



# OTRS Configuration Options Reference

*Release 7.0*

**OTRS AG**

**May 24, 2020**



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This documentation lists all configuration options of OTRS.

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### **1.1 *CloudServices::Disabled***

Defines if the communication between this system and OTRS Group servers that provide cloud services is possible. If set to 'Disable cloud services', some functionality will be lost such as system registration, support data sending, use of OTRS Verify™, OTRS News and product News dashboard widgets, among others.

This setting is not active by default.

Default value:

0



---

*CloudService → Admin → ModuleRegistration*

---

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

Cloud service admin module registration for the transport layer.

Default value:

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





## **3.1 *ConfigImportAllowed***

Controls if the admin is allowed to import a saved system configuration in SysConfig.

This setting can not be deactivated.

Default value:

1

## **3.2 *DemoSystem***

Runs the system in “Demo” mode. If enabled, agents can change preferences, such as selection of language and theme via the agent web interface. These changes are only valid for the current session. It will not be possible for agents to change their passwords.

This setting can not be deactivated.

Default value:

0

## **3.3 *FQDN***

Defines the fully qualified domain name of the system. This setting is used as a variable, OTRS\_CONFIG\_FQDN which is found in all forms of messaging used by the application, to build links to the tickets within your system.

This setting can not be deactivated.

Default value:

yourhost.example.com

### 3.4 Organization

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

This setting can not be deactivated.

Default value:

Example Company

### 3.5 ProductName

Defines the name of the application, shown in the web interface, tabs and title bar of the web browser.

This setting can not be deactivated.

Default value:

OTRS 7

### 3.6 Secure::*DisableBanner*

If enabled, the OTRS version tag will be removed from the Webinterface, the HTTP headers and the X-Headers of outgoing mails. NOTE: If you change this option, please make sure to delete the cache.

This setting can not be deactivated.

Default value:

0

### 3.7 SystemID

Defines the system identifier. Every ticket number and http session string contains this ID. This ensures that only tickets which belong to your system will be processed as follow-ups (useful when communicating between two instances of OTRS).

This setting can not be deactivated.

Default value:

10

### 4.1 *AgentAppointmentEdit::Location::Link###1-GoogleMaps*

Defines an icon with link to the google map page of the current location in appointment edit screen.

Default value:

```
---  
CSSClass: GoogleMaps  
IconName: fa-globe fa-lg  
Target: _blank  
Text: Location  
URL: http://maps.google.com/maps?z=7&q=
```

### 4.2 *AppointmentCalendar::CalendarColors*

List of colors in hexadecimal RGB which will be available for selection during calendar creation. Make sure the colors are dark enough so white text can be overlaid on them.

Default value:

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'
```

(continues on next page)

(continued from previous page)

```
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'  
- '#891648'  
- '#FF2101'  
- '#FF8802'  
- '#FFFA03'  
- '#83F902'  
- '#05F802'  
- '#03F987'  
- '#00FDFD'  
- '#008CFF'  
- '#002EFF'  
- '#8931FF'  
- '#FF39FF'  
- '#FF2987'  
- '#FF726E'  
- '#FFCE6E'  
- '#FFFB6D'  
- '#CEFA6E'  
- '#68F96E'  
- '#68FDFD'  
- '#68FBD0'  
- '#6ACFFF'  
- '#6E76FF'  
- '#D278FF'  
- '#FF7AFF'  
- '#FF7FD3'
```

### 4.3 *AppointmentCalendar::CalendarLimitOverview*

Maximum number of active calendars in overview screens. Please note that large number of active calendars can have a performance impact on your server by making too much simultaneous calls.

Default value:

```
10
```

## 4.4 *AppointmentCalendar::Import::RecurringMonthsLimit*

OTRS doesn't support recurring Appointments without end date or number of iterations. During import process, it might happen that ICS file contains such Appointments. Instead, system creates all Appointments in the past, plus Appointments for the next N months (120 months/10 years by default).

This setting can not be deactivated.

Default value:

120
-----



---

*Core → AppointmentCalendar → Plugin*

---

## **5.1 AppointmentCalendar::Plugin###0100-Ticket**

Defines the ticket plugin for calendar appointments.

Default value:

```
---  
Module: Kernel::System::Calendar::Plugin::Ticket  
Name: Ticket  
URL: <OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>  
→index.pl?Action=AgentTicketZoom;TicketID=%s
```





---

*Core → AppointmentCalendar → TicketAppointments*

---

## 6.1 *AppointmentCalendar::TicketAppointmentSearchParam*

Defines the list of params that can be passed to ticket search function.

Default value:

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

## 6.2 *AppointmentCalendar::TicketAppointmentType###0100-FirstResponseTime*

Defines the ticket appointment type backend for ticket escalation time.

Default value:

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

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

Defines the ticket appointment type backend for ticket escalation time.

Default value:

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

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

Defines the ticket appointment type backend for ticket escalation time.

Default value:

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

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

Defines the ticket appointment type backend for ticket pending time.

Default value:

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

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

Defines the ticket appointment type backend for ticket dynamic field date time.

Default value:

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



---

*Core → Auth → Agent → TwoFactor*

---

### 7.1 *AuthTwoFactorModule*

Defines the two-factor module to authenticate agents.

This setting is not active by default.

Default value:

```
Kernel::System::Auth::TwoFactor::GoogleAuthenticator
```

### 7.2 *AuthTwoFactorModule::AllowEmptySecret*

Defines if agents should be allowed to login if they have no shared secret stored in their preferences and therefore are not using two-factor authentication.

Default value:

```
1
```

### 7.3 *AuthTwoFactorModule::AllowPreviousToken*

Defines if the previously valid token should be accepted for authentication. This is slightly less secure but gives users 30 seconds more time to enter their one-time password.

Default value:

```
1
```

## 7.4 *AuthTwoFactorModule::SecretPreferencesKey*

Defines the agent preferences key where the shared secret key is stored.

This setting can not be deactivated.

Default value:

```
UserGoogleAuthenticatorSecretKey
```

### 8.1 *Customer::AuthModule*

Defines the module to authenticate customers.

This setting can not be deactivated.

Default value:

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

### 8.2 *Customer::AuthModule::DB::CryptType*

If “DB” was selected for *Customer::AuthModule*, the encryption type of passwords must be specified.

This setting can not be deactivated.

Default value:

```
sha2
```

### 8.3 *Customer::AuthModule::DB::CustomerKey*

If “DB” was selected for *Customer::AuthModule*, the name of the column for the *CustomerKey* in the customer table must be specified.

This setting can not be deactivated.

Default value:

login

## 8.4 *Customer::AuthModule::DB::CustomerPassword*

If “DB” was selected for *Customer::AuthModule*, the column name for the *CustomerPassword* in the *customer* table must be specified.

This setting can not be deactivated.

Default value:

pw

## 8.5 *Customer::AuthModule::DB::DSN*

If “DB” was selected for *Customer::AuthModule*, the DSN for the connection to the *customer* table must be specified.

This setting is not active by default.

Default value:

DBI:mysql:database=customerdb;host=customerdbhost

## 8.6 *Customer::AuthModule::DB::Password*

If “DB” was selected for *Customer::AuthModule*, a password to connect to the *customer* table can be specified.

This setting is not active by default.

Default value:

some\_password

## 8.7 *Customer::AuthModule::DB::Table*

If “DB” was selected for *Customer::AuthModule*, the name of the table where your *customer* data should be stored must be specified.

This setting can not be deactivated.

Default value:

customer\_user



## 8.8 *Customer::AuthModule::DB::Type*

If “DB” was selected for `Customer::AuthModule`, a database driver (normally autodetection is used) can be specified.

This setting is not active by default.

Default value:

```
mysql
```

## 8.9 *Customer::AuthModule::DB::User*

If “DB” was selected for `Customer::AuthModule`, a username to connect to the customer table can be specified.

This setting is not active by default.

Default value:

```
some_user
```

## 8.10 *Customer::AuthModule::DB::bcryptCost*

If “bcrypt” was selected for `CryptType`, use cost specified here for bcrypt hashing. Currently max. supported cost value is 31.

This setting can not be deactivated.

Default value:

```
12
```

## 8.11 *Customer::AuthModule::HTTPBasicAuth::Replace*

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

This setting is not active by default.

Default value:

```
example_domain\\
```

## 8.12 *Customer::AuthModule::HTTPBasicAuth::ReplaceRegExp*

If “HTTPBasicAuth” was selected for `Customer::AuthModule`, you can specify (by using a RegExp) to strip parts of `REMOTE_USER` (e. g. for to remove trailing domains). RegExp-Note, `$1` will be the new Login.

This setting is not active by default.

Default value:

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

### 8.13 *Customer::AuthModule::LDAP::AccessAttr*

If “LDAP” was selected for *Customer::AuthModule*, you can specify access attributes here.

This setting is not active by default.

Default value:

```
memberUid
```

### 8.14 *Customer::AuthModule::LDAP::AlwaysFilter*

If “LDAP” was selected, you can add a filter to each LDAP query, e.g. `(mail=*)`, `(objectclass=user)` or `(!objectclass=computer)`.

This setting is not active by default.

Default value:

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

### 8.15 *Customer::AuthModule::LDAP::BaseDN*

If “LDAP” was selected for *Customer::AuthModule*, the BaseDN must be specified.

This setting is not active by default.

Default value:

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

### 8.16 *Customer::AuthModule::LDAP::Die*

If “LDAP” was selected for *Customer::AuthModule*, you can specify if the applications will stop if e. g. a connection to a server can't be established due to network problems.

Default value:

```
1
```

## 8.17 *Customer::AuthModule::LDAP::GroupDN*

If “LDAP” was selected for *Customer::AuthModule*, you can check if the user is allowed to authenticate because he is in a *posixGroup*, e.g. user needs to be in a group *xyz* to use OTRS. Specify the group, who may access the system.

This setting is not active by default.

Default value:

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

## 8.18 *Customer::AuthModule::LDAP::Host*

If “LDAP” was selected for *Customer::AuthModule*, the LDAP host can be specified.

This setting is not active by default.

Default value:

```
ldap.example.com
```

## 8.19 *Customer::AuthModule::LDAP::Params*

If “LDAP” was selected for *Customer::AuthModule* and special parameters are needed for the *Net::LDAP* perl module, you can specify them here. See “*perldoc Net::LDAP*” for more information about the parameters.

This setting is not active by default.

Default value:

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

## 8.20 *Customer::AuthModule::LDAP::SearchUserDN*

If “LDAP” was selected for *Customer::AuthModule* and your users have only anonymous access to the LDAP tree, but you want to search through the data, you can do this with a user who has access to the LDAP directory. Specify the username for this special user here.

This setting is not active by default.

Default value:

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

## 8.21 *Customer::AuthModule::LDAP::SearchUserPw*

If “LDAP” was selected for `Customer::AuthModule` and your users have only anonymous access to the LDAP tree, but you want to search through the data, you can do this with a user who has access to the LDAP directory. Specify the password for this special user here.

This setting is not active by default.

Default value:

```
some_password
```

## 8.22 *Customer::AuthModule::LDAP::UID*

If “LDAP” was selected for `Customer::AuthModule`, the user identifier must be specified.

This setting is not active by default.

Default value:

```
uid
```

## 8.23 *Customer::AuthModule::LDAP::UserAttr*

If “LDAP” was selected for `Customer::AuthModule`, user attributes can be specified. For LDAP `posixGroups` use UID, for non LDAP `posixGroups` use full user DN.

This setting is not active by default.

Default value:

```
UID
```

## 8.24 *Customer::AuthModule::LDAP::UserSuffix*

If “LDAP” was selected for `Customer::AuthModule` and if you want to add a suffix to every customer login name, specify it here, e. g. you just want to write the username `user` but in your LDAP directory exists `user@domain`.

This setting is not active by default.

Default value:

```
@domain.com
```

## 8.25 *Customer::AuthModule::Radius::Die*

If “Radius” was selected for `Customer::AuthModule`, you can specify if the applications will stop if e. g. a connection to a server can't be established due to network problems.

Default value:

1

## **8.26 *Customer::AuthModule::Radius::Host***

If “Radius” was selected for `Customer::AuthModule`, the radius host must be specified.

This setting is not active by default.

Default value:

radiushost

## **8.27 *Customer::AuthModule::Radius::Password***

If “Radius” was selected for `Customer::AuthModule`, the password to authenticate to the radius host must be specified.

This setting is not active by default.

Default value:

radiussecret



---

*Core → Auth → Customer → TwoFactor*

---

### 9.1 *Customer::AuthTwoFactorModule*

Defines the two-factor module to authenticate customers.

This setting is not active by default.

Default value:

```
Kernel::System::CustomerAuth::TwoFactor::GoogleAuthenticator
```

### 9.2 *Customer::AuthTwoFactorModule::AllowEmptySecret*

Defines if customers should be allowed to login if they have no shared secret stored in their preferences and therefore are not using two-factor authentication.

Default value:

```
1
```

### 9.3 *Customer::AuthTwoFactorModule::AllowPreviousToken*

Defines if the previously valid token should be accepted for authentication. This is slightly less secure but gives users 30 seconds more time to enter their one-time password.

Default value:

```
1
```

## 9.4 *Customer::AuthTwoFactorModule::SecretPreferencesKey*

Defines the customer preferences key where the shared secret key is stored.

This setting can not be deactivated.

Default value:

```
UserGoogleAuthenticatorSecretKey
```



## 10.1 *AutoloadPerlPackages###1000-Test*

Example package autoload configuration.

This setting is not active by default.

Default value:

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



## 11.1 *Cache::InBackend*

If enabled, the cache data will be stored in cache backend.

This setting can not be deactivated.

Default value:

1

## 11.2 *Cache::InMemory*

If enabled, the cache data be held in memory.

This setting can not be deactivated.

Default value:

1

## 11.3 *Cache::Module*

Selects the cache backend to use.

This setting can not be deactivated.

Default value:

Kernel::System::Cache::FileStorable

## 11.4 *Cache::SubdirLevels*

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

This setting can not be deactivated.

Default value:

2
---

## 12.1 *ChatEngine::Active*

Activates chat support.

This setting can not be deactivated.

Default value:

## 12.2 *ChatEngine::ChatDecayTime*

Number of days after chat will be deleted.

Default value:

## 12.3 *ChatEngine::ChatDirection::AgentToAgent*

Makes it possible to start a chat with an agent from the agent interface.

This setting can not be deactivated.

Default value:

## 12.4 *ChatEngine::ChatDirection::AgentToCustomer*

Makes it possible to start a chat with a customer from the agent interface.

This setting can not be deactivated.

Default value:

1

## 12.5 *ChatEngine::ChatDirection::CustomerToAgent*

Makes it possible to start a chat with an agent from the external interface as authenticated user.

This setting can not be deactivated.

Default value:

1

## 12.6 *ChatEngine::ChatDirection::PublicToAgent*

Makes it possible to start a chat with an agent from the external interface as unauthenticated user.

This setting can not be deactivated.

Default value:

1

## 12.7 *ChatEngine::ChatIntegration::VideoChatEnabled*

Defines if the video and audio calling feature is enabled for integrated chat.

This setting can not be deactivated.

Default value:

1

## 12.8 *ChatEngine::ChatOrder*

Defines the order of chat windows.

This setting can not be deactivated.

Default value:

1

## 12.9 *ChatEngine::ChatTTL*

Number of hours after closed chat will be deleted.

Default value:

## 12.10 *ChatEngine::DefaultAgentName*

Default agent name in the external interface. If enabled, the real name of the agent will not be visible to users while using the chat.

This setting is not active by default.

Default value:

## 12.11 *ChatEngine::DefaultAgentNameNumbers*

Defines if numbers should be appended to DefaultAgentName. If enabled, together with DefaultAgentName will be numbers (e.g. 1,2,3,...).

This setting can not be deactivated.

Default value:

## 12.12 *ChatEngine::DefaultChatChannel*

Name of default chat channel. If this channel does not exist, it will be created automatically. Please do not create a chat channel with the same name as default chat channel. The default channel won't be displayed, if chat channels are enabled in the external interface. All agent to agent chats will be in the default channel.

This setting can not be deactivated.

Default value:

## 12.13 *ChatEngine::ExternalFrontend::AllowChatChannels*

Defines if users in the external interface are able to select Chat Channel. If not, chat will be created in default Chat Channel.

This setting can not be deactivated.

Default value:

1

### **12.14 *ChatEngine::ExternalFrontend::AvailabilityCheck***

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

This setting can not be deactivated.

Default value:

1

### **12.15 *ChatEngine::ExternalFrontend::NoAnswerThreshold***

Defines the period of time (in minutes) before no answer message is displayed to the users in the external interface.

This setting can not be deactivated.

Default value:

5

### **12.16 *ChatEngine::ExternalFrontend::VideoChatEnabled***

Defines if the video and audio calling feature is enabled for users of the external interface.

This setting can not be deactivated.

Default value:

1

### **12.17 *ChatEngine::PermissionGroup::ChatReceivingAgents***

Agent group that can accept chat requests and chat.

This setting can not be deactivated.

Default value:

users

### **12.18 *ChatEngine::PermissionGroup::ChatStartingAgents***

Agent group that can create chat requests.

This setting can not be deactivated.



Default value:

## 12.19 *ChatEngine::PermissionGroup::VideoChatAgents*

Agent group that can use video calling feature in chats.

This setting can not be deactivated.

Default value:

## 12.20 *Ticket::Agent::DisplayNotificationIfUnavailable*

If enabled, a notification will be displayed on each page if the current agent is not available for chat.

Default value:

## 12.21 *Ticket::Agent::StartChatFromTicket###AllowChatOnlyIfCustomerAvailable*

If enabled, starting a chat from agent ticket zoom view will only be possible, if the ticket customer is on-line.

Default value:

## 12.22 *Ticket::Agent::StartChatFromTicket###Allowed*

Sets if a chat request can be sent out from agent ticket zoom view.

Default value:

## 12.23 *Ticket::Agent::StartChatFromTicket###PermissionLevel*

Permission level to start a chat with customer from agent ticket zoom view.

Default value:

## 12.24 *Ticket::Agent::StartChatFromTicket###RequiredLock*

Defines if locking a ticket is required to start a chat with the customer from the ticket zoom view.

Default value:

0

## 12.25 *Ticket::Agent::StartChatWOTicket*

If enabled, agents can start a chat with a customer without a ticket.

Default value:

1

## 12.26 *Ticket::Agent::UnavailableForExternalChatsOnLogin*

If enabled it will check agents availability on login. If user is available for external chats, it will reduce availability to internal chats only.

Default value:

1

## **13.1 *CommunicationChannel###Chat***

Defines chat communication channel.

Default value:

```
---  
Description: Chat communication channel.  
Icon: fa-comment  
Module: Kernel::System::CommunicationChannel::Chat  
Name: Chat
```

## **13.2 *CommunicationChannel###Email***

Defines email communication channel.

Default value:

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

## **13.3 *CommunicationChannel###Internal***

Defines internal communication channel.

Default value:

```
---
Description: Internal communication channel.
Icon: fa-cloud
Module: Kernel::System::CommunicationChannel::Internal
Name: OTRS
```

## 13.4 *CommunicationChannel###Phone*

Defines phone communication channel.

Default value:

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

## 13.5 *CommunicationChannel###SMS*

Defines SMS communication channel.

Default value:

```
---
Description: SMS communication channel.
Icon: fa-mobile
Module: Kernel::System::CommunicationChannel::SMS
Name: SMS
```

---

*Core* → *CommunicationChannel* → *MIMEBase*

---

### 14.1 *Ticket::Article::Backend::MIMEBase::ArticleDataDir*

Specifies the directory to store the data in, if “FS” was selected for ArticleStorage.

This setting can not be deactivated.

Default value:

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

### 14.2 *Ticket::Article::Backend::MIMEBase::ArticleStorage*

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

This setting can not be deactivated.

Default value:

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

### 14.3 *Ticket::Article::Backend::MIMEBase::CheckAllStorageBackends*

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

This setting can not be deactivated.

Default value:

0

#### **14.4 *Ticket::Article::Backend::MIMEBase::IndexAttachmentNames***

Specifies whether the (MIMEBase) article attachments will be indexed and searchable.

This setting can not be deactivated.

Default value:

1

## **15.1 *CommunicationLog::PurgeAfterHours::AllCommunications***

Defines the number of hours a communication will be stored, whichever its status.

This setting can not be deactivated.

Default value:

744

## **15.2 *CommunicationLog::PurgeAfterHours::SuccessfulCommunications***

Defines the number of hours a successful communication will be stored.

This setting can not be deactivated.

Default value:

168

## **15.3 *CommunicationLog::Transport###CloudService***

Registers a log module, that can be used to log communication related information.

This setting can not be deactivated.

Default value:

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

## 15.4 *CommunicationLog::Transport###Email*

Registers a log module, that can be used to log communication related information.

This setting can not be deactivated.

Default value:

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



## 16.1 PGP

Enables PGP support. When PGP support is enabled for signing and encrypting mail, it is HIGHLY recommended that the web server runs as the OTRS user. Otherwise, there will be problems with the privileges when accessing .gnupg folder.

This setting can not be deactivated.

Default value:

```
0
```

## 16.2 PGP::Bin

Defines the path to PGP binary.

This setting is not active by default.

Default value:

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

## 16.3 PGP::Key::Password

Sets the password for private PGP key.

This setting can not be deactivated.

Default value:

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

## 16.4 PGP::Log

Configure your own log text for PGP.

This setting can not be deactivated.

Default value:

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

## 16.5 PGP::Method

Sets the method PGP will use to sing and encrypt emails. Note Inline method is not compatible with RichText messages.

This setting can not be deactivated.

Default value:

```
Detached
```

## 16.6 PGP::Options

Sets the options for PGP binary.

This setting can not be deactivated.

Default value:

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

## 16.7 *PGP::Options::DigestPreference*

Sets the preferred digest to be used for PGP binary.

Default value:

```
sha256
```

## 16.8 *PGP::TrustedNetwork*

Enable this if you trust in all your public and private pgp keys, even if they are not certified with a trusted signature.

Default value:

```
0
```



## 17.1 *SMIME*

Enables S/MIME support.

This setting can not be deactivated.

Default value:

```
0
```

## 17.2 *SMIME::Bin*

Defines the path to open ssl binary. It may need a HOME env ( $\$ENV\{HOME\} = \text{'/var/lib/wwwrun'}$  ;).

This setting is not active by default.

Default value:

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

## 17.3 *SMIME::CacheTTL*

Cache time in seconds for the SSL certificate attributes.

This setting can not be deactivated.

Default value:

```
86400
```

## 17.4 *SMIME::CertPath*

Specifies the directory where SSL certificates are stored.

This setting is not active by default.

Default value:

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

## 17.5 *SMIME::FetchFromCustomer*

Enables fetch S/MIME from CustomerUser backend support.

This setting can not be deactivated.

Default value:

```
0
```

## 17.6 *SMIME::PrivatePath*

Specifies the directory where private SSL certificates are stored.

This setting is not active by default.

Default value:

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

## **18.1 *Customer::DefaultUserID***

Defines the (agent) user identifier for actions triggered by customers.

This setting can not be deactivated.

Default value:

## **18.2 *CustomerDisableCompanyTicketAccess***

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

This setting can not be deactivated.

Default value:

## **18.3 *CustomerGroupAlwaysGroups***

Defines the groups every customer user will be in (if CustomerGroupSupport is enabled and you don't want to manage every customer user for these groups).

This setting can not be deactivated.

Default value:

```
---  
- users
```

## 18.4 *CustomerGroupCompanyAlwaysGroups*

Defines the groups every customer will be in (if CustomerGroupSupport is enabled and you don't want to manage every customer for these groups).

This setting can not be deactivated.

Default value:

```
---  
- users
```

## 18.5 *CustomerGroupPermissionContext###001-CustomerID-same*

Defines a permission context for customer to group assignment.

This setting can not be deactivated.

Default value:

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

## 18.6 *CustomerGroupPermissionContext###100-CustomerID-other*

Defines a permission context for customer to group assignment.

This setting is not active by default.

Default value:

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



## 18.7 *CustomerGroupSupport*

Activates support for customer and customer user groups.

This setting can not be deactivated.

Default value:

```
0
```

## 18.8 *CustomerPreferences*

Defines the parameters for the customer preferences table.

This setting can not be deactivated.

Default value:

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



## **19.1 *Core::MirrorDB::AdditionalMirrors###1***

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Default value:

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

## **19.2 *Core::MirrorDB::AdditionalMirrors###2***

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Default value:

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

## **19.3 *Core::MirrorDB::AdditionalMirrors###3***

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Default value:

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

## 19.4 *Core::MirrorDB::AdditionalMirrors###4*

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Default value:

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

## 19.5 *Core::MirrorDB::AdditionalMirrors###5*

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Default value:

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

## 19.6 *Core::MirrorDB::DSN*

OTRS can use one or more readonly mirror databases for expensive operations like fulltext search or statistics generation. Here you can specify the DSN for the first mirror database.

This setting is not active by default.

Default value:

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

## 19.7 *Core::MirrorDB::Password*

Specify the password to authenticate for the first mirror database.

This setting is not active by default.

Default value:

some\_password

## 19.8 *Core::MirrorDB::User*

Specify the username to authenticate for the first mirror database.

This setting is not active by default.

Default value:

some\_user



---

*Core → DocumentSearch → Driver*

---

## **20.1 *DocumentSearch::Drivers::Appointment::Enabled***

It controls availability for Appointment search driver.

This setting can not be deactivated.

Default value:

1

## **20.2 *DocumentSearch::Drivers::ArticleChat::Enabled***

It controls availability for ArticleChat search driver.

This setting can not be deactivated.

Default value:

1

## **20.3 *DocumentSearch::Drivers::ArticleMIME::Enabled***

It controls availability for ArticleMIME search driver.

This setting can not be deactivated.

Default value:

1

## 20.4 *DocumentSearch::Drivers::ArticleSMS::Enabled*

It controls availability for ArticleSMS search driver.

This setting can not be deactivated.

Default value:

1

## 20.5 *DocumentSearch::Drivers::CustomPageContent::Enabled*

It controls availability for Custom Page Content search driver.

This setting can not be deactivated.

Default value:

1

## 20.6 *DocumentSearch::Drivers::FAQ::Enabled*

It controls availability for FAQ search driver.

This setting can not be deactivated.

Default value:

1

## 20.7 *DocumentSearch::Drivers::ServiceCatalogueContent::Enabled*

It controls availability for Customer Service Catalogue Content search driver.

This setting can not be deactivated.

Default value:

1

## 20.8 *DocumentSearch::Drivers::Ticket::Enabled*

It controls availability for Ticket search driver.

This setting can not be deactivated.

Default value:

1



---

*Core → Draft*

---

## **21.1 *FormDraftTTL###Ticket***

Defines time in minutes since last modification for drafts of specified type before they are considered expired.

Default value:



---

*Core → DynamicFields → DriverRegistration*

---

## 22.1 *DynamicFields::Driver###ActivityID*

DynamicField backend registration.

Default value:

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

## 22.2 *DynamicFields::Driver###Checkbox*

DynamicField backend registration.

Default value:

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

## 22.3 *DynamicFields::Driver###ContactWithData*

DynamicField backend registration.

Default value:

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

## 22.4 *DynamicFields::Driver###Date*

DynamicField backend registration.

Default value:

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

## 22.5 *DynamicFields::Driver###DateTime*

DynamicField backend registration.

Default value:

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

## 22.6 *DynamicFields::Driver###Dropdown*

DynamicField backend registration.

Default value:

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

## 22.7 *DynamicFields::Driver###Multiselect*

DynamicField backend registration.

Default value:

```

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

```

## 22.8 *DynamicFields::Driver###ProcessID*

DynamicField backend registration.

Default value:

```

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

```

## 22.9 *DynamicFields::Driver###Text*

DynamicField backend registration.

Default value:

```

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

```

## 22.10 *DynamicFields::Driver###TextArea*

DynamicField backend registration.

Default value:

```

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

```



---

*Core → DynamicFields → ObjectTypeRegistration*

---

### **23.1 *DynamicFields::ObjectType###Article***

DynamicField object registration.

Default value:

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

### **23.2 *DynamicFields::ObjectType###CustomerCompany***

DynamicField object registration.

Default value:

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

### **23.3 *DynamicFields::ObjectType###CustomerUser***

DynamicField object registration.

Default value:

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

## 23.4 *DynamicFields::ObjectType###FAQ*

DynamicField object registration.

Default value:

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

## 23.5 *DynamicFields::ObjectType###Ticket*

DynamicField object registration.

Default value:

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



## 24.1 *AdminEmail*

Defines the system administrator's email address. It will be displayed in the error screens of the application.

This setting can not be deactivated.

Default value:

```
support@<OTRS_CONFIG_FQDN>
```

## 24.2 *CheckEmailAddresses*

Makes the application check the syntax of email addresses.

This setting can not be deactivated.

Default value:

```
1
```

## 24.3 *CheckEmailInvalidAddress*

Defines a regular expression that filters all email addresses that should not be used in the application.

This setting can not be deactivated.

Default value:

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

## 24.4 *CheckEmailValidAddress*

Defines a regular expression that excludes some addresses from the syntax check (if “CheckEmailAddresses” is set to “Yes”). Please enter a regex in this field for email addresses, that aren’t syntactically valid, but are necessary for the system (i.e. “root@localhost”).

This setting can not be deactivated.

Default value:

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

## 24.5 *CheckMXRecord*

Makes the application check the MX record of email addresses before sending an email or submitting a telephone or email ticket.

This setting can not be deactivated.

Default value:

```
1
```

## 24.6 *CheckMXRecord::Nameserver*

Defines the address of a dedicated DNS server, if necessary, for the “CheckMXRecord” look-ups.

This setting is not active by default.

Default value:

```
ns.example.com
```

## 24.7 *Fetchmail::Bin*

Defines the fall-back path to open fetchmail binary. Note: The name of the binary needs to be ‘fetchmail’, if it is different please use a symbolic link.

This setting is not active by default.

Default value:

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

## 24.8 *NotificationSenderEmail*

Specifies the email address that should be used by the application when sending notifications. The email address is used to build the complete display name for the notification master (i.e. “OTRS Notifications”).

`otrs@your.example.com`). You can use the `OTRS_CONFIG_FQDN` variable as set in your configuration, or choose another email address.

This setting can not be deactivated.

Default value:

```
otrs@<OTRS_CONFIG_FQDN>
```

## 24.9 *NotificationSenderName*

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

This setting can not be deactivated.

Default value:

```
OTRS Notifications
```

## 24.10 *Sendmail::DefaultHeaders*

Defines default headers for outgoing emails.

This setting is not active by default.

Default value:

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

## 24.11 *SendmailBcc*

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

Default value:

```
`SendmailEncodingForce`
```

Forces encoding of outgoing emails (7bit|8bit|quoted-printable|base64).

This setting is not active by default.

Default value:

```
base64
```

## 24.12 *SendmailEnvelopeFrom*

If set, this address is used as envelope sender in outgoing messages (not notifications - see below). If no address is specified, the envelope sender is equal to queue e-mail address.

This setting is not active by default.

Default value:

```
`SendmailModule`
```

---

Defines the module to send emails. “DoNotSendEmail” doesn’t send emails at all. Any of the “SMTP” mechanisms use a specified (external) mailserver. “Sendmail” directly uses the sendmail binary of your operating system. “Test” doesn’t send emails, but writes them to \$OTRS\_HOME/var/tmp/CacheFileStorable/EmailTest/ for testing purposes.

This setting can not be deactivated.

Default value:

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

## 24.13 *SendmailModule::AuthPassword*

If any of the “SMTP” mechanisms was selected as SendmailModule, and authentication to the mail server is needed, a password must be specified.

This setting is not active by default.

Default value:

```
MailserverPassword
```

## 24.14 *SendmailModule::AuthUser*

If any of the “SMTP” mechanisms was selected as SendmailModule, and authentication to the mail server is needed, an username must be specified.

This setting is not active by default.

Default value:

```
MailserverLogin
```

## 24.15 *SendmailModule::CMD*

If “Sendmail” was selected as SendmailModule, the location of the sendmail binary and the needed options must be specified.

This setting can not be deactivated.

Default value:

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

## 24.16 *SendmailModule::Host*

If any of the “SMTP” mechanisms was selected as SendmailModule, the mailhost that sends out the mails must be specified.

This setting can not be deactivated.

Default value:

```
mail.example.com
```

## 24.17 *SendmailModule::Port*

If any of the “SMTP” mechanisms was selected as SendmailModule, the port where your mailserver is listening for incoming connections must be specified.

This setting is not active by default.

Default value:

```
25
```

## 24.18 *SendmailNotificationEnvelopeFrom*

If set, this address is used as envelope sender header in outgoing notifications. If no address is specified, the envelope sender header is empty (unless SendmailNotificationEnvelopeFrom::FallbackToEmailFrom is set).

This setting is not active by default.

Default value:

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

If no SendmailNotificationEnvelopeFrom is specified, this setting makes it possible to use the email’s from address instead of an empty envelope sender (required in certain mail server configurations).

This setting is not active by default.

Default value:

```
0
```



## 25.1 *AutoResponseForWebTickets*

If this option is enabled, tickets created via the web interface, via external or agent interface, will receive an autoresponse if configured. If this option is not enabled, no autoresponses will be sent.

This setting can not be deactivated.

Default value:

```
1
```

## 25.2 *KeepStateHeader*

Defines the PostMaster header to be used on the filter for keeping the current state of the ticket.

Default value:

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

## 25.3 *LoopProtectionLog*

Path for the log file (it only applies if “FS” was selected for LoopProtectionModule and it is mandatory).

This setting can not be deactivated.

Default value:

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

## 25.4 *LoopProtectionModule*

Default loop protection module.

This setting can not be deactivated.

Default value:

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

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

Executes follow-up checks on OTRS Header 'X-OTRS-Bounce' .

Default value:

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

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

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

Default value:

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

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

Executes follow-up checks on In-Reply-To or References headers for mails that don't have a ticket number in the subject.

Default value:

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

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

Executes follow-up checks on email body for mails that don't have a ticket number in the subject.

This setting is not active by default.

Default value:

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



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

Executes follow-up checks on attachment contents for mails that don't have a ticket number in the subject.

This setting is not active by default.

Default value:

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

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

Executes follow-up checks on the raw source email for mails that don't have a ticket number in the subject.

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

## 25.12 *PostMaster::NewTicket::AutoAssignCustomerIDForUnknownCustomers*

Controls if CustomerID is automatically copied from the sender address for unknown customers.

This setting can not be deactivated.

Default value:

```
1
```

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

Module to check if arrived emails should be marked as internal (because of original forwarded internal email). `IsVisibleForCustomer` and `SenderType` define the values for the arrived email/article.

Default value:

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

### 25.14 *PostMaster::PreFilterModule###000-DecryptBody*

Module to filter encrypted bodies of incoming messages.

This setting is not active by default.

Default value:

```
---  
Module: Kernel::System::PostMaster::Filter::Decrypt  
StoreDecryptedBody: '0'
```

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

Module used to detect if attachments are present.

Default value:

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

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

Module to check if a incoming e-mail message is bounce.

Default value:

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

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

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number. Note: the first capturing group from the 'NumberRegExp' expression will be used as the ticket number value.

This setting is not active by default.

Default value:

```

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

```

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

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number. Note: the first capturing group from the 'NumberRegExp' expression will be used as the ticket number value.

This setting is not active by default.

Default value:

```

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

```

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

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number. Note: the first capturing group from the 'NumberRegExp' expression will be used as the ticket number value.

This setting is not active by default.

Default value:

```

---
DynamicFieldName: Name_X
FromAddressRegExp: \s*@example.com
IsVisibleForCustomer: '1'
Module: Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition
Name: Some Description
NumberRegExp: \s*Incident-(\d.*)\s*

```

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```
SearchInBody: '1'
SearchInSubject: '1'
SenderType: system
TicketStateTypes: new;open
```

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

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number. Note: the first capturing group from the 'NumberRegExp' expression will be used as the ticket number value.

This setting is not active by default.

Default value:

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

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

Module to use database filter storage.

This setting can not be deactivated.

Default value:

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

## 25.22 *PostMaster::PreFilterModule###000-SMIMEFetchFromCustomer*

Module to fetch customer users SMIME certificates of incoming messages.

Default value:

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

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

Module to filter and manipulate incoming messages. Block/ignore all spam email with From: noreply@ address.

This setting is not active by default.

Default value:

```

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

```

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

Module to filter and manipulate incoming messages. Get a 4 digit number to ticket free text, use regex in Match e. g. From => '(.+?)@.+?' , and use () as [\*\*\*] in Set =>.

This setting is not active by default.

Default value:

```

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

```

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

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

This setting is not active by default.

Default value:

```

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

```

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

## 25.29 *PostMaster::PreFilterModule::NewTicketReject::Body*

Defines the body text for rejected emails.

This setting can not be deactivated.

Default value:

```
Dear Customer,  
  
Unfortunately we could not detect a valid ticket number  
in your subject, so this email can't be processed.  
  
Please create a new ticket via the customer panel.  
  
Thanks for your help!  
  
Your Helpdesk Team
```

### 25.30 *PostMaster::PreFilterModule::NewTicketReject::Sender*

Defines the sender for rejected emails.

This setting is not active by default.

Default value:

```
noreply@example.com
```

### 25.31 *PostMaster::PreFilterModule::NewTicketReject::Subject*

Defines the subject for rejected emails.

This setting can not be deactivated.

Default value:

```
Email Rejected
```

### 25.32 *PostMasterMaxEmailSize*

Maximal size in KBytes for mails that can be fetched via POP3/POP3S/IMAP/IMAPS (KBytes).

This setting can not be deactivated.

Default value:

```
16384
```

### 25.33 *PostMasterReconnectMessage*

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

This setting can not be deactivated.

Default value:

20

### 25.34 *PostmasterAutoHTML2Text*

Converts HTML mails into text messages.

This setting can not be deactivated.

Default value:

1

### 25.35 *PostmasterBounceEmailAsFollowUp*

Indicates if a bounce e-mail should always be treated as normal follow-up.

This setting can not be deactivated.

Default value:

1

### 25.36 *PostmasterDefaultPriority*

Defines the default priority of new tickets.

This setting can not be deactivated.

Default value:

3 normal

### 25.37 *PostmasterDefaultQueue*

Defines the postmaster default queue.

This setting can not be deactivated.

Default value:

Raw

### 25.38 *PostmasterDefaultState*

Defines the default state of new tickets.

This setting can not be deactivated.



Default value:

new

### **25.39 *PostmasterFollowUpOnUnlockAgentNotifyOnlyToOwner***

Sends agent follow-up notification only to the owner, if a ticket is unlocked (the default is to send the notification to all agents).

This setting can not be deactivated.

Default value:

0

### **25.40 *PostmasterFollowUpState***

Defines the state of a ticket if it gets a follow-up.

This setting can not be deactivated.

Default value:

open

### **25.41 *PostmasterFollowUpStateClosed***

Defines the state of a ticket if it gets a follow-up and the ticket was already closed.

This setting is not active by default.

Default value:

open

### **25.42 *PostmasterHeaderFieldCount***

Defines the number of header fields in frontend modules for add and update postmaster filters. It can be up to 99 fields.

This setting can not be deactivated.

Default value:

12

### 25.43 *PostmasterMaxEmails*

Maximal auto email responses to own email-address a day (Loop-Protection).

This setting can not be deactivated.

Default value:

```
40
```

### 25.44 *PostmasterMaxEmailsPerAddress*

Maximal auto email responses to own email-address a day, configurable by email address (Loop-Protection).

Default value:

```
--- {}
```

### 25.45 *PostmasterUserID*

Specifies user id of the postmaster data base.

This setting can not be deactivated.

Default value:

```
1
```

### 25.46 *PostmasterX-Header*

Defines all the X-headers that should be scanned.

This setting can not be deactivated.

Default value:

```
---  
- From  
- To  
- Cc  
- Reply-To  
- ReplyTo  
- Subject  
- Message-ID  
- Message-Id  
- Resent-To  
- Resent-From  
- Precedence  
- Mailing-List  
- List-Id
```

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- List-Archive
- Errors-To
- References
- In-Reply-To
- Auto-Submitted
- X-Loop
- X-Spam
- X-Spam-Flag
- X-Spam-Level
- X-Spam-Score
- X-Spam-Status
- X-No-Loop
- X-Priority
- Importance
- X-Mailer
- User-Agent
- Organization
- X-Original-To
- Delivered-To
- Envelope-To
- X-Envelope-To
- Return-Path
- X-OTRS-AttachmentExists
- X-OTRS-AttachmentCount
- X-OTRS-Owner
- X-OTRS-OwnerID
- X-OTRS-Responsible
- X-OTRS-ResponsibleID
- X-OTRS-Loop
- X-OTRS-Priority
- X-OTRS-Queue
- X-OTRS-Lock
- X-OTRS-Ignore
- X-OTRS-State
- X-OTRS-State-PendingTime
- X-OTRS-Type
- X-OTRS-Service
- X-OTRS-SLA
- X-OTRS-Title
- X-OTRS-CustomerNo
- X-OTRS-CustomerUser
- X-OTRS-SenderType
- X-OTRS-IsVisibleForCustomer
- X-OTRS-FollowUp-Owner
- X-OTRS-FollowUp-OwnerID
- X-OTRS-FollowUp-Responsible
- X-OTRS-FollowUp-ResponsibleID
- X-OTRS-FollowUp-Priority
- X-OTRS-FollowUp-Queue
- X-OTRS-FollowUp-Lock
- X-OTRS-FollowUp-State
- X-OTRS-FollowUp-State-PendingTime

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- X-OTRS-FollowUp-Type
- X-OTRS-FollowUp-Service
- X-OTRS-FollowUp-SLA
- X-OTRS-FollowUp-SenderType
- X-OTRS-FollowUp-IsVisibleForCustomer
- X-OTRS-FollowUp-Title
- X-OTRS-FollowUp-State-Keep
- X-OTRS-BodyDecrypted

## 25.47 *SendNoAutoResponseRegExp*

If this regex matches, no message will be send by the autoresponder.

This setting can not be deactivated.

Default value:

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

---

*Core → Event → AppointmentCalendar*

---

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

Appointment calendar event module that prepares notification entries for appointments.

Default value:

```

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

```

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

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

Default value:

```

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

```



---

*Core → Event → CustomPage*

---

## **27.1 *CustomPage::EventManagerPost###1000-IndexManagement***

Marks down the object involved on the event.

Default value:

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





---

*Core → Event → CustomerCompany*

---

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

Event module that updates customer users after an update of the Customer.

Default value:

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

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

Event module that updates customer company object name for dynamic fields.

Default value:

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

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

Event module that updates tickets after an update of the Customer.

Default value:

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

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

Performs the configured action for each event (as an Invoker) for each configured web service.

Default value:

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

---

*Core → Event → CustomerUser*

---

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

Event module that updates customer user object name for dynamic fields.

Default value:

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

## **29.2 *CustomerUser::EventModulePost###2100-UpdateSearchProfiles***

Event module that updates customer user search profiles if login changes.

Default value:

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

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

Event module that updates customer user service membership if login changes.

Default value:

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

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

Event module that updates tickets after an update of the Customer User.

Default value:

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

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

Performs the configured action for each event (as an Invoker) for each configured web service.

Default value:

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

---

*Core → Event → DynamicField*

---

## **30.1 *DynamicField::EventModulePost###9900-GenericInterface***

Performs the configured action for each event (as an Invoker) for each configured web service.

Default value:

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



---

*Core → Event → FAQ*

---

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

Marks down the object involved on the event.

Default value:

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





---

*Core → Event → LinkObject*

---

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

Performs the configured action for each event (as an Invoker) for each configured web service.

Default value:

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



---

*Core → Event → Package*

---

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

Package event module to file a scheduler task for update registration.

Default value:

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

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

Package event module to trigger a production web server reload, if allowed by the configuration.

Default value:

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

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

Performs the configured action for each event (as an Invoker) for each configured web service.

Default value:

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

---

*Core → Event → Queue*

---

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

Event module that performs an update statement on document search indices if a dynamic field was deleted.

Default value:

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

### **34.2 *Queue::EventModulePost###2300-UpdateQueue***

Event module that performs an update statement on TicketIndex to rename the queue name there if needed and if StaticDB is actually used.

Default value:

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

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

Event module that performs an update statement on document search ticket index if group has been changed.

Default value:

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

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

Performs the configured action for each event (as an Invoker) for each configured web service.

Default value:

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

---

*Core → Event → ServiceCatalogueItem*

---

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

Marks down the object involved on the event.

Default value:

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





---

*Core → Event → Ticket*

---

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

Marks down the object involved on the event.

Default value:

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

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

Marks down the object involved on the event.

Default value:

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

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

Restores a ticket from the archive (only if the event is a state change to any open available state).

Default value:

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

### 36.4 *Ticket::EventModulePost###2600-AcceleratorUpdate*

Updates the ticket index accelerator.

Default value:

```
---  
Event: TicketStateUpdate|TicketQueueUpdate|TicketLockUpdate  
Module: Kernel::System::Ticket::Event::TicketAcceleratorUpdate
```

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

Resets and unlocks the owner of a ticket if it was moved to another queue.

This setting is not active by default.

Default value:

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

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

Forces to choose a different ticket state (from current) after lock action. Define the current state as key, and the next state after lock action as content.

This setting is not active by default.

Default value:

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

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

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

Default value:

```

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

```

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

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

This setting is not active by default.

Default value:

```

---
Action: AgentTicketPhone|AgentTicketEmail
Event: TicketCreate
Module: Kernel::System::Ticket::Event::LockAfterCreate
Transaction: '1'

```

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

Sets the PendingTime of a ticket to 0 if the state is changed to a non-pending state.

Default value:

```

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

```

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

Forces to unlock tickets after being moved to another queue.

Default value:

```

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

```

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

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

Default value:

```

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

```

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

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

This setting is not active by default.

Default value:

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

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

Ticket event module that triggers the escalation stop events.

Default value:

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

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

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

Default value:

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

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

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

Default value:

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

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

Event module registration. For more performance you can define a trigger event (e. g. Event => TicketCreate). This is only possible if all Ticket dynamic fields need the same event.

This setting is not active by default.

Default value:

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

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

Event module registration. For more performance you can define a trigger event (e. g. Event => TicketCreate).

Default value:

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

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

Event module registration. For more performance you can define a trigger event (e. g. Event => TicketCreate).

Default value:

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

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

Performs the configured action for each event (as an Invoker) for each configured web service.

Default value:

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

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

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

Default value:

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

## 37.1 *FAQ::Agent::StateTypes*

List of state types which can be used in the agent interface.

This setting can not be deactivated.

Default value:

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

## 37.2 *FAQ::CacheTTL*

Cache Time To Leave for FAQ items.

This setting can not be deactivated.

Default value:

```
172800
```

## 37.3 *FAQ::Customer::StateTypes*

List of state types which can be used in the external interface.

This setting can not be deactivated.

Default value:

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

### 37.4 *FAQ::Default::Language*

Default language for FAQ articles on single language mode.

This setting is not active by default.

Default value:

```
en
```

### 37.5 *FAQ::Default::RootCategoryComment*

Default category name.

This setting can not be deactivated.

Default value:

```
default comment
```

### 37.6 *FAQ::Default::RootCategoryName*

Default category name.

This setting can not be deactivated.

Default value:

```
FAQ
```

### 37.7 *FAQ::Default::State*

Default state for FAQ entry.

This setting can not be deactivated.

Default value:

```
internal (agent)
```



### 37.8 *FAQ::FAQHook*

The identifier for a FAQ, e.g. FAQ#, KB#, MyFAQ#. The default is FAQ#.

This setting can not be deactivated.

Default value:

```
FAQ#
```

### 37.9 *FAQ::MultiLanguage*

Enable multiple languages on FAQ module.

This setting can not be deactivated.

Default value:

```
1
```

### 37.10 *FAQ::Public::StateTypes*

List of state types which can be used in the public interface.

This setting can not be deactivated.

Default value:

```
---  
- public
```

### 37.11 *FAQ::TitleSize*

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

This setting can not be deactivated.

Default value:

```
50
```

### 37.12 *FAQ::Voting*

Enable voting mechanism on FAQ module.

This setting can not be deactivated.

Default value:

1

## **38.1 *FAQ::ApprovalGroup***

Group for the approval of FAQ articles.

This setting can not be deactivated.

Default value:

## **38.2 *FAQ::ApprovalQueue***

Queue for the approval of FAQ articles.

This setting can not be deactivated.

Default value:

## **38.3 *FAQ::ApprovalRequired***

New FAQ articles need approval before they get published.

This setting can not be deactivated.

Default value:

## 38.4 *FAQ::ApprovalTicketBody*

Ticket body for approval of FAQ article.

This setting can not be deactivated.

Default value:

```
Hi,  
  
a new FAQ article needs your approval before it can be published.  
  
FAQ#      : <OTRS_FAQ_NUMBER>  
Title     : <OTRS_FAQ_TITLE>  
Author    : <OTRS_FAQ_AUTHOR>  
State     : <OTRS_FAQ_STATE>  
  
If you want to do this, click on this link:  
  
<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl?  
↪Action=AgentFAQEdit;ItemID=<OTRS_FAQ_ITEMID>  
  
Your OTRS Notification Master
```

## 38.5 *FAQ::ApprovalTicketDefaultState*

Default state of tickets for the approval of FAQ articles.

This setting can not be deactivated.

Default value:

```
new
```

## 38.6 *FAQ::ApprovalTicketPriority*

Default priority of tickets for the approval of FAQ articles.

This setting can not be deactivated.

Default value:

```
3 normal
```

## 38.7 *FAQ::ApprovalTicketSubject*

Ticket subject for approval of FAQ article.

This setting can not be deactivated.

Default value:

FAQ approval required **for** FAQ# `<OTRS_FAQ_NUMBER>`

## 38.8 *FAQ::ApprovalTicketType*

Default type of tickets for the approval of FAQ articles.

This setting can not be deactivated.

Default value:

Unclassified



## **39.1 *FAQ::Explorer::LastChange::Limit***

Number of shown items in last changes.

This setting can not be deactivated.

Default value:

```
3
```

## **39.2 *FAQ::Explorer::LastChange::Show***

Show last change items in defined interfaces.

This setting can not be deactivated.

Default value:

```
---  
internal: internal (agent)
```

## **39.3 *FAQ::Explorer::LastChange::ShowSubCategoryItems***

Show items of subcategories.

This setting can not be deactivated.

Default value:

1

### **39.4 *FAQ::Explorer::LastCreate::Limit***

Number of shown items in last created.

This setting can not be deactivated.

Default value:

3

### **39.5 *FAQ::Explorer::LastCreate::Show***

Show last created items in defined interfaces.

This setting can not be deactivated.

Default value:

```
---  
internal: internal (agent)
```

### **39.6 *FAQ::Explorer::LastCreate::ShowSubCategoryItems***

Show items of subcategories.

This setting can not be deactivated.

Default value:

1

### **39.7 *FAQ::Explorer::Path::Show***

Show FAQ path yes/no.

This setting can not be deactivated.

Default value:

1

### **39.8 *FAQ::Explorer::QuickSearch::Show***

Interfaces where the quick search should be shown.

This setting can not be deactivated.



Default value:

```
--- {}
```

### 39.9 *FAQ::Explorer::Top10::Limit*

Number of shown items in the top 10 feature.

This setting can not be deactivated.

Default value:

```
10
```

### 39.10 *FAQ::Explorer::Top10::Show*

Show top 10 items in defined interfaces.

This setting can not be deactivated.

Default value:

```
---  
internal: internal (agent)
```

### 39.11 *FAQ::Explorer::Top10::ShowSubCategoryItems*

Show items of subcategories.

This setting can not be deactivated.

Default value:

```
1
```



## **40.1 *FAQ::Item::Field1***

Definition of FAQ item free text field.

This setting can not be deactivated.

Default value:

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

## **40.2 *FAQ::Item::Field2***

Definition of FAQ item free text field.

This setting can not be deactivated.

Default value:

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

## **40.3 *FAQ::Item::Field3***

Definition of FAQ item free text field.

This setting can not be deactivated.

Default value:

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

#### 40.4 *FAQ::Item::Field4*

Definition of FAQ item free text field.

This setting can not be deactivated.

Default value:

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

#### 40.5 *FAQ::Item::Field5*

Definition of FAQ item free text field.

This setting can not be deactivated.

Default value:

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

#### 40.6 *FAQ::Item::Field6*

Definition of FAQ item free text field.

This setting can not be deactivated.

Default value:

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

## 40.7 *FAQ::Item::HTML*

Show FAQ Article with HTML.

This setting can not be deactivated.

Default value:

1
---



## **41.1 *FAQ::Item::Voting::Show***

Show voting in defined interfaces.

This setting can not be deactivated.

Default value:

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





### **42.1 *FAQ::Agent::RelatedArticles::Enabled***

Enable the related article feature for the agent frontend.

This setting can not be deactivated.

Default value:

1

### **42.2 *FAQ::KeywordArticeList::SearchLimit***

Limit for the search to build the keyword FAQ article list.

This setting can not be deactivated.

Default value:

5000



---

*Core → FAQ → TicketCompose*

---

## **43.1 *FAQ::TicketCompose###IncludeInternal***

Include internal fields on a FAQ based Ticket.

This setting can not be deactivated.

Default value:

## **43.2 *FAQ::TicketCompose###InsertMethod***

Defines the information to be inserted in a FAQ based Ticket. “Full FAQ” includes text, attachments and inline images.

This setting can not be deactivated.

Default value:

## **43.3 *FAQ::TicketCompose###ShowFieldNames***

Include the name of each field in a FAQ based Ticket.

This setting can not be deactivated.

Default value:

1

### **43.4 *FAQ::TicketCompose###ShowInsertLinkButton***

Show “Insert FAQ Link” Button in AgentFAQZoomSmall for public FAQ Articles.

This setting can not be deactivated.

Default value:

1

### **43.5 *FAQ::TicketCompose###ShowInsertTextAndLinkButton***

Show “Insert FAQ Text & Link” / “Insert Full FAQ & Link” Button in AgentFAQZoomSmall for public FAQ Articles.

This setting can not be deactivated.

Default value:

1

### **43.6 *FAQ::TicketCompose###ShowInsertTextButton***

Show “Insert FAQ Text” / “Insert Full FAQ” Button in AgentFAQZoomSmall.

This setting can not be deactivated.

Default value:

1

### **43.7 *FAQ::TicketCompose###UpdateArticleSubject***

Define if the FAQ title should be concatenated to article subject.

This setting can not be deactivated.

Default value:

1

---

*Core → GoogleChrome*

---

## **44.1 *GoogleChrome::Bin***

Defines the path to the Google Chrome or Chromium binary.

This setting is not active by default.

Default value:

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



## **45.1 *LinkObject::IgnoreLinkedTicketStateTypes***

Defines, which tickets of which ticket state types should not be listed in linked ticket lists.

Default value:

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

## **45.2 *LinkObject::PossibleLink###0200***

Links 2 tickets with a “Normal” type link.

Default value:

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

## **45.3 *LinkObject::PossibleLink###0201***

Links 2 tickets with a “ParentChild” type link.

Default value:

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

## 45.4 *LinkObject::PossibleLink###1200*

Links appointments and tickets with a “Normal” type link.

Default value:

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

## 45.5 *LinkObject::PossibleLink###8301*

This setting defines that a ‘FAQ’ object can be linked with other ‘FAQ’ objects using the ‘Normal’ link type.

