
- Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicField
 - Author → *1 - Enabled*
 - DateOfReceipt → *1 - Enabled*
 - DeliveryDate → *1 - Enabled*
 - ISBN → *1 - Enabled*
 - Price → *1 - Enabled*
 - Status → *1 - Enabled*
 - Supplier → *1 - Enabled*
 - Title → *1 - Enabled*

Note: Don't forget to deploy the modified system configuration settings.

Now, go back to the *Process Management* screen and click on the *Create New Process*. Fill in the required fields.

Create New Process

★ Process Name:

★ Description:

State:

or

Fig. 47: Book Ordering - Create New Process

The new process is created. You can add some process element now.

Create User Task Activity Dialogs

Click on the *User Task Activity Dialogs* item in the *Available Process Elements* widget in the left sidebar. This action will expand the *User Task Activity Dialogs* options and will collapse all others doing an accordion like effect. Click on the *Create New User Task Activity Dialog* button.

In the opened popup screen fill in the *Dialog Name* as well as the *Description (short)* fields. For this example we will leave all other fields as the default.

To assign fields to the user task activity dialog simple drag the required field from the *Available Fields* pool and drop into the *Assigned Fields* pool. The order in the *Assigned Fields* pool is the order as the fields will have in the screen. To modify the order simply drag and drop the field within the pool to rearrange it in the correct place.

In this example we will use:

- `Article` field for comments.
- `DynamicField_Title`, `DynamicField_Author`, `DynamicField_ISBN` fields for the data to be collected for the order.
- `DynamicField_Status` with the possibility to choose *Approval*.

Drag these fields from the *Available Fields* pool and drop into the *Assigned Fields* pool.

Note: In this screen all dynamic fields has the prefix `DynamicField_` as in `DynamicField_Title`. Do not confuse with the field `Title` that is the ticket title.

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 *Communication Channel* field is set to *OTRS* and that the *Is visible for customer* is not checked.

After all fields are filled in, click on the *Save and finish* button to save the changes and go back to the project management screen.

Create the following user task activity dialogs with fields:

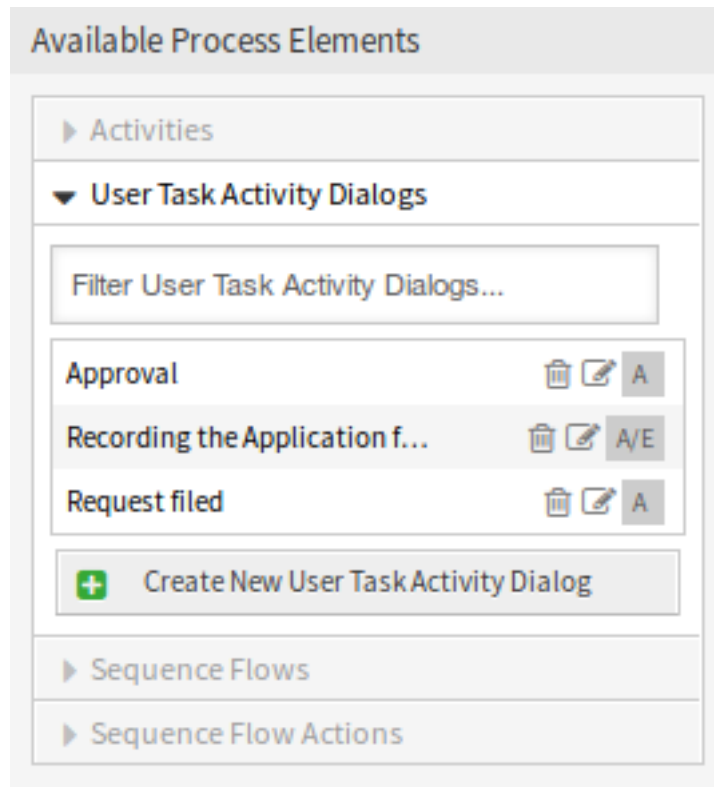


Fig. 48: Book Ordering - User Task Activity Dialogs

The screenshot shows a form titled "User Task Activity Dialog" for adding a new dialog. The form contains the following fields and controls:

- Dialog Name:** A text input field containing "Recording the demand".
- Available in:** A dropdown menu with "Agent Interface" selected.
- Description (short):** A text input field containing "New demand".
- Description (long):** A large text area for a longer description.
- Permission:** A text input field.
- Required Lock:** A dropdown menu with "No" selected.
- Submit Advice Text:** A text input field.
- Submit Button Text:** A text input field.

Fig. 49: Book Ordering - Add User Task Activity Dialog

Fields

You can assign Fields to this User Task Activity Dialog by dragging the elements with the mouse from the left list to the right list. Ordering the elements within the list is also possible by drag 'n' drop.

Filter available fields...	ASSIGNED FIELDS
AVAILABLE FIELDS	Article
CustomerID	DynamicField_Title
DynamicField_DateOfReceipt	DynamicField_Author
DynamicField_DeliveryDate	DynamicField_ISBN
DynamicField_PreProcApplicationRecorded	DynamicField_Status
DynamicField_PreProcApprovedSuperior	
DynamicField_PreProcDaysRemaining	
DynamicField_PreProcDaysUsed	
DynamicField_PreProcEmergencyTelephone	
DynamicField_PreProcProcessStatus	
DynamicField_PreProcRepresentationBy	
DynamicField_PreProcVacationEnd	
DynamicField_PreProcVacationInfo	
DynamicField_PreProcVacationStart	

Fig. 50: Book Ordering - Add User Task Activity Dialog Fields

Edit Field Details: Article ✕

Description (short):

Description (long):

Default value:

Communication Channel:

Is visible for customer:

Time units:

Display:

Fig. 51: Book Ordering - Edit User Task Activity Dialog Fields

- *Recording the demand* (already created before)
 - `Article` field for comments.
 - `DynamicField_Title`, `DynamicField_Author`, `DynamicField_ISBN` fields for the data to be collected for the order.
 - `DynamicField_Status` with the possibility to choose *Approval*.
- *Approval denied*
 - `Article` field for comments.
 - `DynamicField_Status` with the possibility to choose *Approval denied*.
- *Approved*
 - `DynamicField_Status` with the possibility to choose *Approved*.
- *Order denied*
 - `Article` field for comments.
 - `DynamicField_Status` with the possibility to choose *Order denied*.
- *Order placed*
 - `DynamicField_Supplier`, `DynamicField_Price`, `DynamicField_DeliveryDate` fields for purchasing.
 - `DynamicField_Status` with the possibility to choose *Order placed*.
- *Shipment received*
 - `DynamicField_DateOfReceipt` for the mail room.
 - `DynamicField_Status` with the possibility to choose *Shipment received*.

Create Sequence Flows

Click on the *Sequence Flows* item in the *Available Process Elements* widget in the left sidebar. This action will expand the *Sequence Flows* options and will collapse all others doing an accordion like effect. Click on the *Create New Sequence Flow* button.

In the opened popup screen fill in the *Sequence Flow Name*. For this example in the *Condition Expressions* we will use just one condition expression and just one field. For both we can leave the *Type of Linking* as *and* and we will use the filed match type value as *String*.

After all fields are filled in, click on the *Save and finish* button to save the changes and go back to the project management screen.

Create the following sequence flows:

- *Approval* (already created before)
 - Check if the `DynamicField_Status` is set to *Approval*.
- *Approval denied*
 - Check if the `DynamicField_Status` field is set to *Approval denied*.
- *Approved*
 - Check if the `DynamicField_Status` field is set to *Approved*.
- *Order denied*

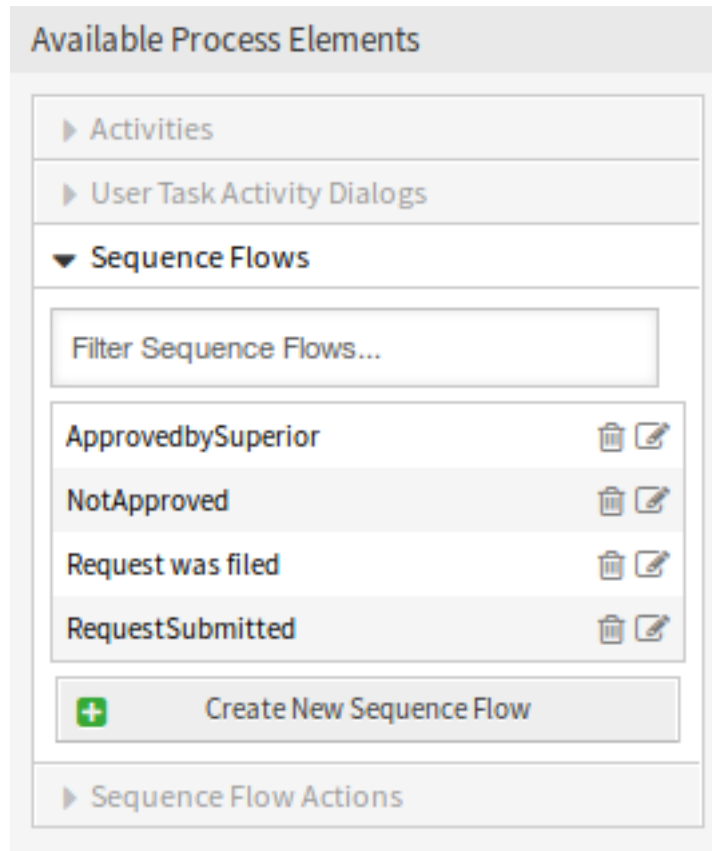


Fig. 52: Book Ordering - Sequence Flows

▼ Sequence Flow

★ Sequence Flow Name:

▼ Condition Expressions

Condition Expressions can only operate on non-empty fields.

Type of Linking between Condition Expressions:

Condition Expression 1 ⊖

Type of Linking:

Fields ⊕

Name: <input type="text" value="DynamicField_Status"/>	Type: <input type="text" value="String x"/>	Value: <input type="text" value="Approval"/>
--	---	--

Fig. 53: Book Ordering - Add Sequence Flow

Check if the `DynamicField_Status` field is set to *Order denied*.

- *Order placed*

Check if the `DynamicField_Status` field is set to *Order placed*.

- *Shipment received*

Check if the `DynamicField_Status` field is set to *Shipment received*.

Create Sequence Flow Actions

Click on the *Sequence Flow Actions* item in the *Available Process Elements* widget in the left sidebar. This action will expand the *Sequence Flow Actions* options and will collapse all others doing an accordion like effect. Click on the *Create New Sequence Flow Action* button.

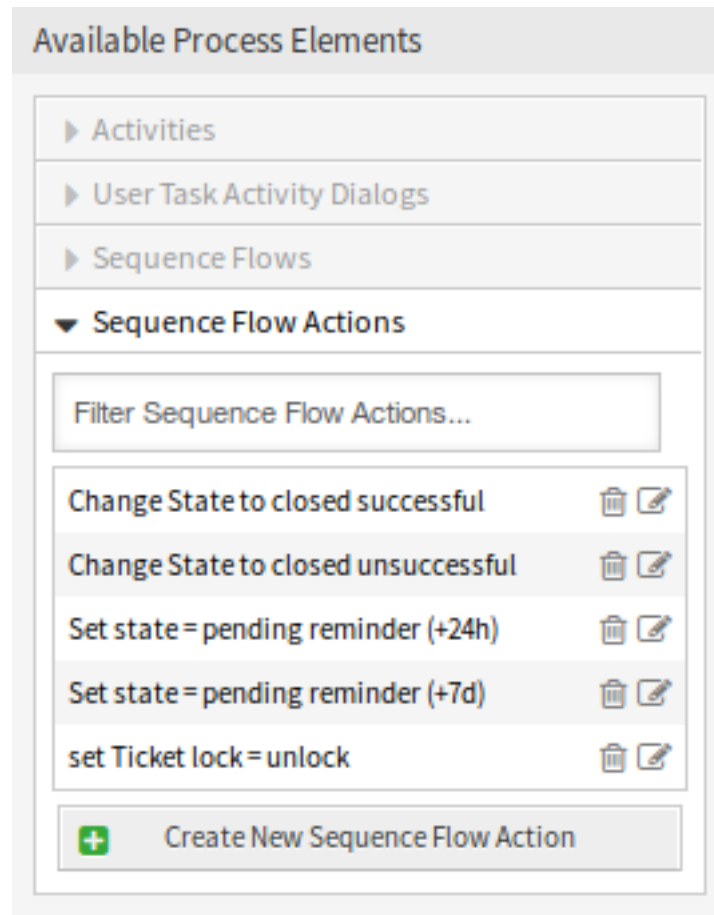


Fig. 54: Book Ordering - Sequence Flow Actions

In the opened popup screen fill in the *Sequence Flow Action Name* and the *Sequence Flow Action module* then click on the *Save* button. A new *Configure* button will appear next to the module field.

Click on the *Configure* button and add the needed configuration parameter keys and values.

After all fields are filled in, click on the *Save and finish* button to save the changes and go back to the project management screen.

See also:

Fig. 55: Book Ordering - Add Sequence Flow Action

Fig. 56: Book Ordering - Sequence Flow Action Parameters

Each module has its own and different parameters. Please review the module documentation to learn all require and optional parameters.

- [DynamicFieldSet](#)
- [TicketArticleCreate](#)
- [TicketCreate](#)
- [TicketCustomerSet](#)
- [TicketLockSet](#)
- [TicketOwnerSet](#)
- [TicketQueueSet](#)
- [TicketResponsibleSet](#)
- [TicketSLASet](#)
- [TicketSendEmail](#)
- [TicketServiceSet](#)
- [TicketStateSet](#)
- [TicketTitleSet](#)
- [TicketTypeSet](#)

All sequence flow action modules are located in the legacy named `Kernel/System/ProcessManagement/TransitionAction`.

Create the following sequence flow actions:

- *Move the process ticket into the “Management” queue* (already created before)
To be executed when the sequence flow *Approval* applied.
- *Change ticket responsible to “Manager”*
To be executed when the sequence flow *Approval* applied.
- *Move process ticket into the “Employees” queue*

To be executed when:

- The sequence flow *Approval denied* applied.
- The sequence flow *Order denied* applied.
- The sequence flow *Shipment received* applied.

- *Change ticket responsible to “Employee”*

To be executed when:

- The sequence flow *Approval denied* applied.
- The sequence flow *Order denied* applied.
- The sequence flow *Shipment received* applied.

- *Move process ticket into the “Purchasing” queue*

To be executed when the sequence flow *Approved* applied.

- *Move process ticket into the “Post office” queue*

To be executed when the sequence flow *Order placed* applied.

- *Close ticket successfully*

To be executed when the sequence flow *Shipment received* applied.

- *Close ticket unsuccessfully*

To be executed when:

- The sequence flow *Approval denied* applied.
- The sequence flow *Order denied* applied.

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 flows to be able to reuse them.

Create Activities

Click on the *Activities* item in the *Available Process Elements* widget in the left sidebar. This action will expand the *Activities* options and will collapse all others doing an accordion like effect. Click on the *Create New Activity* button.

In the opened popup screen fill in the *Activity name* field and select *User task activity* from the *Activity type* drop-down.

To assign dialogs to the activity simple drag the required dialogs from the *Available User Task Activity Dialogs* pool and drop into the *Assigned User Task Activity Dialogs* pool. The order in the *Assigned User Task Activity Dialogs* pool is the order as the dialogs will be presented in the *Ticket Zoom* screen. To modify the order simply drag and drop the dialog within the pool to rearrange it in the correct place.

Note: This order is specially 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.

In this example we need to assign only the *Recording the demand* user task activity dialog. Drag this dialog from the *Available User Task Activity Dialogs* pool and drop into the *Assigned User Task Activity Dialogs* pool.

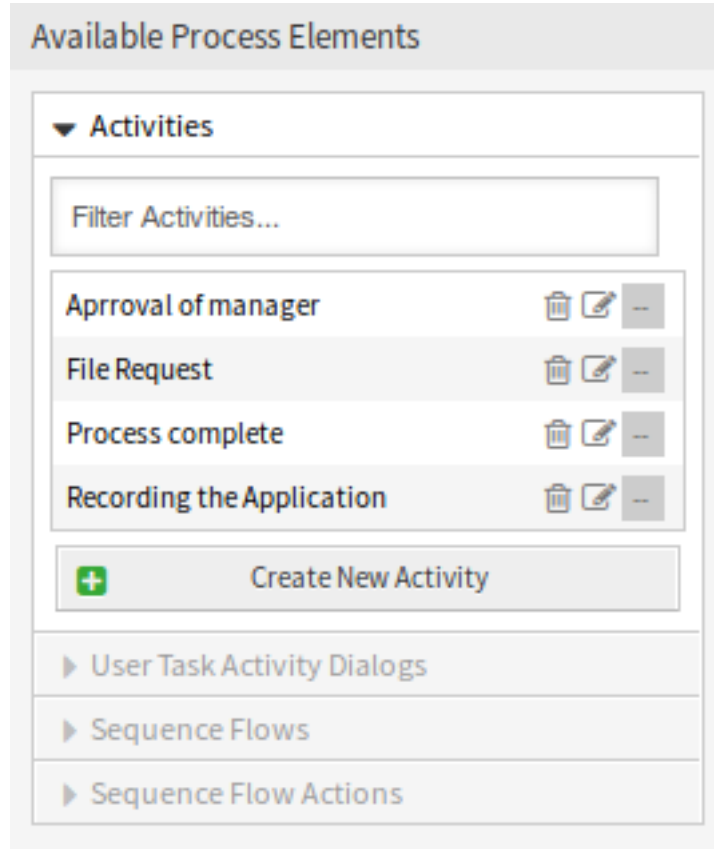


Fig. 57: Book Ordering - Activities

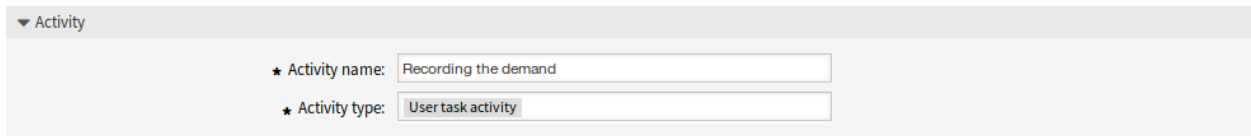


Fig. 58: Book Ordering - Add Activity

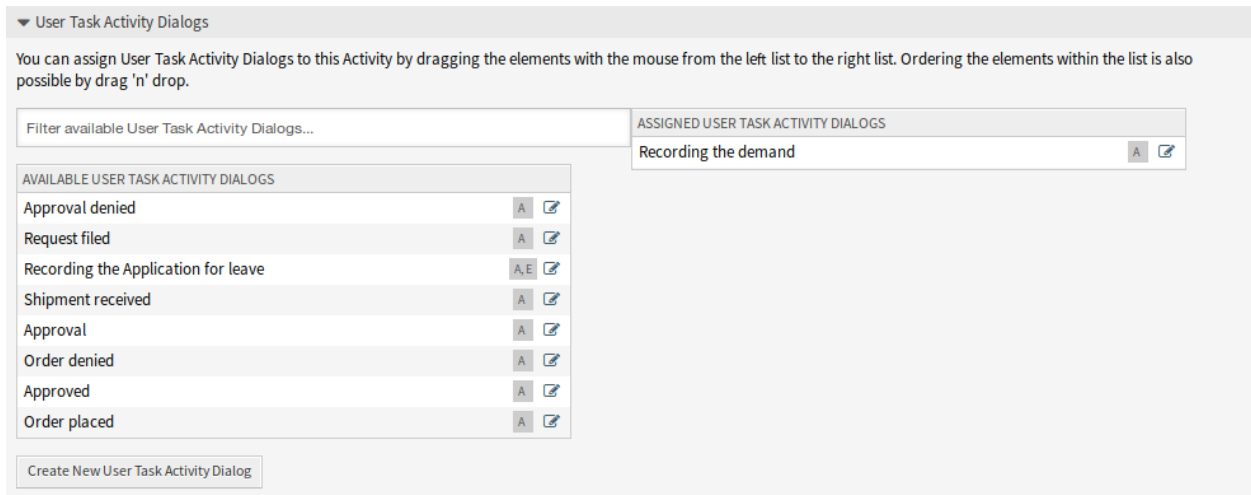


Fig. 59: Book Ordering - Assign User Task Activity Dialog

After all fields are filled in, click on the *Save and finish* button to save the changes and go back to the project management screen.

Create the following activities:

- *Recording the demand* (already created before)
 - Assign the user task activity dialog *Recording the demand*.
- *Approval*
 - Assign the user task activity dialogs *Approval denied* and *Approved*.
- *Order*
 - Assign the user task activity dialogs *Order denied* and *Order placed*.
- *Incoming*
 - Assign the user task activity dialog *Shipment received*.
- *Process complete*
 - This is an 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.

Create Process Path

Let us conclude our example with the last missing piece in the puzzle, the process as the a flow describer. In our case this is the whole ordering workflow. Other processes could be office supply ordering or completely different processes.

The process has a starting point which consists of the start activity and the start user task activity dialog. For any new book order, the first user task activity dialog of the first 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 workflow.

The process also contains the directions for how the process ticket can move through the process. Let's call this *process path*. It consists of the start activity, one or more sequence flows (possibly with sequence flow actions) and other activities.

Assuming that the activities has already assigned their user task activity dialogs, drag an activity from the accordion in the *Available Process Elements* widget in the left sidebar and drop it into the canvas area below the process information. Notice that an arrow from the process start (white circle) to the activity is placed automatically. This is the first activity and its first user task activity dialog is the first screen that will be shown when the process starts.

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 activity dialogs.

Then let's create the process path (connection) between this two activities. For this we will use the sequence flows. Click on sequence flow in the accordion, drag a sequence flow and drop it inside the first activity. 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.

Now that the process path between the actions is defined, then we need to assign the sequence flow actions to the sequence flow. Double click the sequence flow label in the canvas to open a new popup window.

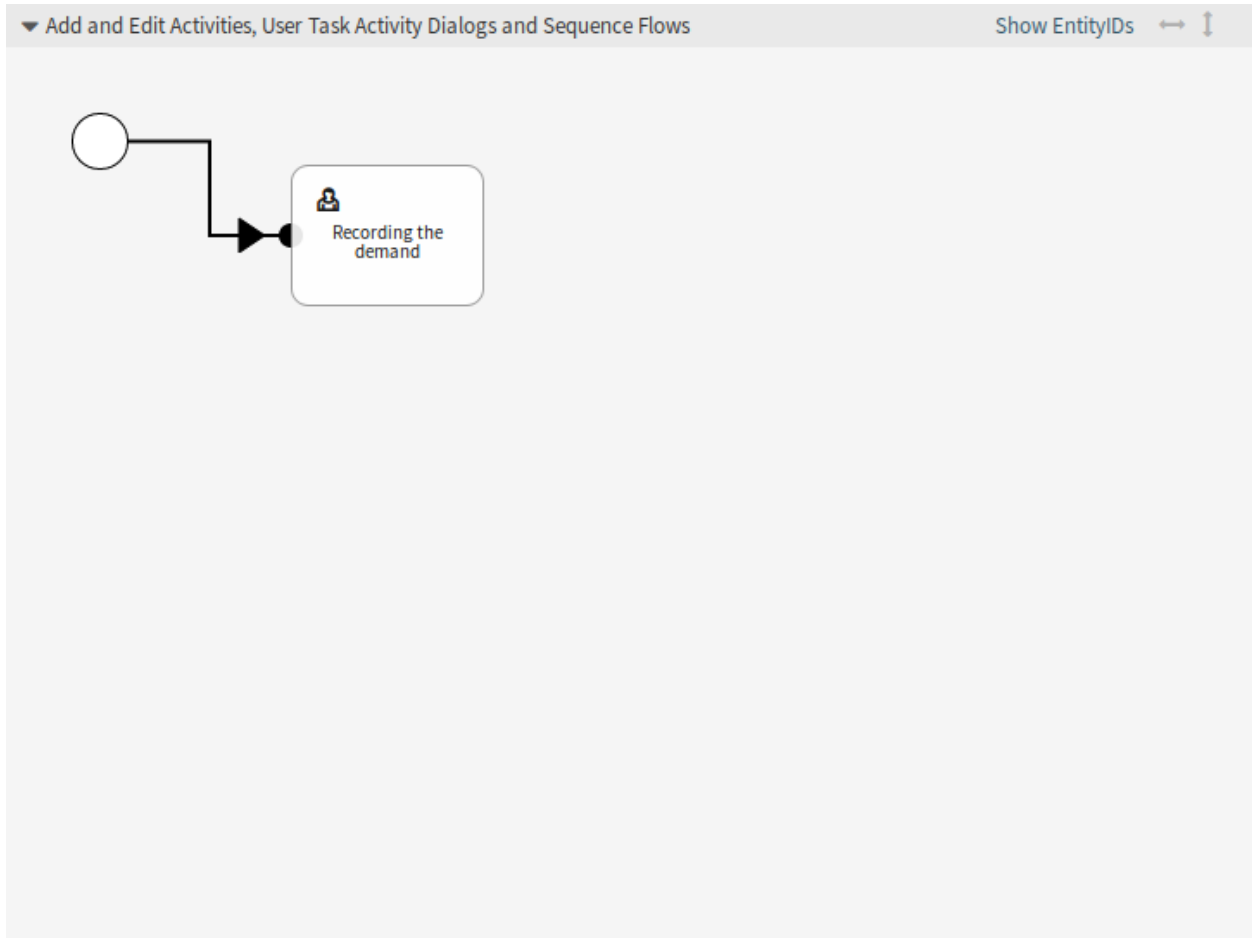


Fig. 60: Book Ordering - First Activity On Canvas

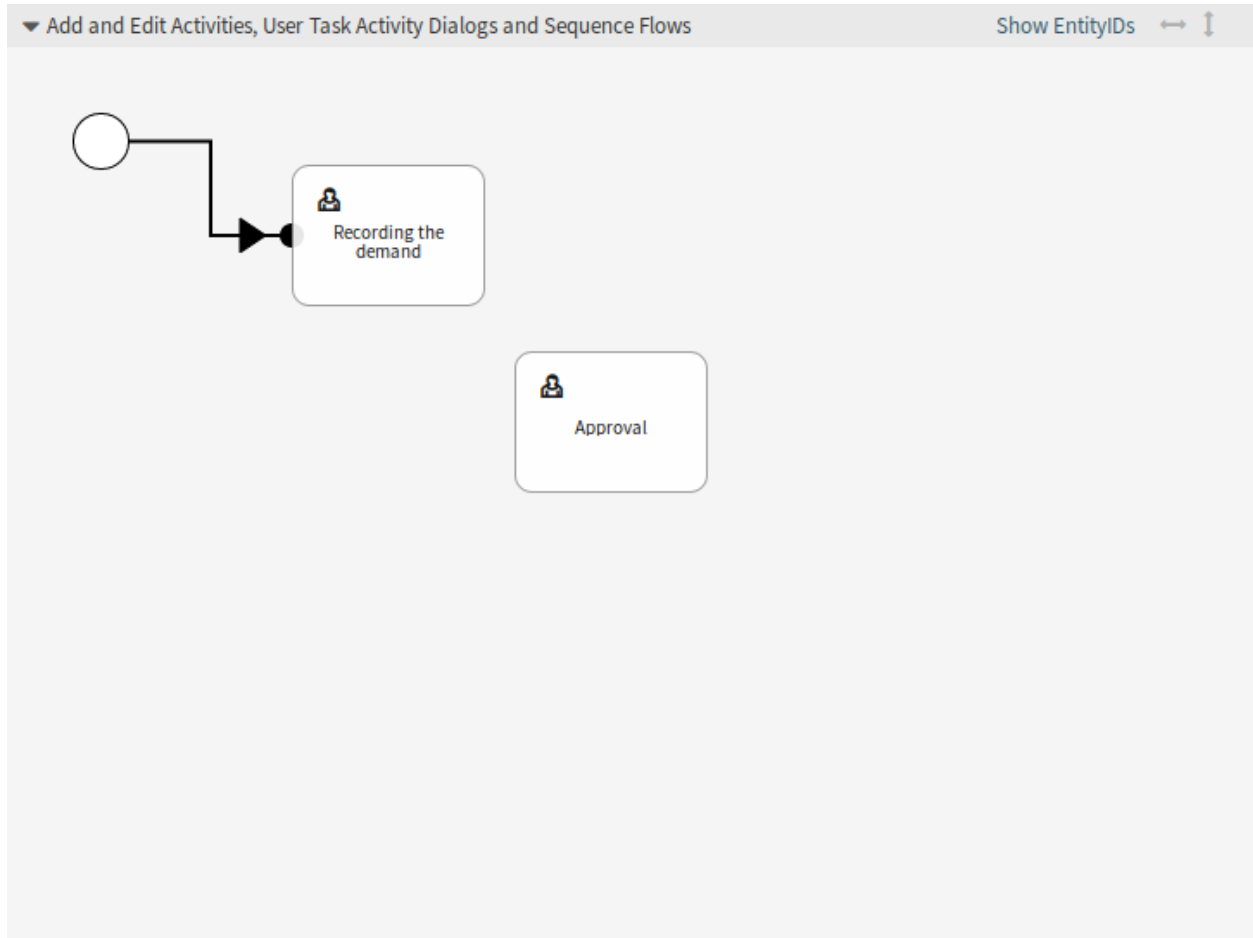


Fig. 61: Book Ordering - Second Activity On Canvas

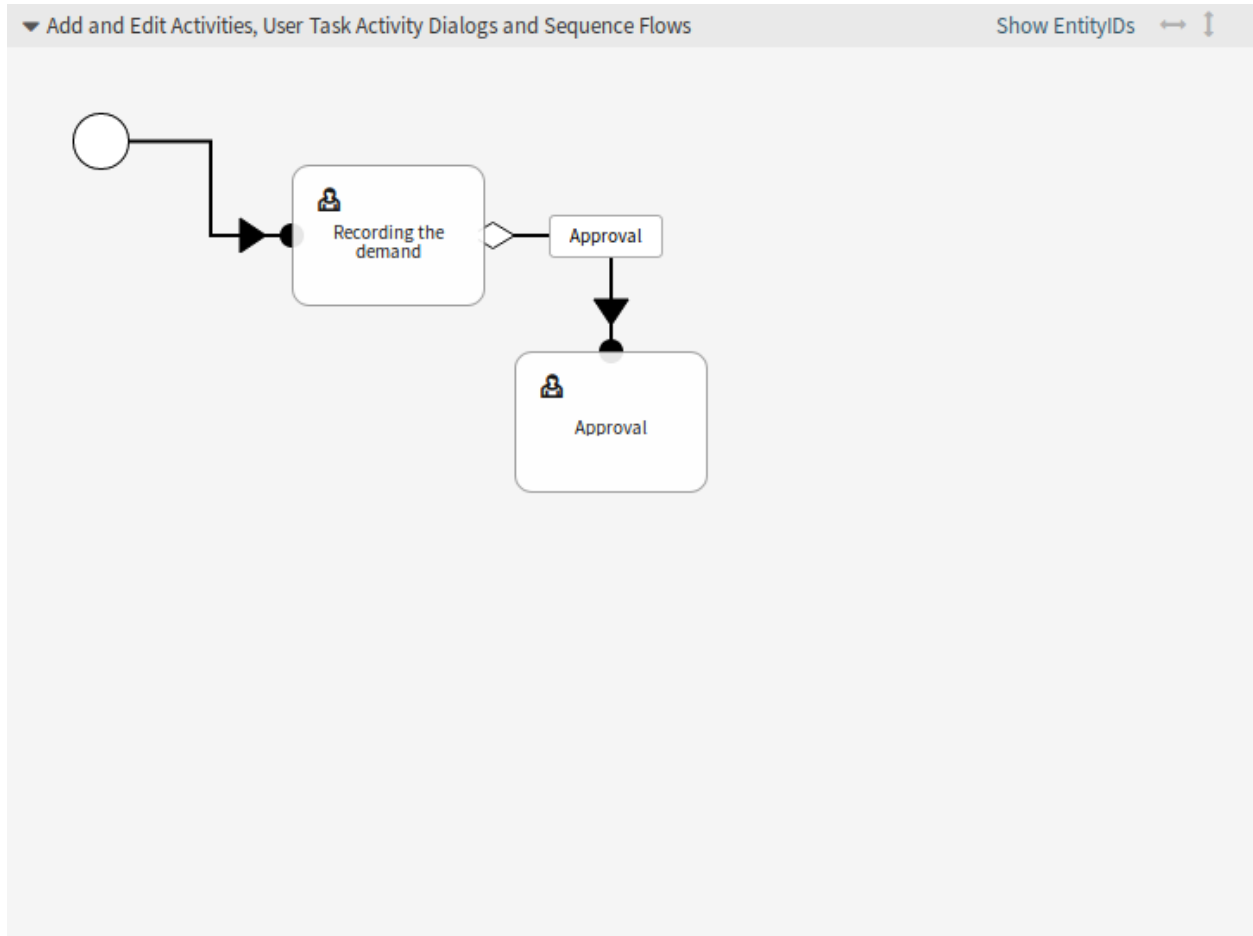


Fig. 62: Book Ordering - First Sequence Flow On Canvas

▼ Path

▼ Sequence Flow Actions

You can assign Sequence Flow Actions to this Sequence Flow by dragging the elements with the mouse from the left list to the right list. Ordering the elements within the list is also possible by drag 'n' drop.

Filter available Sequence Flow Actions...

AVAILABLE SEQUENCE FLOW ACTIONS	ASSIGNED SEQUENCE FLOW ACTIONS
Change ticket responsible to "Employee" (SequenceFlowAction-24f...	Change ticket responsible to "Manager" (SequenceFlowAction-ec2...
Move process ticket into the "Purchasing" queue (SequenceFlowAc...	Move the process ticket into the "Management" queue (SequenceFl...
Move process ticket into the "Employees" queue (SequenceFlowAct...	
Move process ticket into the "Post office" queue (SequenceFlowAct...	
set Ticket lock = unlock (SequenceFlowAction-5c40929cf9772929f84...	
Set state = pending reminder (+7d) (SequenceFlowAction-5fad14be...	
Close ticket successfully (SequenceFlowAction-bdf6bb21561e268ed...	
Set state = pending reminder (+24h) (SequenceFlowAction-e6208f2...	
Change State to closed successful (SequenceFlowAction-e8203eb47...	
Close ticket unsuccessfully (SequenceFlowAction-ef793cf5d4a9dc02...	
Change State to closed unsuccessful (SequenceFlowAction-f9eddaf...	

Create New Sequence Flow Action

Fig. 63: Book Ordering - Assign First Sequence Flow Action

After the sequence flow actions are assigned, click on the *Save* button to go back to the main process edit screen. Click on *Save* button below the canvas to save all other changes.

Complete the process path by adding the following activities, sequence flows and sequence flow actions:

- *Recording the demand* (already created before)

Possible sequence flow: *Approval*

Starting activity: *Recording the demand*

Next activity: *Approval*

If the condition of this activity is fulfilled, the ticket will move to activity *Approval*.

Additionally, the following sequence flow actions are executed:

- *Move the process ticket into the “Management” queue*
- *Change ticket responsible to “Manager”*

The activity *Recording the demand* is a defined step of the process ticket, where there is the possibility for the sequence flow *Approval*. If this applies, the ticket will move to the next activity *Approval*, and the sequence flow actions *Move the process ticket into the “Management” queue* and *Change ticket responsible to “Manager”* are executed. In the activity *Approval*, the user task activity dialogs *Approval denied* and *Approved* are available.

- *Approval*

Possible sequence flow: *Approval denied*

Starting activity: *Approval*

Next activity: *Process complete*

If this matches, the process ticket will move to activity *Process complete*.

Additionally, the following sequence flow actions are executed:

- *Move process ticket into the “Employees” queue*
- *Change ticket responsible to “Employee”*
- *Close ticket unsuccessfully*

Possible sequence flow: *Approved*

Starting activity: *Approval*

Next activity: *Order*

If this matches, the process ticket will move to activity *Order*.

Additionally, the following sequence flow actions are executed:

- *Move process ticket into the “Purchasing” queue*

We can see that from the current activity, which defines a step of the process ticket, there are one or more possibilities for sequence flow which have exactly one target activity (and possibly one or more sequence flow actions).

- *Order*

Possible sequence flow: *Order denied*

Starting activity: *Order*

Next activity: *Process complete*

If this matches, the process ticket will move to activity *Process complete*.

Additionally, the following sequence flow actions are executed:

- *Move process ticket into the “Employees” queue*
- *Change ticket responsible to “Employee”*
- *Close ticket unsuccessfully*

Possible sequence flow: *Order placed*

Starting activity: *Order*

Next activity: *Incoming*

If this matches, the process ticket will move to activity *Incoming*.

Additionally, the following sequence flow actions are executed:

- *Move process ticket into the “Post office” queue*

- *Incoming*

Possible sequence flow: *Shipment received*

Starting activity: *Incoming*

Next activity: *Process complete*

If this matches, the process ticket will move to activity *Process complete*.

Additionally, the following sequence flow actions are executed:

- *Move process ticket into the “Employees” queue*
- *Change ticket responsible to “Employee”*
- *Close ticket successfully*

The complete process path for the book ordering process will then look like this:

After you finish the process path, click on *Save and finish* button below the canvas to go back to the process management screen.

Click on the *Deploy All Processes* button in the left sidebar. This will gather all processes information from 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.

Note: Any change that is made on the process will require to re-deploy the process in order to get the change reflected in the system.

5.5 Web Services

In a connected world, a ticket system needs to be able to react to requests from other systems and also to send requests or information to other systems:

- CRM systems
- Project management systems
- Documentation management systems
- and many more

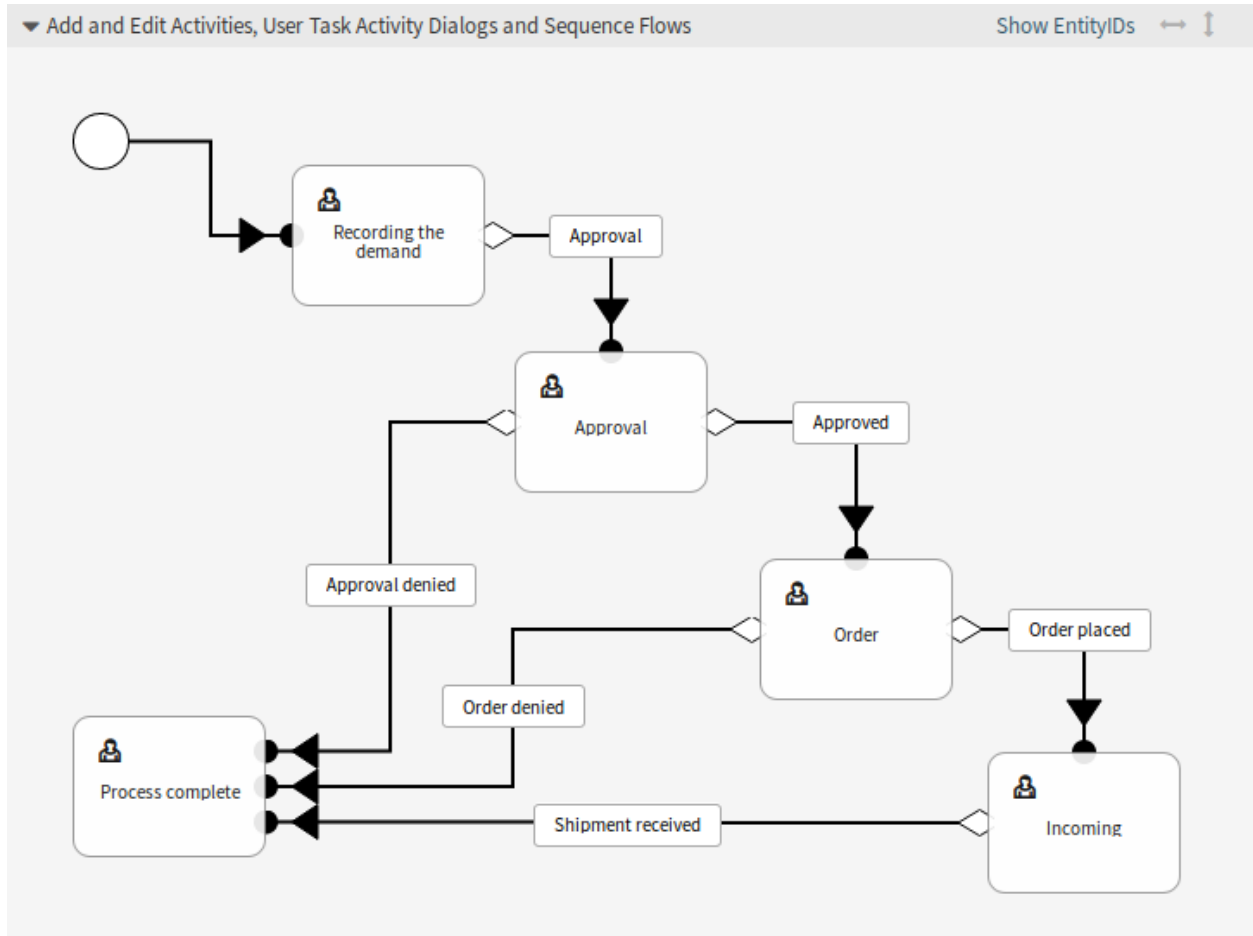


Fig. 64: Book Ordering - Process Complete

The ticket system must be reachable by other services without manual intervention by an agent.

OTRS supports this requirement by the *Generic Interface*. It empowers the administrator to create a web service for a specific task without scripting language knowledge. OTRS reacts on incoming REST or SOAP requests and create objects or provides object data to other systems transparently.

A web service is a communication method between two systems, in our case OTRS and a remote system. In its configuration, the *operation* or *invoker* determine the direction of communication, and the *mapping* and *transport* take care of how the data is received and interpreted.

In its configuration it can be 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.

Use this screen to manage web services in the system. A fresh OTRS installation contains no web service by default. The web service management screen is available in the *Web Services* module of the *Processes & Automation* group.

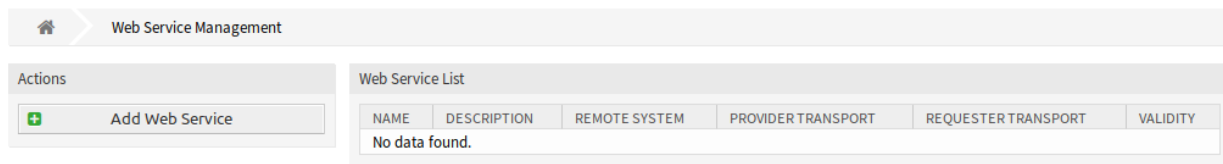


Fig. 65: Web Service Management Screen

5.5.1 Manage Web Services

To create a web service:

1. Click on the *Add Web Service* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

To edit a web service:

1. Click on a web service in the list of web services.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

To delete a web service:

1. Click on a web service in the list of web services.
2. Click on the *Delete Web Service* button in the left sidebar.
3. Click on the *Delete* button in the confirmation dialog.