Default value:

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

## 45.6 *LinkObject::PossibleLink###8302*

This setting defines that a ‘FAQ’ object can be linked with other ‘FAQ’ objects using the ‘ParentChild’ link type.

Default value:

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

## 45.7 *LinkObject::PossibleLink###8303*

This setting defines that a ‘FAQ’ object can be linked with other ‘Ticket’ objects using the ‘Normal’ link type.

Default value:



```

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

```

## 45.8 *LinkObject::PossibleLink###8304*

This setting defines that a 'FAQ' object can be linked with other 'Ticket' objects using the 'ParentChild' link type.

Default value:

```

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

```

## 45.9 *LinkObject::ShowDeleteButton*

Determines if a button to delete a link should be displayed next to each link in each zoom mask.

This setting can not be deactivated.

Default value:

```

1

```

## 45.10 *LinkObject::StrikeThroughLinkedTicketStateTypes*

For these state types the ticket numbers are striked through in the link table.

Default value:

```

---
- merged

```

## 45.11 *LinkObject::Type###Normal*

Defines the link type 'Normal'. If the source name and the target name contain the same value, the resulting link is a non-directional one; otherwise, the result is a directional link.

This setting can not be deactivated.

Default value:

```

---
SourceName: Normal
TargetName: Normal

```

## 45.12 *LinkObject::Type###ParentChild*

Defines the link type ‘ParentChild’ . If the source name and the target name contain the same value, the resulting link is a non-directional one; otherwise, the result is a directional link.

This setting can not be deactivated.

Default value:

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

## 45.13 *LinkObject::TypeGroup###0001*

Defines the link type groups. The link types of the same group cancel one another. Example: If ticket A is linked per a ‘Normal’ link with ticket B, then these tickets could not be additionally linked with link of a ‘ParentChild’ relationship.

Default value:

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

## 45.14 *LinkObject::ViewMode*

Determines the way the linked objects are displayed in each zoom mask.

This setting can not be deactivated.

Default value:

```
Simple
```

## 46.1 *CGILogPrefix*

Specifies the text that should appear in the log file to denote a CGI script entry.

This setting can not be deactivated.

Default value:

```
OTRS-CGI
```

## 46.2 *LogModule*

Defines the log module for the system. “File” writes all messages in a given logfile, “SysLog” uses the syslog daemon of the system, e.g. syslogd.

This setting can not be deactivated.

Default value:

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

## 46.3 *LogModule::LogFile*

If “file” was selected for LogModule, a logfile must be specified. If the file doesn't exist, it will be created by the system.

This setting can not be deactivated.

Default value:

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

## 46.4 *LogModule::LogFile::Date*

Adds a suffix with the actual year and month to the OTRS log file. A logfile for every month will be created. This setting can not be deactivated.

Default value:

```
0
```

## 46.5 *LogModule::SysLog::Charset*

If “SysLog” was selected for LogModule, the charset that should be used for logging can be specified. This setting can not be deactivated.

Default value:

```
utf-8
```

## 46.6 *LogModule::SysLog::Facility*

If “SysLog” was selected for LogModule, a special log facility can be specified. This setting can not be deactivated.

Default value:

```
user
```

## 46.7 *MinimumLogLevel*

Set the minimum log level. If you select ‘error’, just errors are logged. With ‘debug’ you get all logging messages. The order of log levels is: ‘debug’, ‘info’, ‘notice’ and ‘error’.

This setting can not be deactivated.

Default value:

```
error
```

## 47.1 MailQueue

MailQueue configuration settings.

This setting can not be deactivated.

Default value:

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



## 48.1 PDF::LogoFile

Specifies the path of the file for the logo in the page header (gif|jpg|png, 700 x 100 pixel).

This setting can not be deactivated.

Default value:

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

## 48.2 PDF::MaxPages

Defines the maximum number of pages per PDF file.

This setting can not be deactivated.

Default value:

```
100
```

## 48.3 PDF::PageSize

Defines the standard size of PDF pages.

This setting can not be deactivated.

Default value:

```
a4
```

#### **48.4 PDF::TTFontFile###Monospaced**

Defines the path and TTF-File to handle monospaced font in PDF documents.

This setting can not be deactivated.

Default value:

```
DejaVuSansMono.ttf
```

#### **48.5 PDF::TTFontFile###MonospacedBold**

Defines the path and TTF-File to handle bold monospaced font in PDF documents.

This setting can not be deactivated.

Default value:

```
DejaVuSansMono-Bold.ttf
```

#### **48.6 PDF::TTFontFile###MonospacedBoldItalic**

Defines the path and TTF-File to handle bold italic monospaced font in PDF documents.

This setting can not be deactivated.

Default value:

```
DejaVuSansMono-BoldOblique.ttf
```

#### **48.7 PDF::TTFontFile###MonospacedItalic**

Defines the path and TTF-File to handle italic monospaced font in PDF documents.

This setting can not be deactivated.

Default value:

```
DejaVuSansMono-Oblique.ttf
```

#### **48.8 PDF::TTFontFile###Proportional**

Defines the path and TTF-File to handle proportional font in PDF documents.

This setting can not be deactivated.

Default value:

```
DejaVuSans.ttf
```



## 48.9 *PDF::TTFontFile###ProportionalBold*

Defines the path and TTF-File to handle bold proportional font in PDF documents.

This setting can not be deactivated.

Default value:

```
DejaVuSans-Bold.ttf
```

## 48.10 *PDF::TTFontFile###ProportionalBoldItalic*

Defines the path and TTF-File to handle bold italic proportional font in PDF documents.

This setting can not be deactivated.

Default value:

```
DejaVuSans-BoldOblique.ttf
```

## 48.11 *PDF::TTFontFile###ProportionalItalic*

Defines the path and TTF-File to handle italic proportional font in PDF documents.

This setting can not be deactivated.

Default value:

```
DejaVuSans-Oblique.ttf
```



## 49.1 *Package::AllowLocalModifications*

If this setting is enabled, local modifications will not be highlighted as errors in the package manager and support data collector.

This setting is not active by default.

Default value:

## 49.2 *Package::AllowNotVerifiedPackages*

If this setting is enabled, it is possible to install packages which are not verified by OTRS Group. These packages could threaten your whole system!

Default value:

## 49.3 *Package::FileUpload*

Enables file upload in the package manager frontend.

This setting can not be deactivated.

Default value:

## 49.4 *Package::Proxy*

Fetches packages via proxy. Overwrites “WebUserAgent::Proxy” .

This setting is not active by default.

Default value:

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

## 49.5 *Package::RepositoryAccessRegExp*

Defines the IP regular expression for accessing the local repository. You need to enable this to have access to your local repository and the `Package::RepositoryList` is required on the remote host.

This setting is not active by default.

Default value:

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

## 49.6 *Package::RepositoryList*

Defines the list of online repositories. Another installations can be used as repository, for example: Key=”`http://example.com/otrs/public.pl?Action=PublicRepository;File=`” and Content=” Some Name” .

This setting is not active by default.

Default value:

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

## 49.7 *Package::RepositoryRoot*

Defines the location to get online repository list for additional packages. The first available result will be used.

This setting is not active by default.

Default value:

```
--- []
```

## 49.8 *Package::ShowFeatureAddons*

Toggles display of OTRS FeatureAddons list in PackageManager.

Default value:

1

## 49.9 *Package::Timeout*

Sets the timeout (in seconds) for package downloads. Overwrites “WebUserAgent::Timeout” .

This setting can not be deactivated.

Default value:

120



### 50.1 *PerformanceLog*

Enables performance log (to log the page response time). It will affect the system performance. Frontend::Module###AdminPerformanceLog must be enabled.

Default value:

### 50.2 *PerformanceLog::File*

Specifies the path of the file for the performance log.

This setting can not be deactivated.

Default value:

### 50.3 *PerformanceLog::FileMax*

Defines the maximum size (in MB) of the log file.

This setting can not be deactivated.

Default value:





## **51.1 *EditAnotherUsersPreferencesGroup***

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

This setting can not be deactivated.

Default value:

## **51.2 *SwitchToCustomer***

Allows the administrators to login as other customers, via the customer user administration panel.

This setting can not be deactivated.

Default value:

## **51.3 *SwitchToCustomer::PermissionGroup***

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

This setting can not be deactivated.

Default value:

```
admin
```

## 51.4 *SwitchToUser*

Allows the administrators to login as other users, via the users administration panel.

This setting can not be deactivated.

Default value:

```
0
```

## 51.5 *System::Customer::Permission*

Defines the standard permissions available for customers within the application. If more permissions are needed, you can enter them here. Permissions must be hard coded to be effective. Please ensure, when adding any of the afore mentioned permissions, that the “rw” permission remains the last entry.

This setting can not be deactivated.

Default value:

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

## 51.6 *System::Permission*

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

This setting can not be deactivated.

Default value:

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

## **52.1 *Process::ActivityTypes***

Defines the activity types which can be used in the system.

Default value:

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

## **52.2 *Process::CacheTTL***

Cache time in seconds for the DB process backend.

This setting can not be deactivated.

Default value:

```
3600
```

## **52.3 *Process::DefaultLock***

This option defines the process tickets default lock.

This setting can not be deactivated.

Default value:

```
unlock
```

## 52.4 *Process::DefaultPriority*

This option defines the process tickets default priority.

This setting can not be deactivated.

Default value:

```
3 normal
```

## 52.5 *Process::DefaultQueue*

This option defines the process tickets default queue.

This setting can not be deactivated.

Default value:

```
Raw
```

## 52.6 *Process::DefaultState*

This option defines the process tickets default state.

This setting can not be deactivated.

Default value:

```
new
```

## 52.7 *Process::DynamicFieldProcessManagementActivityID*

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

This setting can not be deactivated.

Default value:

```
ProcessManagementActivityID
```

## 52.8 *Process::DynamicFieldProcessManagementActivityStatus*

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

This setting can not be deactivated.

Default value:

```
ProcessManagementActivityStatus
```

## 52.9 *Process::DynamicFieldProcessManagementProcessID*

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

This setting can not be deactivated.

Default value:

```
ProcessManagementProcessID
```

## 52.10 *Process::Entity::Prefix*

Default ProcessManagement entity prefixes for entity IDs that are automatically generated.

This setting can not be deactivated.

Default value:

```
---  
Activity: A  
ActivityDialog: AD  
Process: P  
SequenceFlow: SF  
SequenceFlowAction: SFA
```

## 52.11 *Process::NavBarOutput::CacheTTL*

Cache time in seconds for the ticket process navigation bar output module.

This setting can not be deactivated.

Default value:

```
900
```

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

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

This setting can not be deactivated.

Default value:

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

### **52.13 *ProcessManagement::SequenceFlow::Debug::Enabled***

If enabled debugging information for sequence flows is logged.

This setting can not be deactivated.

Default value:

```
0
```

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

Filter for debugging sequence flows. Note: More filters can be added in the format <OTRS\_TICKET\_Attribute> e.g. <OTRS\_TICKET\_Priority>.

This setting is not active by default.

Default value:

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

### **52.15 *ProcessManagement::SequenceFlow::Debug::LogPriority***

Defines the priority in which the information is logged and presented.

This setting is not active by default.

Default value:

```
debug
```

### 53.1 *QueuePreferences###ChatChannel*

Chat channel to queue mapping.

Default value:

```
---
Block: Option
Cols: '50'
Desc: Chat channel that will be used for communication related to the tickets.
↳ in this
    queue.
Label: Chat channel
Module: Kernel::Output::HTML::QueuePreferences::ChatChannel
PrefKey: ChatChannel
Rows: '5'
```

### 53.2 *QueuePreferences###Comment2*

Parameters of the example queue attribute Comment2.

This setting is not active by default.

Default value:

```
---
Block: TextArea
Cols: '50'
Desc: Define the queue comment 2.
Label: Comment2
```

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```
Module: Kernel::Output::HTML::QueuePreferences::Generic  
PrefKey: Comment2  
Rows: '5'
```



## 54.1 *ReferenceData::OwnCountryList*

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

This setting is not active by default.

Default value:

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



## 55.1 SLAPreferences###Comment2

Parameters of the example SLA attribute Comment2.

This setting is not active by default.

Default value:

```
---  
Block: TextArea  
Cols: '50'  
Desc: Define the sla comment 2.  
Label: Comment2  
Module: Kernel::Output::HTML::SLAPreferences::Generic  
PrefKey: Comment2  
Rows: '5'
```

## 55.2 SLAPreferences###FieldSelectionDialogText

Text which is being displayed on selection of this SLA on the new ticket screen.

Default value:

```
---  
Block: TextArea  
Cols: '51'  
Desc: Is being displayed if a customer chooses this SLA on ticket creation.  
Label: Dialog message  
Module: Kernel::Output::HTML::SLAPreferences::Generic
```

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```
PrefKey: FieldSelectionDialogText  
Rows: '5'
```

## 56.1 *SMS::MessageTextLimit*

Defines the hard limit for number of characters that can be sent via SMS per message.

This setting can not be deactivated.

Default value:

```
1600
```

## 56.2 *SMSTemplate::Types*

Defines the list of types for SMS templates.

This setting can not be deactivated.

Default value:

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



### **57.1 SOAP::Keep-Alive**

Enable keep-alive connection header for SOAP responses.

This setting can not be deactivated.

Default value:

0





## 58.1 *ServicePreferences###Comment2*

Parameters of the example service attribute Comment2.

This setting is not active by default.

Default value:

```
---  
Block: TextArea  
Cols: '50'  
Desc: Define the service comment 2.  
Label: Comment2  
Module: Kernel::Output::HTML::ServicePreferences::Generic  
PrefKey: Comment2  
Rows: '5'
```



### 59.1 *AgentSessionLimit*

Sets the maximum number of active agents within the timespan defined in `SessionMaxIdleTime`.

Default value:

100

### 59.2 *AgentSessionLimitPriorWarning*

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

This setting is not active by default.

Default value:

90

### 59.3 *AgentSessionPerUserLimit*

Sets the maximum number of active sessions per agent within the timespan defined in `SessionMaxIdleTime`.

Default value:

20

## 59.4 *CustomerSessionLimit*

Sets the maximum number of active customers within the timespan defined in `SessionMaxIdleTime`.

Default value:

100

## 59.5 *CustomerSessionPerUserLimit*

Sets the maximum number of active sessions per customers within the timespan defined in `SessionMaxIdleTime`.

Default value:

20

## 59.6 *SessionAgentOnlineThreshold*

Defines the period of time (in minutes) before agent is marked as “away” due to inactivity (e.g. in the “Logged-In Users” widget or for the chat).

This setting can not be deactivated.

Default value:

5

## 59.7 *SessionCSRFProtection*

Protection against CSRF (Cross Site Request Forgery) exploits (for more info see [https://en.wikipedia.org/wiki/Cross-site\\_request\\_forgery](https://en.wikipedia.org/wiki/Cross-site_request_forgery)).

This setting can not be deactivated.

Default value:

1

## 59.8 *SessionCheckRemoteIP*

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

This setting can not be deactivated.

Default value:

1

## 59.9 *SessionCustomerOnlineThreshold*

Defines the period of time (in minutes) before customer is marked as “away” due to inactivity (e.g. in the “Logged-In Users” widget or for the chat).

This setting can not be deactivated.

Default value:

5

## 59.10 *SessionDeletelfNotRemoteID*

Deletes a session if the session id is used with an invalid remote IP address.

This setting can not be deactivated.

Default value:

1

## 59.11 *SessionDeletelfTimeToOld*

Deletes requested sessions if they have timed out.

This setting can not be deactivated.

Default value:

1

## 59.12 *SessionDir*

If “FS” was selected for SessionModule, a directory where the session data will be stored must be specified.

This setting can not be deactivated.

Default value:

`<OTRS_CONFIG_Home>/var/sessions`

## 59.13 *SessionMaxIdleTime*

Sets the inactivity time (in seconds) to pass before a session is killed and a user is logged out.

This setting can not be deactivated.

Default value:

```
7200
```

## 59.14 *SessionMaxTime*

Defines the maximal valid time (in seconds) for a session id.

This setting can not be deactivated.

Default value:

```
57600
```

## 59.15 *SessionModule*

Defines the module used to store the session data. With “DB” the frontend server can be splitted from the db server. “FS” is faster.

This setting can not be deactivated.

Default value:

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

## 59.16 *SessionName*

Defines the name of the session key. E.g. Session, SessionID or OTRS. Semicolon, comma, equals, asterisk and white space usage is not allowed.

This setting can not be deactivated.

Default value:

```
OTRSAgentInterface
```

## 59.17 *SessionTable*

If “DB” was selected for SessionModule, a table in database where session data will be stored must be specified.

This setting can not be deactivated.

Default value:

```
sessions
```

## 59.18 *SessionUseCookieAfterBrowserClose*

Stores cookies after the browser has been closed.

This setting can not be deactivated.

Default value:

0
---





## **60.1 *Stats::DynamicObjectRegistration###Ticket***

Module to generate ticket statistics.

Default value:

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

## **60.2 *Stats::DynamicObjectRegistration###TicketAccountedTime***

Module to generate accounted time ticket statistics.

Default value:

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

## **60.3 *Stats::DynamicObjectRegistration###TicketList***

Determines if the statistics module may generate ticket lists.

Default value:

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

## 60.4 *Stats::DynamicObjectRegistration###TicketSolutionResponseTime*

Module to generate ticket solution and response time statistics.

Default value:

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

## 60.5 *Stats::MaxXaxisAttributes*

Defines the default maximum number of X-axis attributes for the time scale.

This setting is not active by default.

Default value:

```
1000
```

## 60.6 *Stats::StatsHook*

Sets the stats hook.

This setting can not be deactivated.

Default value:

```
Stat#
```

## 60.7 *Stats::StatsStartNumber*

Start number for statistics counting. Every new stat increments this number.

This setting can not be deactivated.

Default value:

```
10000
```

## **61.1 *StatsReportConfig::CacheTTL***

Cache time in seconds for the statistics reports backend.

This setting can not be deactivated.

Default value:

3600



### 62.1 *SystemMaintenance::IsActiveDefaultLoginErrorMessage*

Sets the default error message for the login screen in the agent interface, it's shown when a running system maintenance period is active.

Default value:

```
We are performing scheduled maintenance. Login is temporarily not available.
```

### 62.2 *SystemMaintenance::IsActiveDefaultLoginMessage*

Sets the default message for the login screen in the agent interface, it's shown when a running system maintenance period is active.

Default value:

```
We are performing scheduled maintenance. We should be back online shortly.
```

### 62.3 *SystemMaintenance::IsActiveDefaultNotification*

Sets the default message for the notification is shown on a running system maintenance period.

Default value:

```
We are performing scheduled maintenance.
```

## 62.4 *SystemMaintenance::TimeNotifyUpcomingMaintenance*

Sets the minutes a notification is shown for notice about upcoming system maintenance period.

Default value:

30

## **63.1 *AdminTemplate::SubjectMethod###KeepTicketNumber***

Defines the behavior for the subject method “overwrite” . If the option is enabled, the ticket number will not be overwritten.

Default value:

## **63.2 *AgentSelfNotifyOnAction***

Specifies if an agent should receive email notification of his own actions.

This setting can not be deactivated.

Default value:

## **63.3 *CustomerNotifyJustToRealCustomer***

Sends customer notifications just to the mapped customer.

This setting can not be deactivated.

Default value:

## 63.4 *DynamicFieldFromCustomerUser::Mapping*

Define a mapping between variables of the customer user data (keys) and dynamic fields of a ticket (values). The purpose is to store customer user data in ticket dynamic fields. The dynamic fields must be present in the system and should be enabled for AgentTicketFreeText, so that they can be set/updated manually by the agent. They mustn't be enabled for AgentTicketPhone, AgentTicketEmail and AgentTicketCustomer. If they were, they would have precedence over the automatically set values. To use this mapping, you have to also activate the Ticket::EventModulePost###4100-DynamicFieldFromCustomerUser setting.

This setting is not active by default.

Default value:

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

## 63.5 *OTRSEscalationEvents::DecayTime*

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

Default value:

```
1440
```

## 63.6 *StandardTemplate2QueueByCreating*

List of default Standard Templates which are assigned automatically to new Queues upon creation.

This setting is not active by default.

Default value:

```
--- []
```

## 63.7 *StandardTemplate::Types*

Defines the list of types for templates.

Default value:

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



## 63.8 *Ticket::ArchiveSystem*

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

This setting can not be deactivated.

Default value:

## 63.9 *Ticket::ArchiveSystem::RemoveSeenFlags*

Controls if the ticket and article seen flags are removed when a ticket is archived.

This setting can not be deactivated.

Default value:

## 63.10 *Ticket::ArchiveSystem::RemoveTicketWatchers*

Removes the ticket watcher information when a ticket is archived.

This setting can not be deactivated.

Default value:

## 63.11 *Ticket::ChangeOwnerToEveryone*

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

This setting can not be deactivated.

Default value:

## 63.12 *Ticket::CustomModule###001-CustomModule*

Overloads (redefines) existing functions in Kernel::System::Ticket. Used to easily add customizations.

This setting is not active by default.

Default value:

Kernel::System::Ticket::Custom

### 63.13 *Ticket::CustomQueue*

Name of custom queue. The custom queue is a queue selection of your preferred queues and can be selected in the preferences settings.

This setting can not be deactivated.

Default value:

My Queues

### 63.14 *Ticket::CustomService*

Name of custom service. The custom service is a service selection of your preferred services and can be selected in the preferences settings.

This setting can not be deactivated.

Default value:

My Services

### 63.15 *Ticket::CustomerArchiveSystem*

Activates the ticket archive system search in the external interface.

This setting can not be deactivated.

Default value:

0

### 63.16 *Ticket::DefineEmailFrom*

Defines how the From field from the emails (sent from answers and email tickets) should look like.

This setting can not be deactivated.

Default value:

SystemAddressName

### 63.17 *Ticket::DefineEmailFromSeparator*

Defines the separator between the agents real name and the given queue email address.

This setting can not be deactivated.

Default value:

### 63.18 *Ticket::Frontend::DefaultRecipientDisplayType*

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

Default value:

### 63.19 *Ticket::Frontend::DefaultSenderDisplayType*

Default display type for sender (From) names in the ticket zoom screen of the agent interface.

Default value:

### 63.20 *Ticket::GenericAgentAllowCustomModuleExecution*

Allows generic agent to execute custom modules.

Default value:

### 63.21 *Ticket::GenericAgentAllowCustomScriptExecution*

Allows generic agent to execute custom command line scripts.

Default value:

### 63.22 *Ticket::GenericAgentRunLimit*

Set the limit of tickets that will be executed on a single genericagent job execution.

Default value:

4000

### 63.23 *Ticket::GenericAgentTicketSearch###ExtendedSearchCondition*

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

This setting can not be deactivated.

Default value:

1

### 63.24 *Ticket::Hook*

The identifier for a ticket, e.g. Ticket#, Call#, MyTicket#. The default is Ticket#.

This setting can not be deactivated.

Default value:

Ticket#

### 63.25 *Ticket::HookDivider*

The divider between TicketHook and ticket number. E.g ‘:’ ‘.’

This setting can not be deactivated.

Default value:

`Ticket::IncludeUnknownTicketCustomers`

Include unknown customers in ticket filter.

This setting can not be deactivated.

Default value:

0

### 63.26 *Ticket::IndexModule*

IndexAccelerator: to choose your backend TicketViewAccelerator module. “RuntimeDB” generates each queue view on the fly from ticket table (no performance problems up to approx. 60.000 tickets in total and 6.000 open tickets in the system). “StaticDB” is the most powerful module, it uses an extra ticket-index table that works like a view (recommended if more than 80.000 and 6.000 open tickets are stored in the system). Use the command “bin/otrs.Console.pl Maint::Ticket::QueueIndexRebuild” for initial index creation.

This setting can not be deactivated.

Default value:

```
Kernel::System::Ticket::IndexAccelerator::RuntimeDB
```

### 63.27 *Ticket::InvalidOwner::StateChange*

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

Default value:

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

### 63.28 *Ticket::MergeDynamicFields*

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

This setting can not be deactivated.

Default value:

```
--- []
```

### 63.29 *Ticket::NewArticleIgnoreSystemSender*

Ignore system sender article types (e. g. auto responses or email notifications) to be flagged as ‘Unread Article’ in AgentTicketZoom or expanded automatically in Large view screens.

This setting can not be deactivated.

Default value:

```
0
```

### 63.30 *Ticket::NumberGenerator*

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

This setting can not be deactivated.

Default value:

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

### 63.31 *Ticket::NumberGenerator::CheckSystemID*

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

This setting can not be deactivated.

Default value:

```
1
```

### 63.32 *Ticket::NumberGenerator::Date::UseFormattedCounter*

Enables the minimal ticket counter size (if “Date” was selected as TicketNumberGenerator).

This setting can not be deactivated.

Default value:

```
0
```

### 63.33 *Ticket::NumberGenerator::MinCounterSize*

Sets the minimal ticket counter size if “AutoIncrement” was selected as TicketNumberGenerator. Default is 5, this means the counter starts from 10000.

This setting can not be deactivated.

Default value:

```
5
```

### 63.34 *Ticket::PendingAutoStateType*

Determines the possible states for pending tickets that changed state after reaching time limit.

This setting can not be deactivated.

Default value:

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

### 63.35 *Ticket::PendingNotificationNotToResponsible*

Disables sending reminder notifications to the responsible agent of a ticket (Ticket::Responsible needs to be enabled).

This setting can not be deactivated.

Default value:

```
0
```

### 63.36 *Ticket::PendingNotificationOnlyToOwner*

Sends reminder notifications of unlocked ticket after reaching the reminder date (only sent to ticket owner).

This setting can not be deactivated.

Default value:

```
0
```

### 63.37 *Ticket::PendingReminderStateType*

Defines the state type of the reminder for pending tickets.

This setting can not be deactivated.

Default value:

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

### 63.38 *Ticket::Responsible*

Enables ticket responsible feature, to keep track of a specific ticket.

Default value:

```
0
```

### 63.39 *Ticket::ResponsibleAutoSet*

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

Default value:

1

### 63.40 *Ticket::Service*

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

This setting can not be deactivated.

Default value:

0

### 63.41 *Ticket::Service::Default::UnknownCustomer*

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

This setting can not be deactivated.

Default value:

0

### 63.42 *Ticket::Service::KeepChildren*

Retains all services in listings even if they are children of invalid elements.

This setting can not be deactivated.

Default value:

0

### 63.43 *Ticket::StateAfterPending*

Defines which states should be set automatically (Content), after the pending time of state (Key) has been reached.

This setting can not be deactivated.

Default value:

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



## 63.44 *Ticket::SubjectFormat*

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

This setting can not be deactivated.

Default value:

## 63.45 *Ticket::SubjectFwd*

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

This setting can not be deactivated.

Default value:

## 63.46 *Ticket::SubjectRe*

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

This setting can not be deactivated.

Default value:

## 63.47 *Ticket::SubjectSize*

Max size of the subjects in an email reply and in some overview screens.

This setting can not be deactivated.

Default value:

## 63.48 *Ticket::Type*

Enables ticket type feature.

This setting can not be deactivated.

Default value:

```
0
```

### 63.49 *Ticket::Type::Default*

Defines the default ticket type.

This setting can not be deactivated.

Default value:

```
Unclassified
```

### 63.50 *Ticket::UnlockOnAway*

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

This setting can not be deactivated.

Default value:

```
1
```

### 63.51 *Ticket::UnlockStateType*

Defines the valid states for unlocked tickets. To unlock tickets the script “bin/otrs.Console.pl Maint::Ticket::UnlockTimeout” can be used.

This setting can not be deactivated.

Default value:

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

### 63.52 *Ticket::ViewableLocks*

Defines the viewable locks of a ticket. NOTE: When you change this setting, make sure to delete the cache in order to use the new value. Default: unlock, tmp\_lock.

This setting can not be deactivated.

Default value:

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

### 63.53 *Ticket::ViewableSenderTypes*

Defines the default viewable sender types of a ticket (default: customer).

This setting can not be deactivated.

Default value:

```
---  
- 'customer'
```

### 63.54 *Ticket::ViewableStateType*

Defines the valid state types for a ticket. If a ticket is in a state which have any state type from this setting, this ticket will be considered as open, otherwise as closed.

This setting can not be deactivated.

Default value:

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

### 63.55 *Ticket::Watcher*

Enables or disables the ticket watcher feature, to keep track of tickets without being the owner nor the responsible.

This setting can not be deactivated.

Default value:

```
0
```

### 63.56 *Ticket::WatcherGroup*

Enables ticket watcher feature only for the listed groups.

This setting is not active by default.

Default value:

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



## 64.1 *ACL::CacheTTL*

Cache time in seconds for the DB ACL backend.

This setting can not be deactivated.

Default value:

```
3600
```

## 64.2 *ACLKeysLevel1Change*

Defines which items are available in first level of the ACL structure.

Default value:

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

## 64.3 *ACLKeysLevel1Match*

Defines which items are available in first level of the ACL structure.

Default value:

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

## 64.4 *ACLKeysLevel2::Possible*

Defines which items are available in second level of the ACL structure.

Default value:

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

## 64.5 *ACLKeysLevel2::PossibleAdd*

Defines which items are available in second level of the ACL structure.

Default value:

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

## 64.6 *ACLKeysLevel2::PossibleNot*

Defines which items are available in second level of the ACL structure.

Default value:

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

## 64.7 *ACLKeysLevel2::Properties*

Defines which items are available in second level of the ACL structure.

Default value:

```

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

```

## 64.8 *ACLKeysLevel2::PropertiesDatabase*

Defines which items are available in second level of the ACL structure.

Default value:

```

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

```

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

Defines which items are available for 'Action' in third level of the ACL structure.

Default value:

```

---
- AgentAppointmentCalendarOverview
- AgentTicketBounce
- AgentTicketBulk
- AgentTicketClose

```

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- AgentTicketCompose
- AgentTicketCustomer
- AgentTicketForward
- AgentTicketEmail
- AgentTicketEmailOutbound
- AgentTicketEmailResend
- AgentTicketFreeText
- AgentTicketHistory
- AgentTicketLink
- AgentTicketLock
- AgentTicketMerge
- AgentTicketMove
- AgentTicketNote
- AgentTicketOwner
- AgentTicketPending
- AgentTicketPhone
- AgentTicketPhoneInbound
- AgentTicketPhoneOutbound
- AgentTicketPlain
- AgentTicketPrint
- AgentTicketPriority
- AgentTicketProcess
- AgentTicketResponsible
- AgentTicketSearch
- AgentTicketWatcher
- AgentTicketZoom
- AgentLinkObject
- AgentSplitSelection

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

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

This setting is not active by default.

Default value:

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

## 64.11 *TicketACL::Debug::Enabled*

If enabled debugging information for ACLs is logged.

This setting can not be deactivated.



Default value:

```
0
```

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

Filter for debugging ACLs. Note: More ticket attributes can be added in the format <OTRS\_TICKET\_Attribute> e.g. <OTRS\_TICKET\_Priority>.

This setting is not active by default.

Default value:

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

## 64.13 *TicketACL::Debug::LogPriority*

Defines the priority in which the information is logged and presented.

This setting is not active by default.

Default value:

```
debug
```

## 64.14 *TicketACL::Default::Action*

Default ACL values for ticket actions.

This setting can not be deactivated.

Default value:

```
--- {}
```



---

*Core → Ticket → DynamicFieldDefault*

---

### 65.1 *Ticket::TicketDynamicFieldDefault###Element1*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.2 *Ticket::TicketDynamicFieldDefault###Element10*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.3 *Ticket::TicketDynamicFieldDefault###Element11*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.4 *Ticket::TicketDynamicFieldDefault###Element12*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.5 *Ticket::TicketDynamicFieldDefault###Element13*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.6 *Ticket::TicketDynamicFieldDefault###Element14*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

## 65.7 *Ticket::TicketDynamicFieldDefault###Element15*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

## 65.8 *Ticket::TicketDynamicFieldDefault###Element16*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

## 65.9 *Ticket::TicketDynamicFieldDefault###Element2*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.10 *Ticket::TicketDynamicFieldDefault###Element3*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.11 *Ticket::TicketDynamicFieldDefault###Element4*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.12 *Ticket::TicketDynamicFieldDefault###Element5*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.13 *Ticket::TicketDynamicFieldDefault###Element6*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.14 *Ticket::TicketDynamicFieldDefault###Element7*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.15 *Ticket::TicketDynamicFieldDefault###Element8*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

### 65.16 *Ticket::TicketDynamicFieldDefault###Element9*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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



---

*Core → Ticket → FulltextSearch*

---

## 66.1 *Ticket::SearchIndex::Attribute*

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

This setting can not be deactivated.

Default value:

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

## 66.2 *Ticket::SearchIndex::Filters*

Fulltext index regex filters to remove parts of the text.

This setting can not be deactivated.

Default value:

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

### 66.3 *Ticket::SearchIndex::ForceUnfilteredStorage*

Force the storage of the original article text in the article search index, without executing filters or applying stop word lists. This will increase the size of the search index and thus may slow down fulltext searches.

This setting can not be deactivated.

Default value:

```
0
```

### 66.4 *Ticket::SearchIndex::IndexArchivedTickets*

Defines whether to index archived tickets for fulltext searches.

This setting can not be deactivated.

Default value:

```
0
```

### 66.5 *Ticket::SearchIndex::StopWords###Custom*

Customizable stop words for fulltext index. These words will be removed from the search index.

This setting is not active by default.

Default value:

```
---  
- MyStopWord
```

### 66.6 *Ticket::SearchIndex::StopWords###de*

German stop words for fulltext index. These words will be removed from the search index.

Default value:

```
---  
- aber  
- als  
- am  
- an  
- auch  
- auf  
- aus  
- bei  
- bin  
- bis  
- bist
```

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- da
- dadurch
- daher
- darum
- das
- daß
- dass
- dein
- deine
- dem
- den
- der
- des
- dessen
- deshalb
- die
- dies
- dieser
- dieses
- doch
- dort
- du
- durch
- ein
- eine
- einem
- einen
- einer
- eines
- er
- es
- euer
- eure
- für
- hatte
- hatten
- hattest
- hattet
- hier
- hinter
- ich
- ihr
- ihre
- im
- **in**
- ist
- ja
- jede
- jedem
- jeden
- jeder
- jedes

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- jener
- jenes
- jetzt
- kann
- kannst
- können
- könnt
- machen
- mein
- meine
- mit
- muß
- muß
- musst
- müssen
- müßt
- nach
- nachdem
- nein
- nicht
- nun
- oder
- seid
- sein
- seine
- sich
- sie
- sind
- soll
- sollen
- sollst
- sollt
- sonst
- soweit
- sowie
- und
- unser
- unsere
- unter
- vom
- von
- vor
- wann
- warum
- was
- weiter
- weitere
- wenn
- wer
- werde
- werden
- werdet

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```
- weshalb
- wie
- wieder
- wieso
- wir
- wird
- wirst
- wo
- woher
- wohin
- zu
- zum
- zur
- über
```

## 66.7 *Ticket::SearchIndex::StopWords###en*

English stop words for fulltext index. These words will be removed from the search index.

Default value:

```
---
- a
- about
- above
- after
- again
- against
- all
- am
- an
- and
- any
- are
- aren't
- as
- at
- be
- because
- been
- before
- being
- below
- between
- both
- but
- by
- can't
- cannot
- could
```

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- couldn't
- did
- didn't
- do
- does
- doesn't
- doing
- don't
- down
- during
- each
- few
- **for**
- **from**
- further
- had
- hadn't
- has
- hasn't
- have
- haven't
- having
- he
- he'd
- he'll
- he's
- her
- here
- here's
- hers
- herself
- him
- himself
- his
- how
- how's
- i
- i'd
- i'll
- i'm
- i've
- **if**
- **in**
- into
- **is**
- isn't
- it
- it's
- its
- itself
- let's
- me

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- more
- most
- mustn't
- my
- myself
- no
- nor
- **not**
- of
- off
- on
- once
- only
- **or**
- other
- ought
- our
- ours
- ourselves
- out
- over
- own
- same
- shan't
- she
- she'd
- she'll
- she's
- should
- shouldn't
- so
- some
- such
- than
- that
- that's
- the
- their
- theirs
- them
- themselves
- then
- there
- there's
- these
- they
- they'd
- they'll
- they're
- they've
- this
- those

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```
- through
- to
- too
- under
- until
- up
- very
- was
- wasn't
- we
- we'd
- we'll
- we're
- we've
- were
- weren't
- what
- what's
- when
- when's
- where
- where's
- which
- while
- who
- who's
- whom
- why
- why's
- with
- won't
- would
- wouldn't
- you
- you'd
- you'll
- you're
- you've
- your
- yours
- yourself
- yourselves
```

## 66.8 *Ticket::SearchIndex::StopWords###es*

Spanish stop words for fulltext index. These words will be removed from the search index.

Default value:

```
----
```

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- un
- una
- unas
- unos
- uno
- sobre
- todo
- también
- tras
- otro
- algún
- alguno
- alguna
- algunos
- algunas
- ser
- es
- soy
- eres
- somos
- sois
- estoy
- esta
- estamos
- estais
- estan
- como
- en
- para
- atras
- porque
- por qué
- estado
- estaba
- ante
- antes
- siendo
- ambos
- pero
- por
- poder
- puede
- puedo
- podemos
- podeis
- pueden
- fui
- fue
- fuimos
- fueron
- hacer
- hago

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- hace
- hacemos
- haceis
- hacen
- cada
- fin
- incluso
- primero
- desde
- conseguir
- consigo
- consigue
- consigues
- conseguimos
- consiguen
- ir
- voy
- va
- vamos
- vais
- van
- vaya
- gueno
- ha
- tener
- tengo
- tiene
- tenemos
- teneis
- tienen
- el
- la
- lo
- las
- los
- su
- aqui
- mio
- tuyo
- ellos
- ellas
- nos
- nosotros
- vosotros
- vosotras
- si
- dentro
- solo
- solamente
- saber
- sabes
- sabe

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- sabemos
- sabeis
- saben
- ultimo
- largo
- bastante
- haces
- muchos
- aquellos
- aquellas
- sus
- entonces
- tiempo
- verdad
- verdadero
- verdadera
- cierto
- ciertos
- cierta
- ciertas
- intentar
- intento
- intenta
- intentas
- intentamos
- intentais
- intentan
- dos
- bajo
- arriba
- encima
- usar
- uso
- usas
- usa
- usamos
- usais
- usan
- emplear
- empleo
- empleas
- emplean
- empleamos
- empleais
- valor
- muy
- era
- eras
- eramos
- eran
- modo
- bien

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```
- cual
- cuando
- donde
- mientras
- quien
- con
- entre
- sin
- trabajo
- trabajar
- trabajas
- trabaja
- trabajamos
- trabajais
- trabajan
- podria
- podrias
- podriamos
- podrian
- podriais
- yo
- aquel
```

## 66.9 *Ticket::SearchIndex::StopWords###fr*

French stop words for fulltext index. These words will be removed from the search index.

Default value:

```
---
- alors
- au
- aucuns
- aussi
- autre
- avant
- avec
- avoir
- bon
- car
- ce
- cela
- ces
- ceux
- chaque
- ci
- comme
- comment
- dans
- des
```

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- du
- dedans
- dehors
- depuis
- deux
- devrait
- doit
- donc
- dos
- droite
- début
- elle
- elles
- en
- encore
- essai
- est
- et
- eu
- fait
- faites
- fois
- font
- force
- haut
- hors
- ici
- il
- ils
- je
- juste
- la
- le
- les
- leur
- là
- ma
- maintenant
- mais
- mes
- mine
- moins
- mon
- mot
- même
- ni
- nommés
- notre
- nous
- nouveaux
- ou
- où

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- par
- parce
- parole
- pas
- personnes
- peut
- peu
- pièce
- plupart
- pour
- pourquoi
- quand
- que
- quel
- quelle
- quelles
- quels
- qui
- sa
- sans
- ses
- seulement
- si
- sien
- son
- sont
- sous
- soyez
- sujet
- sur
- ta
- tandis
- tellement
- tels
- tes
- ton
- tous
- tout
- trop
- très
- tu
- valeur
- voie
- voient
- vont
- votre
- vous
- vu
- ça
- étaient
- état
- étions

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- été
- être

## 66.10 *Ticket::SearchIndex::StopWords###it*

Italian stop words for fulltext index. These words will be removed from the search index.

Default value:

```
---  
- a  
- adesso  
- ai  
- al  
- alla  
- allo  
- allora  
- altre  
- altri  
- altro  
- anche  
- ancora  
- avere  
- aveva  
- avevano  
- ben  
- buono  
- che  
- chi  
- cinque  
- comprare  
- con  
- consecutivi  
- consecutivo  
- cosa  
- cui  
- da  
- del  
- della  
- dello  
- dentro  
- deve  
- devo  
- di  
- doppio  
- due  
- e  
- ecco  
- fare  
- fine
```

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(continued from previous page)

- fino
- fra
- gente
- giu
- ha
- hai
- hanno
- ho
- il
- indietro
- invece
- io
- la
- lavoro
- le
- lei
- lo
- loro
- lui
- lungo
- ma
- me
- meglio
- molta
- molti
- molto
- nei
- nella
- no
- noi
- nome
- nostro
- nove
- nuovi
- nuovo
- o
- oltre
- ora
- otto
- peggio
- pero
- persone
- piu
- poco
- primo
- promesso
- qua
- quarto
- quasi
- quattro
- quello
- questo

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- qui
- quindi
- quinto
- rispetto
- sara
- secondo
- sei
- sembra
- sembrava
- senza
- sette
- sia
- siamo
- siete
- solo
- sono
- sopra
- soprattutto
- sotto
- stati
- stato
- stesso
- su
- subito
- sul
- sulla
- tanto
- te
- tempo
- terzo
- tra
- tre
- triplo
- ultimo
- un
- una
- uno
- va
- vai
- voi
- volte
- vostro

## 66.11 *Ticket::SearchIndex::StopWords###nl*

Dutch stop words for fulltext index. These words will be removed from the search index.

Default value:

---

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- de
- zijn
- een
- en
- **in**
- je
- het
- van
- op
- ze
- hebben
- het
- hij
- niet
- met
- er
- dat
- die
- te
- wat
- voor
- naar
- gaan
- kunnen
- zeggen
- dat
- maar
- aan
- veel
- zijn
- worden
- uit
- ook
- komen
- als
- om
- moeten
- we
- doen
- bij
- goed
- haar
- dan
- nog
- of
- maken
- zo
- wel
- mijn
- zien
- over
- willen

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- staan
- door
- kijken
- zullen
- heel
- nu
- weten
- zitten
- hem
- schrijven
- vinden
- woord
- hoe
- geen
- dit
- mens
- al
- jij
- ander
- groot
- waar
- maar
- weer
- kind
- me
- vragen
- een
- denken
- twee
- horen
- iets
- deze
- krijgen
- ons
- zich
- lezen
- hun
- welk
- zin
- laten
- mogen
- hier
- jullie
- toch
- geven
- jaar
- tegen
- al
- eens
- echt
- houden
- alleen

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- lopen
- mee
- ja
- roepen
- tijd
- dag
- elkaar
- even
- lang
- land
- liggen
- waarom
- zetten
- vader
- laat
- beginnen
- blijven
- nee
- moeder
- huis
- nou
- na
- af
- keer
- dus
- tot
- vertellen
- wie
- net
- jou
- les
- want
- man
- nieuw
- elk
- tekst
- omdat
- gebruiken
- u

## 66.12 *Ticket::SearchIndex::WarnOnStopWordUsage*

Display a warning and prevent search when using stop words within fulltext search.

This setting can not be deactivated.

Default value:

0

## 66.13 *Ticket::SearchIndexModule*

Helps to extend your articles full-text search (From, To, Cc, Subject and Body search). It will strip all articles and will build an index after article creation, increasing fulltext searches about 50%. To create an initial index use “bin/otrs.Console.pl Maint::Ticket::FulltextIndex –rebuild” .

This setting can not be deactivated.

Default value:

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



---

*Core → Ticket → Permission*

---

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

Module to check the group permissions for customer access to tickets.

Default value:

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

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

Module to grant access if the CustomerUserID of the ticket matches the CustomerUserID of the customer.

Default value:

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

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

Module to grant access if the CustomerID of the ticket matches the CustomerID of the customer.

Default value:

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

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

Module to grant access if the CustomerID of the customer has necessary group permissions.

Default value:

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

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

Module to grant access to the owner of a ticket.

Default value:

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

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

Module to grant access to the agent responsible of a ticket.

Default value:

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

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

Module to check the group permissions for the access to tickets.

Default value:



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

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

Module to grant access to the watcher agents of a ticket.

Default value:

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

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

Module to grant access to the creator of a ticket.

This setting is not active by default.

Default value:

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

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

Module to grant access to any agent that has been involved in a ticket in the past (based on ticket history entries).

This setting is not active by default.

Default value:

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

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

Optional queue limitation for the CreatorCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Default value:

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

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

Optional queue limitation for the InvolvedCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Default value:

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

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

Optional queue limitation for the OwnerCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Default value:

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

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

Optional queue limitation for the ResponsibleCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Default value:

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

## **68.1 *CalendarWeekDayStart***

Define the start day of the week for the date picker.

This setting can not be deactivated.

Default value:

## **68.2 *MaximumCalendarNumber***

Maximum Number of a calendar shown in a dropdown.

This setting is not active by default.

Default value:

## **68.3 *OTRSTimeZone***

Sets the time zone being used internally by OTRS to e. g. store dates and times in the database. **WARNING:** This setting must not be changed once set and tickets or any other data containing date/time have been created.

This setting can not be deactivated.

Default value:

UTC

## 68.4 *ShowUserTimeZoneSelectionNotification*

If enabled, users that haven't selected a time zone yet will be notified to do so. Note: Notification will not be shown if (1) user has not yet selected a time zone and (2) OTRSTimeZone and UserDefaultTimeZone do match and (3) are not set to UTC.

This setting can not be deactivated.

Default value:

1

## 68.5 *TimeInputFormat*

Defines the date input format used in forms (option or input fields).

This setting can not be deactivated.

Default value:

Option

## 68.6 *TimeInputMinutesStep*

Defines the available steps in time selections. Select "1 minute" to be able to select all minutes of one hour from 1-59. Select "30 minutes" to only make full and half hours available.

This setting can not be deactivated.

Default value:

1

## 68.7 *TimeShowAlwaysLong*

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

This setting can not be deactivated.

Default value:

0

## 68.8 *TimeShowCompleteDescription*

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

This setting can not be deactivated.

Default value:

```
0
```

## 68.9 *TimeVacationDays*

Adds the permanent vacation days.

This setting can not be deactivated.

Default value:

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

## 68.10 *TimeVacationDaysOneTime*

Adds the one time vacation days.

This setting can not be deactivated.

Default value:

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

## 68.11 *TimeWorkingHours*

Defines the hours and week days to count the working time.

This setting can not be deactivated.

Default value:

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

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

## 68.12 *TimeZone*

This setting is deprecated. Set `OTRSTimeZone` instead.

This setting is not active by default.

Default value:

```
+0
```

## 68.13 *UserDefaultTimeZone*

Sets the time zone that will be assigned to newly created users and will be used for users that haven't yet set a time zone. This is the time zone being used as default to convert date and time between the OTRS time zone and the user's time zone.

This setting can not be deactivated.

Default value:

```
UTC
```





### 69.1 *CalendarWeekDayStart::Calendar1*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

### 69.2 *TimeVacationDays::Calendar1*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 69.3 *TimeVacationDaysOneTime::Calendar1*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 69.4 *TimeWorkingHours::Calendar1*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

## 69.5 *TimeZone::Calendar1*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

## 69.6 *TimeZone::Calendar1Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

```
Calendar Name 1
```

## 70.1 *CalendarWeekDayStart::Calendar2*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

## 70.2 *TimeVacationDays::Calendar2*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 70.3 *TimeVacationDaysOneTime::Calendar2*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 70.4 *TimeWorkingHours::Calendar2*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

## 70.5 *TimeZone::Calendar2*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

## 70.6 *TimeZone::Calendar2Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 2
-----------------



## 71.1 *CalendarWeekDayStart::Calendar3*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

## 71.2 *TimeVacationDays::Calendar3*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 71.3 *TimeVacationDaysOneTime::Calendar3*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 71.4 *TimeWorkingHours::Calendar3*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

### 71.5 *TimeZone::Calendar3*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

UTC

## 71.6 *TimeZone::Calendar3Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 3
-----------------

### 72.1 *CalendarWeekDayStart::Calendar4*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

### 72.2 *TimeVacationDays::Calendar4*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

## 72.3 *TimeVacationDaysOneTime::Calendar4*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

## 72.4 *TimeWorkingHours::Calendar4*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

## 72.5 *TimeZone::Calendar4*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

## 72.6 *TimeZone::Calendar4Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 4
-----------------



### 73.1 *CalendarWeekDayStart::Calendar5*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

### 73.2 *TimeVacationDays::Calendar5*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 73.3 *TimeVacationDaysOneTime::Calendar5*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 73.4 *TimeWorkingHours::Calendar5*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

### **73.5 *TimeZone::Calendar5***

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

## 73.6 *TimeZone::Calendar5Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 5
-----------------

### 74.1 *CalendarWeekDayStart::Calendar6*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

### 74.2 *TimeVacationDays::Calendar6*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 74.3 *TimeVacationDaysOneTime::Calendar6*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 74.4 *TimeWorkingHours::Calendar6*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

## 74.5 *TimeZone::Calendar6*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

## 74.6 *TimeZone::Calendar6Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 6
-----------------



### 75.1 *CalendarWeekDayStart::Calendar7*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

### 75.2 *TimeVacationDays::Calendar7*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 75.3 *TimeVacationDaysOneTime::Calendar7*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 75.4 *TimeWorkingHours::Calendar7*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

## 75.5 *TimeZone::Calendar7*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

## 75.6 *TimeZone::Calendar7Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 7
-----------------

## 76.1 *CalendarWeekDayStart::Calendar8*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

## 76.2 *TimeVacationDays::Calendar8*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 76.3 *TimeVacationDaysOneTime::Calendar8*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 76.4 *TimeWorkingHours::Calendar8*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

## 76.5 *TimeZone::Calendar8*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

## 76.6 *TimeZone::Calendar8Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 8
-----------------



### 77.1 *CalendarWeekDayStart::Calendar9*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

### 77.2 *TimeVacationDays::Calendar9*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 77.3 *TimeVacationDaysOneTime::Calendar9*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

### 77.4 *TimeWorkingHours::Calendar9*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

## 77.5 *TimeZone::Calendar9*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

## 77.6 *TimeZone::Calendar9Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 9
-----------------

## 78.1 *Frontend::Module###AdminSystemConfigurationUser*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Configuration User Settings
```



## **79.1 *WebUserAgent::DisableSSLVerification***

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

This setting can not be deactivated.

Default value:

```
0
```

## **79.2 *WebUserAgent::Proxy***

Defines the connections for http/ftp, via a proxy.

This setting is not active by default.

Default value:

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

## **79.3 *WebUserAgent::Timeout***

Sets the timeout (in seconds) for http/ftp downloads.

This setting can not be deactivated.

Default value:

```
15
```





### **80.1 *Daemon::PID::Path***

If enabled the daemon will use this directory to create its PID files. Note: Please stop the daemon before any change and use this setting only if <\$OTRSHome>/var/run/ can not be used.

This setting is not active by default.

Default value:

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



## 81.1 *Daemon::Log::DaysToKeep*

Defines the number of days to keep the daemon log files.

This setting is not active by default.

Default value:

## 81.2 *Daemon::Log::RotationType*

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

This setting can not be deactivated.

Default value:

## 81.3 *Daemon::Log::STDERR*

If enabled the daemon will redirect the standard error stream to a log file.

This setting can not be deactivated.

Default value:

1

## 81.4 *Daemon::Log::STDOUT*

If enabled the daemon will redirect the standard output stream to a log file.

This setting can not be deactivated.

Default value:

0

---

*Daemon → ModuleRegistration*

---

### **82.1 *DaemonModules###SchedulerCronTaskManager***

The daemon registration for the scheduler cron task manager.

This setting can not be deactivated.

Default value:

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

### **82.2 *DaemonModules###SchedulerFutureTaskManager***

The daemon registration for the scheduler future task manager.

This setting can not be deactivated.

Default value:

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

### **82.3 *DaemonModules###SchedulerGenericAgentTaskManager***

The daemon registration for the scheduler generic agent task manager.

This setting can not be deactivated.

Default value:

```
---  
Module: └  
↳Kernel::System::Daemon::DaemonModules::SchedulerGenericAgentTaskManager
```

## 82.4 *DaemonModules###SchedulerTaskWorker*

The daemon registration for the scheduler task worker.

This setting can not be deactivated.

Default value:

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

## 82.5 *DaemonModules###SystemConfigurationSyncManager*

The daemon registration for the configuration deployment sync manager.

This setting can not be deactivated.

Default value:

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

---

*Daemon* → *SchedulerCronTaskManager* → *Task*

---

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

Delete expired access-tokens.

Default value:

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

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

Generate new access-token key, and from now on all new tokens will use this key, and also purges the older ones.

Default value:

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

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

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

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

Default value:

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

### 83.4 *Daemon::SchedulerCronTaskManager::Task###CachePurgeTrash*

Flush trash directory of the cache.

Default value:

```
---
Function: PurgeTrash
MaximumParallelInstances: '1'
Module: Kernel::System::Cache
Params: []
Schedule: '* / 10 * * * *'
TaskName: CachePurgeTrash
```

### 83.5 *Daemon::SchedulerCronTaskManager::Task###CommunicationLogDelete*

Checks for communication log entries to be deleted.

Default value:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Log::CommunicationLog
Params:
```

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```

- --purge
Schedule: 00 03 * * *
TaskName: CommunicationLogDelete

```

### 83.6 *Daemon::SchedulerCronTaskManager::Task###ConfigurationDeploymentCleanup*

Removes old system configuration deployments (Sunday mornings).

This setting can not be deactivated.

Default value:

```

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

```

### 83.7 *Daemon::SchedulerCronTaskManager::Task###ContractCheck*

Checks the contract status of the system.

This setting can not be deactivated.

Default value:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module:
↳Kernel::System::Console::Command::Maint::SystemContract::ContractStatusCheck
Params: []
Schedule: '* /5 * * * *'
TaskName: ContractCheck

```

### 83.8 *Daemon::SchedulerCronTaskManager::Task###CoreCacheCleanup*

Delete expired cache from core modules.

Default value:

```

---
Function: CleanUp
MaximumParallelInstances: '1'
Module: Kernel::System::Cache
Params:

```

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```

- Expired
- '1'
Schedule: 20 0 * * 0
TaskName: CoreCacheCleanup

```

### 83.9 *Daemon::SchedulerCronTaskManager::Task###Custom1*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

```

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

```

### 83.10 *Daemon::SchedulerCronTaskManager::Task###Custom2*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

```

---
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom2

```

### 83.11 *Daemon::SchedulerCronTaskManager::Task###Custom3*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

```

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

```

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```
Params: []
Schedule: '* * * * *'
TaskName: Custom3
```

### 83.12 *Daemon::SchedulerCronTaskManager::Task###Custom4*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

### 83.13 *Daemon::SchedulerCronTaskManager::Task###Custom5*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

### 83.14 *Daemon::SchedulerCronTaskManager::Task###Custom6*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

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```
Schedule: '* * * * *'
TaskName: Custom6
```

### 83.15 *Daemon::SchedulerCronTaskManager::Task###Custom7*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

### 83.16 *Daemon::SchedulerCronTaskManager::Task###Custom8*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

### 83.17 *Daemon::SchedulerCronTaskManager::Task###Custom9*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

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```
Schedule: '* * * * *'
TaskName: Custom9
```

### 83.18 *Daemon::SchedulerCronTaskManager::Task###EscalationCheck*

Triggers ticket escalation events and notification events for escalation.

Default value:

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

### 83.19 *Daemon::SchedulerCronTaskManager::Task###FetchMail*

Fetch emails via fetchmail.

This setting is not active by default.

Default value:

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

### 83.20 *Daemon::SchedulerCronTaskManager::Task###FetchMailSSL*

Fetch emails via fetchmail (using SSL).

This setting is not active by default.

Default value:

```
---
Function: Fetch
MaximumParallelInstances: '1'
Module: Kernel::System::FetchMail
Params:
- SSL
- '1'
```

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```
Schedule: '* / 5 * * * *'
TaskName: FetchMailSSL
```

### 83.21 *Daemon::SchedulerCronTaskManager::Task###GenerateDashboardStats*

Generate dashboard statistics.