To clone a web service:

1. Click on a web service in the list of web services.
2. Click on the *Clone Web Service* button in the left sidebar.

General

★ Name: Debug threshold:

Description: Validity:

Remote system:

▶ OTRS as provider

▶ OTRS as requester

Save

or Cancel

Fig. 66: Create New Web Service Screen

General

★ Name: Debug threshold:

Description: Validity:

Remote system:

▶ OTRS as provider

▶ OTRS as requester

Save

or or Cancel

Fig. 67: Edit Web Service Screen

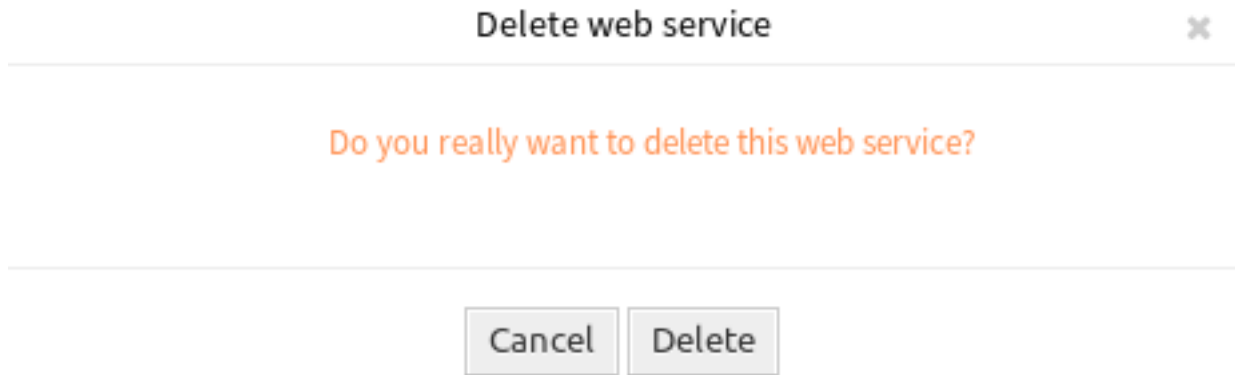


Fig. 68: Delete Web Service Screen

3. Enter a new name for the web service.

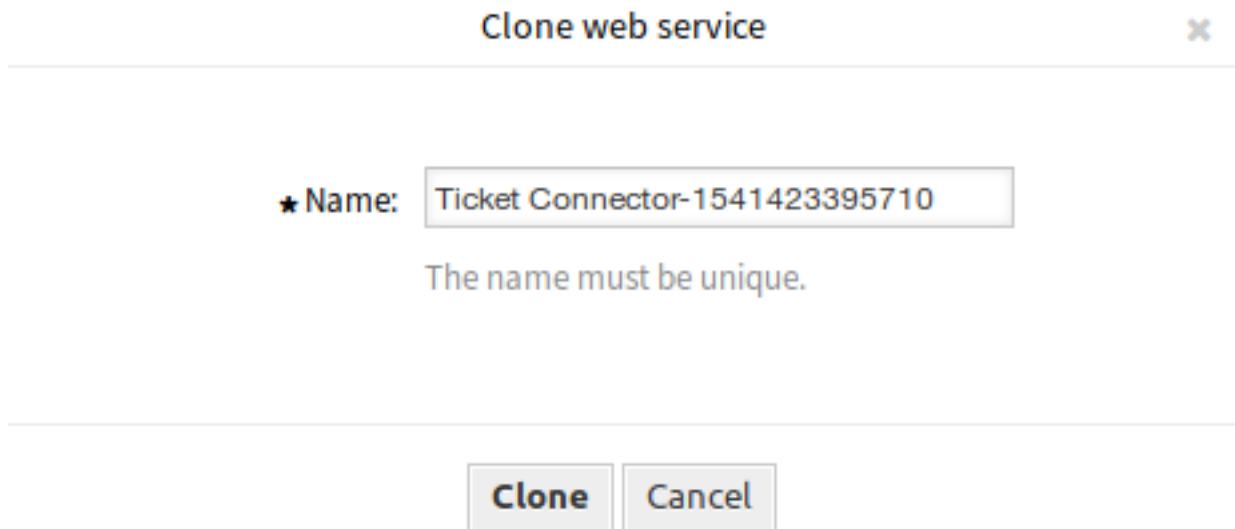


Fig. 69: Clone Web Service Screen

To export a web service:

1. Click on a web service in the list of web services.
2. Click on the *Export Web Service* button in the left sidebar.
3. Choose a location in your computer to save the `Export_ACL.yml` file.

Warning: All stored passwords in the web service configuration will be exported in plain text format.

To see the configuration history of a web service:

1. Click on a web service in the list of web services.
2. Click on the *Configuration History* button in the left sidebar.

Configuration History List	
VERSION	CREATE TIME
1	2018-11-05 12:30:56

Select a single configuration version to see its details.

Fig. 70: Web Service Configuration History Screen

To use the debugger for a web service:

1. Click on a web service in the list of web services.
2. Click on the *Debugger* button in the left sidebar.

Request List			
TYPE	TIME	COMMUNICATION ID	REMOTE IP
No data found.			

Select a single request to see its details.

Filter by type:

Filter from: 11 ▾ / 14 ▾ / 2017 ▾ 📅

Filter to: 11 ▾ / 05 ▾ / 2018 ▾ 📅

Filter by remote IP:

Limit: 10

Order: descending

Fig. 71: Web Service Debugger Screen

To import a web service:

1. Click on the *Add Web Service* button in the left sidebar.
2. Click on the *Import Web Service* button in the left sidebar.
3. Click on the *Browse...* button in the dialog.
4. Select a previously exported `.yaml` file.
5. Add a name for the imported web service (optional). Otherwise the name will be taken from the configuration file name.
6. Click on the *Import* button.

5.5.2 Web Service Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

General Web Service Settings

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

General

★ Name:

Description:

Remote system:

Debug threshold:

Validity:

Fig. 72: Web Service Settings - General

Description Like comment, but longer text can be added here.

Remote system

Debug threshold The default value 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.

Debug threshold levels (from lower to upper):

- Debug
- Info
- Notice
- Error

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

Provider Web Service Settings

▼ 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.				

Fig. 73: Web Service Settings - OTRS as Provider

Network transport Select which network transport would you like to use with the web service. Possible values are *HTTP::REST* and *HTTP::SOAP*.

Note: After selecting the transport method, you have to save the configuration with clicking on the *Save* button. A *Configuration* button will be displayed next to this field.

Configuration The *Configuration* button is visible only, after a network transport was selected and saved. See the configuration for *OTRS as Provider - HTTP::REST* and *OTRS as Provider - HTTP::SOAP* below.

Add Operation This option is visible only, after a network transport was selected and saved. Selecting an operation will open a new screen for its configuration.

Operation Details

★ Name:
 The name is typically used to call up this web service operation from a remote system.

Description:

Operation backend:
 This OTRS operation backend module will be called internally to process the request, generating data for the response.

Mapping for incoming request data:
 The request data will be processed by this mapping, to transform it to the kind of data OTRS expects.

Mapping for outgoing response data:
 The response data will be processed by this mapping, to transform it to the kind of data the remote system expects.

or

Fig. 74: Web Service Settings - OTRS as Provider - Operation

OTRS as Provider - HTTP::REST

OTRS as Provider - HTTP::SOAP

Requester Web Service Settings

Network transport Select which network transport would you like to use with the web service. Possible values are *HTTP::REST* and *HTTP::SOAP*.

Note: After selecting the transport method, you have to save the configuration with clicking on the *Save* button. A *Configuration* button will be displayed next to this field.

Network Transport

Properties

Type: HTTP::REST

★ 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

Fig. 75: Web Service Settings - OTRS as Provider - HTTP::REST

Configuration The *Configuration* button is visible only, after a network transport was selected and saved. See the configuration for *OTRS as Requester - HTTP::REST* and *OTRS as Requester - HTTP::SOAP* below.

Add error handling module This option is visible only, after a network transport was selected and saved. Selecting an operation will open a new screen for its configuration.

OTRS as Requester - HTTP::REST

OTRS as Requester - HTTP::SOAP

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:

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:

Show or hide Proxy options to connect to the remote system.

★ Use SSL Options:

Show or hide SSL options to connect to the remote system.

Sort options:

Add new first level element:

Outbound sort order for xml fields (structure starting below function name wrapper) - see documentation for SOAP transport.

▼ 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.				

Fig. 77: Web Service Settings - OTRS as Requester

▼ General options

★ Name:

The name can be used to distinguish different error handling configurations.

Description:

Error handling module backend:

This OTRS error handling backend module will be called internally to process the error handling mechanism.

▼ Processing options

Configure filters to control error handling module execution.

Only requests matching all configured filters (if any) will trigger module execution.

Invoker filter:

Only execute error handling module for selected invokers.

Error message content filter:

Enter a regular expression to restrict which error messages should cause error handling module execution.

Error message subject and data (as seen in the debugger error entry) will be considered for a match.

Example: Enter '^*401 Unauthorized.*\$' to handle only authentication related errors.

Error stage filter:

Only execute error handling module on errors that occur during specific processing stages.

Example: Handle only errors where mapping for outgoing data could not be applied.

Error code:

An error identifier for this error handling module.

This identifier will be available in XSLT-Mapping and shown in debugger output.

Error message:

An error explanation for this error handling module.

This message will be available in XSLT-Mapping and shown in debugger output.

Stop after match:

Define if processing should be stopped after module was executed, skipping all remaining modules or only those of the same backend.

Default behavior is to resume, processing the next module.

▼ Request retry options

Retry options are applied when requests cause error handling module execution (based on processing options).

★ Schedule retry:

Should requests causing an error be triggered again at a later time?

Submit

Network Transport

Properties

Type: HTTP::REST

★ Endpoint:
URI to indicate specific location for accessing a web service.
e.g https://www.otrs.com:10745/api/v1.0 (without trailing backslash)

★ Timeout:
Timeout value for requests.

Authentication:
An optional authentication mechanism to access the remote system.

★ Use Proxy Options:
Show or hide Proxy options to connect to the remote system.

★ Use SSL Options:
Show or hide SSL options to connect to the remote system.

Default command:
The default HTTP command to use for the requests.

or or

Fig. 79: Web Service Settings - OTRS as Requester - HTTP::REST

Network Transport

Properties

Type: HTTP::SOAP

★ Check SOAPAction:

Set to "Yes" in order to check the received SOAPAction header (if not empty).
Set to "No" in order to ignore the received SOAPAction header.

★ SOAPAction scheme:

Select how SOAPAction should be constructed.
Some web services send 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.

Additional response headers:

★ Maximum message length:

Here you can specify the maximum size (in bytes) of SOAP messages that OTRS will process.

Sort options:

Outbound sort order for xml fields (structure starting below function name wrapper) - see documentation for SOAP transport.

or or

Fig. 80: Web Service Settings - OTRS as Requester - HTTP::SOAP

Completely new user interface has been developed for agents. This setting makes it possible to edit the agent styles that are selectable for all agents.

6.1 Styles

Use this screen to manage styles and choose style variants for use in agent interface. A fresh OTRS installation already contains some variants by default. The style management screen is available in the *Styles* module of the *Agent Interface* group.

The management screen consists of two widget. In the *Edit Styles* widget can be selected the styles for editing. The *Defaults* widget defines, which variant will be used as default for the agent interface. The agents can override this setting and they can select a different variant in they personal preferences, but they can not edit the styles.

6.1.1 Manage Styles

Styles are grouped into four categories: *Bright*, *High Contrast Bright*, *Dark* and *High Contrast Dark*.

To edit a style, select a category first. The edit screen will be opened for the selected category.

The *Edit Layout* section is the same for all categories.

The following settings are available when adding or editing this resource.

Enable Select whether the style is available for agents.

Header Logo The logo is a small image that is displayed in the header of all pages.

To change the logo, click on the *Select image to upload* button, and select a new logo image. Recommended file format is PNG.

Favicon The *favorite icon* is an icon that is displayed in the URL bar of the web browser.

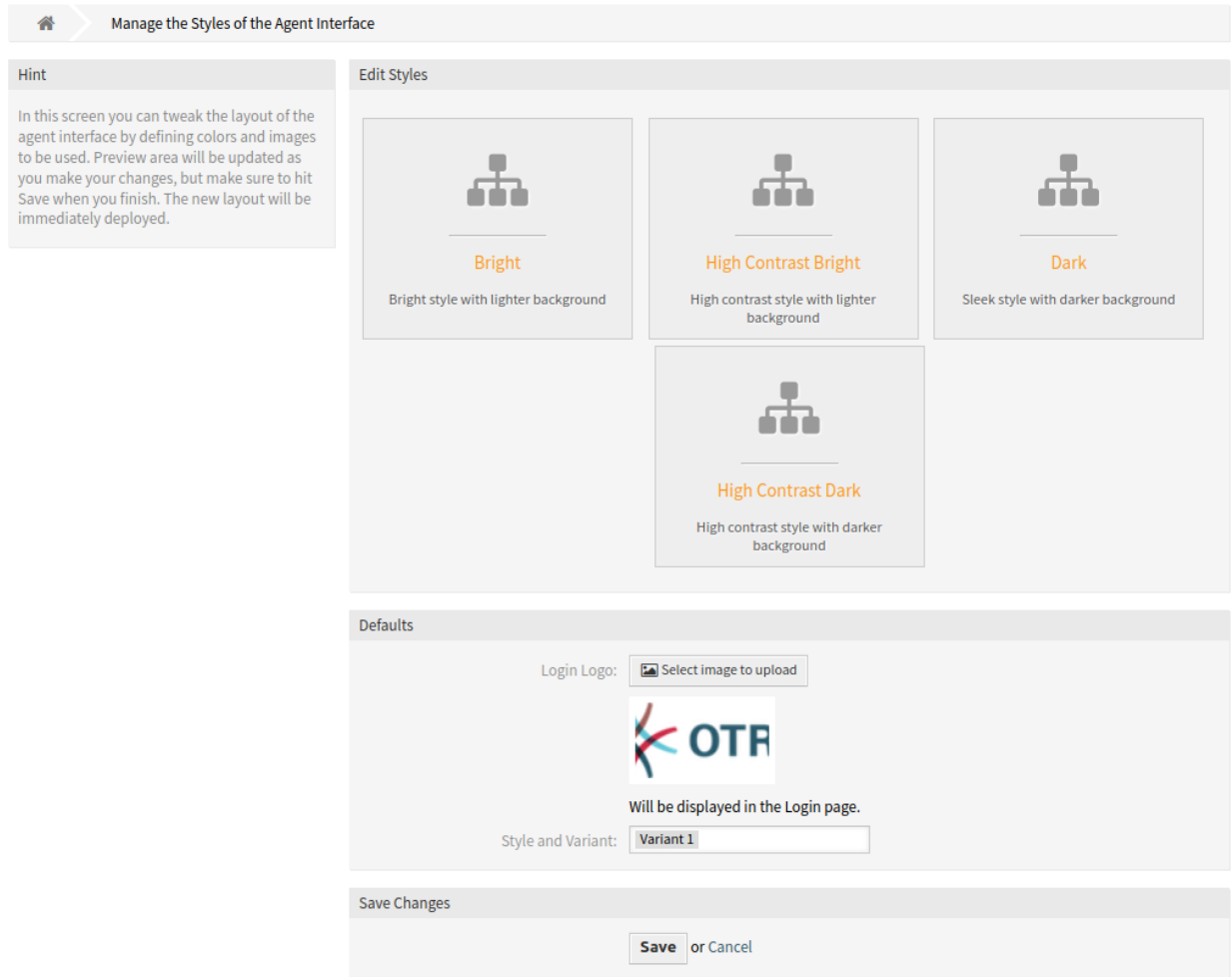


Fig. 1: Agent Style Management Screen

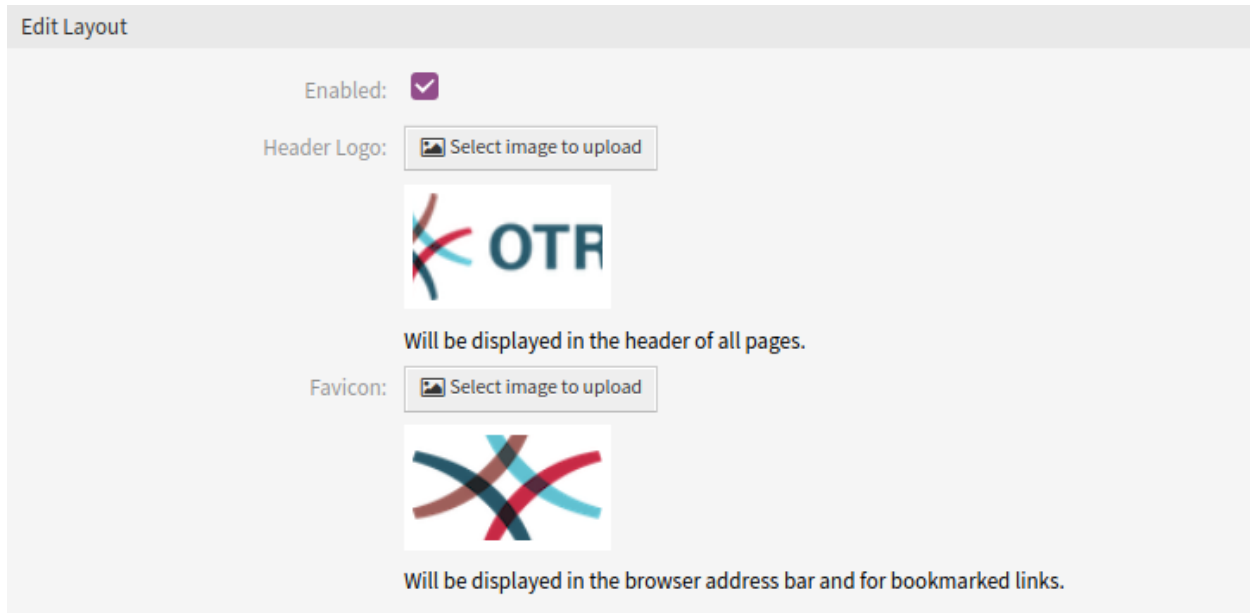


Fig. 2: Agent Style Layout Edit Screen

To change the favorite icon, click on the *Select image to upload* button, and select a new icon. This is usually a 16×16 pixel image in PNG or ICO format.

Some categories contain different variants. Each variant can be customize in the same manner.

The following settings are available when adding or editing this resource.

Enable Select whether the variant is available for agents.

Name The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces.

Primary Color This color will be used as the background color of primary buttons and the color of textual links and hovered icons.

To change the primary color, just select a new color from the color palette. You can chose from the pre-selected colors or define other colors by choosing it from the color selector or typing the hexadecimal value. The new color will be displayed in the preview widget immediately.

Secondary Color This color will be used as the background color of table rows and the color of icon links.

To change the secondary color, just select a new color from the color palette. You can chose from the pre-selected colors or define other colors by choosing it from the color selector or typing the hexadecimal value. The new color will be displayed in the preview widget immediately.

Prominent Color This color will be used as the background color of the organizer sidebar.

To change the prominent color, just select a new color from the color palette. You can chose from the pre-selected colors or define other colors by choosing it from the color selector or typing the hexadecimal value. The new color will be displayed in the preview widget immediately.

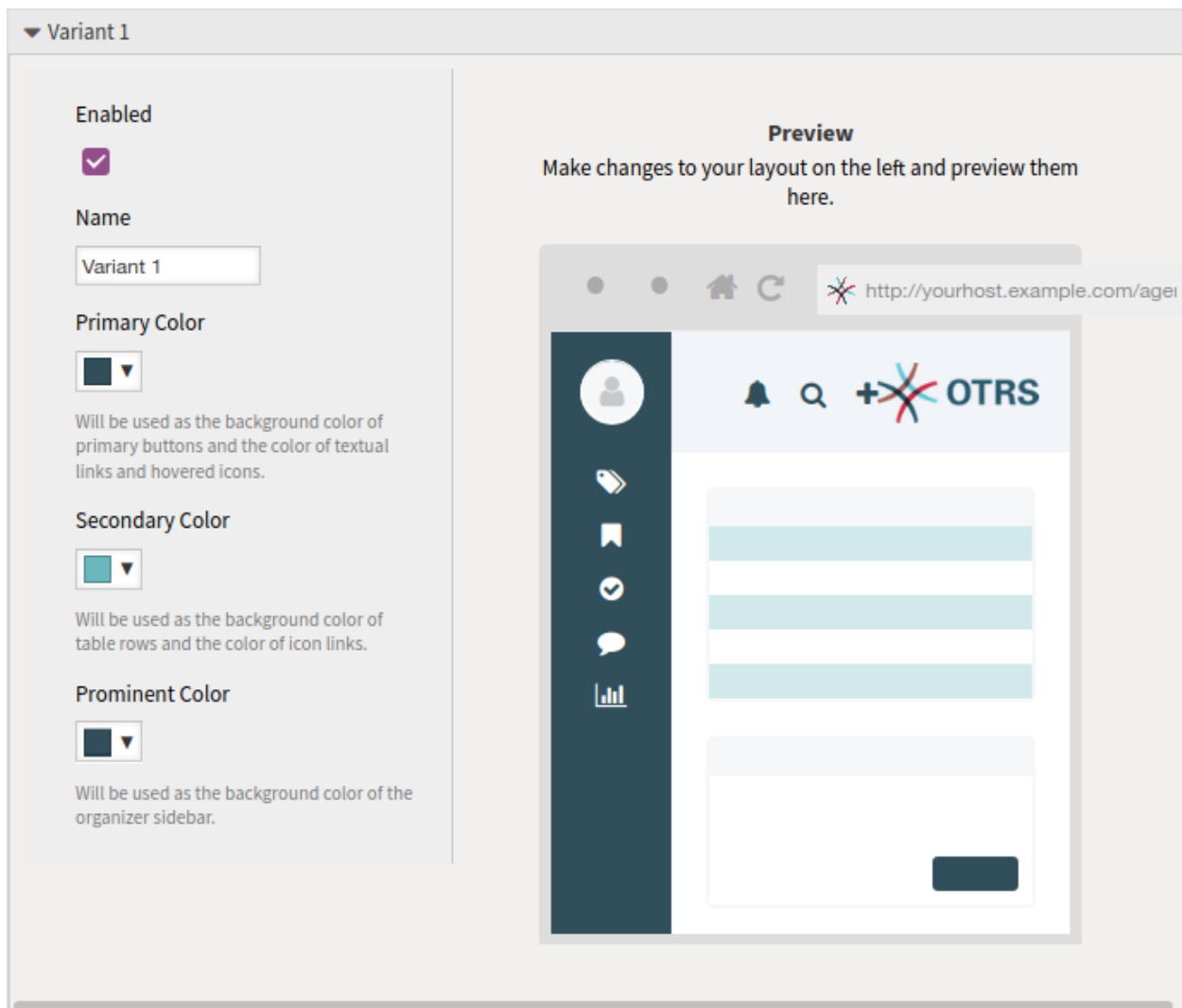


Fig. 3: Agent Style Variant

The need to transport valuable information about service to users is a major one for a service desk. Not always is it possible or plausible to do this via a corporate internet. The customers of a service desk need a one-stop solution for all their service needs.

OTRS provides access to create and manage demands, as well as receive valuable information such as the service catalog and knowledge base.

The following chapter describes the administration tools needed to implement corporate identity and manage language-based content.

7.1 Customer Service Catalogue

Use this screen to add categories and items for use in external interface. A fresh OTRS installation doesn't contain any categories or items by default. The catalogue management screen is available in the *Customer Service Catalogue* module of the *External Interface* group.

This module consists of two management screens: a category management screen and an item management screen.