Default value:

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

### 83.22 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile1*

Run file based generic agent jobs (Note: module name needs to be specified in `-configuration-module` param e.g. “Kernel::System::GenericAgent”).

This setting is not active by default.

Default value:

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

### 83.23 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile2*

Run file based generic agent jobs (Note: module name needs to be specified in `-configuration-module` param e.g. “Kernel::System::GenericAgent”).

This setting is not active by default.

Default value:

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

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```

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

```

### 83.24 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile3*

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. “Kernel::System::GenericAgent”).

This setting is not active by default.

Default value:

```

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

```

### 83.25 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile4*

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. “Kernel::System::GenericAgent”).

This setting is not active by default.

Default value:

```

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

```

### 83.26 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile5*

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. “Kernel::System::GenericAgent”).

This setting is not active by default.

Default value:

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

### 83.27 *Daemon::SchedulerCronTaskManager::Task###GeneticInterfaceDebugLog*

Removes old generic interface debug log entries created before the specified amount of days.

Default value:

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

### 83.28 *Daemon::SchedulerCronTaskManager::Task###IndexMaintenance*

Verify indices structure and index missing documents.

This setting can not be deactivated.

Default value:

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



### 83.29 *Daemon::SchedulerCronTaskManager::Task###LoaderCacheDelete*

Delete expired loader cache weekly (Sunday mornings).

Default value:

```

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

```

### 83.30 *Daemon::SchedulerCronTaskManager::Task###MailAccountFetch*

Fetch incoming emails from configured mail accounts.

Default value:

```

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

```

### 83.31 *Daemon::SchedulerCronTaskManager::Task###MailQueueSend*

Checks for queued outgoing emails to be sent.

Default value:

```

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

```

### 83.32 *Daemon::SchedulerCronTaskManager::Task###NotificationViewDeleteExp*

Delete expired notifications from Notification View screen.

Default value:

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

### 83.33 *Daemon::SchedulerCronTaskManager::Task###RegistrationUpdateSend*

Sends registration information to OTRS group.

This setting can not be deactivated.

Default value:

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

### 83.34 *Daemon::SchedulerCronTaskManager::Task###RemoveClosedChats*

Remove closed chats older than ChatEngine::ChatTTL.

Default value:

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

### 83.35 *Daemon::SchedulerCronTaskManager::Task###RemoveOldChats*

Remove old chats.

This setting is not active by default.

Default value:

```

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

```

### 83.36 *Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIMECertificates*

Renew existing SMIME certificates from customer backend. Note: SMIME and SMIME::FetchFromCustomer needs to be enabled in SysConfig and customer backend needs to be configured to fetch UserSMIMECertificate attribute.

Default value:

```

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

```

### 83.37 *Daemon::SchedulerCronTaskManager::Task###SessionDeleteExpired*

Delete expired sessions.

Default value:

```

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

```

### 83.38 *Daemon::SchedulerCronTaskManager::Task###SpoolMailsReprocess*

Reprocess mails from spool directory that could not be imported in the first place.

Default value:

```

---
Function: Execute
MaximumParallelInstances: '1'

```

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```

Module:␣
↳Kernel::System::Console::Command::Maint::PostMaster::SpoolMailsReprocess
Params: []
Schedule: 10 0 * * *
TaskName: SpoolMailsReprocess

```

### 83.39 *Daemon::SchedulerCronTaskManager::Task###StatsReportsGenerateCron*

Generate statistics reports.

This setting can not be deactivated.

Default value:

```

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

```

### 83.40 *Daemon::SchedulerCronTaskManager::Task###SupportDataCollectAsynchronous*

Collect support data for asynchronous plug-in modules.

This setting can not be deactivated.

Default value:

```

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

```

### 83.41 *Daemon::SchedulerCronTaskManager::Task###TicketAcceleratorRebuild*

Rebuild the ticket index for AgentTicketQueue.

Default value:

```

---
Function: TicketAcceleratorRebuild
MaximumParallelInstances: '1'

```

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```

Module: Kernel::System::Ticket
Params: []
Schedule: 01 01 * * *
TaskName: TicketAcceleratorRebuild

```

### 83.42 *Daemon::SchedulerCronTaskManager::Task###TicketDraftDeleteExpired*

Delete expired ticket draft entries.

Default value:

```

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

```

### 83.43 *Daemon::SchedulerCronTaskManager::Task###TicketNumberCounterClean*

Removes old ticket number counters (each 10 minutes).

This setting can not be deactivated.

Default value:

```

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

```

### 83.44 *Daemon::SchedulerCronTaskManager::Task###TicketPendingCheck*

Process pending tickets.

Default value:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Ticket::PendingCheck

```

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```
Params: []
Schedule: 45 */2 * * *
TaskName: TicketPendingCheck
```

### **83.45 *Daemon::SchedulerCronTaskManager::Task###TicketUnlockTimeout***

Unlock tickets that are past their unlock timeout.

Default value:

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

### **83.46 *Daemon::SchedulerCronTaskManager::Task###WebUploadCacheCleanup***

Delete expired upload cache hourly.

Default value:

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

---

*Daemon* → *SchedulerGenericAgentTaskManager*

---

### **84.1 *Daemon::SchedulerGenericAgentTaskManager::SleepTime***

Defines a sleep time in microseconds between tickets while they are been processed by a job.

This setting can not be deactivated.

Default value:

### **84.2 *Daemon::SchedulerGenericAgentTaskManager::TicketLimit***

Defines the maximum number of affected tickets per job.

This setting can not be deactivated.

Default value:





---

*Daemon* → *SchedulerGenericInterfaceTaskManager*

---

### **85.1 *Daemon::SchedulerGenericInterfaceTaskManager::FutureTaskTimeDiff***

Defines the default the number of seconds (from current time) to re-schedule a generic interface failed task.

This setting can not be deactivated.

Default value:

300



---

*Daemon* → *SchedulerTaskWorker*

---

### **86.1 *Daemon::SchedulerTaskWorker::MaximumWorkers***

Defines the maximum number of tasks to be executed as the same time. Note: Options below 5 might result in a slow processing of the tasks and are not recommended.

This setting can not be deactivated.

Default value:

```
5
```

### **86.2 *Daemon::SchedulerTaskWorker::NotificationRecipientEmail***

Specifies the email addresses to get notification messages from scheduler tasks.

Default value:

```
root@localhost
```



## **87.1 Events###Appointment**

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

This setting can not be deactivated.

Default value:

```
----  
- AppointmentCreate  
- AppointmentUpdate  
- AppointmentDelete  
- AppointmentNotification
```

## **87.2 Events###Article**

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

This setting can not be deactivated.

Default value:

```
----  
- ArticleCreate  
- ArticleUpdate  
- ArticleSend  
- ArticleBounce  
- ArticleAgentNotification  
- ArticleCustomerNotification  
- ArticleAutoResponse  
- ArticleFlagSet
```

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- ArticleFlagDelete
- ArticleCustomerFlagSet
- ArticleCustomerFlagDelete
- ArticleAgentNotification
- ArticleCustomerNotification
- ArticleEmailSendingQueued
- ArticleEmailSendingSent
- ArticleEmailSendingError

### **87.3 Events###Calendar**

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

This setting can not be deactivated.

Default value:

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

### **87.4 Events###CustomerCompany**

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

This setting can not be deactivated.

Default value:

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

### **87.5 Events###CustomerUser**

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

This setting can not be deactivated.

Default value:

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

### **87.6 Events###DynamicField**

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

This setting can not be deactivated.

Default value:

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

## 87.7 *Events###LinkObject*

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

This setting can not be deactivated.

Default value:

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

## 87.8 *Events###Package*

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

This setting can not be deactivated.

Default value:

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

## 87.9 *Events###Queue*

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

This setting can not be deactivated.

Default value:

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

## 87.10 Events###Ticket

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

This setting can not be deactivated.

Default value:

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

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|                             |
|-----------------------------|
| - NotificationServiceUpdate |
|-----------------------------|



---

*Frontend → Admin → ModuleRegistration*

---

### 88.1 *Frontend::Module###Admin*

Frontend module registration for the agent interface.

Default value:

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

### 88.2 *Frontend::Module###AdminACL*

Frontend module registration for the agent interface.

Default value:

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

### 88.3 *Frontend::Module###AdminAppointmentCalendarManage*

Frontend module registration for the agent interface.

Default value:

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

### 88.4 *Frontend::Module###AdminAppointmentNotificationEvent*

Frontend module registration for the agent interface.

Default value:

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

### 88.5 *Frontend::Module###AdminAttachment*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Attachments
```

### 88.6 *Frontend::Module###AdminAutoResponse*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Auto Responses

```

## 88.7 *Frontend::Module###AdminChatChannel*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Chat Channels

```

## 88.8 *Frontend::Module###AdminCloudServiceSMS*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: SMS

```

## 88.9 *Frontend::Module###AdminCloudServices*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Cloud Services

```

## 88.10 *Frontend::Module###AdminCommunicationLog*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Communication Log GUI
```

## 88.11 *Frontend::Module###AdminContactWithData*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin contact with data.
Group:
- admin
GroupRo: []
NavBarName: Ticket
Title: Admin Contact With Data
```

## 88.12 *Frontend::Module###AdminCustomPage*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Custom Page
```

## 88.13 *Frontend::Module###AdminCustomerCompany*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Edit Customer Companies.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Companies

```

## 88.14 *Frontend::Module###AdminCustomerGroup*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customers Groups

```

## 88.15 *Frontend::Module###AdminCustomerUser*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Edit Customer Users.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Users

```

## 88.16 *Frontend::Module###AdminCustomerUserCustomer*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin

```

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```
GroupRo: []
NavBarName: Admin
Title: Customer Users Customers
```

## 88.17 *Frontend::Module###AdminCustomerUserGroup*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users Groups
```

## 88.18 *Frontend::Module###AdminCustomerUserService*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users Services
```

## 88.19 *Frontend::Module###AdminDynamicField*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Dynamic Fields GUI
```



## 88.20 *Frontend::Module###AdminDynamicFieldCheckbox*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Checkbox Backend GUI

```

## 88.21 *Frontend::Module###AdminDynamicFieldContactWithData*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Contact Data Backend GUI

```

## 88.22 *Frontend::Module###AdminDynamicFieldDateTime*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Date Time Backend GUI

```

## 88.23 *Frontend::Module###AdminDynamicFieldDropdown*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Drop-down Backend GUI
```

## 88.24 *Frontend::Module###AdminDynamicFieldInvalid*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Invalid Backend GUI
```

## 88.25 *Frontend::Module###AdminDynamicFieldMultiselect*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Multiselect Backend GUI
```

## 88.26 *Frontend::Module###AdminDynamicFieldText*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Text Backend GUI
```

## 88.27 *Frontend::Module###AdminEmail*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Notification

```

## 88.28 *Frontend::Module###AdminExternalHomePage*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin External Home Page

```

## 88.29 *Frontend::Module###AdminExternalLayout*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin External Interface Layout

```

## 88.30 *Frontend::Module###AdminGenericAgent*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: GenericAgent
```

### 88.31 *Frontend::Module###AdminGenericInterfaceDebugger*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Debugger GUI
```

### 88.32 *Frontend::Module###AdminGenericInterfaceErrorHandlingDefault*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface ErrorHandling GUI
```

### 88.33 *Frontend::Module###AdminGenericInterfaceErrorHandlingRequestRetry*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface ErrorHandling GUI
```

### 88.34 *Frontend::Module###AdminGenericInterfaceInvokerDefault*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Invoker GUI
```

### 88.35 *Frontend::Module###AdminGenericInterfaceInvokerEvent*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Invoker Event GUI
```

### 88.36 *Frontend::Module###AdminGenericInterfaceMappingSimple*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service Mapping GUI
```

### 88.37 *Frontend::Module###AdminGenericInterfaceMappingXSLT*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service Mapping GUI
```

### **88.38 *Frontend::Module###AdminGenericInterfaceOperationDefault***

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Operation GUI
```

### **88.39 *Frontend::Module###AdminGenericInterfaceOperationRPC***

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface RPC Operation GUI
```

### **88.40 *Frontend::Module###AdminGenericInterfaceTransportHTTPREST***

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface TransportHTTPREST GUI
```

## 88.41 *Frontend::Module###AdminGenericInterfaceTransportHTTPSOAP*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface TransportHTTPSOAP GUI

```

## 88.42 *Frontend::Module###AdminGenericInterfaceWebservice*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: GenericInterface Web Service GUI

```

## 88.43 *Frontend::Module###AdminGenericInterfaceWebserviceHistory*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service History GUI

```

## 88.44 *Frontend::Module###AdminGroup*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Groups
```

## 88.45 *Frontend::Module###AdminInit*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Initialization
```

## 88.46 *Frontend::Module###AdminLog*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Log
```

## 88.47 *Frontend::Module###AdminMailAccount*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Mail Accounts
```



## 88.48 *Frontend::Module###AdminNotificationEvent*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Ticket Notifications

```

## 88.49 *Frontend::Module###AdminPGP*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PGP Key Management

```

## 88.50 *Frontend::Module###AdminPackageManager*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Software Package Manager.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Package Manager

```

## 88.51 *Frontend::Module###AdminPerformanceLog*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Performance Log
```

## 88.52 *Frontend::Module###AdminPostMasterFilter*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PostMaster Filters
```

## 88.53 *Frontend::Module###AdminPriority*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Priorities
```

## 88.54 *Frontend::Module###AdminProcessManagement*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Process Management
```

## 88.55 *Frontend::Module###AdminProcessManagementActivity*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity GUI

```

## 88.56 *Frontend::Module###AdminProcessManagementActivityDialog*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity Dialog GUI

```

## 88.57 *Frontend::Module###AdminProcessManagementPath*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Path GUI

```

## 88.58 *Frontend::Module###AdminProcessManagementSequenceFlow*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Sequence Flow GUI
```

## 88.59 *Frontend::Module###AdminProcessManagementSequenceFlowAction*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Sequence Flow Action GUI
```

## 88.60 *Frontend::Module###AdminQueue*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Queues
```

## 88.61 *Frontend::Module###AdminQueueAutoResponse*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Queues Auto Responses
```

## 88.62 *Frontend::Module###AdminQueueSMSTemplates*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SMS Templates Queues

```

## 88.63 *Frontend::Module###AdminQueueTemplates*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates Queues

```

## 88.64 *Frontend::Module###AdminRegistration*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Registration

```

## 88.65 *Frontend::Module###AdminRole*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles
```

## 88.66 *Frontend::Module###AdminRoleGroup*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles  Groups
```

## 88.67 *Frontend::Module###AdminRoleUser*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents  Roles
```

## 88.68 *Frontend::Module###AdminSLA*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Service Level Agreements
```

## 88.69 *Frontend::Module###AdminSMIME*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: S/MIME Management

```

## 88.70 *Frontend::Module###AdminSMSTemplate*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SMS Templates

```

## 88.71 *Frontend::Module###AdminSalutation*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Salutations

```

## 88.72 *Frontend::Module###AdminSelectBox*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SQL Box
```

### 88.73 *Frontend::Module###AdminService*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Services
```

### 88.74 *Frontend::Module###AdminServiceCatalogue*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalogue.
```

### 88.75 *Frontend::Module###AdminServiceCatalogueCategories*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalogue Categories
```



## 88.76 *Frontend::Module###AdminServiceCatalogueItems*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalogue Items

```

## 88.77 *Frontend::Module###AdminSession*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Session Management

```

## 88.78 *Frontend::Module###AdminSignature*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Signatures

```

## 88.79 *Frontend::Module###AdminState*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: States
```

## 88.80 *Frontend::Module###AdminSupportDataCollector*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Support Data Collector
```

## 88.81 *Frontend::Module###AdminSystemAddress*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Email Addresses
```

## 88.82 *Frontend::Module###AdminSystemConfiguration*

Frontend module registration for the agent interface.

This setting can not be deactivated.

Default value:

```
---
Description: Admin.
Group:
- admin
```

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```
GroupRo: []
NavBarName: Admin
Title: System Configuration
```

### 88.83 *Frontend::Module###AdminSystemConfigurationDeployment*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Manage System Configuration Deployments.
Group:
- admin
- users
GroupRo: []
NavBarName: SystemConfiguration
Title: System Configuration Deployment
```

### 88.84 *Frontend::Module###AdminSystemConfigurationGroup*

Frontend module registration for the agent interface.

This setting can not be deactivated.

Default value:

```
---
Description: Admin.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Configuration Group
```

### 88.85 *Frontend::Module###AdminSystemMaintenance*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Maintenance
```

## 88.86 *Frontend::Module###AdminTemplate*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates
```

## 88.87 *Frontend::Module###AdminTemplateAttachment*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates Attachments
```

## 88.88 *Frontend::Module###AdminType*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Types
```

## 88.89 *Frontend::Module###AdminUser*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Create and manage agents.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents

```

## 88.90 *Frontend::Module###AdminUserGroup*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents  Groups

```

## 88.91 *Frontend::Module###AgentDaemonInfo*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Shows information on how to start OTRS Daemon

```

## 88.92 *Frontend::NavBarModule###11-AdminContactWithData*

Agent frontend module registration (disable 'Edit contacts with data' link if there is no source field configured).

Default value:

```

---
Module: Kernel::Output::HTML::NavBar::AdminContactWithData

```



---

*Frontend → Admin → ModuleRegistration → AdminOverview*

---

## 89.1 *Frontend::NavigationModule###Admin*

Admin area navigation for the agent interface.

Default value:

```
---
Block: ''
Description: Admin modules overview.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: ''
```

## 89.2 *Frontend::NavigationModule###AdminACL*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Automation
Description: Configure and manage ACLs.
Group:
- admin
GroupRo: []
IconBig: fa-check-square-o
```

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```
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Access Control Lists (ACL)
```

### 89.3 *Frontend::NavigationModule###AdminAppointmentCalendarManage*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Administration
Description: Create and manage calendars.
Group:
- admin
GroupRo: []
IconBig: fa-calendar
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Calendars
```

### 89.4 *Frontend::NavigationModule###AdminAppointmentNotificationEvent*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Communication
Description: Create and manage appointment notifications.
Group:
- admin
GroupRo: []
IconBig: fa-bell-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Appointment Notifications
```

### 89.5 *Frontend::NavigationModule###AdminAttachment*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage attachments.
```

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```

Group:
- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Attachments

```

## 89.6 *Frontend::NavigationModule###AdminAutoResponse*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage responses that are automatically sent.
Group:
- admin
GroupRo: []
IconBig: fa-reply
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Auto Responses

```

## 89.7 *Frontend::NavigationModule###AdminChatChannel*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Administration
Description: Create and manage chat channels.
Group:
- admin
GroupRo: []
IconBig: fa-comments-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Chat Channels

```

## 89.8 *Frontend::NavigationModule###AdminCloudServices*

Admin area navigation for the agent interface.

Default value:

```
---
Block: OTRSGroup
Description: Manage OTRS Group cloud services.
Group:
- admin
GroupRo: []
IconBig: fa-cloud
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Cloud Services
```

## 89.9 *Frontend::NavigationModule###AdminCommunicationLog*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Communication
Description: Display communication log entries.
Group:
- admin
GroupRo: []
IconBig: fa-table
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Communication Log
```

## 89.10 *Frontend::NavigationModule###AdminCustomPage*

Admin area navigation for the agent interface.

Default value:

```
---
Block: External
Description: Manage Custom Pages.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Custom Pages
```

## 89.11 *Frontend::NavigationModule###AdminCustomerCompany*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Create and manage customers.
Group:
- admin
- users
GroupRo: []
IconBig: fa-building-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customers

```

## 89.12 *Frontend::NavigationModule###AdminCustomerGroup*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Link customers to groups.
Group:
- admin
GroupRo: []
IconBig: fa-building-o
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customers Groups

```

## 89.13 *Frontend::NavigationModule###AdminCustomerUser*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Create and manage customer users.
Group:
- admin
- users
GroupRo: []
IconBig: fa-male
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users

```

## 89.14 *Frontend::NavigationModule###AdminCustomerUserCustomer*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Link customer users to customers.
Group:
- admin
GroupRo: []
IconBig: fa-male
IconSmall: fa-building-o
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users Customers
```

## 89.15 *Frontend::NavigationModule###AdminCustomerUserGroup*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Link customer users to groups.
Group:
- admin
GroupRo: []
IconBig: fa-male
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users Groups
```

## 89.16 *Frontend::NavigationModule###AdminCustomerUserService*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Link customer users to services.
Group:
- admin
GroupRo: []
IconBig: fa-male
IconSmall: fa-wrench
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users Services
```

## 89.17 *Frontend::NavigationModule###AdminDynamicField*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Automation
Description: Create and manage dynamic fields.
Group:
- admin
GroupRo: []
IconBig: fa-align-left
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Dynamic Fields

```

## 89.18 *Frontend::NavigationModule###AdminEmail*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Communication
Description: Send notifications to users.
Group:
- admin
GroupRo: []
IconBig: fa-quote-right
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Admin Notification

```

## 89.19 *Frontend::NavigationModule###AdminExternalHomePage*

Admin area navigation for the agent interface.

Default value:

```

---
Block: External
Description: Manage the Home Page.
Group:
- admin
GroupRo: []
IconBig: fa-home
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Home Page

```

## 89.20 *Frontend::NavigationModule###AdminExternalLayout*

Admin area navigation for the agent interface.

Default value:

```
---
Block: External
Description: Manage the Layout.
Group:
- admin
GroupRo: []
IconBig: fa-paint-brush
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Layout
```

## 89.21 *Frontend::NavigationModule###AdminGenericAgent*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Automation
Description: Manage tasks triggered by event or time based execution.
Group:
- admin
GroupRo: []
IconBig: fa-database
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: GenericAgent
```

## 89.22 *Frontend::NavigationModule###AdminGenericInterfaceWebservice*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Automation
Description: Create and manage web services.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Web Services
```

## 89.23 *Frontend::NavigationModule###AdminGroup*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Create and manage groups.
Group:
- admin
GroupRo: []
IconBig: fa-users
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Groups

```

## 89.24 *Frontend::NavigationModule###AdminLog*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Administration
Description: View system log messages.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Log

```

## 89.25 *Frontend::NavigationModule###AdminMailAccount*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Communication
Description: Manage POP3 or IMAP accounts to fetch email from.
Group:
- admin
GroupRo: []
IconBig: fa-envelope-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PostMaster Mail Accounts

```

## 89.26 *Frontend::NavigationModule###AdminNotificationEvent*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Communication
Description: Create and manage ticket notifications.
Group:
- admin
GroupRo: []
IconBig: fa-bell-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Ticket Notifications
```

## 89.27 *Frontend::NavigationModule###AdminPGP*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Communication
Description: Manage PGP keys for email encryption.
Group:
- admin
GroupRo: []
IconBig: fa-user-secret
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PGP Keys
```

## 89.28 *Frontend::NavigationModule###AdminPackageManager*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Administration
Description: Update and extend your system with software packages.
Group:
- admin
GroupRo: []
IconBig: fa-plug
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Package Manager
```



## 89.29 *Frontend::NavigationModule###AdminPerformanceLog*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Administration
Description: View performance benchmark results.
Group:
- admin
GroupRo: []
IconBig: fa-bar-chart
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Performance Log

```

## 89.30 *Frontend::NavigationModule###AdminPostMasterFilter*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Communication
Description: Filter incoming emails.
Group:
- admin
GroupRo: []
IconBig: fa-filter
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PostMaster Filters

```

## 89.31 *Frontend::NavigationModule###AdminPriority*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage ticket priorities.
Group:
- admin
GroupRo: []
IconBig: fa-list-ol
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Priorities

```

## 89.32 *Frontend::NavigationModule###AdminProcessManagement*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Automation
Description: Configure Processes.
Group:
- admin
GroupRo: []
IconBig: fa-sitemap
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Process Management
```

## 89.33 *Frontend::NavigationModule###AdminQueue*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage queues.
Group:
- admin
GroupRo: []
IconBig: fa-folder
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Queues
```

## 89.34 *Frontend::NavigationModule###AdminQueueAutoResponse*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Link queues to auto responses.
Group:
- admin
GroupRo: []
IconBig: fa-reply
IconSmall: fa-folder
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Queues  Auto Responses
```

## 89.35 *Frontend::NavigationModule###AdminQueueSMSTemplates*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Link SMS templates to queues.
Group:
- admin
GroupRo: []
IconBig: fa-mobile
IconSmall: fa-folder
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SMS Templates  Queues

```

## 89.36 *Frontend::NavigationModule###AdminQueueTemplates*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Link templates to queues.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: fa-folder
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates  Queues

```

## 89.37 *Frontend::NavigationModule###AdminRegistration*

Admin area navigation for the agent interface.

Default value:

```

---
Block: OTRSGroup
Description: Manage system registration.
Group:
- admin
GroupRo: []
IconBig: fa-edit
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Registration

```

## 89.38 *Frontend::NavigationModule###AdminRole*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Create and manage roles.
Group:
- admin
GroupRo: []
IconBig: fa-circle-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Roles
```

## 89.39 *Frontend::NavigationModule###AdminRoleGroup*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Link roles to groups.
Group:
- admin
GroupRo: []
IconBig: fa-circle-o
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Roles Groups
```

## 89.40 *Frontend::NavigationModule###AdminRoleUser*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Link agents to roles.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: fa-circle-o
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents Roles
```

## 89.41 *Frontend::NavigationModule###AdminSLA*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage Service Level Agreements (SLAs).
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Service Level Agreements

```

## 89.42 *Frontend::NavigationModule###AdminSMIME*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Communication
Description: Manage S/MIME certificates for email encryption.
Group:
- admin
GroupRo: []
IconBig: fa-user-secret
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: S/MIME Certificates

```

## 89.43 *Frontend::NavigationModule###AdminSMSTemplate*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage SMS templates.
Group:
- admin
GroupRo: []
IconBig: fa-mobile
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SMS Templates

```

## 89.44 *Frontend::NavigationModule###AdminSalutation*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage salutations.
Group:
- admin
GroupRo: []
IconBig: fa-comment-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Salutations
```

## 89.45 *Frontend::NavigationModule###AdminSelectBox*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Administration
Description: Execute SQL statements.
Group:
- admin
GroupRo: []
IconBig: fa-terminal
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SQL Box
```

## 89.46 *Frontend::NavigationModule###AdminService*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage services.
Group:
- admin
GroupRo: []
IconBig: fa-wrench
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Services
```

## 89.47 *Frontend::NavigationModule###AdminServiceCatalogue*

Admin area navigation for the agent interface.

Default value:

```

---
Block: External
Description: Manage Customer Service Catalogue.
Group:
- admin
GroupRo: []
IconBig: fa-sitemap
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Service Catalogue

```

## 89.48 *Frontend::NavigationModule###AdminSession*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Administration
Description: Manage existing sessions.
Group:
- admin
GroupRo: []
IconBig: fa-clock-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Session Management

```

## 89.49 *Frontend::NavigationModule###AdminSignature*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage signatures.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Signatures

```

## 89.50 *Frontend::NavigationModule###AdminState*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage ticket states.
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: States
```

## 89.51 *Frontend::NavigationModule###AdminSupportDataCollector*

Admin area navigation for the agent interface.

Default value:

```
---
Block: OTRSGroup
Description: Manage support data.
Group:
- admin
GroupRo: []
IconBig: fa-search
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Support Data Collector
```

## 89.52 *Frontend::NavigationModule###AdminSystemAddress*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Communication
Description: Set sender email addresses for this system.
Group:
- admin
GroupRo: []
IconBig: fa-at
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Email Addresses
```



## 89.53 *Frontend::NavigationModule###AdminSystemConfiguration*

Admin area navigation for the agent interface.

This setting can not be deactivated.

Default value:

```

---
Block: Administration
Description: Edit the system configuration settings.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Configuration

```

## 89.54 *Frontend::NavigationModule###AdminSystemMaintenance*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Administration
Description: Schedule a maintenance period.
Group:
- admin
GroupRo: []
IconBig: fa-wrench
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Maintenance

```

## 89.55 *Frontend::NavigationModule###AdminTemplate*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage templates.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''

```

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```
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates
```

## 89.56 *Frontend::NavigationModule###AdminTemplateAttachment*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Link templates to attachments.
Group:
- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: fa-file-text-o
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates Attachments
```

## 89.57 *Frontend::NavigationModule###AdminType*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage ticket types.
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Types
```

## 89.58 *Frontend::NavigationModule###AdminUser*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Create and manage agents.
Group:
```

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```

- admin
GroupRo: []
IconBig: fa-user
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents

```

## 89.59 *Frontend::NavigationModule###AdminUserGroup*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Link agents to groups.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents Groups

```

## 89.60 *Frontend::NavigationModule###AgentFAQCategory*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Administration
Description: FAQ Category Management.
Group:
- admin
GroupRo: []
IconBig: fa-question
IconSmall: fa-list
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: FAQ Category

```

## 89.61 *Frontend::NavigationModule###AgentFAQLanguage*

Admin area navigation for the agent interface.

Default value:

```
---  
Block: Administration  
Description: FAQ Language Management.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-question  
IconSmall: fa-language  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: FAQ Language
```

---

*Frontend → Admin → ModuleRegistration → Loader*

---

## **90.1 *Loader::Module::Admin###001-Framework***

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.css  
JavaScript:  
- Core.Agent.Admin.js  
- Core.UI.AllocationList.js  
- Core.Agent.TableFilters.js
```

## **90.2 *Loader::Module::AdminACL###002-Ticket***

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.ACL.css  
JavaScript:  
- Core.Agent.Admin.ACL.js
```

### 90.3 *Loader::Module::AdminAppointmentCalendarManage###002-Calendar*

Loader module registration for the agent interface.

Default value:

```
----  
CSS:  
- Core.AppointmentCalendar.Manage.css  
- thirdparty/spectrum-1.8.0/spectrum.css  
JavaScript:  
- thirdparty/clipboardjs-1.7.1/clipboard.min.js  
- thirdparty/spectrum-1.8.0/spectrum.js  
- Core.Agent.Admin.AppointmentCalendar.Manage.js
```

### 90.4 *Loader::Module::AdminAppointmentNotificationEvent###002-Calendar*

Loader module registration for the agent interface.

Default value:

```
----  
CSS:  
- Core.Agent.Admin.NotificationEvent.css  
JavaScript:  
- Core.Agent.Admin.NotificationEvent.js
```

### 90.5 *Loader::Module::AdminAttachment###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
----  
JavaScript:  
- Core.Agent.Admin.Attachment.js
```

### 90.6 *Loader::Module::AdminAutoResponse###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
----  
JavaScript:  
- Core.Agent.Admin.AutoResponse.js
```

## 90.7 *Loader::Module::AdminCloudServiceSMS###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.CloudService.SMS.css
JavaScript:
- Core.Agent.Admin.CloudServiceSMS.js
```

## 90.8 *Loader::Module::AdminCloudServices###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.CloudServices.css
```

## 90.9 *Loader::Module::AdminCommunicationLog###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.CommunicationLog.css
JavaScript:
- Core.Agent.Admin.CommunicationLog.js
- thirdparty/jquery-tablesorter-2.28.14/jquery.tablesorter.js
- Core.UI.Table.Sort.js
```

## 90.10 *Loader::Module::AdminCustomPage###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.CustomPage.js
- Core.UI.InputFields.js
```

## 90.11 *Loader::Module::AdminCustomerCompany###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.CustomerCompany.js
```

## 90.12 *Loader::Module::AdminCustomerGroup###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.CustomerGroup.js
```

## 90.13 *Loader::Module::AdminCustomerUser###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.SwitchToCustomerAction.js
- Core.Agent.Admin.CustomerUser.js
```

## 90.14 *Loader::Module::AdminCustomerUserCustomer###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.CustomerUserService.js
```

## 90.15 *Loader::Module::AdminCustomerUserGroup###001-Framework*

Loader module registration for the agent interface.



Default value:

```
---
JavaScript:
- Core.Agent.Admin.CustomerGroup.js
```

## 90.16 *Loader::Module::AdminCustomerUserService###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.CustomerUserService.js
```

## 90.17 *Loader::Module::AdminDynamicField###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.18 *Loader::Module::AdminDynamicFieldCheckbox###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldCheckbox.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.19 *Loader::Module::AdminDynamicFieldContactWithData###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.20 *Loader::Module::AdminDynamicFieldDateTime###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDateTime.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.21 *Loader::Module::AdminDynamicFieldDropdown###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.22 *Loader::Module::AdminDynamicFieldInvalid###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
```

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```
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.23 *Loader::Module::AdminDynamicFieldMultiselect###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldMultiselect.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.24 *Loader::Module::AdminDynamicFieldText###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldText.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.25 *Loader::Module::AdminExternalHomePage###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ExternalHomePage.css
- thirdparty/spectrum-1.8.0/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalHomePage.js
```

## 90.26 *Loader::Module::AdminExternalLayout###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ExternalHomePage.css
- Core.Agent.Admin.ExternalLayout.css
- thirdparty/spectrum-1.8.0/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalLayout.js
```

## 90.27 *Loader::Module::AdminGenericAgent###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.GenericAgent.js
```

## 90.28 *Loader::Module::AdminGenericInterfaceDebugger###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceDebugger.js
```

## 90.29 *Loader::Module::AdminGenericInterfaceErrorHandlingDefault###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js

```

### 90.30 *Loader::Module::AdminGenericInterfaceErrorHandlingRequestRetry###0- GenericInterface*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js
- Core.Agent.Admin.GenericInterfaceErrorHandlingRequestRetry.js

```

### 90.31 *Loader::Module::AdminGenericInterfaceInvokerDefault###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvoker.js

```

### 90.32 *Loader::Module::AdminGenericInterfaceInvokerEvent###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvokerEvent.js

```

### 90.33 *Loader::Module::AdminGenericInterfaceMappingSimple###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceMapping.js
```

### 90.34 *Loader::Module::AdminGenericInterfaceMappingXSLT###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceMappingXSLT.js
```

### 90.35 *Loader::Module::AdminGenericInterfaceOperationDefault###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceOperation.js
```

### 90.36 *Loader::Module::AdminGenericInterfaceOperationRPC###001- GenericInterface*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceOperation.js

```

### **90.37 *Loader::Module::AdminGenericInterfaceTransportHTTPREST###002- GenericInterface***

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceTransportHTTPREST.js

```

### **90.38 *Loader::Module::AdminGenericInterfaceTransportHTTPSOAP###002- GenericInterface***

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
- Core.Agent.SortedTree.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceTransportHTTPSOAP.js
- Core.Agent.SortedTree.js

```

### **90.39 *Loader::Module::AdminGenericInterfaceWebservice###002- GenericInterface***

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceWebservice.js

```

## 90.40 *Loader::Module::AdminGenericInterfaceWebserviceHistory###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceWebserviceHistory.js
```

## 90.41 *Loader::Module::AdminGroup###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Group.js
```

## 90.42 *Loader::Module::AdminLog###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Log.js
```

## 90.43 *Loader::Module::AdminMailAccount###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.MailAccount.js
```

## 90.44 *Loader::Module::AdminNotificationEvent###002-Ticket*

Loader module registration for the agent interface.

Default value:



```
---  
CSS:  
- Core.Agent.Admin.NotificationEvent.css  
JavaScript:  
- Core.Agent.Admin.NotificationEvent.js
```

### 90.45 *Loader::Module::AdminPGP###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.PGP.js
```

### 90.46 *Loader::Module::AdminPackageManager###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.PackageManager.css  
JavaScript:  
- Core.Agent.Admin.PackageManager.js
```

### 90.47 *Loader::Module::AdminPerformanceLog###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.PerformanceLog.css
```

### 90.48 *Loader::Module::AdminPostMasterFilter###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.PostMasterFilter.css
JavaScript:
- Core.Agent.Admin.PostMasterFilter.js
```

## 90.49 *Loader::Module::AdminPriority###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.Priority.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.50 *Loader::Module::AdminProcessManagement###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- thirdparty/jsplumb-1.6.4/jsplumb.js
- thirdparty/farahey-0.5/farahey.js
- thirdparty/jsplumb-labelspacer/label-spacer.js
- Core.Agent.Admin.ProcessManagement.js
- Core.Agent.Admin.ProcessManagement.Canvas.js
- Core.UI.AllocationList.js
```

## 90.51 *Loader::Module::AdminProcessManagementActivity###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
```

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```

JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.
  ↪js
- Core.UI.AllocationList.js

```

## 90.52 *Loader::Module::AdminProcessManagementActivityDialog###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js

```

## 90.53 *Loader::Module::AdminProcessManagementPath###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js

```

## 90.54 *Loader::Module::AdminProcessManagementSequenceFlow###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.ProcessManagement.css

```

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```
JavaScript:  
- Core.Agent.Admin.ProcessManagement.js
```

## 90.55 *Loader::Module::AdminProcessManagementSequenceFlowAction###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.ProcessManagement.css  
JavaScript:  
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.  
  →js  
- Core.Agent.Admin.ProcessManagement.js
```

## 90.56 *Loader::Module::AdminQueue###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Queue.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.57 *Loader::Module::AdminQueueAutoResponse###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.QueueAutoResponse.js
```

## 90.58 *Loader::Module::AdminQueueSMSTemplates###001-Framework*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.QueueSMSTemplates.js

```

### **90.59 *Loader::Module::AdminQueueTemplates###002-Ticket***

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.QueueTemplates.js

```

### **90.60 *Loader::Module::AdminRegistration###001-Framework***

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.Registration.css
JavaScript:
- Core.Agent.Admin.Registration.js

```

### **90.61 *Loader::Module::AdminRole###001-Framework***

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.Role.js

```

### **90.62 *Loader::Module::AdminRoleGroup###001-Framework***

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.RoleGroup.js

```

### 90.63 *Loader::Module::AdminRoleUser###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.RoleUser.js
```

### 90.64 *Loader::Module::AdminSLA###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.SLA.js
```

### 90.65 *Loader::Module::AdminSMIME###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.SMIME.js
```

### 90.66 *Loader::Module::AdminSMSTemplate###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.SMSTemplate.js
```

### 90.67 *Loader::Module::AdminSalutation###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Salutation.js
```

## 90.68 *Loader::Module::AdminSelectBox###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.SelectBox.js
```

## 90.69 *Loader::Module::AdminService###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Service.js
```

## 90.70 *Loader::Module::AdminServiceCatalogue###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.ServiceCatalogue.css
```

## 90.71 *Loader::Module::AdminServiceCatalogueCategories###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Categories.js
```

## 90.72 *Loader::Module::AdminServiceCatalogueItems###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.ServiceCatalogue.Items.js
```

## 90.73 *Loader::Module::AdminSession###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.Session.js
```

## 90.74 *Loader::Module::AdminSignature###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.Signature.js
```

## 90.75 *Loader::Module::AdminState###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.State.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.76 *Loader::Module::AdminSupportDataCollector###001-Framework*

Loader module registration for the agent interface.



Default value:

```
---
CSS:
- Core.Agent.Admin.SupportDataCollector.css
JavaScript:
- Core.Agent.Admin.SupportDataCollector.js
```

## 90.77 *Loader::Module::AdminSystemAddress###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.SystemAddress.js
```

## 90.78 *Loader::Module::AdminSystemConfiguration###001-Framework*

Loader module registration for the agent interface.

This setting can not be deactivated.

Default value:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js
- Core.SystemConfiguration.DateTime.js
- Core.SystemConfiguration.VacationDays.js
- Core.SystemConfiguration.VacationDaysOneTime.js
- Core.SystemConfiguration.WorkingHours.js
- Core.Form.js
- Core.Agent.Admin.SystemConfiguration.js
```

## 90.79 *Loader::Module::AdminSystemConfigurationDeployment###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.Agent.Admin.SystemConfiguration.js
```

## 90.80 *Loader::Module::AdminSystemConfigurationGroup###001-Framework*

Loader module registration for the agent interface.

This setting can not be deactivated.

Default value:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js
- Core.SystemConfiguration.DateTime.js
- Core.SystemConfiguration.VacationDays.js
- Core.SystemConfiguration.VacationDaysOneTime.js
- Core.SystemConfiguration.WorkingHours.js
- Core.Form.js
- Core.Agent.Admin.SystemConfiguration.js
```

## 90.81 *Loader::Module::AdminSystemConfigurationUser###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.Form.js
- Core.Agent.Admin.SystemConfiguration.js
- Core.Agent.Admin.SystemConfigurationUser.js
```

## 90.82 *Loader::Module::AdminSystemMaintenance###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.SystemMaintenance.js
```

## 90.83 *Loader::Module::AdminTemplate###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Template.js
```

## 90.84 *Loader::Module::AdminTemplateAttachment###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.TemplateAttachment.js
```

## 90.85 *Loader::Module::AdminType###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Type.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.86 *Loader::Module::AdminUserGroup###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.UserGroup.js
```

---

*Frontend → Admin → ModuleRegistration → MainMenu*

---

## 91.1 *Frontend::Navigation###Admin###001-Framework*

Main menu item registration.

Default value:

```
---
- AccessKey: a
  Block: ItemArea
  Description: Admin modules overview.
  Group:
  - admin
  GroupRo: []
  Link: Action=Admin
  LinkOption: ''
  Name: Admin
  NavBar: Admin
  Prio: '10000'
  Type: Menu
```

## 91.2 *Frontend::Navigation###AdminACL###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

### 91.3 *Frontend::Navigation###AdminAppointmentCalendarManage###002-Calendar*

Main menu item registration.

Default value:

```
---  
- AccessKey: ''  
  Block: ItemArea  
  Description: Manage different calendars.  
  Group:  
  - admin  
  GroupRo: []  
  Link: Action=AdminAppointmentCalendarManage  
  LinkOption: ''  
  Name: Manage Calendars  
  NavBar: Calendar  
  Prio: '9000'  
  Type: ''
```

### 91.4 *Frontend::Navigation###AdminAppointmentNotificationEvent###002-Calendar*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

### 91.5 *Frontend::Navigation###AdminAttachment###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

### 91.6 *Frontend::Navigation###AdminAutoResponse###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

## 91.7 *Frontend::Navigation###AdminChatChannel###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

## 91.8 *Frontend::Navigation###AdminCloudServiceSMS###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

## 91.9 *Frontend::Navigation###AdminCloudServices###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

## 91.10 *Frontend::Navigation###AdminCommunicationLog###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

## 91.11 *Frontend::Navigation###AdminContactWithData###002-Ticket*

Main menu item registration.

Default value:

```

---
- AccessKey: ''
  Block: ''
  Description: Edit contacts with data.
  Group:
  - admin
  GroupRo: []
  Link: Action=AdminContactWithData
  LinkOption: ''
  Name: Edit contacts with data
  NavBar: Ticket
  Prio: '900'
  Type: ''

```

## 91.12 *Frontend::Navigation###AdminCustomPage###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```

--- []

```

## 91.13 *Frontend::Navigation###AdminCustomerCompany###001-Framework*

Main menu item registration.

Default value:

```

---
- AccessKey: ''
  Block: ItemArea
  Description: Create and manage customers.
  Group:
  - admin
  - users
  GroupRo: []
  Link: Action=AdminCustomerCompany;Nav=Agent
  LinkOption: ''
  Name: Customer Administration
  NavBar: Customers

```

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```
Prio: '9100'
Type: ''
```

## 91.14 *Frontend::Navigation###AdminCustomerGroup###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

## 91.15 *Frontend::Navigation###AdminCustomerUser###001-Framework*

Main menu item registration.

Default value:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Create and manage customer users.
  Group:
  - admin
  - users
  GroupRo: []
  Link: Action=AdminCustomerUser;Nav=Agent
  LinkOption: ''
  Name: Customer User Administration
  NavBar: Customers
  Prio: '9000'
  Type: ''
```

## 91.16 *Frontend::Navigation###AdminCustomerUserCustomer###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

### **91.17 *Frontend::Navigation###AdminCustomerUserGroup###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.18 *Frontend::Navigation###AdminCustomerUserService###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.19 *Frontend::Navigation###AdminDynamicField###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.20 *Frontend::Navigation###AdminEmail###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.21 *Frontend::Navigation###AdminExternalHomePage###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## **91.22 *Frontend::Navigation###AdminExternalLayout###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## **91.23 *Frontend::Navigation###AdminGenericAgent###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## **91.24 *Frontend::Navigation###AdminGenericInterfaceDebugger###002-GenericInterface***

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## **91.25 *Frontend::Navigation###AdminGenericInterfaceWebservice###002-GenericInterface***

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## 91.26 *Frontend::Navigation###AdminGroup###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## 91.27 *Frontend::Navigation###AdminLog###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## 91.28 *Frontend::Navigation###AdminMailAccount###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## 91.29 *Frontend::Navigation###AdminNotificationEvent###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## 91.30 *Frontend::Navigation###AdminPGP###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

### **91.31 *Frontend::Navigation###AdminPackageManager###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.32 *Frontend::Navigation###AdminPerformanceLog###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.33 *Frontend::Navigation###AdminPostMasterFilter###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.34 *Frontend::Navigation###AdminPriority###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.35 *Frontend::Navigation###AdminProcessManagement###002-ProcessManagement***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.36 *Frontend::Navigation###AdminQueue###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.37 *Frontend::Navigation###AdminQueueAutoResponse###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.38 *Frontend::Navigation###AdminQueueSMSTemplates###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.39 *Frontend::Navigation###AdminQueueTemplates###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

## 91.40 *Frontend::Navigation###AdminRegistration###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

## 91.41 *Frontend::Navigation###AdminRole###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

## 91.42 *Frontend::Navigation###AdminRoleGroup###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

## 91.43 *Frontend::Navigation###AdminRoleUser###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

### **91.44 *Frontend::Navigation###AdminSLA###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.45 *Frontend::Navigation###AdminSMIME###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.46 *Frontend::Navigation###AdminSMSTemplate###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.47 *Frontend::Navigation###AdminSalutation###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.48 *Frontend::Navigation###AdminSelectBox###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:



---

--- []

### **91.49 *Frontend::Navigation###AdminService###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

--- []

### **91.50 *Frontend::Navigation###AdminServiceCatalogue###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

--- []

### **91.51 *Frontend::Navigation###AdminServiceCatalogueCategories###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

--- []

### **91.52 *Frontend::Navigation###AdminServiceCatalogueItems###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

--- []

### **91.53 *Frontend::Navigation###AdminSession###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.54 *Frontend::Navigation###AdminSignature###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.55 *Frontend::Navigation###AdminState###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.56 *Frontend::Navigation###AdminSupportDataCollector###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.57 *Frontend::Navigation###AdminSystemAddress###002-Ticket***

Main menu item registration.

This setting is not active by default.

Default value:

---

### **91.58 *Frontend::Navigation###AdminSystemConfiguration###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.59 *Frontend::Navigation###AdminSystemConfigurationDeployment###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.60 *Frontend::Navigation###AdminSystemConfigurationGroup###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

### **91.61 *Frontend::Navigation###AdminSystemMaintenance###001-Framework***

Main menu item registration.

This setting is not active by default.

Default value:

## 91.62 *Frontend::Navigation###AdminTemplate###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## 91.63 *Frontend::Navigation###AdminTemplateAttachment###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## 91.64 *Frontend::Navigation###AdminType###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## 91.65 *Frontend::Navigation###AdminUser###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

## 91.66 *Frontend::Navigation###AdminUserGroup###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []



---

*Frontend → Admin → View → ContactWithData*

---

### **92.1 *AdminContactWithData::RunInitialWildcardSearch***

Runs an initial wildcard search of the existing contacts with data when accessing the AdminContactWithData module.

This setting can not be deactivated.

Default value:

|   |
|---|
| 1 |
|---|





---

*Frontend* → *Admin* → *View* → *CustomPage*

---

### 93.1 *Frontend::Admin::AdminCustomPage###RichText*

Uses richtext for viewing and editing ticket notification.

Default value:

### 93.2 *Frontend::Admin::AdminCustomPage###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 93.3 *Frontend::Admin::AdminCustomPage###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:



---

*Frontend → Admin → View → CustomerCompany*

---

### **94.1 AdminCustomerCompany::RunInitialWildcardSearch**

Runs an initial wildcard search of the existing customer company when accessing the AdminCustomerCompany module.

This setting can not be deactivated.

Default value:

1



---

*Frontend → Admin → View → CustomerUser*

---

### **95.1 *AdminCustomerUser::RunInitialWildcardSearch***

Runs an initial wildcard search of the existing customer users when accessing the AdminCustomerUser module.

This setting can not be deactivated.

Default value:

### **95.2 *AdminCustomerUser::UseAutoComplete***

Controls if the autocomplete field will be used for the customer ID selection in the AdminCustomerUser interface.

This setting can not be deactivated.

Default value:



---

*Frontend → Admin → View → NotificationEvent*

---

## 96.1 *AppointmentNotification::Transport###Email*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '1'
Icon: fa fa-envelope
Module: Kernel::System::Calendar::Event::Transport::Email
Name: Email
Prio: '100'
```

## 96.2 *AppointmentNotification::Transport###NotificationView*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-th-list
Module: Kernel::System::Calendar::Event::Transport::NotificationView
Name: Web View
Prio: '110'
```

### 96.3 *AppointmentNotification::Transport###SMS*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-mobile
Module: Kernel::System::Calendar::Event::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'
```

### 96.4 *Frontend::Admin::AdminAppointmentNotificationEvent###EventObjectType*

Defines the event object types that will be handled via AdminAppointmentNotificationEvent.

Default value:

```
---
- Calendar
- Appointment
```

### 96.5 *Frontend::Admin::AdminAppointmentNotificationEvent###RichText*

Uses richtext for viewing and editing ticket notification.

Default value:

```
1
```

### 96.6 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

```
320
```

### 96.7 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:



## 96.8 *Frontend::Admin::AdminNotificationEvent###RichText*

Uses richtext for viewing and editing ticket notification.

Default value:

## 96.9 *Frontend::Admin::AdminNotificationEvent###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

## 96.10 *Frontend::Admin::AdminNotificationEvent###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

## 96.11 *Notification::CharactersPerLine*

Defines the number of character per line used in case an HTML article preview replacement on Template-Generator for EventNotifications.

This setting can not be deactivated.

Default value:

## 96.12 *Notification::Transport###Email*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '1'
Icon: fa fa-envelope
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::Email
Name: Email
Prio: '100'
```

## 96.13 *Notification::Transport###NotificationView*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-th-list
Module: 
  ↳Kernel::System::Ticket::Event::NotificationEvent::Transport::NotificationView
Name: Web View
Prio: '110'
```

## 96.14 *Notification::Transport###SMS*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-mobile
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'
```

---

*Frontend → Admin → View → SelectBox*

---

### **97.1 AdminSelectBox::AllowDatabaseModification**

Controls if the admin is allowed to make changes to the database via AdminSelectBox.

This setting can not be deactivated.

Default value:

0



---

*Frontend → Admin → View → SysConfig*

---

## 98.1 *ConfigLevel*

Sets the configuration level of the administrator. Depending on the config level, some sysconfig options will be not shown. The config levels are in in ascending order: Expert, Advanced, Beginner. The higher the config level is (e.g. Beginner is the highest), the less likely is it that the user can accidentally configure the system in a way that it is not usable any more.

This setting can not be deactivated.

Default value:

100



## 99.1 *AgentLoginLogo*

The logo shown on top of the login box of the agent interface. The URL to the image can be a relative URL to the skin image directory, or a full URL to a remote web server.

Default value:

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

## 99.2 *AgentLogo*

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

Default value:

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

### 99.3 *AgentLogoCustom###default*

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

This setting is not active by default.

Default value:

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

### 99.4 *AgentLogoCustom###highcontrast*

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

Default value:

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

### 99.5 *AgentLogoCustom###slim*

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

Default value:

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

### 99.6 *AutoComplete::Agent###CustomerSearch*

Defines the config options for the autocompletion feature.

Default value:



```

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

```

## 99.7 *AutoComplete::Agent###Default*

Defines the config options for the autocompletion feature.

Default value:

```

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

```

## 99.8 *AutoComplete::Agent###DynamicFieldContactWithData*

Defines the config options for the autocompletion feature.

This setting can not be deactivated.

Default value:

```

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

```

## 99.9 *AutoComplete::Agent###UserSearch*

Defines the config options for the autocompletion feature.

Default value:

```

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

```

## 99.10 *CustomerDBLink*

Defines an external link to the database of the customer (e.g. `'http://yourhost/customer.php?CID=[%Data.CustomerID %]'` or `'%uri %'`).

This setting can not be deactivated.

Default value:

```
[% Env("CGIHandle") %]?Action=AgentCustomerInformationCenter;CustomerID=[%  
↳Data.CustomerID | uri %]
```

## 99.11 *CustomerDBLinkClass*

Defines the target attribute in the link to external customer database. E.g. `'AsPopup Popup-Type_TicketAction'`.

This setting can not be deactivated.

Default value:

```
`CustomerDBLinkTarget`
```

---

Defines the target attribute in the link to external customer database. E.g. `'target="cdb"'`.

This setting can not be deactivated.

Default value:

```
`DefaultOverviewColumns`
```

---

General ticket data shown in the ticket overviews (fall-back). Note that TicketNumber can not be disabled, because it is necessary.

This setting can not be deactivated.