7.1.1 Manage Categories

Use this screen to add categories to collect the same items into groups. The *Category Management* screen is available via the *Go to category management* button or via the *Category Management* module.

To add a category:

1. Click on the *Add Category* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

To edit a category:

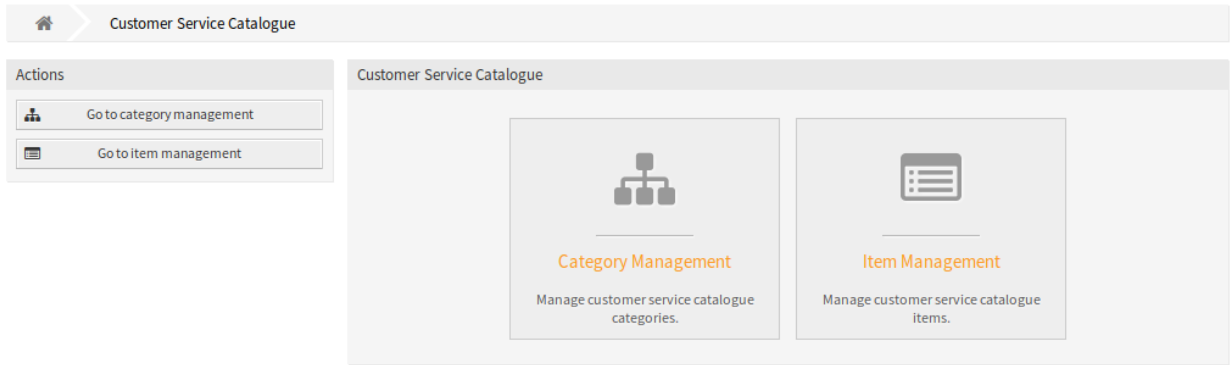


Fig. 1: Customer Service Catalogue Management Screen

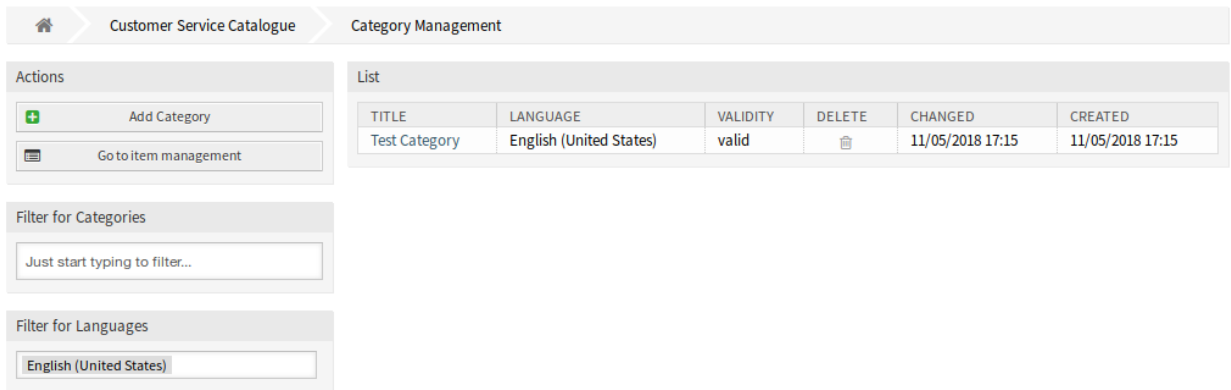


Fig. 2: Category Management Screen



Fig. 3: Add Category Screen

1. Click on a category in the list of categories.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

Edit Category

★ Title:

Sub-category of:

★ Language:

★ Validity:

Fig. 4: Edit Category Screen

To delete a category:

1. Click on the trash icon in the *Delete* column of the overview table.
2. Click on the *Confirm* button.

List

TITLE	LANGUAGE	VALIDITY	DELETE	CHANGED	CREATED
Test Category	English (United States)	valid		11/05/2018 17:15	11/05/2018 17:15

Fig. 5: Delete Category Screen

Note: If several categories are added to the system, use the filter box to find a particular category by just typing the name to filter.

Category Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Title * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Sub-category of It is possible to add the new category under an existing one as sub-category. This will be displayed as *Parent Category::Child Category*.

Language * Select a language from the available languages of the system.

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

7.1.2 Manage Items

Use this screen to add items to the catalogue. Items can be collected into categories. The *Item Management* screen is available via the *Go to item management* button or via the *Item Management* module.

Fig. 6: Item Management Screen

To add an item:

1. Click on the *Add Item* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Fig. 7: Add Item Screen

To edit an item:

1. Click on an item in the list of items.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

To delete an item:

1. Click on the trash icon in the *Delete* column of the overview table.
2. Click on the *Confirm* button.

Fig. 8: Edit Item Screen

Fig. 9: Delete Item Screen

Note: If several items are added to the system, use the filter box to find a particular item by just typing the name to filter.

Item Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Internal Title * The name of this resource, that is only displayed in the admin interface. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

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

Item Content In this widget can be added some localized content for the item.

Title * The name of this resource in the given language. Any type of characters can be entered to this field including uppercase letters and spaces.

Text * The text for this item in the given language.

Categories One or more categories can be selected for the item in which the item should be visible.

Note: Only those categories can be selected, that have the same language as the selected language for this widget.

Link * A link to an internal or an external URL.

Add new item content Select which languages should be added to create localized item content. All added languages can hold its own localized content, that are explained above.

7.2 Custom Pages

Use this screen to add custom pages for use in external interface. A fresh OTRS installation already contains some custom pages by default. The custom page management screen is available in the *Custom Pages* module of the *External Interface* group.

INTERNAL TITLE	ROUTE LINK	VALIDITY	DELETE	CHANGED	CREATED
Privacy Policy example	/c/privacy-policy-example	valid		09/18/2018 15:17	09/18/2018 15:17
Imprint example	/c/imprint-example	valid		09/18/2018 15:17	09/18/2018 15:17
Contact Us example	/c/contact-us-example	valid		09/18/2018 15:17	09/18/2018 15:17

Fig. 10: Custom Page Management Screen

7.2.1 Manage Custom Pages

Warning: Make sure to save your changes when you finish. The new configuration will be immediately deployed.

To add a custom page:

1. Click on the *Add Custom Page* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

To edit a custom page:

1. Click on a custom page in the list of custom pages.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

To delete a custom page:

1. Click on the trash icon in the fourth column of the overview table.
2. Click on the *Confirm* button.

Note: If several custom pages are added to the system, use the filter box to find a particular custom page by just typing the name to filter.

Add Custom Page

★ Internal Title:

★ Slug:

Route Link: Route will be available after saving the custom page.

★ Validity:

Custom Page Content

▼ English (United States) ⊞

★ Title:

★ Content:

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

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

Add new custom page content:

Save Changes

or Cancel

Fig. 11: Add Custom Page Screen

Edit Custom Page

★ Internal Title:

★ Slug:

Route Link: /c/privacy-policy-example

★ Validity:

Custom Page Content

▼ English (United States) ⊞

★ Title:

★ Content:

B I U S |
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 |
 |

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

Here you can put the privacy policy that you would like to apply to your OTRS help center.

Add new custom page content:

Save Changes

or or

Fig. 12: Edit Custom Page Screen

List

INTERNAL TITLE	ROUTE LINK	VALIDITY	DELETE	CHANGED	CREATED
Privacy Policy example	/c/privacy-policy-example	valid		09/18/2018 15:17	09/18/2018 15:17
Imprint example	/c/imprint-example	valid		09/18/2018 15:17	09/18/2018 15:17
Contact Us example	/c/contact-us-example	valid		09/18/2018 15:17	09/18/2018 15:17

Fig. 13: Delete Custom Page Screen

7.2.2 Custom Page Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Internal Title * The name of this resource, that is only displayed in the admin interface. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Slug * This will be the URL of the custom page. Recommended characters are lowercase letters, numbers and minus sign.

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

Custom Page Content In this widget can be added some localized content for the item.

Title * The name of this resource in the given language. Any type of characters can be entered to this field including uppercase letters and spaces.

Content * The text for this item in the given language.

Add new custom page content Select which languages should be added to create localized item content. All added languages can hold its own localized content, that are explained above.

7.3 Home Page

Use this screen to define home page configuration for different user languages, that are displayed in the external interface. The home page management screen is available in the *Home Page* module of the *External Interface* group.

This screen contains several widget for each languages, where localized content can be added.

Warning: Make sure to save your changes when you finish. The new configuration will be immediately deployed.

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

7.3.1 Hero Unit

Title This is the most important sentence or motto of the home page.

Background Style Define the behavior of background image and background color. The following options are available:

- Only use the background image
- Only use the background color
- Use the background image and overlay it with the selected color

Background Image Select an image used as background image for the hero unit. To select an image, click on the *Select image to upload* button and chose an image from your file system.

Hero Unit

Title

Background Style

Background Image

Background Color

Fig. 14: Hero Unit Widget

Background Color To change the background color, just select a new color from the color palette. You can choose from the pre-selected colors or define other colors by choosing it from the color selector or typing the hexadecimal value.

7.3.2 Ticket List

The screenshot shows a configuration window titled "Ticket List". Inside the window, there is a label "Show a ticket list for logged in users" followed by a text input field containing the word "Yes". Below this is another label "Row Title" followed by an empty text input field.

Fig. 15: Ticket List Widget

Show a ticket list for logged in users This setting defines if the ticket list should be visible for logged in users or not.

Row Title This is an optional title for the row, that contains this widget in the external interface.

7.3.3 Image Teasers

The image teasers are displayed in a separate row in the external interface.

The screenshot shows a configuration window titled "Image Teasers" with an "Add" button in the top right corner. Inside the window, there is a label "Row Title" followed by an empty text input field. Below this is another label "Row Background Color" followed by a color selection control consisting of a small square and a downward-pointing triangle.

Fig. 16: Image Teasers Widget

Row Title This is an optional title for the row, that contains this widget in the external interface.

Row Background Color To change the background color, just select a new color from the color palette. You can choose from the pre-selected colors or define other colors by choosing it from the color selector or typing the hexadecimal value.

You can add up to three image teasers by clicking on the *Add* button in the top right corner of the widget.

The screenshot shows a configuration window for an 'Image' widget. At the top left is the title 'Image' and a close button. Below the title is a large white rectangular area for an image, with a button labeled 'Select image to upload' to its right. Below the image area are three required fields, each marked with a star icon:

- Title**: A text input field containing 'Create Custom Content Pages'.
- Text**: A text area containing 'Use custom pages to provide your users with individualized content.'
- Link Target**: A text input field containing '/otrs/index.pl?Action=AdminCustomPage'.

Fig. 17: Image Teaser

Image Select an image to display it in the image teaser widget. To select an image, click on the *Select image to upload* button and choose an image from your file system.

Title * The heading text that are displayed in this item.

Text * The text for this item.

Link Target * An URL that will be opened after clicking on this item in the external interface.

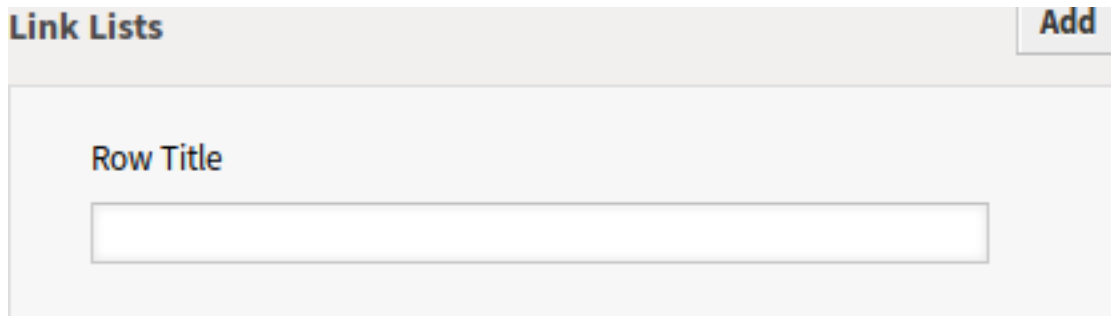
7.3.4 Link Lists

The link lists are displayed in a separate row in the external interface.

Row Title This is an optional title for the row, that contains this widget in the external interface.

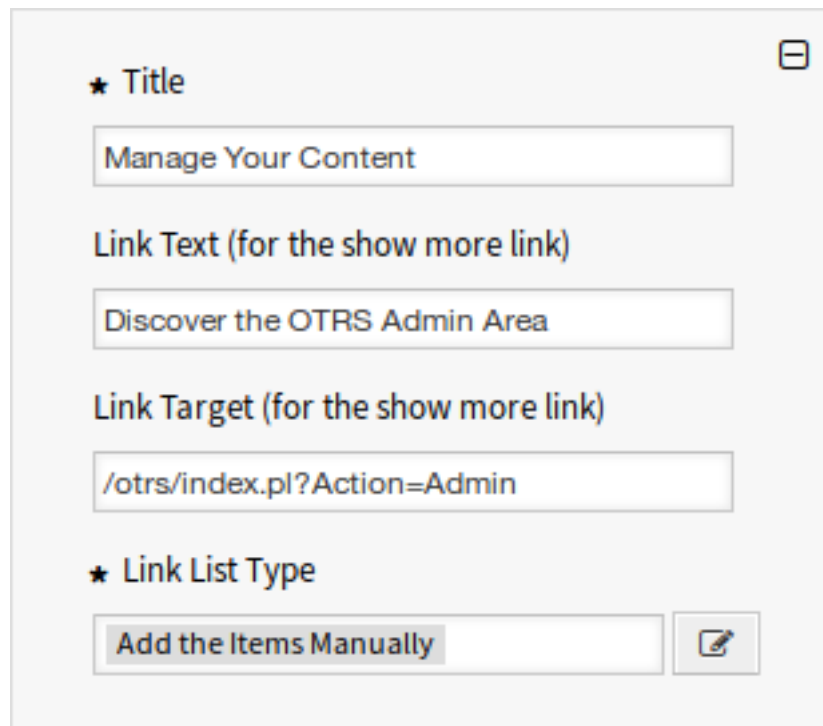
You can add up to four link lists by clicking on the *Add* button in the top right corner of the widget.

Title * The heading text that are displayed in this item.



The screenshot shows a widget titled "Link Lists" with an "Add" button in the top right corner. Below the title is a large, empty text input field labeled "Row Title".

Fig. 18: Link Lists Widget



The screenshot shows a configuration form for a link list. It includes the following fields and options:

- ★ Title**: A text input field containing "Manage Your Content".
- Link Text (for the show more link)**: A text input field containing "Discover the OTRS Admin Area".
- Link Target (for the show more link)**: A text input field containing "/otrs/index.pl?Action=Admin".
- ★ Link List Type**: A dropdown menu with "Add the Items Manually" selected, and a small edit icon to its right.

Fig. 19: Link List

Link Text Add the text for the *show more* link.

Link Target Add the URL for the *show more* link.

Link List Type * Specifies the functionality how the item will be added.

Add the Items Manually Clicking on the edit button a new widget will be visible to add the items.

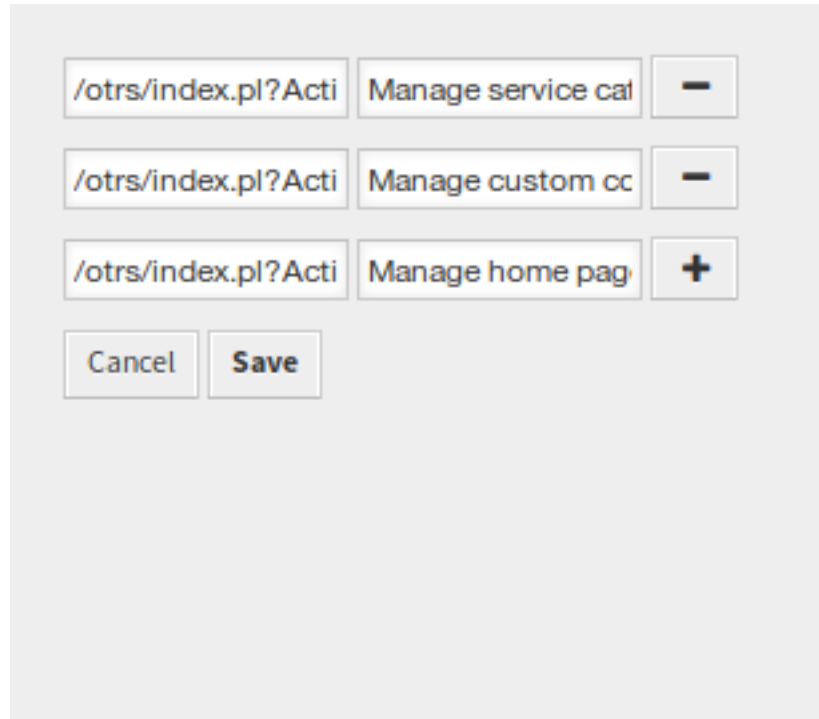


Fig. 20: Add the Items Manually

Show the Results of a Search Clicking on the edit button a new widget will be visible to add the items.

7.3.5 Content Cards

The link lists are displayed in a separate row in the external interface.

Row Title This is an optional title for the row, that contains this widget in the external interface.

You can add up to three content cards by clicking on the *Add* button in the top right corner of the widget.

Title * The heading text that are displayed in this item.

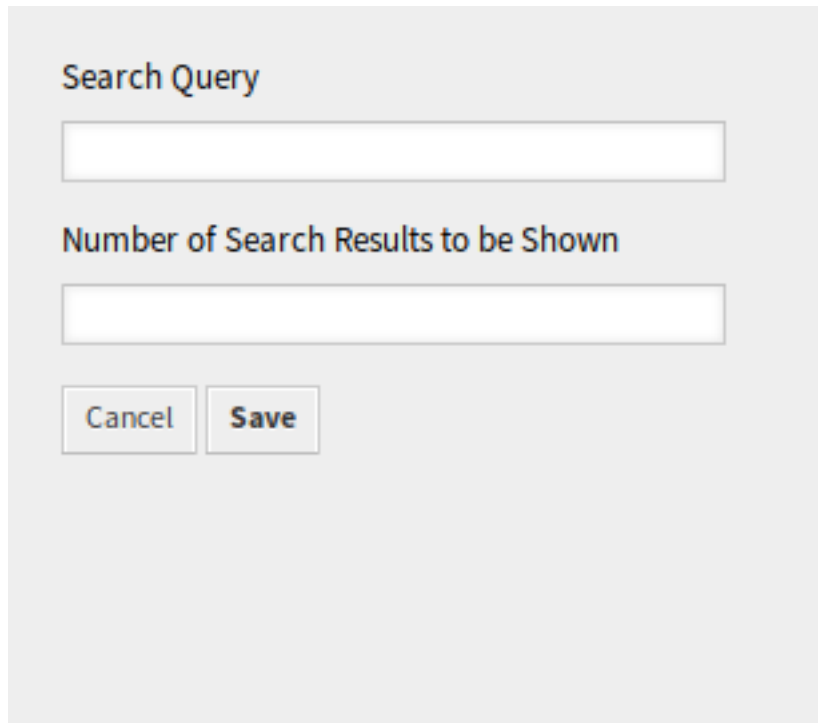
Text * The text for this item.

Link Text Add the text for the *show more* link.

Link Target An URL that will be opened after clicking on this item in the external interface.


7.4 Layout

Use this screen to edit the layout displayed in external interface. The layout management screen is available in the *Layout* module of the *External Interface* group.



A dialog box with a light gray background. At the top, the text "Search Query" is displayed. Below it is a white rectangular input field. Underneath the input field, the text "Number of Search Results to be Shown" is displayed. Below this text is another white rectangular input field. At the bottom of the dialog, there are two buttons: "Cancel" on the left and "Save" on the right.

Fig. 21: Show the Results of a Search



A widget titled "Content Cards" in a dark gray header bar. In the top right corner of the header bar is a button labeled "Add". Below the header bar is a light gray area containing the text "Row Title" followed by a white rectangular input field.

Fig. 22: Content Cards Widget

★ Title ☐

Add Helpful Resources for your Users

★ Text

With OTRS 7, you can add even more helpful resources for your users like frequently asked

Link Text

Manage Teaser Cards for the Home Page

Link Target

/otrs/index.pl?Action=AdminExternalHomePage

★ Link List Type

Add the Items Manually ✎

Fig. 23: Content Card

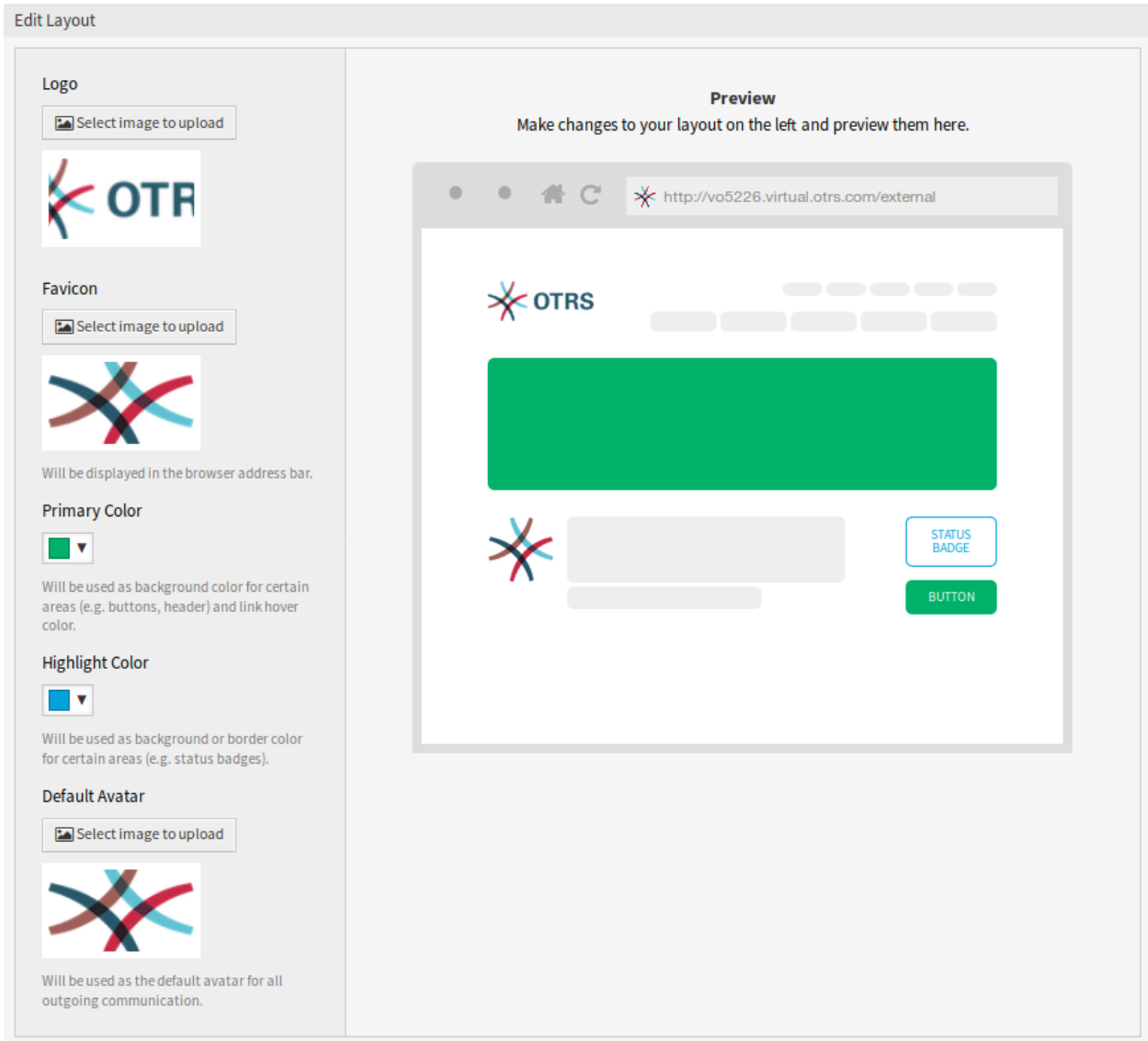


Fig. 24: Edit Layout Screen

A fresh OTRS installation already contains a default layout. In this screen all parameters can be changed.