Default value:

```
---  
Age: '2'  
Changed: '1'  
Created: '1'  
CustomerCompanyName: '1'  
CustomerID: '2'  
CustomerName: '1'  
CustomerUserID: '1'  
EscalationResponseTime: '1'  
EscalationSolutionTime: '1'  
EscalationTime: '1'  
EscalationUpdateTime: '1'  
Lock: '2'  
Owner: '2'
```

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```
PendingTime: '1'  
Priority: '1'  
Queue: '2'  
Responsible: '1'  
SLA: '1'  
Sender: '2'  
Service: '1'  
State: '2'  
Subject: '1'  
TicketNumber: '2'  
Title: '2'  
Type: '1'
```

## 99.12 *Frontend::AvatarEngine*

Define which avatar engine should be used for the agent avatar on the header and the sender images in AgentTicketZoom. If 'None' is selected, initials will be displayed instead. Please note that selecting anything other than 'None' will transfer the encrypted email address of the particular user to an external service.

This setting can not be deactivated.

Default value:

```
Gravatar
```

## 99.13 *Frontend::CommonParam###Action*

Defines the default used Frontend-Module if no Action parameter given in the url on the agent interface.

This setting can not be deactivated.

Default value:

```
AgentDashboard
```

## 99.14 *Frontend::CommonParam###QueueID*

Default queue ID used by the system in the agent interface.

This setting can not be deactivated.

Default value:

```
0
```

## 99.15 *Frontend::CommonParam###TicketID*

Default ticket ID used by the system in the agent interface.

This setting can not be deactivated.

Default value:

```
`Frontend::CustomerUser::Item###1-GoogleMaps`
```

Defines a customer item, which generates a google maps icon at the end of a customer info block.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
---
Attributes: UserStreet;UserCity;UserCountry;
CSS: Core.Agent.CustomerUser.GoogleMaps.css
CSSClass: GoogleMaps
IconName: fa-globe
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserStreet;UserCity;
Target: _blank
Text: Location
URL: https://maps.google.com/maps?z=7&q=
```

### 99.16 *Frontend::CustomerUser::Item###15-OpenTickets*

Customer item (icon) which shows the open tickets of this customer as info block. Setting CustomerUser-Login to 1 searches for tickets based on login name rather than CustomerID.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
---
Action: AgentTicketSearch
Attributes: StateType=Open;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '0'
IconNameNoOpenTicket: fa-check-circle
IconNameOpenTicket: fa-exclamation-circle
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Open tickets (customer)
```

### 99.17 *Frontend::CustomerUser::Item###16-OpenTicketsForCustomerUserLogin*

Customer item (icon) which shows the open tickets of this customer as info block. Setting CustomerUser-Login to 1 searches for tickets based on login name rather than CustomerID.

This setting is not active by default.

Default value:

```

---
Action: AgentTicketSearch
Attributes: StateType=Open;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '1'
IconNameNoOpenTicket: fa-check-circle
IconNameOpenTicket: fa-exclamation-circle
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Open tickets (customer user)

```

## 99.18 *Frontend::CustomerUser::Item###17-ClosedTickets*

Customer item (icon) which shows the closed tickets of this customer as info block. Setting CustomerUserLogin to 1 searches for tickets based on login name rather than CustomerID.

This setting is not active by default.

Default value:

```

---
Action: AgentTicketSearch
Attributes: StateType=Closed;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '0'
IconNameNoOpenTicket: fa-power-off
IconNameOpenTicket: fa-power-off
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Closed tickets (customer)

```

## 99.19 *Frontend::CustomerUser::Item###18-ClosedTicketsForCustomerUserLog*

Customer item (icon) which shows the closed tickets of this customer as info block. Setting CustomerUserLogin to 1 searches for tickets based on login name rather than CustomerID.

This setting is not active by default.

Default value:

```

---
Action: AgentTicketSearch
Attributes: StateType=Closed;

```

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```

CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '1'
IconNameNoOpenTicket: fa-power-off
IconNameOpenTicket: fa-power-off
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Closed tickets (customer user)

```

## 99.20 *Frontend::CustomerUser::Item###2-Google*

Defines a customer item, which generates a google icon at the end of a customer info block.

This setting is not active by default.

Default value:

```

---
Attributes: UserFirstname;UserLastname;
CSS: Core.Agent.CustomerUser.Google.css
CSSClass: Google
IconName: fa-google
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserFirstname;UserLastname;
Target: _blank
Text: Google
URL: https://google.com/search?q=

```

## 99.21 *Frontend::CustomerUser::Item###2-LinkedIn*

Defines a customer item, which generates a LinkedIn icon at the end of a customer info block.

This setting is not active by default.

Default value:

```

---
Attributes: UserFirstname;UserLastname;
CSS: Core.Agent.CustomerUser.Linkedin.css
CSSClass: LinkedIn
IconName: fa-linkedin
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserFirstname;UserLastname;
Target: _blank
Text: LinkedIn
URL: https://www.linkedin.com/commonSearch?type=people&keywords=

```

## 99.22 *Frontend::CustomerUser::Item###3-XING*

Defines a customer item, which generates a XING icon at the end of a customer info block.

This setting is not active by default.

Default value:

```

---
Attributes: UserFirstname;UserLastname;
CSS: Core.Agent.CustomerUser.Xing.css
CSSClass: Xing
IconName: fa-xing
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserFirstname;UserLastname;
Target: _blank
Text: XING
URL: https://www.xing.com/app/search?op=search;keywords=

```

## 99.23 *Frontend::Gravatar::ArticleDefaultImage*

Define which avatar default image should be used for the article view if no gravatar is assigned to the mail address. Check <https://gravatar.com/site/implement/images/> for further information.

This setting can not be deactivated.

Default value:

```
mp
```

## 99.24 *Frontend::Gravatar::DefaultImage*

Define which avatar default image should be used for the current agent if no gravatar is assigned to the mail address of the agent. Check <https://gravatar.com/site/implement/images/> for further information.

This setting can not be deactivated.

Default value:

```
mp
```

## 99.25 *Frontend::HeaderMetaModule###100-Refresh*

Defines the module to generate code for periodic page reloads.

This setting can not be deactivated.

Default value:

```

---
Module: Kernel::Output::HTML::HeaderMeta::Refresh

```

## 99.26 *Frontend::HeaderMetaModule###2-TicketSearch*

Module to generate html OpenSearch profile for short ticket search in the agent interface.

Default value:

```
---  
Action: AgentTicketSearch  
Module: Kernel::Output::HTML::HeaderMeta::AgentTicketSearch
```

## 99.27 *Frontend::HeaderMetaModule###3-FAQSearch*

Module to generate html OpenSearch profile for short FAQ search.

Default value:

```
---  
Action: AgentFAQSearch  
Module: Kernel::Output::HTML::HeaderMeta::AgentFAQSearch
```

## 99.28 *InfoFile*

File that is displayed in the Kernel::Modules::AgentInfo module, if located under Kernel/Output/HTML/Templates/Standard/AgentInfo.tt.

This setting can not be deactivated.

Default value:

```
AgentInfo
```

## 99.29 *InfoKey*

Defines the key to be checked with Kernel::Modules::AgentInfo module. If this user preferences key is true, the message is accepted by the system.

This setting can not be deactivated.

Default value:

```
wpt22
```

## 99.30 *LoginURL*

Defines an alternate login URL for the agent interface.

This setting is not active by default.

Default value:



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

### 99.31 LogoutURL

Defines an alternate logout URL for the agent interface.

This setting is not active by default.

Default value:

```
http://host.example.com/thanks-for-using-otrs.html
```

### 99.32 LostPassword

Activates lost password feature for agents, in the agent interface.

This setting can not be deactivated.

Default value:

```
1
```

### 99.33 ModernizeFormFields

Use new type of select and autocomplete fields in agent interface, where applicable (InputFields).

This setting can not be deactivated.

Default value:

```
1
```

### 99.34 NewTicketInNewWindow::Enabled

If enabled, TicketPhone and TicketEmail will be open in new windows.

This setting can not be deactivated.

Default value:

```
0
```

### 99.35 NoTimelineViewAutoArticle

Disables automatic opening of the last customer article in the timeline view in AgentTicketZoom.

This setting can not be deactivated.

Default value:

0

### 99.36 *NotificationBodyLostPassword*

Defines the body text for notification mails sent to agents, about new password.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,

Here's your new OTRS password.

New password: <OTRS_NEWPW>

You can log in via the following URL:

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl
```

### 99.37 *NotificationBodyLostPasswordToken*

Defines the body text for notification mails sent to agents, with token about new requested password.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has requested to change your OTRS
password.

If you want to do this, click on the link below. You will receive another
→email containing the password.

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl?
→Action=LostPassword;Token=<OTRS_TOKEN>

If you did not request a new password, please ignore this email.
```

### 99.38 *NotificationSubjectLostPassword*

Defines the subject for notification mails sent to agents, about new password.

This setting can not be deactivated.

Default value:

```
New OTRS password
```

### 99.39 *NotificationSubjectLostPasswordToken*

Defines the subject for notification mails sent to agents, with token about new requested password.

This setting can not be deactivated.

Default value:

```
New OTRS password request
```

### 99.40 *OpenMainMenuOnHover*

If enabled, the first level of the main menu opens on mouse hover (instead of click only).

This setting can not be deactivated.

Default value:

```
0
```

### 99.41 *PossibleNextActions*

Defines the list of possible next actions on an error screen, a full path is required, then is possible to add external links if needed.

Default value:

```
---
'[% Env('CGIHandle') %]?Action=AgentDashboard': Go to dashboard!
```

### 99.42 *PreApplicationModule###AgentInfo*

Defines a useful module to load specific user options or to display news.

This setting is not active by default.

Default value:

```
Kernel::Modules::AgentInfo
```

### 99.43 *ShowMotd*

Shows the message of the day on login screen of the agent interface.

This setting can not be deactivated.

Default value:

0

### **99.44 *Ticket::Frontend::AccountTime***

Activates time accounting.

This setting can not be deactivated.

Default value:

1

### **99.45 *Ticket::Frontend::BulkAccountedTime***

Defines if time accounting must be set to all tickets in bulk action.

This setting can not be deactivated.

Default value:

1

### **99.46 *Ticket::Frontend::CustomerInfoCompose***

Shows the customer user information (phone and email) in the compose screen.

This setting can not be deactivated.

Default value:

1

### **99.47 *Ticket::Frontend::CustomerInfoComposeMaxSize***

Max size (in characters) of the customer information table (phone and email) in the compose screen.

This setting can not be deactivated.

Default value:

22

### 99.48 *Ticket::Frontend::CustomerInfoZoomMaxSize*

Maximum size (in characters) of the customer information table in the ticket zoom view.

This setting can not be deactivated.

Default value:

### 99.49 *Ticket::Frontend::DynamicFieldsZoomMaxSizeArticle*

Maximum length (in characters) of the dynamic field in the article of the ticket zoom view.

This setting can not be deactivated.

Default value:

### 99.50 *Ticket::Frontend::DynamicFieldsZoomMaxSizeSidebar*

Maximum length (in characters) of the dynamic field in the sidebar of the ticket zoom view.

This setting can not be deactivated.

Default value:

### 99.51 *Ticket::Frontend::InformAgentMaxSize*

Max size (in rows) of the informed agents box in the agent interface.

This setting can not be deactivated.

Default value:

### 99.52 *Ticket::Frontend::InvolvedAgentMaxSize*

Max size (in rows) of the involved agents box in the agent interface.

This setting can not be deactivated.

Default value:

### 99.53 *Ticket::Frontend::ListType*

Shows existing parent/child queue lists in the system in the form of a tree or a list.

This setting can not be deactivated.

Default value:

tree

### 99.54 *Ticket::Frontend::MaxQueueLevel*

Define the max depth of queues.

This setting can not be deactivated.

Default value:

5

### 99.55 *Ticket::Frontend::NeedAccountedTime*

Defines if time accounting is mandatory in the agent interface. If enabled, a note must be entered for all ticket actions (no matter if the note itself is configured as active or is originally mandatory for the individual ticket action screen).

This setting can not be deactivated.

Default value:

0

### 99.56 *Ticket::Frontend::NewOwnerSelection*

Shows an owner selection in phone and email tickets in the agent interface.

This setting can not be deactivated.

Default value:

1

### 99.57 *Ticket::Frontend::NewQueueOwnSelection*

Determines which options will be valid of the recipient (phone ticket) and the sender (email ticket) in the agent interface.

This setting is not active by default.

Default value:

```
---  
'1': First Queue  
'2': Second Queue
```

## 99.58 *Ticket::Frontend::NewQueueSelectionString*

Determines the strings that will be shown as recipient (To:) of the phone ticket and as sender (From:) of the email ticket in the agent interface. For Queue as NewQueueSelectionType “<Queue>” shows the names of the queues and for SystemAddress “<Realname> <<Email>>” shows the name and email of the recipient.

This setting can not be deactivated.

Default value:

```
<Queue>
```

## 99.59 *Ticket::Frontend::NewQueueSelectionType*

Defines the recipient target of the phone ticket and the sender of the email ticket (“Queue” shows all queues, “System address” displays all system addresses) in the agent interface.

This setting can not be deactivated.

Default value:

```
Queue
```

## 99.60 *Ticket::Frontend::NewResponsibleSelection*

Show a responsible selection in phone and email tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
1
```

## 99.61 *Ticket::Frontend::PendingDiffTime*

Time in seconds that gets added to the actual time if setting a pending-state (default: 86400 = 1 day).

This setting can not be deactivated.

Default value:

```
86400
```

### 99.62 *Ticket::Frontend::RedirectAfterCloseDisabled*

Disables the redirection to the last screen overview / dashboard after a ticket is closed.

This setting can not be deactivated.

Default value:

0

### 99.63 *Ticket::Frontend::ShowCustomerTickets*

Shows customer history tickets in AgentTicketPhone, AgentTicketEmail and AgentTicketCustomer.

This setting can not be deactivated.

Default value:

1

### 99.64 *Ticket::Frontend::TextAreaEmail*

Permitted width for compose email windows.

This setting can not be deactivated.

Default value:

82

### 99.65 *Ticket::Frontend::TextAreaNote*

Permitted width for compose note windows.

This setting can not be deactivated.

Default value:

78

### 99.66 *Ticket::Frontend::TimeUnits*

Sets the preferred time units (e.g. work units, hours, minutes).

This setting can not be deactivated.

Default value:

(work units)



## 99.67 *Ticket::Frontend::UserDefaultQueue*

Defines the default queue for new tickets in the agent interface.

This setting is not active by default.

Default value:

Postmaster
------------



---

*Frontend → Agent → ArticleComposeModule*

---

## **100.1 *Ticket::Frontend::ArticleComposeModule###1-EmailSecurity***

Module to define the email security options to use (PGP or S/MIME).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::ArticleCompose::Security  
ParamType: Single
```

## **100.2 *Ticket::Frontend::ArticleComposeModule###2-SignEmail***

Module to compose signed messages (PGP or S/MIME).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::ArticleCompose::Sign  
ParamType: Single
```

## **100.3 *Ticket::Frontend::ArticleComposeModule###3-CryptEmail***

Module to encrypt composed messages (PGP or S/MIME).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::ArticleCompose::Crypt  
ParamType: Multiple
```

---

*Frontend → Agent → DocumentSearch*

---

## **101.1 *DocumentSearch::Agent::DynamicField***

Searchable and highlightable dynamic fields in the agent interface.

Default value:

```
--- {}
```



---

*Frontend → Agent → FAQJournalOverview*

---

## **102.1 *FAQ::Frontend::JournalOverview###Small***

Defines an overview module to show the small view of a FAQ journal.

Default value:

```
---  
Module: Kernel::Output::HTML::FAQJournalOverview::Small  
Name: Small  
NameShort: S
```





---

*Frontend → Agent → FAQOverview*

---

## **103.1 *FAQ::Frontend::Overview###Small***

Defines an overview module to show the small view of a FAQ list.

Default value:

```
---  
Module: Kernel::Output::HTML::FAQOverview::Small  
Name: Small  
NameShort: S
```

## **103.2 *FAQ::Frontend::OverviewSmall###DynamicField***

Dynamic fields shown in the FAQ small format overview screen of the agent interface.

Default value:

```
--- {}
```



---

*Frontend → Agent → FAQRelatedArticles*

---

## **104.1 *FAQ::Frontend::AgentFAQRelatedArticles###DefaultLanguages***

The default languages for the related FAQ articles.

Default value:

```
---  
- en
```

## **104.2 *FAQ::Frontend::AgentFAQRelatedArticles###Position***

Defines the position where the related FAQ articles widget is located.

This setting can not be deactivated.

Default value:

```
1
```

## **104.3 *FAQ::Frontend::AgentFAQRelatedArticles###QueuesEnabled***

List of queue names for which the related article feature is enabled.

This setting is not active by default.

Default value:

```
---  
- Raw
```

## 104.4 *FAQ::Frontend::AgentFAQRelatedArticles###ShowLimit*

Output limit for the related FAQ articles.

This setting can not be deactivated.

Default value:

10
----

---

*Frontend → Agent → FrontendNotification*

---

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

Defines the module to display a notification if cloud services are disabled.

This setting can not be deactivated.

Default value:

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

## **105.2 *Frontend::NotifyModule###1100-SystemContract***

Defines the module to display a notification in different interfaces on different occasions for System Contract.

This setting can not be deactivated.

Default value:

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

## **105.3 *Frontend::NotifyModule###2000-UID-Check***

Defines the module to display a notification in the agent interface, if the system is used by the admin user (normally you shouldn't work as admin).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::Notification::UIDCheck
```

### **105.4 *Frontend::NotifyModule###2500-AgentSessionLimit***

Defines the module to display a notification in the agent interface, if the agent session limit prior warning is reached.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::Notification::AgentSessionLimit
```

### **105.5 *Frontend::NotifyModule###3000-ShowAgentOnline***

Defines the module that shows all the currently logged in agents in the agent interface.

This setting is not active by default.

Default value:

```
---  
Module: Kernel::Output::HTML::Notification::AgentOnline  
ShowEmail: '1'
```

### **105.6 *Frontend::NotifyModule###4000-ShowCustomerOnline***

Defines the module that shows all the currently logged in customers in the agent interface.

This setting is not active by default.

Default value:

```
---  
Module: Kernel::Output::HTML::Notification::CustomerOnline  
ShowEmail: '1'
```

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

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

This setting can not be deactivated.

Default value:

```

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

```

## 105.8 *Frontend::NotifyModule###5000-Ticket::TicketEscalation*

Module to show notifications and escalations (ShownMax: max. shown escalations, EscalationInMinutes: Show ticket which will escalation in, CacheTime: Cache of calculated escalations in seconds).

This setting is not active by default.

Default value:

```

---
CacheTime: '40'
EscalationInMinutes: '120'
Module: Kernel::Output::HTML::Notification::AgentTicketEscalation
ShownMax: '25'

```

## 105.9 *Frontend::NotifyModule###513-ChatAvailability-Check*

Defines the module to display a notification in the agent interface, if the agent is not available for chat with customer users (only if setting Ticket::Agent::UnavailableForExternalChatsOnLogin is enabled).

This setting can not be deactivated.

Default value:

```

---
Module: Kernel::Output::HTML::Notification::ChatAvailabilityCheck

```

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

Defines the module to display a notification in the agent interface, if there are invalid sysconfig settings deployed.

This setting can not be deactivated.

Default value:

```

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

```

### 105.11 *Frontend::NotifyModule###523-ChatPreferredChannels-Check*

Defines the module to display a notification in the agent interface, if the agent is available for external chats, but forgot to set preferred channel(s).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::Notification::ChatPreferredChannelsCheck
```

### 105.12 *Frontend::NotifyModule###5500-OutofOffice-Check*

Defines the module to display a notification in the agent interface, if the agent is logged in while having out-of-office active.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::Notification::OutofOfficeCheck
```

### 105.13 *Frontend::NotifyModule###6000-SystemMaintenance-Check*

Defines the module to display a notification in the agent interface, if the agent is logged in while having system maintenance active.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::Notification::SystemMaintenanceCheck
```

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

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

This setting can not be deactivated.

Default value:

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



## 105.15 *Frontend::NotifyModule###7000-AgentTimeZone-Check*

Defines the module to display a notification in the agent interface, if the agent has not yet selected a time zone.

This setting can not be deactivated.

Default value:

```
---
Module: Kernel::Output::HTML::Notification::AgentTimeZoneCheck
```

## 105.16 *Frontend::NotifyModule###8000-Daemon-Check*

Defines the module to display a notification in the agent interface if the OTRS Daemon is not running.

Default value:

```
---
Module: Kernel::Output::HTML::Notification::DaemonCheck
```

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

Defines the module to display a notification in the agent interface, if the installation of not verified packages is activated (only shown to admins).

This setting can not be deactivated.

Default value:

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

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

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

This setting is not active by default.

Default value:

```
---
File: <OTRS_CONFIG_Home>/var/notify.txt
Link: https://www.otrs.com
```

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```
Module: Kernel::Output::HTML::Notification::Generic
Priority: Warning
Target: _blank
Text: The OTRS Website
```

---

*Frontend → Agent → LinkObject*

---

### 106.1 *LinkObject::ComplexTable###Appointment*

Define which columns are shown in the linked appointment widget (`LinkObject::ViewMode = "complex"`). Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

Default value:

```
---
DefaultColumns:
  CalendarName: '1'
  Changed: '1'
  Created: '1'
  Description: '2'
  EndTime: '2'
  Location: '1'
  NotificationTime: '1'
  StartTime: '2'
Module: Kernel::Output::HTML::LinkObject::Appointment.pm
Priority:
  CalendarName: '100'
  Changed: '160'
  Created: '170'
  Description: '110'
  EndTime: '130'
  Location: '140'
  NotificationTime: '150'
  StartTime: '120'
```

## 106.2 *LinkObject::ComplexTable###FAQ*

Define which columns are shown in the linked FAQs widget (`LinkObject::ViewMode = "complex"`). Note: Only FAQ attributes and Dynamic Fields (`DynamicField_NameX`) are allowed for `DefaultColumns`. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

Default value:

```

---
DefaultColumns:
  Approved: '1'
  CategoryName: '1'
  Changed: '1'
  ContentType: '1'
  Created: '2'
  FAQNumber: '2'
  Language: '1'
  State: '2'
  Title: '2'
Module: Kernel::Output::HTML::LinkObject::FAQ.pm
Priority:
  Approved: '160'
  CategoryName: '140'
  Changed: '180'
  ContentType: '170'
  Created: '130'
  FAQNumber: '100'
  Language: '150'
  State: '120'
  Title: '110'

```

## 106.3 *LinkObject::ComplexTable###Ticket*

Define which columns are shown in the linked tickets widget (`LinkObject::ViewMode = "complex"`). Note: Only Ticket attributes and Dynamic Fields (`DynamicField_NameX`) are allowed for `DefaultColumns`.

Default value:

```

---
DefaultColumns:
  Age: '1'
  Changed: '1'
  Created: '2'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'

```

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```

Lock: '1'
Owner: '1'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Service: '1'
State: '2'
TicketNumber: '2'
Title: '2'
Type: '1'
Module: Kernel::Output::HTML::LinkObject::Ticket.pm
Priority:
  Age: '110'
  Changed: '120'
  Created: '310'
  CustomerCompanyName: '320'
  CustomerID: '240'
  CustomerName: '250'
  CustomerUserID: '260'
  EscalationResponseTime: '160'
  EscalationSolutionTime: '150'
  EscalationTime: '140'
  EscalationUpdateTime: '170'
  Lock: '200'
  Owner: '220'
  PendingTime: '130'
  Priority: '300'
  Queue: '210'
  Responsible: '230'
  SLA: '290'
  Service: '280'
  State: '190'
  TicketNumber: '100'
  Title: '180'
  Type: '270'

```

## 106.4 *LinkObject::ComplexTable::SettingsVisibility###Appointment*

Define Actions where a settings button is available in the linked objects widget (`LinkObject::ViewMode = "complex"`). Please note that these Actions must have registered the following JS and CSS files: `Core.AllocationList.css`, `Core.UI.AllocationList.js`, `Core.UI.Table.Sort.js`, `Core.Agent.TableFilters.js`.

Default value:

```

----
- AgentTicketZoom

```

## 106.5 *LinkObject::ComplexTable::SettingsVisibility###FAQ*

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = “complex” ). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js and Core.Agent.LinkObject.js.

Default value:

```
---  
- AgentFAQZoom
```

## 106.6 *LinkObject::ComplexTable::SettingsVisibility###Ticket*

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = “complex” ). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js.

Default value:

```
---  
- AgentTicketZoom
```

---

*Frontend → Agent → MIMEViewer*

---

## **107.1 *MIME-Viewer###application/excel***

Specifies the path to the converter that allows the view of Microsoft Excel files, in the web interface.

This setting is not active by default.

Default value:

```
xlhtml
```

## **107.2 *MIME-Viewer###application/msword***

Specifies the path to the converter that allows the view of Microsoft Word files, in the web interface.

This setting is not active by default.

Default value:

```
wvWare
```

## **107.3 *MIME-Viewer###application/pdf***

Specifies the path to the converter that allows the view of PDF documents, in the web interface.

This setting is not active by default.

Default value:

```
pdftohtml -stdout -i
```

## 107.4 *MIME-Viewer###text/xml*

Specifies the path to the converter that allows the view of XML files, in the web interface.

This setting is not active by default.

Default value:

```
<OTRS_CONFIG_Home>/scripts/tools/xml2html.pl
```



---

*Frontend* → *Agent* → *ModuleRegistration*

---

## 108.1 *Frontend::Module###AdminAppointmentImport*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Import appointments screen.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Import Appointments
```

## 108.2 *Frontend::Module###AgentAppointmentAgendaOverview*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Overview of all appointments.
Group: []
GroupRo: []
NavBarName: Calendar
Title: Agenda Overview
```

### 108.3 *Frontend::Module###AgentAppointmentCalendarOverview*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Appointment Calendar overview page.
Group: []
GroupRo: []
NavBarName: Calendar
Title: Overview
```

### 108.4 *Frontend::Module###AgentAppointmentEdit*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Appointment edit screen.
Group: []
GroupRo: []
NavBarName: ''
Title: Edit appointment
```

### 108.5 *Frontend::Module###AgentAppointmentList*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Appointment list.
Group: []
GroupRo: []
NavBarName: ''
Title: Appointment list
```

### 108.6 *Frontend::Module###AgentAppointmentPluginSearch*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Plugin search module for autocomplete.
Group: []
GroupRo: []
```

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```
NavBarName: ''  
Title: Plugin search
```

## 108.7 *Frontend::Module###AgentChat*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Agent chat screen.  
Group: []  
GroupRo: []  
NavBarName: Chat  
Title: Chat
```

## 108.8 *Frontend::Module###AgentChatAppend*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Append Chat to Ticket.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Append Chat to Ticket
```

## 108.9 *Frontend::Module###AgentChatAvailability*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Chat availability.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: Chat Availability
```

## 108.10 *Frontend::Module###AgentChatDownload*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Chat download.
Group: []
GroupRo: []
NavBarName: ''
Title: Chat Download
```

### 108.11 *Frontend::Module###AgentChatPopup*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Chat popup.
Group: []
GroupRo: []
NavBarName: ''
Title: Chat Popup
```

### 108.12 *Frontend::Module###AgentChatPreview*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Chat preview.
Group: []
GroupRo: []
NavBarName: ''
Title: Chat Preview
```

### 108.13 *Frontend::Module###AgentContactWithDataSearch*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent contact with data search.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent Contact With Data Search
```

## 108.14 *Frontend::Module###AgentCustomerInformationCenter*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Customer Information Center.
Group: []
GroupRo: []
NavBarName: Customers
Title: ''
```

## 108.15 *Frontend::Module###AgentCustomerInformationCenterSearch*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Customer Information Center Search.
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

## 108.16 *Frontend::Module###AgentCustomerSearch*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent Customer Search.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent Customer Search
```

## 108.17 *Frontend::Module###AgentCustomerSearchSMS*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent Customer Search SMS.
Group: []
GroupRo: []
```

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```
NavBarName: Ticket
Title: Agent Customer Search SMS
```

## 108.18 *Frontend::Module###AgentCustomerUserAddressBook*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Search customer user.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Search Customer User
```

## 108.19 *Frontend::Module###AgentCustomerUserInformationCenter*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Customer User Information Center.
Group: []
GroupRo: []
NavBarName: Customer Users
Title: ''
```

## 108.20 *Frontend::Module###AgentCustomerUserInformationCenterSearch*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Customer User Information Center Search.
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

## 108.21 *Frontend::Module###AgentDashboard*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Agent dashboard.
Group: []
GroupRo: []
NavBarName: Dashboard
Title: Agent Dashboard

```

## 108.22 *Frontend::Module###AgentDocumentSearch*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Document Search
Group: []
GroupRo: []
NavBarName: Document Search
Title: ''

```

## 108.23 *Frontend::Module###AgentFAQAdd*

Frontend module registration for the agent interface.

Default value:

```

---
Description: FAQ Area.
Group: []
GroupRo: []
NavBarName: FAQ
Title: FAQ

```

## 108.24 *Frontend::Module###AgentFAQCategory*

Frontend module registration for the agent interface.

Default value:

```

---
Description: FAQ Area.
Group:
- admin
GroupRo: []
NavBarName: FAQ
Title: FAQ

```

## 108.25 *Frontend::Module###AgentFAQDelete*

Frontend module registration for the agent interface.

Default value:

```
---
Description: FAQ Delete.
Group: []
GroupRo: []
NavBarName: FAQ
Title: Delete
```

## 108.26 *Frontend::Module###AgentFAQEdit*

Frontend module registration for the agent interface.

Default value:

```
---
Description: FAQ Edit.
Group: []
GroupRo: []
NavBarName: FAQ
Title: Edit
```

## 108.27 *Frontend::Module###AgentFAQExplorer*

Frontend module registration for the agent interface.

Default value:

```
---
Description: FAQ Area.
Group: []
GroupRo: []
NavBarName: FAQ
Title: FAQ
```

## 108.28 *Frontend::Module###AgentFAQHistory*

Frontend module registration for the agent interface.

Default value:

```
---
Description: FAQ History.
Group: []
GroupRo: []
```

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```
NavBarName: FAQ
Title: History
```

### 108.29 *Frontend::Module###AgentFAQJournal*

Frontend module registration for the agent interface.

Default value:

```
---
Description: FAQ Area.
Group: []
GroupRo: []
NavBarName: FAQ
Title: FAQ
```

### 108.30 *Frontend::Module###AgentFAQLanguage*

Frontend module registration for the agent interface.

Default value:

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

### 108.31 *Frontend::Module###AgentFAQPrint*

Frontend module registration for the agent interface.

Default value:

```
---
Description: FAQ Print.
Group: []
GroupRo: []
NavBarName: FAQ
Title: Print
```

### 108.32 *Frontend::Module###AgentFAQRelatedArticles*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent FAQ Related Articles.
Group: []
GroupRo: []
NavBarName: ''
Title: Agent FAQ Related Articles
```

### 108.33 *Frontend::Module###AgentFAQRichText*

Frontend module registration for the agent interface.

Default value:

```
---
Description: FAQ AJAX Responder for Richtext.
Group: []
GroupRo: []
NavBarName: ''
Title: FAQ AJAX Responder
```

### 108.34 *Frontend::Module###AgentFAQSearch*

Frontend module registration for the agent interface.

Default value:

```
---
Description: FAQ Area.
Group: []
GroupRo: []
NavBarName: FAQ
Title: FAQ
```

### 108.35 *Frontend::Module###AgentFAQSearchSmall*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Search FAQ Small.
Group: []
GroupRo: []
NavBarName: FAQ
Title: FAQ
```

## 108.36 *Frontend::Module###AgentFAQZoom*

Frontend module registration for the agent interface.

Default value:

```

---
Description: FAQ Area.
Group: []
GroupRo: []
NavBarName: FAQ
Title: FAQ

```

## 108.37 *Frontend::Module###AgentInfo*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Generic Info module.
Group: []
GroupRo: []
NavBarName: ''
Title: Info

```

## 108.38 *Frontend::Module###AgentLinkObject*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Link Object.
Group: []
GroupRo: []
NavBarName: ''
Title: Link Object

```

## 108.39 *Frontend::Module###AgentNotificationView*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Notification web view.
Group: []
GroupRo: []

```

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```
NavBarName: Notification web view
Title: Notification Web View
```

## 108.40 *Frontend::Module###AgentPreferences*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent Preferences.
Group: []
GroupRo: []
NavBarName: Preferences
Title: ''
```

## 108.41 *Frontend::Module###AgentSplitSelection*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket split dialog.
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

## 108.42 *Frontend::Module###AgentStatistics*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent Statistics.
Group:
- stats
GroupRo:
- stats
NavBarName: Reports
Title: Statistics
```

### 108.43 *Frontend::Module###AgentStatisticsReports*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Statistics reports.
Group:
- stats
GroupRo:
- stats
NavBarName: Statistics Reports
Title: Statistics Reports
```

### 108.44 *Frontend::Module###AgentSystemContract*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent
Group: []
GroupRo: []
NavBarName: ''
Title: System Contract
```

### 108.45 *Frontend::Module###AgentTicketArticleContent*

Frontend module registration for the agent interface.

Default value:

```
---
Description: To view HTML attachments.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ''
```

### 108.46 *Frontend::Module###AgentTicketAttachment*

Frontend module registration for the agent interface.

Default value:

```
---
Description: To download attachments.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ''
```

### **108.47 *Frontend::Module###AgentTicketAttachmentView***

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket attachments.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Attachments
```

### **108.48 *Frontend::Module###AgentTicketBounce***

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Compose Bounce Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Bounce
```

### **108.49 *Frontend::Module###AgentTicketBulk***

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket bulk module.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Bulk Action
```

## 108.50 *Frontend::Module###AgentTicketClose*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Ticket Close.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Close

```

## 108.51 *Frontend::Module###AgentTicketCompose*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Ticket Compose email Answer.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Compose

```

## 108.52 *Frontend::Module###AgentTicketCustomer*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Ticket Customer.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Customer

```

## 108.53 *Frontend::Module###AgentTicketEmail*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Create new email ticket.
Group: []
GroupRo: []

```

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```
NavBarName: Ticket
Title: New email ticket
```

## 108.54 *Frontend::Module###AgentTicketEmailOutbound*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Outbound Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Email Outbound
```

## 108.55 *Frontend::Module###AgentTicketEmailResend*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Resend Ticket Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Email Resend
```

## 108.56 *Frontend::Module###AgentTicketEscalationView*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Overview of all escalated tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Escalation view
```

## 108.57 *Frontend::Module###AgentTicketForward*

Frontend module registration for the agent interface.

Default value:



```
---  
Description: Ticket Forward Email.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Forward
```

### **108.58 *Frontend::Module###AgentTicketFreeText***

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Ticket FreeText.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Free Fields
```

### **108.59 *Frontend::Module###AgentTicketHistory***

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Ticket History.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: History
```

### **108.60 *Frontend::Module###AgentTicketLock***

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Ticket Lock.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Lock
```

## 108.61 *Frontend::Module###AgentTicketLockedView*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Locked Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Locked Tickets
```

## 108.62 *Frontend::Module###AgentTicketMerge*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Merge.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Merge
```

## 108.63 *Frontend::Module###AgentTicketMove*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Move.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Move
```

## 108.64 *Frontend::Module###AgentTicketNote*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Note.
Group: []
GroupRo: []
```

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```
NavBarName: Ticket
Title: Note
```

## 108.65 *Frontend::Module###AgentTicketOwner*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Owner.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Owner
```

## 108.66 *Frontend::Module###AgentTicketPending*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Pending.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Pending
```

## 108.67 *Frontend::Module###AgentTicketPhone*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Create new phone ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: New phone ticket
```

## 108.68 *Frontend::Module###AgentTicketPhoneInbound*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Incoming Phone Call.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Phone-Ticket
```

## 108.69 *Frontend::Module###AgentTicketPhoneOutbound*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Phone Call.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Phone-Ticket
```

## 108.70 *Frontend::Module###AgentTicketPlain*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Ticket plain view of an email.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Plain
```

## 108.71 *Frontend::Module###AgentTicketPrint*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Ticket Print.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Print
```

## 108.72 *Frontend::Module###AgentTicketPriority*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Priority.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Priority
```

## 108.73 *Frontend::Module###AgentTicketProcess*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Create new process ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: New process ticket
```

## 108.74 *Frontend::Module###AgentTicketQueue*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Overview of all open Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: QueueView
```

## 108.75 *Frontend::Module###AgentTicketResponsible*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Responsible.
Group: []
GroupRo: []
```

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```
NavBarName: Ticket
Title: Responsible
```

### **108.76 *Frontend::Module###AgentTicketResponsibleView***

Frontend module registration for the agent interface.

Default value:

```
---
Description: Responsible Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Responsible Tickets
```

### **108.77 *Frontend::Module###AgentTicketSMS***

Frontend module registration for the agent interface.

Default value:

```
---
Description: Create new SMS ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: New SMS ticket
```

### **108.78 *Frontend::Module###AgentTicketSMSOutbound***

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Outbound SMS.
Group: []
GroupRo: []
NavBarName: Ticket
Title: SMS Outbound
```

### **108.79 *Frontend::Module###AgentTicketSearch***

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Search Ticket.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Search
```

## 108.80 *Frontend::Module###AgentTicketService*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Overview of all open Tickets.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: ServiceView
```

## 108.81 *Frontend::Module###AgentTicketStatusView*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Overview of all open tickets.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Status view
```

## 108.82 *Frontend::Module###AgentTicketWatchView*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Watched Tickets.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Watched Tickets
```

### 108.83 *Frontend::Module###AgentTicketWatcher*

Frontend module registration for the agent interface.

Default value:

```
---
Description: A TicketWatcher Module.
Group: []
GroupRo: []
NavBarName: Ticket-Watcher
Title: Ticket Watcher
```

### 108.84 *Frontend::Module###AgentTicketZoom*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Ticket Zoom.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Zoom
```

### 108.85 *Frontend::Module###AgentUserSearch*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent User Search.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent User Search
```

### 108.86 *Frontend::Module###AgentVideoChat*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Video and audio call screen.
Group: []
```

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```
GroupRo: []  
NavBarName: ''
```

## 108.87 *Frontend::Module###AgentZoom*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Compat module for AgentZoom to AgentTicketZoom.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: ''
```

## 108.88 *Frontend::Module###AjaxAttachment*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: AJAX attachment.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: AJAX Attachment
```

## 108.89 *Frontend::Module###Logout*

Frontend module registration for the agent interface.

Default value:

```
---  
Description: Logout  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: ''
```

## 108.90 *Frontend::Module###PictureUpload*

Frontend module registration for the agent interface.

This setting can not be deactivated.

Default value:

```
---
Description: Picture upload module.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Picture Upload
```

### 108.91 *Frontend::NavBarModule###000-CustomerChat*

Agent frontend module registration (disable chat link if chat feature is inactive or agent is not in chat group).

Default value:

```
---
Module: Kernel::Output::HTML::NavBar::AgentChat
```

### 108.92 *Frontend::NavBarModule###1-TicketProcesses*

Frontend module registration (disable ticket processes screen if no process available).

Default value:

```
---
Module: Kernel::Output::HTML::NavBar::AgentTicketProcess
```

### 108.93 *Frontend::NavBarModule###2-AdminFavourites*

Frontend module registration (show personal favorites as sub navigation items of 'Admin' ).

Default value:

```
---
Module: Kernel::Output::HTML::NavBar::AdminFavourites
```

### 108.94 *Frontend::NavBarModule###5-TicketSMS*

Frontend module registration (disable SMS ticket screen if cloud service is not activated).

Default value:

```
---
Module: Kernel::Output::HTML::NavBar::AgentTicketSMS
```

## 108.95 *Frontend::NavBarModule###6-CustomerCompany*

Frontend module registration (disable company link if no company feature is used).

Default value:

```
---  
Module: Kernel::Output::HTML::NavBar::CustomerCompany
```

## 108.96 *Frontend::NavBarModule###7-AgentTicketService*

Frontend module registration (disable AgentTicketService link if Ticket Service feature is not used).

Default value:

```
---  
Module: Kernel::Output::HTML::NavBar::AgentTicketService
```



---

*Frontend → Agent → ModuleRegistration → Loader*

---

## **109.1 *Loader::Module::AgentAppointmentAgendaOverview###002-Calendar***

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.css
- Core.AppointmentCalendar.css
- Core.AppointmentCalendar.Agenda.css
JavaScript:
- thirdparty/momentjs-2.18.1/moment.min.js
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.js
- Core.Agent.AppointmentCalendar.js
```

## **109.2 *Loader::Module::AgentAppointmentCalendarOverview###002-Calendar***

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.css
- thirdparty/fullcalendar-scheduler-1.6.2/scheduler.min.css
- Core.AppointmentCalendar.css
```

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```
JavaScript:
- thirdparty/momentjs-2.18.1/moment.min.js
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.js
- thirdparty/fullcalendar-scheduler-1.6.2/scheduler.min.js
- Core.Agent.AppointmentCalendar.js
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
```

### 109.3 *Loader::Module::AgentChat###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- thirdparty/spectrum-1.8.0/spectrum.css
- Core.Agent.Chat.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.Agent.Chat.js
```

### 109.4 *Loader::Module::AgentChatAppend###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Chat.Append.css
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.Chat.Append.js
```

### 109.5 *Loader::Module::AgentChatPopup###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Chat.css
JavaScript:
- Core.Agent.Chat.js
```

## 109.6 *Loader::Module::AgentChatPreview###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Chat.js
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
```

## 109.7 *Loader::Module::AgentCustomerInformationCenter###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.Dashboard.js
- Core.Agent.TableFilters.js
- Core.Agent.SwitchToCustomerAction.js
- Core.Agent.CustomerInformationCenter.js
```

## 109.8 *Loader::Module::AgentCustomerUserAddressBook###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.CustomerUserAddressBook.css
JavaScript:
- Core.Agent.CustomerUserAddressBook.js
```

## 109.9 *Loader::Module::AgentCustomerUserInformationCenter###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.Dashboard.js
- Core.Agent.TableFilters.js
- Core.Agent.CustomerUserInformationCenter.js
```

## 109.10 *Loader::Module::AgentDashboard###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Dashboard.css
- Core.AllocationList.css
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.css
- thirdparty/nvd3-1.7.1/nv.d3.css
JavaScript:
- thirdparty/momentjs-2.18.1/moment.min.js
- thirdparty/fullcalendar-3.4.0/fullcalendar.min.js
- thirdparty/d3-3.5.6/d3.min.js
- thirdparty/nvd3-1.7.1/nvd3.min.js
- thirdparty/nvd3-1.7.1/models/OTRSLineChart.js
- thirdparty/nvd3-1.7.1/models/OTRSMultiBarChart.js
- thirdparty/nvd3-1.7.1/models/OTRSStackedAreaChart.js
- thirdparty/canvg-1.4/rgbcolor.js
- thirdparty/canvg-1.4/StackBlur.js
- thirdparty/canvg-1.4/canvg.js
- thirdparty/StringView-8/stringview.js
- Core.UI.AdvancedChart.js
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Dashboard.js
- Core.Agent.Statistics.ParamsWidget.js
```

## 109.11 *Loader::Module::AgentFAQAdd###002-FAQ*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.FAQ.Detail.css
JavaScript:
- Core.Agent.FAQ.js
```



## 109.12 *Loader::Module::AgentFAQCategory###002-FAQ*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.FAQ.ConfirmationDialog.js
```

## 109.13 *Loader::Module::AgentFAQEdit###002-FAQ*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.FAQ.Detail.css
JavaScript:
- Core.Agent.FAQ.js
```

## 109.14 *Loader::Module::AgentFAQExplorer###002-FAQ*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.FAQ.Detail.css
JavaScript:
- Core.Agent.FAQ.js
```

## 109.15 *Loader::Module::AgentFAQJournal###002-FAQ*

Loader module registration for the agent interface.

Default value:

```
--- {}
```

## 109.16 *Loader::Module::AgentFAQLanguage###002-FAQ*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.FAQ.ConfirmationDialog.js
```

### **109.17 *Loader::Module::AgentFAQSearch###002-FAQ***

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.FAQ.js
```

### **109.18 *Loader::Module::AgentFAQZoom###002-FAQ***

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.FAQ.Detail.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.FAQ.ConfirmationDialog.js
- Core.Agent.FAQ.TicketCompose.js
- Core.Agent.FAQ.FAQZoom.js
- Core.UI.AllocationList.js
- Core.UI.Table.Sort.js
- Core.Agent.TableFilters.js
- Core.Agent.LinkObject.js
```

### **109.19 *Loader::Module::AgentLinkObject###001-Framework***

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.LinkObject.SearchForm.js
```

### **109.20 *Loader::Module::AgentNotificationView###001-Framework***

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.AllocationList.css
- Core.Agent.NotificationView.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.NotificationView.js

```

## 109.21 *Loader::Module::AgentPreferences###001-Framework*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Preferences.css
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Preferences.js
- Core.Agent.SharedSecretGenerator.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js

```

## 109.22 *Loader::Module::AgentStatistics###001-Framework*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- thirdparty/nvd3-1.7.1/nv.d3.css
- Core.Agent.Statistics.css
JavaScript:
- thirdparty/d3-3.5.6/d3.min.js
- thirdparty/nvd3-1.7.1/nvd3.min.js
- thirdparty/nvd3-1.7.1/models/OTRSLineChart.js
- thirdparty/nvd3-1.7.1/models/OTRSMultiBarChart.js
- thirdparty/nvd3-1.7.1/models/OTRSStackedAreaChart.js
- thirdparty/canvg-1.4/rgbcolor.js
- thirdparty/canvg-1.4/StackBlur.js
- thirdparty/canvg-1.4/canvg.js
- thirdparty/StringView-8/stringview.js
- Core.Agent.Statistics.js

```

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- Core.UI.AdvancedChart.js
- Core.Agent.Statistics.ParamsWidget.js

### 109.23 *Loader::Module::AgentStatisticsReports###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- thirdparty/nvd3-1.7.1/nv.d3.css
- Core.Agent.StatisticsReports.css
JavaScript:
- thirdparty/d3-3.5.6/d3.min.js
- thirdparty/nvd3-1.7.1/nvd3.min.js
- thirdparty/nvd3-1.7.1/models/OTRSLineChart.js
- thirdparty/nvd3-1.7.1/models/OTRSMultiBarChart.js
- thirdparty/nvd3-1.7.1/models/OTRSStackedAreaChart.js
- Core.UI.AdvancedChart.js
- Core.Agent.StatisticsReports.js
```

### 109.24 *Loader::Module::AgentSystemContract###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.SystemContract.css
```

### 109.25 *Loader::Module::AgentTicketAttachmentView###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.AttachmentView.css
JavaScript:
- thirdparty/jquery-tablesorter-2.28.14/jquery.tablesorter.js
- Core.UI.Table.Sort.js
- Core.Agent.TicketAttachmentView.js
```

## 109.26 *Loader::Module::AgentTicketBounce###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketBounce.js
```

## 109.27 *Loader::Module::AgentTicketBulk###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketBulk.js
```

## 109.28 *Loader::Module::AgentTicketClose###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.29 *Loader::Module::AgentTicketCompose###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketCompose.js
- Core.Agent.TicketFormDraft.js
```

### 109.30 *Loader::Module::AgentTicketCustomer###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketSplit.js
```

### 109.31 *Loader::Module::AgentTicketEmail###002-FAQ*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.FAQ.RelatedArticles.js
```

### 109.32 *Loader::Module::AgentTicketEmail###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketEmail.js
- Core.Agent.TicketSplit.js
```

### 109.33 *Loader::Module::AgentTicketEmailOutbound###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
```

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```
- Core.Agent.TicketEmailOutbound.js
- Core.Agent.TicketFormDraft.js
```

### 109.34 *Loader::Module::AgentTicketEmailResend###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketEmailResend.js
```

### 109.35 *Loader::Module::AgentTicketEscalationView###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

### 109.36 *Loader::Module::AgentTicketForward###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketForward.js
- Core.Agent.TicketFormDraft.js
```

### 109.37 *Loader::Module::AgentTicketFreeText###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

### 109.38 *Loader::Module::AgentTicketHistory###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.TicketHistory.css
JavaScript:
- Core.Agent.TicketHistory.js
```

### 109.39 *Loader::Module::AgentTicketLockedView###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.AgentTicketQueue.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

### 109.40 *Loader::Module::AgentTicketMerge###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketMerge.js
```



## 109.41 *Loader::Module::AgentTicketMove###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketMove.js
- Core.Agent.TicketFormDraft.js
```

## 109.42 *Loader::Module::AgentTicketNote###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.43 *Loader::Module::AgentTicketOwner###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.44 *Loader::Module::AgentTicketPending###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.45 *Loader::Module::AgentTicketPhone###002-FAQ*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.FAQ.RelatedArticles.js
```

## 109.46 *Loader::Module::AgentTicketPhone###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhone.js
- Core.Agent.TicketSplit.js
```

## 109.47 *Loader::Module::AgentTicketPhoneInbound###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhoneCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.48 *Loader::Module::AgentTicketPhoneOutbound###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhoneCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.49 *Loader::Module::AgentTicketPriority###002-Ticket*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js

```

## 109.50 *Loader::Module::AgentTicketProcess###002-FAQ*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.FAQ.RelatedArticles.js

```

## 109.51 *Loader::Module::AgentTicketProcess###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.TicketProcess.css
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketProcess.js
- Core.TicketProcess.js

```

## 109.52 *Loader::Module::AgentTicketQueue###002-Ticket*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.AgentTicketQueue.css

```

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```
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

### 109.53 *Loader::Module::AgentTicketResponsible###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

### 109.54 *Loader::Module::AgentTicketResponsibleView###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

### 109.55 *Loader::Module::AgentTicketSMS###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- thirdparty/libphonenumber-js/libphonenumber-js.min.js
- Core.Agent.CustomerSearchSMS.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketSMS.js
```

## 109.56 *Loader::Module::AgentTicketSMSOutbound###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- thirdparty/libphonenumber-js/libphonenumber-js.min.js
- Core.Agent.CustomerSearchSMS.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketSMS.js
- Core.Agent.TicketFormDraft.js
```

## 109.57 *Loader::Module::AgentTicketSearch###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

## 109.58 *Loader::Module::AgentTicketService###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.AgentTicketService.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

## 109.59 *Loader::Module::AgentTicketStatusView###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

## 109.60 *Loader::Module::AgentTicketWatchView###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.AgentTicketQueue.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

## 109.61 *Loader::Module::AgentTicketZoom###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.TicketProcess.css
- Core.Agent.TicketMenuModuleCluster.css
- Core.AllocationList.css
JavaScript:
- thirdparty/jquery-tablesorter-2.28.14/jquery.tablesorter.js
- Core.Agent.TicketSplit.js
- Core.Agent.TicketZoom.js
- Core.UI.AllocationList.js
- Core.UI.Table.Sort.js
- Core.Agent.LinkObject.js
- Core.Agent.ProcessInformation.js
- Core.Agent.TableFilters.js
- Core.Agent.TicketFormDraft.js
- Core.Agent.TicketZoom.TimelineView.js
```

## 109.62 *Loader::Module::AgentTicketZoom###010-TicketSMS*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.TicketSMS.js
```

## 109.63 *Loader::Module::AgentVideoChat###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Chat.VideoChat.css
```





---

*Frontend → Agent → ModuleRegistration → MainMenu*

---

## **110.1 *Frontend::Navigation###AgentAppointmentAgendaOverview###002-Calendar***

Main menu item registration.

Default value:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Overview of all appointments.
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentAgendaOverview
  LinkOption: ''
  Name: Agenda Overview
  NavBar: Calendar
  Prio: '6500'
  Type: ''
```

## **110.2 *Frontend::Navigation###AgentAppointmentCalendarOverview###002-Calendar***

Main menu item registration.

Default value:

```
---
- AccessKey: ''
```

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```

Block: ItemArea
Description: Appointment Calendar overview page.
Group: []
GroupRo: []
Link: Action=AgentAppointmentCalendarOverview
LinkOption: ''
Name: Calendar
NavBar: Calendar
Prio: '75'
Type: Menu
- AccessKey: ''
  Block: ItemArea
  Description: Appointment Calendar overview page.
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentCalendarOverview
  LinkOption: ''
  Name: Calendar Overview
  NavBar: Calendar
  Prio: '6000'
  Type: ''
- AccessKey: ''
  Block: ItemArea
  Description: Resource Overview (OTRSCalendarResourcePlanning)
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentCalendarOverview
  LinkOption: class="PackageRequired" data-package-name=
  ↪"OTRSCalendarResourcePlanning"
  Name: Resource Overview
  NavBar: Calendar
  Prio: '7000'
  Type: ''
- AccessKey: ''
  Block: ItemArea
  Description: Create new appointment.
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentCalendarOverview;Subaction=AppointmentCreate
  LinkOption: ''
  Name: New Appointment
  NavBar: Calendar
  Prio: '8000'
  Type: ''

```

### 110.3 Frontend::Navigation###AgentAppointmentList###002-Calendar

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

## 110.4 *Frontend::Navigation###AgentChat###002-Ticket*

Main menu item registration.

Default value:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: ''
  Group: []
  GroupRo: []
  Link: Action=AgentChat
  LinkOption: ''
  Name: Chat
  NavBar: Chat
  Prio: '500'
  Type: Menu
```

## 110.5 *Frontend::Navigation###AgentCustomerInformationCenter###001-Framework*

Main menu item registration.

Default value:

```
---
- AccessKey: c
  Block: ItemArea
  Description: Customer Information Center search.
  Group: []
  GroupRo: []
  Link: Action=AgentCustomerInformationCenter
  LinkOption: onclick="window.setTimeout(function(){Core.Agent.
↪CustomerInformationCenterSearch.OpenSearchDialog();},
    0); return false;"
  Name: Customer Information Center
  NavBar: Customers
  Prio: '50'
  Type: ''
- AccessKey: ''
  Block: ItemArea
  Description: Customer Information Center search.
  Group: []
```

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```

GroupRo: []
Link: Action=AgentCustomerInformationCenter
LinkOption: ''
Name: Customers
NavBar: Customers
Prio: '60'
Type: Menu

```

## 110.6 *Frontend::Navigation###AgentCustomerInformationCenterSearch###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

## 110.7 *Frontend::Navigation###AgentCustomerUserInformationCenter###001-Framework*

Main menu item registration.

Default value:

```

---
- AccessKey: y
  Block: ItemArea
  Description: Customer User Information Center search.
  Group: []
  GroupRo: []
  Link: Action=AgentCustomerUserInformationCenter
  LinkOption: onclick="window.setTimeout(function(){Core.Agent.
→CustomerUserInformationCenterSearch.OpenSearchDialog();},
    0); return false;"
  Name: Customer User Information Center
  NavBar: Customers
  Prio: '55'
  Type: ''

```

## 110.8 *Frontend::Navigation###AgentDashboard###001-Framework*

Main menu item registration.

Default value:

```

---
- AccessKey: d
  Block: ItemArea
  Description: Dashboard overview.
  Group: []
  GroupRo: []
  Link: Action=AgentDashboard
  LinkOption: ''
  Name: Dashboard
  NavBar: Dashboard
  Prio: '50'
  Type: Menu

```

## 110.9 *Frontend::Navigation###AgentFAQAdd###002-FAQ*

Main menu item registration.

Default value:

```

---
- AccessKey: b
  Block: ''
  Description: New FAQ Article.
  Group: []
  GroupRo: []
  Link: Action=AgentFAQAdd
  LinkOption: ''
  Name: New
  NavBar: FAQ
  Prio: '920'
  Type: ''

```

## 110.10 *Frontend::Navigation###AgentFAQCategory###002-FAQ*

Main menu item registration.

Default value:

```

---
- AccessKey: g
  Block: ''
  Description: Category Management.
  Group:
  - admin
  GroupRo: []
  Link: Action=AgentFAQCategory
  LinkOption: ''
  Name: Category Management
  NavBar: FAQ

```

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```
Prio: '950'  
Type: ''
```

## 110.11 *Frontend::Navigation###AgentFAQExplorer###002-FAQ*

Main menu item registration.

Default value:

```
---  
- AccessKey: f  
  Block: ItemArea  
  Description: FAQ Area  
  Group: []  
  GroupRo: []  
  Link: Action=AgentFAQExplorer  
  LinkOption: ''  
  Name: FAQ  
  NavBar: FAQ  
  Prio: '350'  
  Type: Menu  
- AccessKey: x  
  Block: ''  
  Description: FAQ Explorer  
  Group: []  
  GroupRo: []  
  Link: Action=AgentFAQExplorer  
  LinkOption: ''  
  Name: Explorer  
  NavBar: FAQ  
  Prio: '910'  
  Type: ''
```

## 110.12 *Frontend::Navigation###AgentFAQJournal###002-FAQ*

Main menu item registration.