Warning: Make sure to save your changes when you finish. The new configuration will be immediately deployed.

Logo The logo is a small image that is displayed in the top left corner of the external pages.

To change the logo, click on the *Select image to upload* button, and select a new logo image. Recommended file format is PNG.

Favicon The *favorite icon* is an icon that is displayed in the URL bar of the web browser.

To change the favorite icon, click on the *Select image to upload* button, and select a new icon. This is usually a 16×16 pixel image in PNG or ICO format.

Primary Color Primary color is the most important color of the external pages (see the preview screen).

To change the primary color, just select a new color from the color palette. You can choose from the pre-selected colors or define other colors by choosing it from the color selector or typing the hexadecimal value. The new color will be displayed in the preview widget immediately.

Highlight Color Highlight color is the second color of the external pages using for status badges, links, etc.

To change the highlight color, just select a new color from the color palette. You can choose from the pre-selected colors or define other colors by choosing it from the color selector or typing the hexadecimal value. The new color will be displayed in the preview widget immediately.

Default Avatar Will be used as the default avatar for all outgoing communication.

To change the avatar, click on the *Select image to upload* button, and select a new avatar image.

Custom CSS Use this text area to add custom CSS to be applied in the external interface.

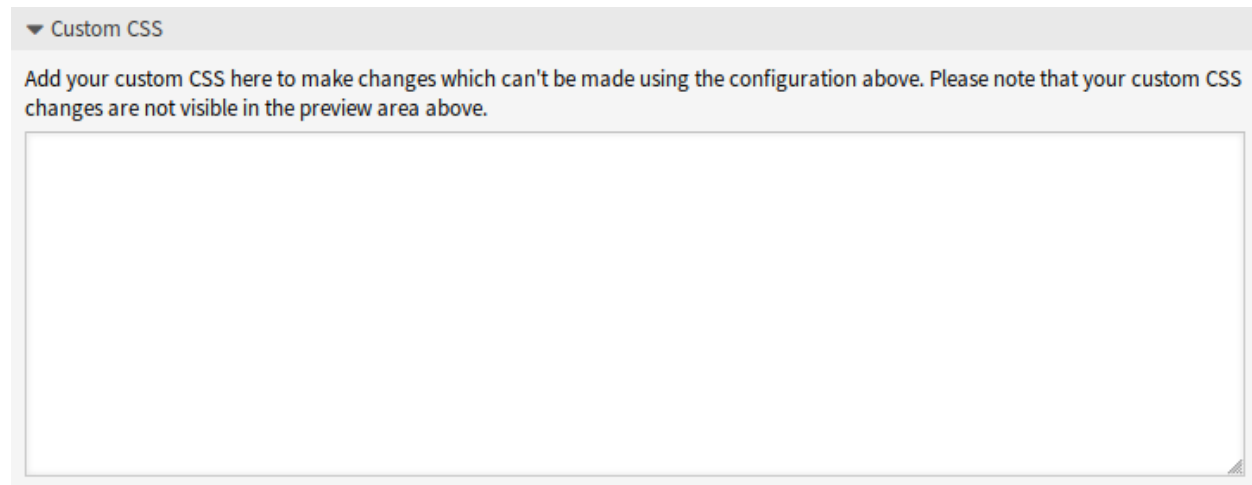


Fig. 25: Custom CSS Widget

7.4.1 Include Custom Scripts

External interface application has been built with security-first mindset in place. It contains several mechanisms to make sure that all code in the front end is provided directly by the OTRS framework.

In addition, a security standard called [Content Security Policy](#) headers is now leveraged by the built-in web server. It serves as a last line of defense and in case some unexpected code still makes it to the client, it will make sure that the user's browser simply refuses to run it.

However, a use-case still exists in which even a modern web application might still need to run some additional code, provided it is vetted and included by the administrators. One example could be an external integrated chat solution, but could also be an inline code snippet used for external web analytics.

See also:

Including custom scripts can be done in the [System Configuration](#) with the following settings:

- ExternalFrontend::ExternalScripts
- ExternalFrontend::InlineScripts
- WebApp::Server::AdditionalOrigins

Web Analytics Example

In this example, we outline the steps to include custom scripts used by a web analytics provider in the external interface application. They will be run each time the application is used in order to track and report the behavior of the user for later analysis.

We start with the provided code snippet below, from a third party provider.

```
<script async src="https://www.example.com/track/js?id=UA-XXXXXX-Y"></script>
<script>
  window.dataLayer = window.dataLayer || [];
  function track() {dataLayer.push(arguments);}
  track('js', new Date());

  track('config', 'UA-XXXXXX-Y');
</script>
```

First line of the snippet refers to an *external* resource which should be loaded by the `script` tag.

In the script block below, we have some *inline* code which is run immediately when the page is loaded.

Adding External Script Resources

First, we need to include the external script location in the appropriate configuration:

1. Go to the [System Configuration](#) screen.
2. Search for the setting `ExternalFrontend::ExternalScripts`.
3. Click on the setting in order to edit it.
4. In case a value is already present, click on the plus button. Otherwise, proceed below.
5. Enter the full location of the *external* resource in the text field. For example: `https://www.example.com/track/js?id=UA-XXXXXX-Y`.
6. Click on the check mark in order to save the modified setting.
7. Deploy the modified system configuration.

Adding Inline Code Snippets

Next, we have to also include the inline part of the original snippet:

1. Go to the *System Configuration* screen.
2. Search for the setting `ExternalFrontend::InlineScripts`.
3. Click on the setting in order to edit it.
4. In case a value is already present, click on the plus button. Otherwise, proceed below.
5. Enter the full code snippet in the text area, minus any `script` tags. For example:

```
window.dataLayer = window.dataLayer || [];  
function track() {dataLayer.push(arguments);}  
track('js', new Date());  
  
track('config', 'UA-XXXXXX-Y');
```

6. Click on the check mark in order to save the modified setting.
7. Deploy the modified system configuration.

Rebuilding the External Interface Application

In order to apply the changes, we also need to rebuild the external interface application. Drop down to shell, and execute the following command:

```
bin/otrs.WebServer.pl --deploy-assets
```

Whitelisting Additional Origins in the Security Headers

If you now try to access the external interface application, you will be able to verify that the scripts are included in the code. However, your browser will probably block access to all *inline* and *external* resources, therefore the code might fail with some errors.

This behavior is by design, since external resources can only be loaded if they are specifically whitelisted in the *Content Security Policy* headers.

To check for blocked code, please use suitable web browser inspection tools. In our example, we will be using Mozilla Firefox and its web console available via *Tools* → *Web Developer* → *Web Console* menu item, or via the *F12* shortcut key.

For the example code snippet, you might receive following errors in the console when the application is accessed:

From the console errors we can see that the external script resource was prevented from being loaded (lines 1 and 3). In addition to that, two evaluation calls were also blocked (lines 2 and 5). All errors reference a *Content Security Policy* rule under the name of `script-src`, which signals script resources.

We need to add both the external resource and the evaluation calls to the additional origins list of the *Content Security Policy* headers:

1. Go to the *System Configuration* screen.
2. Search for the setting `WebApp::Server::AdditionalOrigins`.
3. Click on the setting in order to edit it.

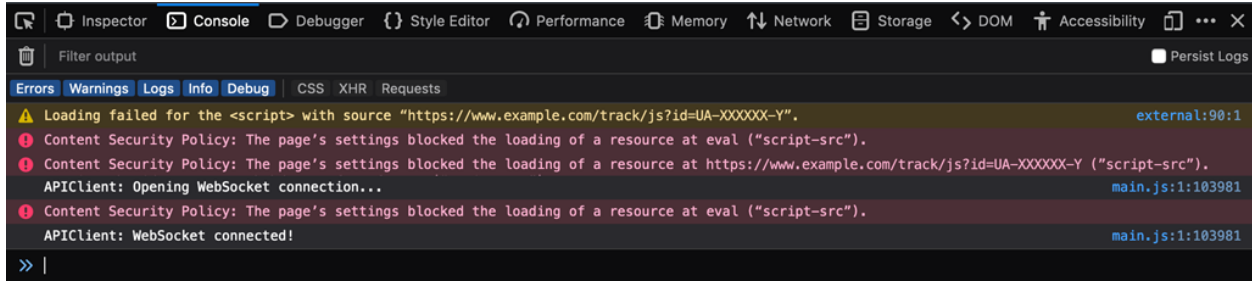


Fig. 26: Browser Console Errors and Warnings

4. In case a value for `script-src` is already present, click on the plus button next to it. Otherwise, proceed below.
5. Enter the domain part only of the blocked resource in the text field. For example: `https://www.example.com`. This allows the external resource to be loaded.
6. Click on the plus button next to the field, so another value is added.
7. Enter the following directive in the new field, including the quotes: `'unsafe-eval'`. This allows the evaluation calls to be executed.
8. Click on the check mark in order to save the modified setting.
9. Deploy the modified system configuration.

There is no need to rebuild the external interface application at this point, as the additional origins configuration should be immediately in effect.

If you reload the external interface application, you might get some additional errors. In our example, it might be the following:

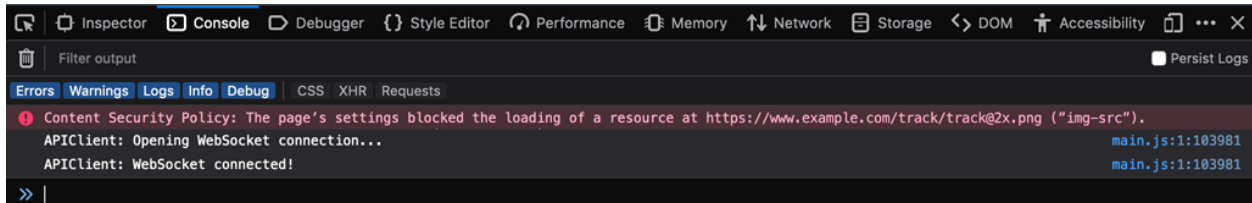


Fig. 27: Additional Browser Console Errors and Warnings

This error points that an additional resource that was also blocked, an image at a specific location (line 1). We can deduce this via the name of the *Content Security Policy* rule `img-src`, which references an image resource. In order to add it to the whitelist, try the following:

1. Go to the *System Configuration* screen.
2. Search for the setting `WebApp::Server::AdditionalOrigins`.
3. Click on the setting in order to edit it.
4. In case a value for `img-src` is already present, click on the plus button next to it. Otherwise, proceed below.
5. Enter the domain part only of the blocked resource in the text field. For example: `https://www.example.com`. This allows the external image resource to be loaded.
6. Click on the check mark in order to save the modified setting.

7. Deploy the modified system configuration.

Try again to reload the external interface application and check if there are more errors. If not, your scripts are now probably working as expected.

Unfortunately, it is not possible to predict what kind of resources your scripts might be requiring. But, no worries, you can whitelist most of them, just make sure to follow the trail of hints shown in the browser console log. Find a corresponding header rule in the configuration and update it accordingly.

Note: Some resources might only be requested by others, hence several iterations might be needed until everything is configured properly.

Warning: Whitelisting external resources opens potential security risks in your OTRS application! Only allow those resources that you are sure are not malicious and come from reputable sources. Keep in mind that if something is secure today, does not mean it will be tomorrow. Stay safe!

OTRS Group Services

A strong partner is good to have when dealing with mission-critical systems. Whether it be maintenance or for consuming cloud services, your partner should be tightly integrated.

The following chapter describes the tools you have available to integrate your system with the powerful cloud service offered by the *OTRS Group*.

8.1 Cloud Services

Use this screen to add cloud services to the system. A fresh OTRS installation doesn't contain any configured cloud services by default. The cloud service management screen is available in the *Cloud Services* module of the *OTRS Group Services* group.

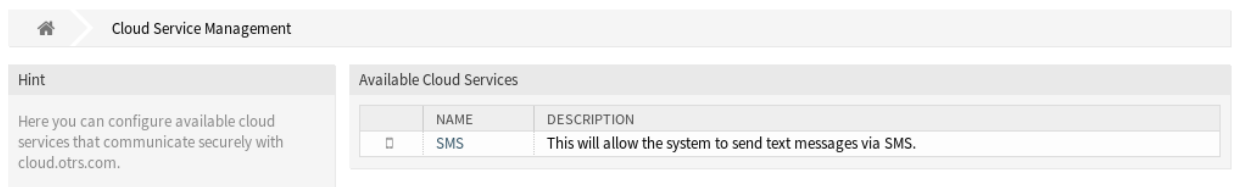


Fig. 1: Cloud Service Management Screen

8.1.1 Manage Cloud Services

Activate SMS Cloud Service

To be able to use SMS cloud service in OTRS, you have to activate it first. To activate the SMS cloud service:

1. Click on the *Activate SMS Cloud Service* button in the left sidebar.

2. Fill in the required fields.
3. Click on the *Save* button.

Configuration

Name: SMS

★ Phone field for agent:
Agent data field from which the mobile phone number for sending messages via SMS should be taken.

★ Phone field for customer:
Customer data field from which the mobile phone number for sending messages via SMS should be taken.

★ Sender string:
Will be shown as sender name of the SMS (Not longer than 11 characters).

Allowed role members:
If selected, only agents assigned to these roles will be able to receive notifications via SMS (optional).

Perform URL shortening:
Perform URL shortening before sending the message.

Phone black list:
A blacklist of telephone numbers where it is forbidden to send SMS messages to. Phone numbers must be added in international format without spaces, e.g. +491791234567, one number per field.

Comment:

Validity:

In order to be able to use the SMS transmission feature of the OTRS AG, I hereby declare that I have read and understood the [Data Protection Information](#).

or

Fig. 2: Add Cloud Service Screen

Configuration

The following settings are available when adding an SMS cloud service. The fields marked with an asterisk are mandatory.

Phone field for agent * Agent data field from which the mobile phone number for sending messages via SMS should be taken.

Phone field for customer * Customer data field from which the mobile phone number for sending messages via SMS should be taken.

Sender string * Will be shown as sender name of the SMS (Not longer than 11 characters).

Allowed role members If selected, only agents assigned to these roles will be able to receive notifications via SMS.

Perform URL shortening Perform URL shortening before sending the message.

Phone black list A blacklist of telephone numbers where it is forbidden to send SMS messages to. Phone numbers must be added in international format without spaces, e.g. +491791234567, one number per field.

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

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

Data Protection Information In order to be able to use the SMS transmission feature of the OTRS AG, the Data Protection Information needs to be read and understood.

8.2 Support Data Collector

Support data collector is used to collect some data and sent to OTRS Group on a regular basis, if the system is registered.

Use this screen to review the data to be sent to OTRS Group. The support data collector screen is available in the *Support Data Collector* module of the *OTRS Group Services* group.

The screenshot displays the 'Support Data Collector' interface. It is divided into several sections:

- Note:** A text block explaining that data is sent to OTRS Group regularly and providing instructions to stop sending data by updating system registration. Below this are two buttons: 'System Registration' and 'Show transmitted data'.
- Manual Trigger:** A text block stating that support data sending can be manually triggered, followed by a 'Send Update' button.
- Support Bundle:** A text block explaining that a support bundle (including system registration, support data, and locally modified source code files) can be generated by pressing a button. Below this is a 'Generate Support Bundle' button.
- Cloud Services:** A section showing 'Available SMS (50)' with a red warning banner: 'Your available SMS messages are getting low. Please contact sales@otrs.com to get more SMS messages.'
- Database:** A list of database-related metrics, each with a green status indicator:
 - Outdated Tables
 - Table Presence
 - Client Connection Charset (utf8)
 - Server Database Charset (utf8)
 - Table Charset
 - InnoDB Log File Size (512 MB)
 - Invalid Default Values
 - Maximum Query Size (1024 MB)
 - Database Size (0.027 GB)
 - Default Storage Engine (InnoDB)
 - Table Storage Engine
 - Database Version (MySQL 5.7.24)

Fig. 3: Download Support Bundle Screen

8.2.1 Manage Support Data Collector

Support data collector is used to collect some data and sent to OTRS Group on a regular basis, if the system is registered. To register your system:

1. Click on the *System Registration* button in the left sidebar.
2. Follow the registration instructions.

To show what kind of data will be sent:

1. Click on the *Show transmitted data* button in the left sidebar.
2. Review the *System Registration Data* and *Support Data* in the newly opened screen.

To manually trigger the support data sending:

1. Click on the *Send Update* button in the left sidebar.

To generate a support bundle:

1. Click on the *Generate Support Bundle* button in the left sidebar.
2. Download the generated support bundle.
3. Open it with an archive manager and review the content.

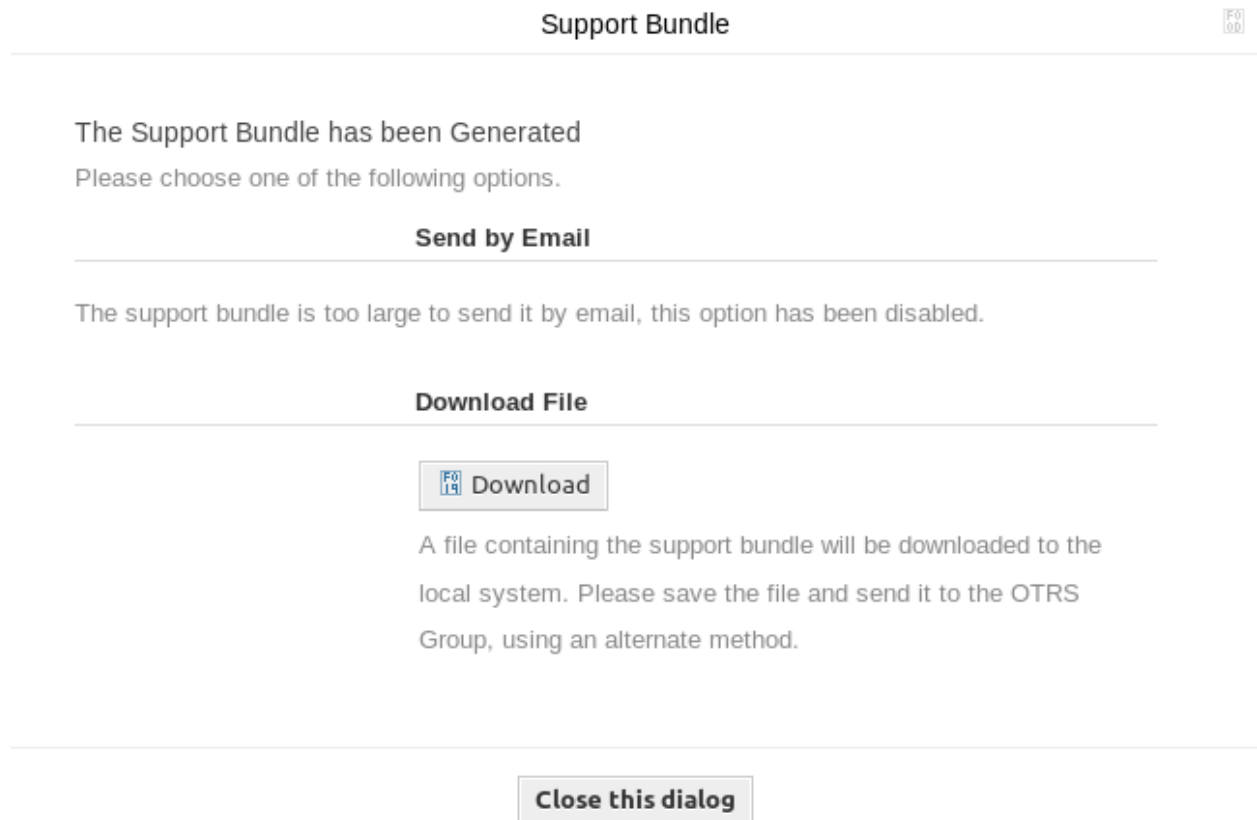


Fig. 4: Download Support Bundle Dialog

8.2.2 Collected Data

The screen contains several sections. Each section has some entries with a traffic light, that indicates the following:

- Gray LED means information, just displays a value.
- Green LED means OK, the entry has a good value.
- Yellow LED means notification, you have to check the value, but it is not an error.
- Red LED means error, you have to do something to solve the issue.

Cloud Services Section

This section displays information about OTRS cloud services.

Available SMS This entry shows information about your available SMS messages. If they are getting low, the LED changes to red.

Database Section

This section displays information about the database used by OTRS.

Outdated Tables Display the outdated database tables. Green LED means, there are no outdated tables.

Table Presence Display whether all needed tables exist in the database or not.