Default value:

```
---  
- AccessKey: j  
  Block: ''  
  Description: FAQ Journal  
  Group: []  
  GroupRo: []  
  Link: Action=AgentFAQJournal  
  LinkOption: ''  
  Name: Journal  
  NavBar: FAQ
```

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```
Prio: '930'
Type: ''
```

### 110.13 *Frontend::Navigation###AgentFAQLanguage###002-FAQ*

Main menu item registration.

Default value:

```
---
- AccessKey: 1
  Block: ''
  Description: Language Management.
  Group:
  - admin
  GroupRo: []
  Link: Action=AgentFAQLanguage
  LinkOption: ''
  Name: Language Management
  NavBar: FAQ
  Prio: '940'
  Type: ''
```

### 110.14 *Frontend::Navigation###AgentFAQSearch###002-FAQ*

Main menu item registration.

Default value:

```
---
- AccessKey: z
  Block: ''
  Description: Search FAQ.
  Group: []
  GroupRo: []
  Link: Action=AgentFAQSearch
  LinkOption: onclick="Core.Agent.Search.OpenSearchDialog('AgentFAQSearch');
↪if (event.stopPropagation)
  { event.stopPropagation(); } else { window.event.cancelBubble = true; }
↪return
  false;"
  Name: Search
  NavBar: FAQ
  Prio: '960'
  Type: ''
```

## 110.15 *Frontend::Navigation###AgentFAQSearchSmall###002-FAQ*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

## 110.16 *Frontend::Navigation###AgentLinkObject###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

## 110.17 *Frontend::Navigation###AgentNotificationView###001-Framework*

Main menu item registration.

Default value:

```
---
- AccessKey: ''
  Block: ''
  Description: View notifications
  Group: []
  GroupRo: []
  Link: Action=AgentNotificationView
  LinkOption: ''
  Name: Notification web view
  NavBar: ''
  Prio: '910'
  Type: ''
```

## 110.18 *Frontend::Navigation###AgentPreferences###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:



```
--- []
```

## 110.19 *Frontend::Navigation###AgentStatistics###001-Framework*

Main menu item registration.

Default value:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Statistics overview.
  Group:
  - stats
  GroupRo:
  - stats
  Link: Action=AgentStatistics;Subaction=Overview
  LinkOption: ''
  Name: Reports
  NavBar: Reports
  Prio: '8500'
  Type: Menu
- AccessKey: ''
  Block: ''
  Description: Statistics overview.
  Group:
  - stats
  GroupRo:
  - stats
  Link: Action=AgentStatistics;Subaction=Overview
  LinkOption: ''
  Name: Statistics
  NavBar: Reports
  Prio: '200'
  Type: ''
```

## 110.20 *Frontend::Navigation###AgentStatisticsReports###001-Framework*

Main menu item registration.

Default value:

```
---
- AccessKey: ''
  Block: ''
  Description: ''
  Group:
  - stats
```

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```

GroupRo:
- stats
Link: Action=AgentStatisticsReports;Subaction=Overview
LinkOption: ''
Name: Reports
NavBar: Reports
Prio: '100'
Type: ''

```

## 110.21 *Frontend::Navigation###AgentTicketEmail###002-Ticket*

Main menu item registration.

Default value:

```

---
- AccessKey: m
  Block: ''
  Description: Create new email ticket and send this out (outbound).
  Group: []
  GroupRo: []
  Link: Action=AgentTicketEmail
  LinkOption: ''
  Name: New email ticket
  NavBar: Ticket
  Prio: '210'
  Type: ''

```

## 110.22 *Frontend::Navigation###AgentTicketEscalationView###002-Ticket*

Main menu item registration.

Default value:

```

---
- AccessKey: e
  Block: ''
  Description: Overview Escalated Tickets.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketEscalationView
  LinkOption: ''
  Name: Escalation view
  NavBar: Ticket
  Prio: '120'
  Type: ''

```

## 110.23 *Frontend::Navigation###AgentTicketLockedView###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

## 110.24 *Frontend::Navigation###AgentTicketPhone###002-Ticket*

Main menu item registration.

Default value:

```
---
- AccessKey: n
  Block: ''
  Description: Create new phone ticket (inbound).
  Group: []
  GroupRo: []
  Link: Action=AgentTicketPhone
  LinkOption: ''
  Name: New phone ticket
  NavBar: Ticket
  Prio: '200'
  Type: ''
```

## 110.25 *Frontend::Navigation###AgentTicketProcess###002-ProcessManagement*

Main menu item registration.

Default value:

```
---
- AccessKey: p
  Block: ''
  Description: Create New process ticket.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketProcess
  LinkOption: ''
  Name: New process ticket
  NavBar: Ticket
  Prio: '220'
  Type: ''
```

## 110.26 *Frontend::Navigation###AgentTicketQueue###002-Ticket*

Main menu item registration.

Default value:

```

---
- AccessKey: o
  Block: ''
  Description: Overview of all Tickets per assigned Queue.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketQueue
  LinkOption: ''
  Name: Queue view
  NavBar: Ticket
  Prio: '100'
  Type: ''
- AccessKey: t
  Block: ItemArea
  Description: Overview of all Tickets per assigned Queue.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketQueue
  LinkOption: ''
  Name: Tickets
  NavBar: Ticket
  Prio: '200'
  Type: Menu

```

## 110.27 *Frontend::Navigation###AgentTicketResponsibleView###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

```

--- []

```

## 110.28 *Frontend::Navigation###AgentTicketSMS###001-Framework*

Main menu item registration.

Default value:

```

---
- AccessKey: ''
  Block: ''

```

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```

Description: Create new SMS ticket and send it out (outbound) .
Group: []
GroupRo: []
Link: Action=AgentTicketSMS
LinkOption: ''
Name: New SMS ticket
NavBar: Ticket
Prio: '230'
Type: ''

```

## 110.29 Frontend::Navigation###AgentTicketSearch###002-Ticket

Main menu item registration.

Default value:

```

---
- AccessKey: s
  Block: ''
  Description: Search Tickets.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketSearch
  LinkOption: onclick="window.setTimeout(function(){Core.Agent.Search.
↪OpenSearchDialog('AgentTicketSearch')});
    0); return false;"
  Name: Search
  NavBar: Ticket
  Prio: '300'
  Type: ''

```

## 110.30 Frontend::Navigation###AgentTicketService###002-Ticket

Main menu item registration.

Default value:

```

---
- AccessKey: i
  Block: ''
  Description: Overview of all open Tickets.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketService
  LinkOption: ''
  Name: Service view
  NavBar: Ticket
  Prio: '105'
  Type: ''

```

### 110.31 *Frontend::Navigation###AgentTicketStatusView###002-Ticket*

Main menu item registration.

Default value:

```
---  
- AccessKey: v  
  Block: ''  
  Description: Overview of all open Tickets.  
  Group: []  
  GroupRo: []  
  Link: Action=AgentTicketStatusView  
  LinkOption: ''  
  Name: Status view  
  NavBar: Ticket  
  Prio: '110'  
  Type: ''
```

### 110.32 *Frontend::Navigation###AgentTicketWatchView###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

---

*Frontend → Agent → TicketOverview*

---

## 111.1 *Ticket::Frontend::Overview###Medium*

Allows having a medium format ticket overview (CustomerInfo => 1 - shows also the customer information).

Default value:

```
---
CustomerInfo: '0'
Module: Kernel::Output::HTML::TicketOverview::Medium
ModulePriority: '200'
Name: Medium
NameShort: M
OverviewMenuModules: '1'
TicketActionsPerTicket: '1'
```

## 111.2 *Ticket::Frontend::Overview###Preview*

Shows a preview of the ticket overview (CustomerInfo => 1 - shows also Customer-Info, CustomerInfoMax-Size max. size in characters of Customer-Info).

Default value:

```
---
CustomerInfo: '0'
CustomerInfoMaxSize: '18'
DefaultPreViewLines: '25'
DefaultViewNewLine: '90'
Module: Kernel::Output::HTML::TicketOverview::Preview
ModulePriority: '300'
Name: Large
```

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```
NameShort: L
OverviewMenuModules: '1'
StripEmptyLines: '0'
TicketActionsPerTicket: '1'
```

### 111.3 *Ticket::Frontend::Overview###Small*

Allows having a small format ticket overview (CustomerInfo => 1 - shows also the customer information).

Default value:

```
---
CustomerInfo: '1'
Module: Kernel::Output::HTML::TicketOverview::Small
ModulePriority: '100'
Name: Small
NameShort: S
```

### 111.4 *Ticket::Frontend::Overview::PreviewArticleLimit*

Sets the count of articles visible in preview mode of ticket overviews.

This setting can not be deactivated.

Default value:

```
5
```

### 111.5 *Ticket::Frontend::Overview::PreviewArticleSenderTypes*

Defines which article sender types should be shown in the preview of a ticket.

This setting is not active by default.

Default value:

```
---
agent: '1'
customer: '1'
system: '1'
```

### 111.6 *Ticket::Frontend::Overview::PreviewIsVisibleForCustomerExpanded*

Defines if the first article should be displayed as expanded, that is visible for the related customer. If nothing defined, latest article will be expanded.

This setting is not active by default.



Default value:

### **111.7 *Ticket::Frontend::OverviewMedium###DynamicField***

Dynamic fields shown in the ticket medium format overview screen of the agent interface.

Default value:

### **111.8 *Ticket::Frontend::OverviewPreview###DynamicField***

Dynamic fields shown in the ticket preview format overview screen of the agent interface.

Default value:

### **111.9 *Ticket::Frontend::OverviewSmall###DynamicField***

Dynamic fields shown in the ticket small format overview screen of the agent interface.

Default value:



---

*Frontend → Agent → TicketOverview → MenuModule*

---

## 112.1 *Ticket::Frontend::OverviewMenuModule###001-Sort*

This setting shows the sorting attributes in all overview screen, not only in queue view.

Default value:

```
---  
Module: Kernel::Output::HTML::TicketOverviewMenu::Sort
```

## 112.2 *Ticket::Frontend::PreMenuModule###100-Lock*

Shows a link in the menu to lock / unlock a ticket in the ticket overviews of the agent interface.

Default value:

```
---  
Action: AgentTicketLock  
Module: Kernel::Output::HTML::TicketMenu::Lock  
Name: Lock  
PopupType: ''  
Target: ''
```

## 112.3 *Ticket::Frontend::PreMenuModule###200-Zoom*

Shows a link in the menu to zoom a ticket in the ticket overviews of the agent interface.

Default value:

```
---
Action: AgentTicketZoom
Description: Look into a ticket!
Link: Action=AgentTicketZoom;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Zoom
PopupType: ''
Target: ''
```

## 112.4 *Ticket::Frontend::PreMenuModule###210-History*

Shows a link in the menu to see the history of a ticket in every ticket overview of the agent interface.

Default value:

```
---
Action: AgentTicketHistory
Description: Show the ticket history
Link: Action=AgentTicketHistory;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: History
PopupType: TicketHistory
Target: ''
```

## 112.5 *Ticket::Frontend::PreMenuModule###300-Priority*

Shows a link in the menu to set the priority of a ticket in every ticket overview of the agent interface.

Default value:

```
---
Action: AgentTicketPriority
Description: Change the priority for this ticket
Link: Action=AgentTicketPriority;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Priority
PopupType: TicketAction
Target: ''
```

## 112.6 *Ticket::Frontend::PreMenuModule###420-Note*

Shows a link in the menu to add a note to a ticket in every ticket overview of the agent interface.

Default value:

```
---
Action: AgentTicketNote
Description: Add a note to this ticket
```

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```

Link: Action=AgentTicketNote;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Note
PopupType: TicketAction
Target: ''

```

## 112.7 *Ticket::Frontend::PreMenuModule###440-Close*

Shows a link in the menu to close a ticket in every ticket overview of the agent interface.

Default value:

```

---
Action: AgentTicketClose
Description: Close this ticket
Link: Action=AgentTicketClose;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Close
PopupType: TicketAction
Target: ''

```

## 112.8 *Ticket::Frontend::PreMenuModule###445-Move*

Shows a link in the menu to move a ticket in every ticket overview of the agent interface.

Default value:

```

---
Action: AgentTicketMove
Description: Change queue!
Module: Kernel::Output::HTML::TicketMenu::Move
Name: Move

```

## 112.9 *Ticket::Frontend::PreMenuModule###450-Delete*

Shows a link in the menu to delete a ticket in every ticket overview of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```

---
Action: AgentTicketMove
Description: Delete this ticket
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete
Module: Kernel::Output::HTML::TicketMenu::Generic

```

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```
Name: Delete
PopupType: ''
Target: ''
```

## 112.10 *Ticket::Frontend::PreMenuModule###460-Junk*

Shows a link in the menu to set a ticket as junk in every ticket overview of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---
Action: AgentTicketMove
Description: Mark as Spam!
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Junk
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Spam
PopupType: ''
Target: ''
```

## 112.11 *TicketOverviewMenuSort###SortAttributes*

Defines from which ticket attributes the agent can select the result order.

Default value:

```
---
Age: '1'
Title: '1'
```

---

*Frontend → Agent → ToolBar*

---

## **113.1 *Frontend::ToolBarModule###110-Ticket::AgentTicketQueue***

ToolBar Item for a shortcut. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---
AccessKey: q
Action: AgentTicketQueue
CssClass: QueueView
Icon: fa fa-folder
Link: Action=AgentTicketQueue
Module: Kernel::Output::HTML::ToolBar::Link
Name: Queue view
Priority: '1010010'
```

## **113.2 *Frontend::ToolBarModule###12-ChatRequests***

Agent interface notification module to check for open chat requests.

Default value:

```
---
AccessKey: ''
CssClass: ChatRequests
Icon: fa fa-comments-o
```

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```
Module: Kernel::Output::HTML::ToolBar::ChatRequests
Priority: '1030040'
```

### 113.3 *Frontend::ToolBarModule###12-NotificationWebView::AgentNotificationView*

Tool-bar item for a notification web view.

Default value:

```
---
AccessKey: u
Action: AgentNotificationView
CssClass: NotificationView
Icon: fa fa-flag-o
Link: Action=AgentNotificationView
Module: Kernel::Output::HTML::ToolBar::NotificationView
Name: 'Notifications Unseen:'
Priority: '1040010'
```

### 113.4 *Frontend::ToolBarModule###120-Ticket::AgentTicketStatus*

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---
AccessKey: ''
Action: AgentTicketStatusView
CssClass: StatusView
Icon: fa fa-list-ol
Link: Action=AgentTicketStatusView
Module: Kernel::Output::HTML::ToolBar::Link
Name: Status view
Priority: '1010020'
```

### 113.5 *Frontend::ToolBarModule###13-ChatAvailability*

Agent interface availability.

Default value:

```
---
AccessKey: ''
CssClass: ChatAvailability
Icon: fa fa-circle-o
```

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```
Module: Kernel::Output::HTML::ToolBar::ChatAvailability
Priority: '1030042'
```

### 113.6 *Frontend::ToolBarModule###130-Ticket::AgentTicketEscalation*

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---
AccessKey: w
Action: AgentTicketEscalationView
CssClass: EscalationView
Icon: fa fa-exclamation
Link: Action=AgentTicketEscalationView
Module: Kernel::Output::HTML::ToolBar::Link
Name: Escalation view
Priority: '1010030'
```

### 113.7 *Frontend::ToolBarModule###140-Ticket::AgentTicketPhone*

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---
AccessKey: ''
Action: AgentTicketPhone
CssClass: PhoneTicket
Icon: fa fa-phone
Link: Action=AgentTicketPhone
Module: Kernel::Output::HTML::ToolBar::Link
Name: New phone ticket
Priority: '1020010'
```

### 113.8 *Frontend::ToolBarModule###150-Ticket::AgentTicketEmail*

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---
AccessKey: ''
Action: AgentTicketEmail
CssClass: EmailTicket
Icon: fa fa-envelope
Link: Action=AgentTicketEmail
Module: Kernel::Output::HTML::ToolBar::Link
Name: New email ticket
Priority: '1020020'
```

### 113.9 *Frontend::ToolBarModule###160-Ticket::AgentTicketProcess*

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---
AccessKey: ''
Action: AgentTicketProcess
CssClass: ProcessTicket
Icon: fa fa-sitemap
Link: Action=AgentTicketProcess
Module: Kernel::Output::HTML::ToolBar::Link
Name: New process ticket
Priority: '1020030'
```

### 113.10 *Frontend::ToolBarModule###170-Ticket::TicketResponsible*

Agent interface notification module to see the number of tickets an agent is responsible for. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

Default value:

```
---
AccessKey: r
AccessKeyNew: ''
AccessKeyReached: ''
CssClass: Responsible
CssClassNew: Responsible New
CssClassReached: Responsible Reached
Icon: fa fa-user
IconNew: fa fa-user
IconReached: fa fa-user
Module: Kernel::Output::HTML::ToolBar::TicketResponsible
Priority: '1030010'
```

### 113.11 *Frontend::ToolBarModule###180-Ticket::TicketWatcher*

Agent interface notification module to see the number of watched tickets. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

Default value:

```

---
AccessKey: ''
AccessKeyNew: ''
AccessKeyReached: ''
CssClass: Watcher
CssClassNew: Watcher New
CssClassReached: Watcher Reached
Icon: fa fa-eye
IconNew: fa fa-eye
IconReached: fa fa-eye
Module: Kernel::Output::HTML::ToolBar::TicketWatcher
Priority: '1030020'

```

### 113.12 *Frontend::ToolBarModule###190-Ticket::TicketLocked*

Agent interface notification module to see the number of locked tickets. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

Default value:

```

---
AccessKey: k
AccessKeyNew: ''
AccessKeyReached: ''
CssClass: Locked
CssClassNew: Locked New
CssClassReached: Locked Reached
Icon: fa fa-lock
IconNew: fa fa-lock
IconReached: fa fa-lock
Module: Kernel::Output::HTML::ToolBar::TicketLocked
Priority: '1030030'

```

### 113.13 *Frontend::ToolBarModule###200-Ticket::AgentTicketService*

Agent interface notification module to see the number of tickets in My Services. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---  
CssClass: ServiceView  
Icon: fa fa-wrench  
Module: Kernel::Output::HTML::ToolBar::TicketService  
Priority: '1030035'
```

### 113.14 *Frontend::ToolBarModule###210-Ticket::TicketSearchProfile*

Agent interface module to access search profiles via nav bar. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---  
Block: ToolBarSearchProfile  
Description: Search template  
MaxWidth: '40'  
Module: Kernel::Output::HTML::ToolBar::TicketSearchProfile  
Name: Search template  
Priority: '1990010'
```

### 113.15 *Frontend::ToolBarModule###230-CICSearchCustomerID*

Agent interface module to access CIC search via nav bar. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---  
Block: ToolBarCICSearchCustomerID  
Description: CustomerID...  
Module: Kernel::Output::HTML::ToolBar::Generic  
Name: CustomerID  
Priority: '1990030'  
Size: '10'
```

### 113.16 *Frontend::ToolBarModule###240-CICSearchCustomerUser*

Agent interface module to access CIC search via nav bar. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```
---  
Block: ToolBarCICSearchCustomerUser  
Description: Customer user...  
Module: Kernel::Output::HTML::ToolBar::Generic  
Name: Customer User  
Priority: '1990040'  
Size: '10'
```

### **113.17 *Frontend::ToolBarModule###90-FAQ::AgentFAQAdd***

Toolbar Item for a shortcut.

This setting is not active by default.

Default value:

```
---  
AccessKey: ''  
Action: AgentFAQAdd  
CssClass: FAQ  
Icon: fa fa-question  
Link: Action=AgentFAQAdd  
Module: Kernel::Output::HTML::ToolBar::Link  
Name: Add FAQ article  
Priority: '1020090'
```



---

*Frontend → Agent → View → CustomerInformationCenter*

---

### **114.1 *AgentCustomerInformationCenter::Backend###0050-CIC-CustomerUserList***

Parameters for the dashboard backend of the customer user list overview of the agent interface . “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin.

Default value:

```
---
Attributes: ''
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
Description: All customer users of a CustomerID
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::CustomerUserList
Permission: ro
Title: Customer Users
```

### **114.2 *AgentCustomerInformationCenter::Backend###0100-CIC-TicketPendingReminder***

Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface . “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user

needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```
---
Attributes: TicketPendingTimeOlderMinutes=1;StateType=pending reminder;
↳SortBy=PendingTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been↳
↳reached
Filter: Locked
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: UntilTime
Title: Reminder Tickets
```

### **114.3 AgentCustomerInformationCenter::Backend###0110-CIC-TicketEscalation**

Parameters for the dashboard backend of the ticket escalation overview of the agent interface . “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. Note: Only Ticket attributes and



Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```

---
Attributes: TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;
↳OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All escalated tickets
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: EscalationTime
Title: Escalated Tickets

```

## 114.4 *AgentCustomerInformationCenter::Backend###0120-CIC-TicketNew*

Parameters for the dashboard backend of the new tickets overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```

---
Attributes: StateType=new;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All new tickets, these tickets have not been worked on yet
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: New Tickets

```

## 114.5 *AgentCustomerInformationCenter::Backend###0130-CIC-TicketOpen*

Parameters for the dashboard backend of the open tickets overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```

---
Attributes: StateType=open;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All open tickets, these tickets have already been worked on.
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: Open Tickets

```

## 114.6 *AgentCustomerInformationCenter::Backend###0500-CIC-CustomerIDStatus*

Parameters for the dashboard backend of the customer id status widget of the agent interface . “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin.

Default value:

```

---
Attributes: ''

```

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```
Block: ContentSmall
CacheTTLLocal: '0.5'
Default: '1'
Description: Company Status
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerIDStatus
Permission: ro
Title: Company Status
```

## 114.7 *AgentCustomerInformationCenter::MainMenu###010-EditCustomerID*

Main menu registration.

This setting is not active by default.

Default value:

```
---
Link: '[% Env("Baselink") %]Action=AdminCustomerCompany;Subaction=Change;
->CustomerID=[%
  Data.CustomerID | uri %];Nav=0'
Name: Edit customer company
```

---

*Frontend* → *Agent* → *View* → *CustomerUserAddressBook*

---

## **115.1 *CustomerUser::Frontend::Overview###AddressBook***

Defines an overview module to show the address book view of a customer user list.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::CustomerUser::OverviewAddressBook  
Name: AddressBook
```



---

*Frontend → Agent → View → CustomerUserInformationCenter*

---

### **116.1 AgentCustomerUserInformationCenter::Backend###0050-CUIC-CustomerIDList**

Parameters for the dashboard backend of the customer id list overview of the agent interface . “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin.

Default value:

```

---
Attributes: ''
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
Description: All CustomerIDs of a customer user.
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::CustomerIDList
Permission: ro
Title: Customer IDs

```

### **116.2 AgentCustomerUserInformationCenter::Backend###0100-CUIC-TicketPendingReminder**

Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable

it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```
---
Attributes: TicketPendingTimeOlderMinutes=1;StateType=pending reminder;
↳SortBy=PendingTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been↳
↳reached
Filter: Locked
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: UntilTime
Title: Reminder Tickets
```

### **116.3 AgentCustomerUserInformationCenter::Backend###0110-CUIC-TicketEscalation**

Parameters for the dashboard backend of the ticket escalation overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. Note: Only Ticket attributes and



Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```

---
Attributes: TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;
↳OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All escalated tickets
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: EscalationTime
Title: Escalated Tickets

```

## 116.4 *AgentCustomerUserInformationCenter::Backend###0120-CUIC-TicketNew*

Parameters for the dashboard backend of the new tickets overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```
---
Attributes: StateType=new;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All new tickets, these tickets have not been worked on yet
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: New Tickets
```

## 116.5 *AgentCustomerUserInformationCenter::Backend###0130-CUIC-TicketOpen*

Parameters for the dashboard backend of the open tickets overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. Note: Only Ticket attributes and Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```
---
Attributes: StateType=open;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All open tickets, these tickets have already been worked on.
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: Open Tickets
```



---

*Frontend → Agent → View → CustomerUserSearch*

---

## **117.1 *CustomerUser::Frontend::AgentCustomerUserAddressBook###DefaultFi***

Defines the default filter fields in the customer user address book search (CustomerUser or CustomerCompany). For the CustomerCompany fields a prefix ‘**CustomerCompany\_**’ must be added.

This setting can not be deactivated.

Default value:

```
---
Email:
- UserLogin
- UserFirstname
- UserLastname
- UserEmail
- UserCustomerID
```

## **117.2 *CustomerUser::Frontend::AgentCustomerUserAddressBook###DefaultFi***

Defines the default filter fields in the customer user address book search (CustomerUser or CustomerCompany). For the CustomerCompany fields a prefix ‘**CustomerCompany\_**’ must be added.

This setting can not be deactivated.

Default value:

```
---
- UserFirstname
- UserLastname
- UserLogin
```

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- UserMobile
- UserCustomerID

### 117.3 *CustomerUser::Frontend::AgentCustomerUserAddressBook###SearchPa*

Defines the search parameters for the AgentCustomerUserAddressBook screen. With the setting 'CustomerTicketTextField' the values for the recipient field can be specified.

This setting can not be deactivated.

Default value:

```
---
Email:
  CustomerTicketTextField: UserMailString
  Order::Default: Up
  PageShown: '50'
  SearchLimit: '10000'
  SortBy::Default: UserLogin
```

### 117.4 *CustomerUser::Frontend::AgentCustomerUserAddressBook###SearchPa*

Defines the search parameters for the AgentCustomerUserAddressBook screen. With the setting 'CustomerTicketTextField' the values for the recipient field can be specified.

This setting can not be deactivated.

Default value:

```
---
CustomerTicketTextField: UserMobile
Order::Default: Up
PageShown: '50'
SearchLimit: '10000'
SortBy::Default: UserLogin
```

### 117.5 *CustomerUser::Frontend::AgentCustomerUserAddressBook###ShowCol*

Defines the shown columns and the position in the AgentCustomerUserAddressBook result screen.

This setting can not be deactivated.

Default value:

```
---
Email:
- UserFirstname
- UserLastname
- UserLogin
```

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- UserEmail
- UserCustomerID

## 117.6 *CustomerUser::Frontend::AgentCustomerUserAddressBook###ShowCol*

Defines the shown columns and the position in the AgentCustomerUserAddressBook result screen.

This setting can not be deactivated.

Default value:

- 
- UserFirstname
- UserLastname
- UserLogin
- UserMobile
- UserCustomerID





---

*Frontend → Agent → View → Dashboard*

---

### **118.1 *AgentCustomerInformationCenter::Backend###0600-CIC-CustomerCompanyInformation***

Parameters for the dashboard backend of the customer company information of the agent interface. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin.

Default value:

```
---
Attributes: ''
Block: ContentSmall
Default: '1'
Description: Customer Information
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerCompanyInformation
Title: Customer Information
```

### **118.2 *AgentCustomerUserInformationCenter::Backend###0100-CUIC-CustomerUserInformation***

Parameters for the dashboard backend of the customer user information of the agent interface. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin.

Default value:

```
---
Attributes: ''
Block: ContentSmall
Default: '1'
Description: Customer User Information
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerUserInformation
Title: Customer User Information
```

### 118.3 *AgentCustomerUserInformationCenter::Backend###0600-CUIC-CustomerCompanyInformation*

Parameters for the dashboard backend of the customer company information of the agent interface. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin.

Default value:

```
---
Attributes: ''
Block: ContentSmall
Default: '1'
Description: Customer Information
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerCompanyInformation
Title: Customer Information
```

### 118.4 *DashboardBackend###0000-ProductNotify*

Defines the parameters for the dashboard backend. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” defines the cache expiration period in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

Default value:

```
---
Block: ContentLarge
CacheTTLLocal: '1440'
Default: '1'
Description: News about OTRS releases!
Group: admin
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::ProductNotify
Title: Product News
```

## 118.5 DashboardBackend###0100-TicketPendingReminder

Parameters for the dashboard backend of the ticket pending reminder overview of the agent interface . “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```

---
Attributes: TicketPendingTimeOlderMinutes=1;StateType=pending reminder;
↳SortBy=PendingTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been,↳
↳reached
Filter: Locked
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: UntilTime
Title: Reminder Tickets

```

## 118.6 *DashboardBackend###0110-TicketEscalation*

Parameters for the dashboard backend of the ticket escalation overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```

---
Attributes: TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;
↳OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All escalated tickets
Filter: All
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: EscalationTime
Title: Escalated Tickets

```

## 118.7 DashboardBackend###0120-TicketNew

Parameters for the dashboard backend of the new tickets overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```

---
Attributes: StateType=new;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All new tickets, these tickets have not been worked on yet
Filter: All
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: Age
Title: New Tickets

```

## 118.8 *DashboardBackend###0130-TicketOpen*

Parameters for the dashboard backend of the open tickets overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField\_NameX) are allowed for DefaultColumns.

Default value:

```

---
Attributes: StateType=open;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All open tickets, these tickets have already been worked on.
Filter: All
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: Age
Title: Open Tickets

```

## 118.9 DashboardBackend###0140-RunningTicketProcess

Parameters for the dashboard backend of the running process tickets overview of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

Default value:

```

---
Attributes: StateType=new;StateType=open;StateType=pending reminder;
  ↳StateType=pending
  auto
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '0'
DefaultColumns:
  Age: '2'
  Changed: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  DynamicField_ProcessManagementActivityID: '2'
  DynamicField_ProcessManagementProcessID: '2'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been_
  ↳reached
Group: ''
IsProcessWidget: '1'
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: UntilTime
Title: Running Process Tickets

```

## 118.10 *DashboardBackend###0200-Image*

Defines the parameters for the dashboard backend. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTL” indicates the cache expiration period in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Default value:

```
---
Block: ContentLarge
Default: '1'
Description: Some picture description!
Group: ''
Height: '140'
Link: https://otrs.org/
LinkTitle: https://otrs.org/
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::Image
Title: A picture
URL: https://www.otrs.com/wp-uploads//2013/10/OTRS_Logo-300x170.png
Width: '198'
```

## 118.11 *DashboardBackend###0210-MOTD*

Shows the message of the day (MOTD) in the agent dashboard. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Default value:

```
---
Block: ContentLarge
Default: '1'
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::MOTD
Title: Message of the Day
```

## 118.12 *DashboardBackend###0250-TicketStats*

Parameters for the dashboard backend of the ticket stats of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.



Default value:

```

---
Block: ContentSmall
CacheTTLLocal: '30'
Changed: '1'
Closed: '1'
Default: '1'
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketStatsGeneric
Permission: rw
Title: 7 Day Stats

```

### 118.13 *DashboardBackend###0260-TicketCalendar*

Parameters for the dashboard backend of the upcoming events widget of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

Default value:

```

---
Block: ContentSmall
CacheTTL: '2'
Default: '1'
Group: ''
Limit: '6'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::Calendar
OwnerOnly: ''
Permission: rw
Title: Upcoming Events

```

### 118.14 *DashboardBackend###0270-TicketQueueOverview*

Parameters for the dashboard backend of the queue overview widget of the agent interface. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “QueuePermissionGroup” is not mandatory, queues are only listed if they belong to this permission group if you enable it. “States” is a list of states, the key is the sort order of the state in the widget. “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

Default value:

```

---
Block: ContentLarge
CacheTTLLocal: '2'

```

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```

Default: '1'
Description: Provides a matrix overview of the tickets per state per queue
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketQueueOverview
Permission: rw
QueuePermissionGroup: ''
Sort: SortBy=Age;OrderBy=Up
States:
  '1': new
  '4': open
  '6': pending reminder
Title: Ticket Queue Overview

```

## 118.15 *DashboardBackend###0280-DashboardEventsTicketCalendar*

Parameters for the dashboard backend of the ticket events calendar of the agent interface. “Limit” is the number of entries shown by default. “Group” is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). “Default” determines if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” is the cache time in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

Default value:

```

---
Block: ContentLarge
CacheTTL: '0'
Default: '0'
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::EventsTicketCalendar
Title: Events Ticket Calendar

```

## 118.16 *DashboardBackend###0300-IFrame*

Defines the parameters for the dashboard backend. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTL” indicates the cache expiration period in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Default value:

```

---
Align: left
Block: ContentLarge
Default: '1'
Description: Some description!

```

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```

Frameborder: '1'
Group: ''
Height: '800'
Link: https://otrs.org/
LinkTitle: OTRS.org/
Mandatory: '0'
Marginheight: '5'
Marginwidth: '5'
Module: Kernel::Output::HTML::Dashboard::IFrame
Scrolling: auto
Title: A Website
URL: https://www.otrs.org/
Width: '1024'

```

## 118.17 *DashboardBackend###0390-UserOutOfOffice*

Defines the parameters for the dashboard backend. “Limit” defines the number of entries displayed by default. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” defines the cache expiration period in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

Default value:

```

---
Block: ContentSmall
CacheTTLLocal: '5'
Default: '1'
Description: Out of Office users.
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::UserOutOfOffice
SortBy: UserFullname
Title: Out Of Office

```

## 118.18 *DashboardBackend###0398-FAQ-LastChange*

Defines the parameters for the dashboard backend. “Limit” defines the number of entries displayed by default. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually.

Default value:

```

---
Block: ContentSmall
Default: '1'
Description: ''
Group: ''

```

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```
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::FAQ
Title: Latest updated FAQ articles
Type: LastChange
```

## 118.19 *DashboardBackend###0399-FAQ-LastCreate*

Defines the parameters for the dashboard backend. “Limit” defines the number of entries displayed by default. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually.

Default value:

```
---
Block: ContentSmall
Default: '1'
Description: ''
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::FAQ
Title: Latest created FAQ articles
Type: LastCreate
```

## 118.20 *DashboardBackend###0400-UserOnline*

Defines the parameters for the dashboard backend. “Limit” defines the number of entries displayed by default. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” defines the cache expiration period in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

Default value:

```
---
Block: ContentSmall
CacheTTLLocal: '5'
Default: '0'
Description: Logged in users.
Filter: Agent
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::UserOnline
ShowEmail: '0'
SortBy: UserFullname
Title: Logged-In Users
```

## 118.21 *DashboardBackend###0405-News*

Defines the parameters for the dashboard backend. “Limit” defines the number of entries displayed by default. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTL” indicates the cache expiration period in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

Default value:

```
---
Block: ContentSmall
CacheTTL: '360'
Default: '1'
Description: News about OTRS.
Group: ''
Limit: '6'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::News
Title: OTRS News
```

## 118.22 *DashboardBackend###0410-RSS*

Defines the parameters for the dashboard backend. “Limit” defines the number of entries displayed by default. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTL” indicates the cache expiration period in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Default value:

```
---
Block: ContentSmall
CacheTTL: '360'
Default: '1'
Description: Custom RSS feed.
Group: ''
Limit: '6'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::RSS
Title: Custom RSS Feed
URL: https://www.otrs.com/en/rss.xml
URL_de: https://www.otrs.com/de/rss.xml
URL_es: https://www.otrs.com/es/rss.xml
URL_nl: https://www.otrs.com/nl/rss.xml
URL_ru: https://www.otrs.com/ru/rss.xml
URL_zh: https://www.otrs.com/cn/rss.xml
```

## 118.23 *DashboardBackend###0420-CmdOutput*

Defines the parameters for the dashboard backend. “Cmd” is used to specify command with parameters. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTL” indicates the cache expiration period in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Default value:

```
---
Block: ContentSmall
CacheTTL: '60'
Cmd: /bin/echo Configure me please.
Default: '0'
Description: Show command line output.
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::CmdOutput
Title: Sample command output
```

## 118.24 *DashboardBackend###0500-AppointmentCalendar*

Defines the parameters for the dashboard backend. “Limit” defines the number of entries displayed by default. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually. “CacheTTLLocal” defines the cache expiration period in minutes for the plugin. “Mandatory” determines if the plugin is always shown and can not be removed by agents.

Default value:

```
---
Block: ContentSmall
CacheTTLLocal: '5'
Default: '0'
Description: Appointments
Filter: Today
Group: ''
IdleMinutes: '60'
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::AppointmentCalendar
ShowEmail: '0'
SortBy: UserFullname
Title: Appointments
```

---

*Frontend → Agent → View → Dashboard → EventsTicketCalendar*

---

## **119.1 *DashboardEventsTicketCalendar###CalendarWidth***

Defines the calendar width in percent. Default is 95%.

This setting can not be deactivated.

Default value:

95

## **119.2 *DashboardEventsTicketCalendar###Queues***

Defines queues that's tickets are used for displaying as calendar events.

This setting can not be deactivated.

Default value:

---  
- Raw

## **119.3 *DashboardEventsTicketCalendar::DynamicFieldEndTime***

Define dynamic field name for end time. This field has to be manually added to the system as Ticket: "Date / Time" and must be activated in ticket creation screens and/or in any other ticket action screens.

Default value:

TicketCalendarEndTime

## 119.4 *DashboardEventsTicketCalendar::DynamicFieldStartTime*

Define dynamic field name for start time. This field has to be manually added to the system as Ticket: “Date / Time” and must be activated in ticket creation screens and/or in any other ticket action screens.

Default value:

```
TicketCalendarStartTime
```

## 119.5 *DashboardEventsTicketCalendar::DynamicFieldsForEvents*

Defines the dynamic fields that are used for displaying on calendar events.

This setting can not be deactivated.

Default value:

```
---  
- TicketCalendarStartTime  
- TicketCalendarEndTime
```

## 119.6 *DashboardEventsTicketCalendar::TicketFieldsForEvents*

Defines the ticket fields that are going to be displayed calendar events. The “Key” defines the field or ticket attribute and the “Content” defines the display name.

This setting can not be deactivated.

Default value:

```
---  
CustomerID: Customer ID  
CustomerUserID: Customer user  
Priority: Priority  
Queue: Queue  
SLA: SLA  
Service: Service  
State: State  
Title: Title  
Type: Type
```



---

*Frontend → Agent → View → Dashboard → TicketFilters*

---

## **120.1 *OnlyValuesOnTicket***

Defines if the values for filters should be retrieved from all available tickets. If enabled, only values which are actually used in any ticket will be available for filtering. Please note: The list of customers will always be retrieved like this.

This setting can not be deactivated.

Default value:

1



---

*Frontend → Agent → View → FAQAdd*

---

## **121.1 *FAQ::Frontend::AgentFAQAdd###DynamicField***

Dynamic fields shown in the FAQ add screen of the agent interface.

Default value:

## **121.2 *FAQ::Frontend::AgentFAQAdd###RichTextHeight***

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

## **121.3 *FAQ::Frontend::AgentFAQAdd###RichTextWidth***

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:



---

*Frontend → Agent → View → FAQEdit*

---

## **122.1 *FAQ::Frontend::AgentFAQEdit###DynamicField***

Dynamic fields shown in the FAQ edit screen of the agent interface.

Default value:

--- {}

## **122.2 *FAQ::Frontend::AgentFAQEdit###RichTextHeight***

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

320

## **122.3 *FAQ::Frontend::AgentFAQEdit###RichTextWidth***

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

620



---

*Frontend → Agent → View → FAQExplorer*

---

## **123.1 *FAQ::Frontend::AgentFAQExplorer###Order::Default***

Defines the default FAQ order in the FAQ Explorer result of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

Default value:

Down

## **123.2 *FAQ::Frontend::AgentFAQExplorer###SearchLimit***

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the agent interface.

This setting can not be deactivated.

Default value:

200

## **123.3 *FAQ::Frontend::AgentFAQExplorer###ShowColumns***

Defines the shown columns in the FAQ Explorer. This option has no effect on the position of the column.

This setting can not be deactivated.

Default value:

```
---  
Category: '0'  
Changed: '0'  
Language: '1'  
State: '1'  
Title: '1'  
Valid: '1'
```

### 123.4 *FAQ::Frontend::AgentFAQExplorer###ShowInvalidFAQItems*

Show invalid items in the FAQ Explorer result of the agent interface.

This setting can not be deactivated.

Default value:

0

### 123.5 *FAQ::Frontend::AgentFAQExplorer###SortBy::Default*

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the agent interface.

This setting can not be deactivated.

Default value:

FAQID

### 123.6 *FAQ::Frontend::AgentFAQExplorer###TitleSize*

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the agent interface.

This setting is not active by default.

Default value:

50



---

*Frontend → Agent → View → FAQJournal*

---

## **124.1 *FAQ::Frontend::AgentFAQJournal###JournalLimit***

Maximum number of FAQ articles to be displayed in the FAQ journal in the agent interface.

This setting can not be deactivated.

Default value:

```
200
```

## **124.2 *FAQ::Frontend::AgentFAQJournal###ShowColumns***

Defines the shown columns in the FAQ journal. This option has no effect on the position of the column.

This setting can not be deactivated.

Default value:

```
---  
Category: '1'  
Name: '1'  
Time: '1'  
Title: '1'  
Valid: '1'
```

## **124.3 *FAQ::Frontend::AgentFAQJournal###TitleSize***

Maximum size of the titles in a FAQ article to be shown in the FAQ journal in the agent interface.

This setting is not active by default.

Default value:

50

---

*Frontend → Agent → View → FAQPrint*

---

### **125.1 *FAQ::Frontend::AgentFAQPrint###DynamicField***

Dynamic fields shown in the FAQ print screen of the agent interface.

Default value:

--- {}



---

*Frontend → Agent → View → FAQSearch*

---

## **126.1 *FAQ::Frontend::AgentFAQSearch###Defaults###ApprovedSearch***

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###CategoryIDs`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###CreatedUserIDs`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###Fulltext`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimePoint`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimeSlot`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimePoint`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimeSlot`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###Keyword`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###LanguageIDs`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###LastChangedUserIDs`
```

---

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###Number`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###RateSearchType`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###StateIDs`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###Title`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###ValidIDs`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###VoteSearchType`
```

---

Defines the default shown FAQ search attribute for FAQ search screen.

This setting is not active by default.

Default value:

```
`FAQ::Frontend::AgentFAQSearch###DynamicField`
```

---

Dynamic fields shown in the FAQ search screen of the agent interface.

Default value:

```
--- {}
```

## 126.2 *FAQ::Frontend::AgentFAQSearch###Order::Default*

Defines the default FAQ order of a search result in the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

Default value:

```
Down
```

## 126.3 *FAQ::Frontend::AgentFAQSearch###SearchCSVDynamicField*

Dynamic Fields used to export the search result in CSV format.

Default value:

```
--- {}
```

## 126.4 *FAQ::Frontend::AgentFAQSearch###SearchLimit*

Maximum number of FAQ articles to be displayed in the result of a search in the agent interface.

This setting can not be deactivated.

Default value:

```
200
```



## 126.5 *FAQ::Frontend::AgentFAQSearch###ShowColumns*

Defines the shown columns in the FAQ search. This option has no effect on the position of the column.

This setting can not be deactivated.

Default value:

```
---  
Category: '1'  
Changed: '1'  
Language: '1'  
State: '1'  
Title: '1'  
Valid: '1'
```

## 126.6 *FAQ::Frontend::AgentFAQSearch###SortBy::Default*

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the agent interface.

This setting can not be deactivated.

Default value:

```
FAQID
```

## 126.7 *FAQ::Frontend::AgentFAQSearch###TitleSize*

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the agent interface.

This setting is not active by default.

Default value:

```
50
```



---

*Frontend → Agent → View → FAQZoom*

---

## **127.1 *FAQ::Frontend::AgentFAQZoom###DynamicField***

Dynamic fields shown in the FAQ zoom screen of the agent interface.

Default value:

```
--- {}
```

## **127.2 *FAQ::Frontend::AgentHTMLFieldHeightDefault***

Set the default height (in pixels) of inline HTML fields in AgentFAQZoom.

This setting can not be deactivated.

Default value:

```
100
```

## **127.3 *FAQ::Frontend::AgentHTMLFieldHeightMax***

Set the maximum height (in pixels) of inline HTML fields in AgentFAQZoom.

This setting can not be deactivated.

Default value:

```
2500
```



---

*Frontend → Agent → View → FAQZoom → MenuModule*

---

### 128.1 *FAQ::Frontend::MenuModule###000-Back*

Shows a link in the menu to go back in the FAQ zoom view of the agent interface.

Default value:

```
---  
Action: ''  
Description: Back  
Link: '[% Env("LastScreenOverview") %]'  
Module: Kernel::Output::HTML::FAQMenu::Generic  
Name: Back  
Target: Back
```

### 128.2 *FAQ::Frontend::MenuModule###010-Edit*

Shows a link in the menu to edit a FAQ in the its zoom view of the agent interface.

Default value:

```
---  
Action: AgentFAQEdit  
Description: Edit this FAQ  
Link: Action=AgentFAQEdit;ItemID=[% Data.ItemID | html %];ScreenType=Popup  
Module: Kernel::Output::HTML::FAQMenu::Generic  
Name: Edit  
Target: PopUp
```

### 128.3 *FAQ::Frontend::MenuModule###020-History*

Shows a link in the menu to access the history of a FAQ in its zoom view of the agent interface.

Default value:

```
---
Action: AgentFAQHistory
Description: History of this FAQ
Link: Action=AgentFAQHistory;ItemID=[% Data.ItemID | html %]
Module: Kernel::Output::HTML::FAQMenu::Generic
Name: History
Target: PopUp
```

### 128.4 *FAQ::Frontend::MenuModule###030-Print*

Shows a link in the menu to print a FAQ in the its zoom view of the agent interface.

Default value:

```
---
Action: AgentFAQPrint
Description: Print this FAQ
Link: Action=AgentFAQPrint;ItemID=[% Data.ItemID | html %]
LinkParam: target="print_FAQ"
Module: Kernel::Output::HTML::FAQMenu::Generic
Name: Print
Target: PopUp
```

### 128.5 *FAQ::Frontend::MenuModule###040-Link*

Shows a link in the menu that allows linking a FAQ with another object in the zoom view of such FAQ of the agent interface.

Default value:

```
---
Action: AgentLinkObject
Description: Link another object to this FAQ item
Link: Action=AgentLinkObject;SourceObject=FAQ;SourceKey=[% Data.ItemID | html
→%]
Module: Kernel::Output::HTML::FAQMenu::Generic
Name: Link
Target: PopUp
```

### 128.6 *FAQ::Frontend::MenuModule###050-Delete*

Shows a link in the menu that allows to delete a FAQ in its zoom view in the agent interface.

Default value:

```
---  
Action: AgentFAQDelete  
Description: Delete this FAQ  
Link: Action=AgentFAQDelete;ItemID=[% Data.ItemID | html %]  
Module: Kernel::Output::HTML::FAQMenu::Delete  
Name: Delete  
Target: ConfirmationDialog
```





---

*Frontend → Agent → View → LinkObject*

---

## **129.1 *Frontend::AgentLinkObject::WildcardSearch***

Starts a wildcard search of the active object after the link object mask is started.

This setting can not be deactivated.

Default value:



---

*Frontend → Agent → View → NotificationView*

---

## **130.1 Notification::Transport::NotificationView::DaysToKeep**

Defines the number of days a notification should be still shown in the notification web view screen (value of '0' means always show).

Default value:

```
30
```

## **130.2 NotificationView::Frontend::AgentNotificationView###DefaultColumns**

Columns that can be filtered in the notification web view of the agent interface.

This setting can not be deactivated.

Default value:

```
---  
Age: '2'  
Name: '2'  
ObjectReference: '2'  
ObjectType: '2'  
Subject: '2'
```

## **130.3 NotificationView::Frontend::BulkFeature**

Enables notification web view bulk action feature for the agent frontend to work on more than one notification at a time.

This setting can not be deactivated.

Default value:

```
1
```

## 130.4 NotificationView::Frontend::BulkFeatureGroup

Enables notification web view bulk action feature only for the listed groups.

This setting is not active by default.

Default value:

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

## 130.5 NotificationView::Frontend::Overview###Small

Allows having a small format notification web view.

Default value:

```
---  
Module: Kernel::Output::HTML::NotificationView::Small  
ModulePriority: '100'  
Name: Small  
NameShort: S
```

## 130.6 NotificationView::ObjectType###Appointment

Defines the settings for appointment notification.

Default value:

```
---  
FilterPrio: '1020'  
Hook: '[% Translate("Appointment") | html %]:'  
Link: Action=AgentAppointmentCalendarOverview;AppointmentID=[% Data.ObjectID_  
->| html  
  %]  
Name: Appointment Notifications
```

## 130.7 NotificationView::ObjectType###Calendar

Defines the settings for calendar notification.

Default value:

```
---
FilterPrio: '1030'
Hook: '[% Translate("Calendar") | html %]:'
Link: Action=AgentAppointmentCalendarManage;Subaction=Edit;CalendarID=[% Data.
↳ObjectID
  | html %]
Name: Calendar Notifications
```

## 130.8 NotificationView::ObjectType###Ticket

Defines the settings for ticket notification.

Default value:

```
---
FilterPrio: '1010'
Hook: '[% Config("Ticket::Hook") | html %]:'
Link: Action=AgentTicketZoom;TicketID=[% Data.ObjectID | html %]
Name: Ticket Notifications
```



---

*Frontend → Agent → View → Preferences*

---

## 131.1 *AgentPreferencesGroups*

Defines groups for preferences items.

This setting can not be deactivated.

Default value:

```
---
- Description: Change your password and more.
  Icon: fa-user
  Key: UserProfile
  Name: User Profile
  Prio: '1000'
- Description: Choose which notifications you'd like to receive.
  Icon: fa-envelope
  Key: NotificationSettings
  Name: Notification Settings
  Prio: '1001'
- Description: Change the system appearance and more.
  Icon: fa-cog
  Key: Miscellaneous
  Name: Miscellaneous
  Prio: '1002'
- Description: For more experienced users.
  Icon: fa-cubes
  Key: Advanced
  Name: Advanced
  Prio: '1003'
```

## 131.2 PreferencesGroups###AppointmentNotificationEvent

Transport selection for appointment notifications. Please note: setting ‘Active’ to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use ‘PreferenceGroup’ to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
Desc: Choose for which kind of appointment changes you want to receive
      notifications.
Label: Appointment notifications
Module: Kernel::Output::HTML::Preferences::AppointmentNotificationEvent
PrefKey: AdminAppointmentNotificationEventTransport
PreferenceGroup: NotificationSettings
Prio: '8001'
```

## 131.3 PreferencesGroups###Avatar

Defines the users avatar. Please note: setting ‘Active’ to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use ‘PreferenceGroup’ to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
Block: Avatar
Desc: Change your avatar image.
Key: Avatar
Label: Avatar
Module: Kernel::Output::HTML::Preferences::Avatar
PreferenceGroup: UserProfile
Prio: '1000'
```

## 131.4 PreferencesGroups###CSVSeparator

Gives end users the possibility to override the separator character for CSV files, defined in the translation files. Please note: setting ‘Active’ to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use ‘PreferenceGroup’ to control in which area these settings should be shown in the user interface.

This setting is not active by default.

Default value:



```

---
Active: '1'
Data:
  '|': '|'
  ',': ','
  ';': ';'
  '\t': tab
  '|': '|'
DataSelected: '0'
Desc: Select the separator character used in CSV files (stats and searches).
↳If you
  don't select a separator here, the default separator for your language will
↳be used.
Label: CSV Separator
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserCSVSeparator
PreferenceGroup: Miscellaneous
Prio: '4000'

```

### 131.5 PreferencesGroups###Comment

Defines the config parameters of this item, to be shown in the preferences view. Please note: setting ‘Active’ to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use ‘PreferenceGroup’ to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '0'
Block: Input
Data: ' [% Env("UserComment") %] '
Desc: This is a Description for Comment on Framework.
Label: Comment
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserComment
PreferenceGroup: Miscellaneous
Prio: '6000'

```

### 131.6 PreferencesGroups###CommunicationLogPageShown

Parameters for the pages (in which the communication log entries are shown) of the communication log overview.

Default value:

```

---
Active: '0'
Data:

```

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```

'10': '10'
'15': '15'
'20': '20'
'25': '25'
'30': '30'
'35': '35'
'50': '50'
DataSelected: '25'
Desc: Communication log limit per page for Communication Log Overview.
Key: ''
Label: CommunicationLog Overview Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: AdminCommunicationLogPageShown
PreferenceGroup: Miscellaneous
Prio: '8100'

```

### 131.7 PreferencesGroups###CreateNextMask

Parameters for the CreateNextMask object in the preference view of the agent interface. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Data:
  '0': Create Ticket
  AgentTicketZoom: Ticket Zoom
DataSelected: ''
Desc: Configure which screen should be shown after a new ticket has been
→created.
Key: ''
Label: Screen after new ticket
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserCreateNextMask
PreferenceGroup: Miscellaneous
Prio: '3000'

```

### 131.8 PreferencesGroups###CustomChatChannelExternal

Parameters for the ChatChannel object in the preference view of the agent interface.

Default value:

```

---
Active: '1'
Desc: Your selection of your preferred external chat channels. You will be
→notified

```

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```

    about external chat requests in these chat channels.
Label: My Chat Channels
Module: Kernel::Output::HTML::Preferences::CustomChatChannel
Permission: ro
PrefKey: ExternalChannels
PreferenceGroup: NotificationSettings
Prio: '10000'

```

## 131.9 PreferencesGroups###CustomQueue

Parameters for the CustomQueue object in the preference view of the agent interface. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Desc: Your queue selection of your preferred queues. You also get notified,
→about those
    queues via email if enabled.
Key: ''
Label: My Queues
Module: Kernel::Output::HTML::Preferences::CustomQueue
Permission: ro
PreferenceGroup: NotificationSettings
Prio: '1000'

```

## 131.10 PreferencesGroups###CustomService

Parameters for the CustomService object in the preference view of the agent interface. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Desc: Your service selection of your preferred services. You also get notified,
→about
    those services via email if enabled.
Key: ''
Label: My Services
Module: Kernel::Output::HTML::Preferences::CustomService
PreferenceGroup: NotificationSettings
Prio: '1000'

```

## 131.11 *PreferencesGroups###DocumentSearchPageShown*

Parameters for the pages (in which the document are shown) of the document search.

Default value:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
  '50': '50'
DataSelected: '10'
Desc: Document limit per page for Document Search Results.
Key: ''
Label: Document Search Results Page Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: AgentDocumentSearchPageShown
PreferenceGroup: Miscellaneous
Prio: '8100'

```

## 131.12 *PreferencesGroups###DynamicField*

Defines the config parameters of this item, to be shown in the preferences view. Please note: setting ‘Active’ to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use ‘PreferenceGroup’ to control in which area these settings should be shown in the user interface.

This setting is not active by default.

Default value:

```

---
Active: '1'
Block: Input
Data: ' [% Env("UserDynamicField_NameX") %]'
Desc: This is a Description for DynamicField on Framework.
Label: Default value for NameX
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserDynamicField_NameX
PreferenceGroup: Miscellaneous
Prio: '7000'

```

## 131.13 *PreferencesGroups###DynamicFieldsOverviewPageShown*

Parameters for the pages (in which the dynamic fields are shown) of the dynamic fields overview. Please note: setting ‘Active’ to 0 will only prevent agents from editing settings of this group in their personal prefer-

ences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Dynamic fields limit per page for Dynamic Fields Overview.
Key: ''
Label: Dynamic Fields Overview Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: AdminDynamicFieldsOverviewPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'

```

### 131.14 PreferencesGroups###FAQJournalOverviewSmallPageShown

Parameters for the pages (in which the FAQ items are shown) of the small FAQ journal overview.

Default value:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Select how many items should be shown in Journal Overview "Small" by ↳
↳default.
Label: FAQ Journal Overview "Small" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserFAQJournalOverviewSmallPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'

```

### 131.15 PreferencesGroups###FAQOverviewSmallPageShown

Parameters for the pages (in which the FAQ items are shown) of the small FAQ overview.