Client Connection Charset Display the character set for the client connection. It must be `utf8`.

Server Database Charset Display the character set of the database server. It must be `utf8`.

Table Charset Display the character set of the database table. It must be `utf8`.

InnoDB Log File Size Display the log file size for InnoDB driver. It must be at least `512 MB`.

Invalid Default Values Display the invalid default values. Green LED means, there are no invalid default values.

Maximum Query Size Display the maximum size of a database query. It must be at least `1024 MB`.

Database Size Display the size of database. This is just an information.

Default Storage Engine Display the default storage engine of the database. It must be `InnoDB`.

Table Storage Engine Display the storage engine of the database tables. It must be `InnoDB`.

Database Version Display the database driver version. Green LED means, the version is high enough.

Document Search Section

This section displays information about document search and the used cluster.

Cluster The name of the used cluster.

Cluster Health Details Display some internal variables of the used cluster.

Indices Health Display information about indices.

Indices Size Display the size of each index.

Node Health Display information about the used node.

Operating System Section

This section displays information about the running operating system and installed software components.

Environment Dependencies Display information about environment dependencies.

OTRS Disk Partition Display the disk partition to where OTRS is installed.

Information Disk Partitions Usage Display the used space per disk partitions.

Distribution Display the distribution name of the operating system.

Kernel Version Display the kernel version of the operating system.

System Load Display the system load of the operating system. The system load should be at maximum the number of CPUs the system has (e.g. a load of 8 or less on a system with 8 CPUs is OK).

Perl Version Display the version of Perl.

Free Swap Space (%) Display the free swap space as percentages. There should be more than 60% free swap space.

Used Swap Space (MB) Display the used swap space in megabytes. There should be no more than 200 MB swap space used.

OTRS Section

This section displays information about the OTRS instance.

Article Search Index Status Display information about indexed articles.

Articles Per Communication Channel Display the number of articles per communication channels.

Communication Log Display aggregated information about communications.

Communication Log Account Status (last 24 hours) Display information about communication log account status in the last 24 hours.

Concurrent Users Details Display information about the logged in users at the same time separated by hourly.

Concurrent Users Display information about the number of maximum logged in users in the same time.

Config Settings Display some important configuration settings from system configurations.

Daemon Display whether the OTRS daemon is running or not.

Database Records Display the main OTRS object and the related number of records in the database.

Default Admin Password Green LED means, that the default administrator password was changed.

Email Sending Queue Display the number of emails that are queued for sending.

Domain Name Display the fully qualified domain name set in system configuration setting [FQDN](#).

File System Writable Display whether the file system is writable or not.

Legacy Configuration Backups Green LED means, there are no legacy configuration backup files found.

Package Installation Status Green LED means, that all packages are installed correctly.

Package Framework Version Status Green LED means, that the OTRS framework version is suitable for the installed packages.

Package Verification Status Green LED means, that all installed packages are verified by the OTRS Group.

Session Config Settings Display the maximum allowed sessions per agents and customers.

Spooled Emails Display the number of emails that are in the sending pool.

SystemID Display the system identifier set in system configuration setting [SystemID](#).

Ticket Index Module Display the ticket index module set in system configuration setting [Ticket::IndexModule](#).

Invalid Users with Locked Tickets Display the number of users, who are set to invalid, but have some ticket locked for him.

Open Tickets Display the number of open tickets in the system. You will not have performance trouble until you have about 60,000 open tickets in your system.

Ticket Search Index Module Display the ticket search index module set in system configuration setting [Ticket::SearchIndex::ForceUnfilteredStorage](#).

Orphaned Records In ticket_index Table Display the number of orphaned records in `ticket_index` table.

Orphaned Records In ticket_lock_index Table Display the number of orphaned records in `ticket_lock_index` table.

Time Settings Display timezone information for OTRS, for the calendars and for users.

UI - Agent Skin Usage Display the used skins per agents.

UI - Agent Theme Usage Display the used theme on the agent interface.

UI - Special Statistics Display some statistics about personal modifications like using favorites, custom menu ordering, etc.

OTRS Version Display the version number of OTRS.

8.3 System Registration

If the free trial or the registration period is expired, the system will lock itself. In these cases you have to register your system or you have to extend the registration.

Use this screen to register your system with the OTRS Group. The registration screen is available in the *System Registration* module of the *OTRS Group Services* group.

Un-registered system

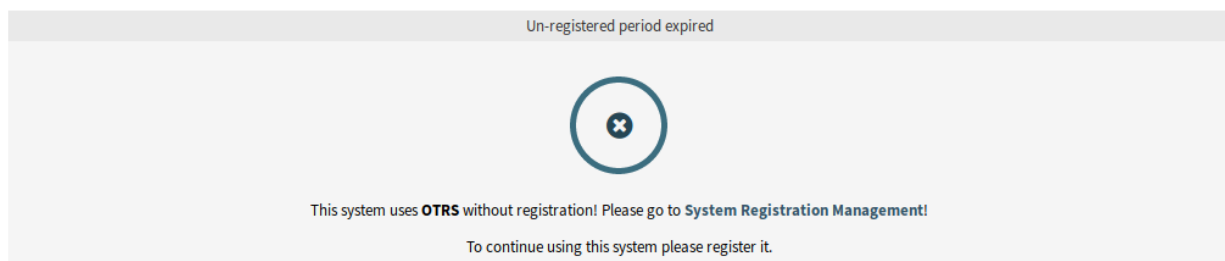


Fig. 5: Un-Registered System Screen

8.3.1 Manage System Registration

To register your system:

1. Obtain an OTRS ID. You have to register in the [OTRS Portal](#). After the registration you will get your OTRS ID.
2. Go to the *System Registration* module of the *OTRS Group Services* group, and enter your OTRS ID and your password.

Fig. 6: System Registration - Add OTRS ID

3. Click on the *Next* button.
4. Select the system type and enter a description.

ATTRIBUTE	VALUE
FQDN	otrs.example.com
OTRS Version	7.0.1
Database	MySQL 5.7.24
Operating System	ubuntu 16.04
Perl Version	5.22.1

★ System type:

Description:

Optional description of this system.

The system will send additional support data information to OTRS Group.
Support Data Collector

or Cancel

Fig. 7: System Registration - Select System Type

5. Click on the *Register* button.
6. Check your registration.

To edit the system registration:

1. Click on the *Edit details* button in the left sidebar.
2. Modify the system type and the description.
3. Click on the *Update* button.

To show the transmitted data:

1. Click on the *Show transmitted data* button in the left sidebar.
2. Review the data in JSON format.

System Registration

This system is registered with OTRS Group.

System type: **Production**

Description: **TicketSystem for my company.**

Unique ID: **8e4828921def3be97be06ca722626189**

Last communication with registration server: **11/16/2018 08:21**

Fig. 8: Registered System

System Registration

You can modify registration settings here.

★ System type:

Description:

Optional description of this system.

The system will send additional support data information to OTRS Group.
Support Data Collector

or

Fig. 9: Edit System Registration Screen

Overview of Transmitted Data

The following data is sent at minimum every 3 days from your system to cloud.otrs.com. The data will be transferred in JSON format via a secure https connection.

System Registration Data

```
{
  'DatabaseVersion' => 'MySQL 5.7.24',
  'FQDN' => 'otrs.example.com',
  'OSType' => 'Linux',
  'OSVersion' => 'ubuntu 16.04',
  'OTRSVersion' => '7.0.1',
  'PerlVersion' => '5.22.1'
};
```

Support Data

```
[
  {
    'DisplayPath' => 'Database',
    'Identifier' =>
    'Kernel::System::SupportDataCollector::Plugin::Database::DatabaseChecks::Kernel_System::DB::Check::OutdatedTables',
    'Label' => 'Outdated Tables',
    'ShortIdentifier' => 'Database::DatabaseChecks::Kernel_System::DB::Check::OutdatedTables',
    'State' => 'OK',
    'Status' => '2',
    'Value' => ''
  }
]
```

Fig. 10: Overview of Transmitted Data Screen

See also:

Detailed explanation of the fields is available in the [Support Data Collector](#) chapter.

To overview the registered system:

1. Click on the *Overview of registered systems* button in the left sidebar.
2. Log in to the [OTRS Portal](#).
3. Review the list of registered systems.

To deregister a system:

1. Click on the *Deregister system* button in the left sidebar.

Note: You can't deregister your system if you're using the **STORM powered by OTRS™** or having a valid service contract.

The chat feature allows the agents to provide real time communication with each other, with customer users or with public users. The chat feature is enabled by default.

9.1 Chat Channels

Being able to offer chat possibilities to customers is a must-have for many organizations. Depending on the amount of customer chat requests and the organization's structure, it must be possible to group chat requests.

OTRS offers chat channels with different permissions per channel, so it is, e.g. possible to have different chat channels for registered contract customers and public prospects.

Use this screen to add chat channels to the system. A fresh OTRS installation already contains a chat channel by default. The chat channel management screen is available in the *Chat Channels* module of the *Chat* group.

Manage Chat Channels

Manage Chat Channels

Actions

[+ Add Chat Channel](#)

List

NAME	GROUP	COMMENT	CUSTOMER	PUBLIC	VALIDITY	CHANGED	CREATED
Default channel	users	Default chat channel	yes	yes	valid	2020-03-25 11:43:38	2020-03-25 11:43:38
Support	users	Support channel for software issues.	yes	yes	valid	2020-03-25 13:16:03	2020-04-07 11:33:30

Fig. 1: Chat Channel Management Screen

9.1.1 Manage Chat Channels

To add a chat channel:

1. Click on the *Add Chat Channel* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

Fig. 2: Add Chat Channel Screen

Warning: Chat channels can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a chat channel:

1. Click on a chat channel in the list of chat channels.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

9.1.2 Chat Channel Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Group * Select which *Groups* can access the chat channel.

Available to customer users Select the checkbox if you want to display the chat channel for customer users.

Available to public users Select the checkbox if you want to display the chat channel for public users.

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

Edit Chat Channel

★ Name:

★ Group:

Available to customer users:

Available to public users:

★ Validity:

Comment:

or or [Cancel](#)

Fig. 3: Edit Chat Channel Screen

Comment Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

9.1.3 Manage Chat Support

Note: The chat feature is enabled by default.

To enable or disable the chat feature:

1. Go to *System Configuration* screen.
2. Navigate to *Core* → *Chat* in the navigation tree.
3. Enable or disable the setting `ChatEngine::Active`.

When the chat feature is enabled, the *Default channel* is automatically created if it does not exist.

To review all chat related settings:

1. Go to *System Configuration* screen.
2. Search for the term `ChatEngine` in the search box.
3. Review the settings.

See also:

Agents need to have at least *ro* permissions to the groups set up in the following settings:

- `ChatEngine::PermissionGroup::ChatReceivingAgents`
- `ChatEngine::PermissionGroup::ChatStartingAgents`

9.2 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 modify the fields in the configuration widget. 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.

Use this screen to generate the chat integration code. The chat integration configuration and snippet generator is available in the *Chat Integration* module of the *Chat* group.

To configure the chat and generate code snippet:

1. Select a pre-selected chat channel in the *Pre-selected channel* field.
2. Select a primary color for the chat design.
3. Customize the texts in the *Texts* section.

Note: All changes made in the *Configuration* tab will not be saved. Every time you open this dialog, all fields will be reset to default values.

4. You can check the result in the *Preview* widget.

Note: The preview uses the real chat module. Other agents have to be available for chatting to preview all features.

5. Copy the code snippet from the *Integration Code* widget and paste it into your website right before the `</body>` element.

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

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

Configuration

General Settings

Pre-selected channel: Primary color of the chat design:

Texts

Chat conversations title: No chat conversations: New conversation link: Incoming chat requests title: Outgoing chat requests title: Active chats title: Closed chats title: Create chat title: No available agents message: User name field label: User name field placeholder: Chat channels label: Chat conversation title: Chat removed message: Chat close link: Chat closed message: Next steps link: No answer message: Pending request message: Try again message: Close chat modal title: Close chat modal message: Close chat confirm button: Close chat cancel button: Chat message placeholder: Send email title: Send email field placeholder: Send email button:

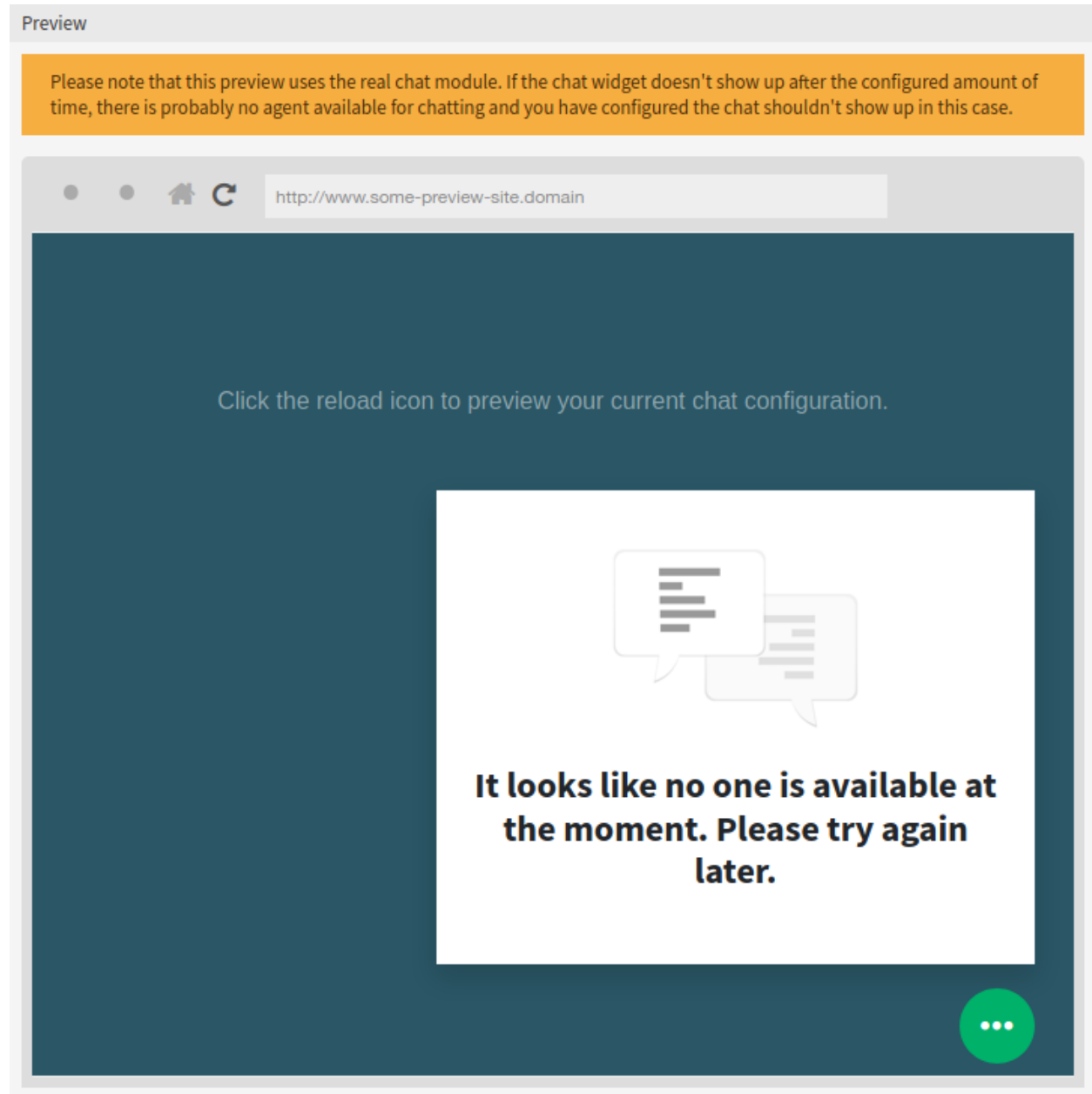


Fig. 5: Chat Integration – Preview

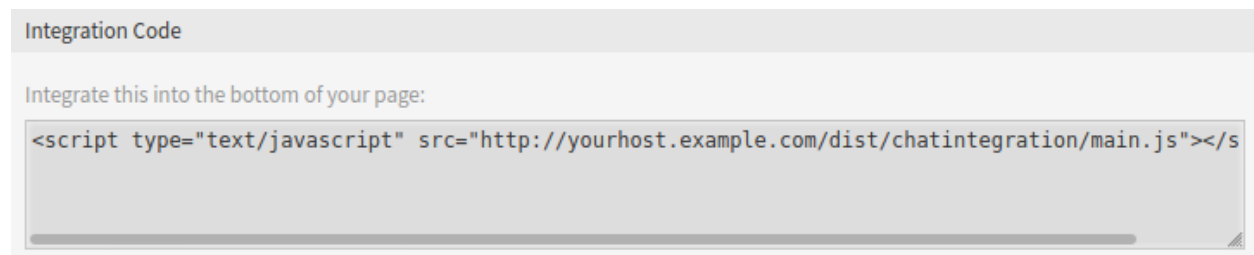


Fig. 6: Chat Integration – Integration Code

Any system requires configuration. Configuring a system should be an easy task and the tools for configuration fit-for-purpose.

OTRS offers several administration tools to configure, monitor, control and extend OTRS.

10.1 Calendars

When working with customers, resource planning and scheduling can be a complex task. Appointments enable you to meet your customers where and whenever needed.

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

Use this screen to manage calendars in the system. A fresh OTRS installation contains no calendars by default. The calendar management screen is available in the *Calendars* module of the *Administration* group.

	NAME	GROUP	VALIDITY	CHANGED	CREATED	EXPORT	DOWNLOAD	URL
	Test Calendar	admin	valid	2018-11-06 13:51:32	2018-11-06 13:51:32			

Fig. 1: Calendar Management Screen

10.1.1 Manage Calendars

To add a new calendar:

1. Click on the *Add Calendar* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Save* button.

▼ Add new Calendar

Calendar

★ Calendar name:

★ Color:

★ Permission group:

★ Validity:

Fig. 2: Add New Calendar Screen

Warning: Calendars can not be deleted from the system. They can only be deactivated by setting the *Validity* option to *invalid* or *invalid-temporarily*.

To edit a calendar:

1. Click on a calendar in the list of calendars.
2. Modify the fields.
3. Click on the *Save* or *Save and finish* button.

▼ Edit Calendar

Calendar

★ Calendar name:

★ Color:

★ Permission group:

★ Validity:

Fig. 3: Edit Calendar Screen

To export a calendar:

1. Click on the export icon in the list of calendars.
2. Choose a location in your computer to save the `Export_Calendar_CalendarName.yml` file.

To import calendars:

1. Click on the *Browse...* button in the left sidebar.
2. Select a previously exported `.yml` file.
3. Click on the *Overwrite existing entities* checkbox, if you would like to overwrite the existing calendars.

4. Click on the *Import Calendar* button.

Note: If several calendars are added to the system, use the filter box to find a particular calendar by just typing the name to filter.

10.1.2 Calendar Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

General Calendar Settings

Calendar name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Color * The calendar color that will be displayed in the calendar overview screens.

To change the calendar color, just select a new color from the color palette. You can choose from the pre-selected colors or define other colors by choosing it from the color selector or typing the hexadecimal value.

Permission group * Select which *Groups* can access the calendar.

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.
- Read/write: users can manage the calendar itself.

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

Calendar Ticket Appointments

Define rules for creating automatic appointments in this calendar based on ticket data. To add a new rule, click on the *Add Rule* button.

Start date Select a start date for the ticket appointment.

End date Select the end date for the ticket appointment.

Queues * Select one or more queues to narrow down for which tickets appointments will be automatically created.

Search attributes Additional search attributes can be added for further filtering by selecting an attribute and clicking on the button.

▼ 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.

Fig. 4: Calendar Settings - Ticket Appointments

10.1.3 Import Appointments

If at least one calendar have been added to the system, it is possible to import some appointments into the calendar.

To import some appointments:

1. Click on the *Import Appointments* button in the left sidebar.
2. Upload an iCal file and select a calendar.
3. Click on the *Import appointments* button.

Import Appointments

* Upload: Nincs kijelölve fájl.

* Calendar:

Update existing appointments?

All existing appointments in the calendar with same UniqueID will be overwritten.

or Cancel

Fig. 5: Import Appointments Screen

Upload * Click on the *Browse...* button, and select a valid iCal (.ics) file to upload.

Calendar * Select an available calendar.

Note: If desired calendar is not listed here, please make sure that you have at least *create* permis-

sions.

Update existing appointments? If checked, all existing appointments in the calendar with same UniqueID will be overwritten.

10.2 FAQ Category

Use this screen to manage categories available in FAQ articles. A fresh OTRS installation already contains a category by default. The category management screen is available in the *FAQ Category* module of the *Administration* group.

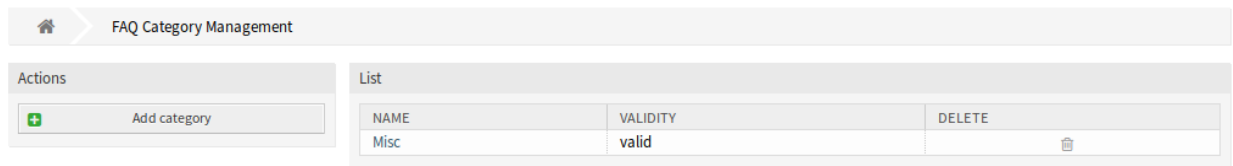


Fig. 6: FAQ Category Management Screen

10.2.1 Manage FAQ Categories

To add a category:

1. Click on the *Add category* button in the left sidebar.
2. Fill in the required fields.
3. Click on the *Submit* button.

Add Category

★ Name:

Subcategory of:

★ Permission:

Agent groups that can access articles in this category.

Validity:

★ Comment:

Will be shown as comment in Explorer.

or

Fig. 7: Add Category Screen

To edit a category:

1. Click on a category in the list of categories.
2. Modify the fields.
3. Click on the *Submit* button.

Edit Category

★ Name:

Subcategory of:

★ Permission:

Agent groups that can access articles in this category.

Validity:

★ Comment:

Will be shown as comment in Explorer.

or

Fig. 8: Edit Category Screen

To delete a category:

1. Click on the trash icon in the list of categories.
2. Click on the Yes button in the confirmation dialog.

List

NAME	VALIDITY	DELETE
Misc	valid	

Fig. 9: Delete Category Screen

10.2.2 FAQ Category Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The name of this resource. Any type of characters can be entered to this field including uppercase letters and spaces. The name will be displayed in the overview table.

Subcategory of It is possible to add the new category under an existing one as sub-category. This will be displayed as *Parent Category::Child Category*.

Permission * Agent groups that can access articles in this category.

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

Comment * Add additional information to this resource. It is recommended to always fill this field as a description of the resource with a full sentence for better clarity, because the comment will be also displayed in the overview table.

10.3 FAQ Language

Use this screen to manage languages available in FAQ articles. A fresh OTRS installation already contains some languages by default. The language management screen is available in the *FAQ Language* module of the *Administration* group.

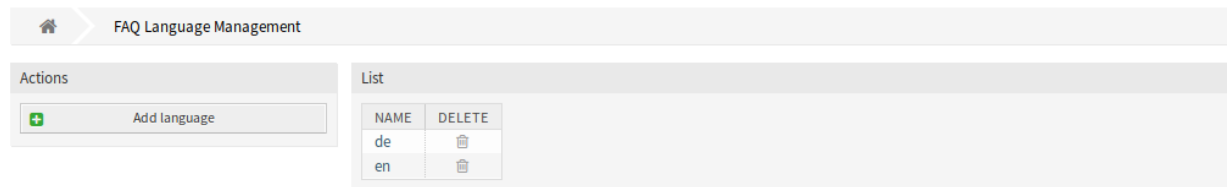


Fig. 10: FAQ Language Management Screen

10.3.1 Manage FAQ Languages

To add a language:

1. Click on the *Add language* button in the left sidebar.
2. Fill in the required field.
3. Click on the *Submit* button.

Fig. 11: Add Language Screen

To edit a language:

1. Click on a language in the list of languages.
2. Modify the field.
3. Click on the *Submit* button.

To delete a language:

1. Click on the trash icon in the list of languages.
2. Click on the *Yes* button in the confirmation dialog.

Edit Language

★ Name:

or

Fig. 12: Edit Language Screen

List

NAME	DELETE
de	
en	

Fig. 13: Delete Language Screen

10.3.2 FAQ Language Settings

The following setting is available when adding or editing this resource. The fields marked with an asterisk are mandatory.

Name * The ISO 639-1 code of a language.

10.4 Package Manager

Modular systems can be extended by adding additional software packages to the framework. Administrators need an easy way to see which features are installed in which version and for sure to add, update and remove packages.

OTRS uses a package manager to perform all package-related activities as mentioned above in the graphical interface.

Note: This module is only available when using *On-Premise* or the *((OTRS)) Community Edition*. To see a list of installed modules, you may also see the [Support Data Collector](#).

Use this screen to install and manage packages that extend the functionality of OTRS. The package manager screen is available in the *Package Manager* module of the *Administration* group.

10.4.1 Manage Packages

Warning: The installation of packages which are not verified by the OTRS Group is not possible by default.

See also:

You can activate the installation of not verified packages in the system configuration setting `Package::AllowNotVerifiedPackages`.

Package Manager

Actions

Tallózás... Nincs kijelölve fájl.

Install Package

OTRS::ITSM 7 Master

Update repository information

Online Repository

NAME	VERSION	VENDOR	DESCRIPTION	ACTION
No data found.				

Local Repository

NAME	VERSION	VENDOR	DESCRIPTION	STATUS	ACTION
No data found.					

Features for OTRS customers with service package only → sales@otrs.com

With a service package, you can benefit from the following optional features. Please make contact with sales@otrs.com if you need more information.

NAME	DESCRIPTION
Customer Event Ticket Calendar	With this Feature Add-on, time periods specified in a ticket are displayed as calendar entries. This allows appointments to appear in the customer interface in such a way that customers can easily see information about availability or scheduling, such as when they want to find the date of a WebEx meeting. The post Customer Event Ticket Calendar first appeared on OTRS.
Service Responsible	Typically, an inbound ticket is first assigned to an edit group/team, known as a queue, by an agent. This agent usually has no knowledge of which employee on the respective team should handle the request. The ticket is then reopened by the team that manages the queue, and it is assigned to the person who [...] The post Service Responsible first appeared on OTRS.

Fig. 14: Package Manager Screen

Install Packages

To install a package from online repository:

1. Select an online repository from the drop-down in the left sidebar.
2. Click on the *Update repository information* button to refresh the available package list.
3. Select a package from the *Online Repository* widget and click on the *Install* in the last column.
4. Follow the installation instructions.
5. After installation, the package is displayed in the *Local Repository* widget.

Online Repository					
NAME		VERSION	VENDOR	DESCRIPTION	ACTION
OTRSAdvancedEditor		7.0.1	OTRS AG	This package enables TemplateToolkit code snippets i...	Install
OTRSCIAssignmentAttributeDynamicFieldMap		7.0.1	OTRS AG	This package provides add/remove of service and SLA ...	Install
OTRSCICustomSearch		7.0.1	OTRS AG	Adds an additional ConfigItem search screen, where i...	Install
OTRSCIReferences		7.0.1	OTRS AG	This package adds the possibility to add additional ...	Install

Fig. 15: Online Repository Widget

See also:

The repository list can be changed in system configuration setting `Package::RepositoryList`.

To install a package from file:

1. Click on the *Browse...* button in the left sidebar.
2. Select an `.opm` file from your local file system.
3. Click on the *Install Package* button.
4. Follow the installation instructions.
5. After installation, the package is displayed in the *Local Repository* widget.


Local Repository						
NAME		VERSION	VENDOR	DESCRIPTION	STATUS	ACTION
OTRSAdvancedEditor		7.0.1	OTRS AG	This package enables TemplateToolkit code snippets i...	installed	Uninstall

Fig. 16: Local Repository Widget

Update Packages

To update a package from online repository:

1. Check the available packages in the *Online Repository* widget if there is *Update* in the *Action* column.
2. Click on the *Update* link.
3. Follow the update instructions.
4. After updating, the package is displayed in the *Local Repository* widget.

To update a package from file:

1. Click on the *Browse...* button in the left sidebar.
2. Select an `.opm` file which is newer than the installed package.
3. Click on the *Install Package* button.
4. Follow the update instructions.
5. After updating, the package is displayed in the *Local Repository* widget.

To update all packages:

1. Click on the *Update all installed packages* button in the left sidebar.
2. Follow the update instructions.
3. After updating, the package is displayed in the *Local Repository* widget.

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).

Reinstall Packages

If at least one of the package files are modified locally, the package manager marks the package as broken, and need to reinstall.

To reinstall a package:

1. Select the package from the *Local Repository* widget that are marked for reinstall.
2. Click on the *Reinstall* link in the *Action* column.
3. Follow the installation instructions.

Uninstall Packages

To uninstall a package:

1. Select the package from the *Local Repository* widget.
2. Click on the *Uninstall* link in the *Action* column.
3. Follow the uninstall instructions.


Local Repository						
NAME		VERSION	VENDOR	DESCRIPTION	STATUS	ACTION
OTRSAdvancedEditor		7.0.1	OTRS AG	This package enables TemplateToolkit code snippets i...	installed	Uninstall

Fig. 17: Local Repository Widget

10.5 Performance Log

Performance is always a crucial topic for web-based applications. Administrators need to have the possibility to see which activities use which time to execute over time to identify potential increases over time and take proper measures.

OTRS supports this requirement with the performance log. The performance log can, when it is activated, log activities and display various activity types and their min/max/average response time and a number of requests for different time frames.

Use this screen to view the performance log of OTRS. The log overview screen is available in the *Performance Log* module of the *Administration* group.

Note: To be able to see performance log in OTRS, you have to enabled its setting first.

If the performance log is enabled, OTRS collects all the information about requests and responses in an overview table.

Clicking on an entry will show the details.

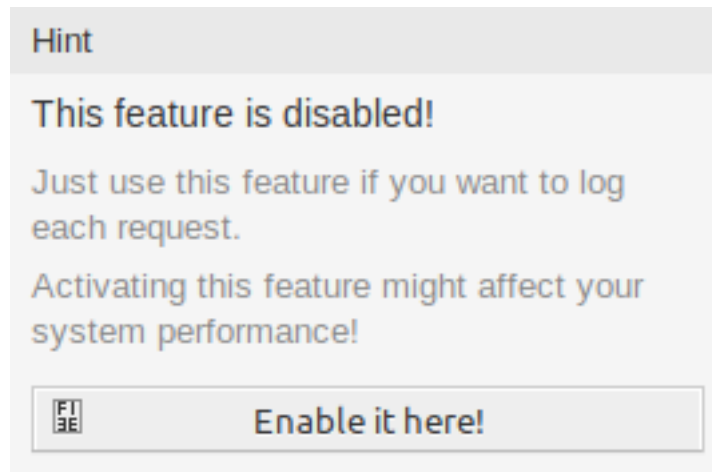


Fig. 18: Enable Performance Log Support

10.6 Session Management

Administrators of web-based applications need to have access to the information who's connected to the system and, if required, delete unwanted sessions.

OTRS offers the session management to quickly get an overview of agent and customer sessions, unique agents and customers currently logged in and the ability to kill sessions with just a mouse click.

Use this screen to manage logged in user sessions in the system. The session management screen is available in the *Session Management* module of the *Administration* group.

10.6.1 Manage Sessions

To see a logged in user session:

1. Select a logged in user from the list of sessions.
2. Click on the token.
3. See the details.

To kill a session:

1. Select a logged in user from the list of sessions.
2. Click on the *Kill this session* link in the *Kill* column.

Warning: Clicking the *Kill this session* link removes the session immediately without confirmation. The unsaved work of the user will be lost!

To kill all sessions:

1. Click on the *Kill all sessions* button in the left sidebar.

Warning: Clicking the *Kill all session* link removes all sessions immediately without confirmation. The unsaved work of the users will be lost!

Overview

Range (last 5 m)

INTERFACE	REQUESTS	MIN RESPONSE	MAX RESPONSE	AVERAGE RESPONSE
Agent	4	0s	1s	0.75s
Admin	2	0s	1s	0.5s
AdminSystemConfiguration&AJAXNavigati...	1	1s	1s	1s
AdminSystemConfiguration;ChallengeTok...	1	1s	1s	1s

Range (last 30 m)

INTERFACE	REQUESTS	MIN RESPONSE	MAX RESPONSE	AVERAGE RESPONSE
Agent	4	0s	1s	0.75s
Admin	2	0s	1s	0.5s
AdminSystemConfiguration&AJAXNavigati...	1	1s	1s	1s
AdminSystemConfiguration;ChallengeTok...	1	1s	1s	1s

Range (last 1 h 0 m)

INTERFACE	REQUESTS	MIN RESPONSE	MAX RESPONSE	AVERAGE RESPONSE
Agent	4	0s	1s	0.75s
Admin	2	0s	1s	0.5s
AdminSystemConfiguration&AJAXNavigati...	1	1s	1s	1s
AdminSystemConfiguration;ChallengeTok...	1	1s	1s	1s

Range (last 2 h 0 m)

INTERFACE	REQUESTS	MIN RESPONSE	MAX RESPONSE	AVERAGE RESPONSE
Agent	4	0s	1s	0.75s
Admin	2	0s	1s	0.5s
AdminSystemConfiguration&AJAXNavigati...	1	1s	1s	1s
AdminSystemConfiguration;ChallengeTok...	1	1s	1s	1s

Range (last 1 d 0 h)

INTERFACE	REQUESTS	MIN RESPONSE	MAX RESPONSE	AVERAGE RESPONSE
Agent	4	0s	1s	0.75s
Admin	2	0s	1s	0.5s
AdminSystemConfiguration&AJAXNavigati...	1	1s	1s	1s
AdminSystemConfiguration;ChallengeTok...	1	1s	1s	1s

Range (last 2 d 0 h)

INTERFACE	REQUESTS	MIN RESPONSE	MAX RESPONSE	AVERAGE RESPONSE
Agent	4	0s	1s	0.75s
Admin	2	0s	1s	0.5s
AdminSystemConfiguration&AJAXNavigati...	1	1s	1s	1s
AdminSystemConfiguration;ChallengeTok...	1	1s	1s	1s

Fig. 19: Performance Log Screen

Range (last 5 m)

Interface: Agent, **Module:** -, **Period:** 1 minutes

DATE	REQUESTS	MIN	MAX	AVERAGE	
11/08/2018 09:17	7	0s	0s	0s	<div style="width: 100%; height: 10px; background-color: orange;"></div>
11/08/2018 08:17	0	0s	0s	0s	
11/08/2018 07:17	0	0s	0s	0s	
11/08/2018 06:17	0	0s	0s	0s	
11/08/2018 05:17	0	0s	0s	0s	

Fig. 20: Performance Log Details Screen

Session Management

Actions

All sessions	2
Agent sessions	2
Customer sessions	0
Unique agents	1
Unique customers	0

Filter for Sessions

Just start typing to filter...

List

SESSION / TOKEN	TYPE	USER	KILL
Bpl9mfwJDBVtazXPg1wT4ERmditTYPx	Agent	Admin OTRS	Kill this session
l5wVlu8FcWEini4NUih44nUVithx8Tc	Agent	Admin OTRS	Kill this session

Fig. 21: Session Management Screen

Detail Session View for: umdLJrc9smVwEYcLwIQaJJ3fUen2j0TM - Admin OTRS

KEY	VALUE
AdminCommunicationLogPageShown	25
AdminDynamicFieldsOverviewPageShown	25
AgentDocumentSearchPageShown	10
ChangeTime	2018-09-18 15:17:44
CreateTime	2018-09-18 15:17:44
SessionID	umdLJrc9smVwEYcLwIQaJJ3fUen2j0TM
SessionSource	AgentInterface
UserChallengeToken	FAKfWQsnO7zHNKrnUmoLDbnHEvPucGI5
UserEmail	root@localhost
UserFAQJournalOverviewSmallPageShown	25
UserFAQOverviewSmallPageShown	25

Fig. 22: Session Management Details Screen

List

SESSION / TOKEN	TYPE	USER	KILL
umdLJrc9smVwEYcLwIQaJJ3fUen2j0TM	Agent	Admin OTRS	Kill this session

Fig. 23: Session Kill Screen

Note: If several users are logged in to the system, use the filter box to find a particular session by just typing the name to filter.

10.7 SQL Box

Note: This feature is not enabled by default. Activate the system configuration setting `Frontend::Module###AdminSelectBox` to enable this feature.

In a ticket system, it is usually possible to have statistics that show a summarized view of ticket information when needed. Sometimes, it is however required to access the database directly to have even more individual reports, allow external statistic tools to query information from the system or perform in-depth analysis of a ticket behavior.

Direct access to the database requires access to the command line which an administrator may not have. In addition to the username and password for the command line access, which is not given by all organizations, the username and password for the database are needed. These hurdles can prevent an administrator from using the database for more complex searches and operations.

OTRS offers application administrators the SQL Box in the graphical interface. It allows read access to the database. All results can be seen in the GUI or exported to CSV/Excel files.

Use this screen to query SQL statements in the system. The SQL box screen is available in the *SQL Box* module of the *Administration* group.

Fig. 24: SQL Box Screen

10.7.1 Query SQL statements

Note: The SQL statements entered here are sent directly to the application database. By default, it is not possible to change the content of the tables, only SELECT queries are allowed.

Warning: It is possible to modify the application database via SQL box. To do this, you have to enabled the system configuration setting `AdminSelectBox::AllowDatabaseModification`. Activate it to your own risk!

To execute an SQL statement:

1. Enter the SQL statement into the SQL box.
2. Select the result format.
3. Click on the *Run Query* button.

The screenshot shows a web interface titled "Options". It contains a large text input field labeled "★ SQL:" with the text "SELECT * FROM" entered. Below this is a "Limit:" field with the value "40". To the right of the "Limit:" field is a "Result format:" dropdown menu with "HTML" selected. At the bottom of the form is a button labeled "Run Query".

Fig. 25: SQL Box Widget

10.7.2 SQL Settings

The following settings are available when adding or editing this resource. The fields marked with an asterisk are mandatory.

SQL * The SQL statement to be queried.

Limit Enter a number to limit the result to at most this number of rows. Leaving this field empty means there is no limit.

Note: Don't use `LIMIT` inside the SQL statement. Always use this field to limit the number of results.

Result format The format of the SQL statement result.

HTML The results are visible below the SQL box in a new widget.

CSV The results can be downloaded in comma separated plain text format.

Excel The results can be downloaded as Microsoft Excel spreadsheet.

10.7.3 SQL Examples

To list some information about agents and output the results as HTML:

```
SELECT id, login , first_name, last_name, valid_id FROM users
```

To list all tables, you need to leave empty the *Limit* field and run the following query:

```
SHOW TABLES
```

To show the structure of the `users` table, you need to limit the results to 1 and run the following query (see the table header for the columns):

2 Results

ID	LOGIN	FIRST_NAME	LAST_NAME	VALID_ID
1	root@localhost	Admin	OTRS	1
2	sa	Super	Admin	1

Fig. 26: SQL Box Result

```
SELECT * FROM users
```

10.8 System Configuration

Modern systems have many ways to configure their behavior. Some use configuration files edited on the command line, and some use a graphical interface (and save the information to configuration files in the background), yet others use a database. Maintaining changes and auditing can sometimes be an issue, as it's not always clear who made a change. Making bulk changes is not always possible, and rolling back changes a chore.

OTRS uses a comfortable graphical interface to configure the system. All changes to the default system configuration are stored in the database and can be audited (who changed a setting and when, what was the old and what is the new value) and rolled back to a previous state in case of misconfiguration.

Comfortable search allows finding the needed settings quickly and easily.

See also:

By using the [System Configuration History](#) package, you can easily roll back changes made by users. Contact sales@otrs.com to add this feature to your system.

Use this screen to manage the system configuration settings. OTRS brings about 2200 configuration settings. The system configuration management screen is available in the *System Configuration* module of the *Administration* group.

10.8.1 Manage System Configurations

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`.

To modify a system configuration, you need to do several steps. The following example shows you, how to find, modify, deploy and reset the system configuration `FirstnameLastnameOrder`.

1. Find the system configuration by entering a search term `lastname` into to search box.

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.

2. Select the setting from the search results.
3. Click on the header of the widget to see the options.
4. Hover the mouse over the widget body to see the *Edit this setting* button.

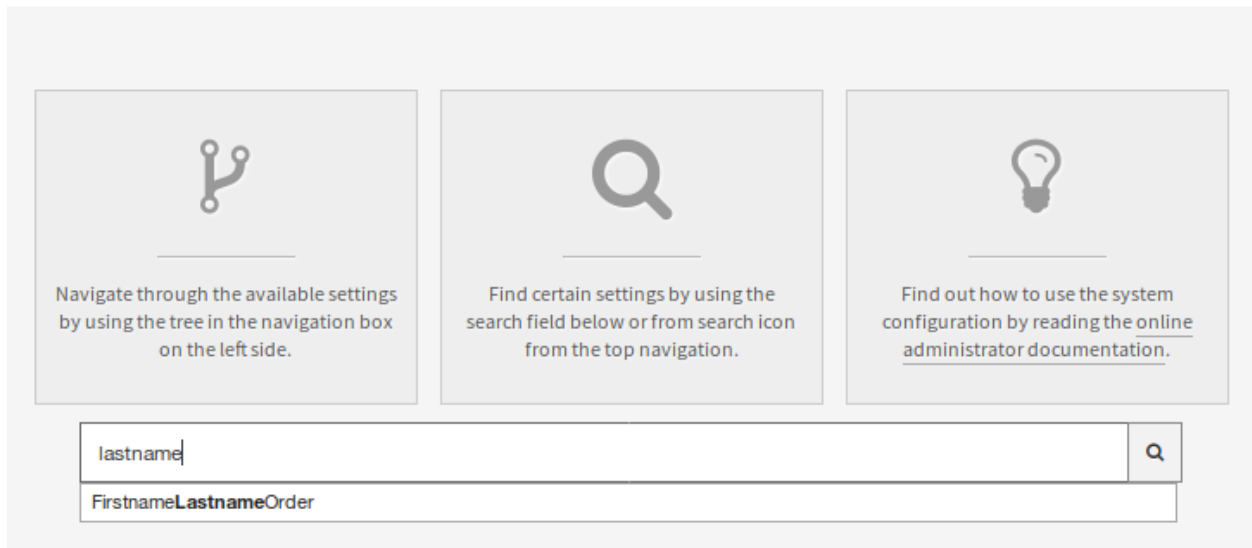


Fig. 27: System Configuration - Search For Setting

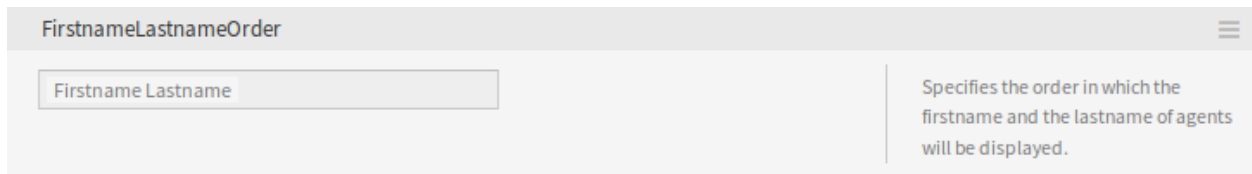


Fig. 28: System Configuration - Setting Found

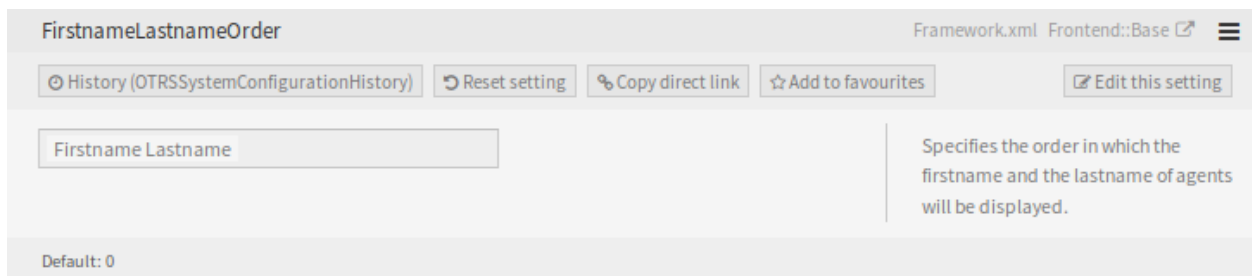


Fig. 29: System Configuration - Setting Expanded

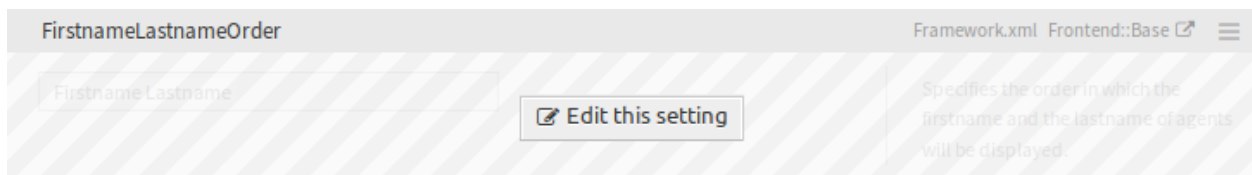


Fig. 30: System Configuration - Setting Hovered

- Click on the *Edit this setting* button to activate the edit mode. In edit mode the widget gets an orange border on the left.