Default value:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Select how many items should be shown in Overview "Small" by default.
Label: FAQ Overview "Small" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserFAQOverviewSmallPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'

```

### 131.16 PreferencesGroups###GoogleAuthenticatorSecretKey

Defines the config parameters of this item, to be shown in the preferences view. Please note: setting ‘Active’ to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use ‘PreferenceGroup’ to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '0'
Block: Input
Desc: 'Enter your shared secret to enable two factor authentication. WARNING:
↳Make
  sure that you add the shared secret to your generator application and the
↳application
  works well. Otherwise you will be not able to login anymore without the two
↳factor
  token.'
Key: Shared Secret
Label: Google Authenticator
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserGoogleAuthenticatorSecretKey
PreferenceGroup: UserProfile
Prio: '0600'
ValidateRegex: ^([A-Z2-7]{16}|)$
ValidateRegexMessage: The secret you supplied is invalid. The secret must
↳only contain
  letters (A-Z, uppercase) and numbers (2-7) and must consist of 16
↳characters.

```

## 131.17 PreferencesGroups###Language

Defines the config parameters of this item, to be shown in the preferences view. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
Desc: Select the main interface language.
Key: ''
Label: Language
Module: Kernel::Output::HTML::Preferences::Language
NeedsReload: '1'
PrefKey: UserLanguage
PreferenceGroup: UserProfile
Prio: '1000'
```

## 131.18 PreferencesGroups###NotificationEvent

Transport selection for ticket notifications. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
Desc: Choose for which kind of ticket changes you want to receive
↳notifications. Please
  note that you can't completely disable notifications marked as mandatory.
Label: Ticket notifications
Module: Kernel::Output::HTML::Preferences::NotificationEvent
PrefKey: AdminNotificationEventTransport
PreferenceGroup: NotificationSettings
Prio: '8000'
```

## 131.19 PreferencesGroups###NotificationViewFilterSettings

Parameters for notification web view filters.

Default value:

```
---
Active: '0'
Desc: Column ticket filters for Notification web view type "Small".
Key: ''
```

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```

Label: Enabled filters.
Module: Kernel::Output::HTML::Preferences::ColumnFilters
PrefKey: UserFilterColumnsEnabled
PreferenceGroup: Miscellaneous
Prio: '8100'

```

## 131.20 PreferencesGroups###NotificationViewSmallPageShown

Parameters for the pages (in which the notifications are shown) of the small notifications view.

Default value:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Notification limit per page for Notification web view "Small".
Key: ''
Label: Notification web view "Small" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserNotificationViewSmallPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'

```

## 131.21 PreferencesGroups###OutOfOffice

Defines the config parameters of this item, to be shown in the preferences view. Please note: setting ‘Active’ to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use ‘PreferenceGroup’ to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Block: OutOfOffice
Desc: If you're going to be out of office, you may wish to let other users
↳ know by
  setting the exact dates of your absence.
Key: ''
Label: Out Of Office Time
Module: Kernel::Output::HTML::Preferences::OutOfOffice
PrefKey: UserOutOfOffice

```

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```
PreferenceGroup: UserProfile
Prio: '4000'
```

## 131.22 PreferencesGroups###Password

Defines the config parameters of this item, to be shown in the preferences view. 'PasswordRegExp' allows to match passwords against a regular expression. Define the minimum number of characters using 'PasswordMinSize'. Define if at least 2 lowercase and 2 uppercase letter characters are needed by setting the appropriate option to '1'. 'PasswordMin2Characters' defines if the password needs to contain at least 2 letter characters (set to 0 or 1). 'PasswordNeedDigit' controls the need of at least 1 digit (set to 0 or 1 to control). 'PasswordMaxLoginFailed' allows to set an agent to invalid-temporarily if max failed logins reached. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
Area: Agent
Desc: Set a new password by filling in your current password and a new one.
Label: Change password
Module: Kernel::Output::HTML::Preferences::Password
PasswordMaxLoginFailed: '0'
PasswordMin2Characters: '0'
PasswordMin2Lower2UpperCharacters: '0'
PasswordMinSize: '0'
PasswordNeedDigit: '0'
PasswordRegExp: ''
PreferenceGroup: UserProfile
Prio: '0500'
```

## 131.23 PreferencesGroups###RefreshTime

Parameters for the RefreshTime object in the preference view of the agent interface. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
Data:
  '0': off
  '10': 10 minutes
  '15': 15 minutes
  '2': ' 2 minutes'
  '5': ' 5 minutes'
```

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```

    '7': ' 7 minutes'
DataSelected: '0'
Desc: If enabled, the different overviews (Dashboard, LockedView, QueueView)
↳will
    automatically refresh after the specified time.
Key: ''
Label: Overview Refresh Time
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserRefreshTime
PreferenceGroup: Miscellaneous
Prio: '2000'

```

## 131.24 PreferencesGroups###Skin

Defines the config parameters of this item, to be shown in the preferences view. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Desc: Select your preferred layout for the software.
Key: ''
Label: Skin
Module: Kernel::Output::HTML::Preferences::Skin
NeedsReload: '1'
PrefKey: UserSkin
PreferenceGroup: Miscellaneous
Prio: '100'

```

## 131.25 PreferencesGroups###Theme

Defines the config parameters of this item, to be shown in the preferences view. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Desc: Select your preferred theme for OTRS.
Key: ''
Label: Theme
Module: Kernel::Output::HTML::Preferences::Theme
NeedsReload: '1'
PrefKey: UserTheme

```

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```

PreferenceGroup: Miscellaneous
Prio: '3000'

```

## 131.26 PreferencesGroups###TicketOverviewFilterSettings

Parameters for the column filters of the small ticket overview. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '0'
Desc: Column ticket filters for Ticket Overviews type "Small".
Key: ''
Label: Enabled filters.
Module: Kernel::Output::HTML::Preferences::ColumnFilters
PrefKey: UserFilterColumnsEnabled
PreferenceGroup: Miscellaneous
Prio: '8100'

```

## 131.27 PreferencesGroups###TicketOverviewMediumPageShown

Parameters for the pages (in which the tickets are shown) of the medium ticket overview. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '20'
Desc: Ticket limit per page for Ticket Overview "Medium".
Key: ''
Label: Ticket Overview "Medium" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserTicketOverviewMediumPageShown
PreferenceGroup: Miscellaneous
Prio: '8100'

```

## 131.28 *PreferencesGroups###TicketOverviewPreviewPageShown*

Parameters for the pages (in which the tickets are shown) of the ticket preview overview. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '15'
Desc: Ticket limit per page for Ticket Overview "Preview".
Key: ''
Label: Ticket Overview "Preview" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserTicketOverviewPreviewPageShown
PreferenceGroup: Miscellaneous
Prio: '8200'

```

## 131.29 *PreferencesGroups###TicketOverviewSmallPageShown*

Parameters for the pages (in which the tickets are shown) of the small ticket overview. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Ticket limit per page for Ticket Overview "Small".
Key: ''
Label: Ticket Overview "Small" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserTicketOverviewSmallPageShown

```

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```
PreferenceGroup: Miscellaneous
Prio: '8000'
```

### 131.30 *PreferencesGroups###TimeZone*

Defines the config parameters of this item, to be shown in the preferences view. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
Desc: Select your personal time zone. All times will be displayed relative to_
->this
    time zone.
Key: ''
Label: Time Zone
Module: Kernel::Output::HTML::Preferences::TimeZone
PrefKey: UserTimeZone
PreferenceGroup: UserProfile
Prio: '3500'
```

### 131.31 *PreferencesTable*

Defines the name of the table where the user preferences are stored.

This setting can not be deactivated.

Default value:

```
user_preferences
```

### 131.32 *PreferencesTableKey*

Defines the column to store the keys for the preferences table.

This setting can not be deactivated.

Default value:

```
preferences_key
```

### 131.33 *PreferencesTableUserID*

Defines the name of the column to store the user identifier in the preferences table.

This setting can not be deactivated.

Default value:

```
user_id
```

### 131.34 *PreferencesTableValue*

Defines the name of the column to store the data in the preferences table.

This setting can not be deactivated.

Default value:

```
preferences_value
```

---

*Frontend → Agent → View → Stats*

---

## **132.1 *Stats::CustomerIDAsMultiSelect***

Shows all the customer identifiers in a multi-select field (not useful if you have a lot of customer identifiers).

This setting can not be deactivated.

Default value:

## **132.2 *Stats::CustomerUserLoginsAsMultiSelect***

Shows all the customer user identifiers in a multi-select field (not useful if you have a lot of customer user identifiers).

This setting can not be deactivated.

Default value:

## **132.3 *Stats::DefaultSelectedDynamicObject***

Defines the default selection at the drop down menu for dynamic objects (Form: Common Specification).

This setting can not be deactivated.

Default value:

```
Ticket
```

### 132.4 *Stats::DefaultSelectedFormat*

Defines the default selection at the drop down menu for stats format (Form: Common Specification). Please insert the format key (see Stats::Format).

This setting can not be deactivated.

Default value:

```
---  
- Print  
- CSV  
- Excel  
- D3::BarChart  
- D3::LineChart  
- D3::StackedAreaChart
```

### 132.5 *Stats::DefaultSelectedPermissions*

Defines the default selection at the drop down menu for permissions (Form: Common Specification).

This setting can not be deactivated.

Default value:

```
---  
- stats
```

### 132.6 *Stats::ExchangeAxis*

Allows agents to exchange the axis of a stat if they generate one.

This setting can not be deactivated.

Default value:

```
0
```

### 132.7 *Stats::Format*

Defines all the possible stats output formats.

This setting can not be deactivated.

Default value:



```
---  
CSV: CSV  
D3::BarChart: 'Graph: Bar Chart'  
D3::LineChart: 'Graph: Line Chart'  
D3::StackedAreaChart: 'Graph: Stacked Area Chart'  
Excel: Excel  
Print: Print
```

## 132.8 *Stats::SearchLimit*

Defines the search limit for the stats.

This setting can not be deactivated.

Default value:

```
1000
```

## 132.9 *Stats::SearchPageShown*

Defines the default maximum number of statistics per page on the overview screen.

This setting can not be deactivated.

Default value:

```
50
```

## 132.10 *Stats::UseAgentElementInStats*

Allows agents to generate individual-related stats.

This setting can not be deactivated.

Default value:

```
0
```

## 132.11 *Stats::UseInvalidAgentInStats*

Allows invalid agents to generate individual-related stats.

This setting can not be deactivated.

Default value:

```
1
```



---

*Frontend → Agent → View → TicketBounce*

---

## **133.1 *Ticket::Frontend::AgentTicketBounce###Permission***

Required permissions to use the ticket bounce screen in the agent interface.

This setting can not be deactivated.

Default value:

```
bounce
```

## **133.2 *Ticket::Frontend::AgentTicketBounce###RequiredLock***

Defines if a ticket lock is required in the ticket bounce screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

```
1
```

## **133.3 *Ticket::Frontend::AgentTicketBounce###StateDefault***

Defines the default next state of a ticket after being bounced, in the ticket bounce screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
closed successful
```

## 133.4 *Ticket::Frontend::AgentTicketBounce###StateType*

Defines the next state of a ticket after being bounced, in the ticket bounce screen of the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- open  
- closed
```

## 133.5 *Ticket::Frontend::BounceText*

Defines the default ticket bounced notification for customer/sender in the ticket bounce screen of the agent interface.

This setting can not be deactivated.

Default value:

```
Your email with ticket number "<OTRS_TICKET>" is bounced to "<OTRS_BOUNCE_TO>  
↪". Contact this address for further information.
```

---

*Frontend → Agent → View → TicketBulk*

---

## **134.1 *Ticket::Frontend::AgentTicketBulk###DynamicField***

Dynamic fields shown in the ticket bulk screen of the agent interface.

Default value:

## **134.2 *Ticket::Frontend::AgentTicketBulk###IsVisibleForCustomerDefault***

Defines if the note in the ticket bulk screen of the agent interface is visible for the customer by default.

Default value:

## **134.3 *Ticket::Frontend::AgentTicketBulk###Owner***

Sets the ticket owner in the ticket bulk screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 134.4 ***Ticket::Frontend::AgentTicketBulk###Priority***

Shows the ticket priority options in the ticket bulk screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
1
```

### 134.5 ***Ticket::Frontend::AgentTicketBulk###PriorityDefault***

Defines the default ticket priority in the ticket bulk screen of the agent interface.

This setting is not active by default.

Default value:

```
3 normal
```

### 134.6 ***Ticket::Frontend::AgentTicketBulk###RequiredLock***

Automatically lock and set owner to current Agent after selecting for an Bulk Action.

Default value:

```
1
```

### 134.7 ***Ticket::Frontend::AgentTicketBulk###Responsible***

Sets the responsible agent of the ticket in the ticket bulk screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
1
```

### 134.8 ***Ticket::Frontend::AgentTicketBulk###State***

Sets the state of a ticket in the ticket bulk screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
1
```

### 134.9 *Ticket::Frontend::AgentTicketBulk###StateDefault*

Defines the default next state of a ticket, in the ticket bulk screen of the agent interface.

This setting is not active by default.

Default value:

```
open
```

### 134.10 *Ticket::Frontend::AgentTicketBulk###StateType*

Defines the next state of a ticket, in the ticket bulk screen of the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```

### 134.11 *Ticket::Frontend::AgentTicketBulk###TicketType*

Sets the ticket type in the ticket bulk screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
1
```

### 134.12 *Ticket::Frontend::BulkFeature*

Enables ticket bulk action feature for the agent frontend to work on more than one ticket at a time.

This setting can not be deactivated.

Default value:

```
1
```

### 134.13 *Ticket::Frontend::BulkFeatureGroup*

Enables ticket bulk action feature only for the listed groups.

This setting is not active by default.

Default value:

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



---

*Frontend* → *Agent* → *View* → *TicketClose*

---

### 135.1 *Ticket::Frontend::AgentTicketClose###Body*

Sets the default body text for notes added in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketClose###DynamicField`
```

---

Dynamic fields shown in the ticket close screen of the agent interface.

Default value:

```
--- {}
```

### 135.2 *Ticket::Frontend::AgentTicketClose###FormDraft*

Allows to save current work as draft in the close ticket screen of the agent interface.

Default value:

```
1
```

### 135.3 *Ticket::Frontend::AgentTicketClose###HistoryComment*

Defines the history comment for the close ticket screen action, which gets used for ticket history in the agent interface.

Default value:

%%Close

### **135.4 *Ticket::Frontend::AgentTicketClose###HistoryType***

Defines the history type for the close ticket screen action, which gets used for ticket history in the agent interface.

Default value:

AddNote

### **135.5 *Ticket::Frontend::AgentTicketClose###InformAgent***

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the close ticket screen of the agent interface.

This setting can not be deactivated.

Default value:

0

### **135.6 *Ticket::Frontend::AgentTicketClose###InvolvedAgent***

Shows a list of all the involved agents on this ticket, in the close ticket screen of the agent interface.

This setting can not be deactivated.

Default value:

0

### **135.7 *Ticket::Frontend::AgentTicketClose###IsVisibleForCustomerDefault***

Defines if the note in the close ticket screen of the agent interface is visible for the customer by default.

Default value:

0

### **135.8 *Ticket::Frontend::AgentTicketClose###Note***

Allows adding notes in the close ticket screen of the agent interface. Can be overwritten by `Ticket::Frontend::NeedAccountedTime`.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### **135.9 *Ticket::Frontend::AgentTicketClose###NoteMandatory***

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### **135.10 *Ticket::Frontend::AgentTicketClose###Owner***

Sets the ticket owner in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### **135.11 *Ticket::Frontend::AgentTicketClose###OwnerMandatory***

Sets if ticket owner must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### **135.12 *Ticket::Frontend::AgentTicketClose###Permission***

Required permissions to use the close ticket screen in the agent interface.

This setting can not be deactivated.

Default value:

### 135.13 *Ticket::Frontend::AgentTicketClose###Priority*

Shows the ticket priority options in the close ticket screen of the agent interface.

This setting can not be deactivated.

Default value:

```
0
```

### 135.14 *Ticket::Frontend::AgentTicketClose###PriorityDefault*

Defines the default ticket priority in the close ticket screen of the agent interface.

This setting is not active by default.

Default value:

```
3 normal
```

### 135.15 *Ticket::Frontend::AgentTicketClose###Queue*

Sets the queue in the ticket close screen of a zoomed ticket in the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
0
```

### 135.16 *Ticket::Frontend::AgentTicketClose###QueueMandatory*

Sets if queue must be selected by the agent.

Default value:

```
0
```

### 135.17 *Ticket::Frontend::AgentTicketClose###RequiredLock*

Defines if a ticket lock is required in the close ticket screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

```
1
```

### 135.18 *Ticket::Frontend::AgentTicketClose###Responsible*

Sets the responsible agent of the ticket in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 135.19 *Ticket::Frontend::AgentTicketClose###ResponsibleMandatory*

Sets if ticket responsible must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 135.20 *Ticket::Frontend::AgentTicketClose###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 135.21 *Ticket::Frontend::AgentTicketClose###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 135.22 *Ticket::Frontend::AgentTicketClose###SLAMandatory*

Sets if SLA must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### **135.23 *Ticket::Frontend::AgentTicketClose###Service***

Sets the service in the close ticket screen of the agent interface (Ticket::Service needs to be enabled). This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### **135.24 *Ticket::Frontend::AgentTicketClose###ServiceMandatory***

Sets if service must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### **135.25 *Ticket::Frontend::AgentTicketClose###State***

Sets the state of a ticket in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

1

### **135.26 *Ticket::Frontend::AgentTicketClose###StateDefault***

Defines the default next state of a ticket after adding a note, in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

closed successful

### **135.27 *Ticket::Frontend::AgentTicketClose###StateMandatory***

Sets if state must be selected by the agent.

Default value:

```
0
```

### 135.28 *Ticket::Frontend::AgentTicketClose###StateType*

Defines the next state of a ticket after adding a note, in the close ticket screen of the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- closed
```

### 135.29 *Ticket::Frontend::AgentTicketClose###Subject*

Sets the default subject for notes added in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketClose###TicketType`
```

Sets the ticket type in the close ticket screen of the agent interface (Ticket::Type needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
0
```

### 135.30 *Ticket::Frontend::AgentTicketClose###Title*

Shows the title field in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
0
```





---

*Frontend → Agent → View → TicketCompose*

---

## **136.1 *Ticket::Frontend::AgentTicketCompose###DynamicField***

Dynamic fields shown in the ticket compose screen of the agent interface.

Default value:

```
--- {}
```

## **136.2 *Ticket::Frontend::AgentTicketCompose###FormDraft***

Allows to save current work as draft in the ticket compose screen of the agent interface.

Default value:

```
1
```

## **136.3 *Ticket::Frontend::AgentTicketCompose###IsVisibleForCustomerDefault***

Defines if the message in the ticket compose screen of the agent interface is visible for the customer by default.

This setting can not be deactivated.

Default value:

```
1
```

### 136.4 *Ticket::Frontend::AgentTicketCompose###Permission*

Required permissions to use the ticket compose screen in the agent interface.

This setting can not be deactivated.

Default value:

compose

### 136.5 *Ticket::Frontend::AgentTicketCompose###RequiredLock*

Defines if a ticket lock is required in the ticket compose screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

1

### 136.6 *Ticket::Frontend::AgentTicketCompose###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

320

### 136.7 *Ticket::Frontend::AgentTicketCompose###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

620

### 136.8 *Ticket::Frontend::AgentTicketCompose###StateDefault*

Defines the default next state of a ticket if it is composed / answered in the ticket compose screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

open

## 136.9 *Ticket::Frontend::AgentTicketCompose###StateType*

Defines the next possible states after composing / answering a ticket in the ticket compose screen of the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- open  
- closed  
- pending auto  
- pending reminder
```

## 136.10 *Ticket::Frontend::ComposeAddCustomerAddress*

Adds customers email addresses to recipients in the ticket compose screen of the agent interface. The customers email address won't be added if the article type is email-internal.

This setting can not be deactivated.

Default value:

```
1
```

## 136.11 *Ticket::Frontend::ComposeReplaceSenderAddress*

Replaces the original sender with current customer's email address on compose answer in the ticket compose screen of the agent interface.

This setting can not be deactivated.

Default value:

```
0
```

## 136.12 *Ticket::Frontend::Quote*

Defines the used character for plaintext email quotes in the ticket compose screen of the agent interface. If this is empty or inactive, original emails will not be quoted but appended to the response.

Default value:

```
>
```

### 136.13 *Ticket::Frontend::ResponseFormat*

Defines the format of responses in the ticket compose screen of the agent interface ([% Data.OrigFrom | html %] is From 1:1, [% Data.OrigFromName | html %] is only realname of From).

This setting can not be deactivated.

Default value:

```
[% Data.Salutation | html %]  
[% Data.StdResponse | html %]  
[% Data.Signature | html %]  
  
[% Data.CreateTime | Localize("TimeShort") %] - [% Data.OrigFromName | html  
→%] [% Translate("wrote") | html %]:  
[% Data.Body | html %]
```

### 136.14 *Ticket::Frontend::ResponseQuoteMaxLines*

Defines the maximum number of quoted lines to be added to responses.

This setting is not active by default.

Default value:

```
99
```

---

*Frontend → Agent → View → TicketCustomer*

---

## **137.1 *Ticket::Frontend::AgentTicketCustomer###Permission***

Required permissions to change the customer of a ticket in the agent interface.

This setting can not be deactivated.

Default value:

## **137.2 *Ticket::Frontend::AgentTicketCustomer###RequiredLock***

Defines if a ticket lock is required to change the customer of a ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

## **137.3 *Ticket::Frontend::AgentTicketCustomer::CustomerIDReadOnly***

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Default value:



---

*Frontend → Agent → View → TicketEmailNew*

---

### **138.1 *Ticket::Frontend::AgentTicketEmail###Body***

Sets the default text for new email tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketEmail###DynamicField`
```

---

Dynamic fields shown in the ticket email screen of the agent interface.

Default value:

```
--- {}
```

### **138.2 *Ticket::Frontend::AgentTicketEmail###HistoryComment***

Defines the history comment for the email ticket screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketEmail###HistoryType`
```

---

Defines the history type for the email ticket screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

EmailAgent

### 138.3 *Ticket::Frontend::AgentTicketEmail###IsVisibleForCustomer*

Sets the default article customer visibility for new email tickets in the agent interface.

This setting can not be deactivated.

Default value:

1

### 138.4 *Ticket::Frontend::AgentTicketEmail###Priority*

Sets the default priority for new email tickets in the agent interface.

This setting can not be deactivated.

Default value:

3 normal

### 138.5 *Ticket::Frontend::AgentTicketEmail###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

320

### 138.6 *Ticket::Frontend::AgentTicketEmail###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

620



### 138.7 *Ticket::Frontend::AgentTicketEmail###SLAMandatory*

Sets if SLA must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
0
```

### 138.8 *Ticket::Frontend::AgentTicketEmail###SenderType*

Sets the default sender type for new email tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
agent
```

### 138.9 *Ticket::Frontend::AgentTicketEmail###ServiceMandatory*

Sets if service must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
0
```

### 138.10 *Ticket::Frontend::AgentTicketEmail###SplitLinkType*

Sets the default link type of split tickets in the agent interface.

Default value:

```
---  
Direction: Target  
LinkType: ParentChild
```

### 138.11 *Ticket::Frontend::AgentTicketEmail###StateDefault*

Sets the default next ticket state, after the creation of an email ticket in the agent interface.

This setting can not be deactivated.

Default value:

```
open
```

## 138.12 *Ticket::Frontend::AgentTicketEmail###StateType*

Determines the next possible ticket states, after the creation of a new email ticket in the agent interface.

This setting can not be deactivated.

Default value:

```
----  
- open  
- pending auto  
- pending reminder  
- closed
```

## 138.13 *Ticket::Frontend::AgentTicketEmail###Subject*

Sets the default subject for new email tickets (e.g. 'email Outbound' ) in the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketEmail::CustomerIDReadOnly`
```

---

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Default value:

```
1
```

---

*Frontend → Agent → View → TicketEmailOutbound*

---

## **139.1 *Ticket::Frontend::AgentTicketEmailOutbound###DynamicField***

Dynamic fields shown in the email outbound screen of the agent interface.

Default value:

## **139.2 *Ticket::Frontend::AgentTicketEmailOutbound###FormDraft***

Allows to save current work as draft in the email outbound screen of the agent interface.

Default value:

## **139.3 *Ticket::Frontend::AgentTicketEmailOutbound###IsVisibleForCustomerDe***

Defines if the message in the email outbound screen of the agent interface is visible for the customer by default.

Default value:

### 139.4 *Ticket::Frontend::AgentTicketEmailOutbound###Permission*

Required permissions to use the email outbound screen in the agent interface.

This setting can not be deactivated.

Default value:

compose

### 139.5 *Ticket::Frontend::AgentTicketEmailOutbound###RequiredLock*

Defines if a ticket lock is required in the email outbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

1

### 139.6 *Ticket::Frontend::AgentTicketEmailOutbound###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

300

### 139.7 *Ticket::Frontend::AgentTicketEmailOutbound###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

620

### 139.8 *Ticket::Frontend::AgentTicketEmailOutbound###StateDefault*

Defines the default next state of a ticket after the message has been sent, in the email outbound screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
open
```

### 139.9 *Ticket::Frontend::AgentTicketEmailOutbound###StateType*

Defines the next possible states after sending a message in the email outbound screen of the agent interface.

Default value:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```



---

*Frontend → Agent → View → TicketEmailResend*

---

## **140.1 *Ticket::Frontend::AgentTicketEmailResend###IsVisibleForCustomerDefault***

Defines if the message in the email resend screen of the agent interface is visible for the customer by default.

Default value:

## **140.2 *Ticket::Frontend::AgentTicketEmailResend###Permission***

Required permissions to use the email resend screen in the agent interface.

This setting can not be deactivated.

Default value:

## **140.3 *Ticket::Frontend::AgentTicketEmailResend###RequiredLock***

Defines if a ticket lock is required in the email resend screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

## 140.4 *Ticket::Frontend::AgentTicketEmailResend###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

## 140.5 *Ticket::Frontend::AgentTicketEmailResend###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:



---

*Frontend → Agent → View → TicketEscalation*

---

### 141.1 *Ticket::Frontend::AgentTicketEscalationView###DefaultColumns*

Columns that can be filtered in the escalation view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField\_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Default value:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '2'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
```

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```
TicketNumber: '2'  
Title: '2'  
Type: '1'
```

## 141.2 *Ticket::Frontend::AgentTicketEscalationView###Order::Default*

Defines the default ticket order (after priority sort) in the escalation view of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

Default value:

```
Up
```

## 141.3 *Ticket::Frontend::AgentTicketEscalationView###SortBy::Default*

Defines the default ticket attribute for ticket sorting in the escalation view of the agent interface.

This setting can not be deactivated.

Default value:

```
EscalationTime
```

## 141.4 *Ticket::Frontend::AgentTicketEscalationView###TicketPermission*

Defines the required permission to show a ticket in the escalation view of the agent interface.

This setting can not be deactivated.

Default value:

```
rw
```

## 141.5 *Ticket::Frontend::AgentTicketEscalationView###ViewableTicketsPage*

Shows all open tickets (even if they are locked) in the escalation view of the agent interface.

This setting can not be deactivated.

Default value:

```
50
```

---

*Frontend → Agent → View → TicketForward*

---

## **142.1 *Ticket::Frontend::AgentTicketForward###DynamicField***

Dynamic fields shown in the ticket forward screen of the agent interface.

Default value:

```
--- {}
```

## **142.2 *Ticket::Frontend::AgentTicketForward###FormDraft***

Allows to save current work as draft in the ticket forward screen of the agent interface.

Default value:

```
1
```

## **142.3 *Ticket::Frontend::AgentTicketForward###IsVisibleForCustomerDefault***

Defines if the message in the ticket forward screen of the agent interface is visible for the customer by default.

Default value:

```
1
```

## **142.4 *Ticket::Frontend::AgentTicketForward###Permission***

Required permissions to use the ticket forward screen in the agent interface.

This setting can not be deactivated.

Default value:

forward

## 142.5 *Ticket::Frontend::AgentTicketForward###RequiredLock*

Defines if a ticket lock is required in the ticket forward screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

1

## 142.6 *Ticket::Frontend::AgentTicketForward###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

100

## 142.7 *Ticket::Frontend::AgentTicketForward###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

620

## 142.8 *Ticket::Frontend::AgentTicketForward###StateDefault*

Defines the default next state of a ticket after being forwarded, in the ticket forward screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

closed successful

## 142.9 *Ticket::Frontend::AgentTicketForward###StateType*

Defines the next possible states after forwarding a ticket in the ticket forward screen of the agent interface.

Default value:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```



---

*Frontend* → *Agent* → *View* → *TicketFreeText*

---

### 143.1 *Ticket::Frontend::AgentTicketFreeText###Body*

Defines the default body of a note in the ticket free text screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketFreeText###DynamicField`
```

Dynamic fields shown in the ticket free text screen of the agent interface.

Default value:

```
--- {}
```

### 143.2 *Ticket::Frontend::AgentTicketFreeText###FormDraft*

Allows to save current work as draft in the ticket free text screen of the agent interface.

Default value:

```
1
```

### 143.3 *Ticket::Frontend::AgentTicketFreeText###HistoryComment*

Defines the history comment for the ticket free text screen action, which gets used for ticket history.

Default value:

%%FreeText

### 143.4 *Ticket::Frontend::AgentTicketFreeText###HistoryType*

Defines the history type for the ticket free text screen action, which gets used for ticket history.

Default value:

AddNote

### 143.5 *Ticket::Frontend::AgentTicketFreeText###InformAgent*

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket free text screen of the agent interface.

This setting can not be deactivated.

Default value:

0

### 143.6 *Ticket::Frontend::AgentTicketFreeText###InvolvedAgent*

Shows a list of all the involved agents on this ticket, in the ticket free text screen of the agent interface.

This setting can not be deactivated.

Default value:

0

### 143.7 *Ticket::Frontend::AgentTicketFreeText###IsVisibleForCustomerDefault*

Defines if the note in the ticket free text screen of the agent interface is visible for the customer by default.

Default value:

0

### 143.8 *Ticket::Frontend::AgentTicketFreeText###Note*

Allows adding notes in the ticket free text screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

This setting can be overridden in the user preferences, but is not active by default.

Default value:



### 143.9 *Ticket::Frontend::AgentTicketFreeText###NoteMandatory*

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime. This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 143.10 *Ticket::Frontend::AgentTicketFreeText###Owner*

Sets the ticket owner in the ticket free text screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 143.11 *Ticket::Frontend::AgentTicketFreeText###OwnerMandatory*

Sets if ticket owner must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 143.12 *Ticket::Frontend::AgentTicketFreeText###Permission*

Required permissions to use the ticket free text screen in the agent interface.

This setting can not be deactivated.

Default value:

### 143.13 *Ticket::Frontend::AgentTicketFreeText###Priority*

Shows the ticket priority options in the ticket free text screen of the agent interface.

This setting can not be deactivated.

Default value:

0

### **143.14 *Ticket::Frontend::AgentTicketFreeText###PriorityDefault***

Defines the default ticket priority in the ticket free text screen of the agent interface.

This setting is not active by default.

Default value:

3 normal

### **143.15 *Ticket::Frontend::AgentTicketFreeText###Queue***

Sets the queue in the ticket free text screen of a zoomed ticket in the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### **143.16 *Ticket::Frontend::AgentTicketFreeText###QueueMandatory***

Sets if queue must be selected by the agent.

Default value:

0

### **143.17 *Ticket::Frontend::AgentTicketFreeText###RequiredLock***

Defines if a ticket lock is required in the ticket free text screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

0

### **143.18 *Ticket::Frontend::AgentTicketFreeText###Responsible***

Sets the responsible agent of the ticket in the ticket free text screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 143.19 *Ticket::Frontend::AgentTicketFreeText###ResponsibleMandatory*

Sets if ticket responsible must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 143.20 *Ticket::Frontend::AgentTicketFreeText###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 143.21 *Ticket::Frontend::AgentTicketFreeText###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 143.22 *Ticket::Frontend::AgentTicketFreeText###SLAMandatory*

Sets if SLA must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 143.23 *Ticket::Frontend::AgentTicketFreeText###Service*

Sets the service in the ticket free text screen of the agent interface (Ticket::Service needs to be enabled). This setting can be overridden in the user preferences, but is not active by default.

Default value:

1

### 143.24 *Ticket::Frontend::AgentTicketFreeText###ServiceMandatory*

Sets if service must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### 143.25 *Ticket::Frontend::AgentTicketFreeText###State*

Sets the state of a ticket in the ticket free text screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### 143.26 *Ticket::Frontend::AgentTicketFreeText###StateDefault*

Defines the default next state of a ticket after adding a note, in the ticket free text screen of the agent interface.

This setting is not active by default.

Default value:

open

### 143.27 *Ticket::Frontend::AgentTicketFreeText###StateMandatory*

Sets if state must be selected by the agent.

Default value:

0

## 143.28 *Ticket::Frontend::AgentTicketFreeText###StateType*

Defines the next state of a ticket after adding a note, in the ticket free text screen of the agent interface.

This setting can not be deactivated.

Default value:

```
----  
- open  
- closed  
- pending reminder  
- pending auto
```

## 143.29 *Ticket::Frontend::AgentTicketFreeText###Subject*

Defines the default subject of a note in the ticket free text screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketFreeText###TicketType`
```

Sets the ticket type in the ticket free text screen of the agent interface (Ticket::Type needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
1
```

## 143.30 *Ticket::Frontend::AgentTicketFreeText###Title*

Shows the title field in the ticket free text screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
1
```



---

*Frontend → Agent → View → TicketHistory*

---

### 144.1 *Ticket::Frontend::HistoryOrder*

Shows the ticket history (reverse ordered) in the agent interface.

This setting can not be deactivated.

Default value:

```
normal
```

### 144.2 *Ticket::Frontend::HistoryTypes###000-Framework*

Controls how to display the ticket history entries as readable values.

This setting can not be deactivated.

Default value:

```
---
AddNote: Added note (%s).
ArchiveFlagUpdate: Changed archive state to "%s".
Bounce: Bounced to "%s".
CustomerUpdate: Changed customer to "%s".
EmailAgent: Sent email to customer.
EmailCustomer: Added email. %s
EmailResend: Resent email to "%s".
EscalationResponseTimeNotifyBefore: Notified about response time escalation.
EscalationResponseTimeStart: Started response time escalation.
EscalationResponseTimeStop: Stopped response time escalation.
EscalationSolutionTimeNotifyBefore: Notified about solution time escalation.
EscalationSolutionTimeStart: Started solution time escalation.
```

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```

EscalationSolutionTimeStop: Stopped solution time escalation.
EscalationUpdateTimeNotifyBefore: Notified about update time escalation.
EscalationUpdateTimeStart: Started update time escalation.
EscalationUpdateTimeStop: Stopped update time escalation.
FollowUp: Added follow-up to ticket [%s]. %s
Forward: Forwarded to "%s".
Lock: Locked ticket.
LoopProtection: 'Loop protection: no auto-response sent to "%s".'
Merged: Merged Ticket (%s/%s) to (%s/%s).
Misc: '%s'
Move: Changed queue to "%s" (%s) from "%s" (%s).
NewTicket: Created ticket [%s] in "%s" with priority "%s" and state "%s".
OwnerUpdate: Changed owner to "%s" (%s).
PhoneCallAgent: Added phone call to customer.
PhoneCallCustomer: Added phone call from customer.
PriorityUpdate: Changed priority from "%s" (%s) to "%s" (%s).
Remove: '%s'
ResponsibleUpdate: Changed responsible to "%s" (%s).
SLAUpdate: Changed SLA to "%s" (%s).
SendAgentNotification: Sent "%s" notification to "%s" via "%s".
SendAnswer: Sent email to "%s".
SendAutoFollowUp: Sent auto follow-up to "%s".
SendAutoReject: Sent auto reject to "%s".
SendAutoReply: Sent auto reply to "%s".
SendCustomerNotification: Sent notification to "%s".
ServiceUpdate: Changed service to "%s" (%s).
SetPendingTime: Changed pending time to "%s".
StateUpdate: Changed state from "%s" to "%s".
Subscribe: Added subscription for user "%s".
SystemRequest: Added system request (%s).
TicketDynamicFieldUpdate: Changed dynamic field %s from "%s" to "%s".
TicketLinkAdd: Added link to ticket "%s".
TicketLinkDelete: Deleted link to ticket "%s".
TimeAccounting: Added %s time unit(s), for a total of %s time unit(s).
TitleUpdate: Changed title from "%s" to "%s".
TypeUpdate: Changed type from "%s" (%s) to "%s" (%s).
Unlock: Unlocked ticket.
Unsubscribe: Removed subscription for user "%s".
WebRequestCustomer: Added web request from customer.

```

### 144.3 Ticket::Frontend::HistoryTypes###001-Framework

Controls how to display the ticket history entries as readable values.

This setting can not be deactivated.

Default value:

```

---
AddSMS: Added SMS for "%s".

```



---

*Frontend → Agent → View → TicketLocked*

---

### 145.1 *Ticket::Frontend::AgentTicketLockedView###DefaultColumns*

Columns that can be filtered in the locked view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField\_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Default value:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
```

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```
TicketNumber: '2'  
Title: '2'  
Type: '1'
```

## **145.2 *Ticket::Frontend::AgentTicketLockedView###Order::Default***

Defines the default ticket order in the ticket locked view of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

Default value:

```
Up
```

## **145.3 *Ticket::Frontend::AgentTicketLockedView###SortBy::Default***

Defines the default ticket attribute for ticket sorting in the locked ticket view of the agent interface.

This setting can not be deactivated.

Default value:

```
Age
```

---

*Frontend → Agent → View → TicketMerge*

---

## **146.1 *Ticket::Frontend::AgentTicketMerge###Permission***

Required permissions to use the ticket merge screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

## **146.2 *Ticket::Frontend::AgentTicketMerge###RequiredLock***

Defines if a ticket lock is required in the ticket merge screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

## **146.3 *Ticket::Frontend::AgentTicketMerge###RichTextHeight***

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

## 146.4 *Ticket::Frontend::AgentTicketMerge###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
620
```

## 146.5 *Ticket::Frontend::AutomaticMergeSubject*

When tickets are merged, a note will be added automatically to the ticket which is no longer active. Here you can define the subject of this note (this subject cannot be changed by the agent).

This setting can not be deactivated.

Default value:

```
Ticket Merged
```

## 146.6 *Ticket::Frontend::AutomaticMergeText*

When tickets are merged, a note will be added automatically to the ticket which is no longer active. Here you can define the body of this note (this text cannot be changed by the agent).

This setting can not be deactivated.

Default value:

```
Merged Ticket <OTRS_TICKET> to <OTRS_MERGE_TO_TICKET>.
```

## 146.7 *Ticket::Frontend::MergeText*

When tickets are merged, the customer can be informed per email by setting the check box “Inform Sender”. In this text area, you can define a pre-formatted text which can later be modified by the agents.

This setting can not be deactivated.

Default value:

```
Your email with ticket number "<OTRS_TICKET>" is merged to "<OTRS_MERGE_TO_↵TICKET>".
```

---

*Frontend → Agent → View → TicketMove*

---

### 147.1 *Ticket::Frontend::AgentTicketMove###Body*

Sets the default body text for notes added in the ticket move screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketMove###DynamicField`
```

---

Dynamic fields shown in the ticket move screen of the agent interface.

Default value:

```
--- {}
```

### 147.2 *Ticket::Frontend::AgentTicketMove###FormDraft*

Allows to save current work as draft in the ticket move screen of the agent interface.

Default value:

```
1
```

### 147.3 *Ticket::Frontend::AgentTicketMove###NextScreen*

Determines the next screen after the ticket is moved. LastScreenOverview will return the last overview screen (e.g. search results, queueview, dashboard). TicketZoom will return to the TicketZoom.

This setting can not be deactivated.

Default value:

TicketZoom

#### **147.4 *Ticket::Frontend::AgentTicketMove###Note***

Allows adding notes in the ticket free text screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

#### **147.5 *Ticket::Frontend::AgentTicketMove###NoteMandatory***

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

#### **147.6 *Ticket::Frontend::AgentTicketMove###Priority***

Shows the ticket priority options in the move ticket screen of the agent interface.

This setting can not be deactivated.

Default value:

0

#### **147.7 *Ticket::Frontend::AgentTicketMove###RequiredLock***

Automatically lock and set owner to current Agent after opening the move ticket screen of the agent interface.

Default value:

1

## 147.8 *Ticket::Frontend::AgentTicketMove###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

## 147.9 *Ticket::Frontend::AgentTicketMove###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

## 147.10 *Ticket::Frontend::AgentTicketMove###State*

Allows to set a new ticket state in the move ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

## 147.11 *Ticket::Frontend::AgentTicketMove###StateMandatory*

Sets if state must be selected by the agent.

Default value:

## 147.12 *Ticket::Frontend::AgentTicketMove###StateType*

Defines the next state of a ticket after being moved to another queue, in the move ticket screen of the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- open  
- closed
```

### 147.13 *Ticket::Frontend::AgentTicketMove###Subject*

Sets the default subject for notes added in the ticket move screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
`Ticket::Frontend::MoveType`
```

---

Determines if the list of possible queues to move to ticket into should be displayed in a dropdown list or in a new window in the agent interface. If “New Window” is set you can add a move note to the ticket.

This setting can not be deactivated.

Default value:

```
form
```



---

*Frontend* → *Agent* → *View* → *TicketNote*

---

### 148.1 *Ticket::Frontend::AgentTicketNote###Body*

Sets the default body text for notes added in the ticket note screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketNote###DynamicField`
```

---

Dynamic fields shown in the ticket note screen of the agent interface.

Default value:

```
--- {}
```

### 148.2 *Ticket::Frontend::AgentTicketNote###FormDraft*

Allows to save current work as draft in the ticket note screen of the agent interface.

Default value:

```
1
```

### 148.3 *Ticket::Frontend::AgentTicketNote###HistoryComment*

Defines the history comment for the ticket note screen action, which gets used for ticket history in the agent interface.

Default value:

%%Note

#### **148.4 *Ticket::Frontend::AgentTicketNote###HistoryType***

Defines the history type for the ticket note screen action, which gets used for ticket history in the agent interface.

Default value:

AddNote

#### **148.5 *Ticket::Frontend::AgentTicketNote###InformAgent***

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket note screen of the agent interface.

This setting can not be deactivated.

Default value:

0

#### **148.6 *Ticket::Frontend::AgentTicketNote###InvolvedAgent***

Shows a list of all the involved agents on this ticket, in the ticket note screen of the agent interface.

This setting can not be deactivated.

Default value:

0

#### **148.7 *Ticket::Frontend::AgentTicketNote###IsVisibleForCustomerDefault***

Defines if the note in the ticket note screen of the agent interface is visible for the customer by default.

Default value:

0

#### **148.8 *Ticket::Frontend::AgentTicketNote###Note***

Allows adding notes in the ticket note screen of the agent interface. Can be overwritten by `Ticket::Frontend::NeedAccountedTime`.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### **148.9 *Ticket::Frontend::AgentTicketNote###NoteMandatory***

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### **148.10 *Ticket::Frontend::AgentTicketNote###Owner***

Sets the ticket owner in the ticket note screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### **148.11 *Ticket::Frontend::AgentTicketNote###OwnerMandatory***

Sets if ticket owner must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### **148.12 *Ticket::Frontend::AgentTicketNote###Permission***

Required permissions to use the ticket note screen in the agent interface.

This setting can not be deactivated.

Default value:

### 148.13 *Ticket::Frontend::AgentTicketNote###Priority*

Shows the ticket priority options in the ticket note screen of the agent interface.

This setting can not be deactivated.

Default value:

```
0
```

### 148.14 *Ticket::Frontend::AgentTicketNote###PriorityDefault*

Defines the default ticket priority in the ticket note screen of the agent interface.

This setting is not active by default.

Default value:

```
3 normal
```

### 148.15 *Ticket::Frontend::AgentTicketNote###Queue*

Sets the queue in the ticket note screen of a zoomed ticket in the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
0
```

### 148.16 *Ticket::Frontend::AgentTicketNote###QueueMandatory*

Sets if queue must be selected by the agent.

Default value:

```
0
```

### 148.17 *Ticket::Frontend::AgentTicketNote###RequiredLock*

Defines if a ticket lock is required in the ticket note screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

```
0
```

### 148.18 *Ticket::Frontend::AgentTicketNote###Responsible*

Sets the responsible agent of the ticket in the ticket note screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 148.19 *Ticket::Frontend::AgentTicketNote###ResponsibleMandatory*

Sets if ticket responsible must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 148.20 *Ticket::Frontend::AgentTicketNote###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 148.21 *Ticket::Frontend::AgentTicketNote###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

### 148.22 *Ticket::Frontend::AgentTicketNote###SLAMandatory*

Sets if SLA must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### **148.23 *Ticket::Frontend::AgentTicketNote###Service***

Sets the service in the ticket note screen of the agent interface (Ticket::Service needs to be enabled). This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### **148.24 *Ticket::Frontend::AgentTicketNote###ServiceMandatory***

Sets if service must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### **148.25 *Ticket::Frontend::AgentTicketNote###State***

Sets the state of a ticket in the ticket note screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### **148.26 *Ticket::Frontend::AgentTicketNote###StateDefault***

Defines the default next state of a ticket after adding a note, in the ticket note screen of the agent interface.

This setting is not active by default.

Default value:

open

### **148.27 *Ticket::Frontend::AgentTicketNote###StateMandatory***

Sets if state must be selected by the agent.

Default value:

```
0
```

## 148.28 *Ticket::Frontend::AgentTicketNote###StateType*

Defines the next state of a ticket after adding a note, in the ticket note screen of the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```

## 148.29 *Ticket::Frontend::AgentTicketNote###Subject*

Sets the default subject for notes added in the ticket note screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketNote###TicketType`
```

Sets the ticket type in the ticket note screen of the agent interface (Ticket::Type needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
0
```

## 148.30 *Ticket::Frontend::AgentTicketNote###Title*

Shows the title field in the ticket note screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

```
0
```





---

*Frontend* → *Agent* → *View* → *TicketOwner*

---

### 149.1 *Ticket::Frontend::AgentTicketOwner###Body*

Sets the default body text for notes added in the ticket owner screen of a zoomed ticket in the agent interface.

Default value:

```
`Ticket::Frontend::AgentTicketOwner###DynamicField`
```

---

Dynamic fields shown in the ticket owner screen of the agent interface.

Default value:

```
--- {}
```

### 149.2 *Ticket::Frontend::AgentTicketOwner###FormDraft*

Allows to save current work as draft in the ticket owner screen of the agent interface.

Default value:

```
1
```

### 149.3 *Ticket::Frontend::AgentTicketOwner###HistoryComment*

Defines the history comment for the ticket owner screen action, which gets used for ticket history in the agent interface.

Default value:

%%Owner

### 149.4 *Ticket::Frontend::AgentTicketOwner###HistoryType*

Defines the history type for the ticket owner screen action, which gets used for ticket history in the agent interface.

Default value:

AddNote

### 149.5 *Ticket::Frontend::AgentTicketOwner###InformAgent*

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket owner screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

0

### 149.6 *Ticket::Frontend::AgentTicketOwner###InvolvedAgent*

Shows a list of all the involved agents on this ticket, in the ticket owner screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

0

### 149.7 *Ticket::Frontend::AgentTicketOwner###IsVisibleForCustomerDefault*

Defines if the note in the ticket owner screen of the agent interface is visible for the customer by default.

Default value:

0

### 149.8 *Ticket::Frontend::AgentTicketOwner###Note*

Allows adding notes in the ticket owner screen of a zoomed ticket in the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

Default value:

### 149.9 *Ticket::Frontend::AgentTicketOwner###NoteMandatory*

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

Default value:

### 149.10 *Ticket::Frontend::AgentTicketOwner###Owner*

Sets the ticket owner in the ticket owner screen of a zoomed ticket in the agent interface.

Default value:

### 149.11 *Ticket::Frontend::AgentTicketOwner###OwnerMandatory*

Sets if ticket owner must be selected by the agent.

Default value:

### 149.12 *Ticket::Frontend::AgentTicketOwner###Permission*

Required permissions to use the ticket owner screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

### 149.13 *Ticket::Frontend::AgentTicketOwner###Priority*

Shows the ticket priority options in the ticket owner screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

### **149.14 *Ticket::Frontend::AgentTicketOwner###PriorityDefault***

Defines the default ticket priority in the ticket owner screen of a zoomed ticket in the agent interface.

This setting is not active by default.

Default value:

```
3 normal
```

### **149.15 *Ticket::Frontend::AgentTicketOwner###Queue***

Sets the queue in the ticket owner screen of a zoomed ticket in the agent interface.

Default value:

```
0
```

### **149.16 *Ticket::Frontend::AgentTicketOwner###QueueMandatory***

Sets if queue must be selected by the agent.

Default value:

```
0
```

### **149.17 *Ticket::Frontend::AgentTicketOwner###RequiredLock***

Defines if a ticket lock is required in the ticket owner screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

```
0
```

### **149.18 *Ticket::Frontend::AgentTicketOwner###Responsible***

Sets the responsible agent of the ticket in the ticket owner screen of a zoomed ticket in the agent interface.

Default value:

```
0
```

### 149.19 *Ticket::Frontend::AgentTicketOwner###ResponsibleMandatory*

Sets if ticket responsible must be selected by the agent.

Default value:

### 149.20 *Ticket::Frontend::AgentTicketOwner###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

### 149.21 *Ticket::Frontend::AgentTicketOwner###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

### 149.22 *Ticket::Frontend::AgentTicketOwner###SLAMandatory*

Sets if SLA must be selected by the agent.

Default value:

### 149.23 *Ticket::Frontend::AgentTicketOwner###Service*

Sets the service in the ticket owner screen of a zoomed ticket in the agent interface (Ticket::Service needs to be enabled).

Default value:

## 149.24 *Ticket::Frontend::AgentTicketOwner###ServiceMandatory*

Sets if service must be selected by the agent.

Default value:

```
0
```

## 149.25 *Ticket::Frontend::AgentTicketOwner###State*

Sets the state of the ticket in the ticket owner screen of a zoomed ticket in the agent interface.

Default value:

```
0
```

## 149.26 *Ticket::Frontend::AgentTicketOwner###StateDefault*

Defines the default next state of a ticket after adding a note, in the ticket owner screen of a zoomed ticket in the agent interface.

Default value:

```
open
```

## 149.27 *Ticket::Frontend::AgentTicketOwner###StateMandatory*

Sets if state must be selected by the agent.

Default value:

```
0
```

## 149.28 *Ticket::Frontend::AgentTicketOwner###StateType*

Defines the next state of a ticket after adding a note, in the ticket owner screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

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

### 149.29 *Ticket::Frontend::AgentTicketOwner###Subject*

Sets the default subject for notes added in the ticket owner screen of a zoomed ticket in the agent interface.

Default value:

```
`Ticket::Frontend::AgentTicketOwner###TicketType`
```

Sets the ticket type in the ticket owner screen of a zoomed ticket in the agent interface (Ticket::Type needs to be enabled).

Default value:

```
0
```

### 149.30 *Ticket::Frontend::AgentTicketOwner###Title*

Shows the title field in the ticket owner screen of a zoomed ticket in the agent interface.

Default value:

```
0
```





---

*Frontend → Agent → View → TicketPending*

---

## 150.1 *Ticket::Frontend::AgentTicketPending###Body*

Sets the default body text for notes added in the ticket pending screen of a zoomed ticket in the agent interface.

Default value:

```
`Ticket::Frontend::AgentTicketPending###DynamicField`
```

---

Dynamic fields shown in the ticket pending screen of the agent interface.

Default value:

```
--- {}
```

## 150.2 *Ticket::Frontend::AgentTicketPending###FormDraft*

Allows to save current work as draft in the ticket pending screen of the agent interface.

Default value:

```
1
```

## 150.3 *Ticket::Frontend::AgentTicketPending###HistoryComment*

Defines the history comment for the ticket pending screen action, which gets used for ticket history in the agent interface.

Default value:

%%Pending

### 150.4 *Ticket::Frontend::AgentTicketPending###HistoryType*

Defines the history type for the ticket pending screen action, which gets used for ticket history in the agent interface.

Default value:

AddNote

### 150.5 *Ticket::Frontend::AgentTicketPending###InformAgent*

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket pending screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

0

### 150.6 *Ticket::Frontend::AgentTicketPending###InvolvedAgent*

Shows a list of all the involved agents on this ticket, in the ticket pending screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

0

### 150.7 *Ticket::Frontend::AgentTicketPending###IsVisibleForCustomerDefault*

Defines if the note in the ticket pending screen of the agent interface is visible for the customer by default.

Default value:

0

### 150.8 *Ticket::Frontend::AgentTicketPending###Note*

Allows adding notes in the ticket pending screen of a zoomed ticket in the agent interface. Can be overwritten by `Ticket::Frontend::NeedAccountedTime`.

Default value:

### **150.9 *Ticket::Frontend::AgentTicketPending###NoteMandatory***

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

Default value:

### **150.10 *Ticket::Frontend::AgentTicketPending###Owner***

Sets the ticket owner in the ticket pending screen of a zoomed ticket in the agent interface.

Default value:

### **150.11 *Ticket::Frontend::AgentTicketPending###OwnerMandatory***

Sets if ticket owner must be selected by the agent.

Default value:

### **150.12 *Ticket::Frontend::AgentTicketPending###Permission***

Required permissions to use the ticket pending screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

### **150.13 *Ticket::Frontend::AgentTicketPending###Priority***

Shows the ticket priority options in the ticket pending screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

0

### **150.14 *Ticket::Frontend::AgentTicketPending###PriorityDefault***

Defines the default ticket priority in the ticket pending screen of a zoomed ticket in the agent interface.  
This setting is not active by default.

Default value:

3 normal

### **150.15 *Ticket::Frontend::AgentTicketPending###Queue***

Sets the queue in the ticket pending screen of a zoomed ticket in the agent interface.

Default value:

0

### **150.16 *Ticket::Frontend::AgentTicketPending###QueueMandatory***

Sets if queue must be selected by the agent.

Default value:

0

### **150.17 *Ticket::Frontend::AgentTicketPending###RequiredLock***

Defines if a ticket lock is required in the ticket pending screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

1

### **150.18 *Ticket::Frontend::AgentTicketPending###Responsible***

Sets the responsible agent of the ticket in the ticket pending screen of a zoomed ticket in the agent interface.

Default value:

0

### 150.19 *Ticket::Frontend::AgentTicketPending###ResponsibleMandatory*

Sets if ticket responsible must be selected by the agent.

Default value:

### 150.20 *Ticket::Frontend::AgentTicketPending###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

### 150.21 *Ticket::Frontend::AgentTicketPending###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

### 150.22 *Ticket::Frontend::AgentTicketPending###SLAMandatory*

Sets if SLA must be selected by the agent.

Default value:

### 150.23 *Ticket::Frontend::AgentTicketPending###Service*

Sets the service in the ticket pending screen of a zoomed ticket in the agent interface (Ticket::Service needs to be enabled).

Default value:

## 150.24 *Ticket::Frontend::AgentTicketPending###ServiceMandatory*

Sets if service must be selected by the agent.

Default value:

```
0
```

## 150.25 *Ticket::Frontend::AgentTicketPending###State*

Sets the state of the ticket in the ticket pending screen of a zoomed ticket in the agent interface.

Default value:

```
1
```

## 150.26 *Ticket::Frontend::AgentTicketPending###StateDefault*

Defines the default next state of a ticket after adding a note, in the ticket pending screen of a zoomed ticket in the agent interface.

Default value:

```
pending reminder
```

## 150.27 *Ticket::Frontend::AgentTicketPending###StateMandatory*

Sets if state must be selected by the agent.

Default value:

```
0
```

## 150.28 *Ticket::Frontend::AgentTicketPending###StateType*

Defines the next state of a ticket after adding a note, in the ticket pending screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

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

## 150.29 *Ticket::Frontend::AgentTicketPending###Subject*

Sets the default subject for notes added in the ticket pending screen of a zoomed ticket in the agent interface.

Default value:

```
`Ticket::Frontend::AgentTicketPending###TicketType`
```

Sets the ticket type in the ticket pending screen of a zoomed ticket in the agent interface (Ticket::Type needs to be enabled).

Default value:

```
0
```

## 150.30 *Ticket::Frontend::AgentTicketPending###Title*

Shows the title field in the ticket pending screen of a zoomed ticket in the agent interface.

Default value:

```
0
```





---

*Frontend → Agent → View → TicketPhoneInbound*

---

### **151.1 *Ticket::Frontend::AgentTicketPhoneInbound###Body***

Defines the default note body text for phone tickets in the ticket phone inbound screen of the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketPhoneInbound###DynamicField`
```

---

Dynamic fields shown in the ticket phone inbound screen of the agent interface.

Default value:

```
--- {}
```

### **151.2 *Ticket::Frontend::AgentTicketPhoneInbound###FormDraft***

Allows to save current work as draft in the ticket phone inbound screen of the agent interface.

Default value:

```
1
```

### **151.3 *Ticket::Frontend::AgentTicketPhoneInbound###HistoryComment***

Defines the history comment for the ticket phone inbound screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketPhoneInbound###HistoryType`
```

---

Defines the history type for the ticket phone inbound screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
PhoneCallCustomer
```

---

### 151.4 ***Ticket::Frontend::AgentTicketPhoneInbound###Permission***

Required permissions to use the ticket phone inbound screen in the agent interface.

This setting can not be deactivated.

Default value:

```
phone
```

---

### 151.5 ***Ticket::Frontend::AgentTicketPhoneInbound###RequiredLock***

Defines if a ticket lock is required in the ticket phone inbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

```
0
```

---

### 151.6 ***Ticket::Frontend::AgentTicketPhoneInbound###RichTextHeight***

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

```
200
```

---

### 151.7 ***Ticket::Frontend::AgentTicketPhoneInbound###RichTextWidth***

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

475

## 151.8 *Ticket::Frontend::AgentTicketPhoneInbound###SenderType*

Defines the default sender type for phone tickets in the ticket phone inbound screen of the agent interface. This setting can not be deactivated.

Default value:

```
customer
```

## 151.9 *Ticket::Frontend::AgentTicketPhoneInbound###State*

Defines the default ticket next state after adding a phone note in the ticket phone inbound screen of the agent interface.

Default value:

```
open
```

## 151.10 *Ticket::Frontend::AgentTicketPhoneInbound###StateType*

Next possible ticket states after adding a phone note in the ticket phone inbound screen of the agent interface. This setting can not be deactivated.

Default value:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

## 151.11 *Ticket::Frontend::AgentTicketPhoneInbound###Subject*

Defines the default subject for phone tickets in the ticket phone inbound screen of the agent interface. This setting can not be deactivated.

Default value:

```
`Frontend` → `Agent` → `View` → `TicketPhoneNew`
```

## 151.12 *Ticket::Frontend::AgentTicketPhone###Body*

Sets the default note text for new telephone tickets. E.g ‘New ticket via call’ in the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketPhone###DynamicField`
```

---

Dynamic fields shown in the ticket phone screen of the agent interface.

Default value:

```
--- {}
```

## 151.13 *Ticket::Frontend::AgentTicketPhone###HistoryComment*

Defines the history comment for the phone ticket screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketPhone###HistoryType`
```

---

Defines the history type for the phone ticket screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
PhoneCallCustomer
```

## 151.14 *Ticket::Frontend::AgentTicketPhone###IsVisibleForCustomer*

Sets the default article customer visibility for new phone tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
1
```

### 151.15 *Ticket::Frontend::AgentTicketPhone###Priority*

Sets the default priority for new phone tickets in the agent interface.

This setting can not be deactivated.

Default value:

### 151.16 *Ticket::Frontend::AgentTicketPhone###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

### 151.17 *Ticket::Frontend::AgentTicketPhone###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

### 151.18 *Ticket::Frontend::AgentTicketPhone###SLAMandatory*

Sets if SLA must be selected by the agent.

Default value:

### 151.19 *Ticket::Frontend::AgentTicketPhone###SenderType*

Sets the default sender type for new phone ticket in the agent interface.

This setting can not be deactivated.

Default value:

## 151.20 *Ticket::Frontend::AgentTicketPhone###ServiceMandatory*

Sets if service must be selected by the agent.

Default value:

```
0
```

## 151.21 *Ticket::Frontend::AgentTicketPhone###SplitLinkType*

Sets the default link type of splitted tickets in the agent interface.

Default value:

```
---  
Direction: Target  
LinkType: ParentChild
```

## 151.22 *Ticket::Frontend::AgentTicketPhone###StateDefault*

Sets the default next state for new phone tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
open
```

## 151.23 *Ticket::Frontend::AgentTicketPhone###StateType*

Determines the next possible ticket states, after the creation of a new phone ticket in the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

## 151.24 *Ticket::Frontend::AgentTicketPhone###Subject*

Sets the default subject for new phone tickets (e.g. 'Phone call' ) in the agent interface.

This setting can not be deactivated.

Default value:

``Ticket::Frontend::AgentTicketPhone::AllowMultipleFrom``

---

Controls if more than one from entry can be set in the new phone ticket in the agent interface.

This setting can not be deactivated.

Default value:

1

### **151.25 *Ticket::Frontend::AgentTicketPhone::CustomerIDReadOnly***

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Default value:

1





---

*Frontend → Agent → View → TicketPhoneOutbound*

---

### **152.1 *Ticket::Frontend::AgentTicketPhoneOutbound###Body***

Defines the default note body text for phone tickets in the ticket phone outbound screen of the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketPhoneOutbound###DynamicField`
```

---

Dynamic fields shown in the ticket phone outbound screen of the agent interface.

Default value:

```
--- {}
```

### **152.2 *Ticket::Frontend::AgentTicketPhoneOutbound###FormDraft***

Allows to save current work as draft in the ticket phone outbound screen of the agent interface.

Default value:

```
1
```

### **152.3 *Ticket::Frontend::AgentTicketPhoneOutbound###HistoryComment***

Defines the history comment for the ticket phone outbound screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketPhoneOutbound###HistoryType`
```

---

Defines the history type for the ticket phone outbound screen action, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
PhoneCallAgent
```

## 152.4 *Ticket::Frontend::AgentTicketPhoneOutbound###Permission*

Required permissions to use the ticket phone outbound screen in the agent interface.

This setting can not be deactivated.

Default value:

```
phone
```

## 152.5 *Ticket::Frontend::AgentTicketPhoneOutbound###RequiredLock*

Defines if a ticket lock is required in the ticket phone outbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

```
1
```

## 152.6 *Ticket::Frontend::AgentTicketPhoneOutbound###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

```
200
```

## 152.7 *Ticket::Frontend::AgentTicketPhoneOutbound###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

475

## 152.8 *Ticket::Frontend::AgentTicketPhoneOutbound###SenderType*

Defines the default sender type for phone tickets in the ticket phone outbound screen of the agent interface. This setting can not be deactivated.

Default value:

```
agent
```

## 152.9 *Ticket::Frontend::AgentTicketPhoneOutbound###State*

Defines the default ticket next state after adding a phone note in the ticket phone outbound screen of the agent interface.

Default value:

```
closed successful
```

## 152.10 *Ticket::Frontend::AgentTicketPhoneOutbound###StateType*

Next possible ticket states after adding a phone note in the ticket phone outbound screen of the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

## 152.11 *Ticket::Frontend::AgentTicketPhoneOutbound###Subject*

Defines the default subject for phone tickets in the ticket phone outbound screen of the agent interface.

This setting can not be deactivated.

Default value:

```
`Frontend` → `Agent` → `View` → `TicketPrint`
```

## 152.12 *Ticket::Frontend::AgentTicketPrint###DynamicField*

Dynamic fields shown in the ticket print screen of the agent interface.

Default value:

```
--- {}
```

---

*Frontend → Agent → View → TicketPriority*

---

### 153.1 *Ticket::Frontend::AgentTicketPriority###Body*

Sets the default body text for notes added in the ticket priority screen of a zoomed ticket in the agent interface.

Default value:

```
`Ticket::Frontend::AgentTicketPriority###DynamicField`
```

---

Dynamic fields shown in the ticket priority screen of the agent interface.

Default value:

```
--- {}
```

### 153.2 *Ticket::Frontend::AgentTicketPriority###FormDraft*

Allows to save current work as draft in the ticket priority screen of the agent interface.

Default value:

```
1
```

### 153.3 *Ticket::Frontend::AgentTicketPriority###HistoryComment*

Defines the history comment for the ticket priority screen action, which gets used for ticket history in the agent interface.

Default value:

%%Priority

### 153.4 *Ticket::Frontend::AgentTicketPriority###HistoryType*

Defines the history type for the ticket priority screen action, which gets used for ticket history in the agent interface.

Default value:

AddNote

### 153.5 *Ticket::Frontend::AgentTicketPriority###InformAgent*

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket priority screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

0

### 153.6 *Ticket::Frontend::AgentTicketPriority###InvolvedAgent*

Shows a list of all the involved agents on this ticket, in the ticket priority screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

0

### 153.7 *Ticket::Frontend::AgentTicketPriority###IsVisibleForCustomerDefault*

Defines if the note in the ticket priority screen of the agent interface is visible for the customer by default.

Default value:

0

### 153.8 *Ticket::Frontend::AgentTicketPriority###Note*

Allows adding notes in the ticket priority screen of a zoomed ticket in the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

Default value:

### 153.9 *Ticket::Frontend::AgentTicketPriority###NoteMandatory*

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

Default value:

### 153.10 *Ticket::Frontend::AgentTicketPriority###Owner*

Sets the ticket owner in the ticket priority screen of a zoomed ticket in the agent interface.

Default value:

### 153.11 *Ticket::Frontend::AgentTicketPriority###OwnerMandatory*

Sets if ticket owner must be selected by the agent.

Default value:

### 153.12 *Ticket::Frontend::AgentTicketPriority###Permission*

Required permissions to use the ticket priority screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

### 153.13 *Ticket::Frontend::AgentTicketPriority###Priority*

Shows the ticket priority options in the ticket priority screen of a zoomed ticket in the agent interface.

Default value:

### 153.14 *Ticket::Frontend::AgentTicketPriority###PriorityDefault*

Defines the default ticket priority in the ticket priority screen of a zoomed ticket in the agent interface.

This setting is not active by default.

Default value:

```
3 normal
```

### 153.15 *Ticket::Frontend::AgentTicketPriority###Queue*

Sets the queue in the ticket priority screen of a zoomed ticket in the agent interface.

Default value:

```
0
```

### 153.16 *Ticket::Frontend::AgentTicketPriority###QueueMandatory*

Sets if queue must be selected by the agent.

Default value:

```
0
```

### 153.17 *Ticket::Frontend::AgentTicketPriority###RequiredLock*

Defines if a ticket lock is required in the ticket priority screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

```
1
```

### 153.18 *Ticket::Frontend::AgentTicketPriority###Responsible*

Sets the responsible agent of the ticket in the ticket priority screen of a zoomed ticket in the agent interface.

Default value:

```
0
```



### 153.19 *Ticket::Frontend::AgentTicketPriority###ResponsibleMandatory*

Sets if ticket responsible must be selected by the agent.

Default value:

### 153.20 *Ticket::Frontend::AgentTicketPriority###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

### 153.21 *Ticket::Frontend::AgentTicketPriority###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

### 153.22 *Ticket::Frontend::AgentTicketPriority###SLAMandatory*

Sets if SLA must be selected by the agent.

Default value:

### 153.23 *Ticket::Frontend::AgentTicketPriority###Service*

Sets the service in the ticket priority screen of a zoomed ticket in the agent interface (Ticket::Service needs to be enabled).

Default value:

### 153.24 *Ticket::Frontend::AgentTicketPriority###ServiceMandatory*

Sets if service must be selected by the agent.

Default value:

```
0
```

### 153.25 *Ticket::Frontend::AgentTicketPriority###State*

Sets the state of the ticket in the ticket priority screen of a zoomed ticket in the agent interface.

Default value:

```
0
```

### 153.26 *Ticket::Frontend::AgentTicketPriority###StateDefault*

Defines the default next state of a ticket after adding a note, in the ticket priority screen of a zoomed ticket in the agent interface.

Default value:

```
open
```

### 153.27 *Ticket::Frontend::AgentTicketPriority###StateMandatory*

Sets if state must be selected by the agent.

Default value:

```
0
```

### 153.28 *Ticket::Frontend::AgentTicketPriority###StateType*

Defines the next state of a ticket after adding a note, in the ticket priority screen of a zoomed ticket in the agent interface.

This setting can not be deactivated.

Default value:

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

### 153.29 *Ticket::Frontend::AgentTicketPriority###Subject*

Sets the default subject for notes added in the ticket priority screen of a zoomed ticket in the agent interface.

Default value:

```
`Ticket::Frontend::AgentTicketPriority###TicketType`
```

Sets the ticket type in the ticket priority screen of a zoomed ticket in the agent interface (Ticket::Type needs to be enabled).

Default value:

```
0
```

### 153.30 *Ticket::Frontend::AgentTicketPriority###Title*

Shows the title field in the ticket priority screen of a zoomed ticket in the agent interface.

Default value:

```
0
```



---

*Frontend → Agent → View → TicketProcess*

---

## 154.1 *Ticket::Frontend::AgentTicketProcess###SplitLinkType*

Sets the default link type of split tickets in the agent interface.

Default value:

```
---
Direction: Target
LinkType: ParentChild
```

## 154.2 *Ticket::Frontend::AgentTicketProcess###StateType*

Determines the next possible ticket states, for process tickets in the agent interface.

This setting can not be deactivated.

Default value:

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

## 154.3 *Ticket::Frontend::AgentTicketProcess::CustomerIDReadOnly*

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Default value:

1

---

*Frontend* → *Agent* → *View* → *TicketQueue*

---

### 155.1 *Ticket::Frontend::AgentTicketQueue###Blink*

Activates a blinking mechanism of the queue that contains the oldest ticket.

This setting can be overridden in the user preferences.

Default value:

```
0
```

### 155.2 *Ticket::Frontend::AgentTicketQueue###DefaultColumns*

Columns that can be filtered in the queue view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField\_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Default value:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
```

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```
Lock: '2'  
Owner: '2'  
PendingTime: '1'  
Priority: '1'  
Queue: '2'  
Responsible: '1'  
SLA: '1'  
Sender: '2'  
Service: '1'  
State: '2'  
Subject: '1'  
TicketNumber: '2'  
Title: '2'  
Type: '1'
```

### 155.3 *Ticket::Frontend::AgentTicketQueue###HideEmptyQueues*

Show queues even when only locked tickets are in.

This setting can not be deactivated.

Default value:

### 155.4 *Ticket::Frontend::AgentTicketQueue###HighlightAge1*

Sets the age in minutes (first level) for highlighting queues that contain untouched tickets.

This setting can not be deactivated.

Default value:

### 155.5 *Ticket::Frontend::AgentTicketQueue###HighlightAge2*

Sets the age in minutes (second level) for highlighting queues that contain untouched tickets.

This setting can not be deactivated.

Default value:

### 155.6 *Ticket::Frontend::AgentTicketQueue###Order::Default*

Defines the default sort order for all queues in the queue view, after priority sort.



This setting can not be deactivated.

Default value:

```
Up
```

### 155.7 *Ticket::Frontend::AgentTicketQueue###PreSort::ByPriority*

Defines if a pre-sorting by priority should be done in the queue view.

This setting can not be deactivated.

Default value:

```
1
```

### 155.8 *Ticket::Frontend::AgentTicketQueue###QueueSort*

Sorts the tickets (ascendingly or descendingly) when a single queue is selected in the queue view and after the tickets are sorted by priority. Values: 0 = ascending (oldest on top, default), 1 = descending (youngest on top). Use the QueueID for the key and 0 or 1 for value.

This setting is not active by default.

Default value:

```
---  
'3': '0'  
'7': '1'
```

### 155.9 *Ticket::Frontend::AgentTicketQueue###SortBy::Default*

Defines the default sort criteria for all queues displayed in the queue view.

This setting can not be deactivated.

Default value:

```
Age
```

### 155.10 *Ticket::Frontend::AgentTicketQueue###StripEmptyLines*

Strips empty lines on the ticket preview in the queue view.

This setting can not be deactivated.

Default value:

```
0
```

### **155.11 *Ticket::Frontend::AgentTicketQueue###UseSubQueues***

Include tickets of subqueues per default when selecting a queue.

Default value:

### **155.12 *Ticket::Frontend::AgentTicketQueue###ViewAllPossibleTickets***

Shows all both ro and rw queues in the queue view.

This setting can not be deactivated.

Default value:

### **155.13 *Ticket::Frontend::AgentTicketQueue###VisualAlarms***

Enable highlighting queues based on ticket age.

Default value:

---

*Frontend* → *Agent* → *View* → *TicketResponsible*

---

### 156.1 *Ticket::Frontend::AgentTicketResponsible###Body*

Sets the default body text for notes added in the ticket responsible screen of the agent interface.

Default value:

```
`Ticket::Frontend::AgentTicketResponsible###DynamicField`
```

---

Dynamic fields shown in the ticket responsible screen of the agent interface.

Default value:

```
--- {}
```

### 156.2 *Ticket::Frontend::AgentTicketResponsible###FormDraft*

Allows to save current work as draft in the ticket responsible screen of the agent interface.

Default value:

```
1
```

### 156.3 *Ticket::Frontend::AgentTicketResponsible###HistoryComment*

Defines the history comment for the ticket responsible screen action, which gets used for ticket history in the agent interface.

Default value:

%%Responsible

### **156.4 *Ticket::Frontend::AgentTicketResponsible###HistoryType***

Defines the history type for the ticket responsible screen action, which gets used for ticket history in the agent interface.

Default value:

AddNote

### **156.5 *Ticket::Frontend::AgentTicketResponsible###InformAgent***

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket responsible screen of the agent interface.

This setting can not be deactivated.

Default value:

0

### **156.6 *Ticket::Frontend::AgentTicketResponsible###InvolvedAgent***

Shows a list of all the involved agents on this ticket, in the ticket responsible screen of the agent interface.

This setting can not be deactivated.

Default value:

0

### **156.7 *Ticket::Frontend::AgentTicketResponsible###IsVisibleForCustomerDefault***

Defines if the note in the ticket responsible screen of the agent interface is visible for the customer by default.

Default value:

0

### **156.8 *Ticket::Frontend::AgentTicketResponsible###Note***

Allows adding notes in the ticket responsible screen of the agent interface. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

Default value:

### **156.9 *Ticket::Frontend::AgentTicketResponsible###NoteMandatory***

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

Default value:

### **156.10 *Ticket::Frontend::AgentTicketResponsible###Owner***

Sets the ticket owner in the ticket responsible screen of the agent interface.

Default value:

### **156.11 *Ticket::Frontend::AgentTicketResponsible###OwnerMandatory***

Sets if ticket owner must be selected by the agent.

Default value:

### **156.12 *Ticket::Frontend::AgentTicketResponsible###Permission***

Required permissions to use the ticket responsible screen in the agent interface.

This setting can not be deactivated.

Default value:

### **156.13 *Ticket::Frontend::AgentTicketResponsible###Priority***

Shows the ticket priority options in the ticket responsible screen of the agent interface.

This setting can not be deactivated.

Default value:

### **156.14 *Ticket::Frontend::AgentTicketResponsible###PriorityDefault***

Defines the default ticket priority in the ticket responsible screen of the agent interface.

This setting is not active by default.

Default value:

```
3 normal
```

### **156.15 *Ticket::Frontend::AgentTicketResponsible###Queue***

Sets the queue in the ticket responsible screen of a zoomed ticket in the agent interface.

Default value:

```
0
```

### **156.16 *Ticket::Frontend::AgentTicketResponsible###QueueMandatory***

Sets if queue must be selected by the agent.

Default value:

```
0
```

### **156.17 *Ticket::Frontend::AgentTicketResponsible###RequiredLock***

Defines if a ticket lock is required in the ticket responsible screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

```
0
```

### **156.18 *Ticket::Frontend::AgentTicketResponsible###Responsible***

Sets the responsible agent of the ticket in the ticket responsible screen of the agent interface.

Default value:

```
1
```

### **156.19 *Ticket::Frontend::AgentTicketResponsible###ResponsibleMandatory***

Sets if ticket responsible must be selected by the agent.

Default value:

### **156.20 *Ticket::Frontend::AgentTicketResponsible###RichTextHeight***

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

### **156.21 *Ticket::Frontend::AgentTicketResponsible###RichTextWidth***

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

### **156.22 *Ticket::Frontend::AgentTicketResponsible###SLAMandatory***

Sets if SLA must be selected by the agent.

Default value:

### **156.23 *Ticket::Frontend::AgentTicketResponsible###Service***

Sets the service in the ticket responsible screen of the agent interface (Ticket::Service needs to be enabled).

Default value:

### **156.24 *Ticket::Frontend::AgentTicketResponsible###ServiceMandatory***

Sets if service must be selected by the agent.

Default value:

0

### 156.25 *Ticket::Frontend::AgentTicketResponsible###State*

Sets the state of a ticket in the ticket responsible screen of the agent interface.

Default value:

0

### 156.26 *Ticket::Frontend::AgentTicketResponsible###StateDefault*

Defines the default next state of a ticket after adding a note, in the ticket responsible screen of the agent interface.

Default value:

open

### 156.27 *Ticket::Frontend::AgentTicketResponsible###StateMandatory*

Sets if state must be selected by the agent.

Default value:

0

### 156.28 *Ticket::Frontend::AgentTicketResponsible###StateType*

Defines the next state of a ticket after adding a note, in the ticket responsible screen of the agent interface.

This setting can not be deactivated.

Default value:

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

### 156.29 *Ticket::Frontend::AgentTicketResponsible###Subject*

Sets the default subject for notes added in the ticket responsible screen of the agent interface.

Default value:



```
`Ticket::Frontend::AgentTicketResponsible###TicketType`
```

Sets the ticket type in the ticket responsible screen of the agent interface (Ticket::Type needs to be enabled).

Default value:

```
0
```

### 156.30 *Ticket::Frontend::AgentTicketResponsible###Title*

Shows the title field in the ticket responsible screen of the agent interface.

Default value:

```
1
```

### 156.31 *Ticket::Frontend::AgentTicketResponsibleView###DefaultColumns*

Columns that can be filtered in the responsible view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField\_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Default value:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

### **156.32 *Ticket::Frontend::AgentTicketResponsibleView###Order::Default***

Defines the default ticket order in the responsible view of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

Default value:

Up

### **156.33 *Ticket::Frontend::AgentTicketResponsibleView###SortBy::Default***

Defines the default ticket attribute for ticket sorting in the responsible view of the agent interface.

This setting can not be deactivated.

Default value:

Age

---

*Frontend → Agent → View → TicketSMSNew*

---

## **157.1 *Ticket::Frontend::AgentTicketSMS###DynamicField***

Dynamic fields shown in the SMS ticket screen of the agent interface.

Default value:

```
--- {}
```

## **157.2 *Ticket::Frontend::AgentTicketSMS###IsVisibleForCustomer***

Sets the default article customer visibility for new SMS tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
1
```

## **157.3 *Ticket::Frontend::AgentTicketSMS###Priority***

Sets the default priority for new SMS tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
3 normal
```

## 157.4 *Ticket::Frontend::AgentTicketSMS###SLAMandatory*

Sets if SLA must be selected by the agent.

Default value:

```
0
```

## 157.5 *Ticket::Frontend::AgentTicketSMS###SenderType*

Sets the default sender type for new SMS tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
agent
```

## 157.6 *Ticket::Frontend::AgentTicketSMS###ServiceMandatory*

Sets if service must be selected by the agent.

Default value:

```
0
```

## 157.7 *Ticket::Frontend::AgentTicketSMS###StateDefault*

Sets the default next ticket state, after the creation of an SMS ticket in the agent interface.

This setting can not be deactivated.

Default value:

```
open
```

## 157.8 *Ticket::Frontend::AgentTicketSMS###StateType*

Determines the next possible ticket states, after the creation of a new SMS ticket in the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

## 157.9 *Ticket::Frontend::AgentTicketSMS###Subject*

Sets the default title for new SMS tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketSMS###Text`
```

Sets the default text for new SMS tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
`Ticket::Frontend::AgentTicketSMS::CustomerIDReadOnly`
```

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Default value:

```
1
```



---

*Frontend → Agent → View → TicketSMSOutbound*

---

## **158.1 *Ticket::Frontend::AgentTicketSMSOutbound###DynamicField***

Dynamic fields shown in the SMS outbound screen of the agent interface.

Default value:

--- {}

## **158.2 *Ticket::Frontend::AgentTicketSMSOutbound###FormDraft***

Allows to save current work as draft in the SMS outbound screen of the agent interface.

Default value:

1

## **158.3 *Ticket::Frontend::AgentTicketSMSOutbound###IsVisibleForCustomerDef***

Defines if the message in the SMS outbound screen of the agent interface is visible for the customer by default.

Default value:

1

## 158.4 *Ticket::Frontend::AgentTicketSMSOutbound###Permission*

Required permissions to use the SMS outbound screen in the agent interface.

This setting can not be deactivated.

Default value:

```
compose
```

## 158.5 *Ticket::Frontend::AgentTicketSMSOutbound###RequiredLock*

Defines if a ticket lock is required in the SMS outbound screen of the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Default value:

```
1
```

## 158.6 *Ticket::Frontend::AgentTicketSMSOutbound###StateDefault*

Defines the default next state of a ticket after the message has been sent, in the SMS outbound screen of the agent interface.

Default value:

```
open
```

## 158.7 *Ticket::Frontend::AgentTicketSMSOutbound###StateType*

Defines the next possible states after sending a message in the SMS outbound screen of the agent interface.

Default value:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```



---

*Frontend → Agent → View → TicketSearch*

---

### 159.1 *Ticket::Frontend::AgentTicketSearch###ArticleCreateTime*

Includes article create times in the ticket search of the agent interface.

Default value:

```
0
```

### 159.2 *Ticket::Frontend::AgentTicketSearch###DefaultColumns*

Columns that can be filtered in the ticket search result view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField\_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Default value:

```
---  
Age: '2'  
Changed: '1'  
Created: '1'  
CustomerCompanyName: '1'  
CustomerID: '2'  
CustomerName: '1'  
CustomerUserID: '1'  
EscalationResponseTime: '1'  
EscalationSolutionTime: '1'  
EscalationTime: '1'  
EscalationUpdateTime: '1'  
Lock: '2'  
Owner: '2'
```

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```
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

### 159.3 *Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimePo*

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimeSlot`
```

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###CustomerID`
```

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###CustomerUserLogin`
```

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###DynamicField`
```

Defines the default shown ticket search attribute for ticket search screen. Example: “Key” must have the name of the Dynamic Field in this case ‘X’, “Content” must have the value of the Dynamic Field depending on the Dynamic Field type, Text: ‘a text’, Dropdown: ‘1’, Date/Time:

```
'Search_DynamicField_XTimeSlotStartYear=1974; Search_DynamicField_XTimeSlotStartMonth=01;
Search_DynamicField_XTimeSlotStartDay=26; Search_DynamicField_XTimeSlotStartHour=00;
Search_DynamicField_XTimeSlotStartMinute=00; Search_DynamicField_XTimeSlotStartSecond=00;
Search_DynamicField_XTimeSlotStopYear=2013; Search_DynamicField_XTimeSlotStopMonth=01;
Search_DynamicField_XTimeSlotStopDay=26; Search_DynamicField_XTimeSlotStopHour=23;
Search_DynamicField_XTimeSlotStopMinute=59; Search_DynamicField_XTimeSlotStopSecond=59;' and
or 'Search_DynamicField_XTimePointFormat=week; Search_DynamicField_XTimePointStart=Before;
Search_DynamicField_XTimePointValue=7' ;.
```

This setting can be overridden in the user preferences.

Default value:

```
--- {}
```

## 159.4 *Ticket::Frontend::AgentTicketSearch###Defaults###Fulltext*

Defines the default shown ticket search attribute for ticket search screen.

This setting can be overridden in the user preferences.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Body`
```

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Cc`
```

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_From`
```

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Subject`
```

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_To`
```

---

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###QueueIDs`
```

---

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
--- []
```

---

## 159.5 ***Ticket::Frontend::AgentTicketSearch###Defaults###SLAIDs***

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
--- []
```

---

## 159.6 ***Ticket::Frontend::AgentTicketSearch###Defaults###SearchInArchive***

Defines the default shown ticket search attribute for ticket search screen (AllTickets/ArchivedTickets/NotArchivedTickets).

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###ServiceIDs`
```

---

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
--- []
```

---

## 159.7 *Ticket::Frontend::AgentTicketSearch###Defaults###StateIDs*

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
--- []
```

## 159.8 *Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimePo*

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimeSlot`
```

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimePoint`
```

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimeSlot`
```

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimePoint`
```

Default data to use on attribute for ticket search screen. Example: “TicketCreateTimePointFormat=year;TicketCreateTimePointStart=Last;TicketCreateTimePoint=2;” .

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimeSlot`
```

---

Default data to use on attribute for ticket search screen. Example: “TicketCreateTimeStartYear=2010;TicketCreateTimeStartMonth=10;TicketCreateTimeStartDay=4;TicketCreateTimeStopYear=2010;TicketCreateTimeStopMonth=10;TicketCreateTimeStopDay=4”

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketEscalationTimePoint`
```

---

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketEscalationTimeSlot`
```

---

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketNumber`
```

---

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###Title`
```

---

Defines the default shown ticket search attribute for ticket search screen.

This setting is not active by default.

Default value:

```
`Ticket::Frontend::AgentTicketSearch###DynamicField`
```

---

Dynamic fields shown in the ticket search screen of the agent interface.

Default value:

```
--- {}
```

---

## 159.9 *Ticket::Frontend::AgentTicketSearch###ExtendedSearchCondition*

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

This setting can not be deactivated.

Default value:

```
1
```

## 159.10 *Ticket::Frontend::AgentTicketSearch###GlobalProfileGroup*

Defines the groups whose agents can set up global search templates.

Default value:

```
---  
- admin
```

## 159.11 *Ticket::Frontend::AgentTicketSearch###Order::Default*

Defines the default ticket order in the ticket search result of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

Default value:

```
Down
```

## 159.12 *Ticket::Frontend::AgentTicketSearch###SearchArticleCSVTree*

Exports the whole article tree in search result (it can affect the system performance).

This setting can not be deactivated.

Default value:

```
0
```

## 159.13 *Ticket::Frontend::AgentTicketSearch###SearchCSVData*

Data used to export the search result in CSV format.

This setting can not be deactivated.

Default value:

```
---
- TicketNumber
- Age
- Created
- Closed
- FirstLock
- FirstResponse
- State
- Priority
- Queue
- Lock
- Owner
- UserFirstname
- UserLastname
- CustomerID
- CustomerName
- From
- Subject
- AccountedTime
- ArticleTree
- SolutionInMin
- SolutionDiffInMin
- FirstResponseInMin
- FirstResponseDiffInMin
```

### 159.14 *Ticket::Frontend::AgentTicketSearch###SearchCSVDynamicField*

Dynamic Fields used to export the search result in CSV format.

Default value:

```
--- {}
```

### 159.15 *Ticket::Frontend::AgentTicketSearch###SearchLimit*

Maximum number of tickets to be displayed in the result of a search in the agent interface.

This setting can not be deactivated.

Default value:

```
2000
```

### 159.16 *Ticket::Frontend::AgentTicketSearch###SearchPageShown*

Number of tickets to be displayed in each page of a search result in the agent interface.

This setting can not be deactivated.

Default value:



40

### **159.17 *Ticket::Frontend::AgentTicketSearch###SearchViewableTicketLines***

Number of lines (per ticket) that are shown by the search utility in the agent interface.

This setting can not be deactivated.

Default value:

10

### **159.18 *Ticket::Frontend::AgentTicketSearch###SortBy::Default***

Defines the default ticket attribute for ticket sorting of the ticket search result of the agent interface.

This setting can not be deactivated.

Default value:

Age



---

*Frontend → Agent → View → TicketService*

---

## **160.1 Ticket::Frontend::AgentTicketService###DefaultColumns**

Columns that can be filtered in the service view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField\_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Default value:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '2'
State: '2'
Subject: '1'
```

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```
TicketNumber: '2'  
Title: '2'  
Type: '1'
```

## 160.2 *Ticket::Frontend::AgentTicketService###Order::Default*

Defines the default sort order for all services in the service view, after priority sort.

This setting can not be deactivated.

Default value:

```
Up
```

## 160.3 *Ticket::Frontend::AgentTicketService###PreSort::ByPriority*

Defines if a pre-sorting by priority should be done in the service view.

This setting can not be deactivated.

Default value:

```
1
```

## 160.4 *Ticket::Frontend::AgentTicketService###ServiceSort*

Sorts the tickets (ascendingly or descendingly) when a single queue is selected in the service view and after the tickets are sorted by priority. Values: 0 = ascending (oldest on top, default), 1 = descending (youngest on top). Use the ServiceID for the key and 0 or 1 for value.

This setting is not active by default.

Default value:

```
---  
'3': '0'  
'7': '1'
```

## 160.5 *Ticket::Frontend::AgentTicketService###SortBy::Default*

Defines the default sort criteria for all services displayed in the service view.

This setting can not be deactivated.

Default value:

```
Age
```

## 160.6 *Ticket::Frontend::AgentTicketService###StripEmptyLines*

Strips empty lines on the ticket preview in the service view.

This setting can not be deactivated.

Default value:

## 160.7 *Ticket::Frontend::AgentTicketService###ViewAllPossibleTickets*

Shows all both ro and rw tickets in the service view.

This setting can not be deactivated.

Default value:



---

*Frontend → Agent → View → TicketStatus*

---

## **161.1 Ticket::Frontend::AgentTicketStatusView###DefaultColumns**

Columns that can be filtered in the status view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField\_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Default value:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
```

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```
TicketNumber: '2'  
Title: '2'  
Type: '1'
```

## 161.2 *Ticket::Frontend::AgentTicketStatusView###Order::Default*

Defines the default ticket order (after priority sort) in the status view of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

Default value:

```
Down
```

## 161.3 *Ticket::Frontend::AgentTicketStatusView###SortBy::Default*

Defines the default ticket attribute for ticket sorting in the status view of the agent interface.

This setting can not be deactivated.

Default value:

```
Age
```

## 161.4 *Ticket::Frontend::AgentTicketStatusView###ViewableTicketsPage*

Number of tickets to be displayed in each page.

This setting can not be deactivated.

Default value:

```
50
```



---

*Frontend → Agent → View → TicketWatch*

---

## **162.1 *Ticket::Frontend::AgentTicketWatchView###DefaultColumns***

Columns that can be filtered in the watch view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField\_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Default value:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
```

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```
TicketNumber: '2'  
Title: '2'  
Type: '1'
```

## **162.2 *Ticket::Frontend::AgentTicketWatchView###Order::Default***

Defines the default ticket order in the watch view of the agent interface. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

Default value:

```
Up
```

## **162.3 *Ticket::Frontend::AgentTicketWatchView###SortBy::Default***

Defines the default ticket attribute for ticket sorting in the watch view of the agent interface.

This setting can not be deactivated.

Default value:

```
Age
```

---

*Frontend → Agent → View → TicketZoom*

---

## **163.1 *Ticket::Frontend::AgentTicketZoom###DynamicField***

Dynamic fields shown in the sidebar of the ticket zoom screen of the agent interface.

Default value:

```
--- {}
```

## **163.2 *Ticket::Frontend::AgentTicketZoom###ProcessDisplay***

Display settings to override defaults for Process Tickets.

This setting can not be deactivated.

Default value:

```
---  
NavBarName: Processes  
WidgetTitle: Process Information
```

## **163.3 *Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicField***

Dynamic fields shown in the process widget in ticket zoom screen of the agent interface.

This setting can not be deactivated.

Default value:

```
--- {}
```

## 163.4 *Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicFieldGroup*

Dynamic fields groups for process widget. The key is the name of the group, the value contains the fields to be shown. Example: 'Key => My Group' , 'Content: Name\_X, NameY' .

This setting can not be deactivated.

Default value:

```
--- {}
```

## 163.5 *Ticket::Frontend::AgentTicketZoom###Widgets###0100-TicketInformation*

Agent ticket zoom widget that displays ticket data in the side bar.

Default value:

```
---
Async: '1'
Location: Sidebar
Module: Kernel::Output::HTML::TicketZoom::TicketInformation
```

## 163.6 *Ticket::Frontend::AgentTicketZoom###Widgets###0200-CustomerInformation*

Agent ticket zoom widget that displays customer information for the ticket in the side bar.

Default value:

```
---
Async: '1'
Location: Sidebar
Module: Kernel::Output::HTML::TicketZoom::CustomerInformation
```

## 163.7 *Ticket::Frontend::AgentTicketZoom###Widgets###0210-ContactWithData*

Agent ticket zoom widget that displays contact with data dynamic field in the side bar.

This setting can not be deactivated.

Default value:

```
---
Async: '1'
Location: Sidebar
Module: Kernel::Output::HTML::TicketZoom::ContactWithData
```

## 163.8 *Ticket::Frontend::AgentTicketZoom###Widgets###0300-LinkTable*

Agent ticket zoom widget that displays a table of objects linked to the ticket.

Default value:

```
---
Async: '1'
Location: Main
Module: Kernel::Output::HTML::TicketZoom::LinkTable
```

## 163.9 *Ticket::Frontend::AgentTicketZoom###Widgets###0400-ProcessInformation*

Agent ticket zoom widget that displays process information for the ticket.

Default value:

```
---
Async: '1'
Location: Process
Module: Kernel::Output::HTML::TicketZoom::ProcessInformation
```

## 163.10 *Ticket::Frontend::AgentZoomExpand*

Shows all the articles of the ticket (expanded) in the agent zoom view.

This setting can not be deactivated.

Default value:

```
0
```

## 163.11 *Ticket::Frontend::ArticleAttachmentModule###1-Download*

Shows a link to download article attachments in the zoom view of the article in the agent interface.

This setting can not be deactivated.

Default value:

```
---
Module: Kernel::Output::HTML::ArticleAttachment::Download
```

## 163.12 *Ticket::Frontend::ArticleAttachmentModule###2-HTML-Viewer*

Shows a link to access article attachments via a html online viewer in the zoom view of the article in the agent interface.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::ArticleAttachment::HTMLViewer
```

## 163.13 *Ticket::Frontend::ArticleHeadVisibleDefault*

Shows the article head information in the agent zoom view.

This setting can not be deactivated.

Default value:

```
0
```

## 163.14 *Ticket::Frontend::ArticlePreViewModule###1-PGP*

Agent interface article notification module to check PGP.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::ArticleCheck::PGP
```

## 163.15 *Ticket::Frontend::ArticlePreViewModule###2-SMIME*

Agent interface article notification module to check S/MIME.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::ArticleCheck::SMIME
```

## 163.16 *Ticket::Frontend::ArticleViewModule###1-PGP*

Agent interface article notification module to check PGP.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::ArticleCheck::PGP
```

### **163.17 *Ticket::Frontend::ArticleViewModule###1-SMIME***

Agent interface module to check incoming emails in the Ticket-Zoom-View if the S/MIME-key is available and true.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::ArticleCheck::SMIME
```

### **163.18 *Ticket::Frontend::HTMLArticleHeightDefault***

Set the default height (in pixels) of inline HTML articles in AgentTicketZoom.

This setting can not be deactivated.

Default value:

```
100
```

### **163.19 *Ticket::Frontend::HTMLArticleHeightMax***

Set the maximum height (in pixels) of inline HTML articles in AgentTicketZoom.

This setting can not be deactivated.

Default value:

```
2500
```

### **163.20 *Ticket::Frontend::MaxArticlesPerPage***

The maximal number of articles shown on a single page in AgentTicketZoom.

This setting can not be deactivated.

Default value:

```
1000
```

### 163.21 *Ticket::Frontend::MaxArticlesZoomExpand*

The maximal number of articles expanded on a single page in AgentTicketZoom.

This setting can not be deactivated.

Default value:

400

### 163.22 *Ticket::Frontend::PlainView*

Shows a link to see a zoomed email ticket in plain text.

This setting can not be deactivated.

Default value:

0

### 163.23 *Ticket::Frontend::TicketArticleFilter*

Activates the article filter in the zoom view to specify which articles should be shown.

This setting can not be deactivated.

Default value:

0

### 163.24 *Ticket::Frontend::ZoomCollectMeta*

Whether or not to collect meta information from articles using filters configured in Ticket::Frontend::ZoomCollectMetaFilters.

This setting can be overridden in the user preferences, but is not active by default.

Default value:

0

### 163.25 *Ticket::Frontend::ZoomCollectMetaFilters###CVE-Google*

Defines a filter to collect CVE numbers from article texts in AgentTicketZoom. The results will be displayed in a meta box next to the article. Fill in URLPreview if you would like to see a preview when moving your mouse cursor above the link element. This could be the same URL as in URL, but also an alternate one. Please note that some websites deny being displayed within an iframe (e.g. Google) and thus won't work with the preview mode.

This setting is not active by default.



Default value:

```

---
Meta:
  Name: CVE Google Search
  Target: _blank
  URL: http://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>
  URLPreview: ''
RegExp:
- (CVE|CAN)\-(\d{3,4})\-(\d{2,})

```

## 163.26 *Ticket::Frontend::ZoomCollectMetaFilters###CVE-Mitre*

Defines a filter to collect CVE numbers from article texts in AgentTicketZoom. The results will be displayed in a meta box next to the article. Fill in URLPreview if you would like to see a preview when moving your mouse cursor above the link element. This could be the same URL as in URL, but also an alternate one. Please note that some websites deny being displayed within an iframe (e.g. Google) and thus won't work with the preview mode.

This setting is not active by default.

Default value:

```

---
Meta:
  Name: CVE Mitre
  Target: _blank
  URL: http://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-
  ↳<MATCH3>
  URLPreview: http://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-
  ↳<MATCH3>
RegExp:
- (CVE|CAN)\-(\d{3,4})\-(\d{2,})

```

## 163.27 *Ticket::Frontend::ZoomCustomerTickets*

Displays the number of all tickets with the same CustomerID as current ticket in the ticket zoom view.

Default value:

0

## 163.28 *Ticket::Frontend::ZoomExpandSort*

Shows the articles sorted normally or in reverse, under ticket zoom in the agent interface.

This setting can not be deactivated.

Default value:

reverse

### **163.29 *Ticket::Frontend::ZoomRichTextForce***

Show article as rich text even if rich text writing is disabled.

This setting can not be deactivated.

Default value:

1

### **163.30 *Ticket::ZoomAttachmentDisplayCount***

Shows a count of attachments in the ticket zoom, if the article has attachments.

This setting can not be deactivated.

Default value:

20

### **163.31 *Ticket::ZoomTimeDisplay***

Displays the accounted time for an article in the ticket zoom view.

This setting can not be deactivated.

Default value:

0

---

*Frontend* → *Agent* → *View* → *TicketZoom* → *ArticleAction*

---

### 164.1 *Ticket::Frontend::Article::Actions###Chat*

Defines available article actions for Chat articles.

This setting can not be deactivated.

Default value:

```
---
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'
```

### 164.2 *Ticket::Frontend::Article::Actions###Chat###AgentTicketSMSOutbound*

Defines available article actions for SMS articles.

This setting can not be deactivated.

Default value:

```
---
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'
```

### 164.3 *Ticket::Frontend::Article::Actions###Email*

Defines available article actions for Email articles.

This setting can not be deactivated.

Default value:

```
---
AgentTicketBounce:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketBounce
  Prio: '300'
  Valid: '1'
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketEmailResend:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketEmailResend
  Prio: '900'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketMessageLog:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketMessageLog
  Prio: '550'
  Valid: '1'
AgentTicketNote:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketNote
  Prio: '800'
  Valid: '1'
AgentTicketPhone:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPhone
  Prio: '400'
  Valid: '1'
AgentTicketPlain:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPlain
  Prio: '600'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
```

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```

MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'

```

## 164.4 *Ticket::Frontend::Article::Actions###Email###AgentTicketSMSOutbound*

Defines available article actions for SMS articles.

This setting can not be deactivated.

Default value:

```

---
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'

```

## 164.5 *Ticket::Frontend::Article::Actions###Internal*

Defines available article actions for Internal articles.

This setting can not be deactivated.

Default value:

```

---
AgentTicketBounce:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketBounce
  Prio: '300'
  Valid: '1'
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketNote:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketNote
  Prio: '800'
  Valid: '1'
AgentTicketPhone:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPhone
  Prio: '400'
  Valid: '1'
AgentTicketPlain:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPlain
  Prio: '600'

```

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```
Valid: '1'  
AgentTicketPrint:  
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint  
  Prio: '500'  
  Valid: '1'  
MarkAsImportant:  
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant  
  Prio: '700'  
  Valid: '1'
```

## 164.6 *Ticket::Frontend::Article::Actions###Internal###AgentTicketSMSOutbound*

Defines available article actions for SMS articles.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound  
Prio: '50'  
Valid: '1'
```

## 164.7 *Ticket::Frontend::Article::Actions###Invalid*

Defines available article actions for invalid articles.

This setting can not be deactivated.

Default value:

```
---  
GetHelpLink:  
  Module: Kernel::Output::HTML::ArticleAction::GetHelpLink  
  Prio: '100'  
  Valid: '1'  
ReinstallPackageLink:  
  Module: Kernel::Output::HTML::ArticleAction::ReinstallPackageLink  
  Prio: '200'  
  Valid: '1'
```

## 164.8 *Ticket::Frontend::Article::Actions###Phone*

Defines available article actions for Phone articles.

This setting can not be deactivated.

Default value:

```

---
AgentTicketBounce:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketBounce
  Prio: '300'
  Valid: '1'
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketNote:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketNote
  Prio: '800'
  Valid: '1'
AgentTicketPhone:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPhone
  Prio: '400'
  Valid: '1'
AgentTicketPlain:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPlain
  Prio: '600'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'

```

## 164.9 *Ticket::Frontend::Article::Actions###Phone###AgentTicketSMSOutbound*

Defines available article actions for SMS articles.

This setting can not be deactivated.

Default value:

```

---
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'

```

## 164.10 *Ticket::Frontend::Article::Actions###SMS*

Defines available article actions for SMS articles.

This setting can not be deactivated.

Default value:

```
---
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
AgentTicketSMSOutbound:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
  Prio: '50'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'
```



---

*Frontend → Agent → View → TicketZoom → MenuModule*

---

### 165.1 *Ticket::Frontend::MenuModule###000-Back*

Shows a link in the menu to go back in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```
---
Action: ''
ClusterName: ''
ClusterPriority: ''
Description: Go back
Link: "[% Env("LastScreenOverview") %];TicketID=[% Data.TicketID | html %]"
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Back
PopupType: ''
Target: ''
```

### 165.2 *Ticket::Frontend::MenuModule###100-Lock*

Shows a link in the menu to lock/unlock tickets in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentTicketLock
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Lock / unlock this ticket
Module: Kernel::Output::HTML::TicketMenu::Lock
Name: Lock
Target: ''

```

### 165.3 *Ticket::Frontend::MenuModule###200-History*

Shows a link in the menu to access the history of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentTicketHistory
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Show the history for this ticket
Link: Action=AgentTicketHistory;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: History
PopupType: TicketHistory
Target: ''

```

### 165.4 *Ticket::Frontend::MenuModule###210-Print*

Shows a link in the menu to print a ticket or an article in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentTicketPrint
ClusterName: ''
ClusterPriority: ''
Description: Print this ticket
Link: Action=AgentTicketPrint;TicketID=[% Data.TicketID | html %]
LinkParam: target="print"
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Print

```

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```
PopupType: TicketAction
Target: ''
```

## 165.5 *Ticket::Frontend::MenuModule###300-Priority*

Shows a link in the menu to see the priority of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```
---
Action: AgentTicketPriority
ClusterName: ''
ClusterPriority: ''
Description: Change the priority for this ticket
Link: Action=AgentTicketPriority;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Priority
PopupType: TicketAction
Target: ''
```

## 165.6 *Ticket::Frontend::MenuModule###310-FreeText*

Shows a link in the menu to add a free text field in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```
---
Action: AgentTicketFreeText
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Change the free fields for this ticket
Link: Action=AgentTicketFreeText;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Free Fields
PopupType: TicketAction
Target: ''
```

## 165.7 *Ticket::Frontend::MenuModule###320-Link*

Shows a link in the menu that allows linking a ticket with another object in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentLinkObject
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Link this ticket to other objects
Link: Action=AgentLinkObject;SourceObject=Ticket;SourceKey=[% Data.TicketID |
→html
  %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Link
PopupType: TicketAction
Target: ''

```

## 165.8 *Ticket::Frontend::MenuModule###400-Owner*

Shows a link in the menu to change the owner of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentTicketOwner
ClusterName: People
ClusterPriority: '430'
Description: Change the owner for this ticket
Link: Action=AgentTicketOwner;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Owner
PopupType: TicketAction
Target: ''

```

## 165.9 *Ticket::Frontend::MenuModule###410-Responsible*

Shows a link in the menu to change the responsible agent of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for

the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```
---
Action: AgentTicketResponsible
ClusterName: People
ClusterPriority: '430'
Description: Change the responsible for this ticket
Link: Action=AgentTicketResponsible;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Responsible
Name: Responsible
PopupType: TicketAction
Target: ''
```

## 165.10 *Ticket::Frontend::MenuModule###420-Attachments*

Shows all attachments available in the ticket.

Default value:

```
---
Action: AgentTicketAttachmentView
ClusterName: Miscellaneous
ClusterPriority: '999'
Description: View all attachments of the current ticket.
Link: Action=AgentTicketAttachmentView;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::AttachmentView
Name: Attachments
PopupType: TicketAction
Target: ''
```

## 165.11 *Ticket::Frontend::MenuModule###420-Customer*

Shows a link in the menu to change the customer who requested the ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```
---
Action: AgentTicketCustomer
ClusterName: People
ClusterPriority: '430'
Description: Change the customer for this ticket
Link: Action=AgentTicketCustomer;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Customer
```

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```
PopupType: TicketAction
Target: ''
```

## 165.12 *Ticket::Frontend::MenuModule###420-Note*

Shows a link in the menu to add a note in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2”. To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```
---
Action: AgentTicketNote
ClusterName: Communication
ClusterPriority: '435'
Description: Add a note to this ticket
Link: Action=AgentTicketNote;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Note
PopupType: TicketAction
Target: ''
```

## 165.13 *Ticket::Frontend::MenuModule###425-Phone Call Outbound*

Shows a link in the menu to add a phone call outbound in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2”. To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```
---
Action: AgentTicketPhoneOutbound
ClusterName: Communication
ClusterPriority: '435'
Description: Add an outbound phone call to this ticket
Link: Action=AgentTicketPhoneOutbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Phone Call Outbound
PopupType: TicketAction
Target: ''
```

## 165.14 *Ticket::Frontend::MenuModule###426-Phone Call Inbound*

Shows a link in the menu to add a phone call inbound in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentTicketPhoneInbound
ClusterName: Communication
ClusterPriority: '435'
Description: Add an inbound phone call to this ticket
Link: Action=AgentTicketPhoneInbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Phone Call Inbound
PopupType: TicketAction
Target: ''

```

## 165.15 *Ticket::Frontend::MenuModule###427-Email Outbound*

Shows a link in the menu to send an outbound email in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentTicketEmailOutbound
ClusterName: Communication
ClusterPriority: '435'
Description: Send new outgoing mail from this ticket
Link: Action=AgentTicketEmailOutbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: E-Mail Outbound
PopupType: TicketAction
Target: ''

```

## 165.16 *Ticket::Frontend::MenuModule###429-SMS Outbound*

Shows a link in the menu to send an outbound SMS in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentTicketSMSOutbound
ClusterName: Communication
ClusterPriority: '435'
Description: Send new outgoing SMS from this ticket
Link: Action=AgentTicketSMSOutbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::SMS
Name: SMS Outbound
PopupType: TicketAction
Target: ''

```

## 165.17 *Ticket::Frontend::MenuModule###430-Merge*

Shows a link in the menu that allows merging tickets in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentTicketMerge
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Merge this ticket and all articles into another ticket
Link: Action=AgentTicketMerge;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Merge
PopupType: TicketAction
Target: ''

```

## 165.18 *Ticket::Frontend::MenuModule###440-Pending*

Shows a link in the menu to set a ticket as pending in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentTicketPending
ClusterName: ''
ClusterPriority: ''
Description: Set this ticket to pending
Link: Action=AgentTicketPending;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic

```

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```
Name: Pending
PopupType: TicketAction
Target: ''
```

## 165.19 *Ticket::Frontend::MenuModule###448-Watch*

Shows a link in the menu for subscribing / unsubscribing from a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```
---
Action: AgentTicketWatcher
ClusterName: ''
ClusterPriority: ''
Description: Watch this ticket
Module: Kernel::Output::HTML::TicketMenu::TicketWatcher
Name: Watch
Target: ''
```

## 165.20 *Ticket::Frontend::MenuModule###450-Close*

Shows a link in the menu to close a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```
---
Action: AgentTicketClose
ClusterName: ''
ClusterPriority: ''
Description: Close this ticket
Link: Action=AgentTicketClose;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Close
PopupType: TicketAction
Target: ''
```

## 165.21 *Ticket::Frontend::MenuModule###460-Delete*

Shows a link in the menu to delete a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like

“rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

This setting is not active by default.

Default value:

```
---
Action: AgentTicketMove
ClusterName: ''
ClusterPriority: ''
Description: Delete this ticket
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Delete
PopupType: ''
Target: ''
```

## 165.22 *Ticket::Frontend::MenuModule###470-Junk*

Shows a link to set a ticket as junk in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

This setting is not active by default.

Default value:

```
---
Action: AgentTicketMove
ClusterName: ''
ClusterPriority: ''
Description: Mark this ticket as junk!
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Junk
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Spam
PopupType: ''
Target: ''
```

## 165.23 *Ticket::Frontend::MenuModule###480-Process*

Shows a link in the menu to enroll a ticket into a process in the ticket zoom view of the agent interface.

Default value:

```
---
Action: AgentTicketProcess
Cluster: ''
Description: Enroll process for this ticket
Link: Action=AgentTicketProcess;IsProcessEnroll=1;TicketID=[% Data.TicketID |  
→html
```

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```

%]
Module: Kernel::Output::HTML::TicketMenu::Process
Name: Process
PopupType: TicketAction
Target: ''

```

## 165.24 *Ticket::Frontend::MenuModule###500-ExternalLink*

Shows link to external page in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” .