Note: 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.

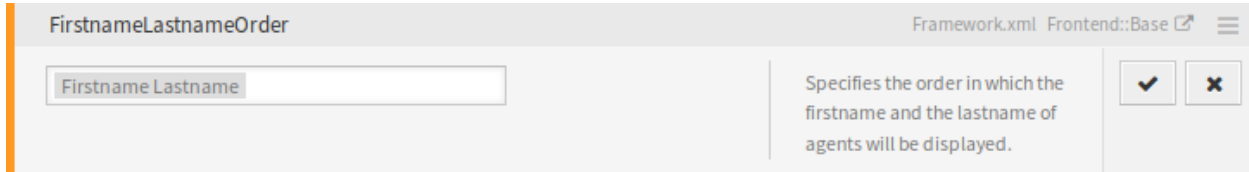


Fig. 31: System Configuration - Setting Clicked

- Change the value of the setting. 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.

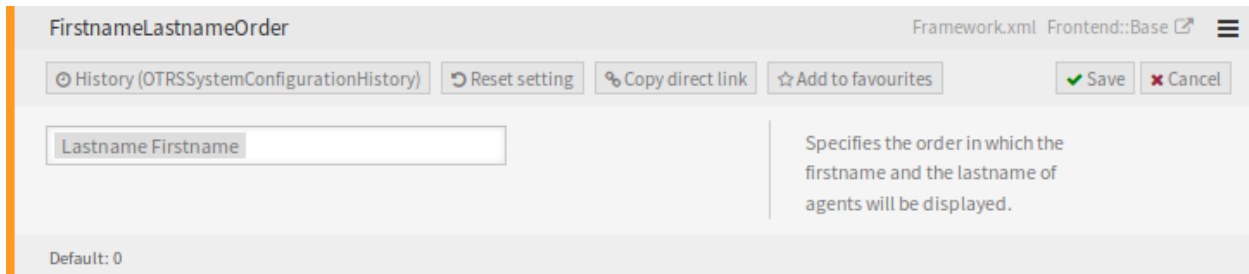


Fig. 32: System Configuration - Setting Modified

- Click on the *Save* button. If the modification is saved, the widget gets a green border on the left.

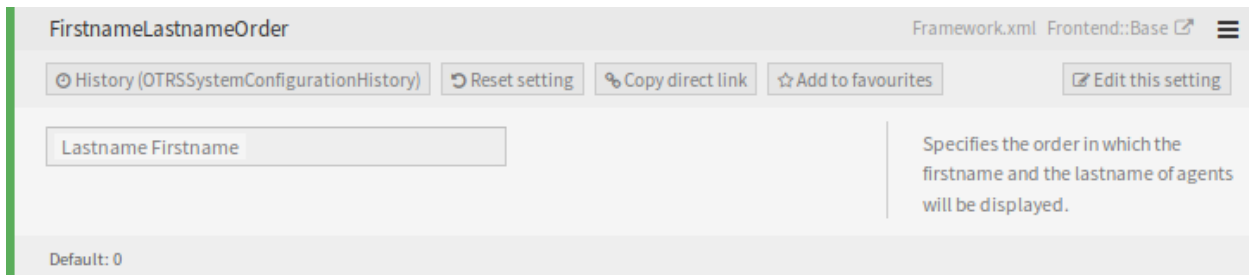



Fig. 33: System Configuration - Setting Saved

- Go back and click on the *Deployment* button in the left sidebar. You are also notified in the notification bar, that you have undeployed settings.
- Review the changes.
- You can click on the  button in the top right corner to compare the changes side-by-side.
- Click on the *Deploy selected changes* button. If several settings are changed, it is possible to deploy only the selected settings.

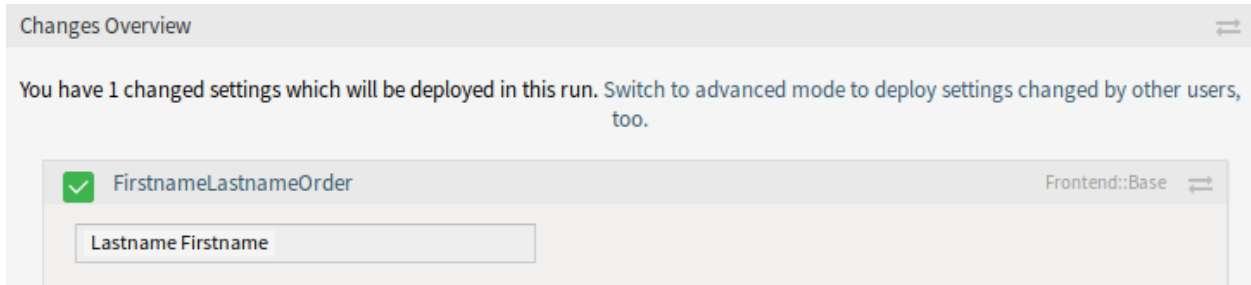


Fig. 34: System Configuration - Setting Changes

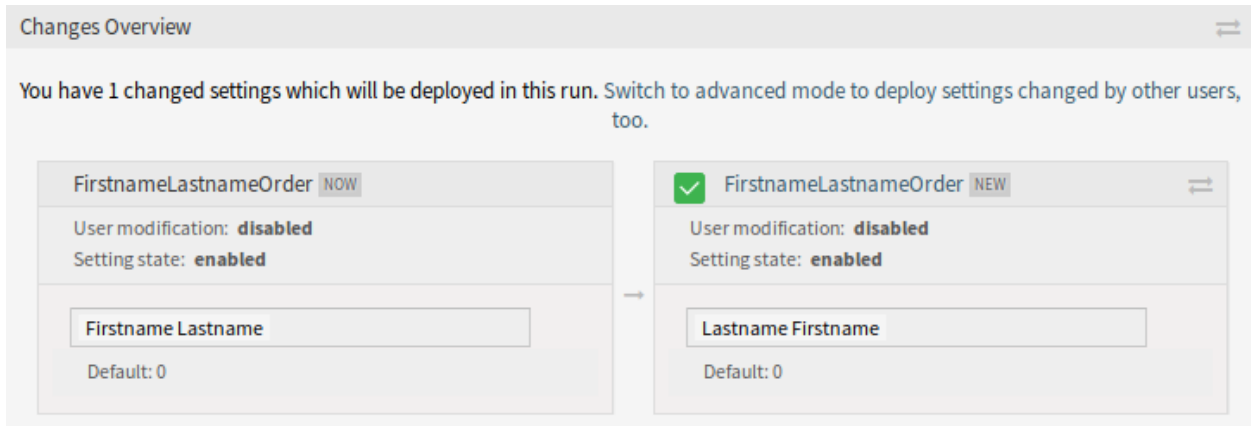


Fig. 35: System Configuration - Setting Different

12. Add a deployment comment, that explain for other administrators, what is changed and why. Use full sentence here.

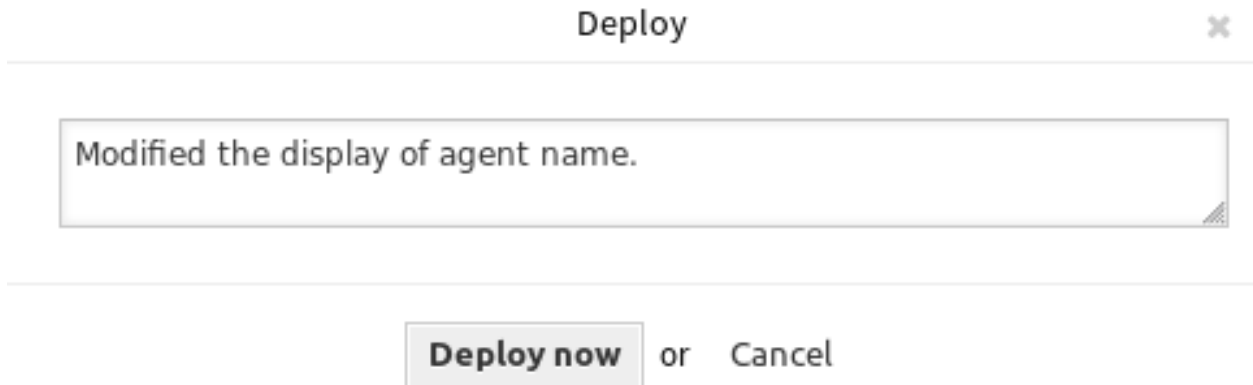


Fig. 36: System Configuration - Deploy Setting

13. Go back and search again the term `lastname` to find the modified setting. The widget has a gray border on the left to indicate, this setting is modified.

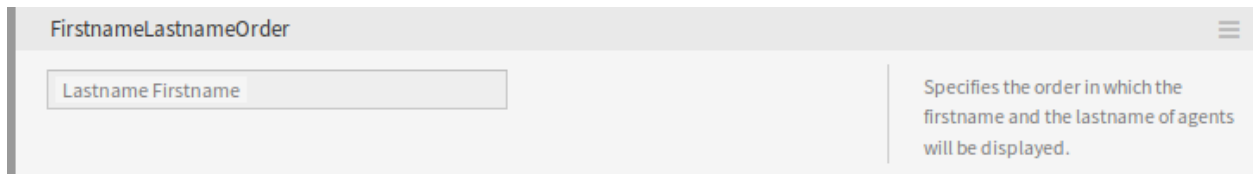


Fig. 37: System Configuration - Setting Deployed

14. To reset the setting, click on the header of the widget to see the options. Then click on the *Reset setting* button.
15. Click on the *Confirm* button.
16. Deploy the settings.

10.8.2 Using The Navigation Tree

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 ITSM modules 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.

To expand an element, click on the arrow next to it. The number between the parentheses indicates how many settings belongs to this element. If an element has no number, this element is only a wrapper category. It doesn't have settings, it has only sub-categories.

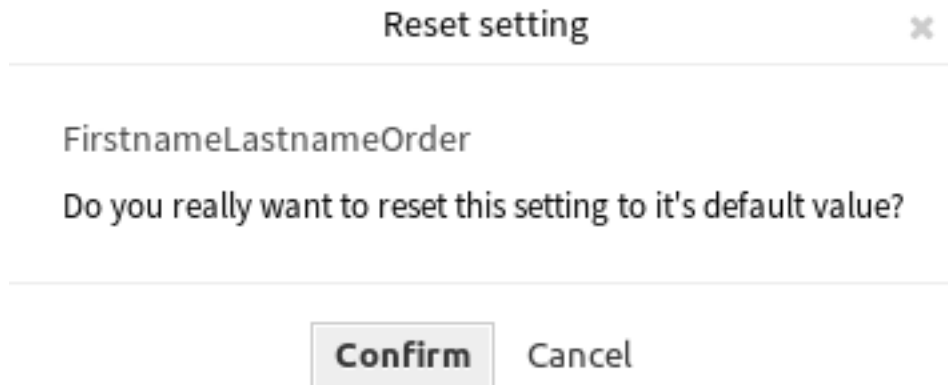


Fig. 38: System Configuration - Reset Setting

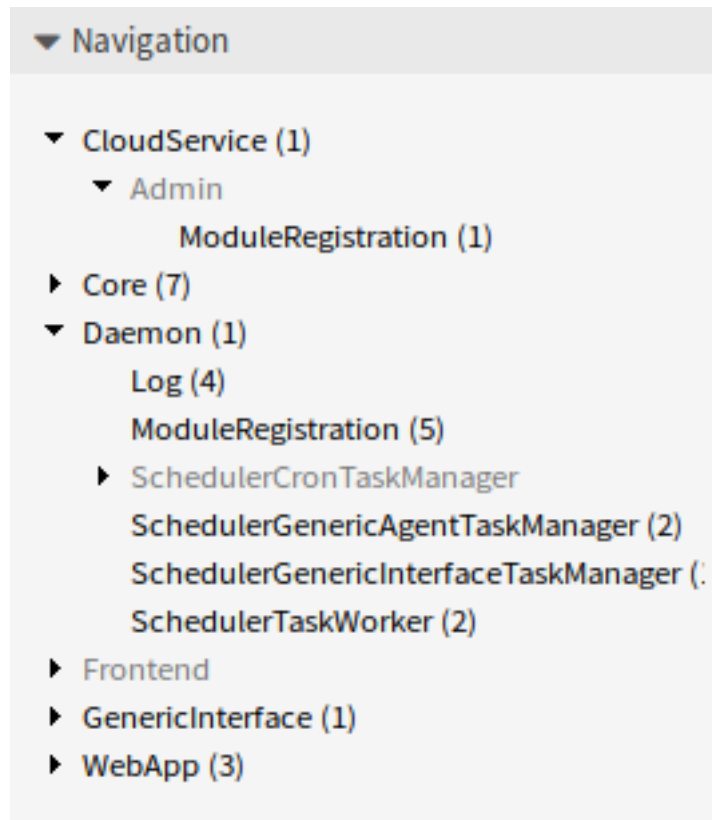


Fig. 39: System Configuration Navigation Tree

Using the navigation tree results the same as search for a setting. If you would like to see for a setting to which group belongs to, expand it by clicking on the header of the widget.

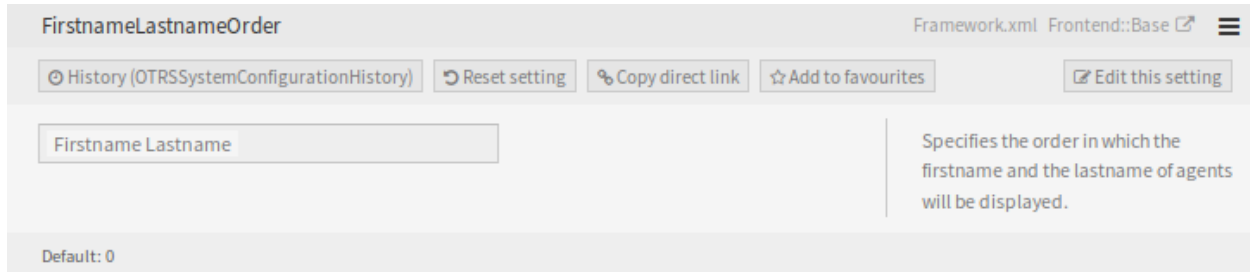


Fig. 40: System Configuration - Setting Expanded

For example `FirstnameLastnameOrder` can be found in *Frontend* → *Base*.

10.8.3 Import And Export System Configurations

Click on the *Import & Export* button in the left sidebar to access the import-export screen.

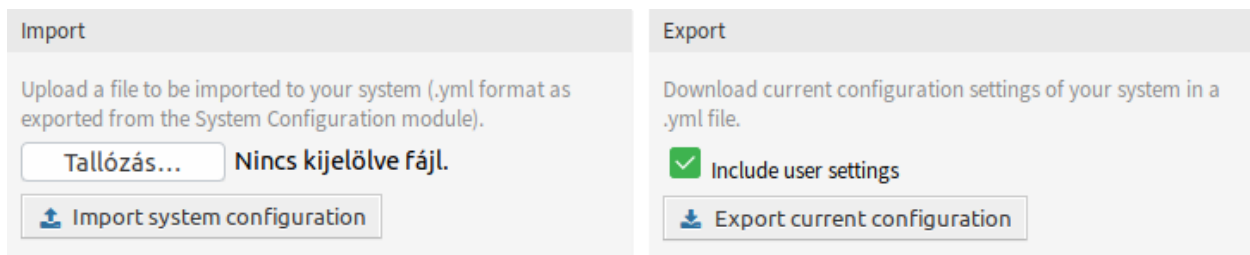


Fig. 41: System Configuration - Import and Export

To export the system configurations:

1. Click on the *Export current configuration* button in the *Export* widget.
2. Save the `Export_Current_System_Configuration.yml` file to your local file system.
3. Rename the file to a more descriptive name.

To import the system configurations:

1. Click on the *Browse...* button in the *Import* widget.
2. Select a previously exported `.yml` file.
3. Click on the *Import system configuration* button.

10.9 System Log

Professional systems log their activities in one or more log files to help administrators when troubleshooting or to get an overview of what is going on in their system on a detailed level.

These logs are usually not available to application administrators without a certain level of permissions, and skills, on the operating system.

OTRS allows application administrators to access the system log comfortably by using the graphical interface without the need to have access to the server's command shell. The administrator can decide which level of logging is needed, to make sure that the log files are not unnecessarily filled.

Use this screen to view log entries of OTRS. The log overview screen is available in the *System Log* module of the *Administration* group.

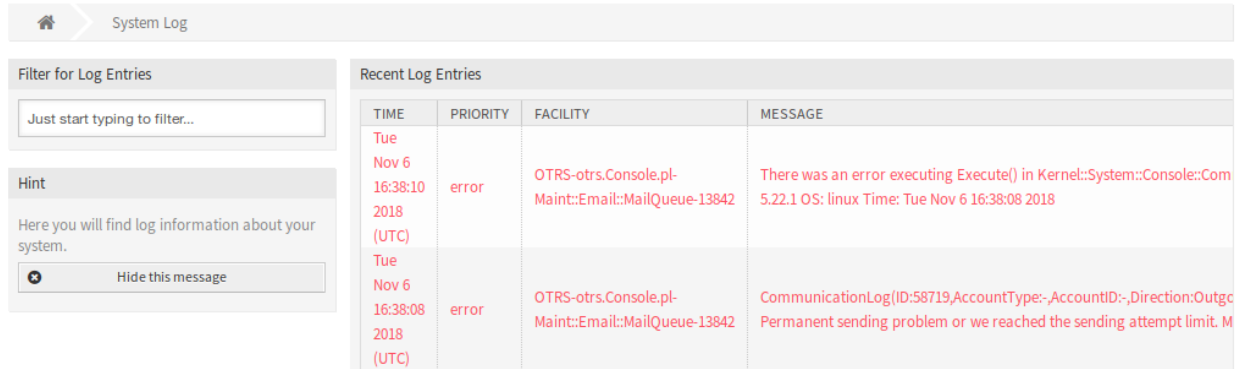


Fig. 42: System Log Screen

Each line in the log contains a timestamp, the log priority, the system component and the log entry itself.

Note: If several log entries are displayed in the log, use the filter box to find a particular log entry by just typing the name to filter.

10.9.1 System Log Configuration Options

Core → Log

Activity Part of the process management.

Agent An agent is a user which services customer users. The person working for your organization.

Back end A configuration file, module, script or other functional item within OTRS which is not reachable via the browser.

Calendar Defines working hours, time-zone, and holidays to be applied when using *escalation times*.

Customer Physical organizations to which customer users are assigned. These provide the function to group users together which belong to a single organization.

Customer User Physical persons, and their contact data, which belong to a customer. These are the people raising tickets.

Dynamic Field A field used in tickets and articles to extend the data which can be saved in a ticket or article. They are saved from values in the database or accessed from outside resources.

Escalation Times The defined amount of working time before a ticket breaches an agreement.

Front end The graphical interface to OTRS as viewed in a browser.

Group This is a resource within OTRS. An *agent* or a *customer* can be assigned permissions to this resource as needed. Additionally, they can be used for access control, processes and web services.

Invoker An invoker is a special Perl module which allows OTRS to provide information to a remote system via REST or HTTP. Invokers must be developed in Perl by a back end developer.

Mapping A mapping allows OTRS to provide inbound and outbound translation of data allowing us to offer a specific data construction to rebuild incoming structures to meet our needs.

Operation Similar to a web hook, a provider operation offers a specific sub-set of OTRS Perl API functionality to external systems.

Process Part of the process management.

Process Path Part of the process management.

Resource A resource is any object which has effective permissions. This can be, but is not limited to, a ticket, dashboard widget, statistic, or module.

Screen A graphical interface to OTRS viewed in a browser (see also *Front end*).

Service A means of delivering added value to customers by making it easier for customers or helping them to achieve their desired results without them having to personally bear the responsibility for specific costs and risks.

Service Level Agreement A service level agreement (SLA) is a contract between a service provider (either internal or external) and the end user that defines the level of service expected from the service provider. SLAs are output-based in that their purpose is specifically to define what the customer will receive.

Service Request (see also *Ticket*).

Sequence Flow Part of the process management.

Sequence Flow Action Part of the process management.

SLA (see also *Service Level Agreement*).

Ticket A ticket is a collection of all communications with a customer during the course of a service request. A ticket contains article, which are the communication received from or sent to customers, agents, external systems, etc. Tickets belong to a customer user, are assigned to agents and reside in queues.

Transport A transport is the method chosen for communication. OTRS support REST and SOAP.

User Task Activity Dialog Part of the process management.

Working Time A definition of minutes passed during the defined working hours of any *calendar*.

A

Activity, [285](#)
Agent, [285](#)

B

Back end, [285](#)

C

Calendar, [285](#)
Customer, [285](#)
Customer User, [285](#)

D

Dynamic Field, [285](#)

E

Escalation Times, [285](#)

F

Front end, [285](#)

G

Group, [285](#)

I

Invoker, [285](#)

M

Mapping, [285](#)

O

Operation, [285](#)

P

Process, [285](#)
Process Path, [285](#)

R

Resource, [285](#)

S

Screen, [286](#)
Sequence Flow, [286](#)
Sequence Flow Action, [286](#)
Service, [286](#)
Service Level Agreement, [286](#)
Service Request, [286](#)
SLA, [286](#)

T

Ticket, [286](#)
Transport, [286](#)

U

User Task Activity Dialog, [286](#)

W

Working Time, [286](#)