This setting is not active by default.

Default value:

```

---
Action: ''
ClusterName: Miscellaneous
ClusterPriority: ''
Description: Open an external link!
ExternalLink: '1'
Link: http://external-application.test/app/index.php?TicketID=[% Data.
↳TicketID %]&queue_id=[%
  Data.QueueID %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: External Link
PopupType: ''
Target: _blank

```

## 165.25 *Ticket::Frontend::MenuModule###550-Appointment*

Shows a link in the menu for creating a calendar appointment linked to the ticket directly from the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key “Group” and Content like “rw:group1;move\_into:group2” . To cluster menu items use for Key “ClusterName” and for the Content any name you want to see in the UI. Use “ClusterPriority” to configure the order of a certain cluster within the toolbar.

Default value:

```

---
Action: AgentAppointmentCalendarOverview
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Create a new calendar appointment linked to this ticket
Link: Action=AgentAppointmentCalendarOverview;Subaction=AppointmentCreate;
↳PluginKey=0100-Ticket;ObjectID=[%
  Data.TicketID | uri %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: New Appointment

```

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PopupType: '' Target: ''
-----------------------------

## 166.1 *AttachmentDownloadType*

Allows choosing between showing the attachments of a ticket in the browser (inline) or just make them downloadable (attachment).

This setting can not be deactivated.

Default value:

## 166.2 *DefaultLanguage*

Defines the default front-end language. All the possible values are determined by the available language files on the system (see the next setting).

This setting can not be deactivated.

Default value:

## 166.3 *DefaultTheme*

Defines the default front-end (HTML) theme to be used by the agents. If you like, you can add your own theme. Please refer the administrator manual located at <https://doc.otrs.com/doc/>.

This setting can not be deactivated.

Default value:

Standard

## 166.4 *DefaultTheme::HostBased*

It is possible to configure different themes to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in “Key” should match the domain, and the value in “Content” should be a valid theme on your system. Please see the example entries for the proper form of the regex.

This setting is not active by default.

Default value:

```
---
host1\.example\.com: SomeTheme1
host2\.example\.com: SomeTheme2
```

## 166.5 *DefaultUsedLanguages*

Defines all the languages that are available to the application. Specify only English names of languages here.

This setting can not be deactivated.

Default value:

```
---
ar_SA: Arabic (Saudi Arabia)
bg: Bulgarian
ca: Catalan
cs: Czech
da: Danish
de: German
el: Greek
en: English (United States)
en_CA: English (Canada)
en_GB: English (United Kingdom)
es: Spanish
es_CO: Spanish (Colombia)
es_MX: Spanish (Mexico)
et: Estonian
fa: Persian
fi: Finnish
fr: French
fr_CA: French (Canada)
gl: Galician
he: Hebrew
hi: Hindi
hr: Croatian
hu: Hungarian
```

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```

id: Indonesian
it: Italian
ja: Japanese
ko: Korean
lt: Lithuanian
lv: Latvian
mk: Macedonian
ms: Malay
nb_NO: Norwegian
nl: Dutch
pl: Polish
pt: Portuguese
pt_BR: Portuguese (Brasil)
ro: Romanian
ru: Russian
sk_SK: Slovak
sl: Slovenian
sr_Cyrl: Serbian Cyrillic
sr_Latn: Serbian Latin
sv: Swedish
sw: Swahili
th_TH: Thai
tr: Turkish
uk: Ukrainian
vi_VN: Vietnam
zh_CN: Chinese (Simplified)
zh_TW: Chinese (Traditional)

```

## 166.6 *DefaultUsedLanguagesNative*

Defines all the languages that are available to the application. Specify only native names of languages here.

This setting can not be deactivated.

Default value:

```

---
ar_SA:
bg:
ca: Català
cs: Český
da: Dansk
de: Deutsch
el: Ελληνικά
en: English (United States)
en_CA: English (Canada)
en_GB: English (United Kingdom)
es: Español
es_CO: Español (Colombia)
es_MX: Español (México)
et: Eesti

```

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```
fa:
fi: Suomi
fr: Français
fr_CA: Français (Canada)
gl: Galego
he:
hi:
hr: Hrvatski
hu: Magyar
id: Bahasa Indonesia
it: Italiano
ja: 日本語
ko: □□□
lt: Lietuvių kalba
lv: Latvijās
mk: M
ms: Melayu
nb_NO: Norsk bokmål
nl: Nederlandse
pl: Polski
pt: Português
pt_BR: Português Brasileiro
ro: Română
ru:
sk_SK: Slovenčina
sl: Slovenščina
sr_Cyrl:
sr_Latn: Srpski
sv: Svenska
sw: Kiswahili
th_TH:
tr: Türkçe
uk:
vi_VN: Việt Nam
zh_CN: 简体中文
zh_TW: 正體中文
```

## 166.7 *DefaultViewLines*

Sets the number of lines that are displayed in text messages (e.g. ticket lines in the QueueZoom).

This setting can not be deactivated.

Default value:

```
6000
```

## 166.8 *DefaultViewNewLine*

Automated line break in text messages after x number of chars.



This setting can not be deactivated.

Default value:

## 166.9 *DisableContentSecurityPolicy*

Disable HTTP header “Content-Security-Policy” to allow loading of external script contents. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing!

Default value:

## 166.10 *DisableIFrameOriginRestricted*

Disable HTTP header “X-Frame-Options: SAMEORIGIN” to allow OTRS to be included as an IFrame in other websites. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing!

Default value:

## 166.11 *DisableLoginAutocomplete*

Disable autocomplete in the login screen.

Default value:

## 166.12 *FirstnameLastnameOrder*

Specifies the order in which the firstname and the lastname of agents will be displayed.

This setting can not be deactivated.

Default value:

## 166.13 *Frontend::AjaxDebug*

Delivers extended debugging information in the frontend in case any AJAX errors occur, if enabled.

This setting can not be deactivated.

Default value:

0

### 166.14 *Frontend::DebugMode*

Enables or disables the debug mode over frontend interface.

Default value:

0

### 166.15 *Frontend::MenuDragDropEnabled*

Turns on drag and drop for the main navigation.

This setting can not be deactivated.

Default value:

1

### 166.16 *Frontend::PrefixPath*

Needed for operation behind a reverse proxy with a prefix path. Specify with leading, but without trailing slash (e.g. `'/prefix/path'` ).

This setting can not be deactivated.

Default value:

``Frontend::RichText``

---

Uses richtext for viewing and editing: articles, salutations, signatures, standard templates, auto responses and notifications.

This setting can not be deactivated.

Default value:

1

### 166.17 *Frontend::RichText::DefaultCSS*

Defines the default CSS used in rich text editors.

This setting can not be deactivated.

Default value:

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

## 166.18 *Frontend::RichText::EnhancedMode*

Defines if the enhanced mode should be used (enables use of table, replace, subscript, superscript, paste from word, etc.).

This setting can not be deactivated.

Default value:

```
0
```

## 166.19 *Frontend::RichTextHeight*

Defines the height for the rich text editor component. Enter number (pixels) or percent value (relative).

This setting can not be deactivated.

Default value:

```
320
```

## 166.20 *Frontend::RichTextPath*

Defines the URL rich text editor path.

This setting can not be deactivated.

Default value:

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

## 166.21 *Frontend::RichTextWidth*

Defines the width for the rich text editor component. Enter number (pixels) or percent value (relative).

This setting can not be deactivated.

Default value:

```
620
```

## 166.22 *Frontend::TemplateCache*

Enables or disables the caching for templates. **WARNING: Do NOT disable template caching for production environments for it will cause a massive performance drop! This setting should only be disabled for debugging reasons!**

This setting can not be deactivated.

Default value:

```
1
```

## 166.23 *Frontend::Themes*

Activates the available themes on the system. Value 1 means active, 0 means inactive.

Default value:

```
---  
Lite: '0'  
Standard: '1'
```

## 166.24 *HTTPSForceRedirect*

Whether to force redirect all requests from http to https protocol. Please check that your web server is configured correctly for https protocol before enable this option.

This setting can not be deactivated.

Default value:

```
0
```

## 166.25 *HttpType*

Defines the type of protocol, used by the web server, to serve the application. If https protocol will be used instead of plain http, it must be specified here. Since this has no affect on the web server's settings or behavior, it will not change the method of access to the application and, if it is wrong, it will not prevent you from logging into the application. This setting is only used as a variable, `OTRS_CONFIG_HttpType` which is found in all forms of messaging used by the application, to build links to the tickets within your system.

This setting can not be deactivated.

Default value:

```
http
```

## 166.26 *OutOfOfficeMessageTemplate*

Defines out of office message template. Two string parameters (%s) available: end date and number of days left.

Default value:

```
*** out of office until %s (%s d left) ***
```

## 166.27 *Ticket::Frontend::BlockLoadingRemoteContent*

Makes the application block external content loading.

This setting can not be deactivated.

Default value:

```
0
```

## 166.28 *WebMaxFileUpload*

Defines the maximal size (in bytes) for file uploads via the browser. Warning: Setting this option to a value which is too low could cause many masks in your OTRS instance to stop working (probably any mask which takes input from the user).

This setting can not be deactivated.

Default value:

```
24000000
```

## 166.29 *WebUploadCacheModule*

Selects the module to handle uploads via the web interface. “DB” stores all uploads in the database, “FS” uses the file system.

This setting can not be deactivated.

Default value:

```
Kernel::System::Web::UploadCache::DB
```



## **167.1 Loader::Agent::CommonCSS###000-Framework**

List of CSS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- Core.Reset.css  
- Core.Default.css  
- Core.Header.css  
- Core.OverviewControl.css  
- Core.OverviewSmall.css  
- Core.OverviewMedium.css  
- Core.OverviewLarge.css  
- Core.Footer.css  
- Core.PageLayout.css  
- Core.Form.css  
- Core.Table.css  
- Core.Login.css  
- Core.Widget.css  
- Core.WidgetMenu.css  
- Core.TicketDetail.css  
- Core.Tooltip.css  
- Core.Dialog.css  
- Core.InputFields.css  
- Core.Print.css  
- Core.Animations.css  
- Core.DocumentSearch.css  
- Core.AgentSearch.css
```

## 167.2 *Loader::Agent::CommonCSS###001-Daemon*

List of CSS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---
- Core.Agent.Daemon.css
```

## 167.3 *Loader::Agent::CommonCSS###200-FAQ*

List of CSS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---
- Core.Agent.FAQ.Default.css
```

## 167.4 *Loader::Agent::CommonJS###000-Framework*

List of JS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---
- thirdparty/jquery-3.4.1/jquery.js
- thirdparty/jquery-browser-detection/jquery-browser-detection.js
- thirdparty/jquery-ui-1.12.1/jquery-ui.js
- thirdparty/jquery-ui-touch-punch-0.2.3/jquery.ui.touch-punch.js
- thirdparty/jquery-validate-1.16.0/jquery.validate.js
- thirdparty/jquery-pubsub/pubsub.js
- thirdparty/jquery-jstree-3.3.7/jquery.jstree.js
- thirdparty/nunjucks-3.0.1/nunjucks.js
- Core.Init.js
- Core.JavaScriptEnhancements.js
- Core.Debug.js
- Core.Exception.js
- Core.Data.js
- Core.Config.js
- Core.Language.js
- Core.Template.js
- Core.JSON.js
- Core.App.js
- Core.App.Responsive.js
- Core.AJAX.js
- Core.UI.js
```

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```

- Core.UI.InputFields.js
- Core.UI.Accordion.js
- Core.UI.Datepicker.js
- Core.UI.DnD.js
- Core.UI.Floater.js
- Core.UI.Resizable.js
- Core.UI.Table.js
- Core.UI.Accessibility.js
- Core.UI.RichTextEditor.js
- Core.UI.Dialog.js
- Core.UI.ActionRow.js
- Core.UI.Popup.js
- Core.UI.TreeSelection.js
- Core.UI.Autocomplete.js
- Core.Form.js
- Core.Form.ErrorTooltips.js
- Core.Form.Validate.js
- Core.Agent.js
- Core.Agent.Search.js
- Core.Agent.DocumentSearch.js
- Core.Agent.CustomerInformationCenterSearch.js
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerUserInformationCenterSearch.js
- Core.Agent.Header.js
- Core.UI.Notification.js
- Core.Agent.Responsive.js

```

## 167.5 *Loader::Agent::CommonJS###001-Daemon*

List of JS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```

----
- Core.Agent.Daemon.js

```

## 167.6 *Loader::Agent::CommonJS###001-JQueryMigrate*

List of JS files to always be loaded for the agent interface.

This setting is not active by default.

Default value:

```

----
- thirdparty/jquery-migrate-3.0.0/jquery-migrate.js

```

## 167.7 *Loader::Agent::CommonJS###002-Ticket*

List of JS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- Core.Agent.Chat.Toolbar.js  
- Core.VideoChat.js  
- thirdparty/adapter.js-6.4.0/adapter.js
```

## 167.8 *Loader::Agent::CommonJS###100-CKEditor*

List of JS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- thirdparty/ckeditor-4.7.0/ckeditor.js
```

## 167.9 *Loader::Agent::CommonJS###200-DynamicFieldContactWithData*

List of JS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- Core.Agent.DynamicFieldContactWithDataSearch.js
```

## 167.10 *Loader::Agent::CommonJS###200-FAQ*

List of JS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- Core.Agent.FAQ.TicketCompose.js
```

## 167.11 *Loader::Agent::DefaultSelectedSkin*

The agent skin's InternalName which should be used in the agent interface. Please check the available skins in Frontend::Agent::Skins.

This setting can not be deactivated.

Default value:

```
default
```

## 167.12 *Loader::Agent::DefaultSelectedSkin::HostBased*

It is possible to configure different skins, for example to distinguish between different agents, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a valid skin on your system. Please see the example entries for the proper form of the regex.

This setting is not active by default.

Default value:

```
---
host1\.example\.com: SomeSkin1
host2\.example\.com: SomeSkin2
```

## 167.13 *Loader::Agent::ResponsiveCSS###000-Framework*

List of responsive CSS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---
- Core.Responsive.css
```

## 167.14 *Loader::Agent::Skin###000-default*

Default skin for the agent interface.

Default value:

```
---
Description: The Default skin of OTRS.
HomePage: www.otrs.org
InternalName: default
VisibleName: OTRS
```

## 167.15 *Loader::Agent::Skin###001-slim*

Default skin for the agent interface (slim version).

Default value:

```
---
Description: A more compact version of the OTRS skin which tries to save
↳screen space
  for power users.
HomePage: www.otrs.org
InternalName: slim
VisibleName: Slim
```

## 167.16 *Loader::Agent::Skin###002-high-contrast*

High contrast skin for visually impaired users.

Default value:

```
---
Description: High contrast skin for visually impaired users.
HomePage: www.otrs.com
InternalName: highcontrast
VisibleName: High Contrast
```

## 167.17 *Loader::Enabled::CSS*

If enabled, OTRS will deliver all CSS files in minified form.

This setting can not be deactivated.

Default value:

```
1
```

## 167.18 *Loader::Enabled::JS*

If enabled, OTRS will deliver all JavaScript files in minified form.

This setting can not be deactivated.

Default value:

```
1
```

## **168.1 *Frontend::AdminModuleGroups###001-Framework***

Defines available groups for the admin overview screen.

This setting can not be deactivated.

Default value:

```
---
Administration:
  Order: '6000'
  Title: Administration
Automation:
  Order: '4000'
  Title: Processes & Automation
Communication:
  Order: '2000'
  Title: Communication & Notifications
External:
  Order: '4500'
  Title: External Interface
Miscellaneous:
  Order: '7000'
  Title: Miscellaneous
OTRSGroup:
  Order: '5000'
  Title: OTRS Group Services
Ticket:
  Order: '1000'
  Title: Ticket Settings
Users:
```

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Order: '3000' Title: Users, Groups & Roles
-----------------------------------------------

---

*Frontend* → *Base* → *OutputFilter*

---

### 169.1 *Frontend::Output::FilterText###AAAURL*

Defines the filter that processes the text in the articles, in order to highlight URLs.

Default value:

```
---
Module: Kernel::Output::HTML::FilterText::URL
Templates:
  AgentTicketZoom: '1'
```

### 169.2 *Frontend::Output::FilterText###OutputFilterTextAutoLink*

Defines a filter to process the text in the articles, in order to highlight predefined keywords.

This setting is not active by default.

Default value:

```
---
Module: Kernel::Output::HTML::FilterText::AutoLink
Templates:
  AgentTicketZoom: '1'
```

### 169.3 *Frontend::Output::OutputFilterTextAutoLink###Bugtraq*

Defines a filter for html output to add links behind bugtraq numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```
---
RegExp:
- Bugtraq[\s\w\t]*?ID[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?ID[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?(\\d{2,8})
- BID[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- BID[\s\w\t]*?(\\d{2,8})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Security Focus
  Image: https://www.securityfocus.com/favicon.ico
  Target: _blank
  URL: https://www.securityfocus.com/bid/<MATCH1>/info
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=<MATCH>
```

## 169.4 *Frontend::Output::OutputFilterTextAutoLink###CVE*

Defines a filter for html output to add links behind CVE numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```
---
RegExp:
- (CVE|CAN)\-(\\d{3,4})\-(\\d{2,})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Mitre
  Image: https://cve.mitre.org/favicon.ico
  Target: _blank
  URL: https://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-<MATCH3>
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>
URL3:
  Description: US-CERT NVD
```

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```
Image: https://nvd.nist.gov/NVD/Media/images/favicons/favicon-16x16.png
Target: _blank
URL: https://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>--<MATCH2>--<MATCH3>
```

## 169.5 Frontend::Output::OutputFilterTextAutoLink###FAQ

A filter for HTML output to add links behind a defined string. The element Image allows two input kinds. First the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```
---
RegExp:
- (FAQ) [#\s]*?1(\d{4})
URL1:
  Description: FAQ
  Image: /otrs-web/skins/Agent/default/img/help-small.png
  Target: _blank
  URL: /otrs/index.pl?Action=AgentFAQZoom;ItemID=<MATCH2>
```

## 169.6 Frontend::Output::OutputFilterTextAutoLink###MSBulletins

Defines a filter for html output to add links behind MSBulletin numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```
---
RegExp:
- MS[^A-Za-z]{0,5}(\d\d)?.?(\d{2,4})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Microsoft Technet
  Image: https://www.microsoft.com/favicon.ico
  Target: _blank
  URL: https://www.microsoft.com/technet/security/bulletin/MS<MATCH1>--<MATCH2>
  ↪.mspx
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=MS<MATCH1>--<MATCH2>
```

## 169.7 *Frontend::Output::OutputFilterTextAutoLink###Setting1*

Define a filter for html output to add links behind a defined string. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```

---
RegExp:
- RegExp
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL

```

## 169.8 *Frontend::Output::OutputFilterTextAutoLink###Setting2*

Defines a filter for html output to add links behind a defined string. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```

---
RegExp:
- RegExp
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL
URL3:
  Description: Description

```

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Image: Image Target: _blank URL: URL
--------------------------------------------



## 170.1 *ChatEngine::ExternalFrontend::NoAvailableAgentsButtonLink*

Defines the link of the button which will be considered for the button if no agent is available for chat.

This setting can not be deactivated.

Default value:

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsButtonText`
```

---

Defines the text of the button which will be displayed if no agent is available for chat.

This setting can not be deactivated.

Default value:

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsDescription`
```

---

Defines a reference message for the button.

This setting can not be deactivated.

Default value:

```
`ChatFrontend::ExternalScripts`
```

---

Defines the list of external script resources that will be included in the chat app. You will still need to unblock any domains used by these scripts in the `WebApp::Server::AdditionalOrigins` setting. Please note that changes to this setting require a restart of the web server (`bin/otrs.WebServer.pl --deploy-assets`).

This setting can not be deactivated.

Default value:

```
--- []
```

## 170.2 *ChatFrontend::InlineScripts*

Defines the list of inline scripts that will be included in the chat app. You will still need to unblock any domains used by these scripts in the `WebApp::Server::AdditionalOrigins` setting. Please note that changes to this setting require a restart of the web server (`bin/otrs.WebServer.pl --deploy-assets`).

This setting can not be deactivated.

Default value:

```
--- []
```

## 170.3 *ExternalFrontend::CustomizationColors*

List of colors in hexadecimal RGB which will be available for selection during customization of the external interface. Make sure the colors are dark enough so white text can be overlaid on them.

Default value:

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'  
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'  
- '#891648'  
- '#FF2101'  
- '#FF8802'  
- '#FFFA03'  
- '#83F902'
```

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```

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

```

## 170.4 *ExternalFrontend::DefaultLanguage*

Defines the method for determining the default language in the external interface. ‘Auto-detect’ will set language based on the user browser configuration. ‘System default’ will use configured value of the DefaultLanguage setting. Please note that once a user overrides the default language, their choice will be honored in the future.

This setting can not be deactivated.

Default value:

```
Browser
```

## 170.5 *ExternalFrontend::ExternalScripts*

Defines the list of external script resources that will be included in the external interface app. You will still need to unblock any domains used by these scripts in the WebApp::Server::AdditionalOrigins setting. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl –deploy-assets).

This setting can not be deactivated.

Default value:

```
--- []
```

## 170.6 *ExternalFrontend::InlineScripts*

Defines the list of inline scripts that will be included in the external interface app. You will still need to unblock any domains used by these scripts in the `WebApp::Server::AdditionalOrigins` setting. Please note that changes to this setting require a restart of the web server (`bin/otrs.WebServer.pl --deploy-assets`).

This setting can not be deactivated.

Default value:

```
--- []
```

## 170.7 *ExternalFrontend::LanguageFallback*

Defines fallback language for the external interface.

This setting can not be deactivated.

Default value:

```
en
```

## 170.8 *ExternalFrontend::Languages*

List of languages which will be available in external frontend. Please, make sure that it contains value selected in `ExternalFrontend::LanguageFallback`.

This setting can not be deactivated.

Default value:

```
---  
- en  
- en_CA  
- en_GB  
- de  
- es  
- es_MX  
- hu  
- zh_CN  
- pt_BR  
- fr
```

## 170.9 *ExternalFrontend::QueueMap*

Defines queue name map for external interface.

Default value:

```
--- {}
```



## 170.10 *ExternalFrontend::StateMap*

Defines state name map for external interface.

Default value:

```
--- {}
```



---

*Frontend → External → Auth*

---

## **171.1 *ExternalFrontend::Auth::LoginURL***

Defines an alternate login URL for the external interface.

This setting is not active by default.

Default value:

```
http://host.example.com/cgi-bin/login.pl
```

## **171.2 *ExternalFrontend::Auth::LogoutURL***

Defines an alternate logout URL for the external interface.

This setting is not active by default.

Default value:

```
http://host.example.com/cgi-bin/logout.pl
```



---

*Frontend → External → DocumentSearch*

---

## **172.1 *DocumentSearch::External::DynamicField***

Searchable and highlightable dynamic fields in the external interface.

Default value:

```
--- {}
```



### 173.1 *ExternalFrontend::Menu###Bottom*

Bottom menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. ‘Group’ and ‘GroupRo’ arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. ‘Name’ defines the displayed link text and ‘Description’ will be shown in a tooltip on hover. ‘Link’ is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. ‘IsPublic’ defines if the link will be shown to unauthenticated users and in case this is set to ‘1’, ‘Group’ and ‘GroupRo’ parameters will be ignored. ‘Target’ will define link’s target attribute, please use ‘\_blank’ for opening in a new tab. ‘Prio’ determines the order of the links, with smaller numbers displayed first.

Default value:

```
---
- Description: Knowledge base.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /knowledge-base
  Name: Knowledge Base
  Prio: '100'
  Target: ''
- Description: Service catalogue.
  Group: []
  GroupRo: []
  IsPublic: '0'
  Link: /service-catalogue
  Name: Service Catalogue
  Prio: '200'
  Target: ''
- Description: Privacy policy example.
```

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```

Group: []
GroupRo: []
IsPublic: '1'
Link: /c/privacy-policy-example
Name: Privacy Policy Example
Prio: '300'
Target: ''
- Description: Imprint example.
Group: []
GroupRo: []
IsPublic: ''
Link: /c/imprint-example
Name: Imprint Example
Prio: '400'
Target: ''
- Description: Copyright notice.
Group: []
GroupRo: []
IsPublic: '1'
Link: https://otrs.com
Name: Copyright (C) 2001-2020 OTRS AG
Prio: '500'
Target: ''

```

## 173.2 ExternalFrontend::Menu###Main

Main menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo' arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. 'Name' defines the displayed link text and 'Description' will be shown in a tooltip on hover. 'Link' is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. 'IsPublic' defines if the link will be shown to unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Target' will define link's target attribute, please use '\_blank' for opening in a new tab. 'Prio' determines the order of the links, with smaller numbers displayed first.

Default value:

```

---
- Description: Knowledge base.
Group: []
GroupRo: []
IsPublic: '1'
Link: /knowledge-base
Name: Knowledge Base
Prio: '100'
Target: ''
- Description: Service catalogue.
Group: []
GroupRo: []
IsPublic: '0'

```

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```

Link: /service-catalogue
Name: Service Catalogue
Prio: '200'
Target: ''
- Description: Custom link 2.
Group: []
GroupRo: []
IsPublic: '1'
Link: /error
Name: Custom Link 2
Prio: '300'
Target: ''
- Description: Custom link 3.
Group: []
GroupRo: []
IsPublic: ''
Link: /ticket/overview
Name: Custom Link 3
Prio: '400'
Target: ''

```

### 173.3 *ExternalFrontend::Menu###Top*

Top menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo' arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. 'Name' defines the displayed link text and 'Description' will be shown in a tooltip on hover. 'Link' is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. 'IsPublic' defines if the link will be shown to unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Target' will define link's target attribute, please use '\_blank' for opening in a new tab. 'Prio' determines the order of the links, with smaller numbers displayed first.

Default value:

```

---
- Description: Custom Link 1.
Group: []
GroupRo: []
IsPublic: '1'
Link: /home
Name: Custom Link 1
Prio: '100'
Target: ''

```



### 174.1 *ExternalFrontend::PrivacyNotice*

Defines privacy notice configuration for the external interface. The notice will be shown to all users until they accept the privacy policy. To deactivate the notice completely, simply disable this setting.

Default value:

```
---
de:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: Datenschutz-Vereinbarung
  Text: Diese Website verwendet Cookies. Mit der Nutzung dieser Website
  ↳akzeptieren
  Sie unsere %s.
en:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: data protection
  Text: This site uses cookies. By using this site you accept our %s
  ↳agreement.
en_CA:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: data protection
  Text: This site uses cookies. By using this site you accept our %s
  ↳agreement.
en_GB:
```

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```
ButtonText: Ok
Link: https://www.example.com/your-cookie-consent
LinkTarget: _blank
LinkText: data protection
Text: This site uses cookies. By using this site you accept our %s
→agreement.
es:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: protección de datos
  Text: Este sitio utiliza cookies. Al continuar navegando, usted acepta
→nuestro acuerdo
  de %s.
es_MX:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: protección de datos
  Text: Este sitio utiliza cookies. Al continuar navegando, usted acepta
→nuestro acuerdo
  de %s.
fr:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: de protection des données
  Text: Ce site utilise des cookies. En utilisant ce site, vous acceptez
→notre accord
  %s.
hu:
  ButtonText: Rendben
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: adatvédelmi
  Text: Ez az oldal sütiket használ. Az oldal használatával elfogadja az %s
→irányelveinket.
pt_BR:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: proteção de dados
  Text: Este site utiliza cookies. Ao usar este site, aceita o nosso acordo
→de %s.
zh_CN:
  ButtonText: 好的
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: 数据保护
  Text: 该网站使用 cookies。使用本网站表示您接受我们的%s 条款。
```

---

*Frontend → External → Route*

---

### 175.1 *ExternalFrontend::Route###001-Framework*

Defines the application routes for the external interface. Additional routes are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo' arrays can be used to limit access of the route to members of certain groups with RW and RO permissions respectively. 'Path' defines the relative path of the route, and 'Alias' can be used for specifying an alternative path. 'Component' is the path of the Vue component responsible for displaying the route content, relative to the Components/Route folder in the app. 'IsPublic' defines if the route will be accessible for unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Props' can be used to signal that the path contain dynamic segments, and that their values should be bound to the component as props (use '1' to turn on this feature).

Default value:

```
---
- Alias: /home
  Component: HomePage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /
  Props: ''
- Alias: /c/:slug
  Component: CustomPage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /content/:slug
  Props: '1'
- Alias: '*'
  Component: ErrorPage
```

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```
Group: []
GroupRo: []
IsPublic: '1'
Path: /error
Props: '1'
- Alias: ''
  Component: AccountResetPage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /account/reset/:token
  Props: '1'
- Alias: ''
  Component: TicketOverview
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/overview/:filter?
  Props: '1'
- Alias: ''
  Component: Search
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /search/:searchQuery?
  Props: '1'
- Alias: ''
  Component: PersonalPreferences
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /account/personal-preferences/:category?
  Props: '1'
- Alias: ''
  Component: TicketCreate
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/create/:mode?
  Props: '1'
- Alias: ''
  Component: TicketDetailView
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/number/:ticketNumber
  Props: '1'
- Alias: ''
  Component: ServiceCatalogue
  Group: []
  GroupRo: []
  IsPublic: '0'
```

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```
Path: /service-catalogue/:categoryId?
Props: '1'
- Alias: /knowledge-base/
Component: KnowledgeBaseOverview
Group: []
GroupRo: []
IsPublic: '1'
Path: /knowledge-base/category/:categoryId?
Props: '1'
- Alias: ''
Component: KnowledgeBaseDetailView
Group: []
GroupRo: []
IsPublic: '1'
Path: /knowledge-base/article/:articleId
Props: '1'
- Alias: ''
Component: PersonalNotifications
Group: []
GroupRo: []
IsPublic: '0'
Path: /personal-notifications
Props: '1'
```





---

*Frontend → External → View → KnowledgeBaseDetail*

---

### **176.1 ExternalFrontend::KnowledgeBaseDetailView###DynamicField**

Dynamic fields shown in the knowlegde base detail view of the external interface.

Default value:

```
--- {}
```



---

*Frontend → External → View → Preferences*

---

### 177.1 *CustomerPersonalPreference###Avatar*

Defines all the parameters for this item in the customer preferences.

Default value:

```
---
Active: '1'
Desc: Upload your avatar image.
Key: Avatar
Label: Avatar
Module: Kernel::WebApp::Util::UserPreferenceType::Avatar
PrefKey: UserAvatar
PreferenceGroup: General
Prio: '0100'
```

### 177.2 *CustomerPersonalPreference###GoogleAuthenticatorSecretKey*

Defines the config parameters of this item, to be shown in the preferences view.

Default value:

```
---
Active: '1'
Block: Input
Desc: 'Enter your shared secret to enable two factor authentication. WARNING:
↳Make
  sure that you add the shared secret to your generator application and the
↳application
  works well. Otherwise you will be not able to login anymore without the two
↳factor' (continues on next page)
```

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```

token.'
Key: Shared Secret
Label: Google Authenticator
Module: Kernel::WebApp::Util::UserPreferenceType::Generic
PrefKey: UserGoogleAuthenticatorSecretKey
PreferenceGroup: Security
Prio: '1100'
ValidateRegex: ^([A-Z2-7]{16}|)$
ValidateRegexMessage: The secret you supplied is invalid. The secret must
↳only contain
  letters (A-Z, uppercase) and numbers (2-7) and must consist of 16
↳characters.

```

### 177.3 *CustomerPersonalPreference###Language*

Defines all the parameters for this item in the customer preferences.

Default value:

```

---
Active: '1'
Desc: Select the main interface language.
Key: Language
Label: Language
Module: Kernel::WebApp::Util::UserPreferenceType::Select::Language
PrefKey: UserLanguage
PreferenceGroup: General
Prio: '2000'

```

### 177.4 *CustomerPersonalPreference###PGP*

Defines all the parameters for this item in the customer preferences.

Default value:

```

---
Active: '1'
Desc: Upload your PGP key.
Key: PGP Key
Label: PGP Key
Module: Kernel::WebApp::Util::UserPreferenceType::File::PGP
PrefKey: UserPGPKey
PreferenceGroup: Security
Prio: '10000'

```

## 177.5 *CustomerPersonalPreference###Password*

Defines all the parameters for this item in the customer preferences. ‘PasswordRegExp’ allows to match passwords against a regular expression. Define the minimum number of characters using ‘PasswordMinSize’. Define if at least 2 lowercase and 2 uppercase letter characters are needed by setting the appropriate option to ‘1’. ‘PasswordMin2Characters’ defines if the password needs to contain at least 2 letter characters (set to 0 or 1). ‘PasswordNeedDigit’ controls the need of at least 1 digit (set to 0 or 1 to control).

Default value:

```

---
Active: '1'
Area: Customer
Desc: Set a new password by filling in your current password and a new one.
Label: Change password
Module: Kernel::WebApp::Util::UserPreferenceType::Password
PasswordMin2Characters: '0'
PasswordMin2Lower2UpperCharacters: '0'
PasswordMinSize: '0'
PasswordNeedDigit: '0'
PasswordRegExp: ''
PreferenceGroup: Security
Prio: '1000'

```

## 177.6 *CustomerPersonalPreference###SMIME*

Defines all the parameters for this item in the customer preferences.

Default value:

```

---
Active: '1'
Desc: Upload your S/MIME certificate.
Key: S/MIME Certificate
Label: S/MIME Certificate
Module: Kernel::WebApp::Util::UserPreferenceType::File::SMIME
PrefKey: UserSMIMEKey
PreferenceGroup: Security
Prio: '11000'

```

## 177.7 *CustomerPersonalPreference###TimeZone*

Defines all the parameters for this item in the customer preferences.

Default value:

```

---
Active: '1'
Desc: Select your personal time zone. All times will be displayed relative to ↳
↳this

```

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```
time zone.  
Key: Time Zone  
Label: Time Zone  
Module: Kernel::WebApp::Util::UserPreferenceType::Select::TimeZone  
PrefKey: UserTimeZone  
PreferenceGroup: General  
Prio: '2500'
```

## 177.8 *CustomerPersonalPreference::Groups###0001-Framework*

Customer preferences categories.

This setting can not be deactivated.

Default value:

```
---  
- Description: ''  
  Label: General  
  Name: General  
  Order: '1000'  
  Title: ''  
- Description: ''  
  Label: Security  
  Name: Security  
  Order: '2000'  
  Title: ''
```

## 177.9 *CustomerPersonalPreference::OldModuleMapping###0001-Framework*

Defines the config parameters of this item, to be shown in the preferences view.

Default value:

```
---  
GoogleAuthenticatorSecretKey: Kernel::Output::HTML::Preferences::Generic  
PGP: Kernel::Output::HTML::Preferences::PGP  
SMIME: Kernel::Output::HTML::Preferences::SMIME
```

---

*Frontend → External → View → TicketCreate*

---

## **178.1 ExternalFrontend::TicketCreate###DynamicField**

Dynamic fields options shown in the ticket message screen of the external interface. NOTE: If you want to display these fields also in the ticket detail view of the external interface, you have to enable them in ExternalFrontend::TicketDetailView###DynamicField.

Default value:

```
--- {}
```

## **178.2 ExternalFrontend::TicketCreate###HistoryComment**

Comment for new history entries in the external interface.

This setting can not be deactivated.

Default value:

```
`ExternalFrontend::TicketCreate###HistoryType`
```

Defines the default history type in the external interface.

This setting can not be deactivated.

Default value:

```
WebRequestCustomer
```

### 178.3 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::DefaultLanguages*

The default languages for the related knowledge base articles.

Default value:

```
---  
- en
```

### 178.4 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Enabled*

Enable the related knowledge base article feature for the external interface.

This setting can not be deactivated.

Default value:

```
1
```

### 178.5 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::QueueNames*

List of queue names for which the related knowledge base article feature is enabled.

This setting is not active by default.

Default value:

```
---  
- Raw
```

### 178.6 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::ShowLimit*

Output limit for the related knowledge base articles.

This setting can not be deactivated.

Default value:

```
5
```

### 178.7 *ExternalFrontend::TicketCreate###NextScreenAfterNewTicket*

Determines the next screen after new customer ticket in the external interface.

This setting can not be deactivated.

Default value:

```
TicketOverview
```



## 178.8 *ExternalFrontend::TicketCreate###Priority*

Allows customers to set the ticket priority in the external interface.

This setting can not be deactivated.

Default value:

## 178.9 *ExternalFrontend::TicketCreate###PriorityDefault*

Defines the default priority of new customer tickets in the external interface.

Default value:

## 178.10 *ExternalFrontend::TicketCreate###Queue*

Allows customers to set the ticket queue in the external interface. If this is not enabled, QueueDefault should be configured.

This setting can not be deactivated.

Default value:

## 178.11 *ExternalFrontend::TicketCreate###QueueDefault*

Defines the default queue for new customer tickets in the external interface.

Default value:

## 178.12 *ExternalFrontend::TicketCreate###SLA*

Allows customers to set the ticket SLA in the external interface.

This setting can not be deactivated.

Default value:

### 178.13 *ExternalFrontend::TicketCreate###SLAMandatory*

Sets if SLA must be selected by the customer.

Default value:

### 178.14 *ExternalFrontend::TicketCreate###SenderType*

Sender type for new tickets from the external interface.

This setting can not be deactivated.

Default value:

### 178.15 *ExternalFrontend::TicketCreate###Service*

Allows customers to set the ticket service in the external interface.

This setting can not be deactivated.

Default value:

### 178.16 *ExternalFrontend::TicketCreate###ServiceMandatory*

Sets if service must be selected by the customer.

Default value:

### 178.17 *ExternalFrontend::TicketCreate###StateDefault*

Defines the default state of new customer tickets in the external interface.

This setting can not be deactivated.

Default value:

### **178.18 *ExternalFrontend::TicketCreate###TicketType***

Allows customers to set the ticket type in the external interface. If this is not enabled, TicketTypeDefault should be configured.

This setting can not be deactivated.

Default value:

### **178.19 *ExternalFrontend::TicketCreate###TicketTypeDefault***

Defines the default ticket type for new customer tickets in the external interface.

Default value:



---

*Frontend → External → View → TicketDetail*

---

## **179.1 *ExternalFrontend::TicketDetailView###AccountedTimeDisplay***

Displays the accounted time for an article in the ticket detail view of the external interface.

This setting can not be deactivated.

Default value:

```
0
```

## **179.2 *ExternalFrontend::TicketDetailView###AttributesView***

Shows the enabled ticket attributes in the external interface (0 = Disabled and 1 = Enabled).

This setting can not be deactivated.

Default value:

```
---  
Owner: '0'  
Priority: '1'  
Queue: '1'  
Responsible: '0'  
SLA: '0'  
Service: '0'  
State: '1'  
Type: '0'
```

### 179.3 *ExternalFrontend::TicketDetailView###DynamicField*

Dynamic fields shown in the ticket detail view of the external interface.

Default value:

```
--- {}
```

### 179.4 *ExternalFrontend::TicketDetailView###FollowUpDynamicField*

Dynamic fields options shown in the ticket reply section in the ticket detail view of the external interface.

Default value:

```
--- {}
```

### 179.5 *ExternalFrontend::TicketDetailView###HistoryComment*

Defines the history comment for the ticket detail view, which gets used for ticket history in the external interface.

This setting can not be deactivated.

Default value:

```
`ExternalFrontend::TicketDetailView###HistoryType`
```

---

Defines the history type for the ticket detail view, which gets used for ticket history in the external interface.

This setting can not be deactivated.

Default value:

```
FollowUp
```

### 179.6 *ExternalFrontend::TicketDetailView###NextScreenAfterFollowUp*

Determines the next screen after the follow-up from the ticket detail view in the external interface.

This setting can not be deactivated.

Default value:

```
TicketOverview
```

### 179.7 *ExternalFrontend::TicketDetailView###Priority*

Allows customers to change the ticket priority in the external interface.

Default value:

```
0
```

### 179.8 *ExternalFrontend::TicketDetailView###PriorityDefault*

Defines the default priority of follow-up customer tickets in the ticket detail view in the external interface. To show the current ticket priority, simply disable this setting.

Default value:

```
3 normal
```

### 179.9 *ExternalFrontend::TicketDetailView###SenderType*

Defines the default sender type for tickets in the ticket detail view of the external interface.

This setting can not be deactivated.

Default value:

```
customer
```

### 179.10 *ExternalFrontend::TicketDetailView###State*

Allows choosing the next compose state for customer tickets in the external interface.

Default value:

```
0
```

### 179.11 *ExternalFrontend::TicketDetailView###StateDefault*

Defines the default next state for a ticket after customer follow-up in the external interface. To show the current ticket state, simply disable this setting.

Default value:

```
open
```

## 179.12 *ExternalFrontend::TicketDetailView###StateType*

Defines the next possible states for customer tickets in the external interface.

This setting can not be deactivated.

Default value:

```
----  
- open  
- closed
```



---

*Frontend → External → View → TicketOverview*

---

## **180.1 ExternalFrontend::TicketOverview###ColumnHeader**

Shows either the last customer article's subject or the ticket title in the external interface.

Default value:

```
TicketTitle
```

## **180.2 ExternalFrontend::TicketOverview###DynamicField**

Dynamic fields shown in the ticket overview screen of the external interface.

Default value:

```
--- {}
```

## **180.3 ExternalFrontend::TicketOverview###Owner**

Show the current owner in the external interface.

This setting can not be deactivated.

Default value:

```
0
```

## 180.4 *ExternalFrontend::TicketOverview###Queue*

Show the current queue in the external interface.

This setting can not be deactivated.

Default value:

## 180.5 *ExternalFrontend::TicketOverview###State*

Show the current state in the external interface.

This setting can not be deactivated.

Default value:

### **181.1 *GenericInterface::WebserviceConfig::CacheTTL***

Cache time in seconds for the web service config backend.

This setting can not be deactivated.

Default value:

86400



---

*GenericInterface* → *ErrorHandling* → *ModuleRegistration*

---

## **182.1 *GenericInterface::ErrorHandling::Module###RequestRetry***

GenericInterface module registration for an error handling module.

Default value:

```
---  
CommunicationTypeFilter: Requester  
ConfigDialog: AdminGenericInterfaceErrorHandlingRequestRetry  
Name: RequestRetry
```



---

*GenericInterface* → *Invoker* → *ModuleRegistration*

---

### 183.1 *GenericInterface::Invoker::Module###Test::Test*

GenericInterface module registration for the invoker layer.

This setting is not active by default.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: Test
```

### 183.2 *GenericInterface::Invoker::Module###Test::TestSimple*

GenericInterface module registration for the invoker layer.

This setting is not active by default.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: TestSimple
```





---

*GenericInterface* → *Mapping* → *ModuleRegistration*

---

### 184.1 *GenericInterface::Mapping::Module###Simple*

GenericInterface module registration for the mapping layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceMappingSimple
```

### 184.2 *GenericInterface::Mapping::Module###Test*

GenericInterface module registration for the mapping layer.

This setting is not active by default.

Default value:

```
---  
ConfigDialog: ''
```

### 184.3 *GenericInterface::Mapping::Module###XSLT*

GenericInterface module registration for the mapping layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceMappingXSLT
```



## **185.1 *GenericInterface::Operation::Common::CachedAuth::AgentCacheTTL***

Cache time in seconds for agent authentication in the *GenericInterface*.

This setting can not be deactivated.

Default value:

## **185.2 *GenericInterface::Operation::Common::CachedAuth::CustomerCacheTTL***

Cache time in seconds for customer authentication in the *GenericInterface*.

This setting can not be deactivated.

Default value:

## **185.3 *GenericInterface::Operation::ResponseLoggingMaxSize***

Defines the maximum size in KiloByte of *GenericInterface* responses that get logged to the `gi_debugger_entry_content` table.

This setting can not be deactivated.

Default value:

200

---

*GenericInterface* → *Operation* → *Generic* → *RPC*

---

## 186.1 *GenericInterface::Operation::Generic::RPC*

Enables the usage of operation *Generic::RPC*.

This setting can not be deactivated.

Default value:

0

## 186.2 *GenericInterface::Operation::Generic::RPC::Modules###001-Default*

Registration of allowed modules used by operation *Generic::RPC*. Just modules below *Kernel::System* and *Custom::Kernel::System* (and *Kernel::Config*) are allowed for executions.

Default value:

```
---  
- Kernel::Config  
- Kernel::System::CustomerCompany  
- Kernel::System::CustomerUser  
- Kernel::System::Encode  
- Kernel::System::Group  
- Kernel::System::LinkObject  
- Kernel::System::Log  
- Kernel::System::PID  
- Kernel::System::Queue  
- Kernel::System::AuthSession  
- Kernel::System::Ticket
```



---

*GenericInterface* → *Operation* → *ModuleRegistration*

---

## **187.1 *GenericInterface::Operation::Module###FAQ::LanguageList***

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: LanguageList
```

## **187.2 *GenericInterface::Operation::Module###FAQ::PublicCategoryList***

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicCategoryList
```

## **187.3 *GenericInterface::Operation::Module###FAQ::PublicFAQGet***

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQGet
```

### **187.4 *GenericInterface::Operation::Module###FAQ::PublicFAQSearch***

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQSearch
```

### **187.5 *GenericInterface::Operation::Module###Generic::RPC***

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationRPC  
Controller: Generic  
Name: RPC
```

### **187.6 *GenericInterface::Operation::Module###Session::SessionCreate***

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Session  
Name: SessionCreate
```

### **187.7 *GenericInterface::Operation::Module###Session::SessionGet***

GenericInterface module registration for the operation layer.

Default value:



```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Session  
Name: SessionGet
```

## 187.8 *GenericInterface::Operation::Module###Test::Test*

GenericInterface module registration for the operation layer.

This setting is not active by default.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Test  
Name: Test
```

## 187.9 *GenericInterface::Operation::Module###Ticket::TicketCreate*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketCreate
```

## 187.10 *GenericInterface::Operation::Module###Ticket::TicketGet*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

## 187.11 *GenericInterface::Operation::Module###Ticket::TicketHistoryGet*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketHistoryGet
```

## **187.12 *GenericInterface::Operation::Module###Ticket::TicketSearch***

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

## **187.13 *GenericInterface::Operation::Module###Ticket::TicketUpdate***

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketUpdate
```

---

*GenericInterface* → *Operation* → *TicketCreate*

---

## **188.1 *GenericInterface::Operation::TicketCreate###AutoResponseType***

Defines the default auto response type of the article for this operation.

This setting can not be deactivated.

Default value:

```
auto reply
```

## **188.2 *GenericInterface::Operation::TicketCreate###HistoryComment***

Defines the history comment for this operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
%%GenericInterface Create
```

## **188.3 *GenericInterface::Operation::TicketCreate###HistoryType***

Defines the history type for this operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
NewTicket
```

## 188.4 *GenericInterface::Operation::TicketCreate###IsVisibleForCustomer*

Defines the default visibility of the article to customer for this operation.

This setting can not be deactivated.

Default value:

1

---

*GenericInterface* → *Operation* → *TicketSearch*

---

## **189.1 *GenericInterface::Operation::TicketSearch###Order::Default***

Defines the default ticket order in the ticket search result of the this operation. Up: oldest on top. Down: latest on top.

This setting can not be deactivated.

Default value:

Down

## **189.2 *GenericInterface::Operation::TicketSearch###SearchLimit***

Maximum number of tickets to be displayed in the result of this operation.

This setting can not be deactivated.

Default value:

500

## **189.3 *GenericInterface::Operation::TicketSearch###SortBy::Default***

Defines the default ticket attribute for ticket sorting of the ticket search result of this operation.

This setting can not be deactivated.

Default value:

Age

---

*GenericInterface* → *Operation* → *TicketUpdate*

---

## **190.1 *GenericInterface::Operation::TicketUpdate###AutoResponseType***

Defines the default auto response type of the article for this operation.

This setting can not be deactivated.

Default value:

```
auto follow up
```

## **190.2 *GenericInterface::Operation::TicketUpdate###HistoryComment***

Defines the history comment for this operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
%%GenericInterface Note
```

## **190.3 *GenericInterface::Operation::TicketUpdate###HistoryType***

Defines the history type for this operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
AddNote
```

## 190.4 *GenericInterface::Operation::TicketUpdate###IsVisibleForCustomer*

Defines the default visibility of the article to customer for this operation.

This setting can not be deactivated.

Default value:

1



---

*GenericInterface* → *Transport* → *ModuleRegistration*

---

## **191.1 *GenericInterface::Transport::Module###HTTP::REST***

GenericInterface module registration for the transport layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPREST  
Name: REST  
Protocol: HTTP
```

## **191.2 *GenericInterface::Transport::Module###HTTP::SOAP***

GenericInterface module registration for the transport layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPSOAP  
Name: SOAP  
Protocol: HTTP
```

## **191.3 *GenericInterface::Transport::Module###HTTP::Test***

GenericInterface module registration for the transport layer.

This setting is not active by default.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPTest  
Name: Test  
Protocol: HTTP
```

## 192.1 *WebApp::DefaultRedirect*

Defines the default redirect. Use `/external` for the external or `/otrs/index.pl` for the agent interface, or an absolute URL if you want to redirect to an external site.

This setting can not be deactivated.

Default value:

```
/external
```

## 192.2 *WebApp::SSO::RemoteUserSecret*

Shared secret for SSO. Reverse proxies must pass a `REMOTE_USER` and a `REMOTE_USER_SECRET` header with the value of this setting, only then `REMOTE_USER` will be accepted and usable for HTTPBasicAuth.

This setting is not active by default.

Default value:

```
`WebApp::Server::AdditionalOrigins`
```

---

Defines additional origins for production web server content security policy headers. You can specify new entries for any supported rule, please use the name of the rule as the key.

This setting can not be deactivated.

Default value:

```
---
connect-src:
- ''
font-src:
- ''
frame-src:
- ''
img-src:
- ''
script-src:
- ''
style-src:
- ''
```

### 192.3 *WebApp::Server::AutomaticReloadFile*

Defines the path to a file that should signal the need to reload the web server. It will only work correctly with the default value; change this only if you intend to use this file for other purposes (like triggering a cluster-wide web server reload - in this case you have to handle the actual reloads on your own).

This setting can not be deactivated.

Default value:

```
<OTRS_CONFIG_Home>/var/run/otrs.WebServer.pid.needs-reload
```

### 192.4 *WebApp::Server::TriggerAutomaticReloads*

If active, certain operations like package changes and external interface setting changes will trigger a hot reload of the production web server on the current node. This can be turned off if you plan to restart the web server manually or if another mechanism is used to perform the needed restarts.

This setting can not be deactivated.

Default value:

```
1
```

---

*WebApp → API → Customer*

---

## **193.1 *WebApp::API::Customer::DefaultAgentName***

Defines the default agent name in the ticket zoom view of the external interface.

This setting can not be deactivated.

Default value:

```
Support Agent
```

## **193.2 *WebApp::API::Customer::DisplayNoteFrom***

Defines the displayed style of the From field in notes that are visible for customers. A default agent name can be defined in `WebApp::API::Customer::DefaultAgentName` setting.

This setting can not be deactivated.

Default value:

```
FromField
```



---

*WebApp → API → Customer → Account*

---

## **194.1 *WebApp::API::Customer::Account::EmailBlacklist***

If active, none of the regular expressions may match the user's email address to allow registration.

This setting is not active by default.

Default value:

```
---  
- \@your\.domain\.example$
```

## **194.2 *WebApp::API::Customer::Account::EmailWhitelist***

If active, one of the regular expressions has to match the user's email address to allow registration.

This setting is not active by default.

Default value:

```
---  
- \@your\.domain\.example$
```

## **194.3 *WebApp::API::Customer::Account::Recover***

Enables customers to recover their own accounts via the external interface.

This setting can not be deactivated.

Default value:

1

## 194.4 *WebApp::API::Customer::Account::RecoverBody*

Defines the body for an email with password recovery instructions for customer users, containing a link to request a new password.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has requested to change your OTRS password.

If you want to do this, click on this link. You will receive another email
↳containing the password.

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
↳external/account/reset/<OTRS_TOKEN>

If you did not request a new password, please ignore this email.
```

## 194.5 *WebApp::API::Customer::Account::RecoverSubject*

Defines the subject for an email with password recovery instructions for customer users.

This setting can not be deactivated.

Default value:

```
New OTRS password request
```

## 194.6 *WebApp::API::Customer::Account::Register*

Enables customers to create their own accounts via the external interface.

This setting can not be deactivated.

Default value:

1

## 194.7 *WebApp::API::Customer::Account::RegisterBody*

Defines the body text for notification mails sent to customers, about new account.

This setting can not be deactivated.



Default value:

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has created a new OTRS account for you.

Full name: <OTRS_USERFIRSTNAME> <OTRS_USERLASTNAME>
User name: <OTRS_USERLOGIN>
Password: <OTRS_USERPASSWORD>

You can log in via the following URL. We encourage you to change your
↳password in the user preferences after logging in.

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
↳external
```

## 194.8 *WebApp::API::Customer::Account::RegisterSubject*

Defines the subject for notification mails sent to customers, about new account.

This setting can not be deactivated.

Default value:

```
New OTRS Account!
```

## 194.9 *WebApp::API::Customer::Account::ResetBody*

Defines the body for an email with new password for customer users.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,

Your new password is: <OTRS_NEWPW>

You can log in via the following URL. We encourage you to change your
↳password in the user preferences after logging in.

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
↳external
```

## 194.10 *WebApp::API::Customer::Account::ResetSubject*

Defines the subject for an email with new password for customer users.

This setting can not be deactivated.

Default value:

New OTRS password

## **195.1 *WebApp::APIClient###CloseTimeout***

Defines timeout in milliseconds for the closing of a WebSocket connection in the frontend applications. Value of '0' will disable the timeout. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl -deploy-assets).

This setting can not be deactivated.

Default value:

0

## **195.2 *WebApp::APIClient###MaxReconnectionAttempts***

Defines maximum number of attempts before giving up trying to re-establish a WebSocket connection in the frontend applications. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl -deploy-assets).

This setting can not be deactivated.

Default value:

10

## **195.3 *WebApp::APIClient###MaxReconnectionDelay***

Defines maximum delay in milliseconds when trying to re-establish a WebSocket connection in the frontend applications. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl -deploy-assets).

This setting can not be deactivated.

Default value:

10000

## 195.4 *WebApp::APIClient###OpenTimeout*

Defines timeout in milliseconds for the opening of a WebSocket connection in the frontend applications. Value of '0' will disable the timeout. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Default value:

0

## 195.5 *WebApp::APIClient###ReconnectionDelayIncrement*

Defines increment delay in milliseconds with every reconnection attempt of a WebSocket connection in the frontend applications. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Default value:

1000

## 195.6 *WebApp::APIClient###ResponseTimeout*

Defines timeout in milliseconds for the responses of WebSocket requests in the frontend applications. Value of '0' will disable the timeout. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Default value:

30000

## 195.7 *WebApp::APIClient###WebSocketUpgrade*

Defines if the primary API client communication protocol should be upgraded to WebSocket, where possible. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Default value:

1